

Government of NCT of Delhi

Bid Document for Evaluation Study of Functioning of Jan Suvidha Complexes of DUSIB in Delhi

**Planning Department
GNCTD
6th Level, B-Wing,
Delhi Secretariat, I.P.Estate,
New Delhi-110002**

03.12.2019



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Factsheet: Bids Inviting Document for Evaluation Study for Functioning of Jan Suvidha Complexes of DUSIB in Delhi

1	Tender ID	No.18(123)/2019-20/Monit./Plg.
2	Tender date	3 rd December 2019
3	Bid issued by	Planning Department, GNCTD
4	EMD	The EMD of Rs. 25,000/- (Rupees twenty five thousand only) in the form of a Demand Draft OR Fixed Deposit Receipt or Bank Guarantee issued by any Nationalized/Scheduled Commercial bank in favour of DDO, Planning Department, GNCTD, payable at New Delhi, and should be valid for 90 days beyond the date of bid submission
5	Performance Bank Guarantee (PBG)	Bank Guarantee as mentioned in Appendix IV
6	Nodal Officer for correspondence and clarification	Sh. Ashok Kumar, Assistant Director Email: delhibudget@gov.in Phone No. 011-23392246
7	Language of Proposal	Proposals should be submitted in English language only
8	Validity of Proposal	Proposals must remain valid for 180 days after the submission date
9	Last date for receipt of Pre bid queries	06.12.2019 by 17.00 hours
10	Pre bid Meeting	09.12.2019
11	Last date of bid submission	24.12.2019 by 15.00 hours
12	Opening of Bid	24.12.2019 at 15.30 hours

Chapter 1: Instructions to Bidders

PREPARATION OF PROPOSAL

i. Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by PLANNING DEPARTMENT, GNCTD to facilitate the evaluation process or all such activities related to the bid process.

PLANNING DEPARTMENT, GNCTD will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

ii. Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

CONSORTIUM

Consortium or sub-letting is not allowed for the evaluation study.

FINANCIAL BID EVALUATION

- A. The Bid without valid Earnest Money Deposit will not be considered.
- B. The Bidder with lowest financial bid (L1) will be awarded the evaluation study.
- C. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- D. The bid price in INR should include all taxes & levies.
- E. Any conditional bid would be rejected.
- F. If a firm quotes NIL charges/consideration, the bid shall be treated as unresponsive and will not be considered.
- G. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

APPOINTMENT OF SUCCESSFUL BIDDER**Award Criteria**

PLANNING DEPARTMENT, GNCTD will award the evaluation study to the successful bidder.

Right to Accept Any Proposal and To Reject Any or All Proposal(s)

PLANNING DEPARTMENT, GNCTD reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for PLANNING DEPARTMENT, GNCTD action.

Performance Guarantee

PLANNING DEPARTMENT, GNCTD will require the selected bidder to provide an irrevocably, unconditionally Performance Bank Guarantee, within 15 days from the Notification of award, for a value equal to 10% of total contract value. The Performance Guarantee shall contain a claim period of sixty days beyond the date of completion of all contractual obligations. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of evaluation study. In case the selected bidder fails to submit performance guarantee within the time stipulated, PLANNING DEPARTMENT, GNCTD at its discretion may cancel the order placed on the selected bidder without giving any notice. PLANNING DEPARTMENT, GNCTD shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or PLANNING DEPARTMENT, GNCTD incurs any loss due to Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

Award of work

After PLANNING DEPARTMENT, GNCTD notifies the successful bidder that its proposal has been accepted, PLANNING DEPARTMENT, GNCTD shall issue a letter for award of work with terms and conditions.

Agency may submit its proposal along with EMD in sealed envelope super-scribed as "Proposal for Conduct of Evaluation Study of "Evaluation Study of Functioning of Public and Community Toilets in Delhi " should be sent at the following address:

Director (PES),
Planning Department, GNCTD,
6th Level, B Wing, Delhi Secretariat, IP Estate
New Delhi 110002

- Pre-bid queries may be raised till 06.12.2019 by 17.00 hours through e-mail at delhibudget@gov.in.
- The pre-bid meeting with bidders may be held at ~~13.00 P.M.~~ on 09.12.2019 in Planning Department, Delhi Secretariat, and Delhi-110002.
- Last date of submission of bid (in the format enclosed) shall be 15.00 hours on 24.12.2019.
- The financial bid will be opened at 15.30 hours on 24.12.2019.

Planning Department, GNCTD will not be responsible for any delay of submission/ delayed delivery of the bids under any circumstance. If the last date for submission of bid is declared a holiday by the Government, then the same can be submitted on the next working day before 15.00 hours. Bids receiving after the due date & time will not be considered

Chapter 2: Conditions of Contract

The other general terms and conditions applicable to assignment under this Scheme will be:

- i) The assignment should be completed within the time stipulated in the agreement. Delay in submission of the report beyond the stipulated time will attract penalty @ 5% of bid price for delay of every 15 days or part thereof. The Planning Department, GNCTD may condone the penalty after recording the reasons in writing thereof.
- ii) The Government shall not pay any extra amount for any escalation in the cost of the assignment beyond the time period stipulated in the agreement.
- iii) The total fee for the study as agreed with the organization will include GST and other taxes, if any, and the liability of payment of the taxes will be of the agency conducting the study.
- iv) The data & draft/ final reports and the contents thereof would be the intellectual property of the Government and would not be used/published by the Institution.
- v) If the performance of the Institution during the course of the study is not found to be satisfactory, the work award can be terminated and the performance guarantee will be invoked and the amount already paid to the Institution will be recovered.
- vi) The raw data/ processed data/ findings should not be disclosed by the institution to any third party.
- vii) Planning Department, GNCT of Delhi reserves the right to reject any proposal without assigning any reason thereof.

Chapter 3: Documents Required

The willing agency may submit proposal along with following documents :

1. Certificate of registration of agency.
2. Filled in form at Appendix I (Particulars of Bidder).
3. The EMD of Rs. 25,000/- (Rupees twenty five thousand only) in the form of a Demand Draft OR Fixed Deposit Receipt or Bank Guarantee issued by any Nationalized/Scheduled Commercial bank in favour of DDO, Planning Department, GNCTD, payable at New Delhi, which should be valid for 90 days beyond the date of bid submission.
4. Amount quoted in the format at Appendix II (Price Bid) to conduct study (sealed envelope). **It should be inclusive of all applicable taxes.**

Chapter 4: Specifications and allied technical details

1. GOAL OF SURVEY

Prime objective of the study is to assess the role of Jan Suvidha Complex for sustaining Delhi free of open defecation particularly the slum type areas having insufficient number of toilets in the individual dwellings. Also, obtaining the feedback from users and agencies maintaining and operating the JSCs for improving general cleanliness in and around the JSCs for maintaining health & hygiene among slum dwellers.

2. METHODOLOGY AND SCHEDULES OF SURVEY

As per the information provided by Delhi Urban Shelter Improvement Board, GNCTD, at present there are 662 Jan Suvidha Complexes (JSCs) in Delhi including 521 Community Toilets under DUSIB (Maintained Through Tenders), 89 Community Toilets under DUSIB (under thirty years contract), 39 portable cubical toilets installed by YLDA India Pvt. Ltd. and 13 number of such toilet complexes of which 10 complexes are maintained by RWA of JJ Basti and 3 by NGO. These 662 JSCs are supervised through 15 divisions of Delhi Urban Shelter Improvement Board, GNCTD.

To assess the utility of these JSCs and to get the feedback of users, three types of schedules are designed. One schedule is for obtaining views/feedback of beneficiaries/users i.e. male, female, children, senior citizens using the JSCs on the day of survey, other schedule for the agency's employee at posted at location of JSC.

The third schedule is to get the feedback from the agencies operating and maintaining the JSCs through dealing officer of the scheme in the agency concerned. This schedule shall be canvassed from the agencies, namely, Aakanksha Enterprises, ACME Excellent management Pvt. Ltd., SaiNath sales and Services Pvt. Ltd., YLDA India Pvt. Ltd. and other 4 or 5 maintenance agencies (having contract for running JSCs for thirty years) and atleast those 2 RWAs which are maintaining JSCs.

Besides these schedules, an observational schedule is also designed for getting the number of users availed the services of concerned JSCs on the day of survey, at different time of the day i.e. during Morning/Noon/Evening hours.

In addition to all aforementioned schedules, the feedback shall also be obtained from the DUSIB's Executive Engineers concerned with the internal online system for monitoring of operation & maintenance of JSCs.

3. SAMPLING DESIGN

The sample size of 37% (approx) have been taken which is arrived through Cochran Formula at 95% confidence level and 5% level of precision. Accordingly, a sample of 245 JSCs

have been taken out of the total number of 662 JSCs. This sample of 245 JSCs includes representative sample of 37% (approx) from each of the 15 divisions of Delhi Urban Shelter Improvement Board, GNCTD. The list of selected JSCs in the sample is attached.

As elaborated in point no. 2, at each selected JSC 20 users (as per following pattern) and responsible employee of agency deployed at concerned location shall be interviewed as per designed schedule:

Time Slot	Male	Female	Total
upto 12 O' Clock	4	4	8
12 Noon to 4.00 PM	3	3	6
After 4.00 PM	3	3	6
Total	10	10	20

During each time slot, efforts will be made to get feedback from atleast 1 senior citizen and 1 child between 10-14 years age, if however, any of the beneficiary in these category falls short then shortfall may be completed from another categories.

4. TIMELINES

The timelines of proposed survey will be as under:-

S. No.	Particular	Time	Time Cumulative
1.	Pre Bid meeting	Within one week of inviting of bids from NITI Aayog's empanelled agencies	—
2.	Selection of Agency for evaluation study and signing of agreement	Within 1 month (From the date of inviting of bids)	One month
3.	Finalisation of Schedules (minor changes, if any) by Planning department as per discussion with agency	Within One week from the date of signing of agreement	1 month one week
4.	Survey of all JSCs by the agency	Within One month from the finalisation of schedule	2 month one week
5.	Submission/Presentation of draft report before evaluation committee by the agency	Within One month from end of survey	3 months one week
6.	Providing of comments by the Planning Department on draft report to the agency	Within one week from receiving of comments on draft report from the DUSIB in Planning Department	3 months two week
7.	Submission of Final Report by the agency in Planning Department	Within one week\$ after furnishing of comments on draft report by Planning Department to the agency	3 months 3 weeks

Chapter 5: Price Schedule**TERMS OF PAYMENT:**

The payment plan is as under:-

Particular	Payment Plan
a. After Signing of Agreement	10% of award cost
b. After completion of Survey	20% of award cost
c. After Submission /Presentation of Draft Report before Evaluation Committee	40% of award cost
d. Submission/Presentation of Final Report	30% of award cost

EARNEST MONEY DEPOSIT (EMD)

Bidders shall submit the EMD of Rs. 25,000/- (Rupees twenty five thousand only) in the form of a Demand Draft or Fixed Deposit Receipt or Bank Guarantee issued by any Nationalized/Scheduled Commercial bank in favour of DDO, Planning Department, GNCTD, payable at New Delhi, and should be valid for 90 days beyond the date of bid submission.

EMD of all unsuccessful bidders would be refunded by PLANNING DEPARTMENT, GNCTD within 30 days of the notifying the bidder as unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.

The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.

The EMD may be forfeited:

- a) If a bidder withdraws its bid before selection of successful bidder.
- b) In case of a successful bidder, if the bidder fails to sign the contract in accordance with this bid document.

Chapter 6: Contract Form

Government of N.C.T. of Delhi

Planning Department

6th Level, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi-110002

F.No.18(123)/2019-20/Monit/Plg/

Dated:-

From

Director (Planning)
Planning Department, GNCT of Delhi

To

Qualified Bidder

Subject : Award Contract for Evaluation Study of "Functioning of Jan Suvidha Complexes of DUSIB in Delhi".

Sir,

With reference to your letter no..... Dated, Planning Department, GNCT of Delhi is pleased to accept your offer for Evaluation Study of Functioning of Jan Suvidha Complexes of DUSIB in Delhi on the price quoted quoted by you. . Acceptance of this offer constitutes an agreement between name of qualified bidder and the Director (Planning).

The agreement is for the Evaluation Study of Functioning of Jan Suvidha Complexes of DUSIB in Delhi for all the terms and conditions specified in the Bid document.

Through this agreement you are requested to submit an irrevocably, unconditionally Performance bank guarantee, with in 15 days from the issue of this letter, for a value equal of 10% of total contract value and start the evaluation study as per the schedule provided to you.

This letter shall form a part of the agreement. A duplicate copy of this award letter is enclosed herewith, which may be returned duly signed alongwith each page of bid document to this office as a token of acceptance and acknowledgment of this letter within seven days of issue of this letter of award of work along with the above indicated Performance Bank Guarantee.

Yours faithfully,

(Ashok Kumar)
Director (Plg.)

Copy for information to:

1. Advisor, Planning Department, GNCTD
2. PS to Hon'ble Dy. Chief Minister, GNCTD
3. PS to Pr. Secretary (planning), GNCTD
4. JD (Monit), Planning Department, GNCTD
5. JD (Admn.), Planning Department, GNCTD
6. DD (Monitoring Unit), Planning Department, GNCTD
7. DDO/AO, Planning Department, GNCTD
8. Guard File

Chapter 7: Other Standard forms

APPENDICES

Appendix I**Particulars of the Bidder**

- 1 Name and complete address of the bidding Agency
- 2 Local address, if any, of the bidding agency (In NCR)
- 3 Incorporation status of the agency (public limited / private limited, etc.)
- 4 Year of Establishment of agency
- 5 Name, Address, email, Phone nos. and Mobile Number of Contact Person(s) with designation
- 6 No. of evaluation study reports submitted till date
- 7 No. of evaluation study conducted for Govt./PSUs
- 8 Whether the agency has done any similar evaluation study, please specify
- 9 Name the latest evaluation study report carried out by the agency
- 10 Name the surveys/studies in hand with agency at present

Appendix II**Price Bid**

To,

Date

The Director,
Planning Department, GNCTD,
6th Level, B Wing, Delhi Secretariat, IP Estate
New Delhi 110002

Dear Sir,

I/We hereby submit our price bid for the **Evaluation Study of Functioning of Jan Suvidha Complexes of DUSIB in Delhi** for Planning Department, GNCTD.

Particulars	Cost of project for the Evaluation Study of Functioning of Jan Suvidha Complexes of DUSIB in Delhi *
Total Price in INR (in figures)	
Total Price in INR (In Words)	

- **The amount shall be considered as final 'price' quoted by the bidder. This will be including all the taxes, duties, cess, levies etc.*

Authorized Signature & Seal:

Name and Title of Signatory:

Name of Firm:

Address:

Appendix III**Financial Bid Covering Letter**

To
The Director,
Planning Department, GNCTD,
6th Level, B Wing, Delhi Secretariat, IP Estate
New Delhi 110002

Subject: Submission of the Financial bid for **Evaluation Study of Functioning of Jan Suvidha Complexes of DUSIB in Delhi** for Planning Department, GNCTD.

Dear Sir/Madam,

We, the undersigned, offer to provide the services for **Evaluation Study of Functioning of Jan Suvidha Complexes of DUSIB in Delhi** in accordance with your Request for Financial Proposals. This amount mentioned in financial proposal is inclusive of all taxes, duties, cess and levies.

1. PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the letter. All the prices and other terms and conditions of this Bid are valid for the period of 180 calendar days from the date of opening of the Bid.
- We hereby confirm that our prices include all taxes and levies.

2. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in financial bid inviting letter.

3. SUBMISSION OF DOCUMENTS

We confirm having submitted the documents/information as required by you in your financial bid inviting letter. In case you require any other further information/documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

4. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in financial bid inviting letter.

We understand you are not bound to accept any Proposal you receive.

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

We understand that our bid is binding on us and that you are not bound to accept a bid you receive.

Thanking you,

Yours sincerely,

Authorized Signature & Seal:

Name and Title of Signatory:

Name of Firm:

Address:

Appendix IV**Performance Bank Guarantee**

To
Director,
Planning Department, GNCTD,
6th Level, B Wing, Delhi Secretariat, IP Estate
New Delhi 110002

WHEREAS _____ (Name of bidder) has
undertaken, Agreement No. _____ dated,
_____ 2019 _____
_____ (Description of Services) hereinafter called "the Agreement".

AND WHEREAS it has been stipulated by you in the said Agreement that the agency/firm/company selected shall furnish you with a bank Guarantee by a nationalized bank/scheduled commercial bank for the sum specified therein as security for compliance with the performance obligations in accordance with the Agreement.

AND WHEREAS we have agreed to give the agency/firm/company a guarantee:-

THEREFORE WE (Name of the Bank) hereby affirm that we are Guarantors and responsible to you, on behalf of firm (herein after referred to "the Second Party" up to a total of _____ (Amount of the guarantee in Words and Figures) and we hereby absolutely undertake to immediately pay you, upon your first written demand declaring the Second Party to be in default under the Agreement and without cavil or argument, any sum or sums within the limit of _____ as aforesaid, without your needing to prove or to show this grounds or reasons for your demand or the sum specified therein. This guarantee is valid until the _____ day of _____.

This bank Guarantee shall be **irrevocable, unconditional** & shall incorporate in accordance with the laws of India.

We represent that this Bank Guarantee has been established in such form and such content that is fully enforceable in accordance with its terms as against the Guarantor Bank in the manner provided herein.

The Guarantee shall not be affected in any manner by reason of merger, amalgamation, restructuring or any other change in the constitution of the Guarantor Bank.

Date Signature and Seal of Guarantors

Address:

SCHEDULE I (FOR USER OF JSC)**GOVERNMENT OF N.C.T. OF DELHI****PLANNING DEPARTMENT****M&E UNIT****EVALUATION STUDY OF FUNCTIONING OF JAN SUVIDHA COMPLEXES OF DUSIB IN DELHI****DATE OF SURVEY:.....**

Complete Address of JSC : / _____ / Name of District: / _____ /

Name of agency responsible for M&O of JSC: / _____ /

BLOCK A. BASIC DETAILS OF USER OF JSC

A.1	Name	/ _____ /
A.2	Gender	/ _____ /
A.3	Age (in years)	/ _____ /
A.4	Educational Qualification: 1 = Illiterate; 2 = Below primary; 3 = Primary (V complete); 4 = Upper Primary (VIII complete); 5= Secondary (X complete); 6 = Senior Secondary (XII complete); 7 = Graduate & above 8= ITI/Diploma/Polytechnic and other technical degree ; 9 = Others (specify)	/ _____ /
A.5	Religion: [1 = Hindu; 2 = Muslim; 3 = Christian; 4= Sikh; 5= Jain; 9 = Other (specify)]	/ _____ /
A.6	Category: [1 = SC; 2 = ST; 3 = OBC; 4= General; 9 = Other (specify)]	/ _____ /
A.7	Marital Status: [1 = Married; 2 = Widowed; 3 = Divorced, Abandoned or Separated; 4 = Unmarried; 5 = Other (specify)]	/ _____ /
A.8	Occupation 1= Retired; 2= Self Employed (Business, Professional practice etc); 3= Daily wage workers; 4= Still having wage employment in private sector; 5= Student; 6=Unemployed; 7=Others	/ _____ /
A.9	Residential Address	/ _____ /
A.10	Mobile No.	/ _____ /
A.11	Approximate distance of JSC from the residence (1 <300m.; 2=300-600m.; 3=600-1000m.; 4>1000m.)	/ _____ /

B. ABOUT THE USE OF JAN SUVIDHA COMPLEX

B.1	Whether access to toilet seat is available when you need to defecate 1= Not at all; 2= Not much; 3= Moderate; 4=Very much; 5= An extreme	/ _____ /
B.1.1	if the response in B.1 is 1,2, or 3; then what is approximate waiting time: a) <10 min.; b) 10-20 min.; c) 20-30 min. d)>30 min.	/ _____ /
B.2	Whether toilet seats are convenient 1= Not at all; 2= Not much; 3= Moderate; 4=Very much; 5= An extreme	/ _____ /
B.3	Whether tap water is available in toilet (1= Frequently; 2=Occasionally; 3=Rarely; 4=Never)	/ _____ /
B.4	Safety environment for females and children in and around JSC (1=Very good; 2= good; 3=poor; 4=very poor)	/ _____ /

B.5	Whether toilets in JSC remain open during night hours (1=Yes; 2=No)	/ /
B.6	Whether ever you were required using toilet in JSC during night (1=Yes; 2=No)	/ /
B.7	If Yes, how you felt the safety environment during such uses (1=Very good; 2= good; 3=poor; 4=very poor)	/ /
B.8	If response is 3 or 4 in B.7, then the reason thereof: a) unwanted elements roaming around; b) stray animals particularly dogs; c) fear of snakes & other poisonous insects etc. d) area is densely dark e) other, specify	/ /
B.9	At night, lighting remain available in Jan Suvidha Complex (1=Very good; 2= good; 3=poor; 4=very poor)	/ /
B.10	At night, lighting remain available in individual toilet cabin (1=Very good; 2= good; 3=poor; 4=very poor)	/ /
B.11	Status of ventilation in individual toilet cabin (1=Very good; 2= good; 3=poor; 4=very poor)	/ /
B.12	Whether there is any defection charge in JSC (1=Yes; 2=No)	/ /
B.12.1	If Yes, periodicity of payment: a) At everytime use b) Daily c) Weekly d) Monthly e) other	/ /
B.12.2	Amount (in Rs.)	/ /
B.13	Whether any employee of the agency concerned remain available in JSC (1=Yes; 2=No)	/ /
B.13.1	If yes, then available : 1=Round the clock; 2= Occasionally	/ /
B.14	General cleanliness in JSC: (1=Very good; 2= good; 3=poor; 4=very poor)	/ /
B.15	If the response in B.14 is 3 or 4; then the reason thereof: a) scarcity of water b) Lack of dedication of employee on duty c) Lack of sense of responsibility among community d) Poor maintenance e) Other	/ /
B.16	Whether Gents/Ladies toilets are available in JSC separately (1=Yes; 2=No)	/ /
BLOCK C: HABITS OF USERS		
C.1	Generally, you use JSC for: a) defecation only; b) defecation and urinary purpose	/ /
C.2	Daily approx number of visits at JSC for availing its services: a) Once b) Twice c) Thrice d) four times e) five times f) > five times	/ /

Suggestions, if any, to improve functioning of JSCs

BLOCK D: OBSERVATION OF INVESTIGATING OFFICER

Signature

Name of Investigating Officer

SCHEDULE II (FOR AGENCY'S EMPLOYEE AT JSC)
GOVERNMENT OF N.C.T. OF DELHI
PLANNING DEPARTMENT
M&E UNIT

EVALUATION STUDY OF FUNCTIONING OF JAN SUVIDHA COMPLEXES OF DUSIB IN DELHI

DATE OF SURVEY:.....

Complete Address of JSC :/_____/ Name of agency maintain this JSC :/_____/

Structure of JSC: Pucca/Semi-Pucca/Prefab/Portable Cubical/MTV: /_____/

BLOCK A. BASIC DETAILS OF AGENCY'S EMPLOYEE		
A.1	Name	/_____/
A.2	Gender	/_____/
A.3	Category (SC/ST/OBC/General)	/_____/
A.4	Residential Address	/_____/
A.5	Approx Distance between JSC and Residence (1. <500m. 2. 500 m. to 1 KM 3. 1 to 3 KM 4. > 3 KM)	/_____/
A.6	Mode of Conveyance used to and fro journey from home to attend duty at JSC (1. On foot 2. Bicycle 3. Other Two Wheeler 4. Bus 5. Metro 6. Other, Specify)	/_____/
A.7	Approx expenditure per day on this to and fro journey (in Rs.)	/_____/
A.8	Duty hours per day at JSC (1. < 8 hours 2. 8-10 hours 3. > 10 hours 4 others, specify)	/_____/
A.9	Amount of wages per month (in Rs.)	/_____/
A.10	Number of years works with this agency	/_____/
A.11	Number of years serving with JSC	/_____/
B. ABOUT THE JAN SUVIDHA COMPLEX		
B.1	Number of toilets in this JSC	/_____/
B.2	Number of toilet seats in JSC	/_____/
B.3	Whether all toilets in this JSC are in working condition (1= Yes; 2=No)	/_____/
B.3.1	If No, then number of such toilets which are not usable by public	/_____/
B.3.2	Reason due to which such toilets are not usable by public	/_____/
B.4	Whether this JSC has physically disabled friendly toilets (1=Yes; 2=No)	/_____/
B.5	Whether all toilets in this JSC are available to use during 24 hours (1=Yes; 2=No)	/_____/
B.5.1	If No, how many toilets are available at night	/_____/
B.6	Whether Gents/Ladies toilets are available in JSC separately (1=Yes; 2=No)	/_____/
B.7	Whether tap water is available in all toilets of this JSC (1=Yes; 2=No)	/_____/
B.7.1	If No, What is the alternate arrangement	/_____/
B.8	Whether at night proper lighting remain available in JSC (1=Yes; 2=No)	/_____/
B.8.1	If No, the reason thereof	/_____/
B.9	Whether JSC has proper ventilation (1=Yes; 2=No)	/_____/
B.10	Whether the employees posted at different JSCs get community support in their proper	/_____/

	functioning (1=Yes; 2=No)	
B.11	If No, what type of problem	/ /
BLOCK C: STATUS OF CLEANLINESS IN JSC AND WASTE DISPOSAL		
C.1	Frequency of cleanliness of toilets in this JSC (1=two times daily; 2= Once a day; 3=alternate day; 4=weekly; 5=other, specify)	/ /
C.2	Name the chemical used for cleanliness of toilet seats	/ /
C.3	Is the toilet fly proof/hygienic (1. Toilet has functional water-seal present; 2. Toilet has other fly proof arrangements; 3. Eco-san toilets; 4. Toilet has no fly-proof arrangement)	/ /
C.4	Where is the human waste disposed off from the toilet? 1. Toilet discharges waste directly into a) Drain, b) Nallahs, c) Open pit; d) Ponds or river or streams or any water body etc. OR 2. Toilet discharges wastes directly into or is connected to a) Closed Septic tank with a Soak Pit b) Enclosed Twin Pit c) Enclosed Single pit; d) Closed drain which empties into Sewer system/nallah/pond/river after treatment e) Biogas System for digestion f) Other safe options	/ /

BLOCK D: OBSERVATION OF INVESTIGATING OFFICER		
D.1	Whether display board, highlighting the landline number and Whatsapp number provided by DUSIB for lodging of complaint by public, is available at JSC (1=Yes; 2=No)	/ /
D.2	Whether the complaint/suggestion box or register is available in the JSC (1=Yes; 2=No)	/ /
D.3	Infrastructural Condition of JSC (1=Very good; 2= good; 3=poor; 4=very poor)	/ /
D.4	General cleanliness in JSC (1=Very good; 2= good; 3=poor; 4=very poor)	/ /
D.5	Safety environment for females and children in and around JSC (1=Very good; 2= good; 3=poor; 4=very poor)	/ /
D.6	General attitude of employee of agency deployed at JSC (1=Very good; 2= good; 3=poor; 4=very poor)	/ /
D.7	Whether some officer from DUSIB frequently visited to inspect the JSC (1=Yes; 2=No)	/ /
D.7.1	If Yes, at what interval 1= Weekly; 2=Fortnightly; 3=Monthly; 4=Other, Specify	/ /

Suggestions, if any, to improve functioning of JSCs
Observation of Investigating Officer

Signature

Name of Investigating Officer

SCHEDULE III (FOR THE AGENCY)

**GOVERNMENT OF N.C.T. OF DELHI
PLANNING DEPARTMENT
M&E UNIT**

EVALUATION STUDY OF FUNCTIONING OF JAN SUVIDHA COMPLEXES OF DUSIB IN DELHI**DATE OF SURVEY:.....**

Name of Agency : / _____ /

BLOCK A. BASIC DETAILS OF AGENCY'S INCHARGE OF THE SCHEME		
A.1	Name	/_____/
A.2	Gender	/_____/
A.3	Age (in years)	/_____/
A.4	Designation occupied in the agency	/_____/
A.5	Number of years of dealing the scheme of JSC of DUSIB in Delhi	/_____/
A.6	Number of years of Experience of dealing with such services	
B. ABOUT THE JAN SUVIDHA COMPLEX		
B.1	Date of contract of your agency with DUSIB regarding maintaining and operating of JSCs in Delhi	/_____/
B.1.1	Period of contract of agency with DUSIB to provide services (no. of years)	/_____/
B.2	Whether the agency also providing such services in other states/places (1=Yes; 2=No)	/_____/
B.2.1	If Yes, name such states/places	
B.3	Number of JSCs of DUSIB the agency is looking after in Delhi	/_____/
B.4	Whether this agency is also looking after such services provided by any other bodies/departments in Delhi (1=Yes; 2=No)	
B.4.1	If Yes, name such departments in Delhi	
B.5	Number of employees deployed by agency dedicatedly for maintaining and operating JSCs of DUSIB in Delhi	/_____/
B.6	Whether a female worker is also deployed with female toilet (1=Yes; 2=No)	
B.7	The ratio of male to female worker deployed in the JSC	
B.8	Number of hours of duty of employee deployed at JSC	/_____/
B.9	Whether same employee remain posted at the same JSC for long duration (1=Yes; 2=No)	/_____/
B.9.1	If No, pattern of change of duty place: a) weekly; b) fortnightly; c) monthly; d) other, specify	/_____/
B.10	What is the criteria of payment to the employees posted at JSC a) depends upon the number of allotted toilet seats to an employee; b) depends upon the number of duty hours; c) depends upon the feedback regarding pattern of use by community; d) other, specify	/_____/
BLOCK C: REGARDING COMPLAINTS REDRESSAL		

C.1	Number of complaints received during each of the preceding three months of survey (month-wise)	/____/
C.2	As per feedback of preceding three month, most of the complaints are regarding: (Rank from Highest to Lowest in r/o below mentioned reason of compliant) 1. Cleanliness in Jan Suvidha Complex 2. Cleanliness in toilet cabin 3. Un-Hygienic environment like pile of garbage in JSC, flies/mosquitoes in JSC/toilet cabin 4. Behaviour of employee at JSC 5. Safety concerns 6. Darkness at night 7. Scarcity of water 8. Maintenance related deficiencies 9. other, specify	/____/
C.3	Number of complaints resolved in r/o information in C.1 (month-wise)	/____/
C.4	Whether the agency has dedicated team to look after maintenance & operations of JSCs (1=Yes; 2=No)	
C.5	Whether the agency has any criteria/norm for field visit of JSCs (1=Yes; 2=No)	
C.5.1	If Yes, What is it: 1. Daily visit 2. Alternate day visit 3. 2 visits in a week 4. Weekly 5. Fortnightly 6. Monthly 7. Other, specify	
C.5.1.1	What are the major cause of concerns generally found during field visits: (Rank from Highest to Lowest in r/o below mentioned reason of compliant) 10. Cleanliness in Jan Suvidha Complex 11. Cleanliness in toilet cabin 12. Un-Hygienic environment like pile of garbage in JSC, flies/mosquitoes in JSC/toilet cabin 13. Behaviour of employee at JSC 14. Safety concerns 15. Darkness at night 16. Scarcity of water 17. Maintenance related deficiencies 18. other, specify	

Suggestions, if any, to improve functioning of JSCs

BLOCK D: OBSERVATION OF INVESTIGATING OFFICER

Signature

Name of Investigating Officer

OBSERVATION SCHEDULE

GOVERNMENT OF N.C.T. OF DELHI

PLANNING DEPARTMENT

M&E UNIT

EVALUATION STUDY OF FUNCTIONING OF JAN SUVIDHA COMPLEXES OF DUSIB IN DELHI

DATE OF SURVEY:.....

Address of JSC : / /

Phone No. : / /

Block A: Number of persons availing the facility of JSC (Use tally marks)**Time: Till 12.00 Noon**

	Particulars	Children upto the age of 14	Senior Citizens	Other	Total
Normal Person	Male				
	Female				
Divyang	Male				
	Female				
Total					

Block B: Number of persons availing the facility of JSC (Use tally marks)**Time: 12 Noon to 4.00 PM**

	Particulars	Children upto the age of 14	Senior Citizens	Other	Total
Normal Person	Male				
	Female				
Divyang	Male				
	Female				
Total					

Block C: Number of persons availing the facility of JSC (Use tally marks)**Time: From 4.00 PM**

	Particulars	Children upto the age of 14	Senior Citizens	Other	Total
Normal Person	Male				
	Female				
Divyang	Male				
	Female				
Total					

Signature

Name of Investigating Officer

