

Evaluation Study of Functioning of **JAN SUVIDHA COMPLEXES** of DUSIB in Delhi

2021



Planning Department
Government of National Capital Territory of Delhi



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Abbreviations

UN	United Nations
JJ	Jhuggi Jhopdi
SBM	Swachh Bharat Mission
ODF	Open Defecation Free
BPL	Below Poverty Line
APL	Above Poverty Line
DDA	Delhi Development Authority
CPWD	Railway Central Public Works Department
MCD	Municipal Corporation of Delhi
DUSIB	Delhi Urban Shelter Improvement Board
GNCTD	Government of National Capital Territory of Delhi
JSC	Jan Suvidha Complexes
Eco San	Eco Sanitation
STP	Sewage Treatment Plant
WC	Water Closet
YLDA	One of the agencies charged with maintenance of JSC
RWA	Resident Welfare Association



INTRODUCTION

CHAPTER 1- INTRODUCTION

1.1 Background

Growth of urbanization and growth of slums is a simultaneous process. According to UN-Habitat (2019) report, more than 1 billion people, i.e., one-seventh of the world's population are living in slums. In India, the Ministry of Housing and Urban Poverty Alleviation (2015) report on 'Slums in India', states that the urban population stood at 377 million or 31.2 percent of the total population (Census, 2011) with 65.49 million people estimated to inhabit 13.9 million households, classified as slums, across 2613 cities or towns of India.

The increase in the percentage of the population in urban areas from 27.8 % in 2001 to 31.1 % in 2011 can be attributed to natural growth, rural to urban migration and the reclassification of village and towns (Census, 2011). The problem is even more abysmal in metropolitan cities and other big cities where people migrate in large numbers in search of livelihood opportunities. Rapid urbanization in such cities along with an increase in population has resulted in poor and migrant people settling in vulnerable areas. This is evident in the form of a growing urban informal sector, hugely visible in the growing and large-scale informal and squatter settlements in urban centres. Such informal squatter settlements or slums are also known as Jhuggi Jhopdi (JJ) in India which refers to a house, usually made from mud, thatch or tin sheets that are in bad condition, and located in marginalized areas of a city such as flood plains, marshy land etc.

Lack of affordable low-cost housing and poor planning encourages the development of such slums characterized by lack of basic facilities such as access to water, electricity, adequate sanitation, secure tenure, house durability and sufficient living area. Jhuggi Jhopdi bastis are scattered all over Delhi as unplanned settlements on the land of different Government Departments like Delhi Development Authority (DDA), Railway Central Public Works Department (CPWD), Municipal Corporation of Delhi (MCDs), and Delhi Urban Shelter Improvement Board (DUSIB) etc.

Swachh Bharat Mission for urban areas aims to cover 1.04 crore households, provide 2.5 lakh community toilets, 2.6 lakh public toilets, and a solid waste management facility (in each town) over a five-year period in 4,401 towns. Following the Swachh

Bharat Abhiyan's example, Delhi's Chief Minister Mr. Arvind Kejriwal launched Swachh Delhi Abhiyan in 2015, a mission with the objective of making Delhi a garbage free hygienic city. The mission is unique in a sense of being the first of its kind to aim for cleaning up the nation's capital.

1.2 Functioning of JSCs

As per DUSIB, GNCTD, at present there are 662 JSCs in Delhi serving more than 3 lakh Jhuggis with around 15 lakh population. In an effort to sensitize the JJ Basti dwellers to use the toilets and to curb the habit of mass open defecation, these complexes were run on 'Pay & Use Concept' by DUSIB, however, all the toilet facilities had been made free of user charge with effect from January 2018 onwards. DUSIB has been putting constant efforts towards resolving issues faced by the users in the past. For instance, it has been providing portable toilets in areas with limited availability of land, water and sewer connections. Well-known and reputed housekeeping and hospitality agencies have been engaged on board to achieve a high standard of operation and management.

The Jan Suvidha Complexes (JSC) containing community toilets and baths constructed by DUSIB serve basically the population in jhuggi clusters/slum areas at different locations in Delhi, in order to make them open defecation free. Community toilets are shared facilities provided for a group of residents or an entire settlement located primarily in low income and/or informal settlements/slums, where space and/or land are constraints in providing a household toilet. These are for more or less a fixed user group as per the Swachh Bharat Mission Guidelines. Such community toilets have been constructed by DUSIB in line with Swachh Bharat Mission (SBM) norms of one seat for 30 persons (average) under plan scheme of Delhi Government (DUSIB, 2018).

There are numerous types of toilet systems that exist in India such as Water Closet (WC), two-leach pit model, septic tank, DRDO, Ecosan, Sulabh and Composting toilets. Water closet is a toilet that disposes off human waste (urine and feces) by using water to flush it through a drainpipe to another location for disposal, thus maintaining a separation between humans and their waste, whereas a two-leach pit model system of toilet uses sanitation technology consisting of two alternating pits

connected to a pour flush toilet. The black water (and in some cases grey water) is collected in the pits and allowed to slowly infiltrate into the surrounding soil. Over time, the solids are sufficiently dewatered and can be manually removed with a shovel. On the other hand, septic tank is a large, sealed underground chamber while DRDO's bio toilets are eco-friendly self-contained devices use innovative technology for hygienic disposal of human waste through help of anaerobic bacteria placed inside a tank. Squatting mains toilet is connectable to the water sewage system and can be equipped with a practical hand-wash sink. It is very popular in Eastern countries.

"Flush-and-discharge" approach is used in flush toilets used in the developed countries and by the upper and middle class homes of urban India. It involves "end of pipe" approach through which feces are flushed away and the contact between the pathogens and the excreter is broken. The method can be very effective if conducted properly from the beginning of the process to the end. However, in a country where there is a shortage of both water and capital, "Drop and Store" approach, or 'pit latrine', works the best and is most commonly adopted by the poor in developing countries, and more so, in the rural areas. Pit latrine method of sanitation stores indefinitely any human excreta and it doesn't require the use of any water for flushing, and a large range of material can be used for cleaning the anal area. Furthermore, it also uses technology which is cheap without any large financial burden. Eco sanitation involves circular flow method which helps to recover and recycle human excreta rather than treating excreta just as a waste product. It helps to close the nutrient loop in a safe non-polluting way.

Mains connected toilets are installed in places with the availability of sewage and running water facility or with septic tank and external water tank facility. They are appropriate for long term use and serves as fixes/conventional toilet with the possibility of relocation when needed with low operational and maintenance cost. It works as conventional toilets, with an inlet for freshwater (for flushing, hand wash etc.). Water directly goes into sewage line or Sewage Treatment Plant (STP) where it is connected. Process of cleaning and waste disposal involves external cleaning needed from outside as well as inside the toilet with a frequency of 3-4 times depending on the number of users and usage. In case of the toilet being connected to a septic tank, a suction vehicle is needed to evacuate septic tank and deposit waste

tank into an STP. Frequency of cleaning is the same as the conventional toilet. No other procedure is needed for waste treatment when toilets are connected to sewage line as waste will go to STP on its own. Freshwater can be provided either through direct water line or it needs outsourced arrangement through an external water tank.

On the other hand, Mains free toilets are installed in places with non-availability of sewage and running water. These toilets have an inbuilt tank and internal hand wash with its waste tank having a recirculating kit to filter waste and reuse wastewater in flushing. Process of cleaning is done by suction/vacuum tank van having jetting arrangement as well. The suction vehicle is needed to clean and dispose of waste into nearest STP. Water is to be filled by the operator in internal handwash (using freshwater reservoir) by its personal arrangement. Frequency of cleaning depends on the number of users and usage.

1.3 JSCs Complexes- Basic Facilities

According to the guidelines of Swachh Bharat Mission, 1 set of WCs is meant for 30 persons. These toilet complexes are Pucca/ Semi Pucca, prefab, portable and MTV etc. and available in different capacities (varying from 10 seaters to 100 seaters). These toilets are supposed to remain open for all day and night since January 2018 onwards. The JSCs shall be kept open from 05:00 AM to 11:00 PM for the users. Minimum four seats, two each in ladies and gents' sections shall be kept open from 11:00 PM to 05:00 am.

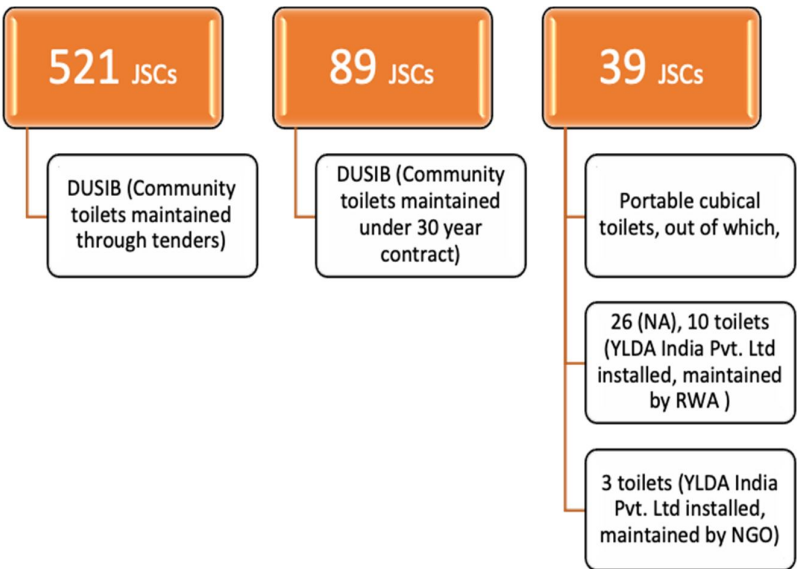
Existing toilet complexes are getting improved and new toilet complexes are being built with innovative designs. Since most of the Jan Suvidha Complexes are situated in the colonies/areas which are not connected with sewers; and, therefore, their septic tanks/sunk wells have to be de-silted every year. DUSIB has provided portable mobile toilets for locations without water and sewage facilities. DUSIB has provided physically disabled friendly toilets in the toilet complexes ensuring 1 toilet each for male and female is open during the night, complete renovation of old dilapidated toilets taken over from MCD and up gradation of existing toilets with an improved specification for better operation and management. The competition was conducted for innovative design for toilet complexes in JJ Bastis and based on this competition, the external facia of the proposed complexes was improvised to provide a better look.

For monitoring of operation and management of toilet complexes under DUSIB, an internal online system has been put in place. Two dedicated teams headed by Executive Engineers have been given the responsibility of inspecting the Jan Suvridha Complexes under the control of Member (Expert) and to upload daily reports on operation and management online. Defects/deficiencies as observed are attended to in a time bound manner. 24x7 control room has also been set up at DUSIB Head Quarter for lodging of a complaint by the public through landline and WhatsApp contact numbers mentioned on the Display Board, put up in all Jan Suvridha Complexes.

1.4 Size, Structure and Ownership

The operation and management of community toilets under DUSIB is shown in Fig.1.1. Operation and management of these toilets is being undertaken by reputed agencies engaged in sanitation management of hospitals, metro, malls and colleges. 89 community toilets comprising of 3018 seats were constructed by erstwhile Slum & JJ Department, presently DUSIB, under construction and subsequent maintenance of JSC for 30 years at various locations in Delhi. Lastly, there are 13 such toilet complexes out of which 10 complexes are maintained by Resident Welfare Associations (RWA) of JJ Bastis and 3 by NGOs for day to day cleanup and maintenances purpose.

Figure 1.1 Models of Operation and Maintenance (Adopted from DUSIB Report)



1.5 Objectives of the Study

The overall objective of the study was to assess the role and utility of Jan Suvidha Complex to keep Delhi open defecation free particularly in slum areas having an insufficient number of toilets in the individual dwellings. It also evaluated the feedback received from users as well as the agencies involved in maintaining and operating JSCs for improving cleanliness in and around JSCs. The main objective of the survey was to assess Jan Suvidha Complexes' role in sustaining open defecation free Delhi, particularly in slum type settlements, where in general, the number of toilets is insufficient as per the individual dwellings. Other objectives of the survey included a collection of feedback from users as well as agencies in charge of maintaining and operating the JSCs for the purpose of endorsing general cleanliness to safeguard the health and hygiene in and around slum dwellings.

1.6 Methodology of the Study

The present research study collected primary data through field visits, personal interviews and discussion with the users, caretakers as well as the officials engaged in the management of operations and maintenance of toilet complexes in Delhi. In order to meet the stated objectives, three schedules were developed to receive the feedback from the following:

- 1) Beneficiaries/users (male, female, children, senior citizens, people with disability)
- 2) Agency's employee posted at the JSC
- 3) Agency in charge operating and maintaining JSCs (Aakansha Enterprises, ACME Excellent Management Pvt. Ltd., Sainath Sales and Services, YLDA India Pvt. Ltd and few other maintenance agencies having a contract for running JSCs for 30 years), RWAs maintaining JSCs as well as DUSIB's Executive Engineers concerned with the internal online system for monitoring of operation and maintenance of JSCs.

Besides this, an observation schedule was also designed for assessing the number of users availing the services of concerned JSCs on the day of the survey, at a different time of the day i.e. morning (up to 12), noon (12 to 4 pm) and evening hours (4 pm onwards). During the survey, efforts were made to get feedback from different user

groups such as senior citizens, children, women, especially abled etc. In case of shortfall of particular user type, beneficiaries were replaced from other available categories.

The sample size of 37% was arrived through Cochran Formula at 95% confidence level and 5% level of precision. Accordingly, a sample of 245 JSCs was selected out of the total number of 662 JSCs. The sample of 245 JSCs includes a representative sample of 27% from each of the 15 divisions of DUSIB, GNCTD. The list of selected JSCs was shared by DUSIB with respective JSC codes and agency in charge.

The questionnaires collected data about socio-economic details of the user of JSC, usage of the complex, services and facilities available during different time slots, challenges faced including their purpose of using the complex such as urination, defecation and bathing. Suggestions were also asked from the users to enhance the functioning of JSCs. Questionnaires also asked data about agency's employee as well as supervisor, facilities, access and its condition at JSC, the status of cleanliness in JSC and waste disposal, the attitude of the caretaker deployed, general cleanliness of JSC, complaint redressal etc. DUSIB Executive Engineers were also interviewed to get their feedback about the functioning of JSCs and to understand the internal system of operation and grievance redressal.

1.7 Limitations of the Study

In the process of conducting the study, various reasons like some of the JSC being under construction or locked and intractability of location resulted in a delay as they had to be substituted with alternate JSCs as suggested by DUSIB. In some of the complexes, the investigators could not follow the suggested proportion in selecting the users due to unavailability of the respective category of users like females, disabled, senior citizens or children. The shortfall was completed by interviewing available users from the same centre.

A low-angle, green-tinted photograph of a modern building facade. The building features large windows and a sign that reads "SUNSHINE" in Hindi. The perspective is looking up at the building, creating a sense of height and scale. A red banner with the text "SURVEY FINDINGS" is overlaid on the bottom right of the image.

SURVEY FINDINGS

CHAPTER 2- SURVEY FINDINGS

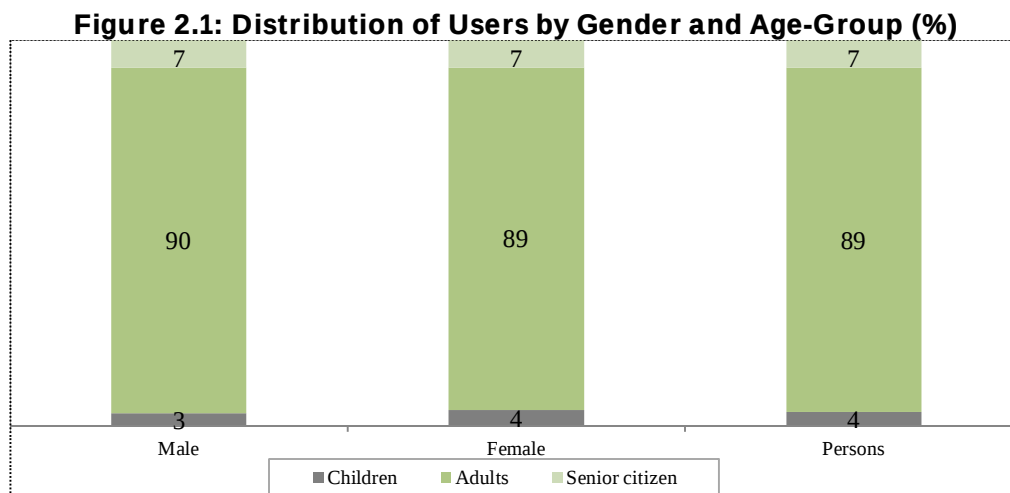
This chapter is divided into three sections, section one presents the responses of JSC users, followed by section two and three focusing on caretakers' and supervisors' view with last section providing observation details about users visiting JSC on the day of the survey.

2.1 Users

This section is divided into three sub-sections including basic details of users of JSC, views of users on the use of JSC; and details about their habits.

2.1.1. Basic Details of Users

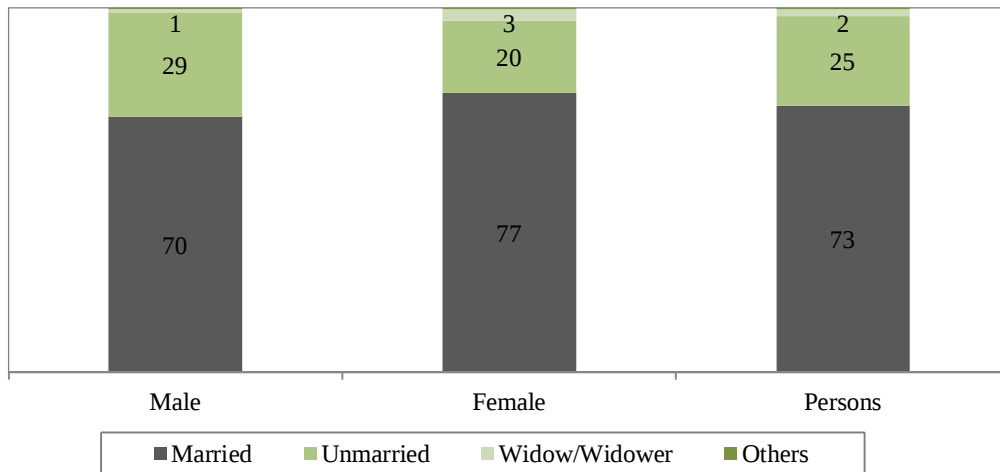
In total, the survey covered 4900 sample users who were availing the services of Jan Suvidha Complexes (JSC). The sample respondents were interviewed in 245 centres situated across 15 divisions of Delhi Urban Shelter Improvement Board (DUSIB). The gender wise distribution of the respondents shows that male users (54%) were marginally higher than the female (46%) users in the survey. Majority of the users (89%) were adults (15-59 years), followed by senior citizens (7%) in the age group above 60 years and children (4%) in the age group of 10-14 years (Figure 2.1). Young children under the age of 10 years were excluded for this survey due to their limited ability to respond to the survey questions. Male users (54%) were interviewed relatively more than the females (46%) because, at some centres, enough number of females were unavailable.



Source: Survey of JSCs Users

Figure 2.2 shows that nearly three-fourth (73%) of the users were married followed by unmarried users (25%), widow/widower (2%) and divorced/ abandoned/ separated (less than1 %). More female users were married than their male counterparts, while the opposite was true in the case of unmarried users.

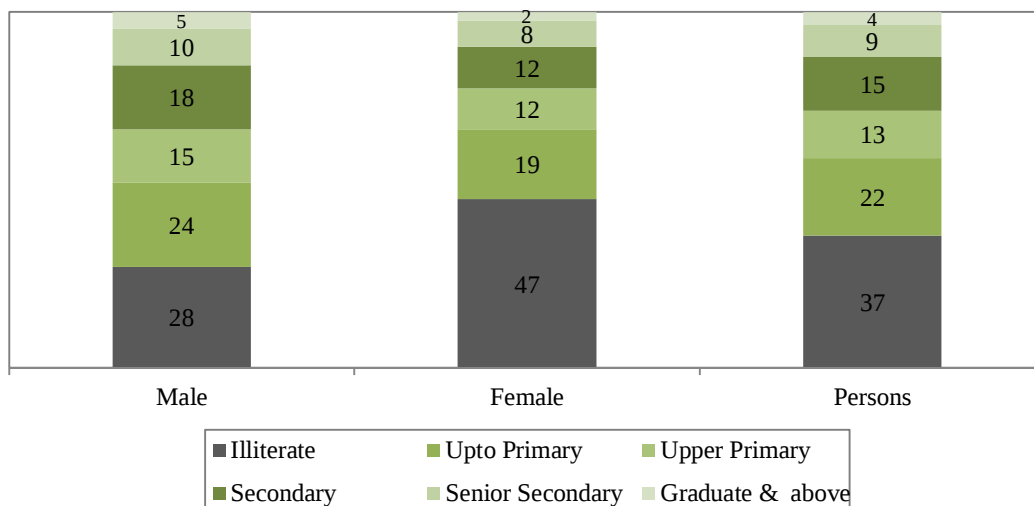
Figure 2.2: Marital Status of Users (%)



Source: Survey of JSCs Users

Over one-third (37%) of the users were illiterate, closely followed by about 35% of them educated up to upper primary level. Around one-fourth (24%) of the users had education up to secondary and senior secondary level and few (3.7%) of them were educated up to graduate and above level (Figure 2.3). A striking difference visible between the educational level of female and male users was that 47% of former were illiterate compared to 28% of the males.

Figure 2.3: Educational Qualification of Users (%)



Source: Survey of JSCs Users

The occupational distribution of users as presented in Figure 2.4 reveals that over one-fifth (22%) of them were engaged in wage/salaried jobs in the private sector, followed by daily wage workers (16%), self-employed (business professional (15%)), unemployed (13%), students (12%), and retired (4%).

Figure 2.4: Occupational Status of Users (%)



Source: Survey of JSCs Users

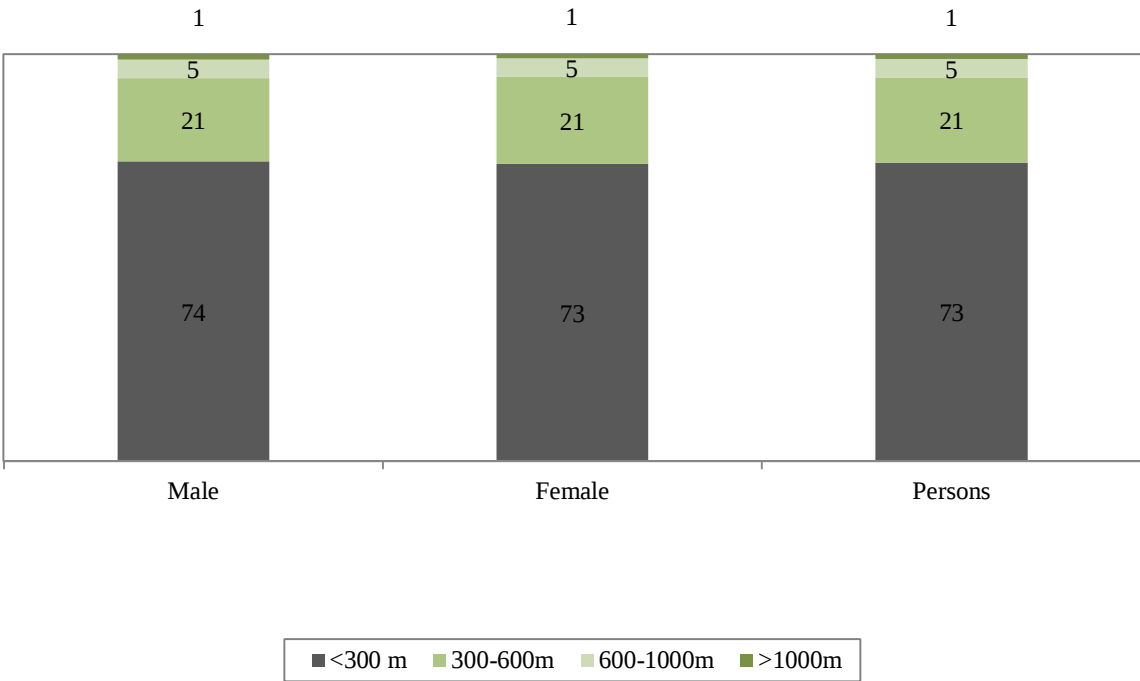
The 'other category' (18%) included 'piecework' occupations such as stitching, repair work, domestic worker and others like pensioner, beggar, musician, dancer. There is a significant difference between male and female users, as the former are engaged more in salaried jobs and wage work, while the latter was seen to be involved more in 'other' category work as mentioned above.

2.2 User Perception

2.2.1 Use of Jan Suvidha Complex by Users

Around three-fourth (73%) of users were staying nearby i.e. up to 300 meters from the JSC as shown in Figure 2.5. About one-fifth (21%) of them were staying in the range of 300-600 meters and around 7% at a distance of more than 600 meters away. The pattern of distance of JSC from users' home was found to be the same for both males and females. This indicates that the services of JSCs were being availed mainly by users from nearby places.

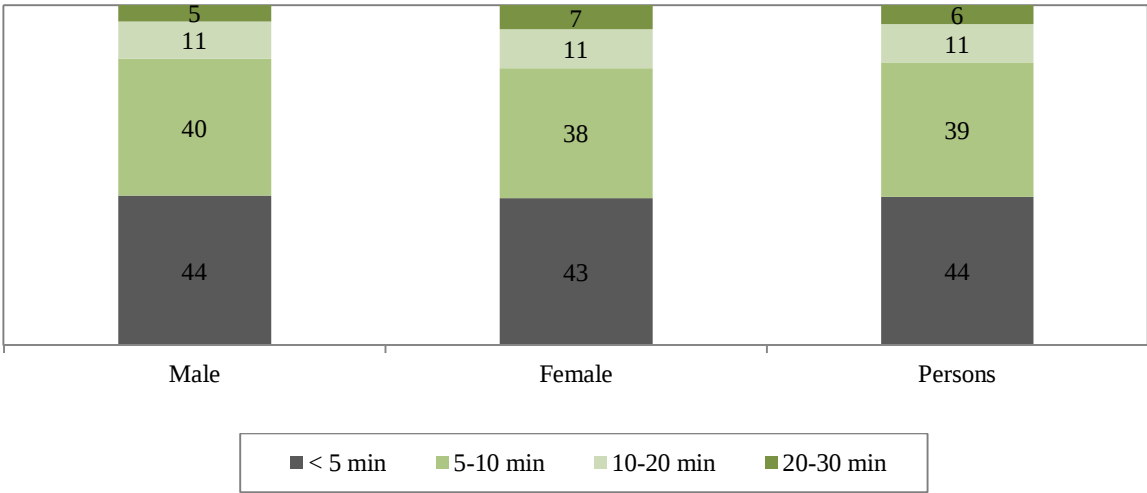
Figure 2.5: Distance of JSC from Users Home (%)



Source: Survey of JSCs Users

About 43% of the users expressed that they had waited in the queue to use the toilet in the previous month of the survey (Figure 2.6). This was reported more by males (45%) than their female (42%) counterparts which may be likely due to a high number of male users of JSC compared to females. Additionally, when asked about the waiting time, 44% users revealed that they had to wait for less than 5 minutes followed by 39% waiting between 5 to 10 minutes and the remaining 17% waited for more than 10 minutes. A greater proportion of male users waited in the queue for up to 10 minutes, while the number of females waiting in the queue for a longer period (10-30 minutes) was slightly higher. The longer waiting period is indicative of a smaller number of toilets available for females only.

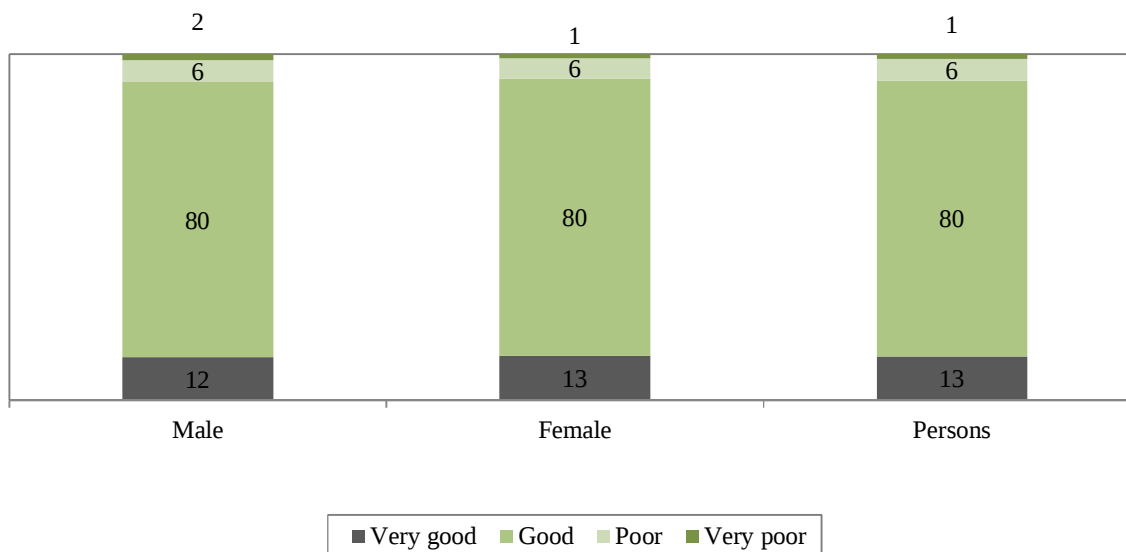
Figure 2.6: Waiting time to use Toilets (%)



Source: Survey of JSCs Users

Majority of the users at 80% found the toilet seats were in a good condition with 13% reporting exceptionally good condition of seats (Figure 2.7). Only around 7% of the users reported that the condition of toilet seats was either poor or very poor.

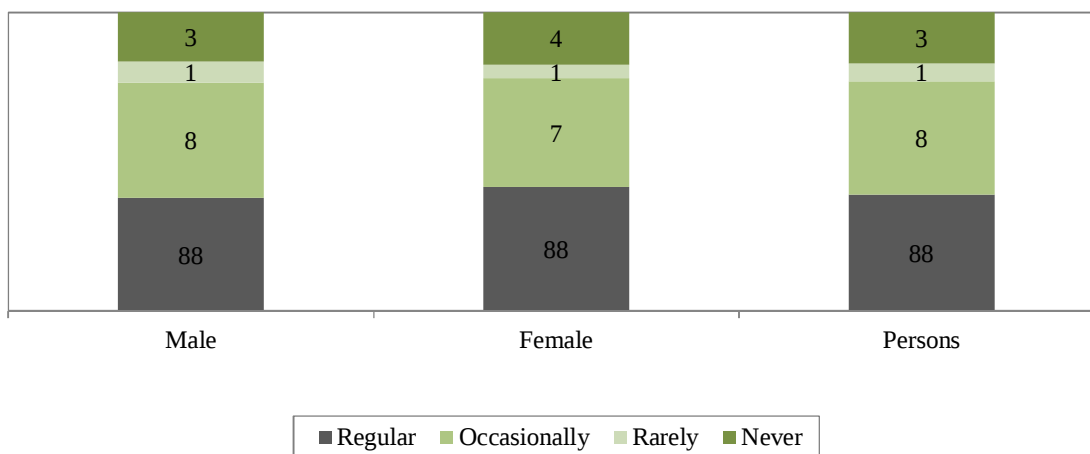
Figure 2.7: Condition of Toilet Seats (%)



Source: Survey of JSCs Users

Figure 2.8 presents the responses of the users of JSC about the ‘availability of tap water in toilets. Majority of users (88%) revealed that a regular supply of tap water was available in the toilets, while just 8% stated that there was occasional availability of water and 4% stated that there was rarely or no water available in the toilet during their visits to JSCs.

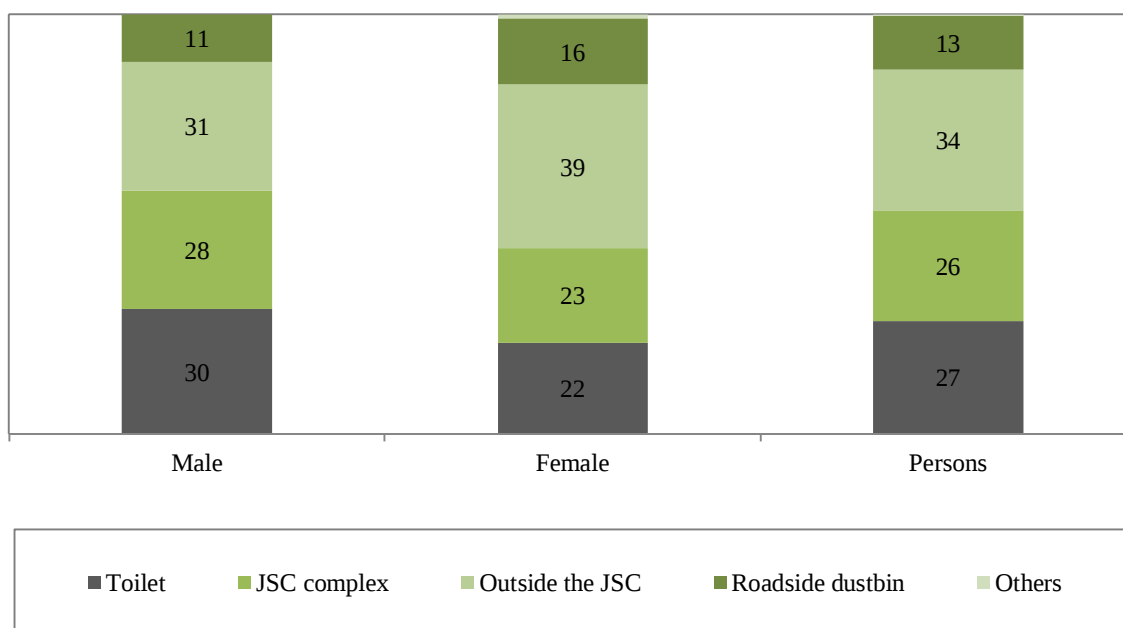
Figure 2.8: Availability of Tap Water in Toilet (%)



Source: Survey of JSCs Users

Majority of the users (81%) stated that dustbins were available in JSCs to dispose the waste. This response was marginally higher among females (85%) than the males (77%), who stated about the availability of dustbins to dispose of the waste in JSCs. Further, when asked about the location of disposal of waste, about one-fifth of the users reported unavailability of dustbin in JSCs to dispose of the waste, around one-third of them (34%) disposed the waste outside the complex, about one-fourth (27%) threw the waste in the toilet and within the JSC complex (26%). About 13% of the users reportedly used roadside dustbins for the disposal of waste (Figure 2.9).

Figure 2.9: Location of Disposing the Waste (%)



Source: Survey of JSCs Users

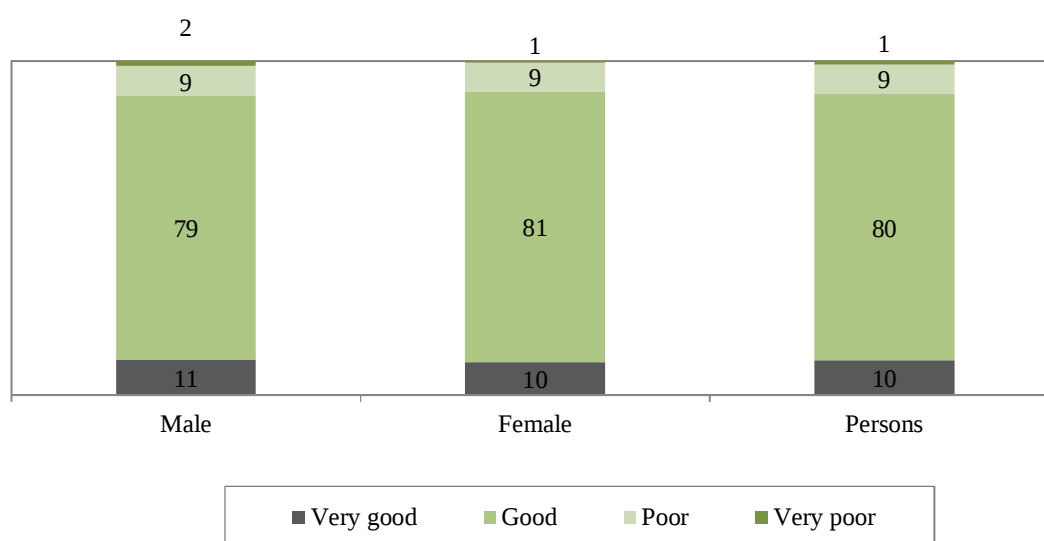
On the question of safety of women and children, in and around the JSC complex, majority of the users (89%) considered the JSC complex safe i.e. either good or very good (Figure 2.10). On the other hand, about 10% of them felt the safety standards to be between poor and very poor at the JSC they used.

Some women users said

“We visit the centre with our family members as a lot of anti-social elements roam around”

“There is no lighting facility between the complex and my home, so I do not visit the complex during the night. It is unsafe as men from Jhuggis use it to drink and gamble at night”.

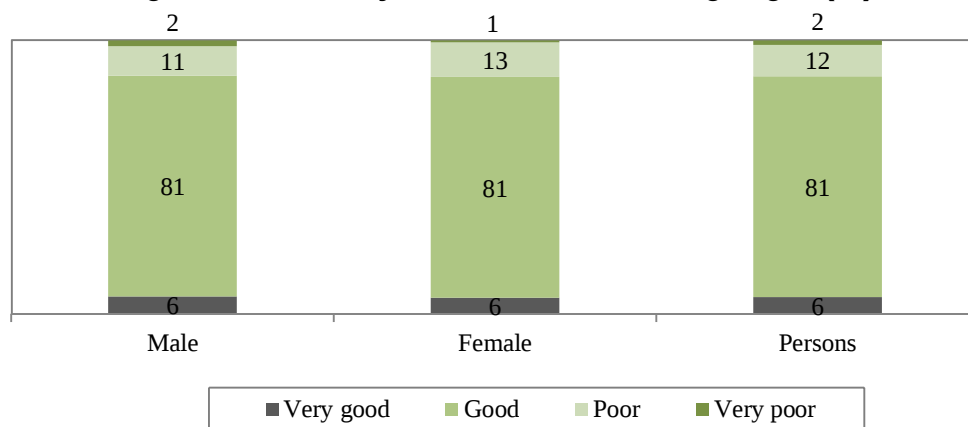
Figure 2.10: Safety Environment in and Around JSC (%)



Source: Survey of JSCs Users

On the question about the use of toilet facilities at night, 94% of respondents reported using it at night, which was relatively higher among males (96%) compared to females (92%). Further, out of those who used the toilets at night, majority of them (87%) felt it was safe to avail services at night and had either good or very good experience (Figure 2.11). However, rest 13% of users reported unsafe environment with either poor or very poor safety in and around the JSCs during the night.

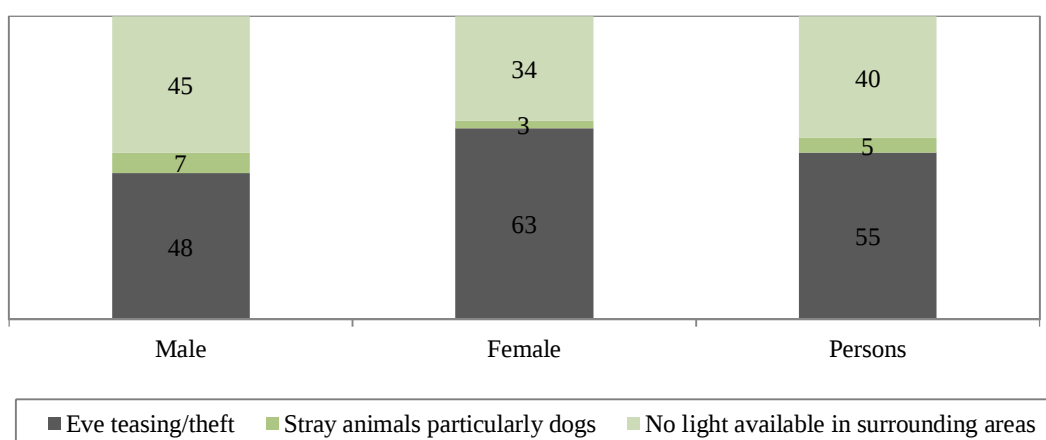
Figure 2.11: Safety Environment during Night (%)



Source: Survey of JSCs Users

Figure 2.12 shows the responses of users to the question of what factors contributed to the unsafe conditions at the JSC complex. Around 87% respondents felt safe to use the toilet complexes given the existing environment. Out of the 13% respondents who termed the complex as unsafe, more than half of the users (55%) said eve-teasing/theft to be the prime reason for feeling unsafely, followed by 40% of the users mentioning lack of light to be a contributing factor. Around 5% of the users attributed the unsafe environment to fear of stray and poisonous animals.

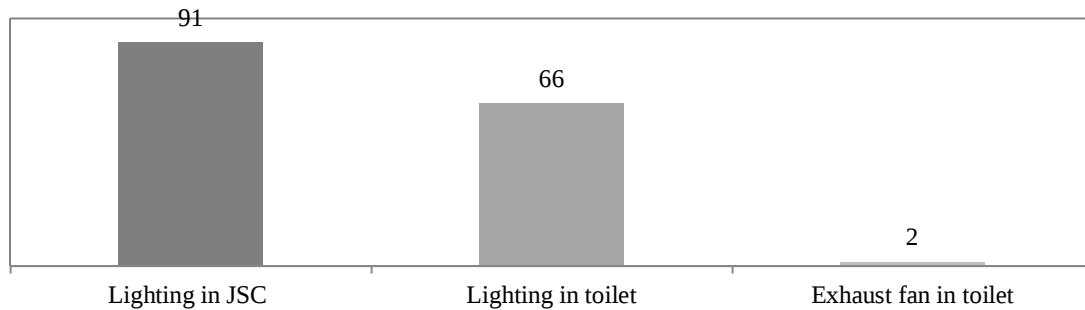
Figure 2.12: Reasons for Unsafe Environment (%)



Source: Survey of JSCs Users

On asking the question about 'availability of lighting', Figure 2.13 shows that around 91% of the users said that proper lighting was available in the JSC, while 9% of the respondents with an equal proportion of male and female users denied availability of proper lighting facilities in the JSC complex. About 66% of users said proper lighting facilities were available in individual toilets with an equal proportion of male and female reporting the same. Rest one-third (34%) of the users mentioned about the unavailability of proper lighting facilities in individual toilet cabins in the JSCs. Majority of the users (98%) said that toilets in JSCs did not have exhaust fans, with an equal proportion of male as well as female users revealing that the exhaust fans were not installed in the toilets.

Figure 2.13: Availability of Lighting and Exhaust Fan (%)

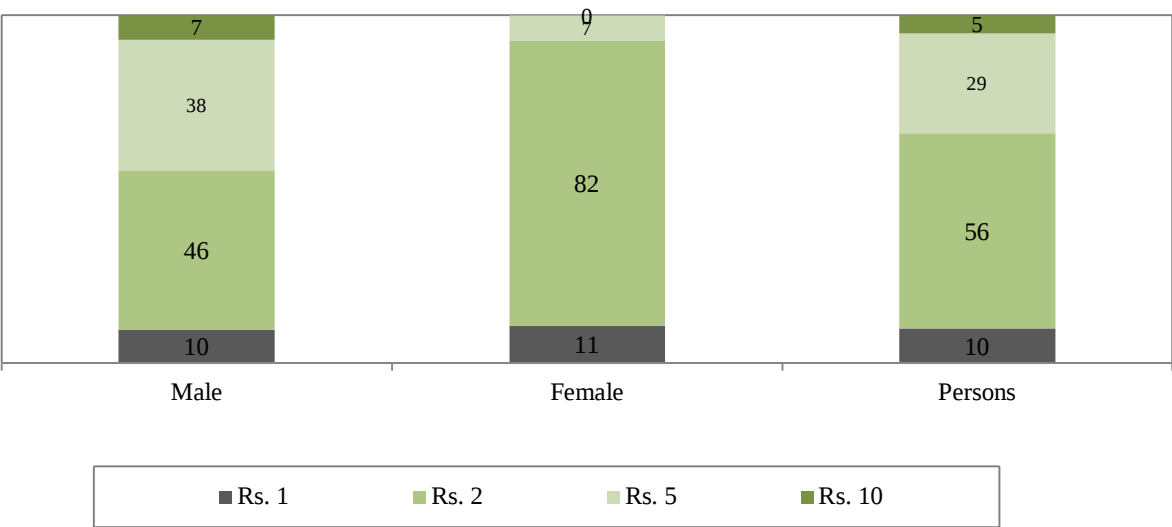


Source: Survey of JSCs Users

Only 89 of the total 4900 users surveyed stated that they paid for defecating in 37 JSC complexes. Those who mentioned that they paid for defecation charges, about 58 users said they made payments after every use, whereas 28 users paid on a daily basis. On the other hand, only 4 users said that they paid on either weekly or monthly basis. However, only in 5 JVCs out of 37 JSCs, where more than 5 users had mentioned paying charges for use were Illahi Baksh road near Pyare Lal road, Karol Bagh in Central district; Bahadurgarh road near Dalao Sadar Bazar in New Delhi district; B46 Lawrence road and J block Majnu ka tila, Aruna colony in North district and Jailer Wala Bagh in Ashok Vihar in North East district (Annexure 7).

Figure 2.14 provides the distribution of the amount paid by users for using the toilets in JSCs. More than half (56%) of them reported paying Rs. 2, followed by Rs. 5 (29%), Rs. 1(10%) and the rest paid Rs. 10 (5%) for availing the toilet facilities in JSCs. This differs across periodicity as Rs. 1 and Rs. 2 paid for either every time use or daily, and Rs. 5 for weekly and Rs. 10 for monthly. About 5% respondents, who paid for the defecation charges said that it was the caretaker who collected the usage charges, which was reported by males only.

Figure 2.14: Amount Paid to Use Toilets (in Rs.)



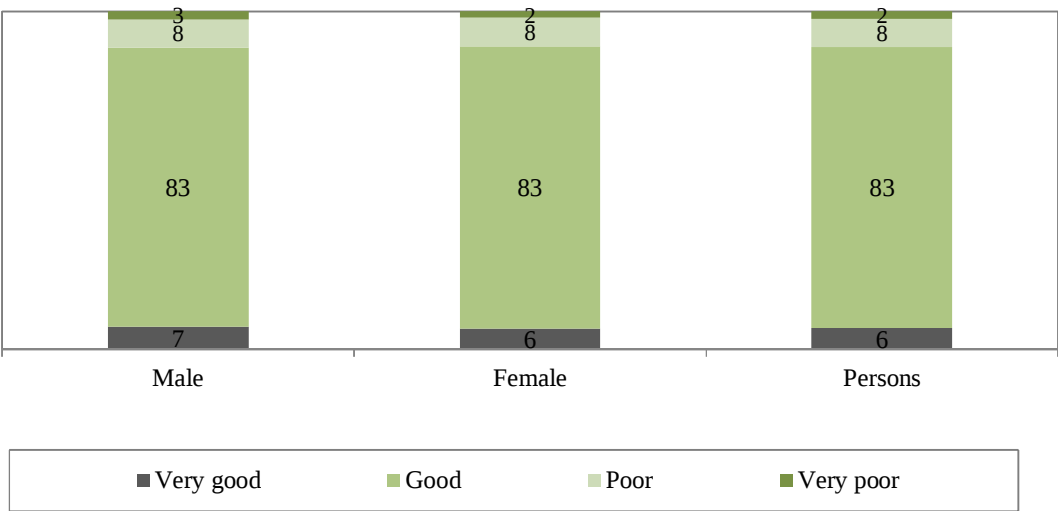
Source: Survey of JSCs Users

Around 96% users both males and females confirmed that the caretakers were available at the JSC complexes when they visited, while 4% mentioned non-availability of the caretakers during their visits to JSCs. Out of those who confirmed the availability of caretakers at the JSC, most of them revealed that caretakers were available round the clock (96%) at the JSCs while few (4%) said that they were available occasionally.

Further, when asked about the cleanliness at JSCs, about (89%) of the respondents said that the cleanliness of JSCs was either good or very good (Figure 2.15). On the

other hand, about 11% of them reported it was unclean with either poor or very poor conditions.

Figure 2.15: General Cleanliness of JSC (%)

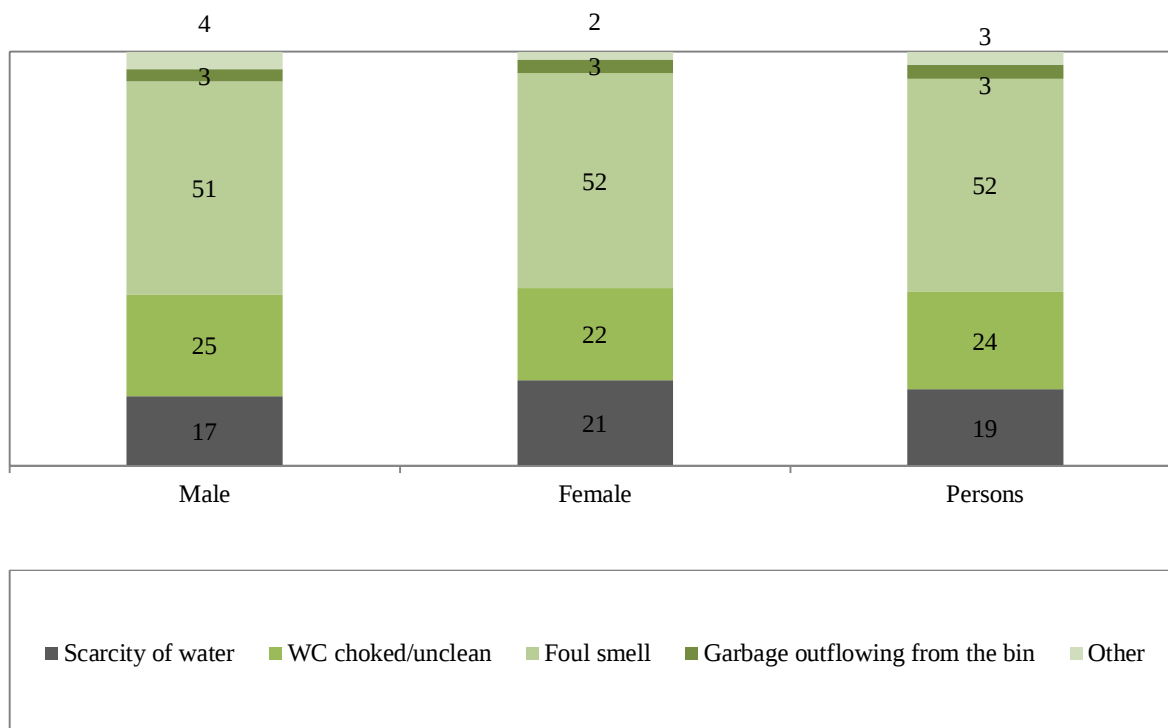


Source: Survey of JSCs Users

Out of those users, who considered the general cleanliness was poor at JSCs, over half (52%) of them stated foul smell and one-fourth (24%) mentioned choked or unclean WC was the key reason behind it (Figure 2.16). Another one-fifth (19%) users said the unavailability of water was one of the prime reasons for poor cleanliness at JSCs. Some other common reasons cited included over-flowing garbage from the bin, choked sewer lines, flies and mosquitoes in and around JSC complexes.

Some Users said:
Condition of the toilet and its premises was good but overcrowding during morning hours made the toilets unclean.
The condition was extremely bad in JSCs and the bathroom and outer areas were very dirty, moreover, it also lacked the availability of bucket, mugs, etc. in the bathrooms and toilets.

Figure 2.16: Reasons for Poor Cleanliness (%)



Source: Survey of JSCs Users

Most of the respondents including both males and females said that separate toilets were available for both gender with some exception as only 1.4% reported non-availability of separate toilets at few of the JSCs.

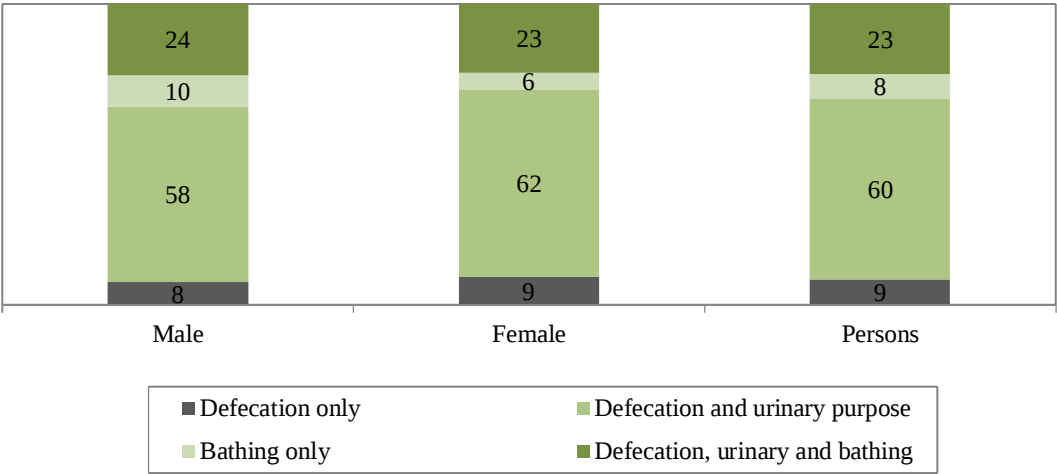
When asked about the presence of safai karamchari during their visits to JSCs, majority of the respondents (95%) found safai karamchari cleaning the toilets at the time of their visits. Only about 5% said that they did not find any safai karamchari (sweeper) during their visits at JSCs. Likewise, at some JSCs, unclean toilets were found including spits of people consuming tobacco (gutkha) on the toilet doors, choked WC, broken floor and glass bottles lying around in common space etc.

2.2.2: Habits of Users

Around 60% of the users said they used JSCs for defecation and urinary purpose followed by 23% using it for bathing in addition to defecation and urination (Figure 2.17). Males (10%) visited JSCs for bathing purpose almost twice compared to their

female counterparts (6%). About 92% of the users reported using JSC's for purposes other than bathing, which indicates that 92% of JSC users have a bathroom at their respective residences which they use only for bathing or take bath at places other than JSCs.

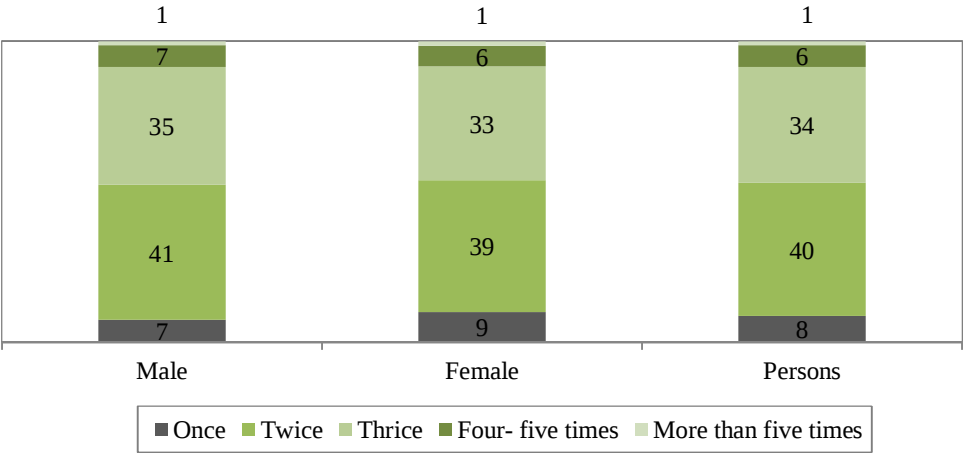
Figure 2.17: Purpose for Using JSC (%)



Source: Survey of JSCs Users

Around three-fourth (74%) of the users said they visited JSCs 2-3 times in a day (Figure 2.18), followed by once (8%) and 4-5 times or more (7%). Male and female users used JSCs at an equal frequency in a day with a slight difference in the frequency of 2-3 times and five times.

Figure 2.18: Frequency of Using JSC (%)



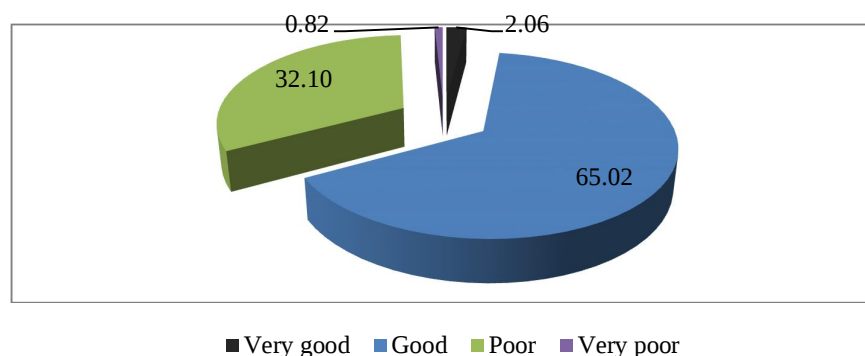
Source: Survey of JSCs Users

2.2.3 Observation of use of JSC by Users

The average number of people visiting per JSC for availing the services from morning up to 12 noon, were maximum up to 1003 persons, followed by in the evening (after 4 PM) i.e. 921 persons, and afternoon (12 noon to 4 PM) i.e. 816 persons. The maximum number of children (10 to 14 years of age) up to 2700 and adults (15-59 years) up to 8000 used the JSC during the day time i.e. from 12 noon to 4 PM, while minimum of 4 children availed the services from 12 noon to 4 PM and 3 adults in the evening used the JSCs. This indicates how the number of people availing the facilities of JSCs varies from one centre to another. Particularly, the JSCs, where maximum up to 4000 people were found visiting each day to avail the services, operation and maintenance would be a hard task for a single caretaker and sweeper or safai karamchari (as shown in the appendix 6).

The sample JSCs have been classified as per their performance composite ranking based on key parameters such as infrastructure, condition/status, cleanliness, safety environment and attitude of employee (Figure 2.19). Out of total JSCs surveyed, 2 percent (5 JSCs) fall in the category of very good, 65 per cent (159 JSCs) in the good category, 32 per cent (79 JSCs) in poor category, and 1 percent (2 JSCs) in very poor category as per the composite index ranking (JSCs detail given in Appendix 6)

Figure 2.19: Overall Ranking of JSCs based on Key Parameters



Source: Survey of JSCs Users

2.3 Caretakers

This section has been divided into three sub-sections including, basic details of the caretakers, facilities available at the JSCs; cleanliness and waste disposal, as well as observations of the investigators.

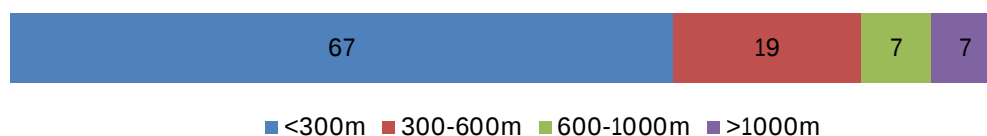
2.3.1 Basic Profile of Caretakers

In total, 229 caretakers were interviewed who were responsible for taking care of the daily maintenance of Jan Suvidha Complexes (JSCs). The interviewed caretakers were spread across 245 centres situated in 15 divisions of Delhi Urban Shelter Improvement Board (DUSIB) in Delhi.

2.4 Caretaker's Perception

Majority of the caretakers (86%) lived in close proximity to the JSC complex i.e. within a distance of up to 600 meters; only 7% of the caretakers had to travel a distance of both up to 600-1000 meters and above 1000 meters (Figure 2.20) to reach the respective JSC for work. This signifies that the allotment may have been done in consideration of proximity of JSCs to caretaker's residence (*minor corrections in sentence framing made*).

Figure 2.20: Distance of JSC from House

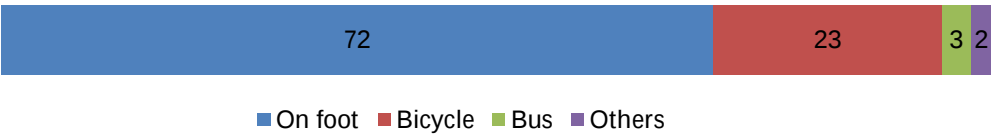


Source: Survey of JSCs Caretakers

Justifying the observation made above, Figure 2.21 shows that a significant number of caretakers reportedly walked in order to reach the JSCs they worked at. Close to three-fourth (72%) of the caretakers walked, while roughly one-fourth (23%) said that they cycled to work. This can be attributed to the close proximity of caretaker's

homes to the complex. Around 3% used the bus as their mode of commuting while the remaining 2% travelled to JSCs by two-wheelers etc.

Figure 2.21: Mode of Commuting to JSC

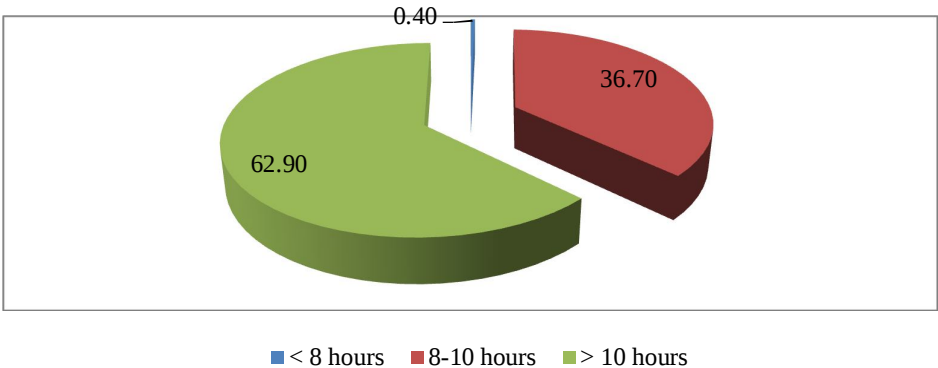


Source: Survey of JSCs Caretakers

On enquiring about the daily expenditure of 12 caretakers, who travelled by either bus or two wheeler, reported that 5 of them spent Rs. 10 on travel, followed by 2 caretakers reported spending Rs. 20, and other 5 caretakers more than Rs. 20 on their daily travels to their respective JSCs.

Duty timings of caretakers, as shown in Figure 2.22 highlights that over three-fifth (63%) of the caretakers worked more than 10 hours daily, while more than one third (37%) worked for 8-10 hours. This is explained as most of the caretakers stay in the rooms provided by the agencies within the JSCs complex and in few cases, compelling them to work for more than 8 hours.

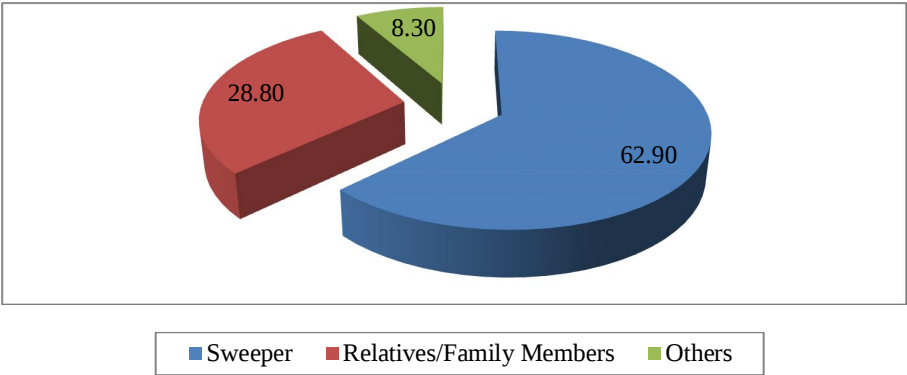
Figure 2.22: Duty Hours at JSC



Source: Survey of JSCs Caretakers

In case of the absence of caretakers, sweeper or safai karamchari (63%) were the most preferred substitute in charge of the JSC (Figure 2.24), followed by relatives or family members of caretakers (29%) and others (8%).

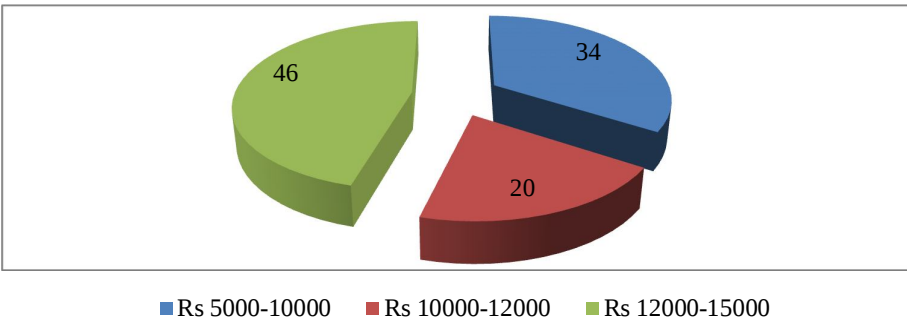
Figure 2.23: Substitute for Taking Care of JSC



Source: Survey of JSCs Caretakers

Caretakers' salary each month varied between Rs. 5000 to Rs. 15000 (Figure 2.24). Close to half (46%) of the caretakers reported earning salary in the range Rs. 12000-15000, 20% earned in the range Rs 10000-12000 and 34% reported that they received less than Rs. 10000 in terms of salary.

Figure 2.24: Wages/salary per month (in Rs.)

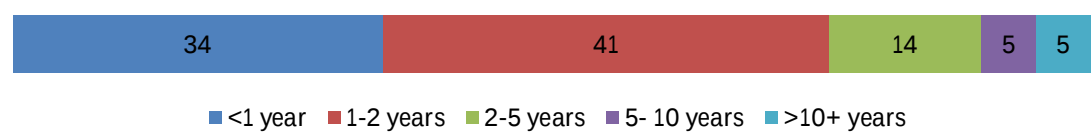


Source: Survey of JSCs Caretakers

Figure 2.25 indicates that three-fourth (75%) of the caretakers had the experience of working with the current agency for less than 2 years. Around 10% of the caretakers had been engaged with the agency for more than 5 years. This is important as it may

indicate that caretakers have the option available of switching between agencies and are not constrained to work at only one particular agency for prolonged periods of time.

Figure 2.25: Experience Working with Current Agency (in years)



Source: Survey of JSCs Caretakers

It was observed during the survey that some of the caretakers were wearing the uniform and identification cards which were provided by their respective agency while others did not support any such thing. This reflects better work norms of some of the agencies compared to the others.

Figure 2.26 portrays information about the working experience of caretakers at the JSC, close to two-fifth (39%) of sampled caretakers had a working experience of more than 5 years, whereas almost one-third (34%) of them had an experience of less than 2 years. Prevalent amongst the sample were JSC caretakers with working experience between 2-5 years, i.e. 27%. Only 14% of the caretakers surveyed were new at the job with less than 1 year of experience

Figure 2.26: Experience working with the JSC (in years)



Source: Survey of JSCs Caretakers

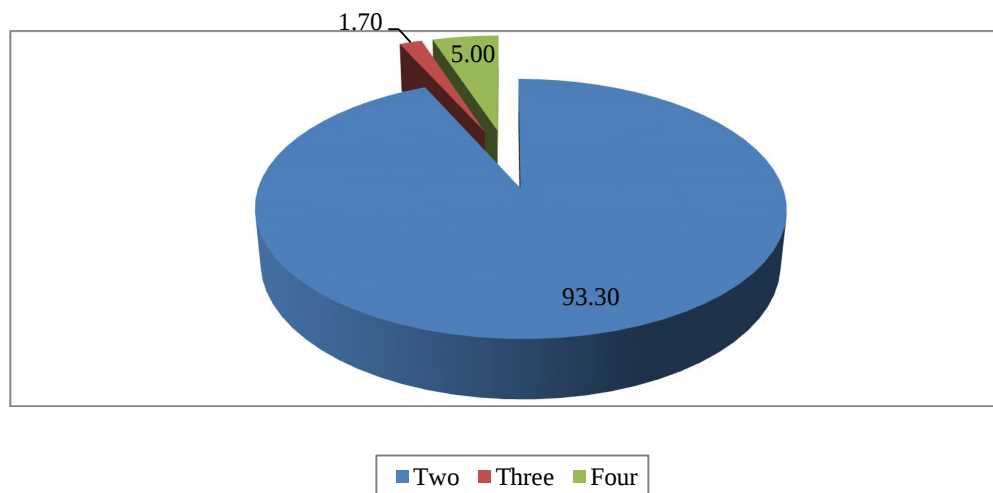
2.4.1 Facilities at JSCs

In the sampled JSCs, there were 7371 toilets in 229 centres with an average of 32 toilets per centre with a minimum of 10 toilets per centre and maximum of 104

toilets. Further, on an average, 30 toilet seats per centre were available with a minimum of 9 toilet seats per centre and maximum of 104 toilet seats per centre. About 1.6% (118 toilets) out of total 7371 toilets sheets were non-functional, as reported by the caretakers interviewed at the time of survey.

Over half of the caretakers (52%) said that ramp facility was available for disabled to access the toilets, the same was also observed during the survey. Regarding the timing or 24 hours accessibility of toilets, almost three-fourth (74%) of the caretakers revealed that the toilets were accessible throughout the day, while remaining one-fourth (26%) stated otherwise. Further, when asked about the number of toilets accessible at night, 93% said at least 2 toilets opened during the nights and 7% stated about 4-5 toilets (Figure 2.27).

Figure 2.27: Number of Toilets Accessible at Night (%)



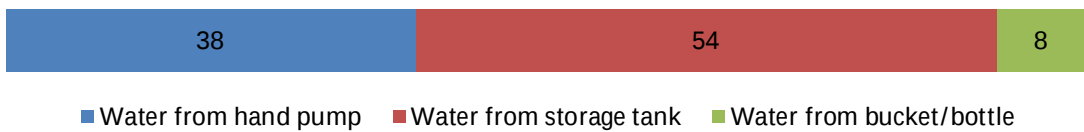
Source: Survey of JSCs Caretakers

According to the caretakers, all the JSCs had separate toilets facility for male and female users. However, one-tenth (10%) of the caretakers reported that tap water was not available in the toilets of their centre. Out of those 10% caretakers who reported unavailability of tap water, 54% were those who stated that either they themselves or the users collected water from storage tank available in JSCs and poured water into toilets, followed by use of water from hand pumps installed in JSCs being reported by 38% of caretakers as an alternative water source. Water from

bottles/bucket kept nearby, accounted for 8% of the caretaker responses (Figure 2.28).(Para rephrased, in accordance with the figure below)

Some Caretakers said
“Night accessibility of toilets at the JSCs is difficult due to un-operational streetlight on the way to the complex. Drunken people created a ruckus, destroying property frequently and fighting with them”
One of the women users said
“The locks inside the toilets were broken, making safety an issue”

Figure 2.28: Alternate Options in Case of non-availability of Tap Water (%)

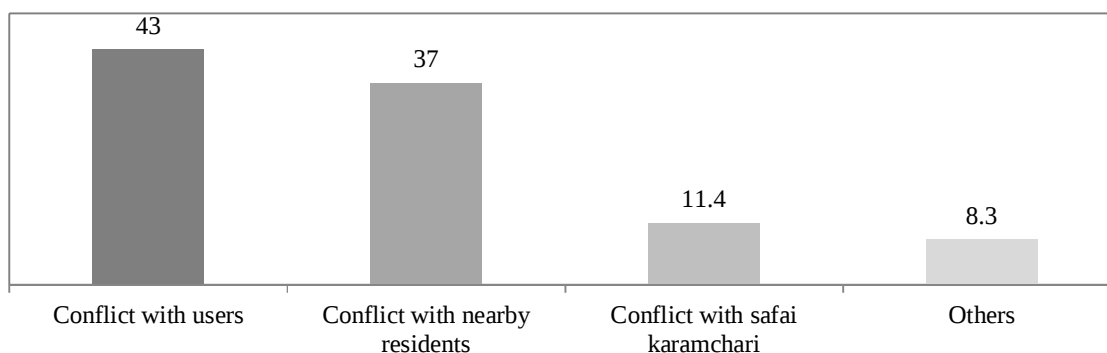


Source: Survey of JSCs Caretakers

Some caretakers said:
“Even after filing a written complaint about broken seats, floor, taps and gate last month, these were not repaired”
“Even after filing a written complaint, seats were not fixed since 2 months”

Regarding challenges, slightly over half (55%) of them revealed that they faced some challenges. The most recurrent challenge was a conflict with users (43%), followed by conflict with nearby residents (37%), conflict with safai karamcharis’ (11%) and others (8%).

Figure 2.29: Challenges faced by JSC Caretakers



Source: Survey of JSCs Caretakers

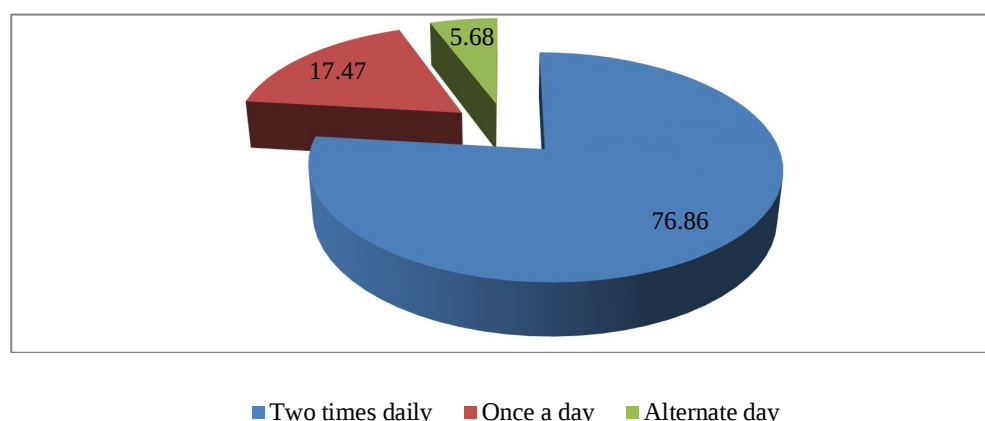
Some Caretakers said

“At night, a lot of anti-social elements come to the centre to consume liquor and to take drugs. If we stop them, then they threaten us”.

2.4.2 Cleanliness and Waste Disposal

Over three-fourth (77%) of the caretakers reported that toilets at their centre were cleaned twice a day, followed by once a day (17%) and alternate day (6%) as shown in Figure 2.30.

Figure 2.30: Frequency of Cleanliness of Toilets (%)



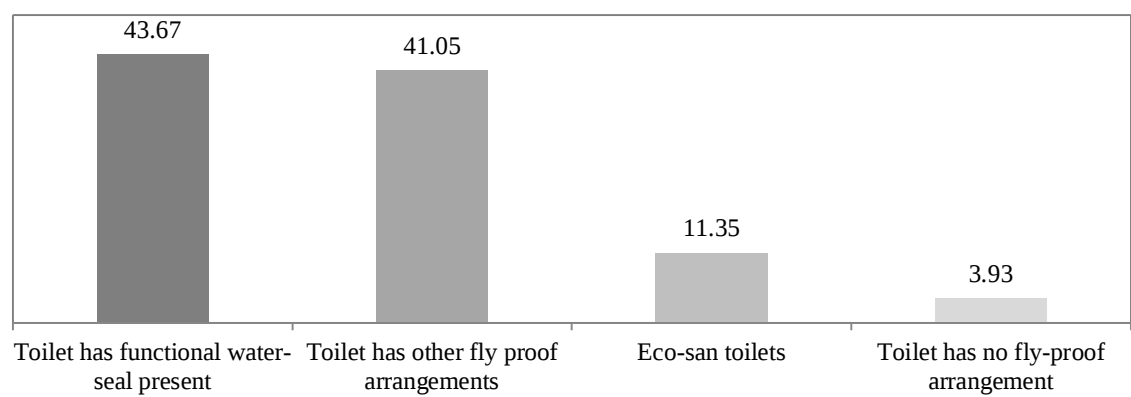
Source: Survey of JSCs Caretakers

The majority (94%) of the caretakers said cleaning material was regularly supplied by their agencies. On the question of hygiene, 44% of the caretakers stated their toilets were functional, water seals closely followed by fly proof arrangements (41%), eco-san toilets (11%) and rest (4%) had no-fly proof arrangements (Figure 2.31).

Some Caretakers said:

“The dustbins are available, but people never use it. Women leave sanitary pads inside the toilet or bathroom floor or in the wash basin, while men throw liquor bottles, plastic glasses, and other waste anywhere in the complex, but not in the dustbin”

Figure 2.31: Are the Toilets Hygienic (%)



Source: Survey of JSCs Caretakers

About 142 toilets were directly connected to sewer lines out of the 245 surveyed JSCs. Further, toilets in 103 JSCs were not connected to sewer line, out of which 35 toilets were connected to nallahs, Around 33 were connected to the drains, 27 connected to the open-pit and rest 8 were disposing the human waste in water bodies such as ponds, river, stream etc.

Some Caretakers said

“Toilet seats are cleaned once or twice in 24 hours, but most of the users do not pour water after defecating, as a result, the human waste remains on toilet seats and it smells”

“In the absence of dustbins, people throw waste all over the complex”

“Men also left the waste in the toilet and did not pour water or flush it, which later was flushed by the sweeper”

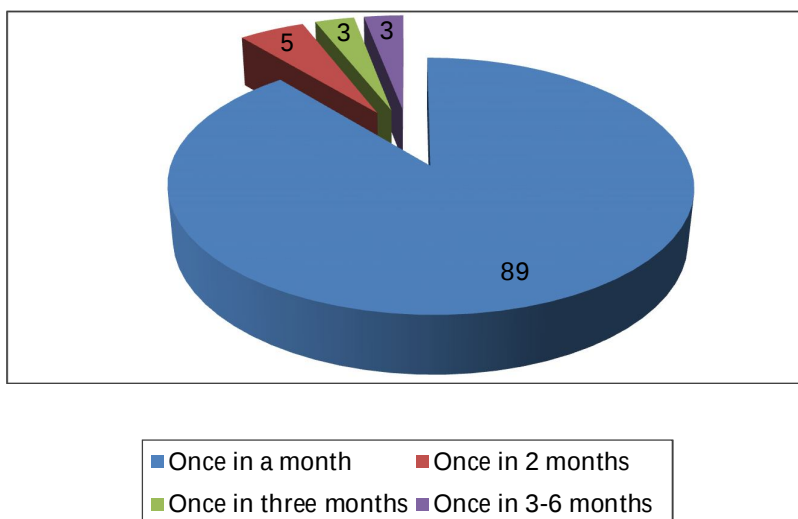
“User left waste in the toilets, and did not use dustbin to throw the garbage”

“Tap in the toilet and other taps outside are mostly broken and water also keeps leaking”

“This shows the unhygienic behaviour of the people.”

About 83% of the caretakers stated that the DUSIB officer visited the JSC complex, out of which the majority (89%) said that the visits were made once in a month, followed by once in 2 months (5%), once in 3 months (2%) and once in 3-6 months or more (3%) (Figure 2.32).

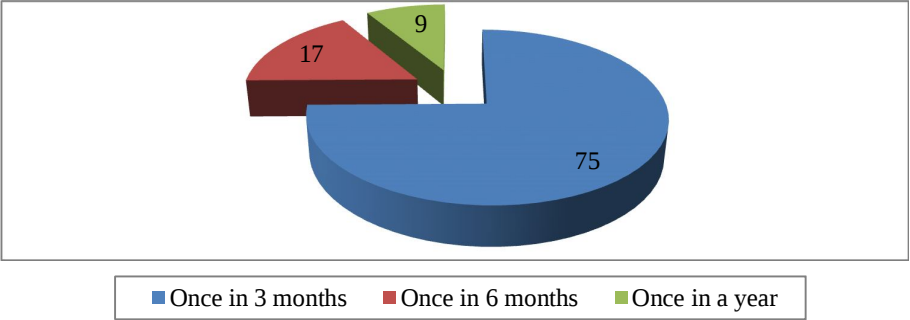
Figure 2.32: Frequency of Visit of DUSIB officer (%)



Source: Survey of JSCs Caretakers

Almost half (50.2%) of the caretakers reported that septic tanks at their JSCs were being cleaned/ desilted on a regular interval. The frequency of cleaning of septic tanks shows that three-fourth were cleaned/desilted in a 3 months interval, followed by 17% being desilted/cleaned in 6 months interval and 9% on an yearly basis (Figure 2.33).

Figure 2.33: Frequency of Cleaning Septic Tank (%)



Source: Survey of JSCs Caretakers

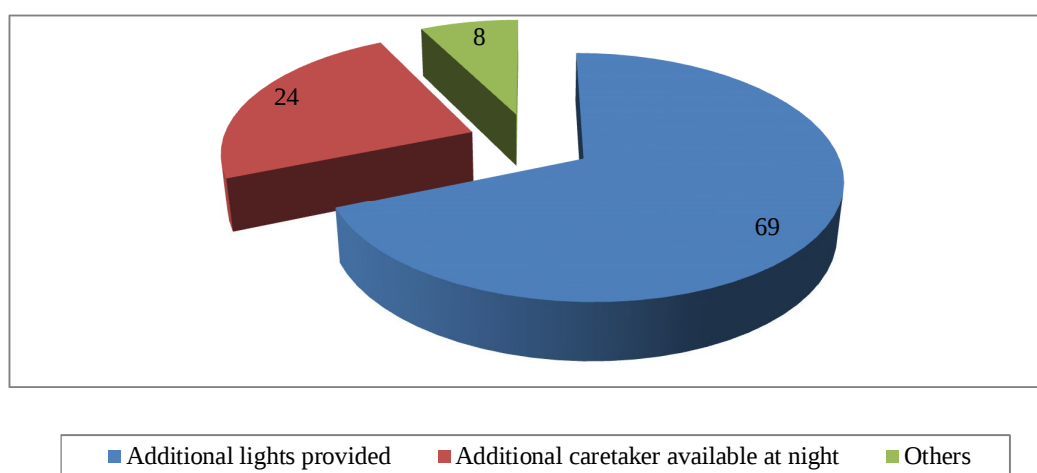
On safety for women and children, over one-third (35%) of the caretakers stated that some additional steps had been taken by the agency. Out of those 35% caretakers, 69% agreed to provision of additional lighting facility, 24% mentioned additional caretaker availability at night and others at 8% agreed to displaying emergency number and police etc. as shown in Figure 2.34.

Some Caretakers said:

“A lot of women after using toilets go back to their homes without washing their hands”

“At some places, cubical temporary cabinet with toilet seats have been made with toilet boxes installed under the toilet, it smells a lot and is difficult to use”

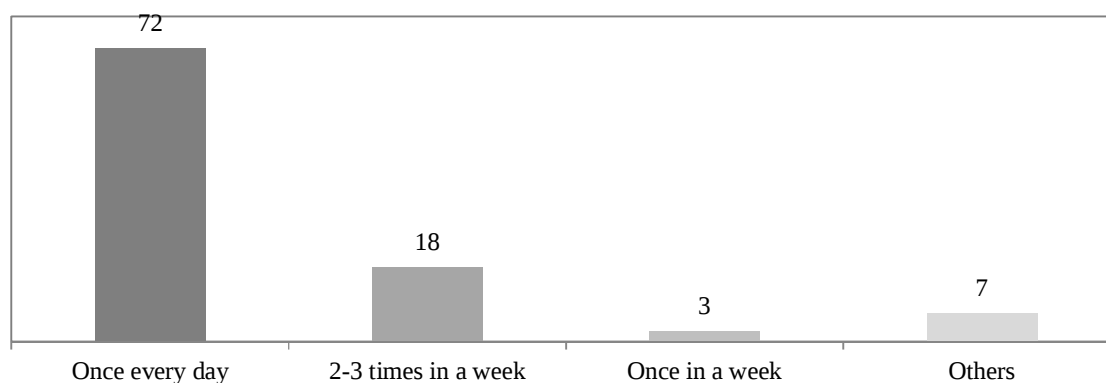
Figure 2.34: Type of Steps taken by Agency



Source: Survey of JSCs Caretakers

Most of the caretakers revealed that for cleaning the toilet and complex, safai karamcharis' visited JSC every day (72%), followed by 2-3 times a week (18%) and 10% mentioned much lesser frequency of cleaning by the sweepers as shown in Figure 2.35.

Figure 2.35: Frequency of Cleaning by Safai-Karamcharis (%)



Source: Survey of JSCs Caretakers

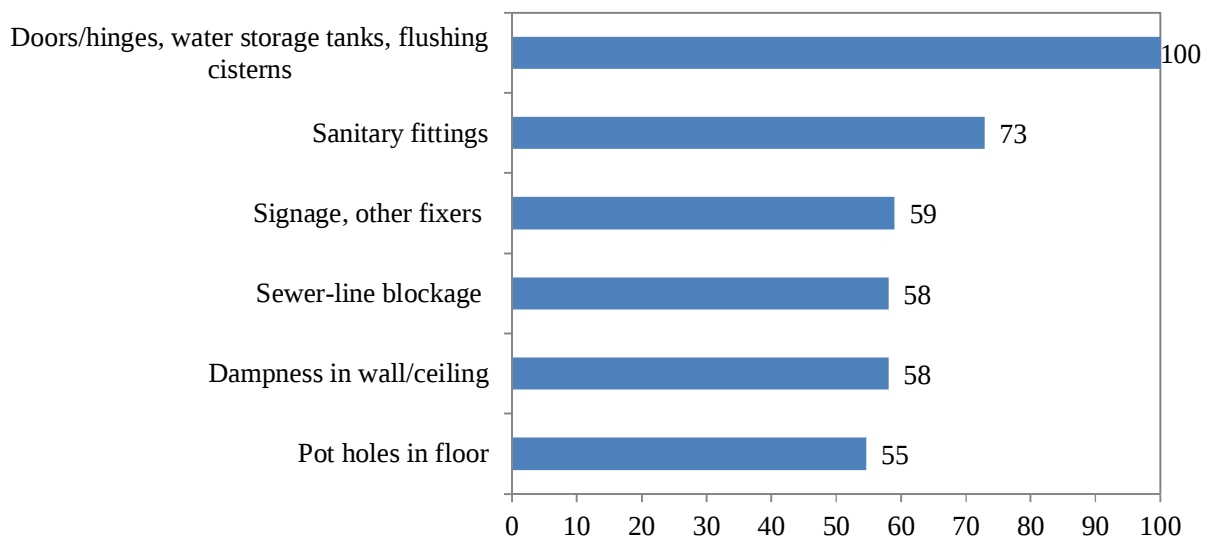
In terms of the regularity of repairs of different items present at JSC facilities; doors/hinges, water storage tanks, flushing cisterns were reported to be regularly

fixed by all the caretakers i.e. 100%. Sanitary fittings were frequently fixed, as only 73% of the caretakers interviewed stated. On enquiring about signage and other fixers only 59% of the caretakers reported repairs occurring on a regular basis. Only 58% of the caretakers responded with a 'yes' when asked whether 'sewer line blockage' and 'dampness in wall/ceiling' were fixed on a regular basis. Fixing pot holes in floor was not a priority as only 55% of the caretakers reported regular fixing of pot holes.

Some Caretakers said:

"The toilets seats are limited compared to the number of users leading to overcrowding and people waiting in the queue for long. It is more crowded during morning hours, when people are forced to stand in queue for a longer time than the day time"

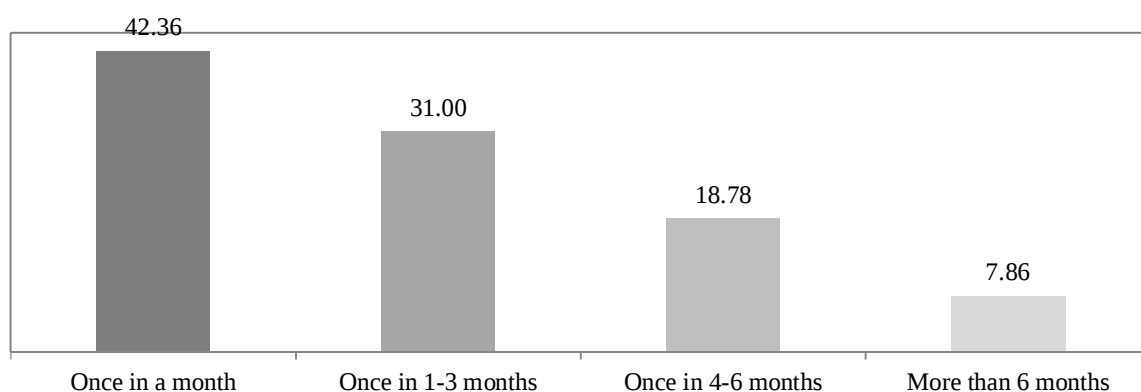
**Figure 2.36a: Regular Repair/Fixing of Work of Different items (%),
Multiple Answer**



Source: Survey of JSCs Caretakers

The caretakers reported that the repair work was undertaken once a month (42%) followed by once in three months (31%), once in 4-6 months period (19%) and once in more than 6 months period (7%) (Figure 2.36 and 2.36 b).

Figure 2.36b: Frequency of Repair Work (%)



Source: Survey of JSCs Caretakers

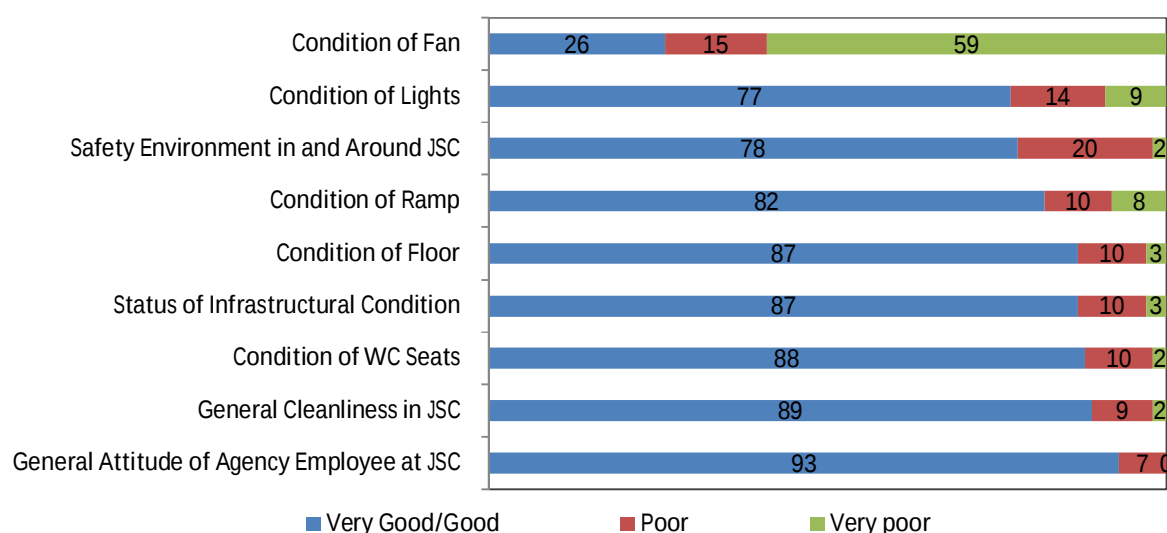
2.4.3 Observations of Investigating Officers

The investigating officers revealed that over three-fourth (77%) of JSCs had display boards that highlighted landline number and WhatsApp number of DUSIB for lodging complaints by the public. Many of the boards displayed detailed information such as JSC number, timings, agency operating and maintaining it, name and mobile number of the caretaker, supervisor, safai karamchari and total number of toilet seats etc.

Additionally, some agencies had displayed helpline number of police, fire station and helpline number for women and other information such as display boards in JSCs run by YLDA mentioned that the use of toilets was free of charge for all the users. Some other also displayed additional information like WhatsApp and mobile phone number for complaints/grievances, contact number of caretakers, DUSIB engineers contact numbers. Although, display board at few JSCs did not have any information and missed out information such as usage of JSC being free for all irrespective of user's age, gender, religion, caste etc. The other important issue is the complaints/suggestion register, but about three-fifths (59%) of the JSCs had no such complaint/suggestions box/register.

Further, the perception on conditions of infrastructure, WC seats, floor, ramp, light, fan, general cleanliness, safety environment and attitude of the employee at the JSCs perceived as very good and good, poor and very poor. The majority (87%) of the investigating officers perceived that the infrastructural conditions of the JSCs were in a decent (good or very good) conditions according to the current status of toilets seats, tiles, floor, ramps, lights and fans, etc., On the other hand, 13% had ranked poor or very poor infrastructure conditions on the same parameters (Figure 2.37)

Figure 2.37: Status of Infrastructural Condition and Environment at JSC (%),



Source: Survey of JSCs Caretakers

Note: multiple choice question

As per the level of maintenance and cleanliness, the investigating officers observed that the WC seats in 88% of the JSCs were in decent conditions, either good (84%) or very good (4%). On the other hand, WC seats were badly maintained in 12% of the JSCs with either poor or very poor conditions. The WCs seats in few centres were not cleaned and broken, either choked with waste & water, or without mugs to flush water.

Investigating officers perceived that in 87% of the JSCs, floors were in either good or very good condition, whereas in case of 13% JSCs, floors were in bad conditions,

either poor or very poor condition as floors were full of cracks and holes (Figure 2.38).

One investigating officer said:

“The floors of the cabin had cracks at several places, as a result, the toilets seats get unstable or not comfortable for elderly and kids use.”

It was observed by the investigating officers that 82% of the JSCs had ramps in either good or very good condition, with well-paved and a proper way for the movement of tri-cycle. On the other hand, ramps were in bad shape in 18% JSC centres, either being in poor or very poor quality.

About 64% of the investigating officers reported JSCs as having lighting facilities in good condition with proper bulbs or tube lights, while 13% termed them as very good. On the other hand, 23% reported the lighting conditions in JSCs to be between poor or very poor condition, revealing the centres to be lacking in adequate number of bulbs or tube lights. The lighting was particularly absent within the complex premises and near the toilet seats.

One investigating officer said:

“No electric bulb was installed in the toilets; users used their mobile torch for the light. Therefore, kids and women did not use toilets at night.”

Condition of fans was generally reported to be very poor with 59% of the investigating officers stating so, while 15% of them termed the condition as poor. On the other hand, 26% reported the fans to be between good to very good condition.

According to the investigating officers, 89% of the JSC complexes can be considered as good in terms of general cleanliness level while 11% JSCs were in between poor to very poor condition in terms of the cleanliness level.

According to the investigating officers, the general attitude of most of the employees' deployed at JSCs was either between good to very good (93%). On the other hand, a

small proportion of them reported SCs employee's general attitude as poor (7%) due to their bad behaviour towards the users.

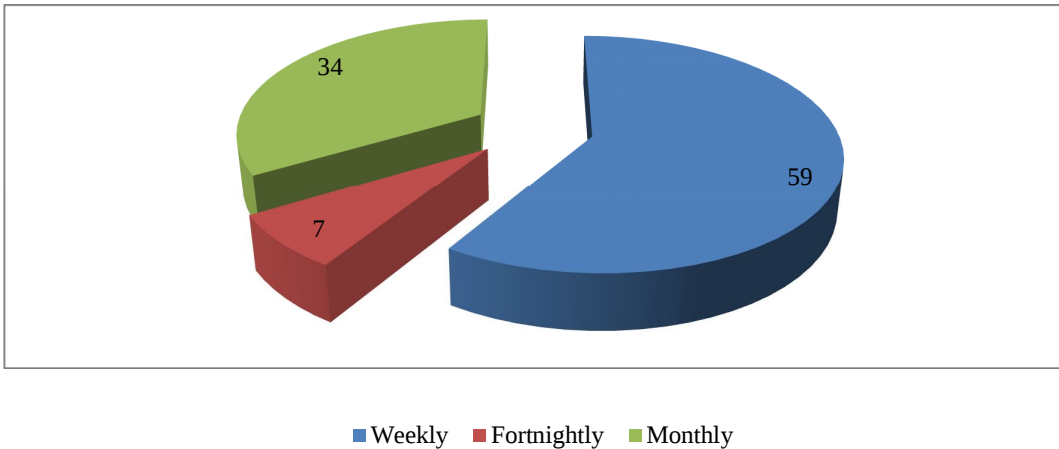
Over three-fourths (78%) of the caretakers reported the safety environment in and around JSC as either good (67%) or very good (11%) in context of safety environment. The rest 22% reported the safety condition as either poor (20%) or very poor (2%) due to lack of proper lighting facilities, doors without locking systems, and bad elements roaming in the complex such as thieves, drunkards etc.

As one of the caretaker said

“Locks are missing from inside the toilets door and cleaning material is not provided on time.”

Figure 2.38 reveals that inspection visits by supervisors, over half (59%) visited on a weekly basis followed by monthly (34%) and fortnightly (7%) visit. This shows one-third of the supervisor's visit only on a monthly interval, which could be jeopardizing the functioning of such JSCs as reflected by poor maintenance and operation.

Figure 2.38: Frequency of visit by supervisor to inspect JSC (%)



Source: Survey of JSCs Caretakers

2.5 Supervisors

2.5.1 Basic Profile of Supervisors

The supervisors of selected agency-in-charge of operating and maintaining JSCs were interviewed by asking them some key questions relating to their agencies and regarding the complaint redressal mechanism. About ten supervisors were interviewed, to get their insights on the proper functioning of the centres. All of them were males in the age group of 25 years to 55 years. Eight of the supervisors stated that their agencies were engaged in operations and management of JSC since the last two years, while two said that their agencies were associated for more than two years. Four supervisors said that their agencies had been also engaged in management and operations of sanitation services in other states/places such as Jammu & Kashmir, Uttar Pradesh, Rajasthan, Uttarakhand and Maharashtra. However, the supervisors were unaware of their agencies' contract about the operation for the number of JSCs of DUSIB; only five revealed it was in the range of 100 to 300 JSCs in Delhi.

2.5.2 Supervisors' Perception

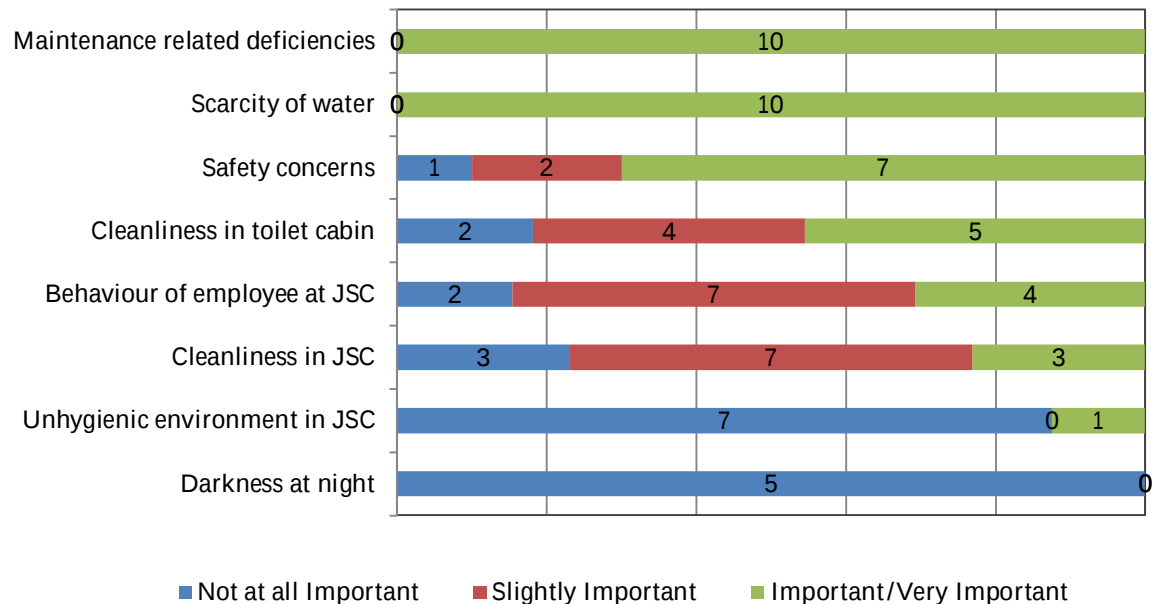
According to the supervisors, their agencies were not looking after operations and management services for any other bodies/departments in Delhi. Five supervisors informed that their agencies deployed in JSCs up to 70 male workers, and another five informed that their agencies deployed from 200 to 800 workers. According to the supervisors, the agencies have fixed payment criteria for the payment: number of duty hours and, the size of toilet seats in the complex.

2.6.1 Complaints Received

According to the supervisors, the number of complaints received during each of the preceding three months ranged from 2 to 12 complaints. Out of 10 supervisors, five said they received 2 to 5 complaints, and other five revealed that they received 7 to 12 complaints during the last three months period. There are eight major issues of complaints, which are analyzed on the basis of frequency and divided into three broad categories: important/very important (5 or more response), slightly important

(3-4 response) and not at all important (1-2 response) as shown in the following Figure 2.39:-

Figure 2.39: Important issues raised in Complaints



Source: Supervisors' Interviews

The complaints in order of importance as per supervisor interviews, are as follows:

Important Issues raised in Complaints

1. Maintenance related deficiencies is an issue requiring immediate attention
2. Scarcity of water
3. Safety concerns: safety concern was more or less a minor concern with majority of supervisors
4. Cleanliness in toilet cabin
5. Behaviour of employee at JSC
6. Cleanliness in JSC
7. Unhygienic environment like pile of garbage in JSC, flies/mosquitoes in JSC/toilet cabin
8. Darkness at night

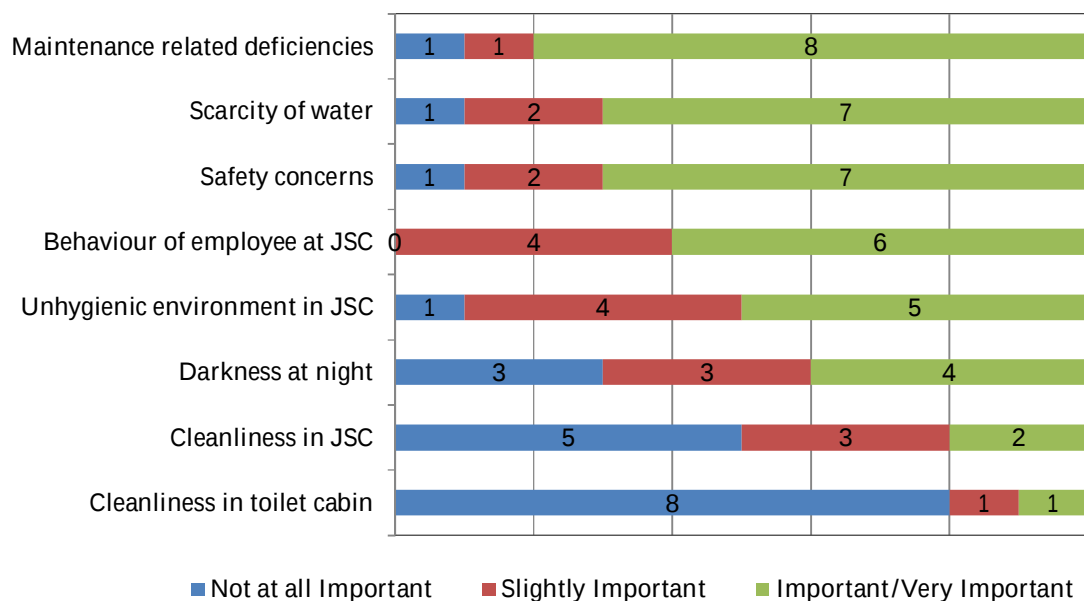
2.6.2 Complaints Resolved

The number of reported complaints resolved by the supervisor ranged from 3 to 11 complaints per months. As per supervisors, all the agencies have dedicated teams to look after the maintenance and operations of JSCs. Out of total agencies, 80% have set some criteria or norms regarding the number of field visits by the supervisors, either daily visits or alternate day visit. However, this contradicts with users and caretakers' interviews, where they reported that supervisors visited the JSCs either weekly, fortnightly or monthly. On inquiring further, one of the DUSIB Executive Engineers categorically mentioned that some of the supervisors having large geographical areas could not cover all JSCs in a month and had to limit their daily or alternate visits to weekly or fortnightly.

2.6.3 Causes of Concern

The main causes of concerns are analyzed on the basis of ranks on (1-10 scale) given by supervisors and divided into three broad categories: important/very important (5 or more), slightly important (3-4) and not at all important (1-2 response), as given below in (Figure 2.40).

Figure 2.40: Major Cause of Concerns Found During Field Visits

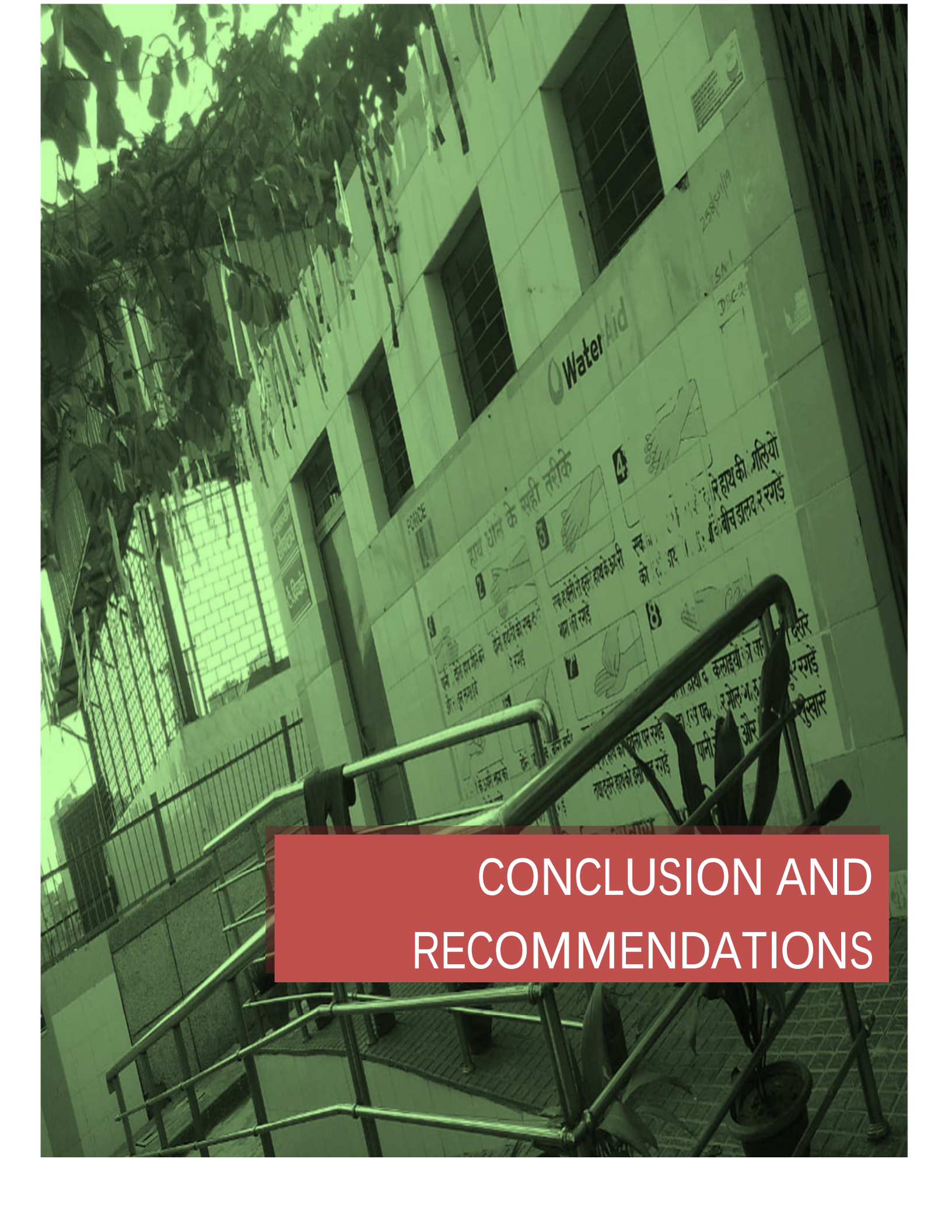


Source: Supervisors Interviews

The important general concerns regarding the JSCs in order of importance are listed follows:

Important Causes of Concern

1. Maintenance related deficiency
2. Scarcity of water
3. Safety concerns
4. Behaviour of employee at JSC
5. Unhygienic environment like a pile of garbage in JSC, flies/mosquitoes in JSC/toilet cabin
6. Darkness at night
7. Cleanliness in Jan Suvidha complex
8. Cleanliness in toilet cabin

The background image shows a multi-story building with a staircase in the foreground. A large mural is painted on the building's facade, featuring the WaterAid logo and several numbered steps (1-8) with illustrations of handwashing techniques. The mural is in Hindi. A red rectangular box is overlaid on the lower right portion of the image, containing the text 'CONCLUSION AND RECOMMENDATIONS'.

CONCLUSION AND RECOMMENDATIONS

CHAPTER 3- CONCLUSIONS AND RECOMMENDATIONS

3.1 Key Findings

In the survey, 4900 users, 230 caretakers and 10 supervisors were interviewed to assess Jan Suvidha Complexes' role in sustaining open defecation free Delhi particularly in slum type settlements, where in general, the number of toilets is insufficient as per the individual dwellings. In this process, the feedback from users as well as agencies in charge of maintenance and operations has been taken on different aspects. Following are the key findings of the study.

User Profile

- Majority of the users (89%) were adults (15-59 years), followed by senior citizens (7%) in the age group above 60 years and children (4%) in the age group of 10-14 years.
- 54% were males and 46% females, out of those three-fourth (73%) were married.
- 37% were illiterate closely followed by up to upper primary level (35%) and secondary and senior secondary level (24%).
- Over one-fifth (22%) of them were engaged in wage/salaried jobs in the private sector, followed by daily wage workers (16%), self-employed (business professional (15%)), unemployed (13%), students (12%), retired (4%) and other (18%). Other category includes occupations such as stitching, repair work, pensioner, musician, MCD worker, domestic worker, mechanic, driver, dancer and beggar.

Accessing the Facilities

- 73% stayed in close proximity i.e. up to 300 meters from JSC and 21% stayed in the range of 300-600 meters.
- 43% had to wait in a queue to use the toilet. Out of them, 44% had to wait for less than 5 minutes, 39% waited for 5 to 10 minutes and 17% waited for more than 10 minutes to access the toilet. Females waited for a longer duration than males (10-30 minutes) for accessing toilets. This is an indication of a limited number of toilets for females in JSCs.
- 94% users reported using toilets at night, and among those, 96% were males and 92% were females.
- 87% felt it was safe to avail services at night, but they visited the centre along with their family members for a precautionary measure. Out of those who felt unsafe, 55% reported eve-teasing/theft to be the main reason for it.
- 2% felt safety measures to be very poor at JSC complex.

Status of Infrastructure and Services

- 80% said toilet seats were in good condition and 13% in excellent conditions, while 7% of toilets seats were in bad conditions.
- 88% said there was a regular supply of tap water in the toilets, while 12% revealed either no water or occasionally availability of it.
- 19% stated that dustbins were not available in JSCs to dispose the waste.
- 91% stated that proper lighting facilities were available at JSC complex.
- 66% users said proper lighting facilities available in individual toilets.
- 98% reported no exhaust fans installed in JSC toilets.
- 2% paid for defecating in JSC complexes.
- 4% mentioned non-availability of caretakers at JSC complexes.
- 96% revealed that caretakers were available round the clock
- 98.6% stated that separate toilets were available for male and female.
- 95% mentioned the presence of safai karamchari at JSCs and were cleaning the toilets during their visits.
- About 142 toilets were directly connected to sewer lines out of the 245 surveyed JSCs.

Cleanliness' and Users' Habits

- 89% mentioned cleanliness was good and very good at JSC and 11% who considered cleanliness was poor at JSC, among them, 52% attributed it to foul smell.
- 60% users use JSCs for defecating and urinary purpose.
- 74% visits JSCs 2-3 times in a day.

Caretakers Profile

- 86% caretakers lived close to JSC complex i.e. up to 600 meters. With the complex being close-by, 72% of caretakers walked down to their respective JSCs.
- Out of those, who used other modes for commuting, 23% used bicycle and 3% travelled to JSCs metro and 2 wheelers, etc.
- 63% caretakers worked more than 10 hours daily and 37%, 8-10 hours daily.
- With 63%, safai karamcharis were the most preferred substitute in-charge of the JSC in the absence of caretakers followed by 29% for relatives or family members.
- 46% of the caretakers reported their salary in the range Rs. 12000-15000, 20% earned in the range Rs 10000-12000 and 34% reported that they received less than Rs. 10000 in terms of salary.
- 39% of caretakers had more than 5 years' and 34% had less than 2 years' experience.

Infrastructure and Facilities

- On average, there were 32 toilets available per centre with a minimum of 10 toilets per centre and maximum of 104 toilets with similar toilet seats per centre.
- 7% of the toilets were not in functional condition. Out of those 7%, 47% were reportedly toilets present in facility having 10-20 toilets, 41% non-functional toilets being present in facilities having 5-10 toilet and the remaining 11% non-functional toilets present at facilities having 20+ toilets
- 52% caretakers confirm the availability of ramp facility for disabled at the centres to access toilets.

- 74% revealed that toilets were accessible throughout the day and 93% said at least 2 toilets opened during the nights.
- 10% of the caretakers reported that tap water was not available in the toilets of their centre. Of those 10% caretakers, 54% were those who stated that either they themselves or the users collected water from storage tank available in JSCs and poured water into toilets, followed by use of water from hand pumps installed in JSCs being reported by 38% of caretakers as an alternative water source. Water from bottles/bucket kept nearby, accounted for 8% of the caretaker responses.
- 14% caretakers state that no proper lighting facility available in the toilets.
- 43% reported that fans and lights got fixed on the same day, while 37% stated that it took 2-3 days.
- 81% caretakers pointed out about the unavailability of exhaust fans at centres.
- 55% of the caretakers revealed that they faced some challenges. The most recurrent challenge being conflict with users (43%), followed by conflict with nearby residents (37%), conflict with safai karamcharis' (11%) and others (8%).

Status of Cleaning and Waste Disposal

- 77% said that toilets were cleaned twice a day and 94% stated that cleaning material was supplied regularly by agencies.
- 44% stated that toilets had functional water seals, and 41% of toilets had installed fly proof arrangements.
- 58% revealed their JSCs were connected directly to the sewer line.
- 90% reported that the DUSIB officer visited JSC complex once a month.
- 75% reported that septic tanks were cleaned/ desilted once in three months.
- Steps such as additional lighting facility (69%) and additional caretakers were deputed (24%) for ensuring the safety of children and women.
- 72% safai karamchari visits every day for cleaning the toilet and complex.
- Doors/hinges, water storage tanks, flushing cisterns were reported to be regularly fixed by all the caretakers i.e. 100%. Sanitary fittings were frequently fixed, as only 73% of the caretakers interviewed stated regularity. On enquiring about signage, other fixers only 59% of the caretakers reported repairs occurring on a regular basis.

Only 58% of the caretakers responded with a 'yes' when asked whether 'sewer line blockage' and 'dampness in wall/ceiling' were fixed on a regular basis. Fixing pot holes in floor was not a priority as only 55% of the caretakers reported regular fixing of pot holes. These repairs/fixes occurred on regular basis; mostly in the interval of a month (42%), followed by once in 1-3 months interval (31%) and once in 4-6 months interval (19%) and once in more than 6 months period as reported by 7% of the caretakers.

Observations of Investigating Officers

- 77% of JSCs had display boards that highlight landline number and WhatsApp number of DUSIB for lodging complaints by the public.
- 87% perceived infrastructure conditions of the JSCs were decent.
- 88% perceived WC seats were in decent condition in JSCs.
- 87% perceived condition of floors to be decent in JSCs.
- 82% perceived that the ramps in JSCs were in a good condition.
- 77% perceived that lighting facilities were good or very good in JSCs with proper bulbs or tube lights.
- 74% perceived, the installed fans were in bad condition.
- 89% perceived decent general cleanliness in JSCs.
- 93% perceived that employees' behavior that deployed at JSCs was decent.
- 78% perceived that the safety environment in and around of the complexes was either good or very good.
- 59% of the supervisors conducted inspection visits on a weekly basis.

Supervisors Perception

Top five complaints/cause of concern received by the supervisors

1. Cleanliness in toilet cabin
2. Cleanliness in Jan Suvidha complex
3. Safety concern
4. Behaviour of employee at JSC and Safety concerns
5. Unhygienic environment like pile of garbage in JSC, flies/mosquitoes in JSC/toilet cabin

3.2 Recommendations

Detailed recommendations based on the survey are given below:

1. Proper Cleanliness of Toilets

For proper cleanliness in toilet cabin as well as Jan Suvidha Complex, safai karamcharis should visit JSCs daily and in shifts such that even during peak hours, the toilets remain clean. The attitude of users' needs to be changed to overcome challenges of unhygienic environment like a pile of garbage in JSC, flies/mosquitoes in JSC/toilet cabin, overflowing WCs etc. Efforts should be made to provide more toilets to meet the gap between demand and supply. Safai karamchari should be made available especially during peak hours in the morning and evening.

2. Behavior of Caretaker and Users

Sensitisation workshops for bring out about a change in the way the users used the JSC – Use of toilet (flushing when urinating or defecating, washing hands after use) Waste disposal (throwing waste like sanitary pads, used bottles, sachets etc. inside the WC, toilet cabins as well as within the complex). There is a need for behaviour change among local resident users. There is a need for ownership of toilets among resident users in order to keep them clean and hygienic.

Women should be made aware of proper hygienic practices and some action should be taken or a fine imposed on the users not following hygienic practices. The agency with coordination with NGOs or other government department should provide free training and sanitary pads to women to encourage hygienic way of menstruating and to ensure proper disposal of menstrual waste.

Conflict among users, caretakers and safai karamcharis needs to be sorted out to ensure smooth operation of JSCs.

3. Scarcity of water

In absence of availability of water and sewage system, portable cubical toilets should be provided. In case of absence of water in the conventional toilets, alternate options should be made available by the agency. Such toilets will also help in saving water wasted in every flush especially in Delhi where the underground water table level has been critical.

Rainwater harvesting and recycling of wastewater should be encouraged at every toilet complex. Water ATMs could also be installed as a public facility at suitable Jan Suvidha Complexes.

4. Safety concerns

For women and kids, additional steps should be undertaken to ensure access of toilets even during night hours such as provision of proper lighting facility, additional female caretaker posted during day and night. As without the lighting facilities, it becomes very difficult for the ladies to visit the toilet complexes during night hours, lights need to be installed. Toilets should be made accessible at night and to ensure they are not used for the wrong reasons, proper lighting arrangements and regular patrolling by local police should be ensured in cooperation of the local authorities. In addition, the lighting facilities inside as well as outside and on the way to the toilet complex should be urgently pursued.

5. Caretaker related issues

Caretakers should be rotated to nearby centres to monitor changes in JSC under the caretaker. It should be ensured that all the caretakers employed at the JSC remain in proper uniform with IDs for easy identification of them by the users. The salaries of the caretaker and the staff should be paid in a timely manner through bank transfer directly into their individual accounts as per the Minimum Wages Act. The amount transferred should be determined on the basis of number of toilets and frequency of usage of toilets under each of them. The amount can be reimbursed to agencies by the Department on actual basis. In complexes with a greater number of users or usage, extra manpower should be deployed. A resident caretaker should be deployed at the complex as the complex has to remain open 24X7. Since the working hours are long, the caretaker can stay along with his family at the toilet complex.

The caretakers should be provided field visit to some model JSCs like one at ITO offering proper cleaning and other facilities in order to encourage them to maintain cleanliness and show ways of maintaining and operating JSC. Caretakers and supervisors need to be incentivized and be awarded for good performance in order to set an example for others to see and follow.

6. Maintenance related deficiencies

Solar lighting should be provided especially in areas of low lighting and unsafe environments for protection of all. Proper ventilation in individual toilet cabins is imminent to keep bad odor, unclean environment and consequent diseases induced by flies, mosquitoes, rats etc. at bay. Toilets without locks and non-functional lights should be repaired on priority as absence of locks and lights poses unsafe environment for all.

Display boards should highlight detailed information such as JSC number, timings, agency operating and maintaining it, name and mobile number (WhatsApp) of the caretaker, supervisor, safai karamchari, DUSIB AE and EE, helpline number of police, fire station and helpline number for women and total number of toilet seats, night timings, and use of toilets free of charge for all the users.

7. Distribution of Sanitary Pads

It is suggested that the sanitary napkins must be provided for free to all the users along with training on its use and proper disposal. Installation of sanitary napkin vending machine and incinerator may be provided can be provided in the ladies' section of the JSCs. Separate dustbins need to be provided for women in each individual toilet cabin for proper disposal of napkins.

8. Installation of Exhaust Fans

As exhaust fans are not installed in the individual toilets due to low ceiling and fear of thefts, possibility of installing vent pipes in a group of toilets can be experimented as it may facilitate removal of the foul smell out of the cubicle.

9. Human Waste Disposal

The human waste effluents should be allowed to flow in nallahs, trenches, open pits or water bodies and waste effluent should always be connected to sewer lines or pass through septic tanks. Civic arrangements should be arranged and managed by the maintenance agency.

10. Grievances

Users/caretaker should be able to share their grievances and point out repair needed through either sharing messages/photographs through WhatsApp number DUSIB. Likewise, a fully dedicated helpline number could also be used for the same. Monthly meeting of users with supervisor can be planned out for direct face to face discussion of issues being faced by the users or the caretakers. For efficient and timely supervision of all the JSCs, the scope of work as well as the area covered by each supervisor needs to be relooked such that the supervisor has enough time to provide more frequent visits to the JSC to understand the problem of the users/caretakers in a better manner as well as ensure maintenance and repair work of the facilities in the JSC can be undertaken immediately without any delay.

Complaints and suggestion register should be maintained and be locked in box to avoid damage or theft with weekly review, and images should be made available online through DUSIB's internal online system of maintenance and operations of JSCs. Penalty clauses should be implemented strictly. Some of the users mentioned that the purpose of the use of toilets was limited to urination and defecation, suggesting the availability of bathing options within their own homes or community. Another survey could be taken up to assess about bathing pattern of the people. Disclosure of individual toilets by JJ dwellers will provide better insight on demand for toilets in JJ Bastis.

Overall based on the findings of survey conducted, it was observed that there was overcrowding and long queues during peak hours in the morning particularly in the women toilets. Hence, more toilets for women should be provided as toilets remained dirty due to overcrowding. Moreover, overcrowded JSCs should be provided with more than one caretaker and the authorities should ensure timely delivery of cleaning material. Frequency of cleaning should be increased to at least twice or thrice every day in selected crowded centres. Users found guilty of stealing, should be fined or punished accordingly.

Appendix1

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										
Q. No.	Particular									Code
A.1	Name of the Respondent									
A.2	Gender [1 = Male; 2 = Female; 3 = Transgender]									
A.3	Age (completed in years)									
A.4	Educational Qualification: [1 = Illiterate; 2 = Below primary; 3 = Primary; 4 = Upper Primary; 5= Secondary; 6 = Senior Secondary; 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 = Unmarried; 3 = Divorced/ Abandoned/Separated; 4 = Widow/Widower; 5 = Other (specify)]									
A.8	Occupation:[1= Retired; 2= Self Employed (Business, Professional); 3= Daily wage workers; 4= Wage/Salary employment in private sector; 5= Student; 6=Unemployed; 7= Other (specify)]									
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.]									
BLOCK B. ABOUT THE USE OF JAN SUVIDHA COMPLEX										
B.1	Have you waited in queue to use the toilet? (1=Yes; 2=No)									
B.1.1	If yes; then what was the approximate waiting time:[1=0 min.; 2=upto 5 min.; 3=5-10 min.; 3= 10-20 min.; 4= 20-30 min; 5=) more than 30 min.]									
B.2	What is the condition of toilet seats?: [1=Very good; 2= good; 3=poor; 4=very poor]									
B.3	Is the tap water available in the toilet: [1=Regular; 2=									

	<i>Occasionally; 3=Rarely; 4=Never]</i>	
B.4	Is a separate dustbin available to throw/dispose used sanitary pads and other disposable waste: (1=Yes; 2=No)	
B.4.1	If no, then where do you throw/dispose the used sanitary pads and other disposable waste: [1= Toilet; 2= JSC complex; 3 = Outside the complex; 4 = In the roadside dustbin; 5= Others (specify)]	
B5.	Have you received free supply of sanitary pads from government/any other agency? (1=Yes; 2=No)	
B.6	How is the safety environment for females and children in and around Jan Suvidha Complex: [1=Very good; 2= good; 3=poor; 4=very poor]	
B.7	Whether toilets in Jan Suvidha Complex remain open during night hours (1=Yes; 2=No)	
B.8	Did you use toilet in Jan Suvidha Complex during night (1=Yes; 2=No)	
B.8.1	If Yes, how you felt the safety environment during the night (1=Very good; 2= good; 3=poor; 4=very poor)	
B.8.2	If response is 3 or 4 in B.7, then the reason thereof:[1=eve teasing/theft; 2= stray animals particularly dogs; 5= fear of snakes & other poisonous insects etc;. 4= no light available in surrounding areas; 4= other(specify)]	
B.9	At night, is proper lighting available in Jan Suvidha Complex? (1=Yes; 2=No)	
B.10	At night, is proper lighting available in individual toilet cabin? (1=Yes; 2=No)	
B.11	Is their exhaust fan in individual toilet cabin? (1=Yes; 2=No)	
B.12	Do you pay any defecation charges to use toilet in Jan Suvidha Complex? (1=Yes; 2=No)	
B.12.1	If Yes, what is the periodicity of payment for using Jan Suvidha Complex: [1=Every time use;2= Daily; 3=Weekly ; 4= Monthly; 5= other (specify)]	
B.12.2	What is the amount paid for JSC used (in Rs.)	
B.12.3	To whom do you pay the charges? [1= caretaker ; 2= Safai karamchari; 3= Supervisor ; 4=Others(specify)]	
B.13	Is caretaker available in JSC all the time? (1=Yes; 2=No)	
B.13.1	If yes, duration of availability: [1=Round the clock; 2= Occasionally]	
B.14	How is the general cleanliness in JSC such as Floor, Tiles, Washbasin, Toilets and other places within JSC) : [1=Very good; 2= good; 3=poor; 4=very poor]	
B.14.1	If the response in B.14 is 3 or 4; then the reason thereof: [1=scarcity of water; 2=WC choked/unclean;3= Foul smell' 4=Flies/mosquitoes; 5= Garbage outflowing from the bin; 6= Choked sewer line; 7=Other(specify)]	
B.15	Whether separate toilets are available for Gents/Ladies in JSC? (1=Yes; 2=No)	
B.16	Have you seen any safai karamchari cleaning the toilet? (1=Yes; 2=No)	

BLOCK C: HABITS OF USERS		
C.1	Generally, you use the JSC for: <i>[1=Defecation only; 2= Defecation and urinary purpose; 3=Bathing]</i>	
C.2	Approx. number of daily visits at JSC for availing its services: <i>[1=Once;2= Twice;3=Thrice; 4= Four times ; 5= Five times; 6= More than five times]</i>	

Suggestions, if any, to improve functioning of JSCs
BLOCK D: OBSERVATION OF INVESTIGATING OFFICER

Signature

Name of Investigating Officer_____

Appendix 2
Schedule II for Agency's Employee/Caretaker 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		
Sl. No.	Particular	Code
A.1	Name of the respondent	
A.2	Gender [1 = Male; 2 = Female; 3 = Transgender]	
A.3	Category: [1 = SC; 2 = ST; 3 = OBC; 4= General; 9 = Other (specify)]	
A.4	Residential Address:	
A.5	Approximate distance of JSC from the residence: [1 <300m.; 2=300-600m.; 3=600-1000m.; 4>1000m.]	
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= Others(Specify)]	
A.7	Approx. expenditure (in Rs.) per day on travel to JSC	
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/salary per month (in Rs.)	
A.10	Total number of years working with current agency (write in years and months)	
A.11	Total number of years serving the JSC (write years and months)	
BLOCK B. ABOUT THE JAN SUVIDHA COMPLEX		
B.1	What is the total number of toilets in this JSC	
B.2	What is the total number of toilet seats in this JSC	
B.3	Whether all toilets in this JSC are in working condition (1= Yes; 2=No)	
B.3.1	If No, then what is the number of toilets not currently in working condition?	
B.3.2	Specify the reasons for the toilets which are currently not in working conditions?	
B.4	Is there any ramp available for disable to access the toilet facility? (1=Yes; 2=No)	
B.5	Whether all toilets in JSC are accessible for public use 24 hours (1=Yes; 2=No)	
B.5.1	If No, how many toilets are accessible at night (No/Total)	
B.6	Whether separate toilets are available for Gents/Ladies in this JSC (1=Yes; 2=No)	

B.7	Whether tap water is available in all toilets in this JSC (1=Yes; 2=No)	
B.7.1	If No, what is the alternate arrangement (specify)	
B.8	Is proper lighting facility available in all the toilets of this JSC? (1=Yes; 2=No)	
B.8.1	How long does it take to repair a non-functional light/exhaust fan [1= Same day; 2= Within 2-3 days; 3=Within a week; 4=More than a week]	
B.9	Does JSC have proper ventilation facility like exhaust fan (1=Yes; 2=No)	
B.10	Do you face any challenges in serving your duty in this JSC (1=Yes; 2=No)	
B.11	If yes, then what type of challenges [1= Conflict with users; 2. Conflict with nearby residents; 3. Conflict with safai karamchari; 4=Other, (Specify)]	
BLOCK C: STATUS OF CLEANLINESS IN JSC AND WASTE DISPOSAL		
C.1	What is the 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	Is there regular supply of material used for cleaning the toilets? (1=Yes; 2=No)	
C.3	Are the toilets fly proof/hygienic [For multiple answer put (.)] [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; 5= Fly catching equipment installed]	
C.4	Are the toilets directly connected to the sewer line? (1=Yes; 2=No)	
C.4.1	If no, then where is the human waste disposed off from the toilet? [1= Drain; 2=Nallahs, 3=Open pit; 4=Ponds or river or streams or any water body etc.]	
C.5	Has any officer from DUSIB visited to inspect the JSC (1=Yes; 2=No)	
C.5.1	If yes, then how frequently do they visit to inspect the JSC : [1=Once in a month; 2=Once in 2 months; 3=Once in three months; 4=Once in 3-6 months; 5=Once in a year]	
C.6	Is the septic tank cleaned/desilted?(1= Yes; 2= No)	
C.6.1	If yes, then how frequently is it cleaned? [1=Once in 3 months; 2=Once in 6 months; 3=Once in a year]	
C.7	Did the agency undertake any steps for safety of women and child users?(1= Yes; 2= No)	
C.8	If yes, then what type of steps have been taken? [1 = Additional lights provided; 2= Additional caretaker available at night; 3 = Others(specify)]	
C.9	How frequently does the safai karamchari clean the toilet? [1=Once every day ; 2= 2-3 times in a week; 3=Once in a week; 4= Others(specify)]	
C.10.1	Has any repair work been done in the past for the following: Repair of potholes in flooring (1= Yes; 2= No)	
C.10.2	Dampness in wall/ceiling (1= Yes; 2= No)	

C.10.3	Repair/replacement of sanitary fittings (i/c Taps & WCs)(1= Yes; 2= No)	
C.10.4	Signage & other fixers etc. (1= Yes; 2= No)	
C.10.5	Clearance of sewer-line blockage to prevent/rectify leakage from terrace (1= Yes; 2= No)	
C.10.6	Repairs of doors/hinges, water storage tanks, flushing cisterns (1= Yes; 2= No)	
C.10.7	Dampness in wall/ceiling (1= Yes; 2= No)	
C.11	If yes, then how frequently has the repair work been done? [1= Once in a month; 2 = Once in 1-3 months; 3 = Once in 4-6 months; 4 = > 6 months; 5 = Others(specify)]	

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.3.1	What is the status of Infrastructural Condition of JSC: Tiles: (1=Very good; 2= good; 3=poor; 4=very poor)	
D.3.2	WC seats: (1=Very good; 2= good; 3=poor; 4=very poor)	
D.3.3	Floor: (1=Very good; 2= good; 3=poor; 4=very poor)	
D.3.4	Ramp: (1=Very good; 2= good; 3=poor; 4=very poor)	
D.3.5	Light: (1=Very good; 2= good; 3=poor; 4=very poor)	
D.3.6	Fan: (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 _____

Appendix 3
Schedule III for the Agency Supervisor
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		
Q. No.	Particular	Code
A.1	Name of the respondent	
A.2	Gender [1 = Male; 2 = Female; 3 = Transgender]	
A.3	Age (completed in years)	
A.4	Designation of the respondent	
A.5	How long has the agency been engaged in operations and management of JSC(<i>write in Years/Months</i>)	
A.6	Overall, how long has the agency been engaged in provision of operations and management services(<i>write in Years/Months</i>)	
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 (<i>No. of years</i>)	
B.2	Whether the agency also providing such services in other states/places (<i>1=Yes; 2=No</i>)	
B.2.1	If Yes, name such states/places	
B.3	According to the contract, how many JSCs of DUSIB is the agency looking after in Delhi	
B.4	Whether this agency is also looking after such services provided by any other bodies/departments in Delhi (<i>1=Yes; 2=No</i>)	
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 (<i>1=Yes; 2=No</i>)	
B.7	The number of male to female workers deployed in the JSC (<i>write male/female number</i>)	
B.8	Number of duty hours of employee deployed at JSC	
B.9	What is the criteria of payment to the employees posted at JSC [1=depends upon the number of allotted toilet seats to an employee; 2= depends upon the number of duty hours; 3=depends upon the feedback regarding pattern of use by community; 4= other(specify)	
BLOCK C: REGARDING COMPLAINTS REDRESSAL		
C.1	Number of complaints received during each of the preceding three months of survey (month-wise) (Month 1)	

	Month 2	
	Month 3	
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)	
C.2.1	Cleanliness in Jan Suvidha Complex	
C.2.2	Cleanliness in toilet cabin	
C.2.3	Un-Hygienic environment like pile of garbage in JSC, flies/mosquitoes in JSC/toilet cabin	
C.2.4	Behaviour of employee at JSC	
C.2.5	Safety concerns	
C.2.6	Darkness at night	
C.2.7	Scarcity of water	
C.2.8	Maintenance related deficiencies	
C.2.9	Any 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=Others(specify)]	
C.6	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)	
C.6.1	Cleanliness in Jan Suvidha Complex	
C.6.2	Cleanliness in toilet cabin	
C.6.3	Un-Hygienic environment like pile of garbage in JSC, flies/mosquitoes in JSC/toilet cabin	
C.6.4	Behaviour of employee at JSC	
C.6.5	Safety concerns	
C.6.6	Darkness at night	
C.6.7	Scarcity of water	
C.6.8	Maintenance related deficiencies	
C.6.9	Any other(specify)	

Suggestions, if any, to improve functioning of JSCs

BLOCK D: OBSERVATION OF INVESTIGATING OFFICER

Signature

Name of Investigating Officer _____

Appendix 4
Observation Schedule of Users of JSCs
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				
	Transgender				
Divyang	Male				
	Female				
	Transgender				
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				
	Transgender				
Divyang	Male				
	Female				
	Transgender				
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				
	Transgender				
Divyang	Male				
	Female				
	Transgender				
Total					

Signature

Name of Investigating Officer

Appendix 5
Photos from the Field
Type of Toilets and their Caretakers

Images show different type of toilets being run by DUSIB with various agencies in charge of maintenance and operation of the toilets. DUSIB has also provided portable cubical mobile toilets for locations without any water and sewage facilities across Delhi. The images reflect that some of the agencies provided uniform and identification cards to the caretakers which they were found wearing. However, many of the caretakers were found not to be wearing any kind of identification card/uniform.





Display Boards in JSC

Display boards in toilets run by YLDA clearly mentioned that the use of toilets was free of charge for all the users in addition to WhatsApp and mobile contact number for complaints/grievances, contact number of caretakers, DUSIB AE and EE contact numbers. However, many of the display boards missed out displaying correct information about the usage of JSC being free for all irrespective of user's age, gender, religion, caste etc.





General cleanliness and facilities in JSC

Images show bathing areas within JSC, availability of facilities such as taps, mugsetc. and general condition of cleanliness. Likewise, few of the images also show ramps available in some JSCs for accessing toilets by disabled all throughout the day.





Condition of JSC Toilets

Images show the unclean condition of the toilets in the JSCs including spits of people consuming tobacco (gutkha) on the toilet doors, bathing walls, choked WC, broken floor, glass bottles lying around in common space etc.





Condition of JSC Facilities

Images collected from the field show that few of the toilets were not just unclean and choked with waste and water but also consisted of broken WCs and absence of mugs to flush water. The dilapidated state of the floor with the choked WC placed is also very evident from the images. Moreover, the condition of some of the toilets doors was very poor as they have rusted over time as visible in the image. Image shows the grim state of lighting right outside the caretaker's room in one of the JSC complexes. Few other images also show that in few of the toilet complexes even the broken walls remained as it as without being fixed.





Condition of JSC premises

Images show the waterlogged condition of JSC premises along with some of the complexes having rusted doors.



Appendix 6
Number of Persons availing the facility per JSC (Average and Total)

		Average per JSC			Total		
		Till 12.00 Noon	12 Noon to 4.00 PM	From 4.00 PM	Till 12.00 Noon	12 Noon to 4.00 PM	From 4.00 PM
Normal Person	Male children up to the age of 14	137	106	125	32121	24930	29309
	Male Senior Citizen	89	76	81	20866	17506	18645
	Male others	283	214	259	61732	46164	55890
	Male Total	509	396	465	114719	88600	103844
	Female children up to the age of 14	128	109	118	29940	25576	27545
	Female Senior Citizen	85	78	81	19563	17660	18552
	Female others	238	213	233	51364	46005	50419
	Female Total	451	401	432	100867	89241	96516
	Transgender children upto the of age 14	0	0	1			1
	Transgender Senior Citizen	1	0	0	1		
	Transgender others	7	2	4	54	4	21
	Transgender Total	8	2	5	55	4	22
Disable	Male children up to 14 the age of 14	3	2	2	131	54	84
	Male Senior Citizen	4	4	4	302	196	228
	Male Others	5	3	3	219	121	138
	Male Total	12	9	9	652	371	450
	Female children up to the age of 14	3	2	3	96	48	57
	Female Senior Citizen	4	3	3	231	128	192
	Female Others	4	3	3	140	84	97
	Female Total	11	8	9	467	260	346
	Transgender children up to the age of 14	4	0	0	4		
	Transgender Senior Citizen	1	0	1	1		1
	Transgender Others	8	0	0			
	Transgender children up to Total	13	0	1	5	0	1
Total	Total Children up to the age of 14	274	220	250	62292	50608	56996
	Total Senior Citizen	185	162	169	40964	35490	37618
	Total others	544	435	502	113509	92378	106565
	Total	1003	816	921	216765	178476	201179
		Minimum			Maximum		
	Total Children up to the age of 14	5	4	7	2500	2700	2200
	Total Senior Citizen	1	1	2	4000	3020	2720
	Total others	14	16	3	4000	8000	4000

Appendix 7: JSCs- Users paying charges for use of JSC

District	Address of JSC	Responses
Central	Ilahi Baksh Road Near Payre Lal Road Karol Bagh	13
	Idgah Road Basti JulahanSadar Bazar	2
	Kucha Natwa Chandni chowck	4
	Behind Karol Bagh Bus Terminal	1
East	Tahir pur Road no.64 near CNG Petrol Pump	1
	Madhu Vihar Phase-I behind Patpar Ganj Depot	1
	Rajiv Camp Block-26, Triolokpuri	1
	Sanjay Amar Colony Vishwas Nagar D-block, near Employment Exchange	4
	H, Block Kalandar Colony	1
	Indira Camp Flood Deptt. Office Kishan Kunj Extension	3
	Jai Bharti Camp East Vinod Nagar	4
	JJ Indira Camp Budh Bazar Block B Geeta Colony	1
New Delhi	BahdurGarh Road Near DalaoSadar Bazar	9
North	Kabir Nagar R.B Bagh	1
	H2 Block Gujrati School PartII, Jahangir Puri	1
	Ring Road No 26	1
	B-46 Lawarance Road	5
	Ganda Nalla Gulabi Bagh	1
	Old Chnadrawal Civil Lines Majnu Ka Tila	2
	fountain chandni chowk	1
	J- Block Majnu ka TilaAruna colony	8
	Malikpur, Kingsway Camp	1
	Shyam Basti Timarpur	2
	Indira Basti Near Thana Timarpur	1
	CD-Block Sabzi Mandi Jahangir Puri	3
North East	D Block New Seema Puri (Part-I)	1
	Gram KheraMansarover Park Railway Line	1
	E-Block Seema Piri	1
	Jailer Wala Bagh Ashok Vihar	5
	JJC Mukherji Nagar Dairy Munshi Ram kingsway Camp	1
South	Parvatiya Camp Sector IV R.K. Puram	1
	Sarvodya Camp near MCD School Kalkaji	1
South West	Pankaj Garden Goela Dairy	1
	Sonia Gandhi Camp	1
	WZE Block Kanchan Basti Rewari Railway Line Maya puri	1
	Adharsh Basti Mahammad pur	1
	Back of Commercial Centre, Mayapuri, Site-2	1
Total		88

Appendix 8: Composite Rank of JSCs Based on Performance

JSC_Code	Address	District	Agency	Respondent	Tiles	WC seats	Floor	Light	Fan	General cleanliness	Safety environment for female and children	General attitude of employees of agency	Composite Rank
15CJ1528	Punjab Migrant relief camp PeeraGarhi, block E(Entry of Complex), Site-1	West Delhi	Sai Nath Sales & Services Pvt Ltd.	Lauta Ram	Very Good	Good	Very Good	Very Good	Very Good	Good	Very Good	Very Good	Very Good
15CJ1547	Saheed Bhagat Singh JJC Paschim Puri Near Shamshan Ghat	West Delhi	Sai Nath Sales & Services Pvt Ltd.	Arjun Kumar	Very Good	Good	Very Good	Very Good	Good	Very Good	Very Good	Very Good	Very Good
24CJ1338	Rajasthani Colony West Patel Nagar	West Delhi	Sai Nath Sales & Services Pvt Ltd.	Manmohan Jha	Very Good	Good	Very Good	Very Good	Very Good	very Poor	very Poor	Good	Very Good
26CJ0509	Din Dayal Camp near Slum Quarters Road No.77 Punjabi Bagh	West Delhi	Aakanksha Enterprises	Nilesh Sharma	Very Good	Good	Very Good	Very Good	Very Good	Good	Good	Poor	Very Good
42CJ0653	Sai Baba Camp adjoining Bal Bharti School, Lodhi Road (Institutional Area Lodhi Road)	South East Delhi	ACME Excellent Management Pvt. Ltd.	BirbanChaubal	Good	Good	Very Good	Very Good	Very Good	Good	Very Good	Very Good	Very Good
03CJ1003	Sanjay Basti Timarpur NEAR Balak Ram hospital road	North Delhi	Sai Nath Sales & Services Pvt Ltd.	Ram Jatan	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
03CJ1005	Indira basti Near Thana Timarpur	North Delhi	Sai Nath Sales & Services Pvt Ltd.	Vikas Kumar	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
03CJ1006	Patrachar Vidyalaya	South Delhi	Sai Nath Sales & Services Pvt Ltd.	Pramod Kumar	Good	Good	Good	Good	very Poor	Good	Poor	Good	Good
03CJ1009	JJC colony mukherjeenagar munshiram	North West Delhi	Energy in	Santosh Kumar Singh	Good	Good	Good	Good	very Poor	Good	Good	Very Good	Good
03CJ1014	Malikpur, Kingsway Camp	North Delhi	Sai Nath Sales & Services Pvt Ltd.	Ram pravesch	Good	Good	Good	Good	very Poor	Good	Good	Very Good	Good
03CJ1065	Katra Meena Bagh	North East Delhi	Ambedkar ParyavaranSansthan	Ramesh chand	Good	Good	Good	Good	very Poor	Good	Poor	Good	Good
03CJ1090	Nand Lal Camp Near Gopalpur Village (Part-I)	North Delhi	Sai Nath Sales & Services Pvt Ltd.	Beena Devi	Good	Good	Good	Good	very Poor	Good	Good	Very Good	Good
03CJ1093	Nandlal Camp, Goplarpur-2	North East Delhi	Sai Nath Sales & Services Pvt Ltd.	SaileshChander Mishra	Very Good	Good	Good	Good	Good	Good	Good	Very Good	Good
04CJ1402	H-2 Block Gujrati School	North East	Sai Nath Sales	manojSi	Good	Good	Good	Good	very	Good	Good	Good	Good

JSC_Code	Address	District	Agency	Respondent	Tiles	WC seats	Floor	Light	Fan	General cleanliness	Safety environment for female and children	General attitude of employees of agency	Composite Rank
	Jahgirpuri	Delhi	&Services Pvt Ltd.	ngh					Poor				
04CJ1403	Sarai PeepalThelaAzadpur	North East Delhi	Sai Nath Sales & Services Pvt Ltd.	Navneet	Good	Good	Good	Good	very Poor	Good	Poor	Good	Good
04CJ1458	H2 Block Gujrati School PartII, Jahangir Puri	North West Delhi	Sai Nath Sales & Services Pvt Ltd.	Savita	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
04PJ1430	Azadpur Mandi Jhuggi Basti at Azadpur Near Railway line	North Delhi	Sai Nath Sales & Services Pvt Ltd.	Anurag	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
05CJ1407	K-Block 656 MIG Flats	North West Delhi	Akhil Bhartiya RachnatmakKarya Sansthan	Raees Ahmad	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
05CJ1408	Kalander Colony Part C Near Bhalswa Dairy	North East Delhi	Manav Sans Man Maha Samiti	Ashok	Good	Good	Good	Good	very Poor	Good	Poor	Good	Good
05CJ1435	CD-Block Sabzi Mandi Jahangir Puri	North West Delhi	Sai Nath Sales & Services Pvt Ltd.	Namta	Good	Good	Poor	Good	Poor	Good	Good	Good	Good
07CJ1518	ShahbadDaulatpur Block C	North West Delhi	Sai Nath Sales & Services Pvt Ltd.	Pramod Kumar	Good	Good	Good	Good	very Poor	Good	Poor	Good	Good
07PJ1535	J.J Basti E- Block ShahbadDaulatpur	North West Delhi	Sai Nath Sales & Services Pvt Ltd.	Vilash	Good	Good	Good	Good	very Poor	Good	Poor	Good	Good
07PJ1536	Blk-E Site-2, ShahbadDaulatpur	North West Delhi	Sai Nath Sales & Services Pvt Ltd.	Anil Yadav	Good	Good	Good	Good	Poor	Good	Good	Good	Good
07PJ1537	ShahbadDaulatpur Mandir	North West Delhi	Sai Nath Sales & Services Pvt Ltd.	Bindesh ar	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
10CJ0302	HGI Labour Colony Sultanpuri	North West Delhi	Aakanksha Enterprises	Sandeep	Very Good	Good	Good	Good	very Poor	Very Good	Very Good	Good	Good
10CJ0333	E-6 Block Sultanpuri	North West Delhi	Aakanksha Enterprises	Raju Singh	Very Good	Good	Good	Good	Good	Good	Good	Poor	Good
10CJ0335	C-Block, Near Main Bus Stand Sultanpuri.	North West Delhi	Aakanksha Enterprises	Pushkar	Good	Good	Good	Good	Poor	Good	Good	Good	Good
10CJ0337	P-1 Block Sultanpuri	North West Delhi	Aakanksha Enterprises	Rakesh	Good	Good	Good	Good	Poor	Good	Good	Very Good	Good
10CJ1026	Khilona Wala Bagh	North West Delhi	Sai Nath Sales & Services Pvt Ltd.	Avinash Kumar	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
11CJ0342	Hans Raj Mulk Raj Bhatta Jwalapuri	West Delhi	Aakanksha Enterprises	Murti Devi	Very Good	Good	Very Good	Very Good	very Poor	Good	Good	Good	Good
12CJ0344	S block MangolPuri	North West Delhi	Aakanksha Enterprises	Anup Jha	Good	Very Good	Good	Very Good	Good	Very Good	Very Good	Very Good	Good
12CJ0346	L Block MangolPuri	North	Aakanksha	Vandana	Good	Very	Good	Poor	very	Good	Good	Good	Good

JSC_Code	Address	District	Agency	Respondent	Tiles	WC seats	Floor	Light	Fan	General cleanliness	Safety environment for female and children	General attitude of employees of agency	Composite Rank
		West Delhi	Enterprises	Devi		Good			Poor				
12CJ0349	F-Block Mangolpuri	North West Delhi	Aakanksha Enterprises	Sunder	Good	Very Good	Good	very Poor	very Poor	Good	Very Good	Very Good	Good
13CJ1505	Block A, Suraj Park	North West Delhi	Sai Nath Sales & Services Pvt Ltd.	Ashok Kumar	Good	Good	Very Good	Very Good	very Poor	Good	Very Good	Very Good	Good
13PJ1503	At Khaada Basti Suraj Park B at Bawana Road SamaiPurBadli.	North Delhi	Sai Nath Sales & Services Pvt Ltd.	Jaswant	Good	Good	Good	Good	Good	Good	Good	Good	Good
14CJ1436	JJ Cluster on Outer Ring Road No.-26 , Haidepur, Site-I	North Delhi	Sai Nath Sales & Services Pvt Ltd.	Aman Tiwari	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
14CJ1442	JJ Cluster on Outer Ring Road No.-26 , Haidepur, Site-I	North Delhi	Sai Nath Sales & Services Pvt Ltd.	Raj Kumari	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
14PJ1425	JJ Cluster on Outer Ring Road no.26 BadliMorh	North West Delhi	Sai Nath Sales & Services Pvt Ltd.	Vakil Mandal	Poor	Good	Good	Good	Good	Good	Good	Good	Good
14PJ1453	Indira Camp Shalimar Bagh	North West Delhi	Sai Nath Sales & Services Pvt Ltd.	Parshv Nath	Good	Very Good	Good	Poor	Poor	Good	Good	Good	Good
15CJ1522	JJC B Block Meera Bagh on the Side of N.G.Drain Paschim Vihar	West Delhi	Sai Nath Sales & Services Pvt Ltd.	Gobind	Good	Good	Very Good	Good	very Poor	Very Good	Good	Very Good	Good
15CJ1526	Saheed Bhagat Singh JJC Paschim Puri Near Shamshan Ghat	West Delhi	Sai Nath Sales & Services Pvt Ltd.	Sanjay Singh	Good	Good	Very Good	Very Good	very Poor	Good	Poor	Very Good	Good
15CJ1533	JJ basti deragaji Pritam Pura	North East Delhi	Sai Nath Sales & Services Pvt Ltd.	Sarvan	Good	Good	Good	Good	Poor	Good	Very Good	Very Good	Good
15PJ1539	Near Railway Colony Shakur Basti, BLK-C	North West Delhi	Sai Nath Sales & Services Pvt Ltd.	Sandeep	Good	Good	Good	Good	very Poor	Good	Good	Very Good	Good
15PJ1546	Je JeKlaster Ambedkar Camp	North East Delhi	Sai Nath Sales & Services Pvt Ltd.	Saurabh	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
15PJ1554	Near Railway Colony Shakur Basti, BLK-A	North West Delhi	Sai Nath Sales & Services Pvt Ltd.	Naresh	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
15PJ1556	Cement Siding, Shakur Basti	North West Delhi	Sai Nath Sales & Services Pvt Ltd.	Pramod	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
15PJ1557	JJ basti Cement Siddingsakur Basti Site -2	North West Delhi	Sai Nath Sales & Services Pvt Ltd.	Nandlal Yadav	Good	Good	Good	Good	Poor	Good	Good	Very Good	Good
15PJ1558	Cement Siding, Shakur Basti	North West Delhi	Sai Nath Sales & Services Pvt Ltd.	Pratibha	Good	Good	Good	Good	very Poor	Good	Good	Good	Good

JSC_Code	Address	District	Agency	Respondent	Tiles	WC seats	Floor	Light	Fan	General cleanliness	Safety environment for female and children	General attitude of employees of agency	Composite Rank
17CJ0418	Chander Shekhar Azad Colony, Wazir Pur Industrial Area	North West Delhi	Aakanksha Enterprises	Rajesh Mishra	Good	Good	Good	Good	Poor	Good	Very Good	Very Good	Good
17CJ0425	Patharwala Bagh E Block Wazir Pur JJ Colony Phase-I	North West Delhi	Aakanksha Enterprises	Raman Singh	Good	Very Good	Good	Poor	very Poor	Very Good	Very Good	Very Good	Good
17CJ0468	ShahdeedUdam Singh Park Industrial Area Wazirpur.	North West Delhi	Aakanksha Enterprises	Gajinder Malik	Good	Good	Good	Good	Poor	Good	Good	Good	Good
17PJ0422	Prem Bari Bridge along Railway Line Sukhdev Nagar	Central Delhi	Aakanksha Enterprises	Raj Kumar	Good	Poor	Good	Good	Poor	Good	Good	Very Good	Good
18CJ1016	Ganda Nalla Gulabi Bagh	North Delhi	Akhil Bhartiya RachnatmakKarya Sansthan	Lalan	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
18CJ1016	Gulabi Bagh Gandha nala	North	Sai Nath Sales & Services Pvt Ltd.	Pramod Kumar	Good	Good	Good	Good	very Poor	Good	Poor	Good	Good
18CJ1017	Near FCI Godown near Under Bridge Shakti Nagar	North Delhi	Sai Nath Sales & Services Pvt Ltd.	Sanjay Kumar	Good	Good	Good	Good	very Poor	Good	Good	Very Good	Good
18PJ1028	JJC Block -38 Shakti Nagar	North East Delhi	Sai Nath Sales & Services Pvt Ltd.	Vakil Mandal	Poor	Good	Good	Good	Good	Good	Good	Good	Good
18PJ1087	Kabir Nagar near R.P. Bagh	North East Delhi	Sai Nath Sales & Services Pvt Ltd.	Ranjeet	Good	Poor	Good	Poor	Good	Good	Good	Good	Good
19CJ1302	Near Block No-149 Railway Colony Paharganj	North Delhi	Ambedkar ParyavaranSansthan	Kazim	Very Good	Good	Good	Good	Good	Good	Good	Good	Good
19CJ1303	JJ Camp near Farishta Soap Factory, Old Rohtak Road	North East Delhi	Sai Nath Sales & Services Pvt Ltd.	Faiz Ahmad	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
19CJ1304	outside green belt near dispensary shahzadabagh	North Delhi	Sai Nath Sales & Services Pvt Ltd.	Rahul	Good	Good	Good	Good	very Poor	Good	Poor	Good	Good
19CJ1309	L-BLK Shashtrinagar	North West Delhi	Sai Nath Sales & Services Pvt Ltd.	Sunny	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
19CJ1310	Opposite Gali No.3 Partap Nagar	South Delhi	REFRO	Umesh Kumar Singh	Good	Good	Good	Good	very Poor	Good	Poor	Good	Good

JSC_Code	Address	District	Agency	Respondent	Tiles	WC seats	Floor	Light	Fan	General cleanliness	Safety environment for female and children	General attitude of employees of agency	Composite Rank
19CJ1351	Open Space RPF Quaters Old Rohtak Road. (Daya Basti)	North East Delhi	Sai Nath Sales & Services Pvt Ltd.	Santosh	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
19CO1312	BahdurGarh Road Near Dalao	New Delhi	REFRO	Pramod Kumar	Very Good	Good	Very Good	Very Good	Good	Good	Good	Good	Good
19co1314	Nai Basti Kishanganj NraeRailwat Station	Central Delhi	Mai Children Welfare Society	Shivji Sinha	Very Good	Good	Good	Very Good	Very Good	Poor	Good	Good	Good
20CJ1033	Majnu Ka Tila Civil Line	South West Delhi	Sai Nath Sales & Services Pvt Ltd.	Dayal Sarah	Very Good	Good	Good	Good	Good	Good	Good	Good	Good
20CO1045	Fountain Chandni Chowck	Central Delhi	Children Welfare society	Ravinder kumar	Poor	Poor	Good	Good	Good	Good	Good	Good	Good
22CO1319	Krishina Basti Nabi Karim Pahar Ganj	Central Delhi	Jan Sudhar Samiti	Shri Kant Jha	Good	Good	Good	Good	Good	Good	Good	Good	Good
22CO1320	Marwari Basti Nabi Karim Pahar Ganj	Central Delhi	Jan Sudhar Samiti	Vakil Mandal	Poor	Good	Good	Good	Good	Good	Good	Good	Good
23CO1324	Dharam Kanta Road Pahar Ganj	Central Delhi	Energy Inter.	Jagtanand Jha	Good	Good	Good	Good	very Poor	Very Good	Good	Good	Good
23CO1326	Ilahi Baksh Road Near Payre Lal Road Karol Bagh	Central Delhi	Akhil Bhartiya RachnatmakKarya Sansthan	Ram Sohan	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
23CO1332	Gali No.19, 20 Vishnu Mandir Marg Regurpura	Central Delhi	Dilli Jan Sudhar Samiti	Siya Ram	Good	Good	Good	Good	very Poor	Very Good	Good	Good	Good
23PJ1323	Rajiv Gandhi Camp Aram Bagh	North East Delhi	Sai Nath Sales & Services Pvt Ltd.	Pramod Kumar	Good	Good	Good	Good	very Poor	Good	Poor	Good	Good
23RJ1378	Dev Nagar Karol Bagh near Night Shelter code 102	Central Delhi	YLDA India Pvt Ltd.	Kamla	Poor	Very Good	Poor	Very Good	Poor	Good	Good	Very Good	Good
24CJ1355	T-10 Opposite F-Block Punjabi Basti Baljeet Nagar Site-II	Central Delhi	Sai Nath Sales & Services Pvt Ltd.	Seema Khan	Very Good	Good	Very Good	Very Good	Very Good	Good	Good	Good	Good
25CJ0441	JJ Camp Rakhi Market Zhakira	West Delhi	Delhi Jan Sudhar Samiti	Suresh Malik	Good	Good	Good	Good	Poor	Good	Good	Good	Good
25CJ0476	B-58 Rama Road(Double Storey)	West Delhi	Aakanksha Enterprises	Manoj Kumar	Good	Good	Very Good	Very Good	very Poor	Good	Very Good	Very Good	Good
25CJ0478	5/35 Industrial Area Kirti Nagar	West Delhi	Aakanksha Enterprises	Ramesh	Good	Good	Good	Good	very Poor	Good	Poor	Good	Good
25pj0486	Amar Park Zakhira Site -1 Zakhira chowk	West Delhi	Aakanksha Enterprises	Abdesh Kumar Jha	Good	Good	Good	Good	Good	Good	Good	Poor	Good

JSC_Code	Address	District	Agency	Respondent	Tiles	WC seats	Floor	Light	Fan	General cleanliness	Safety environment for female and children	General attitude of employee of agency	Composite Rank
25PJ0565	Chara Mandi Zakhira Flyover	West Delhi	Aakanksha Enterprises	tabraz Khan	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
26cj0538	Dindayal camp, Punjabi Bagh	South Delhi	Din Dayal Camp near Slum Quarters Road No.77 Punjabi Bagh	Deepu	Good	Good	Good	Good	Good	Good	Good	Good	Good
27CJ0016	JJC at 12 block Harijan colony Tilak Nagar.	West Delhi	Aakanksha Enterprises	Dinesh	Good	Good	Very Good	Very Good	Good	Very Good	Very Good	Very Good	Good
27CJ0469	Double storied toilet block and land between JJC Shyam Nagar and Sikri Bhatta.	North East Delhi	Aakanksha Enterprises	Yadram	Good	Good	Good	Good	very Poor	Very Good	Very Good	Very Good	Good
27CJ0470	F Extension/Outside Boundary Wall of G.G.S. Hospital Khayala	West Delhi	Aakanksha Enterprises	Bittu Kumar	Good	Good	Good	Good	very Poor	Good	Very Good	Very Good	Good
28CJ0005	WZE Block Kanchan Basti Rewari Railway Line Maya Puri	South West Delhi	Akhil Bhartiya RachnatmakKarya Sansthan	Satendra Kumar	Good	Good	Good	Good	very Poor	Good	Very Good	Good	Good
28CJ0025	Pili Kothi Hari Nagar, Ghanta Ghar	West Delhi	Aakanksha Enterprises	Kiran Lata	Very Good	Good	Good	Very Good	Very Good	Good	Very Good	Very Good	Good
28CJ0033	WH 58-59, Maya Puri.	West Delhi	Aakanksha Enterprises	Bake Lal	Good	Good	Good	Good	Poor	Good	Very Good	Very Good	Good
28PJ0011	Pili Kothi Hari Nagar, Ghanta Ghar	West Delhi	AakankshaEnterprises	Kiran Lata	Very Good	Good	Good	Very Good	Good	Good	Good	Very Good	Good
28PJ0034	Back of Commercial Centre, Mayapuri, Site- 2	West Delhi	Aakanksha Enterprises	Hari Narayan Jha	Good	Good	Good	Good	very Poor	Good	Good	Very Good	Good
29CJ0017	Shanker Garden B Block Vikas Puri, Site-1	West Delhi	Aakanksha Enterprises	Sangeeta Devi	Good	Good	Good	Very Good	Good	Good	Poor	Good	Good
29PJ0029	Krishna Park Vikas Puri Indira Camp No. 4, Site-2	West Delhi	Aakanksha Enterprises	Ram Pukar	Good	Good	Good	Good	Poor	Good	Poor	Very Good	Good
31CJ0026	Indira Camp No.-3 Vikas Puri	West Delhi	Aakanksha Enterprises	Dinambarr Jha	Poor	Good	Good	Good	Poor	Good	Good	Good	Good
34CJ0022	Pankaj Garden Goela Dairy	South West Delhi	Aakanksha Enterprises	Yamuna Prasad	Very Good	Good	Good	Good	Poor	Good	Good	Good	Good
36CJ0532	Arjun Camp MahipalPur	South West Delhi	Aakanksha Enterprises	Gandhi Pratap Singh	Good	Good	Good	Very Good	Poor	Poor	Poor	Good	Good

JSC_Code	Address	District	Agency	Respondent	Tiles	WC seats	Floor	Light	Fan	General cleanliness	Safety environment for female and children	General attitude of employees of agency	Composite Rank
36PJ0546	Harijan Basti Rangpuri Pahari	South West Delhi	Aakanksha Enterprises	Sabita	Good	Good	Good	Good	Good	Good	Good	Good	Good
36RJ0552	JJ Cluster HarizanBalmiki Camp Site-ii Rangpuri Pahari	West Delhi	YLDA India Pvt Ltd.	Rahul	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
39CJ1357	JJ Camp Y Block Loha Mandi Near Dharam KantaSanjivanNaraina	South West Delhi	Sai Nath Sales & Services Pvt Ltd.	Pramod Kumar	Good	Poor	Good	Good	Poor	Good	Good	Good	Good
39CJ1364	Rajiv Gandhi Sanjay Gandhi Camp Naraina Industrial Area	South West Delhi	Sai Nath Sales & Services Pvt Ltd.	Vinod Jha	Good	Good	Good	Good	Good	Good	Good	Good	Good
39CJ1376	C-Block Budh Nagar InderPuri	Central Delhi	Sai Nath Sales & Services Pvt Ltd.	Raj Kumar	Very Good	Good	Good	Very Good	Very Good	Very Good	Good	Good	Good
39PJ1346	Indira Camp B 212 Narina Industrial Area Phase I	South West Delhi	Sai Nath Sales & Services Pvt Ltd.	Renu Devi	Good	Good	Good	Good	very Poor	Good	Good	Very Good	Good
3CJ1065	Katra Meena Bagh	North East Delhi	Ambedkar ParyavaranSansthan	Rahim	Good	Good	Good	Good	very Poor	Good	Poor	Good	Good
41cj0602	Anna Nagar Vikash Kuteer ITO	New Delhi	EKME Excellent	Halima	Very Good	Good	Good	Very Good	Very Good	Very Good	Good	Very Good	Good
41CJ0603	Balmiki Basti Kabristan behind Express Building	Central Delhi	ACME Excellent Management Pvt. Ltd.	Neeraj Rai	Good	Good	Good	Good	Poor	Good	Good	Good	Good
41CJ0607	Delhi Public School Mathura Road.	South Delhi	ACME Excellent Management Pvt. Ltd.	Punam	Good	Good	Good	Good	Good	Good	Good	Good	Good
41PJ0610	Garhi Mohalla Summon Bazar, Bhogal	South East Delhi	ACME Excellent Management Pvt. Ltd.	Rajesh Ray	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
41PJ0671	JJ Basti Sanjay Colony Anna Nagar ,ITO Underneath Metroline	New Delhi	ACME Excellent Management Pvt. Ltd.	Kamlesh	Very Good	Good	Good	Very Good	Good	Good	Good	Good	Good
44CJ0624	Malai Mandir Sector VII R.K Puram	South Delhi	ACME Excellent Management Pvt. Ltd.	Jaymis	Good	Good	Good	Good	Good	Good	Good	Good	Good
44CJ0625	E-19 Sastri Market South , Moti Bagh	East Delhi	ACME Excellent Management Pvt. Ltd.	Kishana	Good	Good	Good	Good	Good	Good	Good	Poor	Good

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44CJ0626	Shri Ram JJC near SPRINGDALE School Dhaula Kaun	South West Delhi	ACME Excellent Management Pvt. Ltd.	Bhula	Good	Good	Good	Good	very Poor	Good	very Poor	Good	Good
44CJ0635	Coolie Camp Vasant Vihar	South West Delhi	South West delhi	SonuYanwar	Good	Good	Good	Good	Good	Very Good	Poor	Good	Good
44PJ0630	Ravidas Camp Sect-3 RK Puram	South Delhi	ACME Excellent Management Pvt. Ltd.	Shiv Kumar Chandar	Good	Good	Good	Good	Good	Good	very Poor	Good	Good
44PJ0631	Parvatiya Camp Sec-4 Rama Krishna Puram	South Delhi	ACME Excellent Management Pvt. Ltd.	Rajdev Yadav	Good	Good	Good	Good	Good	Good	Good	Poor	Good
44PJ0652	Bhanwar Singh Camp Behind Janta Flat Block D Vasant Vihar	South West Delhi	ACME Excellent Management Pvt. Ltd.	Vinod Kumar	Very Good	Good	Very Good	Poor	very Poor	Good	Poor	Good	Good
45CJ0543	Kusumpur Pahari Block B Vasant Vihar	South West Delhi	Aakanksha Enterprises	Naresh Malik	Good	Good	Good	Good	Good	Good	Good	Very Good	Good
45PJ0464	Moti Lal Nehru Camp J.N.U.	South West Delhi	Aakanksha Enterprises	Usha	Good	Good	Good	Good	Good	Good	Good	Good	Good
45PJ0492	In Front of B-4, B-5 Vasant Kunj- Site1	South West Delhi	Aakanksha Enterprises	Deepak	Very Good	Good	Good	Very Good	Good	Good	Good	Very Good	Good
45PJ0511	In Front of B-4, B-5 Vasant Kunj Site 2	South West Delhi	Aakanksha Enterprises	Prem Singh	Good	Good	Good	Good	Good	Good	Poor	Poor	Good
45PJ0518	Kusumpur Pahari Mehrauli, JJC Near Jharkhand Road	South Delhi	Aakanksha Enterprises	Sudarshan Jha	Very Good	Good	Very Good	Good	very Poor	Very Good	Good	Good	Good
45PJ0542	A Block Kusumpur Pahari Vasant Vihar	South West Delhi	Aakanksha Enterprises	Parmanand Pandit	Good	Good	Good	Good	Good	Good	Poor	Good	Good
46CJ0807	KharakRiwaraSatwari Mehrauli ID-4158	South East Delhi	ACME Excellent Management Pvt. Ltd.	Sohan	Good	Good	Good	Good	Good	Good	Good	Good	Good
47CJ0809	(a) Subhash Camp Block.4,5,6,7 Near Polic Station Dakshin puriExtension-I Site I	South Delhi	ACME Excellent Management Pvt. Ltd.	Vinod Kumar	Very Good	Good	Very Good	Poor	very Poor	Good	Poor	Good	Good
47CJ0810	subhash camp Block, 4,5,6,7 dakshinpuri Ext-1	South Delhi	ACME Excellent Management Pvt. Ltd.	Chandeshwar Singh	Good	Good	Good	Good	very Poor	Good	Good	Good	Good

JSC_Code	Address	District	Agency	Respondent	Tiles	WC seats	Floor	Light	Fan	General cleanliness	Safety environment for female and children	General attitude of employees of agency	Composite Rank
47CJ0813	Sanjay Camp Behind Vayusena Bad Dakshin Puri Extension ID-2662	South Delhi	ACME Excellent Management Pvt. Ltd.	Vinod Kumar	Very Good	Good	Very Good	Poor	very Poor	Good	Poor	Good	Good
47CJ0910	JJ Basti JantaJivan Camp	South Delhi	ACME Excellent Management Pvt. Ltd.	Vikhari	Good	Good	Good	Good	Poor	Good	Good	Good	Good
50cj0641	Bindusar Camp nerachanderaryavidyam andir East of kailash	South Delhi	ACME Excellent Management Pvt. Ltd.	Ashok Kumar	Good	Good	Good	Good	very Poor	Good	Good	Poor	Good
51CJ0823	Indra Gandhi Camp, Market Srinivaspuri	South Delhi	ACME Excellent Management Pvt. Ltd.	Prince Kumar	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
51cj0827	Gandhi Camp behind Okhla DTC Depot I	South Delhi	Gautam BudhaParyavaran Samiti	Hiranand	Good	Good	Good	Good	very Poor	Good	Poor	Good	Good
51CJ0833	Sudhar Camp Kalkaji	South Delhi	ACME Excellent Management Pvt. Ltd.	Dharmendra Kumar	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
51cj0835	Bhoomiheen camp, Kalkaji	South Delhi	ACME Excellent Management Pvt. Ltd.	Meghan kumar	Good	Good	Good	Good	Good	Good	Poor	Good	Good
51CJ0840	Navjeevan Camp, nehru Camp, kalka Ji , Govindpuri	South Delhi	ACME Excellent Management Pvt. Ltd.	Arun Jha	Good	Good	Good	Good	Good	Poor	Poor	Good	Good
51CJ0894	Gandhi Camp. Okhala Railway Colony	South Delhi	ACME Excellent Management Pvt. Ltd.	Nilesh Kumar	Good	Good	Good	Good	very Poor	Good	Good	Very Good	Good
51PJ0843	Priya Camp, Mathura Road Sukhdev Vihar	South Delhi	ACME Excellent Management Pvt. Ltd.	Geeta	Good	Good	Good	Good	Poor	Good	Good	Good	Good
51PJ0913	Karpuri thakur jay Jawan Camp Srinivaspuri	South Delhi	ACME Excellent Management Pvt. Ltd.	Bipin Kumar Singh	Good	Good	Good	Good	Poor	Good	Good	Good	Good
52CJ0850	Indira Kalyan Vihar Okhla Industrial Area ph-1	South Delhi	ACME Excellent Management Pvt. Ltd.	Rahat Ali	Good	Good	Good	Good	very Poor	Good	Poor	Good	Good
52CJ0850	Indira Kalyan Vikas Okhala Ph. -1	South Delhi	ACME Excellent Management Pvt. Ltd.	Manoj	Good	Good	Good	Good	Good	Very Good	Good	Good	Good

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52CJ0853	Indira Kalyan Vikas Opp. Primar School Okhala Ph. -1	South Delhi	ACME Excellent Mangement Pvt. Ltd.	KoshaSingh	Good	Good	Good	Good	Good	Poor	Poor	Good	Good
52CJ0854	Indira Kalyan Vihar Okhla Industrial Area ph-1	South Delhi	ACME Excellent Management Pvt. Ltd.	Md. Raju	Good	Good	Good	Good	Good	Good	Good	Poor	Good
52CJ0859	New sanjay Camp, Okhala Ph-2	South Delhi	ACME Excellent Management Pvt. Ltd.	Puja	Good	Good	Good	Good	Good	Good	Good	Good	Good
52CJ0860	Grahkalyansamity Railway Colony Tuglakabad	South Delhi	ACME Excellent Management Pvt. Ltd.	Sandeep	Good	Good	Good	Good	Poor	Good	Good	Good	Good
52CJ0861	Bengali Camo okhla Ph.1	South Delhi	ACME Excellent Management Pvt. Ltd.	Raju	Good	Good	Good	Good	Good	Good	Good	Good	Good
52CJ0870	JantaJeewan Camp, Okhala Ph-2	South Delhi	ACME Excellent Management Pvt. Ltd.	Sanjuay	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
52cj0874	JantaJeewan Between Park and Plot No. F-17/5& 21/5 Near Mata Ka Mandir Okhla Industrial Area Phase-II ID-498	South Delhi	Gautam BudhaParyavaran Samiti	Hiranand	Good	Good	Good	Good	very Poor	Good	Poor	Good	Good
52cj0903	Shanshi camp, Mathura Road badarpur	South East Delhi	ACME Excellent Management Pvt. Ltd.	Pravin Ray	Good	Good	Good	Good	Good	Good	Good	Poor	Good
52cj0906	Jantajeewan between Park	South Delhi	ACME Excellent Management Pvt. Ltd.	Sanjit Kumar	Good	Good	Good	Good	Good	Good	Good	Good	Good
52RJ0930	A Block Okala Ph-1	South Delhi	YLDA India Pvt Ltd.	Surendra	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
52RJ0936	je je basti jantajiwan camp delhi	South Delhi	YLDA India Pvt Ltd.	Vinay Kumar	Good	Good	Good	Good	very Poor	Good	Poor	Good	Good
54CJ0647	New Priyanka Camp, Sarita vihar	South Delhi	ACME Excellent Management Pvt. Ltd.	Kundan Singh	Good	Good	Good	Good	very Poor	Good	Good	Poor	Good
55CJ1202	Sanjay Camp Block-27 Trilok Puri	East Delhi	Sai Nath Sales & Services Pvt Ltd.	Sarvesh	Good	Good	Good	Good	Good	Good	Good	Good	Good

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55CJ1203	Rajiv Camp Block-26, Triolokpuri	East Delhi	Sai Nath Sales & Services Pvt Ltd.	Pooja	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
55CJ1220	EAST GURU ANGAD NAGARD, NEAR RADHU PLACE	East Delhi	Sai Nath Sales & Services Pvt Ltd.	Vijay Mishra	Good	Good	Good	Good	Good	Good	Good	Good	Good
55CJ1240	Indira Camp Block-1, 2&3 Trilok Puri	East Delhi	Sai Nath Sales & Services Pvt Ltd.	Dheeraj	Good	Good	Good	Good	very Poor	Good	Good	Very Good	Good
57CJ1207	JJ Cluster Pandit Bismil Camp, Shashi Garden Near Post Office Patparganj	East Delhi	Sai Nath Sales & Services Pvt Ltd.	Sanjay Kumar Singh	Good	Poor	Good	Very Good	Very Good	Good	Good	Good	Good
57CJ1208	Indira Camp Kalyanvas Gate Khichripur	East Delhi	Sai Nath Sales & Services Pvt Ltd.	Virendra Rai	Good	Good	Good	Good	Very Good	Good	Good	Good	Good
57CJ1210	Jai Bharti Camp East Vinod Nagar	East Delhi	Sai Nath Sales & Services Pvt Ltd.	Nem Singh Yadav	Good	Good	Good	Very Good	very Poor	Poor	Poor	Good	Good
57CJ1246	Block 6,7,8 Khichri Pur Near Gazi Pur Drain Phase-II	East Delhi	Sai Nath Sales & Services Pvt Ltd.	Bano	Good	Good	Very Good	Very Good	very Poor	Very Good	Very Good	Very Good	Good
58CJ1213	JJ cluster Saieed peer baba ki Mazar ramesh Park Laxmi Nagar	East Delhi	Valmiki Sewa Samiti	Vinod Saw	Good	Good	Good	Good	Very Good	Good	Good	Good	Good
59CJ1218	Madhu Vihar Phase-I behind Patpar Ganj Depot	East Delhi	Sai Nath Sales & Services Pvt Ltd.	Pappu	Good	Very Good	Good	Very Good	very Poor	Good	Very Good	Good	Good
59CJ1237	Sanjay Amar Colony Vishwas Nagar D-block, near Employment Exchange	East Delhi	Sai Nath Sales & Services Pvt Ltd.	Jeetu Choudhary	Good	Good	Good	Good	very Poor	Good	Good	Good	Good
5CJ1455	JSC IN JJ Cluster Basant Dada Patil, Bhalaswa	North West Delhi	Sai Nath Sales & Services Pvt Ltd.	Shabana	Good	Good	Good	Good	Good	Good	Good	Good	Good
60CJ1247	Shamshan Ghat Thokar No.16 (Safeda) New	North East Delhi	Sai Nath Sales & Services Pvt Ltd.	Pramod Kumar	Good	Good	Good	Good	Good	Good	Good	Good	Good
63CJ1113	D Block New Seema Puri (Part I)	East Delhi	Arya Bhatt SewaSansthan	Amarjit Kumar	Good	Poor	Good	Very Good	very Poor	Good	Poor	Good	Good
63CJ1114	Road No.64 Tahir Pur (Leprosy Camp)	North East Delhi	Sai Nath Sales & Services Pvt Ltd.	Sumitra	Good	Good	Good	Good	Good	Good	Good	Good	Good
63CJ1135	J.J Basti Sharad puri	North East Delhi	Sai Nath Sales & Services Pvt Ltd.	Masud Khan	Good	Good	Good	Good	very Poor	Good	Good	Very Good	Good

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03PJ1007	Patra Char Vidyalaya	North Delhi	Sai Nath Sales & Services Pvt Ltd.	Malkhan	Good	Good	Good	very Poor	very Poor	Good	Poor	Good	Poor
03PJ1012	Outram Lane ner Gurudwara	North West Delhi	Sai Nath Sales & Services Pvt Ltd.	Surendar Singh	Good	Good	Poor	Good	very Poor	Good	Good	Good	Poor
04CJ1447	H-4 Block adjoining A-Block	North West Delhi	Sai Nath Sales & Services Pvt Ltd.	Ashok kumar	Good	Poor	Good	Good	very Poor	Good	Good	Good	Poor
05CJ1414	Bhagwan Pura 478 near Night Shelter at JJ Cluster Bhagwanpura, Site -I	South Delhi	Sai Nath Sales & Services Pvt Ltd.	Nand Kumar Singh	Good	Good	Good	very Poor	very Poor	Good	Poor	Good	Poor
11CJ0341	C 3 Udog Nagar Near Pira Garhi Fly Over	West Delhi	Aakanksha Enterprises	Mahindra Singh	Poor	very Poor	Poor	Poor	very Poor	very Poor	Good	Good	Poor
14PJ1440	Ambedker Camp CA block	East Delhi	YLDA India Pvt Ltd.	Rehana	very Poor	Good	Good	very Poor	very Poor	Poor	Good	Good	Poor
14RJ1446	Sanjay Sudhar Samiti Camp GP-Block Pitam Pura	West Delhi	YLDA India Pvt Ltd.	Ajay	Poor	Good	Good	Poor	very Poor	Poor	Poor	Poor	Poor
16CJ0405	B-46 Lawarance Road	North Delhi	Aakanksha Enterprises	Manish	Poor	Good	Poor	Good	very Poor	Poor	Good	Poor	Poor
16CJ0493	Haryana Power House	North West Delhi	Aakanksha Enterprises	Vasant Singh	Good	Poor	Good	Poor	very Poor	Good	Good	Good	Poor
16PJ0404	C-4 Lawarance Road	North Delhi	Aakanksha Enterprises	Ishrahut Huq	Good	Good	Good	Poor	very Poor	Good	Good	Good	Poor
16PJ0497	C-4 Lawarance Road	North Delhi	Aakanksha Enterprises	Isharul Huq	Good	Good	Good	Poor	very Poor	Good	Good	Good	Poor
17CJ0417	Jailer Wala Bagh Ashok Vihar, 30 YRS	North West Delhi	Aurangabad District SulabhShaushalya Sansthan	Munna Prasad	very Poor	Poor	Poor	Poor	very Poor	Poor	Poor	Good	Poor
17PJ0420	Jailer Wala Bagh Ashok Vihar,site1	North West Delhi	Aakanksha Enterprises	Raju Jha	Good	Good	Good	Good	very Poor	Good	Good	Good	Poor
17PJ0424	Jailer Wala Bagh Ashok Vihar,0	North West Delhi	Aakanksha Enterprises	Raju Jha	very Poor	Good	Good	Good	very Poor	Good	Good	Very Good	Poor
17PJ0504	Jailer wala Bagh Ashok Vihar Phase-2 Site-5	North West Delhi	Aakanksha Enterprises	munna Prasad	Poor	Poor	Poor	Poor	Poor	Good	Good	Very Good	Poor
17PJ0530	C Block Azad colony opposite Narula Factory Wazir pur Industrial Area	North West Delhi	Aakanksha Enterprises	Raju Singh	Very Good	Good	very Poor	Good	very Poor	Good	Poor	Good	Poor
17PJ0530	C Block Azad colony opposite Narula Factory	North West Delhi	Aakanksha Enterprises	Raju Jha	Good	Good	Good	very Poor	very Poor	Poor	Poor	Good	Poor

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	Wazir pur Industrial Area												
18CJ1015	By The Side of Railway Line Shakti Nagar Godown	North Delhi	Sai Nath Sales & Services Pvt Ltd.	Sanjay Kumar Survya	Good	very Poor	Good	very Poor	Poor	Poor	Good	Good	Poor
18CJ1024	Cigarette Wala Bagh Pumbari Road	North Delhi	Sai Nath Sales & Services Pvt Ltd.	Chander Pal	Good	Poor	Good	Poor	very Poor	Good	Good	Good	Poor
19CO1312	BahdurGarh Road Near Dalao	South Delhi	REFRO	Umesh Ram	Good	Good	Good	very Poor	very Poor	Good	Poor	Good	Poor
19PJ1375	JJ Cluster at TeliwaraDera Anand Parvat	Central Delhi	Sai Nath Sales & Services Pvt Ltd.	Vikash Kumar	Good	Good	Good	Poor	very Poor	Good	Good	Good	Poor
20CJ1032	J-Block Majnu Ka Tila, Aruna Colony. (20 seater)	North Delhi	Sai Nath Sales & Services Pvt Ltd.	Snail	Good	Good	Good	Poor	very Poor	Poor	Poor	Good	Poor
20CJ1035	Old Chnadrawal Civil Lines Majnu Ka Tila (40 seater)	North Delhi	Akhil Bhartiya RachnatmakKarya Sansthan	jugal	Good	Poor	Good	Good	very Poor	Good	Good	Good	Poor
20CJ1038	Behind Petrol Pump Bulward Road Depot no. 23	South Delhi	YLDA India Pvt Ltd.	Ramesh	Good	Good	Good	very Poor	very Poor	Good	Poor	Good	Poor
20CO1042	Kucha Natwa Chandni chowck	Central Delhi	Children Welfare society	Sanjay Kumar	Poor	Good	Poor	Good	very Poor	Poor	Good	Good	Poor
22CO1315	Basti Julhanidgah Road Sadar Bazar	Central Delhi	Children Welfare society	Heeralal	Good	Very Good	Good	very Poor	Good	Good	Good	Good	Poor
22CO1317	Shamji mal lane nabikarim	Central Delhi	Sai Nath Sales & Services Pvt Ltd.	Sunil Rai	Good	Poor	Good	Good	very Poor	Poor	Very Good	Very Good	Poor
23CJ1322	Behind Karol Bagh Bus Terminal	Central Delhi	Sai Nath Sales & Services Pvt Ltd.	Rahul	very Poor	Good	Good	Good	very Poor	Good	Good	Good	Poor
25CJ0436	Chuna Bhatti (Harijan Basti) Lakkar Mandi Kirti Nagar	West Delhi	Aakanksha Enterprises	Satendra Singh	Poor	Poor	Good	Good	Poor	Good	Good	Good	Poor
25CJ0480	Natraj Cinema Back of Nalla Sudama Puri Moti Nagar.(Old)	West Delhi	Aakanksha Enterprises	N B Tiwari	Good	Good	Good	Good	very Poor	Good	Good	Good	Poor
25CJ0528	Dr.Ambedkar Camp Plot No.39 Kirti Nagar	West Delhi	Aakanksha Enterprises	Mithilesh Jha	Good	Good	Good	Good	very Poor	Good	Good	Good	Poor
25CJ0531	Behind Fire Station Kirti Nagar.	West Delhi	Aakanksha Enterprises	Ranjay Kumar	Good	Poor	Good	Poor	very Poor	Good	Good	Good	Poor

JSC_Code	Address	District	Agency	Respondent	Tiles	WC seats	Floor	Light	Fan	General cleanliness	Safety environment for female and children	General attitude of employees of agency	Composite Rank
25CJ0559	JJ Jawahar Camp A-2-Block W.H.S. Kirti Nagar Site 1	West Delhi	Aakanksha Enterprises	Asha Devi	Good	Good	Good	very Poor	very Poor	Good	Good	Good	Poor
25PJ0508	Amar Park Infront of HIL factory gate , petrol Pump, Zhakira	North West Delhi	Aakanksha Enterprises	Saroj	Very Good	Good	Very Good	very Poor	very Poor	Good	Good	Good	Poor
26CJ0467	Rajiv Camp Road No. 77 Punjabi Bagh near DTC Terminal	West Delhi	Aakanksha Enterprises	Munna	Poor	Poor	Poor	Poor	Poor	Good	Poor	Good	Poor
26CJ0538	Din Dayal Camp near Slum Quarters Road No.77 Punjabi Bagh	South Delhi	Aakanksha Enterprises	Dipu	Good	very Poor	Good	Poor	very Poor	Very Good	Very Good	Very Good	Poor
29PJ0015	Tilak Nagar Along Subhash Nagar Drain	West Delhi	Aakanksha Enterprises	Yaad Ram	Good	Good	Good	very Poor	very Poor	Good	Good	Good	Poor
34CJ0023	JJC at Goela Dairy Najafgarh	South West Delhi	Aakanksha Enterprises	Nashim Khan	Poor	Poor	Good	Poor	Poor	Poor	Poor	Good	Poor
36PJ0452	RangpuriPharai Nalla	West Delhi	Aakanksha Enterprises	Mahesh	Good	Good	Good	very Poor	very Poor	Good	Good	Good	Poor
36RJ0549	JJ Cluster Hoti Camp Rangpuri Pahari	West Delhi	YLDA India Pvt Ltd.	Shila	Poor	Good	Good	Poor	very Poor	Very Good	Very Good	Very Good	Poor
36RJ0550	JJ Cluster Israel Camp Rangpuri Pahari	West Delhi	YLDA India Pvt Ltd.	Ankit Kumar	Good	Good	Good	Poor	very Poor	Poor	Very Good	Very Good	Poor
39CJ1343	C block Inderapuri JJ colony	Central Delhi	Jan Sudhar Samiti	Vishnu Kant Rai	Good	Good	Good	very Poor	very Poor	Good	Poor	Good	Poor
3CJ1004	Shayam Basti Timarpur	North Delhi	Sai Nath Sales &Services Pvt Ltd.	Ravinder Singh	Good	Good	Good	Poor	very Poor	Good	Poor	Good	Poor
41CJ0604	Gandhi Sahitya Samiti Stadium(100 Quarter)	Central Delhi	ACME Excellent Management Pvt. Ltd.	Arjun Tawar	Good	Good	Good	very Poor	very Poor	Good	Poor	Good	Poor
42CJ0615	Indira Gandhi Camp behind New Khanna Market, Lodhi Road adjoining NDMC Housing Complex, Palika Niwas	Central Delhi	ACME Excellent Management Pvt. Ltd.	Durga Rai	Good	Poor	Poor	Good	very Poor	Good	Good	Good	Poor
42CJ0637	T-huts behind dhobi ghat near D-block Lodhi Colony	North West Delhi	RWA	Dharamveer	Good	Good	Good	Good	very Poor	Good	Good	Good	Poor
44CJ0667	Sewa Camp Behind Police Staff Quarter	South West Delhi	ACME Excellent Mangement Pvt.	Naina Chauhan	Poor	Poor	Poor	Poor	Poor	Poor	Good	Good	Poor

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	Vasant Vihar Depot Munirika		Ltd.										
45PJ0544	Masoodpur Village Mehrauli, Jai Hind Camp	South West Delhi	Aakanksha Enterprises	Md Monidul	Good	Good	Poor	Poor	Poor	Good	Poor	Very Good	Poor
46CJ0801	JunapurBhim Basti C Block ID-3448	South West Delhi	ACME Excellent Management Pvt. Ltd.	Arjun Tawar	Good	Good	Good	very Poor	very Poor	Good	Good	Good	Poor
47CJ0812	Sanjay Camp, dakshinpuri	South Delhi	ACME Excellent Management Pvt. Ltd.	Ramesh Ji	Good	Good	Good	Very Good	very Poor	Good	Good	Good	Poor
47CJ0816	JantaJivan Camp, Tigri	South Delhi	ACME Excellent Management Pvt. Ltd.	Ajay Kumar Ray	Good	Good	Good	Good	very Poor	Good	Good	Good	Poor
47CJ0909	Sanjay Camp Dakshin Puri Extension, Pt-1	South Delhi	ACME Excellent Management Pvt. Ltd.	Ramesh Ji	Good	Good	Good	Very Good	very Poor	Good	Good	Good	Poor
50CJ0643	Lal Gumbad Behind Sadhana Enclave Malviya Nagar	South Delhi	Rohtash Dist. SulabhSauchalyaSansthan	Ramesh Ji	Good	Good	Good	Very Good	very Poor	Good	Good	Good	Poor
50CJ0669	Jagdamaba Camp Near SFS Sheikh Sarai	South Delhi	Sai Nath Sales & Services Pvt Ltd.	Nand Kumar Singh	Good	Good	Good	very Poor	very Poor	Good	Poor	Good	Poor
51CJ0530	Sarvodya Camp near MCD School Kalkaji	South Delhi	ACME Excellent Management Pvt. Ltd.	Ramesh Ji	Good	Good	Good	Very Good	very Poor	Good	Good	Good	Poor
51CJ0825	Karpuri thakur jay Jawan Camp Srinivasपुरi	South Delhi	ACME Excellent Management Pvt. Ltd.	Raja	Good	Good	Good	Good	very Poor	Good	Good	Good	Poor
51CJ931	Indira Camp, Gurudwara Srinivasपुरi	South Delhi	ACME Excellent Management Pvt. Ltd.	Sujit Kumar Singh	Good	Good	Good	Good	Poor	Good	Good	Good	Poor
52CJ0851	Indira Basti jj camp	South Delhi	ACME Excellent Management Pvt. Ltd.	Janardhan Jha	Good	Good	very Poor	Good	very Poor	Good	Good	Good	Poor
52CJ0855	Indira Kalyan vikasokhla Ph-1	South Delhi	ACME Excellent Management Pvt. Ltd.	Gautam Kumar	Poor	Good	Poor	Poor	Poor	Good	Good	Poor	Poor
52RJ0917	Majdoor Kalyan camp in plot no W-1 to W-5 and	South East Delhi	YLDA India Pvt Ltd.	Ramesh	Poor	Good	Poor	Poor	very Poor	Poor	Poor	Good	Poor

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	back lane Okhla industrial area phase-II												
52RJ0926	JJ Lohar Basti Lal Kuan	South Delhi	YLDA India Pvt Ltd.	Namnita	very Poor	Good	very Poor	Poor	Good	Good	Good	Good	Poor
52RJ0927	JJ Lohar Basti Lal Kuan	South Delhi	YLDA India Pvt Ltd.	Phalwan ti	very Poor	Good	very Poor	very Poor	very Poor	Good	Good	Good	Poor
52RJ0938	JantaJiwan Camp near Over Head Tank Okhla Ind. Area Ph-II ID-3366	South East Delhi	YLDA India Pvt Ltd.	Ajay	Poor	Good	Poor	Good	very Poor	Good	Very Good	Very Good	Poor
58MJ1214	Indira Camp, Near Flood office Kishan Kunj Laxmi Nagar	East Delhi	Sai Nath Sales & Services Pvt Ltd.	Ajay Rai	Good	Good	Good	very Poor	very Poor	Good	Good	Good	Poor
59CJ1219	Rajiv Gandhi Camp Chitra Vihar	East Delhi	Sai Nath Sales & Services Pvt Ltd.	Sai Nath Sales & Service se Pvt Ltd.	Good	Good	Good	Very Good	very Poor	Good	Good	Good	Poor
60RJ1254	J Indira Camp Budh Bazar Block B Geeta Colony	East Delhi	YLDA India Pvt Ltd.	Sanjay	Poor	Good	Poor	Good	Poor	Good	Poor	Good	Poor
61PJ1133	Symlichiragbihari building	South Delhi	Sai Nath Sales & Services Pvt Ltd.	Afsana	Poor	Good	Poor	Good	very Poor	Poor	Good	Good	Poor
61PJ1146	Soniya Gandhi camp, nera old yamuna bridge	South West Delhi	Sai Nath Sales & Services Pvt Ltd.	Sohraf Ali	very Poor	Poor	Good	Very Good	very Poor	Good	very Poor	Good	Poor
62CJ1103	Pushta Between Old Seemapuri, DLF Dilshad Garden (Indira Nehru Camp Part II)	East Delhi	Sai Nath Sales & Services Pvt Ltd.	Ajmira	Good	Good	Good	Poor	very Poor	Good	Good	Very Good	Poor
62CJ1110	H Block ,kalindi colony	East Delhi	Sai Nath Sales & Services Pvt Ltd.	Malkhan	Good	Poor	Poor	Poor	Poor	very Poor	very Poor	Poor	Poor
62PJ1148	Friends Colony	South Delhi	Sai Nath Sales & Services Pvt Ltd.	Ram Sinha	Poor	Good	Poor	Poor	very Poor	Good	Good	Good	Poor
63CJ1117	F-Block New Seema Puri	East Delhi	Sai Nath Sales & Services Pvt Ltd.	Bonde Hassan	Poor	Good	Good	Good	very Poor	Poor	Good	Very Good	Poor
63CJ1119	Tahir Pur Road -64	East Delhi	Sai Nath Sales & Services Pvt Ltd.	Vikash Parchar	Good	Good	Poor	very Poor	very Poor	Good	Good	Very Good	Poor
63CJ1120	Block.G3,G5 Sunder Nagri near DC Office	North East Delhi	Sai Nath Sales & Services Pvt Ltd.	Jasmudin	Good	Poor	Poor	Good	very Poor	Poor	very Poor	Good	Poor
63CJ1123	Gram KheraMansarovar Park Railway Line	North East Delhi	MadhepuraDist	Sambhu	Good	Poor	Poor	Good	very Poor	Good	Poor	Good	Poor

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63CJ1144	E-Block Seema Puri	East Delhi	Sai Nath Sales & Services Pvt Ltd.	Farad Ali	Good	Poor	Good	Good	very Poor	Good	Good	Good	Poor
64RJ1252	Lal Bagh, Under Shahdara Flyover Site2	North East Delhi	YLDA India Pvt Ltd.	Ravi	Good	Good	Good	Poor	very Poor	Good	Good	Good	Poor
64RJ1253	Lal Bagh, Under Shahdara Flyover Site3	North East Delhi	YLDA India Pvt Ltd.	Gopal Dass	Poor	Good	Poor	Poor	very Poor	Good	Poor	Good	Poor
44CJ0636	Adarsh Basti Mohamme	South West Delhi	ACME Excellent Management Pvt. Ltd.	Manish Kumar Singh	very Poor	very Poor	very Poor	very Poor	very Poor	very Poor	Very Good	very Poor	very Poor
59PJ1222	JJ indra Camp, AGCR Enclave Near Anand Vihar Thana Vishwas Nagar Sahadra	North East Delhi	Sai Nath Sales & Services Pvt Ltd.	Vinod	Good	Poor	very Poor	very Poor	very Poor	Good	Good	Poor	very Poor