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REPORT

ASSESSMENT OF COMMUNITY AND PUBLIC TOILETS IN CHENNAI

March 2022

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Abbreviations

CPHEEO	Central Public Health and Environmental Engineering Organisation
CT	Community Toilet
CT/PT	Community Toilet and Public Toilet
DBOT	Design-Build-Operate-Transfer
FSM	Fecal Sludge Management
FSSM	Fecal Sludge and Septage Management
GCC	Greater Chennai Corporation
GoTN	Government of Tamil Nadu
HH	Household
MAWS	Municipal Administration and Water Supply
MoHUA	Ministry of Housing and Urban Affairs
O&M	Operations and Maintenance
OD	Open Defecation
ODF	Open Defecation Free
PT	Public Toilet
TNUSSP	Tamil Nadu Urban Sanitation Support Programme
TSU	Technical Support Unit
Sq. m	Square meters
Sq. ft.	Square feet
ULB	Urban Local Body

Executive Summary

Executive Summary

Community and public toilets (CT/PTs) play an essential role in enabling access to sanitation. The Swachh Bharat Mission's focus on eliminating open defecation led to mass construction of toilets including CT/PTs, however, there have been challenges in ensuring the sustainability of operations and maintenance of the CT/PTs.

Chennai has over 800 public conveniences, all of which are maintained by the Greater Chennai Corporation (GCC). The GCC's vision is to provide safe, accessible, clean, and economically sustainable public toilets across the city (GCC, 2022). To this end, it is developing a pilot model for the operations and maintenance of toilets.

The IIHS-led Tamil Nadu Urban Sanitation Support Programme has supported the GCC in conducting a rapid assessment to understand the physical and operational conditions at 62 toilets in zones 5, 6, 9, 10, 13 and 14, and to provide a preliminary overview of the revenue generation potential at toilets.

The assessment involved observation visits along with resident and user interviews at each of the locations to understand their perspectives on the usage challenges and need for these toilet facilities. To understand the revenue generating potential of the toilets, discussions with five advertising agencies were conducted and vendors located near the 62 toilets were interviewed. A secondary review of reports, news articles and hoarding regulations was carried out to understand revenue generation approaches at toilets, particularly advertising models. The study provides a general situational overview of toilets and does not aim to provide exact infrastructural or usage detail of each CT/PT.

Although the assessment revealed sufficient demand for toilets, poor maintenance and physical conditions are likely impeding the usage of toilets. Most toilets also do not have facilities that cater to the specific needs of vulnerable groups such as women, children, physically challenged people and senior citizens.

Key findings from the assessment include:

1) A significant proportion of toilet users are casual, informal or self-employed workers who lack access to toilets at their workplace.
2) Feedback from users and communities largely focused on needing better maintenance and improvements to the physical conditions of the toilet structures.
3) Respondents also expressed their desire for additional features such as urinals, washing and bathing areas, and cloakrooms. At a few locations, residents also requested for small shops that sold menstrual products and other toiletries.
4) At a number of locations, residents continued using toilets in a dilapidated condition owing to a lack of alternatives.
5) Residents reported that toilets are closed at night due to misuse of facilities and lack of adequate security to prevent such misuse.
6) Interactions with shopkeepers around the facility highlighted that at least 50 per cent would be interested in relocating to the toilet if certain conditions were met.
7) While the display of advertising can be the preferred option for revenue generation, a deeper understanding of the processes, capital and operational costs, and structuring of models is required.

1 Introduction

1. Introduction

Access to safe sanitation services begins with access to clean, safe and hygienic toilets, at any time and at any location. Public toilets (PT) and community toilets (CT) are essential components of safe sanitation and are vital in ensuring public health, environmental safety, and overall sustainability of cities.

The Swachh Bharat Mission's key focus was to ensure the provision of toilets across all urban and rural areas to eliminate open defecation. While this resulted in the mass construction of toilets across the country, the operation and maintenance of these toilets, particularly that of public and community toilets, remains a challenge.

Chennai, a city with a population of 4.6 million (Census 2011), has 832 public conveniences with over 8,000 seats (The Hindu, 2021). Over the past few years, reports and news articles have highlighted the inadequacy of public toilets in the city. As per the draft Slum Free Cities Plan of Action (2015), Chennai has over 2,000 slums, and around 29 per cent of the city's population lives in slums (Census 2011). Around 5 per cent of the slum population relies on community toilets to meet their sanitation needs, and 4 per cent of the slum population continues to practice open defecation (TNSCB 2015). Moreover, Chennai has a significant floating population given its political, cultural and economic importance. This underpins the need for adequate sanitation infrastructure that caters to the specific requirements of the different types of users.

The Greater Chennai Corporation (GCC) is responsible for the maintenance and upkeep of the public toilets; however, there have been challenges in ensuring that toilets remain well-maintained.

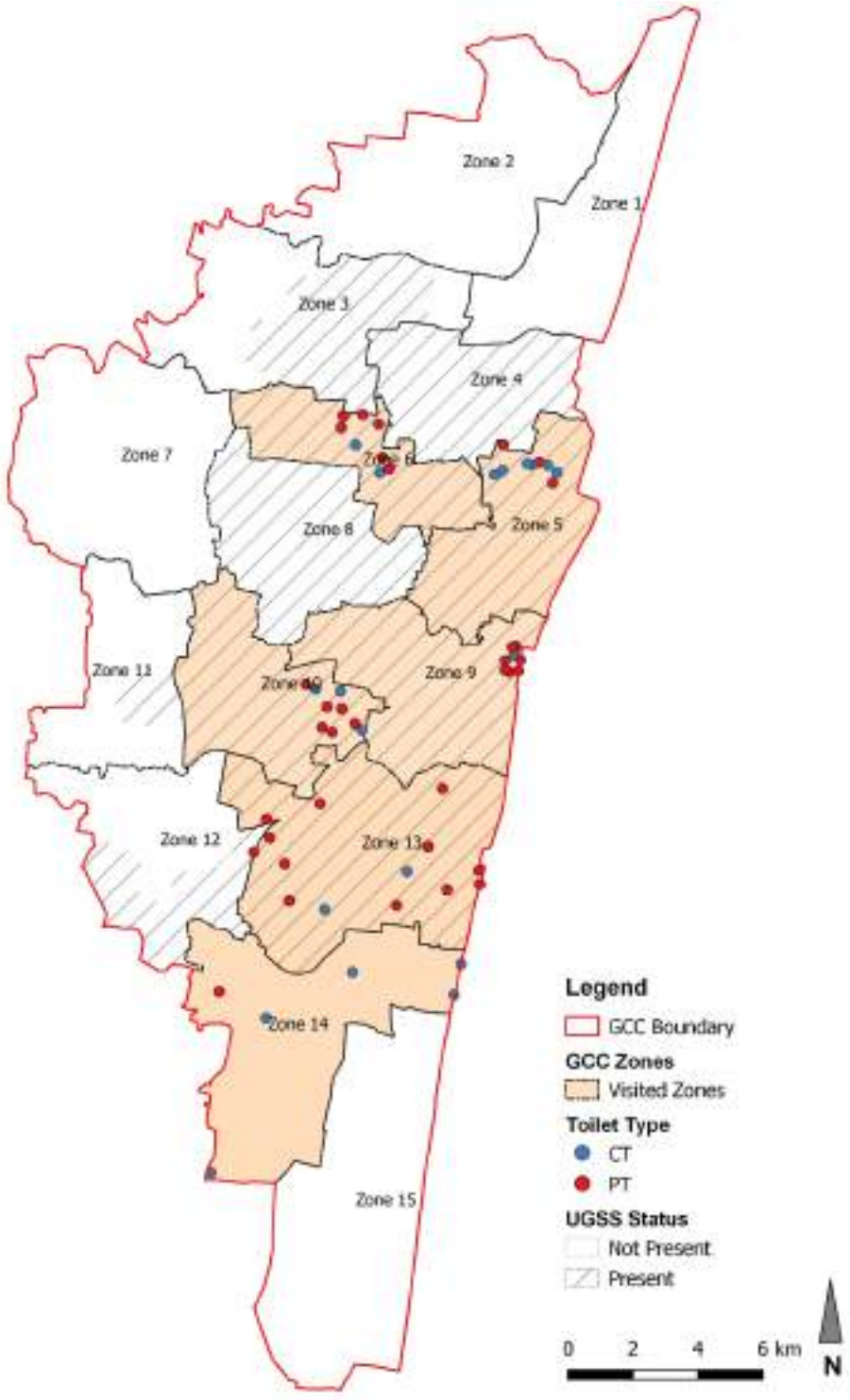
The Greater Chennai Corporation's public toilet vision is to provide safe, accessible, clean, and economically sustainable public toilets across the city (GCC, 2022). In respect of this, the GCC plans to pilot a novel method of managing the operations and maintenance of the public convenience facilities. This method will include private sector participation, and stringent monitoring of key performance indicators.

Towards this, a rapid assessment was undertaken by the IIHS-led Tamil Nadu Urban Sanitation Support Programme (TNUSSP) (Refer to Annex A1.1) to understand the current physical and operational conditions of CTs and PTs in Chennai. Additionally, a review of revenue generation options was also conducted to determine the revenue potential for various toilets.

The assessment was conducted at 62 CTs and PTs located in Zones 5, 6, 9, 10, 13 and 14 of Chennai. The distribution is indicated in the map below (Figure 1.1).

This report discusses the current physical and operational infrastructure based on observations and substantiated with opinions of users and residents. It also delves into understanding the potential for revenue generation at community and public toilets through advertising and other methods.

Figure 1.1: CT and PT Locations (Visited for Assessment)



Source: TNUSSP, 2022

1.1. Objectives of the Assessment

- To understand the current condition of CTs and PTs, including the physical structure, availability and functionality of the facilities.
- To determine the challenges different user groups face in using CTs and PTs.
- To determine the needs of communities and the facilities required for different user groups to improve usage and reduce open defecation.
- To understand the feasibility of revenue generation options from CTs and PTs, through advertising and rental spaces, and estimate revenue potential from these sources.

1.2. Methodology

This report has been prepared with information assembled from the following sources:

1. Field assessment: Sixty-two public and community toilets were assessed in Zones 5, 6, 9, 10, 13, and 14 of Chennai (Refer Annex A1.2). Given the large number of toilets that needed to be assessed, a sample of 62 toilets of different typologies were randomly selected for the assessment. This component was focused mainly on observations of the physical conditions, supplemented by short discussions with caretakers. The visits to the toilets were conducted throughout the day and did not specifically focus on peak hours. The visits were also conducted only on weekdays. Table 1.1 details the zone-wise community and public toilets assessed for this report.
2. Semi-structured discussions: At each of the 62 locations, a semi-structured discussion was conducted with the residents living near the toilets. The number of participants in each discussion varied from three to 14. For the user interviews, a purposive sampling method was followed to capture views from different groups of users. A total of 60 user interviews were conducted to understand the reasons for low usage and open defecation, challenges in using facilities, and to determine the need for additional facilities or services.
3. Short discussions with 53 vendors located in the vicinity of the community and public toilets to gauge their interest in relocating to the toilet premises and their key requirements.
4. Discussions with five advertising agencies (Refer Annex A1.3) based in Chennai to understand their perceptions on advertising at community and public toilets, obtain estimates for such advertising and analyse key challenges of advertising at public toilets.
5. Review and analysis of advertising and public toilet maintenance models followed in other cities of India, through media reports and news articles, tender documents, reports, and studies. This review provided an insight into current practices in revenue generation at public toilets.
6. Review of advertising models for other public properties including bus-back, bus shelters, railway stations, among others through discussions with advertisers, reports, and government documents. This helped in understanding the prevailing rates for different locations and methods by which government agencies engage advertisers.
7. Review of regulations on hoardings in Chennai to understand conditions for advertising at toilets. (Refer Annex A1.4)

Table 1.1: Zone-wise distribution of CTs and PTs assessed				
S. No.	**Zone**	**CT**	**PT**	**Total**
1	Zone 5	6	3	9
2	Zone 6	5	6	11
3	Zone 9	1	7	8
4	Zone 10	2	6	8
5	Zone 13	3	15	18
6	Zone 14	7	1	8
	Total	24	38	62
Source: TNUSSP, 2022				

1.3. Limitations of the study

The focus of the study was to develop a broad understanding of the current physical and operational conditions, and usage and user characteristics of CT/PTs in Chennai. The study was designed to capture information rapidly through a mix of methods. This study is useful for obtaining a general situational overview of toilets, but not for obtaining the exact infrastructural or usage / user detail of each CT/PT. (Refer Annex A1.5)

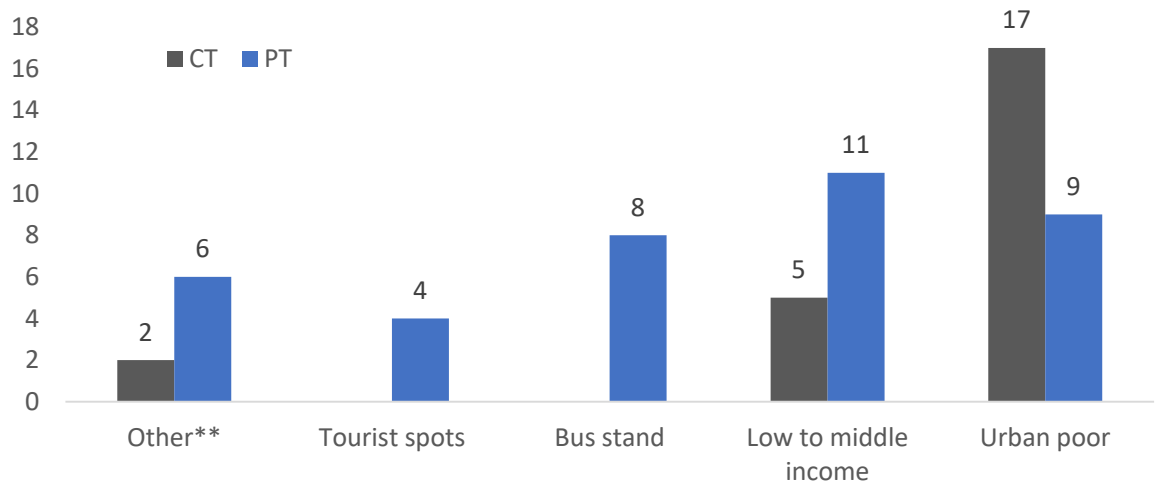
Findings of the Study: Physical and Operational Conditions

2. Findings of the Study: Physical and Operational Conditions

2.1. Overview

In order to plan the assessment of the toilets across the six zones, a list of toilets was obtained from the Greater Chennai Corporation (Refer to Annex A1.6). Thereafter, the sample of toilets was selected based on multiple criteria, including the type of and number of users, locations of the toilets, type of sanitation system, among others. These toilets were selected in discussion with GCC officials at zonal offices.

Figure 2.1: Locations of Assessed CT/PTs



** includes main roads, religious locations, etc.

Source: TNUSSP, 2022

2.2. Visibility

For the purpose of this assessment, a public or community toilet is considered to be clearly visible if it is easily identified and located from the road. Visibility does not refer to whether or not potential users can easily locate the toilet when they need it. It is important to understand this aspect as the visibility could impact revenue, particularly advertising revenue. If the public toilet is obstructed by another building, and located in smaller streets, or cannot be easily identified, it has limited visibility and may be of lower interest to advertising agencies.

The assessment was found that 42 locations out of 62 were clearly visible from the road. Of these 42, 15 toilets were located at high traffic and high footfall areas such as main roads, tourist locations and bus stands.

2.3. Road Access

The type of roads surrounding the toilet is important for the overall maintenance of the toilet, particularly for enabling access for de-sludging vehicles and the revenue potential of those toilets.

The assessment found that 41 toilets of the 62 could be accessed easily by heavy vehicles, including trucks and buses, while two-wheelers or pedestrians could only access seven toilets. The remaining 14 toilets could be accessed by smaller four-wheeler vehicles like cars but not accessible for buses and trucks.

Toilets located on wider roads could be renovated or reconstructed with additional spaces that could either be rented out or used for providing additional chargeable facilities, based on the demand of users and residents in the vicinity. As these toilets could be accessed by larger vehicles, movement of goods to the toilet could also be easily managed.

2.4. Operational Hours

The Central Public Health and Environmental Engineering Organisation (CPHEEO) guidelines (2018) state that toilets located in transit areas (bus stands, metro and railway stations, fuel stations, etc.) and community toilets should be open for 24 hours, while toilets located in public spaces (parks, religious locations, tourist spots, etc.) and institutional area toilets (markets, commercial centres, offices, etc.) must be open for around 12 hours.

However, community members interviewed at all 62 toilets reported them being closed at night. According to the community members, this is owing to the lack of adequate security at the toilets, and to prevent misuse of the facilities at night. Operational hours for toilets vary from location to location. All toilets were open in the morning during peak hours.

2.5. User Type

As per the Ministry of Housing and Urban Affairs (MoHUA) Advisory on Public and Community Toilet (2018), “Community toilets (CT) facility is a shared facility provided for a defined group of residents or an entire settlement / community. It is normally located in or near the community area and used by almost community members, whereas public toilets (PT) are provided for the floating population / general public in places such as markets, train stations or other public areas and used by mostly undefined users.”

However, in Chennai, the difference between the toilet types is less evident as all toilets have mixed usage. The assessment tried to make this distinction based on the location of the toilet and the usage pattern.

The assessment revealed that public toilets located at bus stands and tourist locations are used by residents of urban poor settlements in the vicinity, and community toilets are used by drivers, delivery personnel and vendors. The proportion of the types of users varies at the locations, which is a key factor in distinguishing the toilets. The type of users and usage could have implications on the nature of facilities that are needed, and the type of revenue generation activities that can be undertaken.

2.6. Functionality of Toilets

Toilets can be rendered unfunctional due to several reasons. Broken toilet pans, unavailability of water, structural damage and absence of doors are a few major issues that can cause a toilet to become unsuitable for usage.

As per the assessment, at least 10 toilets out of the 62 require reconstruction due to poor structural conditions. These toilets have severely damaged walls and structurally weak flooring. Around 18 toilets require major refurbishment, including replacement of fixtures, plumbing lines, doors, washbasins, among others. The remaining toilets only require minor repairs (for example – replacing taps, minor electrical work, and so on).

However, even in locations with non-functional seats, people continue to use the toilets due to a lack of other alternatives. In these places, people resort to makeshift arrangements such as carrying their own water and using plywood or tarpaulin sheets as doors. Users were also seen at toilets with structural damage suggesting an urgent need for better and safer toilets.

2.7. Disposal Mechanism

Much of Chennai city is connected to the underground sewerage system; however, suburban and developing areas in the city's peripheries continue to use on-site sanitation as construction of the sewerage system is underway.

Of the 62 toilets assessed, only the toilets in Zone 14 (8 of 62) are not connected to the city's UGSS network.

The toilets in Zone 14 are connected to septic tanks, which are de-sludged only when there is an overflow. There are no soak pits at these toilets, and in some of the locations, effluent is disposed of in stormwater drains. De-sludging is usually done once in three to four months.

2.8. Solid Waste Management

Observations during visits revealed an absence of waste bins in most toilets, particularly in women's toilets. Incinerators or other proper disposal mechanisms for sanitary napkins were also not observed at the toilets.

Accumulation of solid waste outside the toilet was observed at many locations. Additionally, liquor bottles and cigarettes were also recovered from a few toilets.

2.9. Caretaker and Maintenance of Toilets

All the toilets in Chennai are managed solely by the GCC through its zonal offices. Zonal offices maintain the toilets in their zone. Varying practices are followed for the engagement of caretakers and cleaners, for periodic inspections, and general maintenance.

Caretakers at community and public toilets are responsible for the overall maintenance of the facility. At the time of the visit, caretakers were present at 37 of the 62 locations. It was observed that the toilets without caretakers were poorer in maintenance, and users expressed their dissatisfaction with the cleanliness levels.

2.10. Collection of User Fee

GCC does not levy a user fee. Signages at toilets state that the facility is free to use. However, it was observed that a user fee is being collected unofficially in around 32 locations. The user fee ranges from Rs. 2 to Rs. 5 per use, however at some locations, users are also encouraged to pay more if they can. The payment of user fees is voluntary.

Figure 2.2: Toilet at Mylai Balaji Nagar, Zone 14	Figure 2.3: Toilet at Guindy Bus Stop, Zone 13
	
Source: TNUSSP, 2022	Source: TNUSSP, 2022
Figure 2.4: Toilet at Anna Nedunsalai, Zone 14	**Figure 2.5: Toilet at Kannan Street, Zone 5**
	
Source: TNUSSP, 2022	Source: TNUSSP, 2022

3 Findings of the Study: Perceptions of Users and Residents

3. Findings of the Study: Perceptions of Users and Residents

While the observational assessment can reveal only the infrastructural and operational conditions of toilets, discussions with users and residents living near the toilets can help understand the specific challenges and issues they face in using the toilet and capture their recommendations to improve the facility.

These discussions were conducted with residents living near the toilets and toilet users in all 62 locations.

Table 3.1: Type of Users Surveyed for the Assessment

S. No.	User type	No. of users
1	Regular community users	26
2	Shopkeepers and vendors	15
3	Commuters	13
4	Others (delivery personnel, auto drivers, tourists)	6
	Total	**60**
42 users reported using public toilets regularly Key reason is having no toilets at home (21 of 42), no toilets at workplace (16 of 42), and requirement while commuting (9 of 42)* * Some users gave multiple responses		
Source: TNUSSP, 2022		

The discussions with users revealed that 42 of 60 users used public toilets regularly, mainly due to the non-availability of individual household latrines. A significant percentage of the respondents used the toilets due to the absence of toilets at their workplaces. Furthermore, at least one-third of the users assessed were employed in informal enterprises or are part of the gig economy, and therefore have no fixed workplace. This points to a critical need for public toilets for these workers; however, further assessment is required to understand the types of workplaces and enforcement of sanitation regulations at these locations.

3.1. Open Defecation

Residents reported open defecation as a challenge at many of the toilet locations. The assessment revealed several reasons for this, with the most common being that the toilets were locked at night or for part of the day. In addition, 37 of the 62 locations reported that open defecation was rampant, even when the toilet was open. Open defecation was also attributed to poor maintenance of the toilet facilities

(17 of 37), inadequate number of seats (16 of 37) and adequate water availability (10 of 37). In the remaining locations, residents noted that there were incidents of open defecation when the toilet was locked.

3.2. Inadequate Safety at Toilet Spaces

A common complaint from residents and users was regarding the misuse of toilet premises. It was observed that toilet exteriors were vandalised at multiple locations. Residents reported that the toilet premises were being used to consume alcohol and other illicit substances, and for other disruptive activities after its operational hours. Women, particularly, reported feeling unsafe at such toilets and avoided using them. Residents and users reported that the lack of safety at these locations as a reason for the toilets being kept locked at night.

3.3. Lack of Facilities for Women

Access to safe and hygienic sanitation facilities has numerous benefits for women. Studies have suggested that reliable access to sanitation not only supports women's health and security but also has a positive impact on education and overall social independence (UNICEF, WaterAid and WSUP, 2018)

The Swachh Bharat Mission guidelines emphasise the need for women-friendly toilets, while the MoHUA and CPHEEO guidelines specify crucial design elements for women-friendly toilets. However, the assessment revealed that elements such as adequate lighting (29 of 62) and separate entrances for women were observed missing or improperly designed (15 to 18 of 62). Other important aspects such as dustbins, napkin incinerators, and space for belongings were also observed missing.

Figure 3.1: Lack of Separate Entrance for Women, Mylai Balaji Nagar CT, Zone 14

Source: TNUSSP, 2022

3.4. Lack of Facilities for Physically Challenged People and Senior Citizens

As per CPHEEO Guidelines, toilets for physically challenged people must have ramps, railings, and other accessibility measures. Each toilet block is expected to have at least one physically challenged cubicle, separate for men and women.

At 15 locations of the 62, there were no toilets for physically challenged people. At multiple other locations, residents reported that the toilet for the physically challenged was present in the toilet block either for men or women, but not at both. At 24 locations, residents reported that accessibility measures such as ramps and handrails were not available or that the cubicle space was too small.

In some locations, the ramps were in poor condition due to breakages and obstructions in the path. In other locations, ramps were poorly designed, resulting in steep or narrow ramps that did not support the independent movement of physically challenged people or senior citizens.

Figure 3.2: Toilet for the Physically Challenged at Rajiv Gandhi Nagar CT, Zone 5

Source: TNUSSP, 2022

3.5. Requirements of Residents and Users

Residents and users emphasised on the need for better services in terms of cleanliness and maintenance, adequate water supply, lighting and ventilation, and safety and privacy. Aside from these requirements, respondents expressed their need for a toilet that offers more facilities and functionalities.

The most common demand across all locations was the provision of menstrual hygiene facilities (43 of 62), followed by urinals (39 of 62). Users of public toilets reported a need for additional facilities such as bathing areas (38 of 62) and a cloakroom with lockers. These users were typically shopkeepers and vendors, drivers (auto, taxis and share-autos), delivery personnel, among others, who lack access to sanitation facilities at their workplace. Residential users requested for designated washing facilities.

Some users also said that the sale of toiletries or menstrual products at toilets (19 of 62) would be beneficial, which requires a proper demand and needs assessment for such facilities.

Given that safety is a crucial concern at many locations, users also demanded additional security features at toilets to act as deterrents. This includes CCTV cameras and the presence of a caretaker or security guard at night. The feasibility and impact of such measures require further understanding.

At some locations, residents of nearby localities said that small stores and shops could be set up on the toilet premises. According to them, the availability of such facilities would mean better maintenance and increased safety.

Figure 3.3: Toilet Exterior at Bharati Salai, Zone 9	Figure 3.4: Cubicle at Kottivakkam, Zone 14
	
Source: TNUSSP, 2022	Source: TNUSSP, 2022
Figure 3.5: Cubicle at Royapuram, Zone 5	**Figure 3.6: Liquor Bottles at Arunthatiyar Street, Zone 5**
	
Source: TNUSSP, 2022	Source: TNUSSP, 2022

4 Revenue Generation at CT/PTs

4. Revenue Generation at CT/PTs

The Advisory on Public and Community Toilets by MoHUA (2018) states that the operations and maintenance expenditure for toilets can be funded through revenue generation, the options for which include attaching revenue from commercial areas and other infrastructure toward operation and maintenance (O&M) and allowing advertising at CT/PTs. This section examines the interest of commercial enterprises in relocating to a CT/PT and the revenue potential from advertising at CT/PTs in Chennai.

4.1. Relocation of Commercial Activities

One method of covering CT/PT O&M costs is by creating additional space that can be rented out for small-scale commercial activities. Such activities could help rejuvenate the space and ensure the maintenance of the facilities.

Of the 62 CT/PTs visited, commercial activity in the vicinity was observed at 49 locations and discussions were conducted with 53 storekeepers. These were typically small and petty shops, food vendors and other small-scale enterprises.

Interest in Relocation

1. The discussions with these vendors revealed that if the CT/PTs were well-maintained, clean, and aesthetically designed, roughly half of them (30 of 53) were interested in the idea of relocating to the CT/PT.

2. Majority of these respondents (21 of 30) also said that the rent should be lower than what they are currently paying (current rents range from Rs. 1,500 to 20,000, depending on the location and size of the shop) to support their relocation.

3. In some locations, respondents were also interested in supporting the maintenance of the toilet in return for additional income.

Concerns about Relocating

1. Loss of revenue due to lower footfall and the general taboo associated with toilets.

2. Several locations do not have adequate space within the premises for commercial activities.

3. Enquiries about relocation to the first floor above the toilet had no traction with any of the respondents, as they all preferred to be located at level with the street.

The type of commercial activity that can generate revenue for GCC also depends on the needs of the users and the local community.

Figure 4.1: Commercial Activities near Toilet Opposite to Thiruvanmiyur Bus Stand

Source: TNUSSP, 2022

Box 4.1: List of Commercial Activities Permitted in Residential Areas

As per the zoning regulation of the Tamil Nadu Combined Development and Building Rules, 2019, 'Residential Use Zone' includes primary and mixed residential use. The following commercial activities are permitted in this zone:

1. Parks, playgrounds, farms, gardens, nurseries, including incidental buildings thereon.
2. Cottage industries listed in G.O PS.Nos.565 and 566 dated 12.3.1962 as amended and indicated in annexure - v, with number of workers not exceeding eight and electric machinery not exceeding 5 HP
3. Working women hostels, old age homes.
4. Professional consulting offices, schools of commerce including tutorial institutions, govt./semi govt. Offices, banks, pay offices, post office, offices of electricity board, Chennai City Corporation, Tamil Nadu Cooperative Milk Producers Federation Limited, etc. occupying a floor area not exceeding 300 sq.m.
5. Daily or weekly markets serving local needs.
6. Air-conditioned cinema theatres abutting minimum 12 m wide road.

Box 4.1: List of Commercial Activities Permitted in Residential Areas

7. Banks and safe deposit vaults, business office and other commercial or financial institutions occupying floor area not exceeding 500 sq.m., provided the width of the abutting road is minimum 10 m.

8. Hotels, restaurants occupying a floor area not exceeding 500 sq.m.

9. Hostels, dormitories, boarding and lodging houses and welfare institutions occupying a floor area not exceeding 500 sq.m.

10. Clinics, hospitals, dispensaries, nursing homes and other health facilities occupying a floor area not exceeding 500 sq.m., provided the width of the abutting road is minimum 10m.

11. Establishments and shops retailing vegetables, fruits, flowers, fish, meat and such other daily necessities of the residents, including provisions, soft drinks, newspapers, tea stalls, milk kiosks, cycle repair shops, internet / computer centres, ATMs, etc. Departmental stores occupying floor area not exceeding 500 sq.m. or organised markets.

12. Bakeries, confectionaries, laundries, tailoring, goldsmith shops, hairdressing salons occupying floor area not exceeding 500 sq.m.

13. Fuel filling stations and automobile service stations with installation not exceeding 30 hp.

14. Taxi stands and car parking including multi-level parking.

15. Automobile workshop with floor area not exceeding 300 sq.m and electrical installations not exceeding 15 h.p.

16. Religious buildings

Source: Tamil Nadu Combined Development and Building Rules, 2019

4.2. Revenue from Advertising at CT/PTs

Local bodies typically engage the private sector to operate and maintain public toilets, and the operators earn revenue by collecting user fees. By permitting advertisements on the walls and exteriors of public toilets, local bodies can also charge a monthly licence fee from these operators and add to the municipal revenues (Water and Sanitation Program, 2007). Secondly, enabling advertising serves as an additional incentive for better maintenance of the toilet space: advertisers would prefer to be associated with a well-maintained and aesthetically-designed toilet (ibid).

4.2.1. O&M contracting practices with advertising revenue generation

Currently, three main methods are being practised:

1. **Design-Build-Operate-Transfer (DBOT):** The local body provides the land for the toilet, and it is expected that the private sector will bring in finance for the construction of the facility. Thereafter, the operator will maintain the toilet for a specified period. The operator will also be permitted to use a determined amount of space on the exteriors of the public toilet for

advertising purposes. The local body will collect a monthly licence fee and advertisement tax. The New Delhi Municipal Corporation (NMDC) successfully demonstrated this model.

2. **Operations and Maintenance:** Under this model, the local body invites tenders for the O&M of the toilet, and permits the operator to earn revenue through advertisements. The revenue is to be used for the maintenance of the toilets. The local body will collect a monthly licence fee and advertisement tax.

3. **Advertising Rights Only:** The local body licenses out only the advertising space at the toilet to bidders. The bidders are usually outdoor advertising agencies, who can quote a higher amount for the space. In this model, the revenue generation is delinked from operations and maintenance. This ring-fencing of revenue allows for better control over managing expenditures.

Typically, facilities that attract higher footfalls and have greater visibility (in terms of location) tend to generate higher revenues from advertisements.

Box 4.2: Process of Advertising at Public Locations

Once the tender is awarded, all content is approved by the director of the relevant government department before publishing. The winning ad agency receives enquiries for advertising through the following ways:

Advertisers approach the department in charge of the ad spaces (e.g., Metropolitan Transport Corporation (MTC) in case of bus-back branding). The department then redirects the advertisers to the licensee.

The licensee sends out mailers to other agencies on the availability and sizes of advertising spaces.

Direct enquiries based on information provided on advertising spaces.

Source: Discussions with advertisers

4.2.2. Pricing of Advertising

As discussed earlier, advertising at public toilets carries the twin benefit of improving the overall maintenance of the facility and generating revenue for the local bodies. The local body can earn revenue through:

1. **Licence Fee:** Since the local body grants the private operator the right to use public property for advertising (through a lease), the operator must pay a licence fee to the local body. The local body may choose to set the rate and the annual price escalation in the tender process. Alternatively, the local body may also decide the winning bid based on the licence fee quoted by bidders.

2. **Advertisement Tax:** This tax is payable by either the advertiser or the advertising agency to the local body to display advertisements in a public space. The advertisement tax is based on local regulations.

There could be other taxes and charges based on local regulations for advertisements and hoardings. (Refer Annex A1.4)

Advertising prices vary by location, size of advertisement banner or hoarding and visibility. A sample of prevailing advertising rates for various locations is given below, based on discussions with advertisers.

Table 4.1: Cost for Advertising in Chennai

S. No.	Type of advertising	Size	Monthly revenue earned by ad agency (excl. GST)
1	Bus Shelter	20'x3'/ 20'x4'/ 15'x4'	~1.15 lakh per month
2	Billboard/ Unipole	65 sq. ft	~1.6 to 3.5 lakh per month
3	Chennai Metro rail piers	4'x10' (2 sides per pier); 1.5'x10' (4 sides per portal)	
3a	Thirumangalam Ramp to CMBT	360 sq.m	~1.65 lakh per month
3b	CMBT to Ashok Nagar Metro Station	706 sq.m	~8.67 lakh per month
3c	Alandur to St Thomas Mount Station	141 sq.m	~6.71 lakh per month
4	Foot overbridge (OMR)	40'x15'	~6 lakh per month

Source: Discussions with advertisers

4.2.3.Challenges in Advertising at CT/PT

The following are some of the challenges that advertisers highlighted with respect to advertising in a CT/PT.

1. **Visibility:** The location of CT/PTs are usually not easily identifiable. Obstructions to façade reduce visibility further, hindering interest among advertisers.

2. **Maintenance:** Most CT/PTs are not cleaned and maintained properly and emit a foul smell. Advertisers would not want their products displayed in such a space. The consensus among advertisers is that if the CT/PTs were maintained better, there would be more interest in using the space for advertising.

3. **Aesthetics:** An aesthetically pleasing structure of the façade would help improve the visibility of the CT/PT and thus interest in using the space for advertising.

4. **Stigma:** There is a stigma associated with the sanitation section, and associating with a toilet and its related activities may hinder brands from showing interest in advertising in the space.

5. **Size of Advertising Space:** The advertising space should not be small. There must be space for ad content and branding. The minimum size required (based on conversations with advertisers in Chennai) is 10'x10' or 15'x10'.

4.2.4.Case Studies of Advertising from Other Indian cities

Currently, toilets in Chennai do not generate any revenue for the GCC. Other cities in India have demonstrated the usage of the toilet asset to generate revenues from advertising. Toilets have been revamped and refurbished, and high-level maintenance is ensured to attract advertisers.

The following table illustrates a few key examples of different cities that utilise public toilet spaces for advertising.

Table 4.2: Advertising at CT/PT: Cases from Other Indian Cities

S. No.	City	No. of toilets blocks	Duration of tender	Tender type	Key information	Advertising Rate
1	Delhi (Year 2002-07)	40	5 years	Tender covers: 1. Construction of toilets at select sides 2. O&M of CT/PTs 3. Advertising	The licence fee was decided by NMDC and was fixed at a low rate as advertising potential was unknown.	5,000 (first 2 years) 8,000 (Next 2 years) 10,000 (final year)
2	Delhi (Year 2002-07)	25	5 years	Tender covers: 1. O&M 2. Advertising	Based on previous experience, NMDC opened up bidding for licence fee, and tenders were evaluated. In this bid, most of the contracts went to outdoor advertising agencies, who were able to make higher bids for the licence fee.	Rs. 50,000 to Rs. 75,000 per month
3	Surat (Year – 2018)	3	3 years	Advertisement rights only	10% increase in licence fee per annum	
4	Ahmedabad (Year – 2018)	51	1 year	Advertisement rights only		Expected revenue – Rs. 97.7 lakh from all 51 toilets. (Calculated: Rs. 16,000 per month per location)
5	Chandigarh (Year – 2020-21)	55	5 years	Advertisement rights only	10% increase in licence fee per annum	Display area: 11,302 sq. ft at Rs. 3,650 per sq. ft.

Box 4.3: Case Study of O&M Model in Delhi

Model 1

In 2002, the New Delhi Municipal Corporation (NDMC) issued an open tender for O&M (BOT, including advertising rights) of 40 PT sites. Bidders were selected based on technical skills and experience (no financial bidding). The monthly advertisement licence fees per PT were fixed at Rs. 5,000 (first two years), Rs. 8,000 (subsequent two years), and Rs. 10,000 (fifth and final year). As NDMC had no revenue objective for the PT and advertising potential was unknown, the monthly licence fee was low. Operators appointed outdoor advertising agencies to exploit the value of their road-facing walls.

Attributes for Model 1's Success:

- Although user fee was charged, the toilets were profitable due to advertising (O&M costs exceed revenue from user fee by a substantial margin).
- Monitoring systems and NDMC's right to terminate contracts in the event of poor performance kept the PTs well-maintained.
- Additionally, the general perception that the advertising potential would drop if the toilets were poorly maintained and anticipation of contract extensions or new business motivated the contractors to maintain the PTs.

Model 2

Based on the results, in 2002, the NDMC issued a second open tender, this time, for 25 sites. By this time, the revenue potential of the facilities was evident, and NDMC adopted an alternative tender procedure where bidders would no longer be assessed on their technical merits; instead, they would bid for the advertising licence fee, establishing the market price for the fee through competition. The expectation was that the operators' profit margins would drop but remain at a viable level while municipal revenue would rise. Subsequently, most contracts went to outdoor advertising agencies, with higher bids for the licence fee. As a result, monthly licence fee payments went up dramatically, from an average of Rs. 7,000 per month to Rs. 50,000; some were as high as Rs. 75,000, depending on location.

Issues with the Model 2:

- Profits were derived from advertising revenue. The revenue earned from user fees alone was insufficient for covering operating costs (there was little incentive to spend money on cleaning and maintenance).
- Having no expertise in running toilet complexes, most advertising agencies had sub-contracted this task to small entrepreneurs.
- The sub-contractors were responsible for funding and executing all operation and maintenance tasks, in exchange for which they were paid between Rs. 5,000 and Rs. 15,000 per month and allowed to retain user fee revenues.
- The sub-contractors soon realised that their service was loss-making and so began to cut corners in the absence of any enforcement of their obligations by the municipality or main contractor. This also points to poor monitoring of the programme.

Source: WSP (2007)

4.2.5.Potential for Advertising at Toilets in Chennai

Illustrative advertising revenue model for Chennai

Based on the discussions with advertisers and case studies from other cities, a simplified revenue model for CT/PTs in Chennai (for select number of toilets) is illustrated below.

This model demonstrates that the GCC can earn Rs. 4.87 crore per annum from 245 toilets. Considering O&M expenses of Rs. 80,000 per seat per annum, the revenue from advertising can off-set around at least 23 to 25 per cent of the O&M cost.

Table 4.3: Estimates of Revenue Potential from Advertising

S. No.	Details	Figures
i	No. of toilets assumed for purposes of this study	245
ii	Period of O&M (in years)	8
1	Toilets where advertising is possible (70% of all toilets)[1]	172
2	Toilets of high interest to advertisers (25% of all toilets)[2]	62
3	Toilets of medium interest to advertisers (1-2)	110
A	REVENUE FROM HIGH-VISIBILITY LOCATIONS	
3	Monthly Licence Fee for high visibility locations[3]	30,000
4	Revenue per annum per location	3,60,000
5	Revenue per annum for 62 locations	22,320,000
	In Crore	2.23
B	REVENUE FROM MID-VISIBILITY LOCATIONS	
6	Monthly License Fee for mid-visibility locations [4]	20,000
7	Revenue per annum per location	2,40,000
8	Revenue per annum for 110 locations	26,400,000
	In Crore	2.64
	Total Revenue per Annum (A+B) in Crore	4.87

[1] As per field assessment, 42 of 62 toilets (70% of all toilets) are clearly visible from the road.

[2] 15 of the 62 assessed toilets (25%) were located at tourist spots, main roads, and other high footfall locations. Therefore, it is assumed that at least 25% of toilets will be of interest to advertisers.

[3] The rates used in this model is the rate payable by the advertising agency to the government. (Based on discussions with advertising agencies).

[4] ibid

The model is based on the following assumptions:

1. Discussions with advertising agencies in Chennai indicate that the rate they are willing to pay for advertising space at a community or public toilet is in the range of Rs. 20,000 to 30,000 per month per location for a 10x10 space (100 square foot). This can increase based on the location, size of hoarding and expected footfall.

2. This model assumes that the government authority is directly tendering out the advertisement spaces at CT/PTs.

3. This calculation does not consider profit margins (if any) that the winning bidder might earn from leasing out advertisement space.

4. Additional capex to be considered for the provision of advertising space (mounts, lighting fixtures, among others).

5. Additional opex to be considered for enabling advertising revenue (mounting charges, electricity, cost of acquisition, cost of approvals, maintenance of ad space, among others)

5 Conclusion

5. Conclusion

Ensuring the adequacy of well-maintained and hygienic sanitation facilities across the city is critical for the city's liveability and sustainability. While there appears to be enough demand for toilets, poor maintenance and physical condition, and lack of facilities are likely impeding the usage of toilets. Most toilets in Chennai also do not have facilities that cater to the specific needs of vulnerable groups such as women, children, physically challenged people and senior citizens.

Some of the key findings from this rapid assessment are given below:

1. A significant proportion of toilet **users are casual, informal or self-employed workers** who lack access to toilets at their workplace. This has implications on the demand and usage of toilets and on the enforcement of building regulations for sanitation provision, which requires further examination.

2. Additionally, while **all toilets have mixed user groups**, **the proportion of the types of users varies,** which is a key factor in determining the type of toilet, i.e., a public or community toilet. The pattern and type of usage at the toilets are also factors to consider for determining additional facilities that may be required, and for the overall operations and maintenance.

3. While the feedback from users and communities centred on improving maintenance and the physical conditions of the toilet structure, respondents also expressed their desire for a **multi-purpose sanitation facility** with urinals, washing and bathing areas, and cloakrooms. Additionally, community members sought **more aspirational features** such as shops and stores that sold menstrual products and toiletries.

4. The assessment also revealed that residents **continued to use the toilets** despite poor conditions at facilities owing to a lack of alternatives. This is indicative of the continued demand for public facilities.

5. While CPHEEO guidelines specify that community toilets should be open at all hours as these are a functional replacement of household latrines, it was reported that toilets are **closed at night** due to misuse of facilities and lack of adequate security to prevent such misuse. Community members reported a **prevalence of open defecation** and directly correlated it with the closure of toilets at night.

The suggested approach for improving public toilets is to focus on the needs of diverse user groups. This will include upgrading infrastructure to cater to the specific requirements of women, children, physically challenged people and senior citizens, and providing additional facilities to support a range of activities.

Additionally, a focus on monitoring through well-defined performance indicators with linked incentives and penalties can support the overall operations and maintenance of the facilities.

In terms of revenue generation, interactions with shopkeepers around the facility highlighted that at least 50 per cent would be **interested in relocating to the toilet** if certain conditions were met. While this interest is only indicative, it points to a **broader imagination of public facilities**. Interestingly, a few shopkeepers also expressed their interest in taking up the O&M in addition to their existing businesses.

While advertising can be the ideal option for revenue generation, a deeper understanding of the processes, capital and operational costs, and structuring of models is required. These aspects can potentially influence the level of revenue from advertising. Additionally, developing other revenue generation models for different typologies of toilets can improve earnings and reduce the requirement of viability gap funding.

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Annexures

A1.1. About IIHS

Indian Institute for Human Settlements (IIHS) is a national education institution committed to the equitable, sustainable, and efficient transformation of Indian settlements. IIHS also provides advisory services to the national and state governments, public, parastatal and municipal agencies, international development agencies, private firms, and non-profits at the interface of human settlements and urbanisation.

Over the last 10 years, IIHS has worked extensively on innovation and solving problems at scale in sectors like sanitation, disaster risk and resilience, housing, energy, land governance and planning, climate adaptation and mitigation.

IIHS is registered as a Sec 8 Company [U74990KA2008NPL078948] under the Companies Act (2013) and is governed by an eminent Board of Indian citizens from all walks of life.

For more information, see: IIHS | IIHS YouTube

IIHS is registered under S.12 AA(1)(b)(i) [# 42364 dated 23/12/2008] and **S. 80 G** [# DIT(E) /MC/ 80G/ 819/2009-10 dated 29/07/2009] of the income Tax Act, 1961, **which allows the donor 50% exemption from Income Tax** on contributions made to IIHS. Bank account details for electronic transfers will be made available on request.

A1.2. About the Tamil Nadu Urban Sanitation Support Programme (TNUSSP)

IIHS is leading a consortium of organisations that are working with and supporting the Government of Tamil Nadu (GoTN) in the implementation of urban sanitation, including inclusive sanitation and Fecal Sludge Management (FSM) across the state through the Tamil Nadu Urban Sanitation Support Programme (TNUSSP).

Launched with support from the Bill and Melinda Gates Foundation (BMGF), TNUSSP has been set up as a Technical Support Unit (TSU) within the GoTN's Municipal Administration and Water Supply (MAWS) Department.

The GoTN is focused on scaling up FSM solutions across the state covering 663 Urban Local Bodies (ULBs) and a population of 25 million people and has committed over Rs. 250 crore towards the implementation of this programme.

TNUSSP aims to achieve improvements in sanitation service delivery in Tamil Nadu by demonstrating innovations in two urban areas – Trichy city and town panchayats of Periyanaicken-Palayam (PNP) and Narasimhanaicken-Palayam (NNP) near Coimbatore – in order to build credibility and momentum prior to scaling up across the state.

Trichy has also been selected as one of the cities under the Citywide Inclusive Sanitation (CWIS) programme, which focuses on improving sanitation service delivery to the poor.

Over the past five years, through TNUSSP and more recently through the CWIS programme, IIHS has engaged with multiple stakeholders including different kinds of sanitation workers to improve their health, occupational safety, welfare, and livelihoods. IIHS has also worked closely with urban poor communities and schools to improve WASH practices. For more information on TNUSSP, see TNUSSP | TNUSSP YouTube.

Table A1.1: List of CT/PT Assessed			
Sl. No	**Location Name**	**Zone**	**Toilet Type**
1	Cemetery Road	5	PT
2	Kannan street	5	PT
3	Kathbada main Street	5	CT
4	Model line Cemetery Road first line	5	CT
5	Model line, Cemetery Road	5	CT
6	MS Kovil street	5	PT
7	NRT Road, Royapuram	5	CT
8	PP Amman Kovil Street	5	CT
9	Rope Godown street, Royapuram	5	CT
10	Arunthathiyar Nagar, Govindan Nagar	6	CT
11	Arunthathiyar Nagar, Sengam Street	6	CT
12	Jamalia - Perambur Road	6	PT
13	Kamaraj Nagar, TVK Nagar	6	PT
14	Madhavaram High Road, next to Brindha Theatre	6	PT
15	Pallavan Salai	6	PT
16	Rajiv Gandhi Nagar	6	CT
17	School Road Madhavaram High Road junction	6	PT
18	SRP Koil Street	6	PT
19	TNP street	6	CT

Table A1.1: List of CT/PT Assessed			
Sl. No	**Location Name**	**Zone**	**Toilet Type**
20	TRP Street	6	CT
21	Bharathi Salai (Victoria Hospital)	9	PT
22	Bharati Salai near Bhavani Amman Kovil	9	PT
23	Car Street near Theradi	9	PT
24	Dr Besant Road	9	PT
25	Dr Besant Road Near Vinayagar temple	9	PT
26	Marina Beach Behind Thiruvalluvar Statue	9	PT
27	Marina Beach opposite Slum Clearance Board	9	PT
28	Mattanguppam	9	CT
29	Anandha Street	10	CT
30	Corporation Colony	10	CT
31	Doraisamy subway	10	PT
32	Kannadasan Salai	10	PT
33	Madley subway	10	PT
34	Panagal park	10	PT
35	Rangarajapuram Post Office	10	PT
36	T Nagar Bus stand	10	PT
37	Adyar 13th Cross Street	13	CT
38	Balaraman Street	13	PT

Table A1.1: List of CT/PT Assessed			
Sl. No	**Location Name**	**Zone**	**Toilet Type**
39	Besant Avenue	13	PT
40	Besant Nagar 6th Avenue	13	PT
41	Besant Nagar Ashtalakshmi Kovil	13	PT
42	Guindy Bus Stop	13	PT
43	LDG Road	13	PT
44	PRK Greenways Road	13	PT
45	Taramani Bus Stand	13	PT
46	Thiruvanmaiyur Bus Stop	13	PT
47	Thiruvanmiyur Kamarajar Salai	13	PT
48	Thiruvedhi amman kovil, Thiruvanmiyur	13	CT
49	Velachery Five Four Long Road	13	PT
50	Velachery Link Road	13	PT
51	Velachery Maruthupandi Salai	13	PT
52	Velachery Race Course Road	13	PT
53	Velachery Thiruvedhi Amman Kovil	13	CT
54	Anna Nedunsalai	14	CT
55	Gandhi Street	14	CT
56	Kalaikoothu Nagar	14	CT
57	Kottivakkam Beach service road	14	CT

Table A1.1: List of CT/PT Assessed			
Sl. No	**Location Name**	**Zone**	**Toilet Type**
58	Kovalan Nagar	14	CT
59	Madipakkam Bus stand	14	PT
60	Mylai Balaji Nagar	14	CT
61	Mylai Balaji Nagar 2nd Block	14	PT
62	Palavakkam Kuppam Beach	14	CT

A1.3. Discussions with Ad Agencies

Discussions were undertaken with representatives of Advertising agencies to understand the scope for, and factors involved in advertising at a CT-PT.

Table A1.2: List of Ad Agencies Identified			
S No.	**Name**	**Designation**	**Organisation**
1	Thiru. Dhanapal Raj	Sales Representative	Vantage Advertising Private Limited
2	Thiru. Vivin Rex	Head of the Company	Ad5 Advertising
3	Thiru. Sreenivasan	Senior Manager	Outdoor Advertising Professionals
4	Tmt. Susmita	Sales Team	Baleen Media

A1.4. Regulations for Erection of Digital Banners, Placards and Hoardings

This is based on the Chennai City Municipal Corporation Act, 1919. The following are the existing

regulations existing for erecting digital banners[5], placards[6,] or hoardings[7].

1. Every person who erects, exhibits, fixes or retains upon or over any land, building, wall, hoarding or structure any advertisement, or who displays any advertisement to public view in any manner whatsoever, in any place whether public or private shall pay on every advertisement, which is so erected, exhibited, fixed, retained or displayed to public view, a tax calculated at such rates having regard to the location, size, reach and nature of the advertisement.

2. No hoarding shall be erected without obtaining a licence.

3. Every person granted a licence shall pay on every advertisement on hoardings a tax prescribed as in the table below.

Table A1.3: Tax Rates for Advertising

Sl. No.	Location and Nature	Rates of tax per sq.m per half year (Rupees)	
		Minimum	Maximum
1	Hoardings in arterial road with bus route a. without lighting b. with ordinary lighting c. with neon or mercury lighting	a. 250 b. 300 c. 350	a. 400 b. 600 c. 700
2	Hoardings in main road with bus route d. without lighting e. with ordinary lighting f. with neon or mercury lighting	a. 180 b. 230 c. 280	a. 300 b. 400 c. 500
3	Hoardings in other road or street g. without lighting h. with ordinary lighting i. with neon or mercury lighting	a. 120 b. 150 c. 200	a. 200 b. 300 c. 400
Source: The Chennai City Municipal Corporation Act, 1919			

4. No digital banner or placard for exhibiting any advertisement or information for a period not exceeding six days shall be erected without obtaining prior permission.

[5] A digital banner is a screen of boards, at any place, whether public or private used or intended to be used for exhibiting any advertisements or any other information.

[6] A placard is any screen of boards, the size of which is not exceeding eight feet in height and four feet in breadth, at any place, whether public or private, used or intended to be used for exhibiting any advertisement or any information.

[7] A hoarding is any screen of boards other than digital banner and placard, at any place, whether public or private used or intended to be used for exhibiting advertisement, including the framework or other support, erected, wholly or in part upon or over any land, building, wall, or structure, visible to public wholly or partly.

5. Banner/ placard/ hoarding to be erected only parallel to footpath.

6. The gap between banners and placards is not to be less than 10m and between hoardings is not to be less than 5 feet.

7. Digital banner/ placards/ hoarding is not allowed at the following places:

    - Where any hoarding (other than traffic sign and road sign) visible to traffic on the road is hazardous and a disturbance to the safe traffic movement so as to adversely affect free and safe flow of traffic.
    - In front of educational institutes/ worship places/ hospitals with inpatient treatment facility.
    - Road corners/ street junctions for 100m on all sides.
    - Front of notified monuments/ statues/ places of tourist importance.
    - On both sides of a road if footpath or road margin width is less than 10 feet. Permission only given if width of road is above 40 feet.

Table A1.4: Permissible Sizes of Hoardings in Chennai

Sl. No.	Road width (ft)	Maximum size of Digital banner/ Placard	Road width (ft)	Maximum size of Hoarding
1	Above 100	15’ x 24’	above 100	24’ x 12’ (horizontal)
2	60 to 100	12’ x 20’	50-100	15’ x 10’ (horizontal)
3	40 to 60	10’ x 16’	Less than 50	12’ x 6’ (horizontal or vertical)
4	20 to 40	8’ x 5’	-	-
5	10 to 20	3’ x 2.5’	-	-

Source: G.O. (Ms) No.447 (2003). The Chennai City Corporation Licensing of Hoardings and Levy and Collection of Advertisement Tax Rules

A1.5. Guides for Assessment

Basic details

Name of the CT/PT, Zone Number, GPS location, Time of visit, Type of toilet

Observation

1. Type of commercial activities in surrounding area
2. Type of residential area around the toilet
3. Visibility of toilet from main road or nearby area of high traffic / footfall
4. Physical access to toilet
5. Type of users observed
6. Physical condition of toilet:
    i. Type of facilities
    ii. Structural condition
    iii. Repairs required
    iv. Number of operational and non-operational cubicles
    v. Additional space available on premises
7. Operating conditions at toilet
    i. Presence of queues during peak hours
    ii. Availability of water
    iii. Availability of adequate lighting
8. Operational models
    i. Presence of caretaker
    ii. Collection of user fee
9. Key issues observed

User feedback

1. Frequency of using toilet
2. Reason for using toilet
3. Views on toilet condition
4. Challenges in using toilets
5. Additional facilities or services required at toilets

Community and residents' feedback

1. Prevalence of open defecation in the area, and reasons
2. Challenges in using toilets
3. Specific challenges faced by women, disabled and senior citizens in using toilets
4. Additional facilities or services required at toilets

Discussion with Shopkeepers located near CT/PTs

1. Name and type of shop
2. Ownership of shop space
3. Reason/s for current location
4. Reason/s for moving to new location
5. Interest in and conditions for relocation to CT/PT

A1.6. List of all Public Toilets in Chennai

A list of all the public toilets in Chennai can be accessed here. This list was used to identify and shortlist the toilets for this rapid assessment.

TN US SP
TAMIL NADU URBAN SANITATION SUPPORT PROGRAMME

Tamil Nadu Urban Sanitation Support Programme (TNUSSP) supports the Government of Tamil Nadu and cities in making improvements along the entire urban sanitation chain.

The TNUSSP is implemented by a consortium of organisations led by the Indian Institute for Human Settlements (IIHS), in association with CDD Society, Gramalaya and Keystone Foundation.

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