

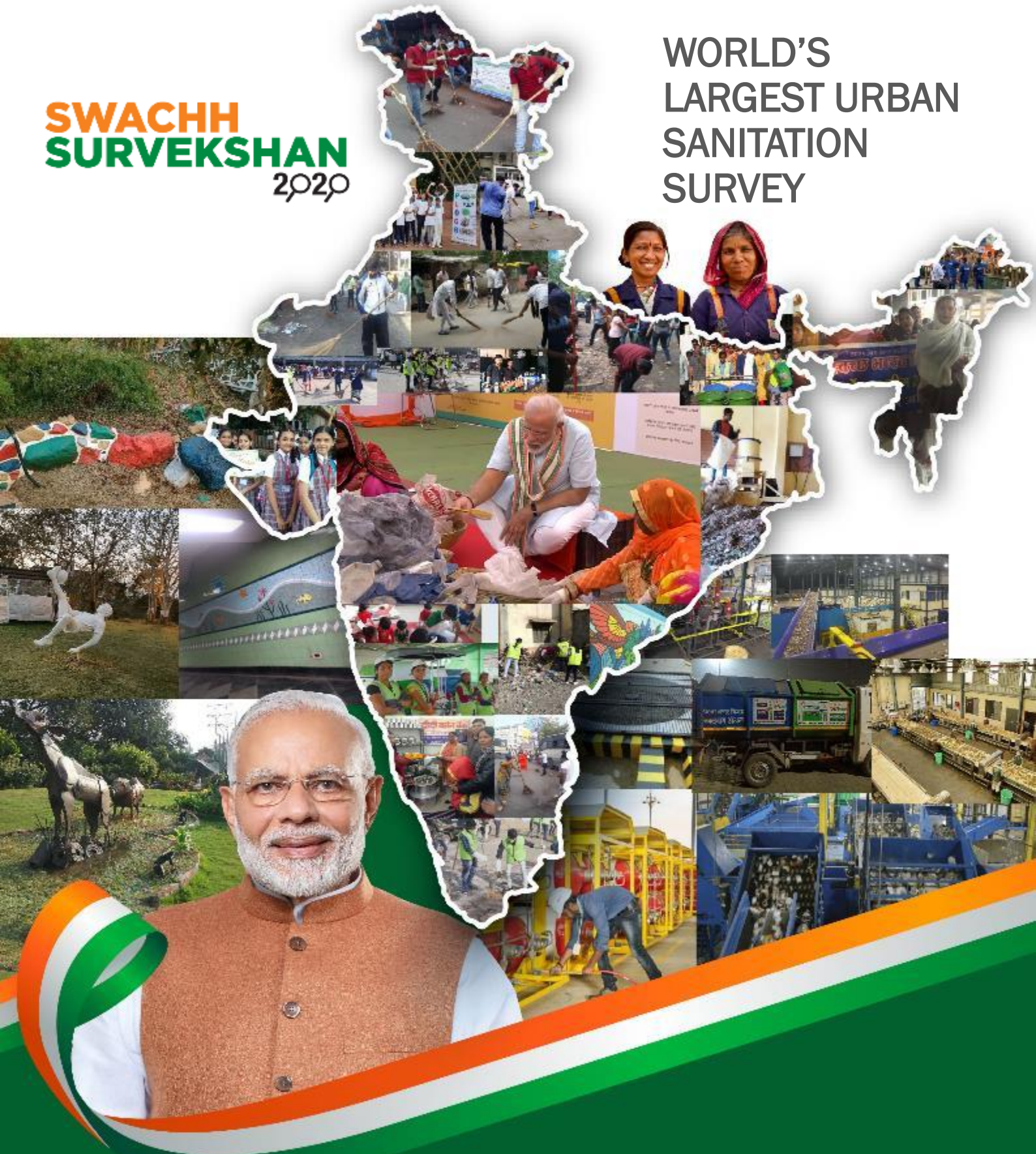


Ministry of Housing and Urban Affairs  
Government of India



**SWACHH  
SURVEKSHAN  
2020**

# WORLD'S LARGEST URBAN SANITATION SURVEY



4242 Cities



1.9 Crore Citizen Feedback



Impacting

43

Crore Lives



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





हरदीप एस पुरी  
HARDEEP S PURI



सत्यमेव जयते



**Message**

आवासन और शहरी कार्य राज्य मंत्री (स्वतंत्र प्रभार)  
नागर विमानन राज्य मंत्री (स्वतंत्र प्रभार)  
वाणिज्य एवं उद्योग राज्य मंत्री  
भारत सरकार  
Minister of State (I/C), Housing & Urban Affairs  
Minister of State (I/C), Civil Aviation  
Minister of State, Commerce & Industry  
Government of India

*"So long as you do not take the broom and the bucket in your hands, you cannot make your towns and cities clean" – Mahatma Gandhi*

Swachhata cannot be the business of just a few but needs to be the responsibility of all. More than five years in, the Swachh Bharat Mission – Urban (SBM-U) has indeed evolved into a Jan Andolan of 130 crore Indians who have wholeheartedly responded to the Honourable Prime Minister's clarion call for a Clean India made from the ramparts of the Red Fort on 15 August 2014.

Turning the Mahatma's dream into a tangible reality within a timeline of five years needed an accelerated approach. This involved the creation of robust monitoring and oversight mechanisms and promoting a spirit of healthy competition amongst towns and cities to improve their performance in key cleanliness parameters.

It was this underlying thinking that led to the conceptualization and subsequent implementation of the Swachh Survekshan (SS), the annual cleanliness survey conducted by the Ministry of Housing & Urban Affairs (MoHUA) that has today become the largest urban sanitation survey in the world.

The survey has expanded in scope exponentially, from only 73 cities participating in SS 2016 to a pan India coverage of 4,242 cities and 62 Cantonment Boards in SS 2020. This is a testament to the ownership that both Urban Local Bodies (ULBs) and citizens have taken when it comes to making our cities cleaner and healthier.

I would like to congratulate all ULBs for their commitment to the cause of Swachhata. The SBM-U team at MoHUA and the survey team at IPSOS deserve to be commended for carrying out the survey within such stringent timelines.

The performance of our cities rightly shows that we are well on our way to create not just a 'Swachh' (clean) but a 'Swasth' (healthy), 'Sashakt' (empowered), 'Sampann' (prosperous) and Atmanirbhar Bharat.

23 July 2020  
New Delhi

  
(Hardeep S Puri)

दुर्गा शंकर मिश्र

सचिव

**Durga Shanker Mishra**  
Secretary



भारत सरकार  
आवासन और शहरी कार्य मंत्रालय  
निर्माण भवन, नई दिल्ली-110011  
Government of India  
Ministry of Housing and Urban Affairs  
Nirman Bhawan, New Delhi-110011

### **Foreword**

With the launch of Swachh Bharat Mission-Urban (SBM-U) in 2014, it was necessary that cities work towards the objectives of the Mission with a progressive approach. It was equally important to build the capacities of cities to help them identify their strengths, weaknesses, and challenges in the pursuit of becoming a cleaner city. This gave shape to Swachh Survekshan, a competitive framework to encourage cities to improve the status of urban sanitation while encouraging large scale citizen participation.

The journey that started in 2016 with only 73 cities with million plus population has grown manifold with 434 cities in 2017, 4,203 cities in 2018, 4,237 cities in 2019 and 4,242 cities this year. However, it is not just the scale that is noteworthy- the dynamic nature of the SS framework has also evolved continuously – from being just a monitoring framework for measuring outcomes, SS has become an implementation accelerator enabling sustainability of outcomes through institutionalizing 'Swachhata'.

The SS framework is revisited and redesigned innovatively, to ensure that the process becomes more robust, with focus on sustaining the behaviour change brought about. In order to ensure that the performance of cities is not a one-time activity but an exercise in continuum, this year saw the launch of SS League 2020 which was conducted in three quarters in 2019 and the results of which fed into the overall SS 2020 survey. In fact, in line with our vision of holistic and sustainable sanitation, a major focus of SS 2020 indicators, both for the quarterly and annual assessments has been on complete faecal sludge management.

Once again, Swachh Survekshan gave cities the opportunity to reaffirm the promise for a Clean, Garbage Free and Sanitary 'New India'. Cities, in turn, rose to the occasion outperforming not just each other but themselves as well over the time. I extend my deep appreciation to their dedicated efforts. My heartfelt wishes also to the SBM-U team at MoHUA and the IPSOS team for shouldering this mammoth task with utmost sincerity.

I am confident that SS will continue to help us in sustaining the gains made under SBM-U, while providing a comprehensive roadmap to institutionalize the concept of total Swachhata among all our cities.

(Durga Shanker Mishra)

**New Delhi**

**July 22, 2020**

Office Address: Room No. 122 'C' Wing, Nirman Bhawan, New Delhi-110011  
Tel.: 011-23062377, 23061179; Fax: 011-23061459; Email: secyurban@nic.in  
Website: www.mohua.gov.in



वी. के. जिन्दल  
पूर्व संयुक्त सचिव एवं मिशन निदेशक

**V. K. JINDAL**

*Former Joint Secretary and Mission Director*

*Swachh Bharat Mission*

Tel.: (011) 23062826, 23062898

E-mail: vk.jindal@nic.in



सत्यमेव जयते



भारत सरकार  
आवासन और शहरी कार्य मंत्रालय  
निर्माण भवन

GOVERNMENT OF INDIA  
MINISTRY OF HOUSING AND URBAN AFFAIRS  
NIRMAN BHAWAN

नई दिल्ली-110011, तारीख 20  
New Delhi-110011, dated the 20



## Preface

*"Swachh Survekshan is an extensive effort that will give both strength and crucial feedback to the nation's efforts of creating a Swachh Bharat"*

*– Narendra Modi, Prime Minister*

Swachh Survekshan 2020 marks the completion of the 5th edition of the largest urban sanitation survey. What had begun as a ranking exercise with just 73 cities has today become a pan Indian survey with 4,242 cities participating in the most recent edition.

Swachh Survekshan (SS) was introduced with the intention of enthusing cities with a spirit of healthy competition towards the concept of 'Swachhata'. While brand 'Swachh Survekshan' has strengthened from year to year due to the overwhelming participation of cities and citizens alike, the framework has also seen changes and modifications to reflect the ever-changing dynamics on the field thus leading to the creation of a tool that is truly comprehensive. What is most unique about the Swachh Survekshan framework is the fact that it not an exercise in isolation but the veritable thread that binds all components of the Mission – be it sustainable sanitation (through ODF, ODF+ and ODF++ certifications, solid waste management (through Star Rating Protocol for Garbage Free Cities) or even citizen participation.

Swachh Survekshan 2020, like its predecessors, had several highlights. For the first time, we introduced Swachh Survekshan League, a continuous assessment framework to sustain the performance of ULBs throughout the year. Like in previous years, we continued to identify new areas that would strengthen our journey towards 'Sampurn Swachhata'. While on one hand we focused on technical aspects such as utilizing the capacity of wet waste processing plants, 3R principles, treatment and reuse of waste, on the other we ensured that the **humane side of the Mission** was paid equal attention to – like mainstreaming of Informal waste workers, provision of social security schemes and

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E-mail: vk.jindal@nic.in



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NIRMAN BHAWAN

नई दिल्ली-110011, तारीख 20

New Delhi-110011, dated the 20

safety gears to all sanitation workers, dignity and recognition and welfare of Sanitation workers and their families. The scale of coverage is no less astounding – the survey team visited over **58,000 residential and over 20,000 commercial areas covering over 64,000 wards – all in 28 days.** However, what is most overwhelming is the enthusiasm of the citizens as evidenced in the **1.87 crore citizens who shared their feedback** in a bid to help their cities win the Swachhata crown! and in social media which recorded an **overall reach of over 2 crores.** These numbers are testament to the 'Jan Andolan' that the Swachh Bharat Mission-Urban has been able to create thus unleashing the 'Swachhata Warrior' that resides in each of us.

The Swachh Survekshan report is a documentation of the year-long steadfast efforts put by Urban Local Bodies (ULBs) and citizens. A survey completed in a span of 28 days requires months of devoted efforts on the part of both participating cities and the teams at MoHUA and Ipsos. I commend each individual for executing this unique exercise in the spirit that it rightly deserves! While we celebrate the success of SS 2020, we are in still learning curve and have many miles to go. I am confident that together, we will imbibe the learning from this exercise and continue to set newer precedents when it comes to talking the leap from "Aarohi" to a "Divya" Swachh urban India.

(V.K. Jindal)

**New Delhi**  
**July 28, 2020**





## Shri Parijat Chakraborty

Country Service Line Leader  
Public Affairs & Corporate Reputation, Ipsos India

### Message

It was a matter of great honour and privilege to work with the Ministry of Housing & Urban Affairs (MoHUA) on **Swachh Survekshan 2020**.

The entire project was interesting and our teams were highly motivated in meeting timelines – from handholding ULBs by familiarizing them with survey processes & performance indicators; each ULB was provided backend support via phone, email, webchat, chatbots and with a dedicated portal [www.swachhsurveksha2020.org](http://www.swachhsurveksha2020.org).

To enhance awareness, engagement and momentum, various campaigns were initiated across social media entities like Twitter, Facebook, Instagram and LinkedIn, which were leveraged as a part of the Public Movement (Jan Andolan) to fuel participation.

The survey was highly comprehensive and entailed capturing of data from multifarious touchpoints: our teams visited 58,715 residential areas, 35,236 community & public toilets were assessed (on ground), 4,669 plants inspected & assessed, online feedback obtained from 1.8 crore citizens, 24,88,404 photographs were taken on ground and 317 GB of PDF documents submitted by ULBs for assessment. We used tech savvy tools (tablets) for data capturing, eliminating pen and paper. Time stamps provided greater transparency.

It was important to validate claims around door-to-door garbage collection, segregation of waste, ULBs that are bin free, processing of dry waste by ULBs, on-site processing of wet waste by ULBs, number of constructed toilets attached to the sewerage system & septic tanks, accessibility & cleanliness of community and public toilets, home composting of kitchen waste and integration of waste pickers into sustainable livelihoods. Further, monitoring of states declared Open Defecation Free (ODF) and with star ratings of 7-star, 5-star, 3-star and 1-star.

It gives us great pride in partnering with MoHUA on this prestigious project. My entire team at Ipsos (Public Affairs), enthusiastically chased the timelines. The importance of SS2020 cannot be over emphasized. It is a great initiative for a better and cleaner India.

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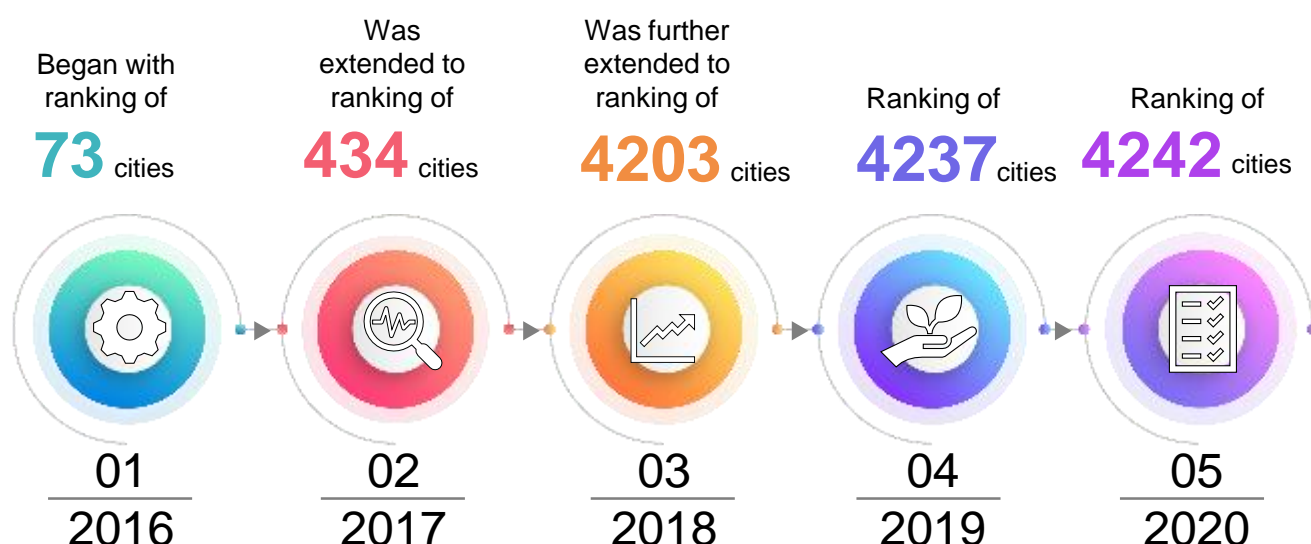
# ABBREVIATIONS:

S.No.	Particulars	
1	<b>AMC</b>	Assessor Monitoring Cell
2	<b>BWG</b>	Bulk Waste Generator
3	<b>CAPI</b>	Computer Assisted Personal Interview
4	<b>ERSU</b>	Emergency Response Sanitation Unit
5	<b>GFC</b>	Garbage Free Cities
6	<b>GeM</b>	Government e-Marketplace
7	<b>ICV</b>	Independent Citizen Validation
8	<b>IVRS</b>	Interactive Voice Recording System
9	<b>MIS</b>	Management Information System
10	<b>MoHUA</b>	Ministry of Housing and Urban Affairs
11	<b>ODF</b>	Open Defecation Free
12	<b>PMU</b>	Project Management Unit
13	<b>Q1/2/3</b>	Quarter 1/2/3
14	<b>QCBS</b>	Quality and Cost Based Selection
15	<b>QCI</b>	Quality Council of India
16	<b>SBM</b>	Swachh Bharat Mission
17	<b>SS2020</b>	Swachh Survekshan 2020
18	<b>SWM</b>	Solid Waste Management
19	<b>TPI</b>	Third Party Inspection
20	<b>UC</b>	Utilisation Certificate
21	<b>ULBs</b>	Urban Local Bodies
22	<b>UTs</b>	Union Territories

# Executive Summary

Swachh Survekshan is an annual ranking exercise taken up by the Ministry of Housing and Urban Affairs (MoHUA), Government of India to assess urban areas of country on their levels of cleanliness and active implementation of Swachhta mission initiatives in a timely & innovative manner. The objective of survey is to encourage large scale citizen participation and create awareness amongst all sections of society about the importance of working together towards making towns & cities a better place to live in. In addition, survey also seeks to promote a spirit of healthy competition between towns & cities; to improve the quality of their services to people, and create cleaner cities and towns.

MoHUA started an annual ranking of cities in the year 2016. First Swachh Survekshan conducted that year covered 73 cities and in subsequent years number of cities were added to expand its coverage. The second survey held in 2017 included 434 ULBs, third survey held in 2018 covered 4203 ULBs and fourth edition of survey held in 2019 covered 4237 ULBs. This year in 2020 the coverage of survey was 4242 cities (including 62 Cantonment Boards).



Swachh Survekshan 2020 was carried out across 4242 ULBs from 4<sup>th</sup> to 31<sup>st</sup> January, 2020. The data collected through multifarious sources for 57 indicators (40 – Service Level Progress, 9 – Direct Observation and 8 – Citizen Feedback) have been compiled for ranking the cities. Rankings of the ULBs under Swachh Survekshan 2020 is an outcome of continuous efforts put in by ULBs. In a bid to sustain on ground performances & efforts of cities and ensure continuous monitoring of service level progress, MoHUA introduced Swachh Survekshan league 2020 in the fifth edition. Marks obtained by the cities in Quarter 1 (Q1) and Quarter 2 (Q2) of league were combined with Quarter 3 (Q3) marks.

MoHUA, through a competitive Quality and Cost Based Selection (QCBS) linked bidding and evaluation process, hired a third party research agency, Ipsos - a global market research company to undertake the Swachh Survekshan 2020.

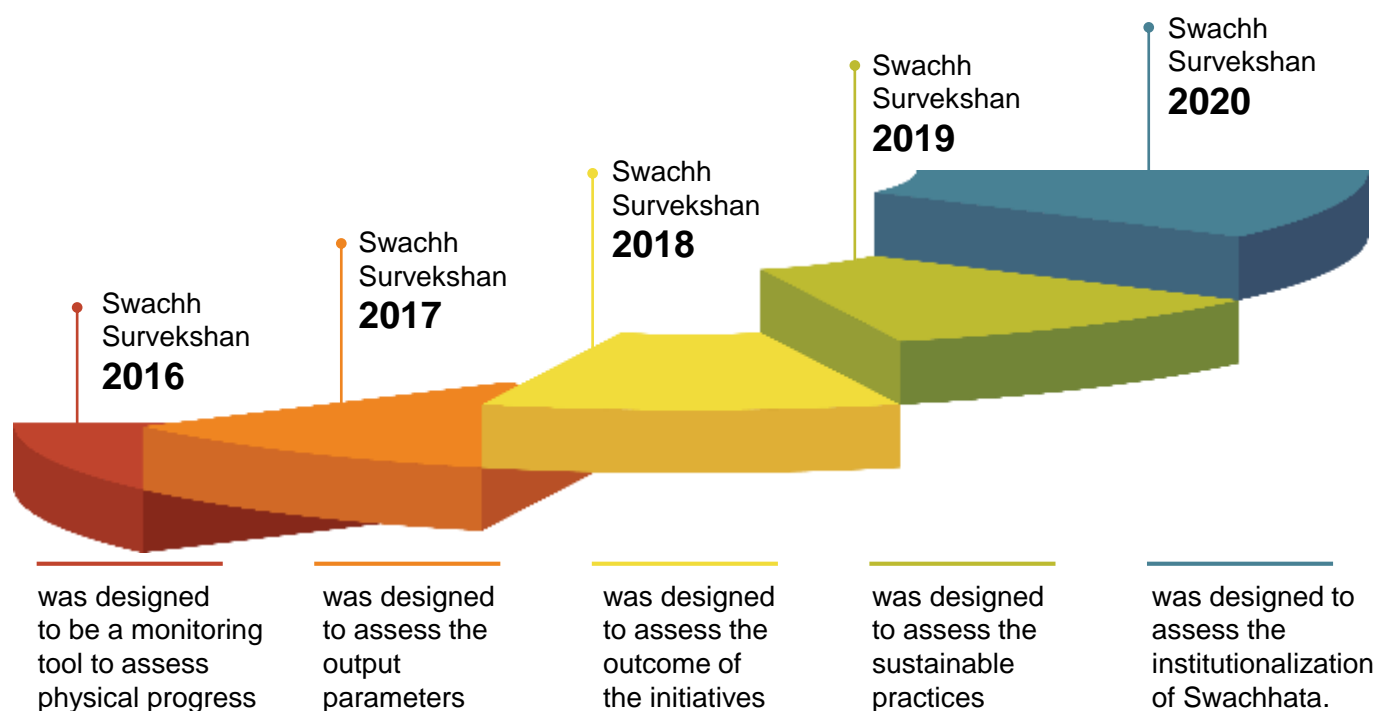


Prior to the actual start of survey MoHUA made concentrated efforts to improve capacity of cities to recognize survey's modalities and spirit. This was achieved first through a series of workshops carried out by MoHUA to familiarize ULBs with the survey methodology, process and performance indicators. After awarding contract to Ipsos, executives of research agency engaged ULBs through a central helpdesk and video conferencing. Each ULB was given special attention and hand-holding was done at various stages of survey, through interaction over phone call, e-mail, mobile chat, web chat and chat bots available in specified web portal [www.swachhsurvekshan2020.org](http://www.swachhsurvekshan2020.org).

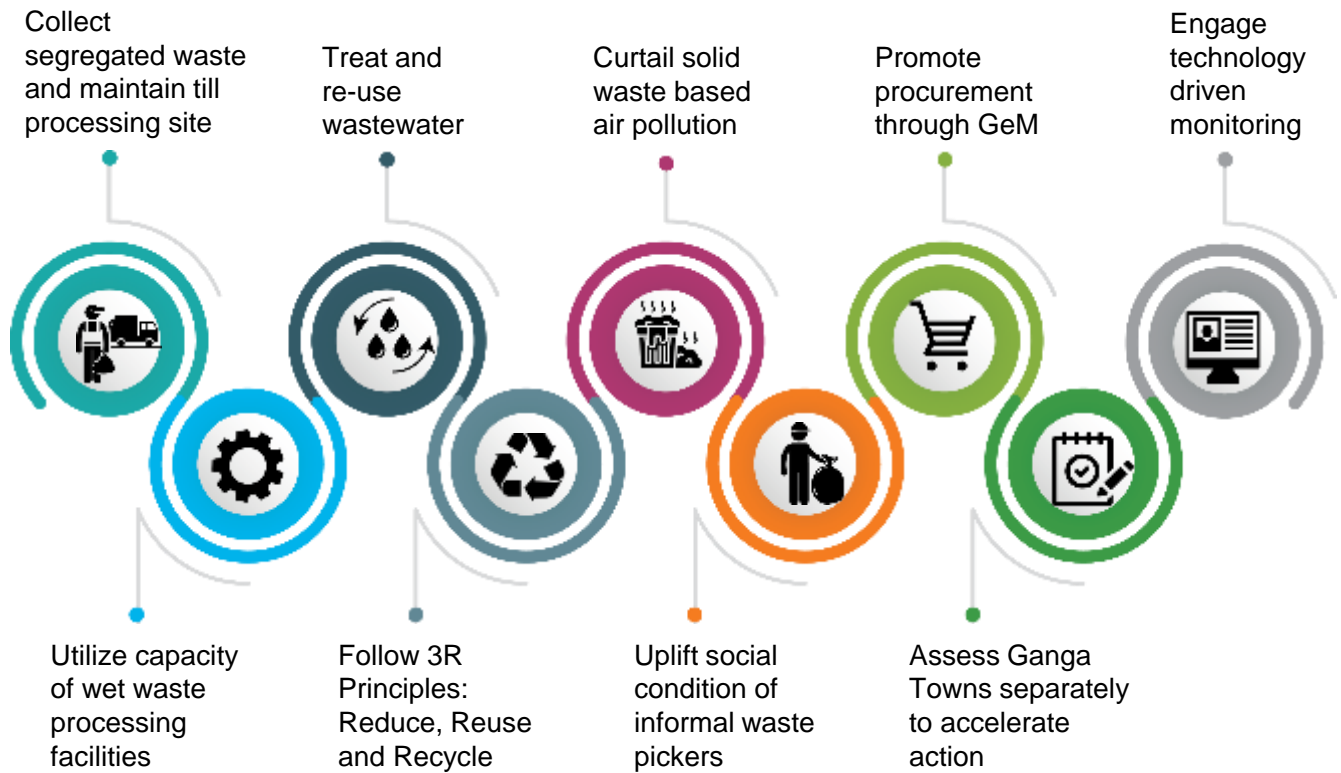


Survekshan aimed at “Jan Andolan” which means “Public Movement” and this was achieved by mobilizing citizen participation through various platforms. Online social media platforms were strategically used at national, state and city level. Online medium was used to educate citizens about the objectives of survey, as well as to reinforce their participation in Swachh Survekshan 2020. The effort was further strengthened by extensive use of Twitter, Facebook, Instagram and LinkedIn by Ipsos. The social media campaigns were put up in three phases – phase I: comprising pre-survekshan period, where awareness campaigns were run on the four social media platforms. Phase II addressed issues arising during the survekshan and campaigns run during this period included “SwachhataHero”, “CompostingSahiHai”, “HumaraSwag”, “SurvekshanQuiz”. Phase III: comprised of post survekshan engagement, which started after 31<sup>st</sup> January, and included campaigns like “SwachhataQuotes” and “ThankYou”. Total reach of the campaigns carried out during survekshan was 2,07,42,763, and total impression achieved was 11,21,45,564.

## Evolution and Focus of Swachh Survekshan

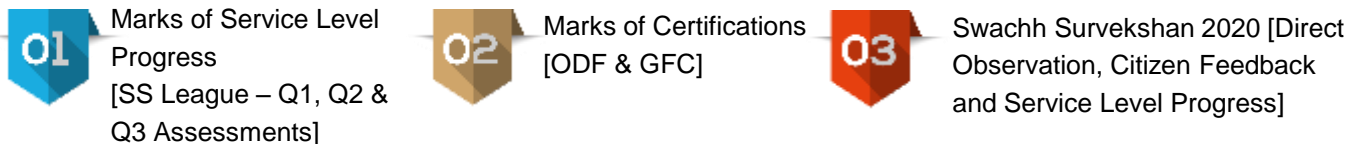


## Focus Area of Swachh Survekshan 2020

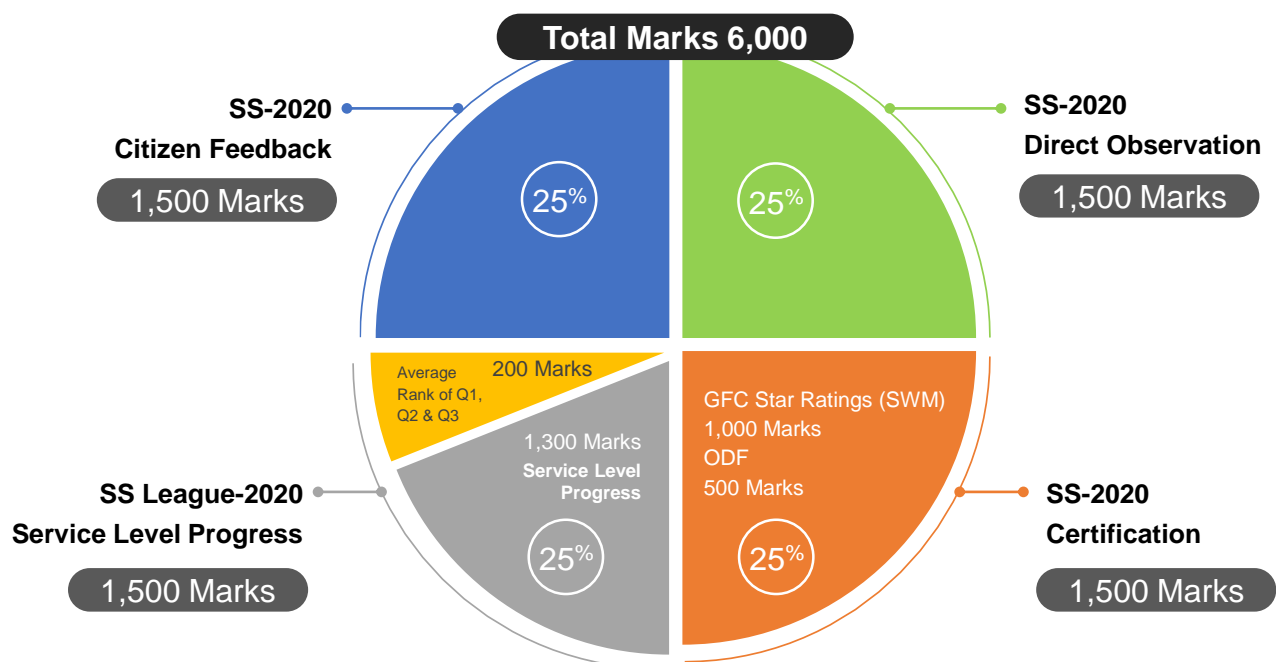


## Ranking Methodology

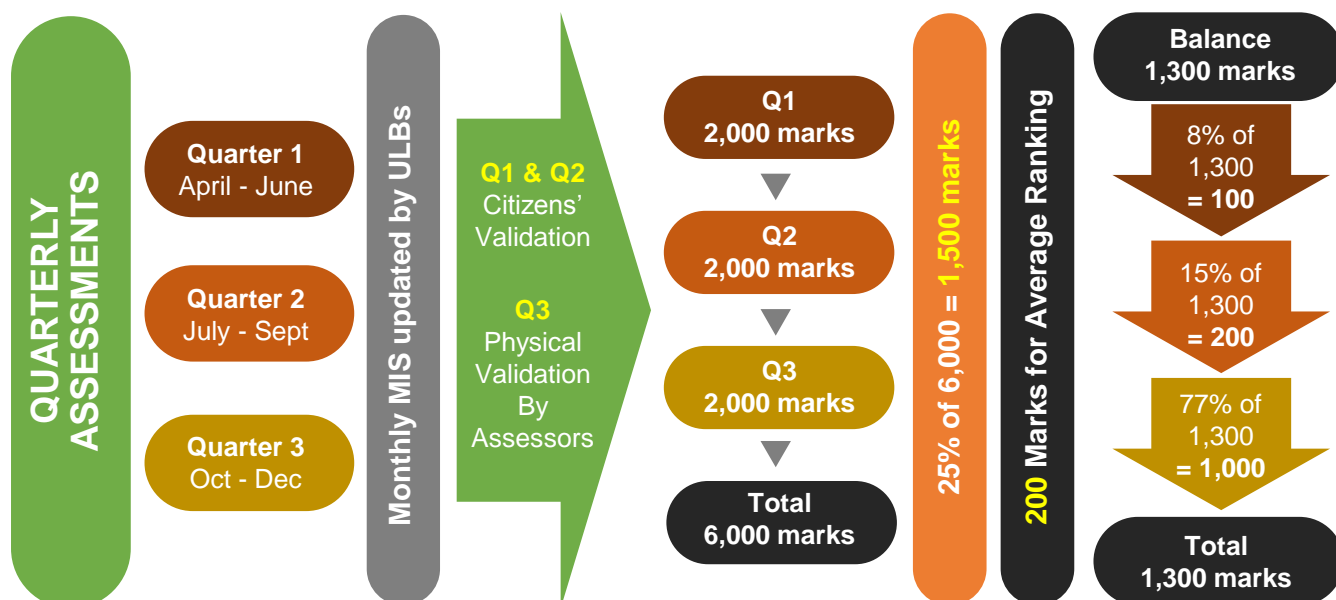
The ranking was done by adding marks from three sources:



## Swachh Survekshan 2020 Weightage

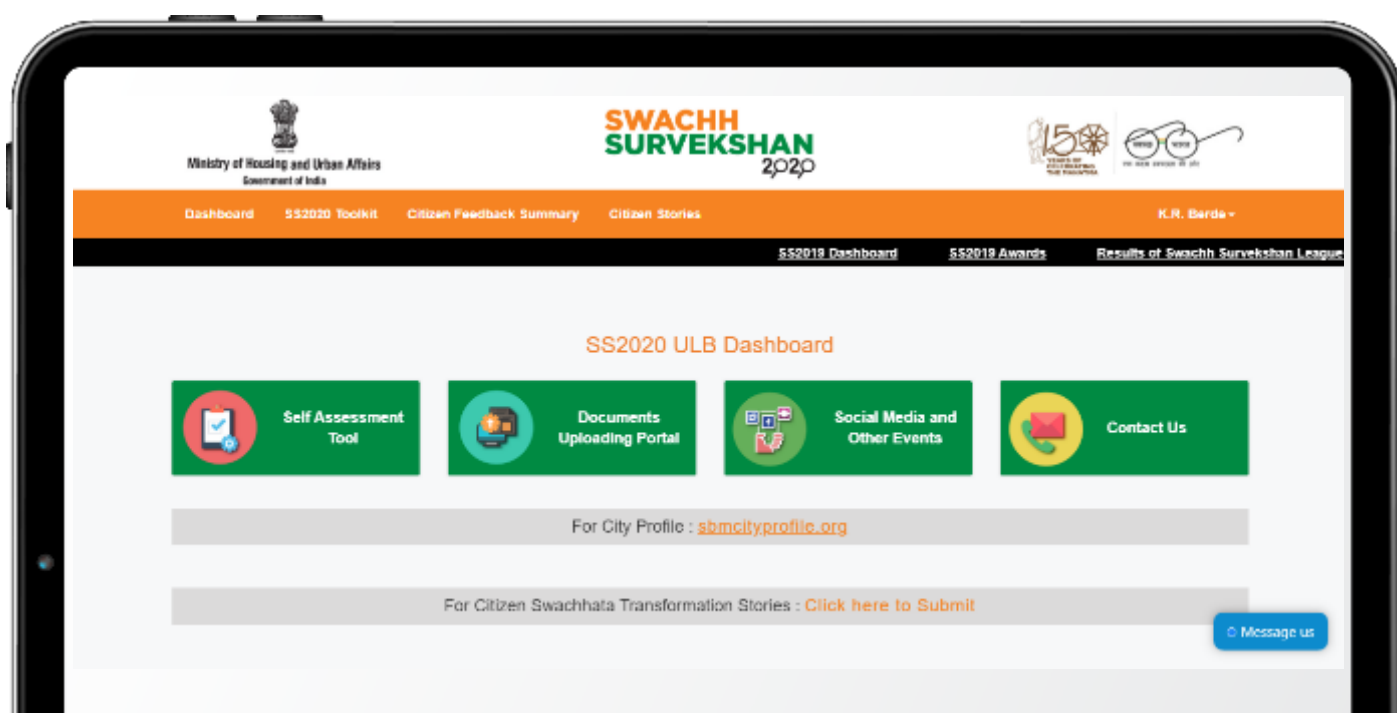


25% of SS League 2020 Weightage will be added in final SS-2020



Swachh Bharat Mission - Urban has also introduced certification initiatives like ODF+/ODF++ and Star Rating of Garbage Free Cities (GFC). The ODF guidelines focus on construction and usage of toilet to stop open defecation. ODF+ guideline was developed to assess sustainable community/public toilet usage so that cities are motivated to improve the standard of operations & maintenance. Focus of the ODF++ protocol is to achieve sanitation sustainability by addressing complete sanitation value chain, ending with safe faecal sludge management. The concept of star rating of cities is to introduce a certification process to assess the solid waste management progress in the city through a process of desktop assessment of the progress claimed, direct observation and citizen's feedback. While Ipsos carried out Swachh Survekshan 2020, the continuous evaluation of Q1 and Q2 league was carried out by Karvy. The certifications for ODF, ODF+ and ODF++ was carried out by Quality Council of India (QCI) and assessment of GFC was done by Kantar Public. 25% weightage in overall ranking is from certifications – consisting of GFC and ODF.

### Service Level Progress was reported by ULBs on the portal





## Citizen Feedback

Citizen Feedback was collected through multiple sources, and one of them was Vote for your city App designed by Ipsos for MoHUA.



### SWACHH SURVEKSHAN

4th - 31st January 2020

## स्वच्छता का असली माप, #VoteForYourCity App और आप

Search for 'SS2020 VoteForYourCity' App on Google Play or scan the QR code given below to download the app.



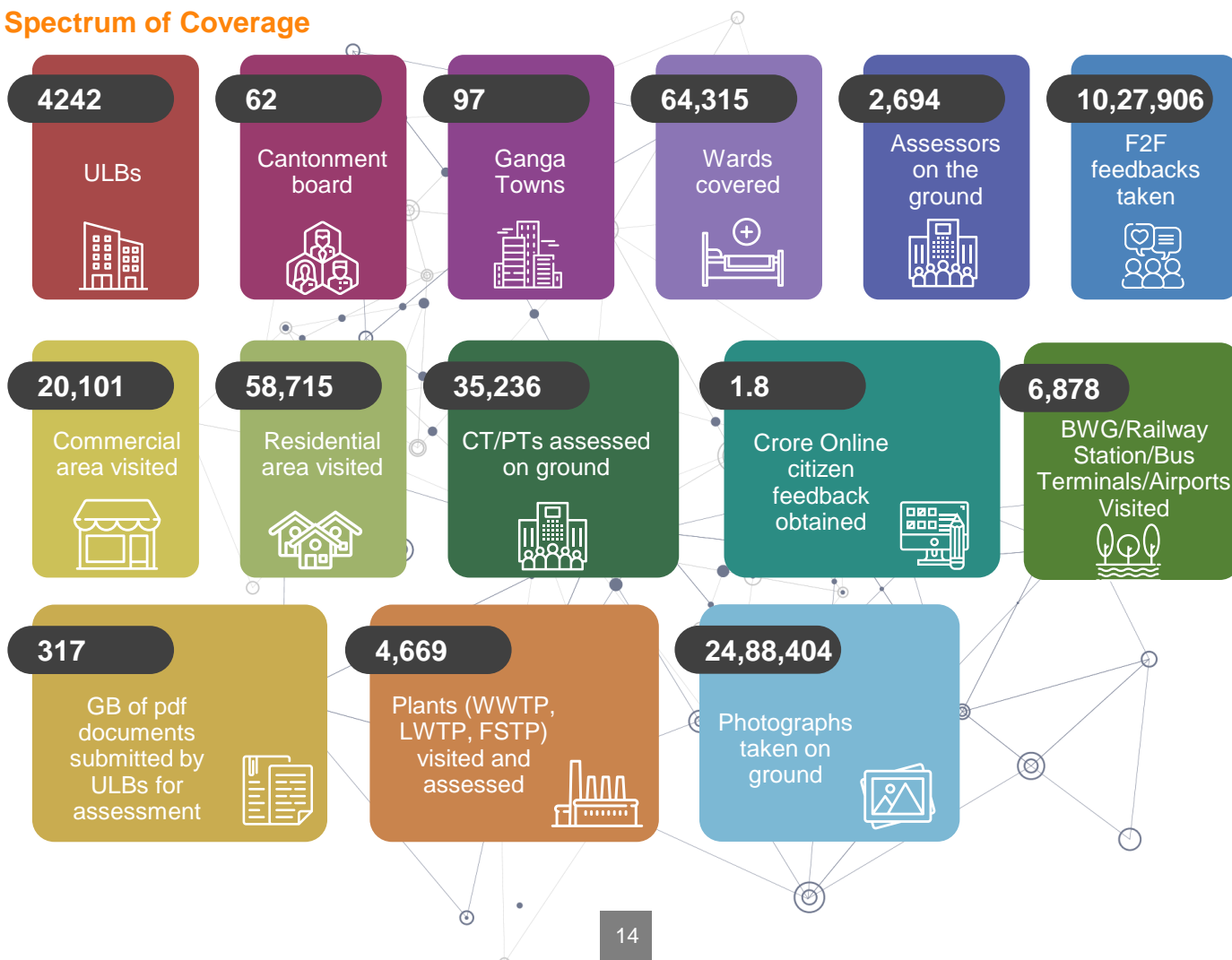
2020 में मेरा प्रण, मेरा शहर No. 1







## Spectrum of Coverage



## Top line Survey Findings



2,606

ULBs practice door-to-door garbage collection in more than 50% of wards.



1,476

ULBs have initiated source segregation of waste in at least 50% of the wards.



1,010

ULBs have identified and integrated more than 80% informal waste pickers within their cities into sustainable livelihoods.



1,280

ULBs where initiatives have been taken to encourage adoption of 3R principles.



438

ULBs process at least 80% of their collected wet waste.



377

ULBs process at least 80% of their collected dry waste.



690

ULBs have ensured that at least 80% of their Bulk Waste Generators (BWGs) are practicing on-site processing of wet waste.



1,020

Cities have at least 80% of all constructed toilets (IHHL, CT and PT) attached to a sewerage.



141

ULBs have received star rating:  
(5 star: 6 ULBs, 3 star: 65 ULBs, 1 star: 70ULBs)



1,098

ULBs are declared ODF+ .



483

ULBs are declared ODF++.



966

ULBs where ban on open dumping of Faecal Sludge has been notified.



1,208

ULBs registered and procured items from GeM portal.



83,626

Informal waste pickers integrated into the main stream.

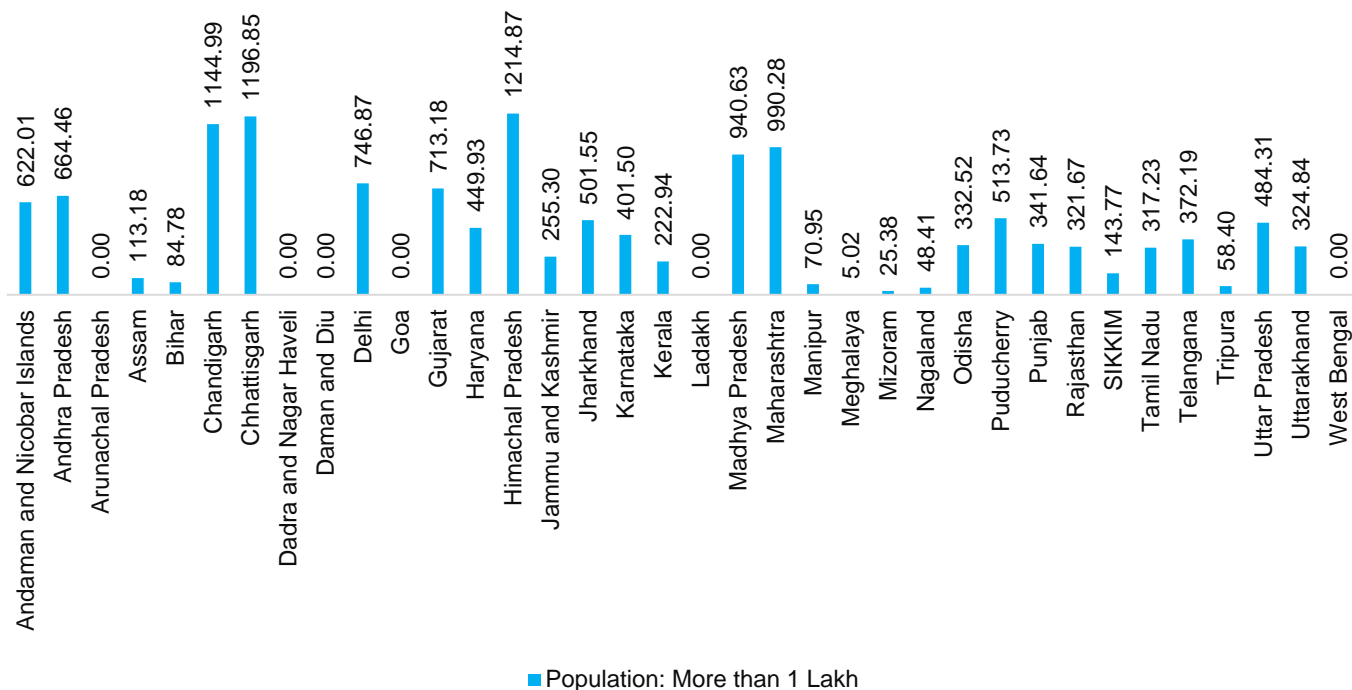


5,56,649

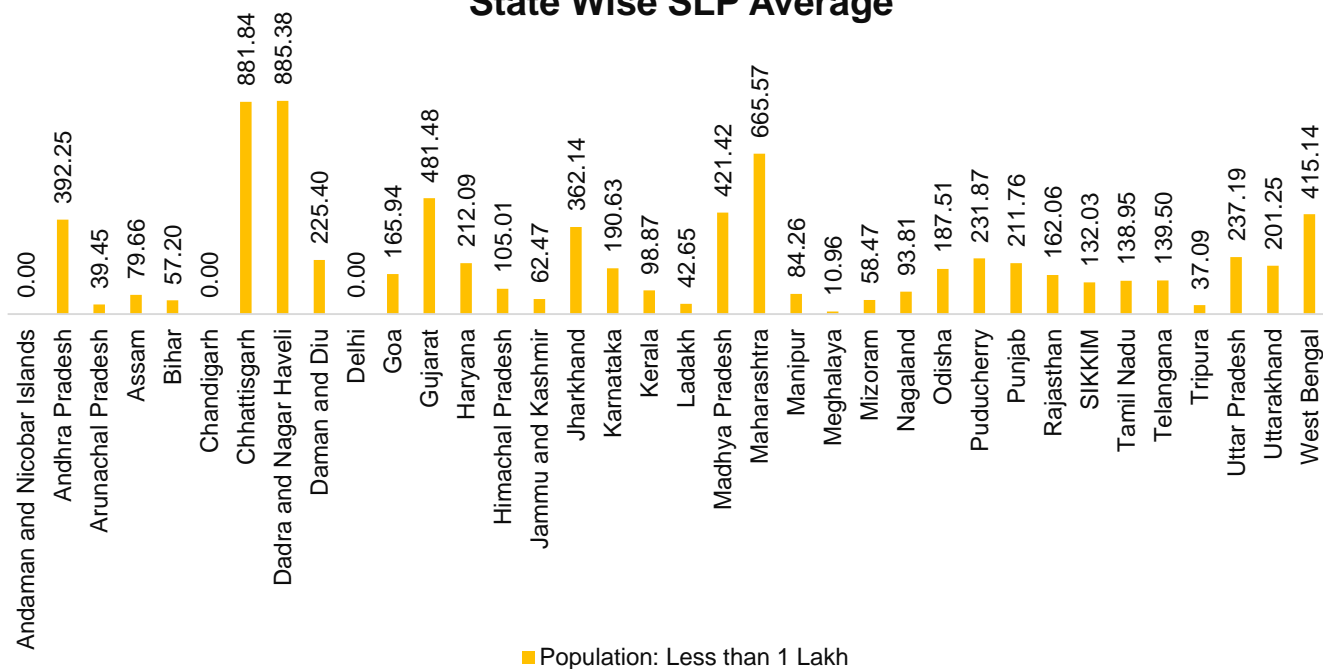
Sanitation workers linked with social welfare schemes.

## Average Service Level Progress Scores

### State Wise SLP Average



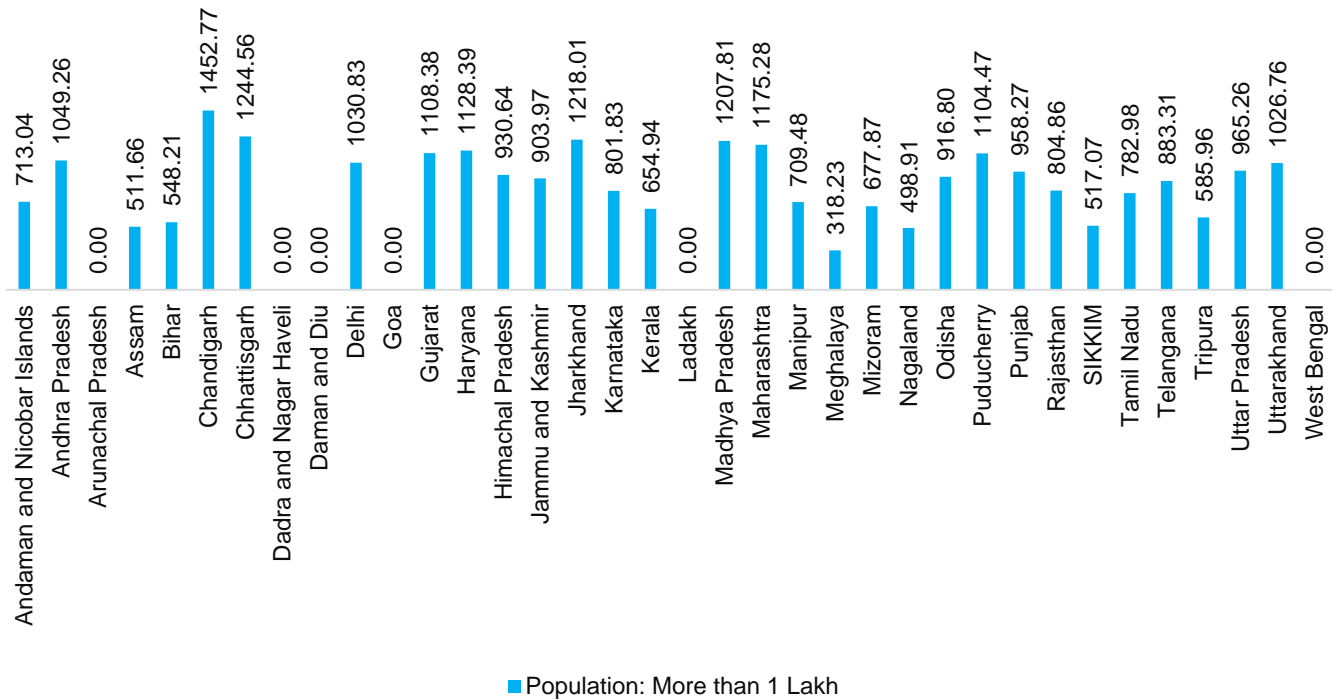
### State Wise SLP Average



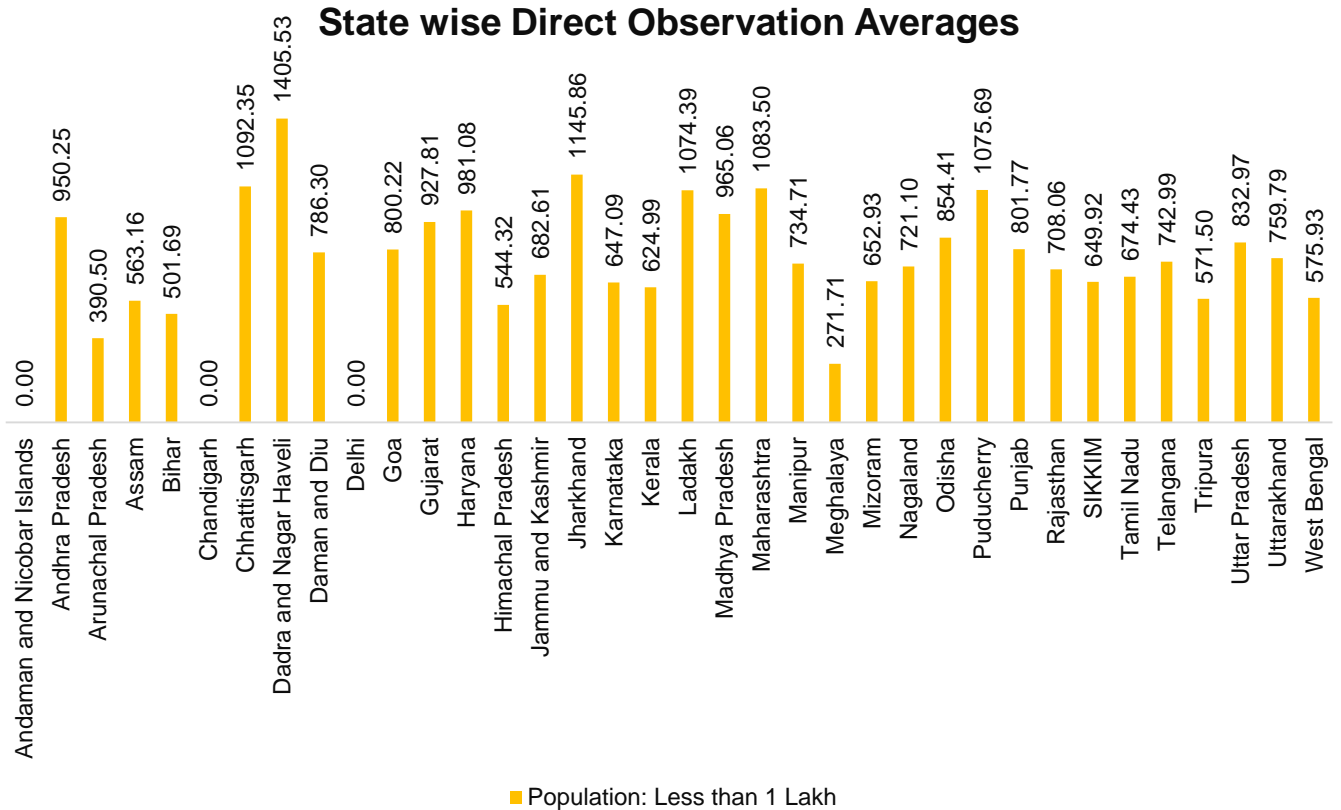


## Average Direct Observation Scores

### State wise Direct Observation Averages

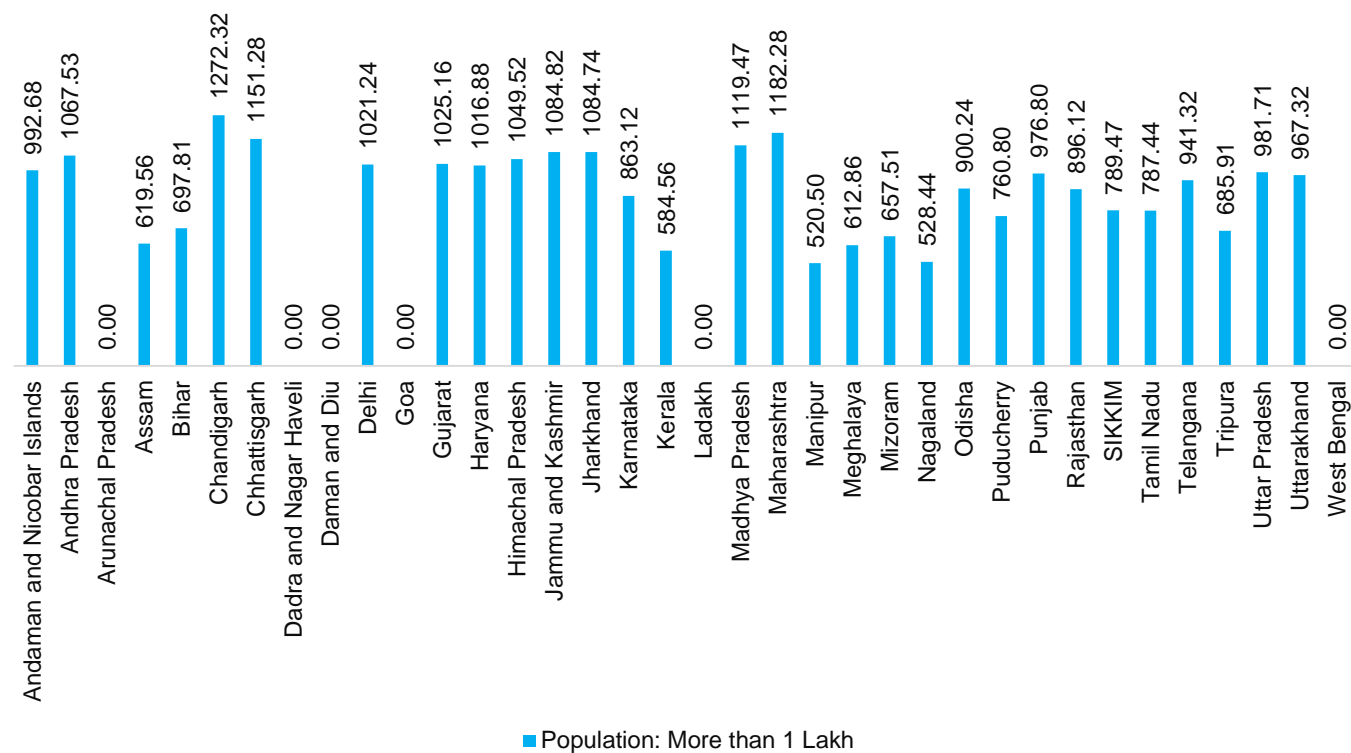


### State wise Direct Observation Averages

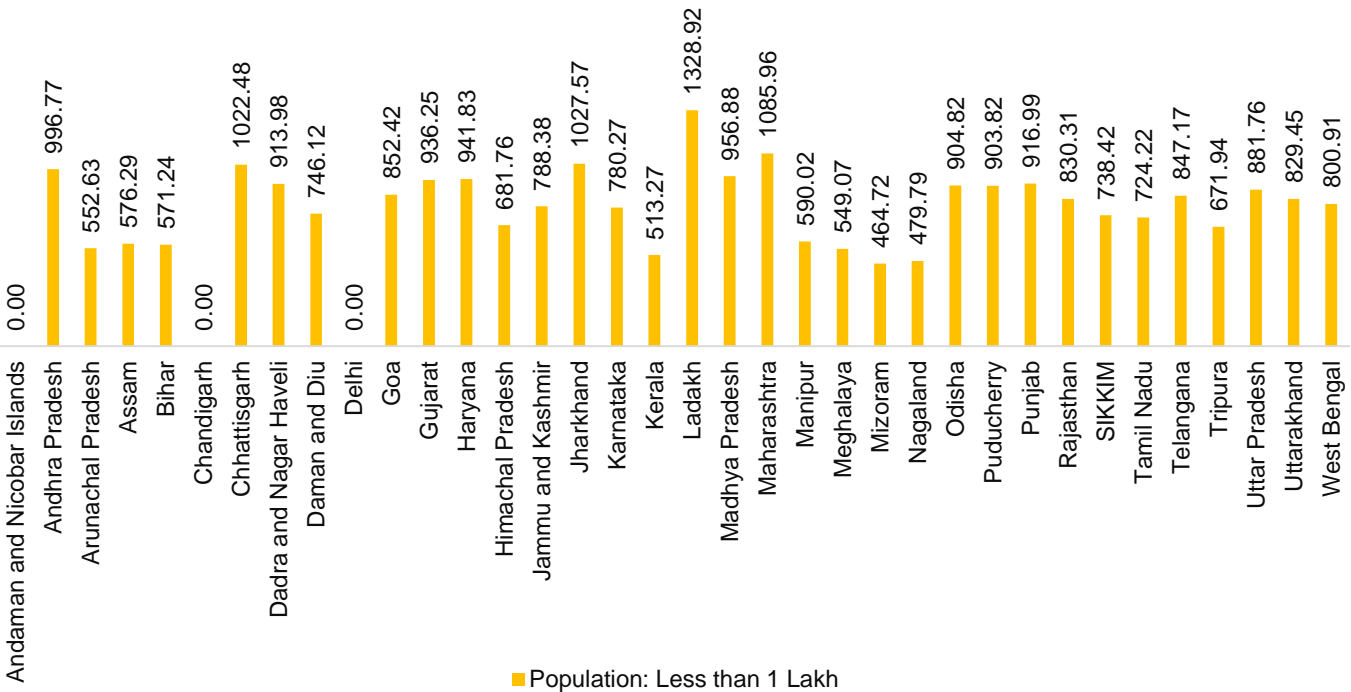


Distribution of States by Citizen Feedback Scores

State wise Citizen Feedback Averages

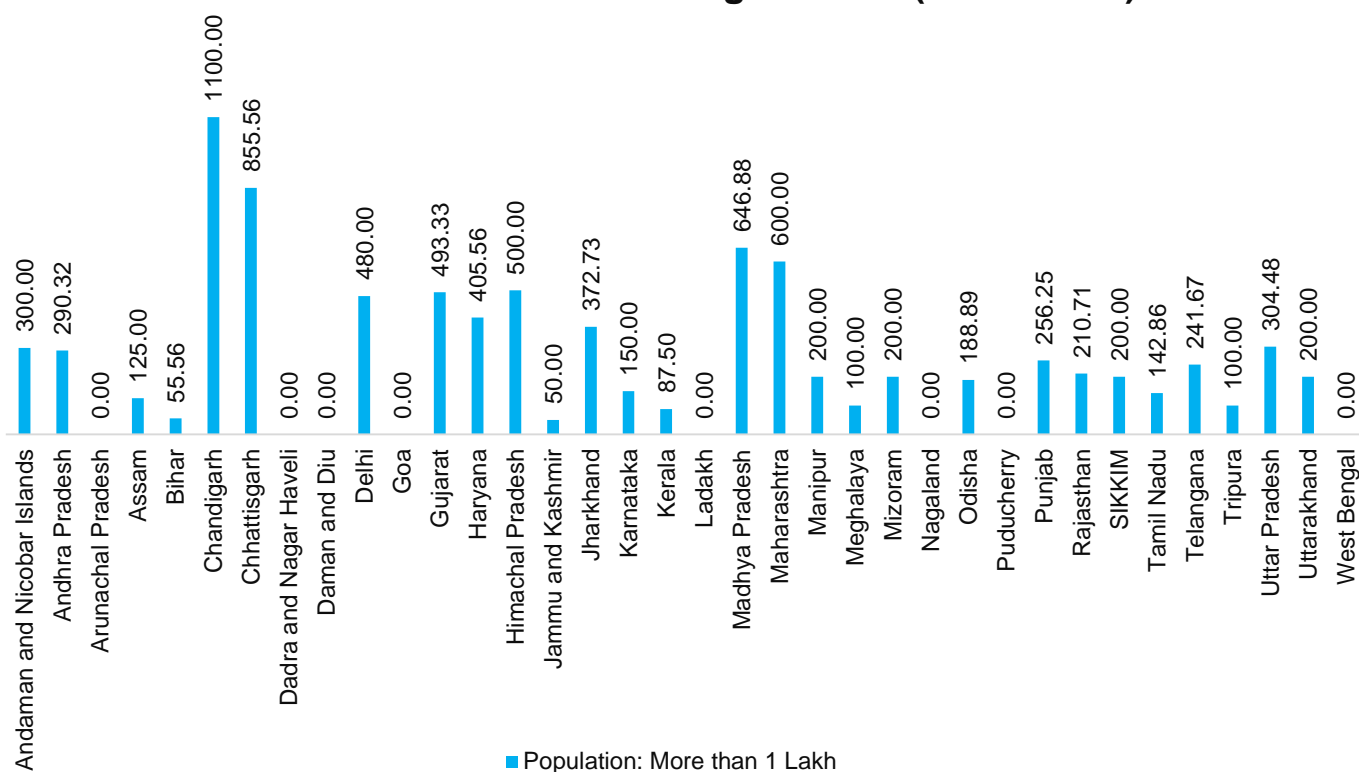


State wise Citizen Feedback Averages

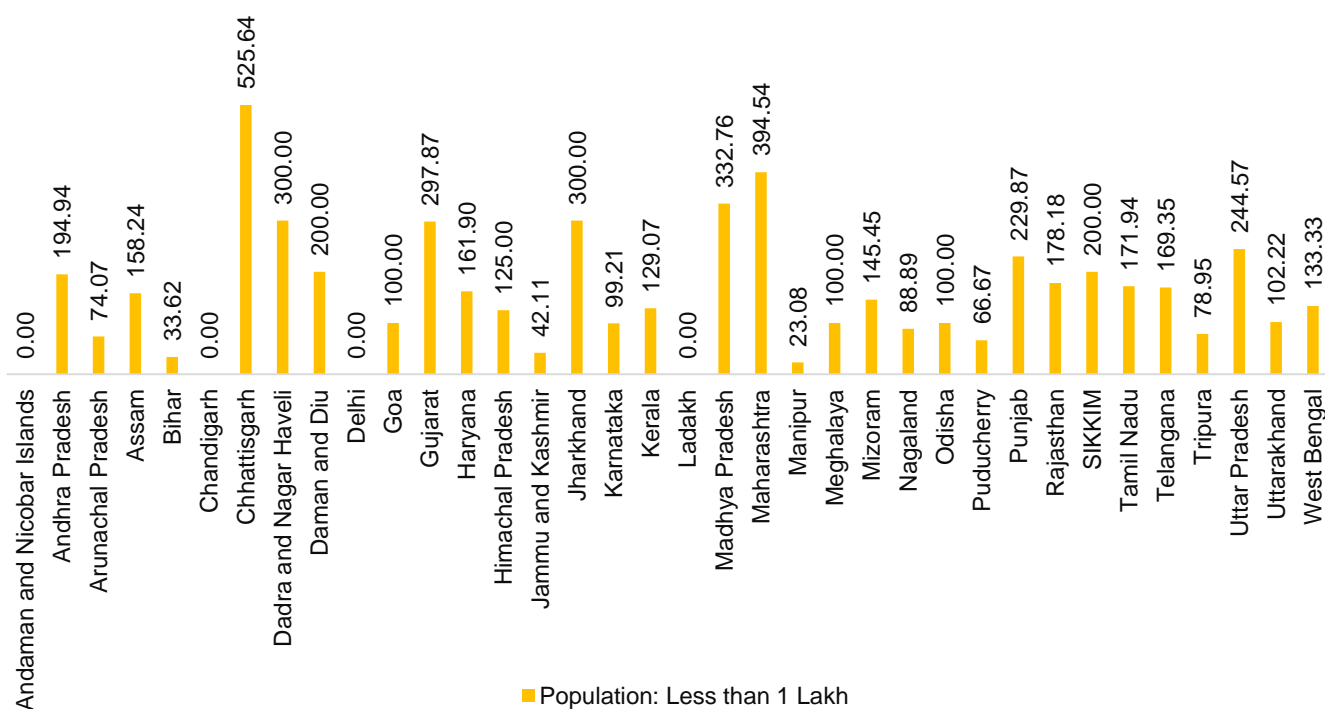


## Average Certification Scores

### State Wise Certification Average Scores (GFC + ODF)



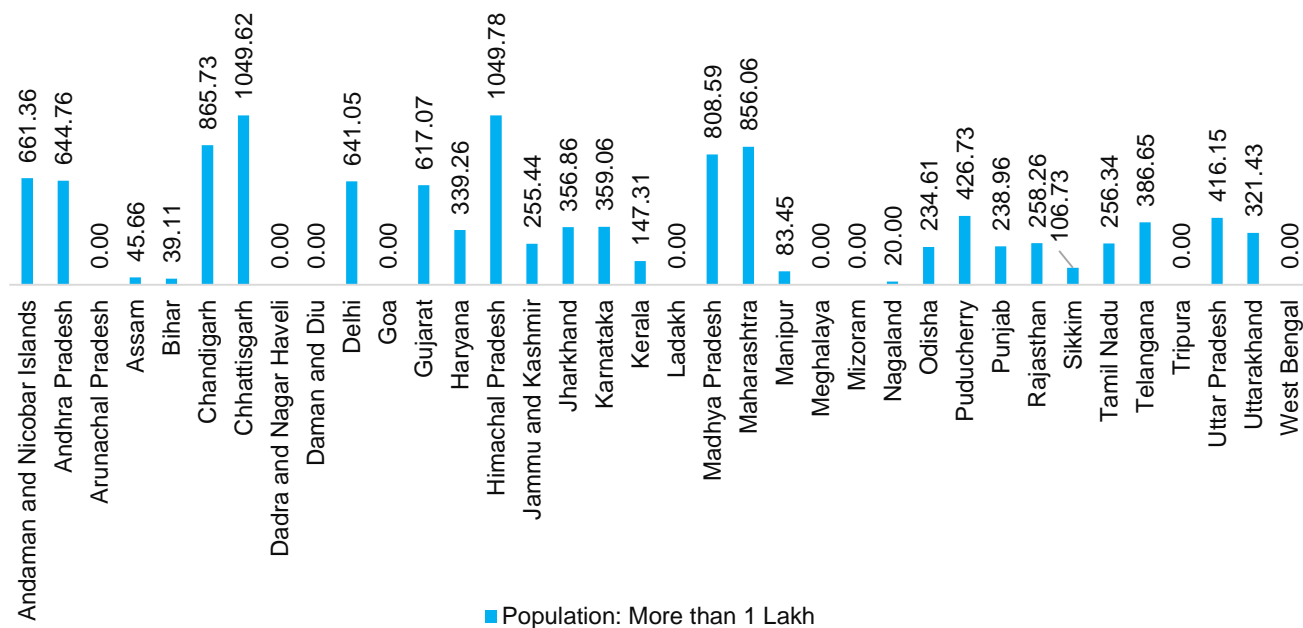
### State Wise Certification Averages (GFC + ODF)



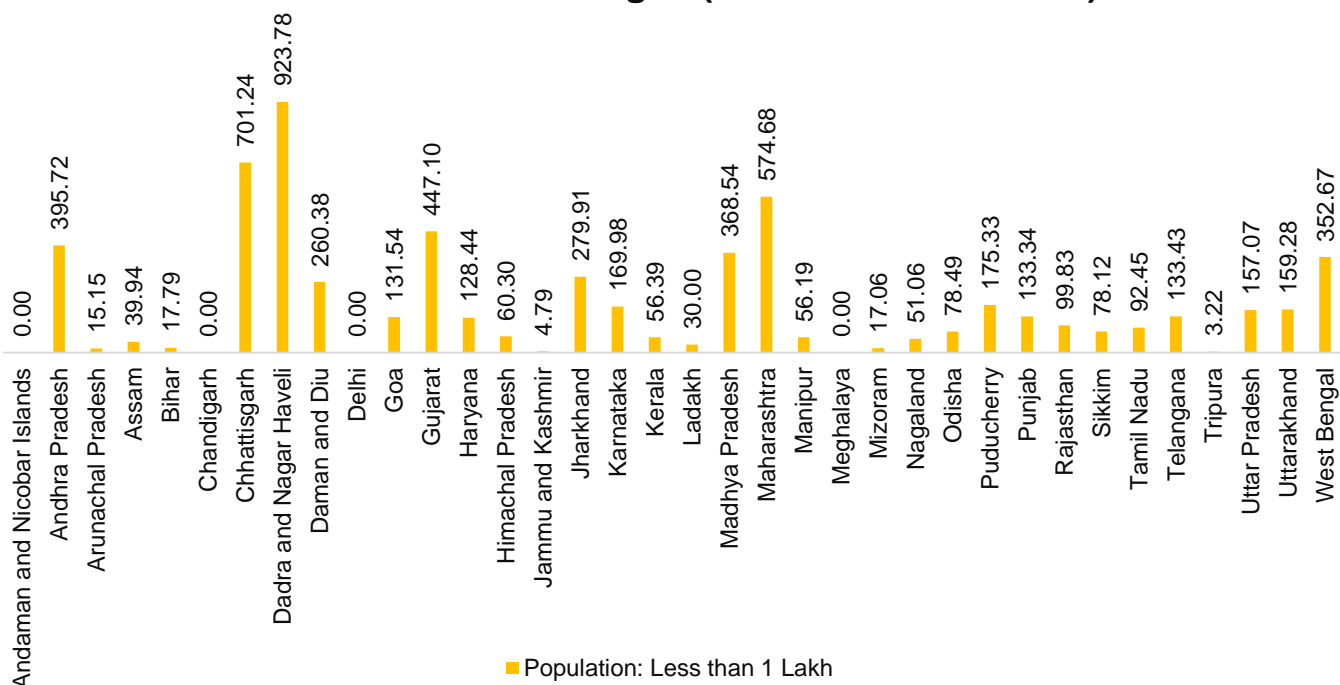


## Average Score Under Solid Waste Management

### State wise SWM Averages (Section 1 + Section 2)



### State wise SWM Averages (Section 1 + Section 2)



# Top Performers



**Best City in Maximum  
Citizen's Participation** (Citizen  
Feedback and Social Media)

**Winning City : *Shahjahanpur***

**Cleanest Mega City**  
(>40L)

**Winning City : *Ahmedabad***

**Best Mega City in 'Citizen's  
Feedback'** (>40L)

**Winning City : *Greater Hyderabad***

**Best Mega City in  
Innovation and Best  
Practices** (>40L)

**Winning City : *Greater Chennai***

**Best 'Self-Sustainable  
Mega City' (based on  
GFC/ODF/Cost Vs  
Revenue)** (>40L)

**Winning City : *Bengaluru***

**Cleanest Big City**  
(10-40L)

**Winning City : *Vijayawada***

**Fastest Mover  
Big City** (10-40L)

**Winning City : *Jodhpur***

**Best Big City in 'Citizen's  
Feedback'** (10-40L)

**Winning City : *Jabalpur***

**Best Big City in  
Innovation and Best  
Practices** (10-40L)

**Winning City : *Ludhiana***

**Best 'Self-Sustainable Big  
City' (based on  
GFC/ODF/Cost Vs Revenue)**  
(10-40L)

**Winning City : *Rajkot***

**Cleanest Medium City**  
(>3-10 L)

**Winning City : *Mysore***

**Fastest Mover Medium City**  
(>3-10 L)

**Winning City : *Firozabad***

**Best Medium City in  
'Citizen's Feedback'  
(>3-10 L)**

**Winning City : *Jamshedpur***

**Best Medium City in  
Innovation and Best  
Practices (>3-10 L)**

**Winning City : *Berhampur***

**Best 'Self-Sustainable  
Medium City' (based on  
GFC/ODF/Cost Vs Revenue)  
(>3-10 L)**

**Winning City : *Bhilai Nagar***

**Cleanest Small City  
(1-3 L)**

**Winning City : *Ambikapur***

**Fastest Mover Small City  
(1-3 L)**

**Winning City : *Burhanpur***

**Best Small City in 'Citizen's  
Feedback' (1-3 L)**

**Winning City : *Ratlam***

**Best Small City in  
Innovation and Best  
Practices  
(1-3 L)**

**Winning City : *Alappuzha***

**Best 'Self-Sustainable  
Small City' (based on  
GFC/ODF/Cost Vs Revenue)  
(1-3 L)**

**Winning City : *Tirupati***

**Cleanest State / National  
Capital or UT**

**Winning City : *New Delhi (NDMC)***

**Fastest Mover State /  
National Capital or UT**

**Winning City : *Lucknow***

**Best State / National  
Capital or UT in Citizen  
Feedback**

**Winning City : *Chandigarh***

**Best State / National Capital  
or UT in Innovation and  
Best Practices**

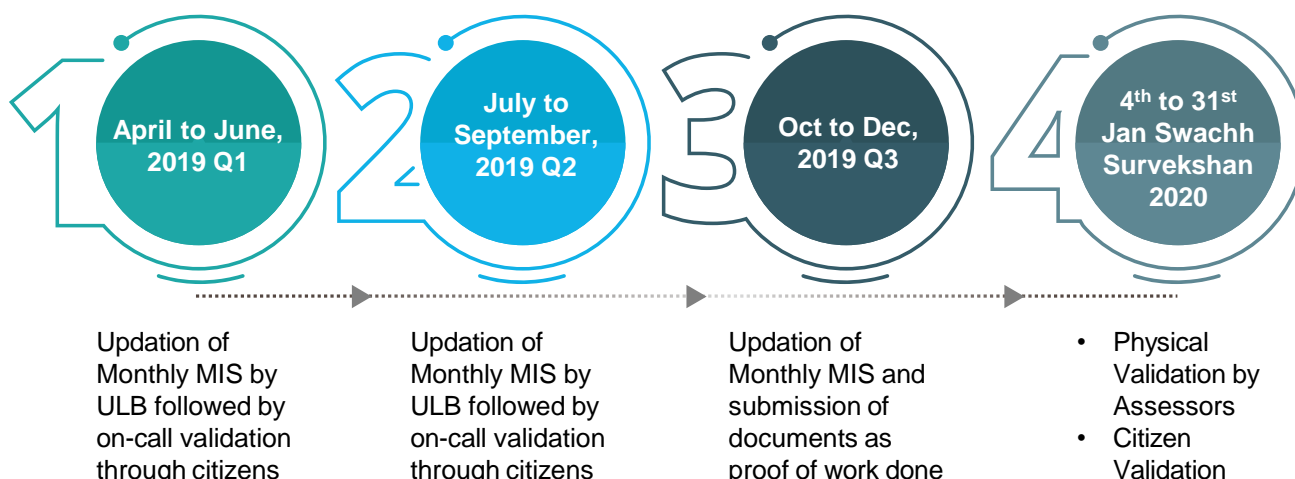
**Winning City : *Gandhinagar***

**Best 'Self-Sustainable  
State / National Capital or  
UT' (based on  
GFC/ODF/Cost Vs Revenue)**

**Winning City : *Bhopal***



## Survey Milestones



## Quality Control

Following is the list of various Quality Control measures employed while executing the project:



At least **2694** assessors were involved in data collection with close monitoring and control measures to followed at each stage of execution.

1

# Introduction

# 1. Introduction

## 1.1 Background

In order to encourage the cities to improve the status of urban sanitation, the Ministry of Housing and Urban Affairs (MoHUA) started an annual ranking of the cities in the year 2016. The first Swachh Survekshan conducted in 2016 covered 73 cities and subsequently number of cities were added to expand the coverage. The second survey held in 2017 included 434, the third held in 2018 covered 4203 and the fourth edition of the survey held in 2019 covered 4237 cities. This year in 2020 the coverage of the survey includes 4242 cities (including 62 cantonment boards).



## 1.2 Objective

The objective of the survey was to encourage large scale citizen participation and create awareness amongst all sections of society about the importance of working together towards making towns and cities a better place to live in. Additionally, the survey also intended to foster a spirit of healthy competition among towns and cities to improve their service delivery to citizens, towards creating cleaner cities.

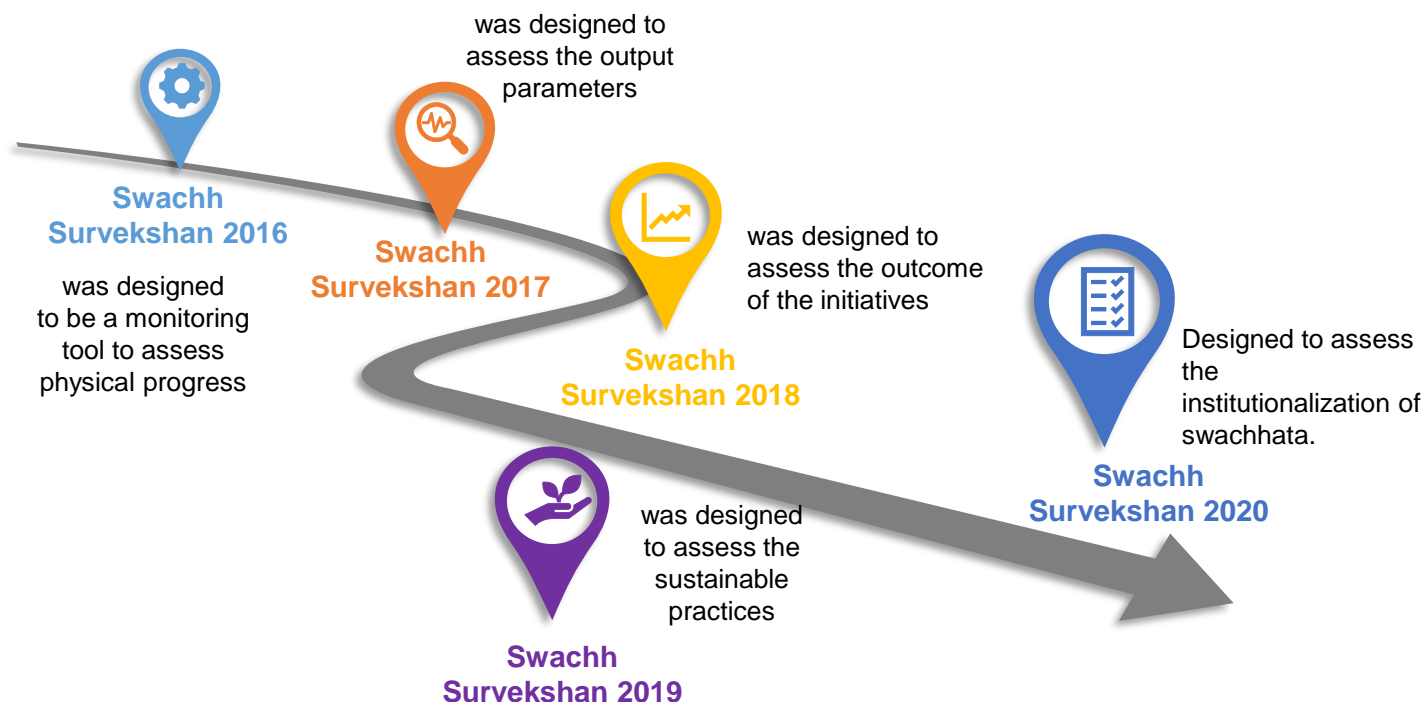
In order for cities to reap the maximum developmental benefits from the survey, concentrated efforts were taken to strengthen the capacities of the cities to understand the modalities and spirit of the survey. In addition to giving towns and cities more time to prepare for the survey, there will be intensive interactions with ULBs to familiarize them with the survey methodology, survey process and output indicators, and also clarifying their expectations from the survey.





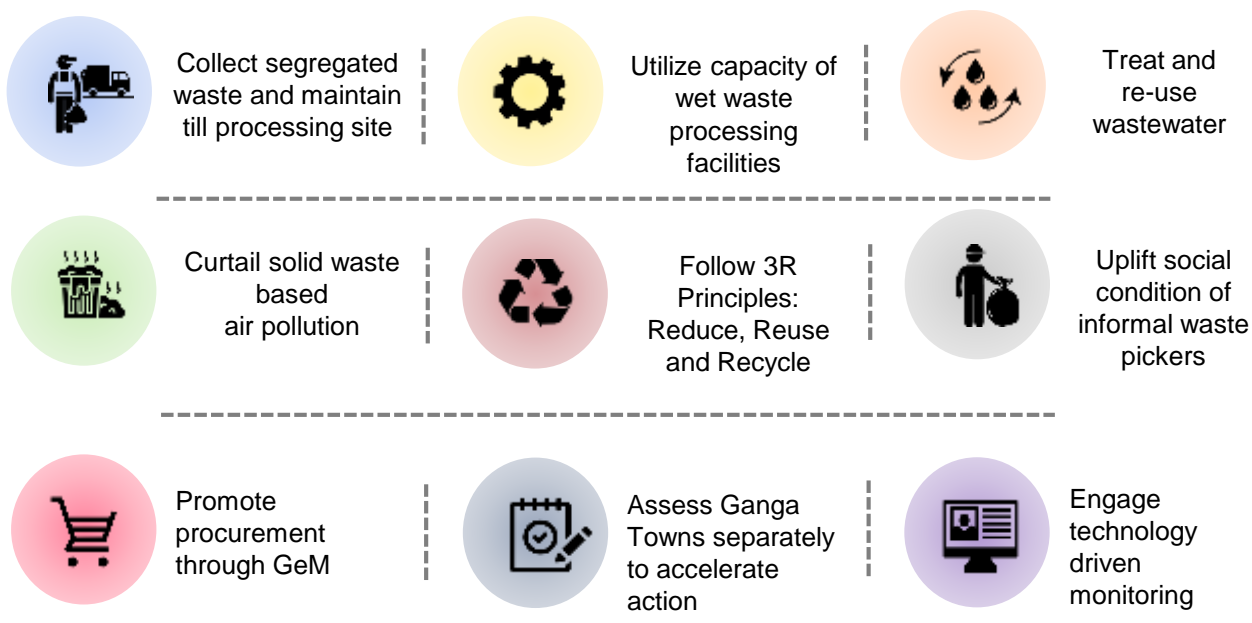
### 1.3 Journey of Swachh Survekshan

Swachh Survekshan has evolved from being a monitoring tool - to a tool that presently focuses on institutionalization of Swachhata. The cities were required to focus on developing infrastructure that provided end to end solution for sanitation.



### 1.4 Focus Area of Swachh Survekshan 2020

Swachh Survekshan 2020 focused on institutionalization and ULBs were guided to develop end to end solution for sanitation and waste management.





2

# Methodology

## 2. Methodology

### 2.1 Assessment and Scoring Methodology

The 5<sup>th</sup> edition of Swachh Survekshan, like its four predecessors, was conducted to study the progress of Swachh Bharat Mission (Urban) and rank Urban Local Bodies (ULBs) in India based on cleanliness and sanitation parameters. The Survekshan has evolved from being an assessment of 73 cities in 2016 to an evaluation of 4242 cities in 2020.

	2016	2017	2018	2019	2020
<b>No. of ULB</b>	73	434	4203	4237	4242
<b>No. of Cantonment Boards</b>			61	62	62

Swachh Survekshan is a pan India evaluation of the cities and towns, across all states and union territories. Apart from Lakshadweep which has remained outside the purview of Swachh Survekshan after 2016, the state of West Bengal (barring the three cantonment boards) had also opted not to participate in the Swachh Survekshan 2020.

### 2.2 Evolution of Swachh Survekshan from 2016 to 2020

In 2016 the Swachh Survekshan indicators were constructed with the purpose of monitoring physical progress of ULBs towards Swachh Bharat targets. In 2017, focus of Survekshan progressed to the assessment of output parameters; and in 2018 the focus was on outcomes of initiatives carried out by ULBs under Swachh Bharat Mission. In 2019, the focus was on sustainability. The focus of Swachh Survekshan 2020, is institutionalizing Swachhata. From 2016 to 2020 Swachh Survekshan has evolved from being a monitoring tool to a governance tool.

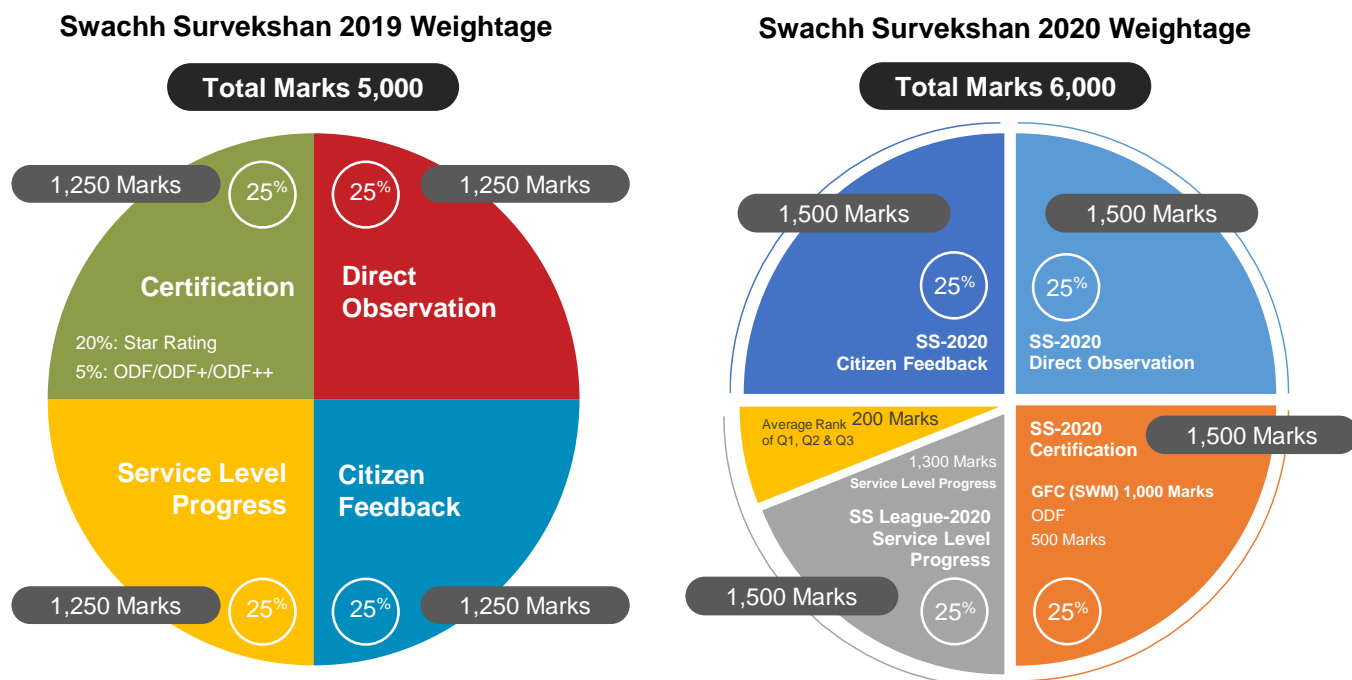
### 2.3 Digitalized Survekshan

Swachh Survekshan 2020 was 100% digitalized, with complete online submission of all documents by ULBs through a dedicated online portal for the same. The ULBs also reported their service level progress on the MIS through Ministry's own NIC portal. 317 Giga Byte of data (4.55 lakh plus PDF documents) were uploaded by ULBs. Tab based data collection was carried out in field ensuring no use of paper, and increasing the efficiency and quality of assessment.



## 2.4 Assessment and Scoring Protocol

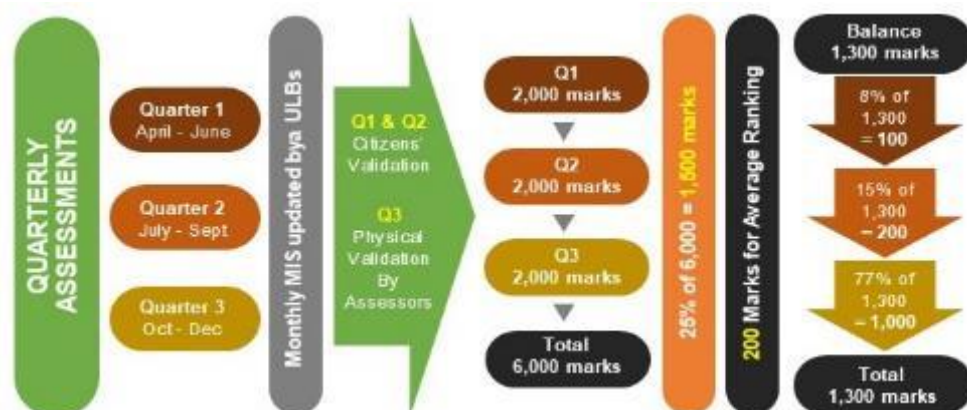
For 'Swachh Survekshan-2020' assessments, MoHUA had revised the weightage for the overall assessment of the components of Swachh Bharat Mission. As compared to 2019, the total marks were increased from 5,000 to 6,000. The scoring for each ULB for ranking was segregated into four main components with 1500 marks for each. These components were further divided into sub-components.



### 2.4.1 Service Level Progress

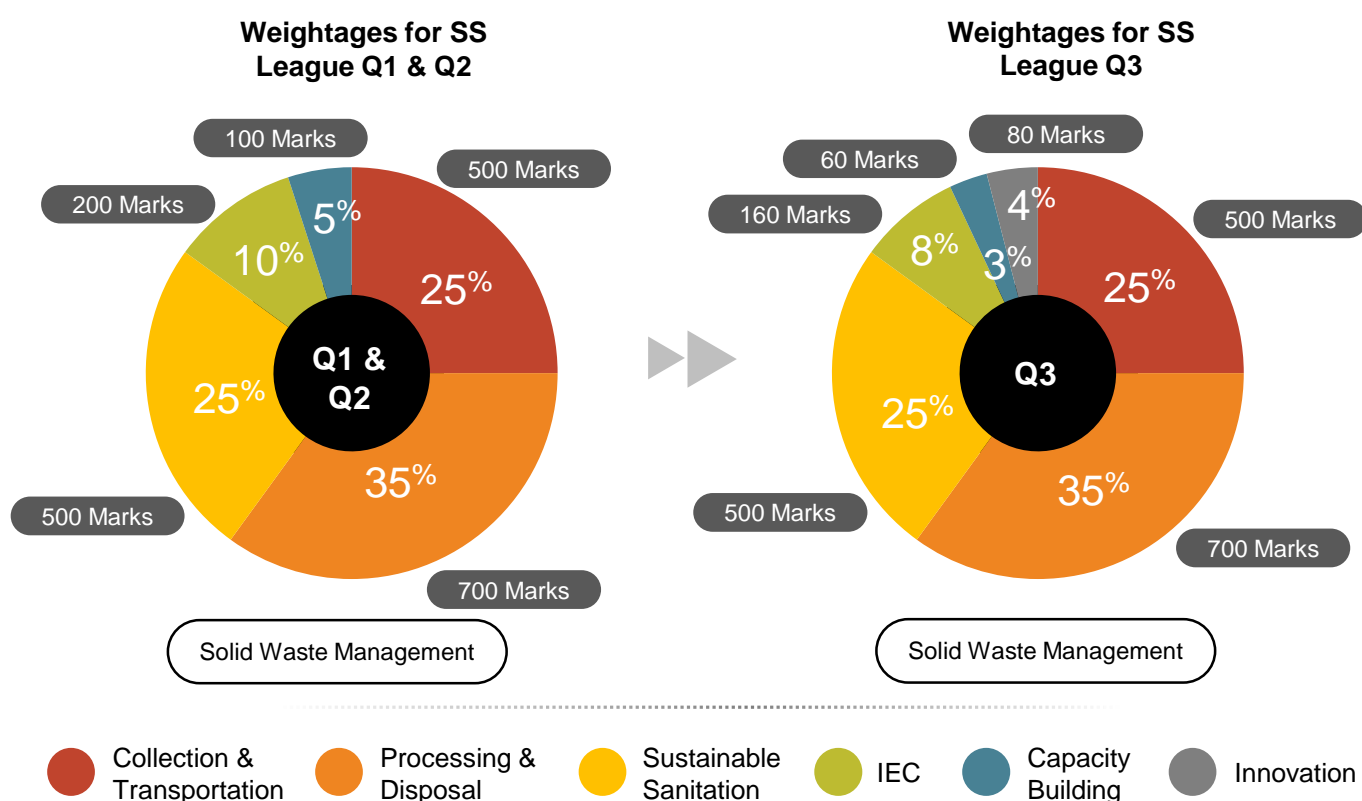
Service level progress was evaluated in phases namely- (i) during SS League and (ii) while assessing final SS 2020 rankings. The Swachh Survekshan 2020 League - where the ULBs were required to report their service level progress every quarter, Q1 (April-June), Q2 (July-September), Q3 (October-December) on the MIS portal of MoHUA. In the end of Q3, ULBs were required to upload evidence based documents to claim marks for the work done in each quarter. These documents were uploaded on the dedicated Swachh Survekshan 2020 portal, [www.swachhsurvekshan2020.org](http://www.swachhsurvekshan2020.org).

Swachh Survekshan League 2020 (SS League 2020) was introduced with an objective of sustaining the on-ground performances of cities along with continuous monitoring of service level progress when it comes to cleanliness. SS League 2020 was conducted in 3 quarters, i.e. Q1: April- June, Q2: July – September and Q3: October- December 2019 and has 2000 marks for each quarter. The final evaluation was done on the basis of monthly updating online MIS in-conjunction with validation of the same by citizens (covering 12 service level progress indicators) through outbound calls.



*There was a difference in parameters of evaluation between the first two quarters and the third quarter.*

## ‘Service Level Progress’ (SLP) – Change in Weightage



Monthly MIS and Citizen validation were evaluated for releasing Quarterly Ranks.

For SS2020 final ranking, the indicators under ‘service level progress’ were evaluated based on progress for third quarter ‘October-December’.

There were total of 40 indicators associated with Service Level Progress (SLP), which were further divided into six thematic areas. The ULBs were required to upload documents pertaining to their claims of work progress against each of thematic areas and assessor of Ipsos reviewed these online submissions. As per the operational design of Swachh Survekshan 2020, the assessors did not interact with ULB officials for data verification. During SS League, ULBs had to fill the online MIS portal which holistically captured 40 of 57 indicators of Swachh Survekshan 2020. Further, the Nodal Officers of each ULB had to upload relevant documents substantiating claims of service level progress verification to a dedicated portal designed for the purpose, viz. [www.swachhsurvekshan2020.org](http://www.swachhsurvekshan2020.org). Ipsos team, consisting of 120 assessors and 15 research managers, then verified each documents and MIS data files received from MoHUA for initial scoring under SLP.

As per Survekshan protocol, Ipsos assessors were required to conduct independent validation of the claims of physical progress made by ULB through on ground verification on a sample basis, and marks were deducted, wherever applicable as ever SLP validation matrix available in SS-2020 toolkit from SLP scores given on the basis of progress claimed through SBM MIS. The extent of negative marking was simply a function of the degree of deviation.



## 2.5 Certification

### (Star Rating of Garbage Free Cities and Open Defecation Free Protocols)





In 2019, MoHUA introduced an important component to the Survekshan i.e., Certification. Certifications covered two different aspects- Star Rating of Garbage Free Cities and Open Defecation Free Protocols. This thematic area was again part of the Survekshan in 2020. However, the marks allocated for this SS2020 was 1500 instead of 1250 (in 2019). The weightage (25%) remained same as last year.

#### 2.51 Star Rating of Garbage Free Cities

This is a time bound certification process (with validity of one year) which involves assessment of various types of locations and facilities across every ward of the city. It is based on SMART Framework - Single metric, Measurable, Achievable, Rigorous verification mechanisms and Targeted towards outcomes. It has been devised in a holistic manner including components at the ward level as well as at the city level. The ward level locations include residential area, commercial and institutional areas, parks and gardens and Bulk Garbage Generators (BGGs). The city level infrastructure covered railway stations, airports, transport hubs, industrial areas, water bodies and storm drains, all dumpsites, processing plants and scientific landfills, and tourist areas including places of religious worship

Citizen validation is also an integral part of this protocol and at every site/facility visited for assessment, a minimum number of citizens (and RWA members for residential areas) needed to be contacted and interviewed to seek their feedback on the level of cleanliness in that locality. Based on current progress level indicators such as cleanliness of drains and water bodies, plastic waste management, managing construction and demolition waste, etc. which are critical drivers for cities achieving garbage free status, the ULBs registering themselves for certification were assessed on the basis of third party certification for achieving 1,3, 5, or 7 Star rating. A maximum of 1000 marks or 17% of the total of 6000 marks was allocated to GFC certification.

The third party assessment was done in two phases - first during October 2019 and second between the period of mid December 2019 and end January 2020. The following table provides a snapshot of the Star Rating outcomes for Garbage Free Cities till January 31st, 2020.

Ratings	Marks for integration on to SS2020	Number of ULBs Certified
 <b>1 Star</b>	200	65
 <b>3 Star</b>	600	72
 <b>5 Star</b>	800	6
 <b>7 Star</b>	1000	0

## 2.5.2 Open Defecation Free Protocols

Cities and towns that have already achieved Open Defecation Free (ODF) status, as per the protocol prescribed by MoHUA, can work towards ensuring sustainability of ODF status by properly maintaining toilet facilities, hereby referred to as SBM ODF+; and safe collection, conveyance, treatment & disposal of all fecal sludge & sewage, hereby referred to as SBM ODF++, in order to achieve safe sustainable sanitation for all.

An ODF city/ward/work circle can be notified/declared as SBM ODF+ if, at any point of day not a single person is found defecating and/or urinating in open, all community & public toilets are functional and well maintained. Once a city has collected all declarations from every wards (including schools) as per protocol, it communicates final resolution declaring the city to be SBM ODF+ to respective state government. Thereafter, state government communicates the same to MoHUA (or in case of development authority or cantonment board, city has directly communicated to MoHUA). A third party verification process (Swachh Certification for SBM ODF+) is to be adopted, for the final SBM ODF+ certification.

A city/ward/work circle which is already ODF+ can be notified/declared as SBM ODF++ if, at any point of day, not a single person is found defecating and/or urinating in open, all community & public toilets are functional and well maintained, AND fecal sludge/septage & sewage is safely managed and treated, with no discharging and/or dumping of untreated fecal sludge/septage & sewage in drains, water bodies or open areas. In the same procedure as above, a third party verification process (Swachh Certification for SBM ODF++) is to be adopted, for the final SBM ODF++ certification.

A third-party assessment was carried out for the cities who had requested MoHUA for SBM ODF+ and ODF++ certifications. A maximum of 500 marks were allotted for this indicator.

### Self Declaration by the ULBs

After achieving all the necessary SBM-ODF Protocols, the ULBs self declare themselves as ODF, and send the request for third party evaluation

### Third Party Evaluation

Upon request by ULB/Development Authority/Cantonment Board/State to MoHUA, third party assessor (selected by MoHUA) conducts verification within a period of 30 days

### Initial Verification

This stage involves assessment of service level status plus conducting independent observation

### Report Generation

Based on the assessment third party makes recommendations to MoHUA for cities to be certified SBM ODF+

### Issue of Certificate

Based on the recommendations of the Third Party Inspection (TPI) MoHUA issues certificate to the city

### Re-certification

- In every 6 months the city needs to be re-certified to indicate sustainability.
- For Recertification, upon eligibility, third party will conduct independent observations within 3 days (Service Level Status will not be assessed)

The current ODF status as on 31<sup>st</sup> January 2020 is as follows:

S. No	Final Status SS2020	Marks to be allotted	Number of ULBs
1	ODF++	500	483
2	ODF+	300	1098
3	Recertified ODF	200	1603
4	Certified ODF	100	322

## 2.6 Direct Observation

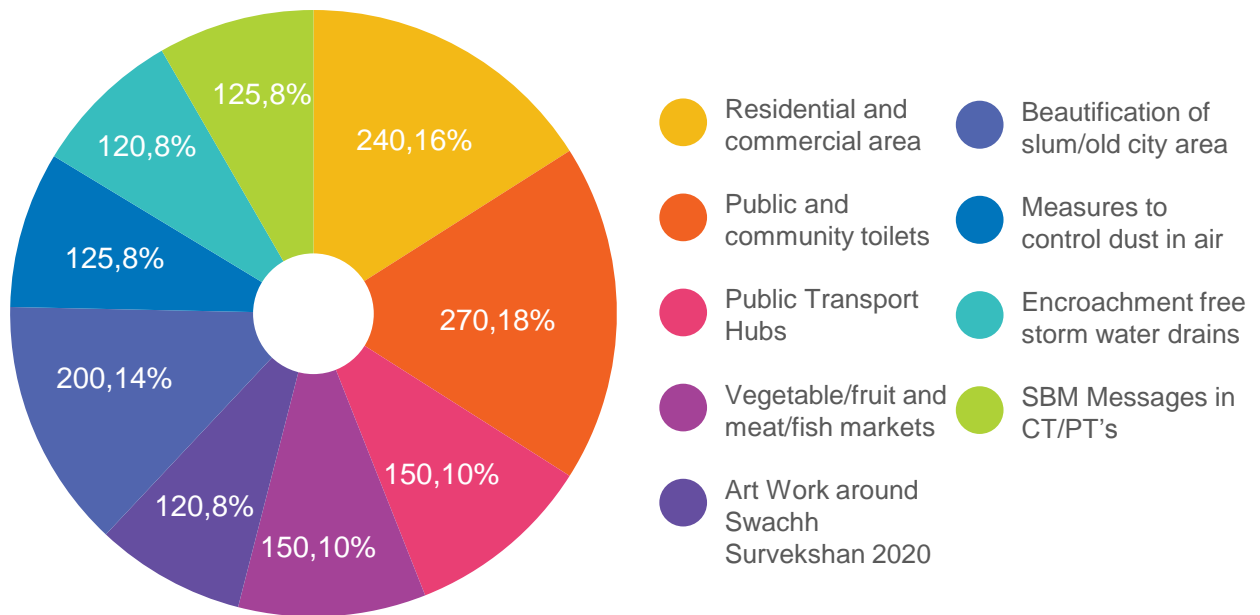
### (On-Field Independent Observation and Collection of Data)

The collection of data from direct observation was based on physical validation carried out at various locations by the field assessors of Ipsos as per SS-2020 protocol/toolkit. This segment comprised of 9 indicators with a total of 1500 marks. The questions themselves were used as tool for observation and data collection. The on ground assessors used GPS coordinates and landmarks provided by Assessor Monitoring Cell (AMC) to reach randomized sampled locations and through app installed on their tabs/mobiles, recorded photographic evidence and their observation (textual) at each site. The central scoring team did their scoring based on these photos as evidence for field observations, which were all geo tagged and time stamped.

As part of direct observation (DO), assessors visited the following places within an ULB and carried out on ground verification. These places were part of the sample only if there was a claim for points made by ULB on documentation and/or in SBM city profile.



## Direct Observation Distribution of Marks



The ULBs had to notionally divide their city into North, East, West and South zones and indicate the zone against each ward. The information was supplied in the city profile which the ULBs submitted prior to the survey. This information was used by sampling team to ensure that all samples drawn had a geographical representation.

## 2.7 Citizen Feedback

This component was allocated 1500 marks. There were six channels to collect citizen's feedback.





The citizen feedback was validated through a OTP, which ensured one citizen one feedback. The process of feedback collection is explained below:

For Face-to-Face feedback the sample of citizens was drawn in such a manner so that it covered all the zones within a ULB, specifically marginalized colonies. The sample determination was 0.1% of the population of a ULB or 250, whichever was greater.

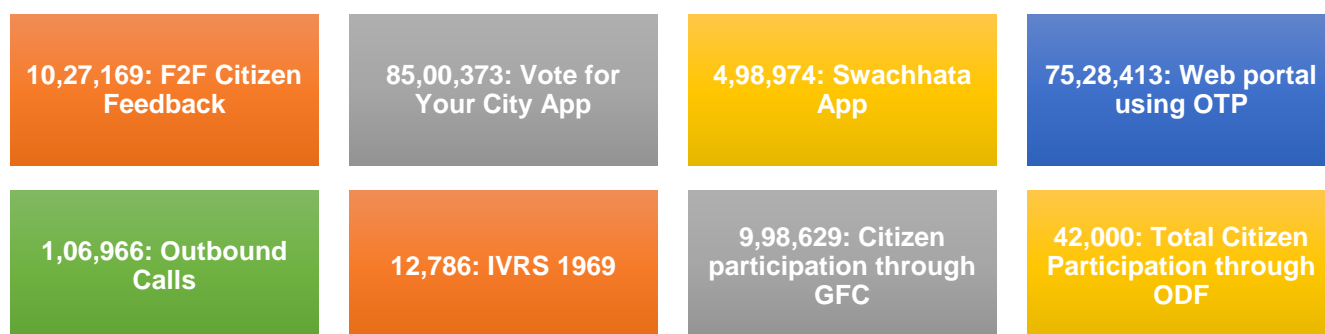
Through Ipsos call center, where callers with different language capabilities (11 languages) were employed and outbound calls were made. The callers were provided with city-specific phone numbers which was procured commercially. Outbound calling was carried out only for ULBs with greater than 25000 population.

Feedback was also obtained through Interactive Voice Recording System (IVRS), where an automated recorded version of the survey was linked with '1969' complaint number. Recording was in different regional language.

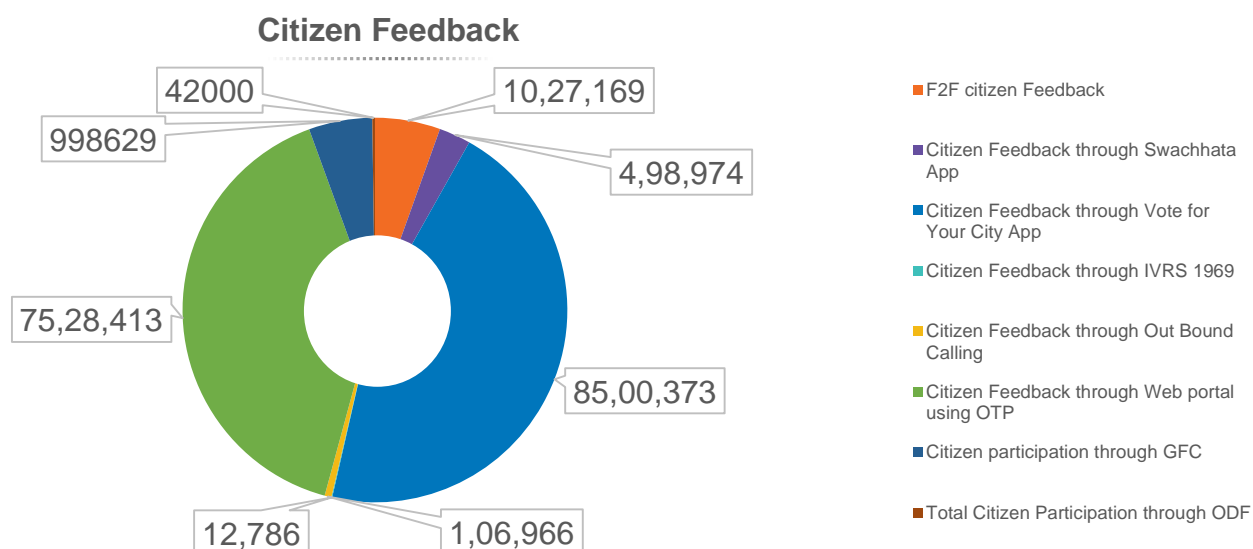
Feedback was obtained through the designated web portal using OTP enabled access. The citizen could click on the link of the survey to record their response through any internet enabled device with a browser.

Citizens could also provide their feedback through 'Vote for your City App', which was launched by Ipsos or through 'Swachhata App'. Both the apps were available on Google Play Store and Apple Store.

### Feedback Recorded:



The allotment of 1500 marks to Citizen feedback was distributed into two parts. The first comprised of eight questions (1100 marks) for which the responses were collected through the modes mentioned above. Second part comprised of 400 marks which were drawn from the Swachhata App, for four indicators as shown in figure below.



## 2.8 Award Categories

A total of 130 awards under Swachh Survekshan 2020, are given at the national level, state level, zonal level and cantonment board level. The cities/town that have a population of more than 1 lakh, or are small state capitals and UTs are eligible for the national level awards. Cities that are smaller (population of less than 1 lakh) are being considered for zonal awards. The section below highlights the rationale used for each award category. Brief depiction of award category is given below:



## National for Cleanest City

The primary objective of Swachh Survekshan is to award the cleanest city. The computation for this award comprised of scores from the four evaluation areas of Swachh Survekshan 2020, i.e., service level progress, direct observation, citizen feedback and certifications. The total marks for this was 6000. The cities having the highest overall marks under each population category were nominated for the award.

## Award for Fastest Mover

For 'fastest mover' category, cities who move up on the ranks as compared to previous year were taken into consideration. In Swachh Survekshan 2020 only those cities who secured rank in top 200 cities of >1 lakh population category and top 50% cities of <1 lakh population category in each zone were considered for fastest movers awards.

## Award for Innovation and Best Practices

The definition of innovation is broad and often viewed as application of better solutions that meet new requirements, unarticulated or existing needs. Further an innovation is the realization of some new idea in actual concrete practice, whether commercially or in public and voluntary sphere. Perception of innovation varies from city-to-city, however, for evaluation of innovation, criteria were set from a perspective that it can lead to some common ground for ranking. This award is intended to serve as an overall evaluation as part of two separate thematic areas - viz., ULB led innovation projects and citizen led innovation projects.

ULBs were evaluated on the quality of project submitted under waste management, behavioral change, ODF sustainability etc. The following table gives an overview of the criteria on the basis on which each ULB was evaluated.

Metric	Evaluation Criteria
Novelty	<ul style="list-style-type: none"><li>• The innovation should be a one-of-its kind solution.</li><li>• The exact same innovation/best practice should not have been implemented elsewhere in India.</li><li>• A part of the innovation could have been implemented elsewhere and then contextualized to the city's requirement.</li></ul>
Implementation	<ul style="list-style-type: none"><li>• The innovation should have been implemented between 1<sup>st</sup> January 2019 to 31<sup>st</sup> October, 2019.</li><li>• The innovation should be easily implementable (i.e. should be economical-limited capital and OPEX/manpower required should be feasible/ any pre-condition should be existing and practical).</li></ul>
Scalability	<ul style="list-style-type: none"><li>• There should be evidence showcasing scalability of the innovation to other parts of the city (i.e., there should be existing demand for such a solution/requisite manpower/sufficient capex and OPEX/partner ecosystem/ etc. depending on the innovation)</li></ul>
Financial Sustainability	<ul style="list-style-type: none"><li>• Projects OPEX should be covered by existing available finances/ revenue stream</li></ul>
Impact	<ul style="list-style-type: none"><li>• The project should have achieved the envisaged impact as per initial project plan (city should showcase evidence of this impact through quantitative data/newspaper coverage/citizen feedback etc.).</li><li>• Evidence showcasing sustainable impact (i.e. innovation should have a long-term positive outcome on the city)</li></ul>

## Award for Citizen Feedback

This award is based on a compilation of feedback received from feet on street i.e., face to face interviews, outbound calling, IVRS, web portal, Vote for my City App and Swachhata App. The combined average score from each of the six sources for every ULB was weighted on a pro rata basis depending on the share of feedback from each source in the ULB.

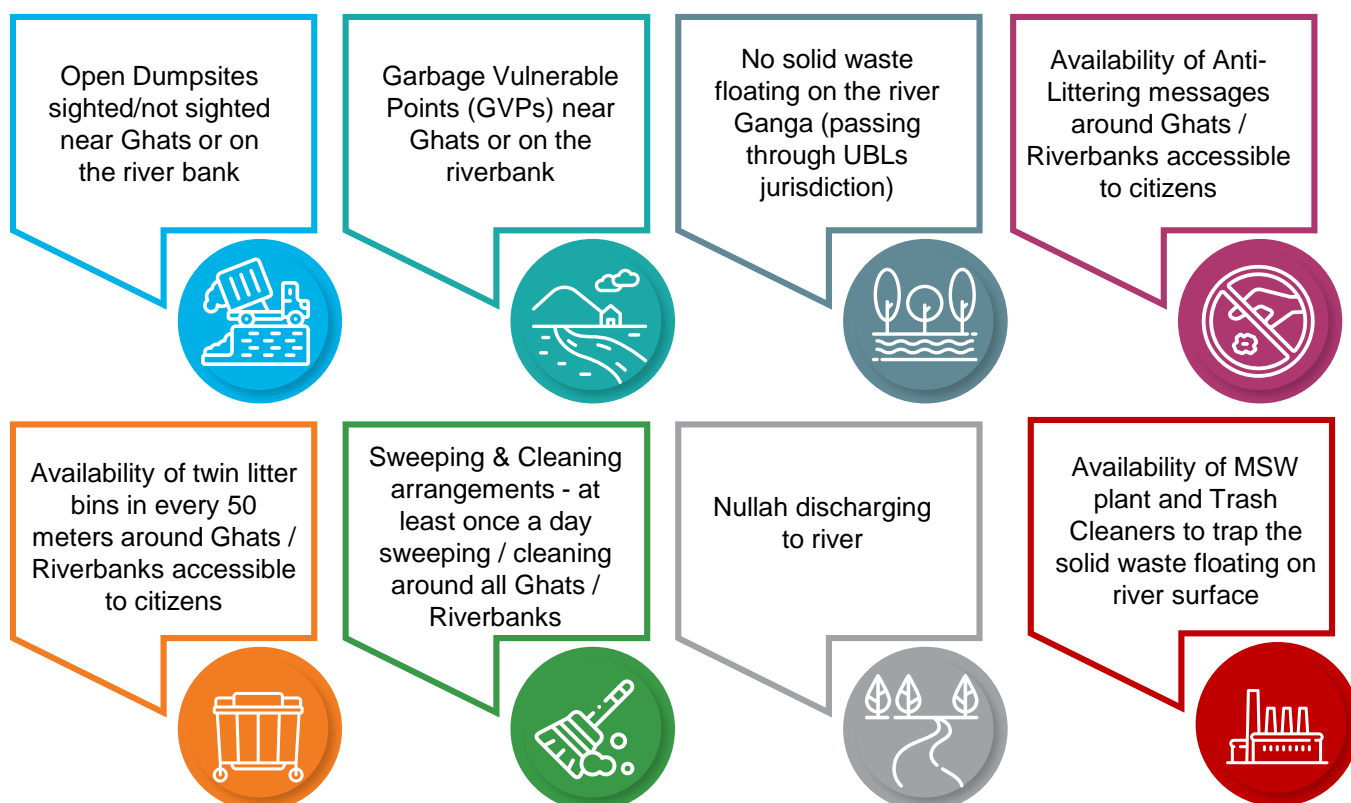
## Award for 'Self-Sustainable City' (based on GFC/ODF/Cost Vs Revenue)

This award category has been introduced to motivate cities for managing sustainable sanitation services. The evaluation on of the award was done by taking into consideration on ODF & GFC certification on status and several relevant indicators under Service Level Progress as given below:

Self Sustainable City (3200 M) = GFC Score (1000 M) + ODF Score (500 M) + Section 1 (500 M) + Section 2 (700 M) + Section 3 (500 M)

## Award for Ganga Town

Evaluation for award took into consideration marks received under direct observation for the following indicators:-





3

# The Survey Delivery Process

# 3. THE SURVEY DELIVERY PROCESS

## 3.1 Components of the Survey

The survey delivery involved multiple components, which were inter-connected to each other, and the main components are as follows:



### 3.1.1 Core Research and Management Team

At the apex, there were 14 core team members - comprising of core researchers, subject matter experts and functional in charges. This team guided the entire project and had a final say on all deliverable and client liaison. This core team was responsible for end to end management of Swachh Survekshan 2020. The job responsibilities of the cell were as follows:

- Coordination with the management staff posted in states.
- Responsible for QC on city profile submission, sampling, scoring and ranking finalization.
- Integrated scoring post 3 stages of QC.
- Guiding social media presence.
- Writing the four survey reports (Swachh Survekshan 2020 ranking report, Social Media Initiatives report, Innovation & Best practices report and Ganga Town ranking report).
- Delivery of 5 TVCs, one 10 minute film of the survekshan process and one 3 minute film of how India's cities have progressed because of Swachh Survekshans.
- Client liaison.

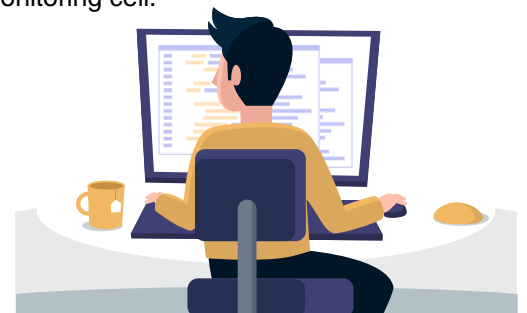


### 3.1.2 Field Operations Cell

The field operations cell was involved in conducting the direct observations and collecting citizen feedback in 4242 ULBs. Close to 2694 junior assessors moved in the field to complete assessment in a span of 28 days. The field assessors assessed the sampled facilities/locations across ULB and also captured photographic evidences for their observations, on a CAPI device. The photographic evidences uploaded through the CAPI were checked real time and validated by the Assessor Monitoring Cell. Upon completion of the direct observation, field executives collected citizen feedback at various locations in ULB. There was a limit of 10 feedback per location set in the application - for number of citizen feedback that could be accepted for a location. This ensured spread in the citizen feedback collected in city.

### 3.1.3 Assessor Monitoring Cell

The assessor monitoring cell was set up in the NOIDA project office of Ipsos, which was manned by 50 assessors who did 100% real time monitoring of movement of field assessors and checked the photographic evidences - synced through the assessors application. Assessor was guided to re-do the assessment, in case, quality parameters of data collected was inappropriate. The assessor monitoring cell checked the validity of Independent Citizen Validation (ICV) and direct observation evidence as per sample quota before closing the ULBs assessment. IVC negative marking on the basis of photographic evidence was also carried out by the assessor monitoring cell.



### 3.1.4 Scoring Cell

The scoring cell was manned by 120 scorers, who were stationed at the NOIDA project office of Ipsos, and scorers reported directly to research and project management team. These 120 scorers were divided into 9 teams and were headed by 9 research managers. Depending on number of ULBs in a state, teams were equally divided and given responsibility to conduct scoring for some state. The scorers were selected keeping the language understanding in mind. State-specific scoring teams had scorers who could read, write and understand the language of respective state. Scoring cell was responsible for reviewing all the uploaded documents (soft copy) submitted by ULBs under 'Service Level Progress' component as well as MIS data received from the Ministry. Based on protocols given under SS2020 toolkit and information provided in the document, scorers gave marks accordingly. These cells also integrated the outcome of ICV and DO assessments received from assessor monitoring cell and after converting the same into negative marks (for ICV) and marks (for DO). 120 scorers deployed ensured completion of city profiles and review of documents of 4242 ULBs including 62 cantonment boards by 15<sup>th</sup> February 2020. Few highlights of the cell are mentioned below:

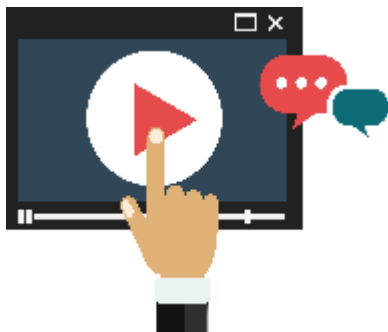
- Language capability (reading and writing) was a critical recruitment criteria for ensuring state specific reorganization of responsibilities.
- Scorers were also responsible for guiding ULBs to correctly fill out city profiles, and then randomized sampling for IVC and DO was done, based on city profile declarations.
- Also responsible for carrying out a pre-check of uploaded documents before the actual scoring could begin, flagging the concerned indicator in case any discrepancy was found and giving 48 hour window to the ULB where they can upload flagged documents afresh.
- First level of scoring was based on documents uploaded after 48 hours window timeframe.
- Second level of quality check performed by an independent QC team consisting of senior most scorers and research managers.



### 3.1.5 IT Help Desk

The IT helpdesk was managed by 10 software engineers. The help desk was responsible for providing assistance to ULBs when they reached out for help during the registration processes, or uploading/updating city profile. A senior team was also involved in development and maintenance of [www.swachhsurvekshan2020.org](http://www.swachhsurvekshan2020.org). The IT team was also responsible for development of various Apps used during the survekshan, namely- JA, DO, CFB etc., on Android and iOS platform. The IT team also ensured automated sampling for DO/ICV. They maintained the server and ensured real time syncing of the evidences from the ground for monitoring.

### 3.1.6 Media Cell



There were two components for Media cell - component one involved creating video content for survekshan - which was done with the help of an ad film making company. 5 such films were made in Hindi and further dubbed into 8 regional languages.

The second component of media cell involved management of Swachh Survkeshan related social media pages. The social media cell- managed the Facebook, Twitter, LinkedIn and Instagram handles of Swachh Survkeshan.



### 3.1.7 Call center

72 outbound callers were trained and deployed in Noida project office of Ipsos. It was ensured that the callers could speak different languages - to cover several states and UTs. More than 18 thousand outbound calls were made for administrating the citizen feedback survey. Callers also conducted the outbound calling based verification on key indicators of ICV. They also managed the IVRS to get the responses under 1969.

### 3.1.8 Innovation Cell

The innovation cell was headed by two subject matter experts who had set criteria for innovation evaluation. Innovation and best practices uploaded by the ULBs were scrutinized on pre-defined criteria and marks were awarded to them by experts. The experts were supported by a team of 18 members.

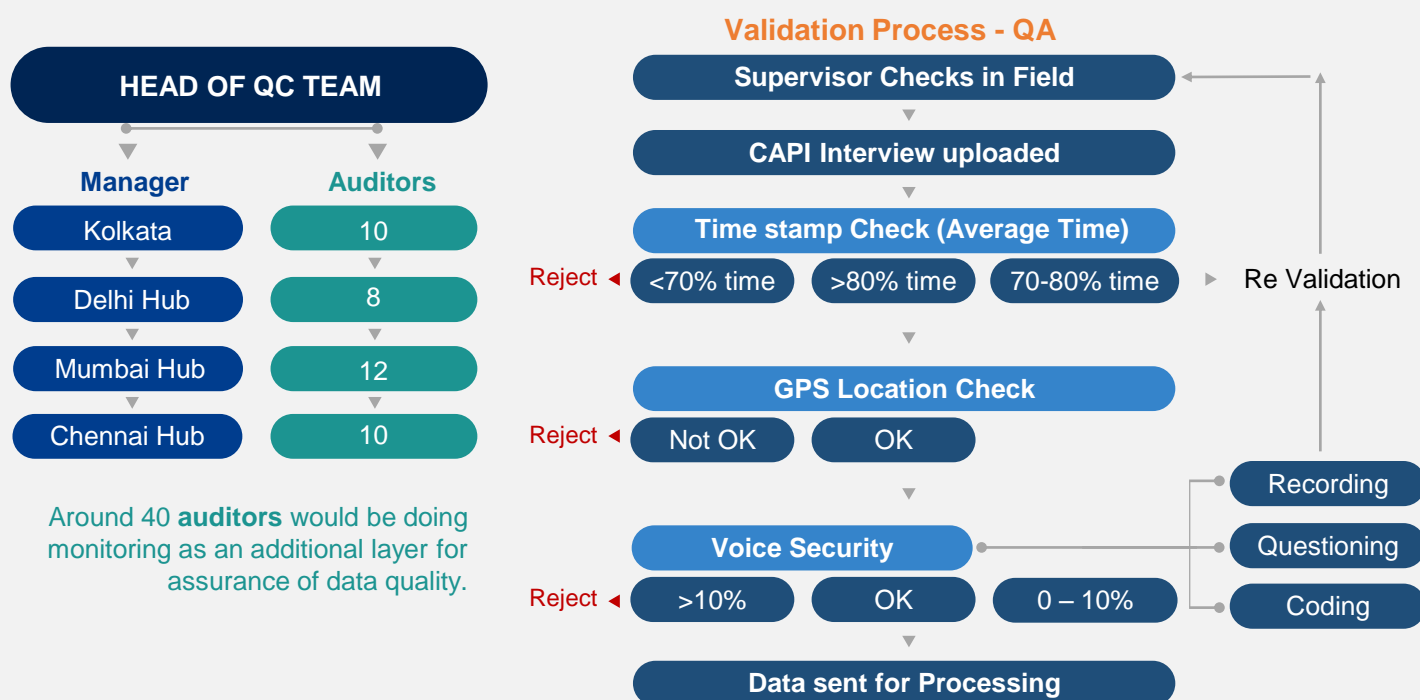




### 3.1.9 Quality Assurance

Ipsos has an independent quality assurance department. The 50 member team independently checked tasks and assessments, carried out by assessors, to ensure quality of data is maintained.

#### Independent Monitoring by QA Team – Additional Layer



### 3.2 Detailed Work Plan for Swachh Survekshan 2020

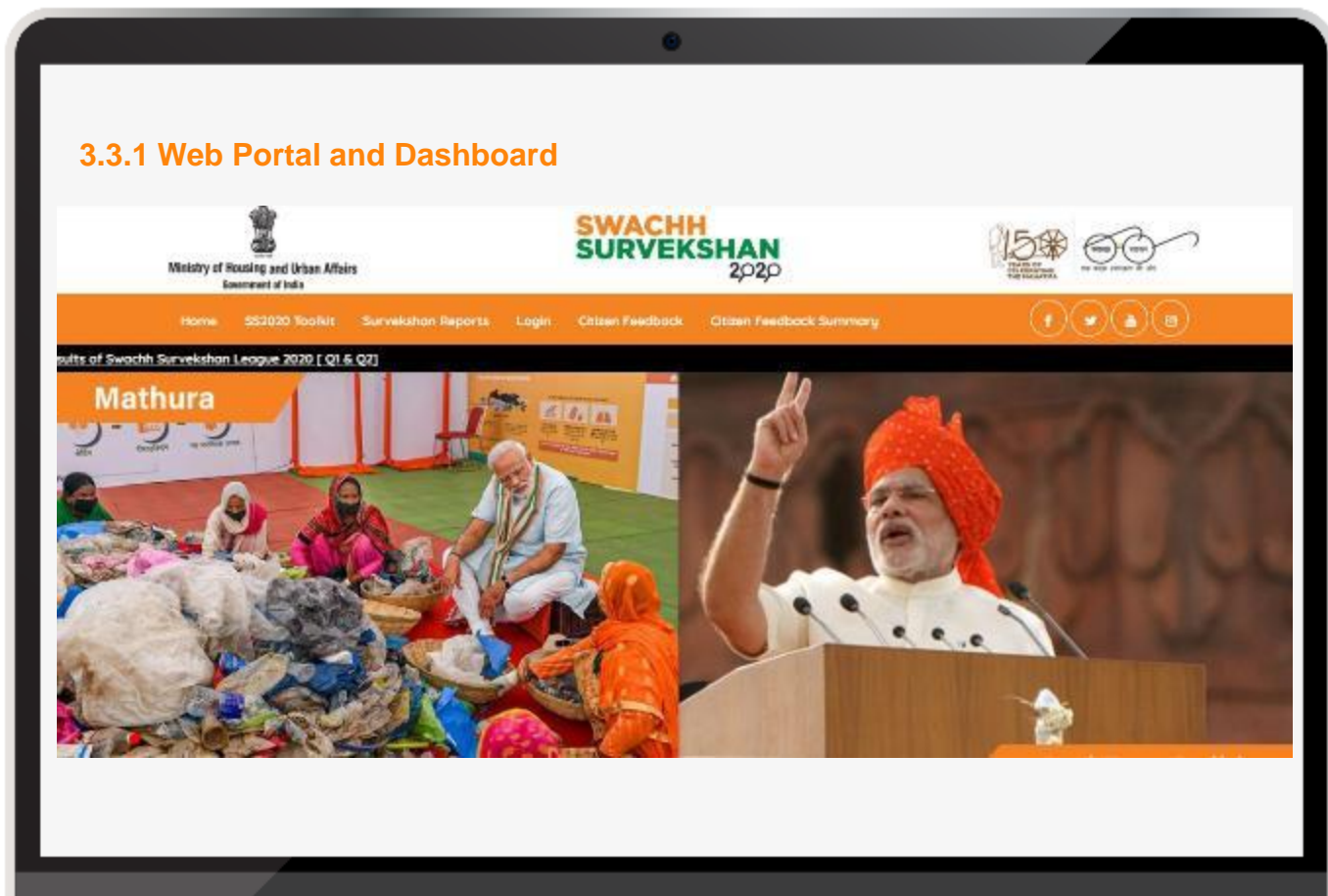
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#### Project Flow and Scope of Work

Stage 1 Preparation	Stage 2 Training	Stage 3 Service Level Progress	Stage 4 Direct Observation	Stage 5 Citizen Feedback	Stage 6 Certification Status
Set-up and manage portal / dashboard	ToT for Sr. assessor / city enablers	Help cities to upload documents and data	Integrate location data for observation	Zone wise equal distribution of sample	Collect certification status of star rating, ODF, ODF+, ODF++ for each ULB from the respective agency and portal
Prepare self-assessment tool for city's progress	Zonal training o Desktop scorers and supervisors	Verification of documents of three quarters by assessors	Sampling of locations for each indicator and by zone	In each Zone, select residential and commercial areas	
Design media/ public outreach campaigns and 5 collaterals	Zonal training of IT person/help-desk support system	Any mismatch, cities would be informed, and revision of marks	Validation of one operational dry and wet waste plan	Conduct 80% F2F interview with citizen using CAPI devices	
Prepare video user manual to help cities to report progress	State level training Jr. assessors an supervisors	Sampling of claimed wards for citizen validation indicators	Observation of selected sites by moving around	Collect 20% citizen feedback using other medium as proposed	
Set-up help desk to assist assessors on real time	Central training for quality controller/auditors	On-field validation of progress claimed data on 12 indicators	Click geo tagged picture of site as evidence	<b>Score calculation of citizen's feedback</b>	<b>Score calculation as per Certification status</b>
Recruit scorers, supervisors, Jr. assessors, IT persons	Re-training of the candidates, if drop-out due to any issue	<b>Score calculation of progress claimed and validation</b>	<b>Score calculation based on the observation of sites</b>	<b>FINAL SCORE CALCULATION FOR EACH ULB RANKING</b>	

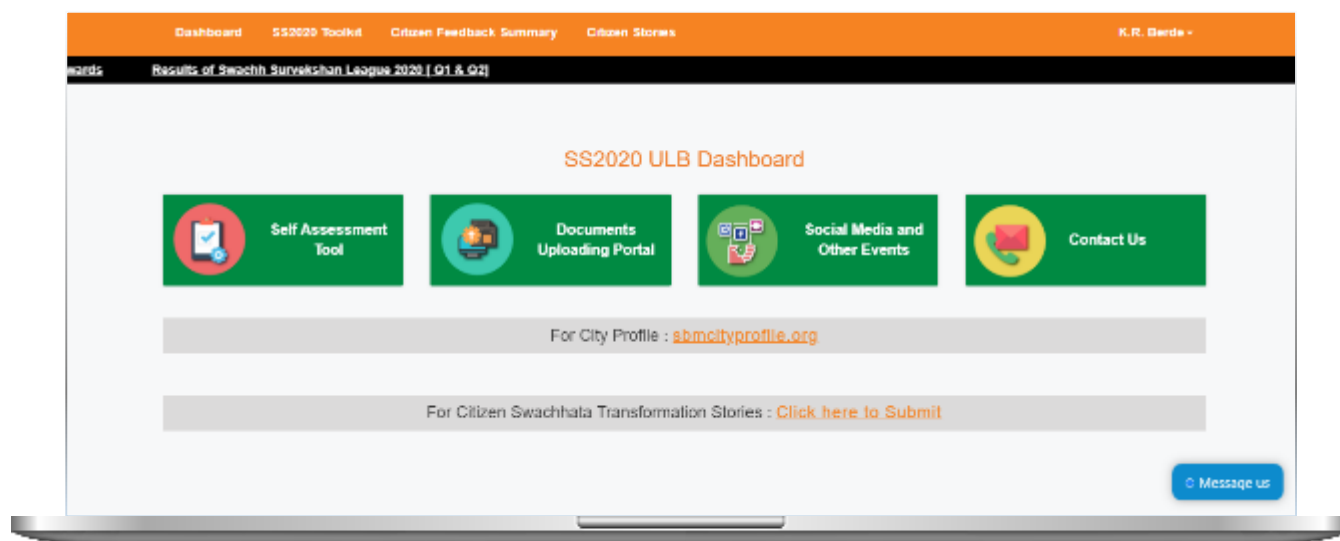
### 3.3 SS2020 Product and Services

#### 3.3.1 Web Portal and Dashboard



#### Login Screens of SS2020 Portal

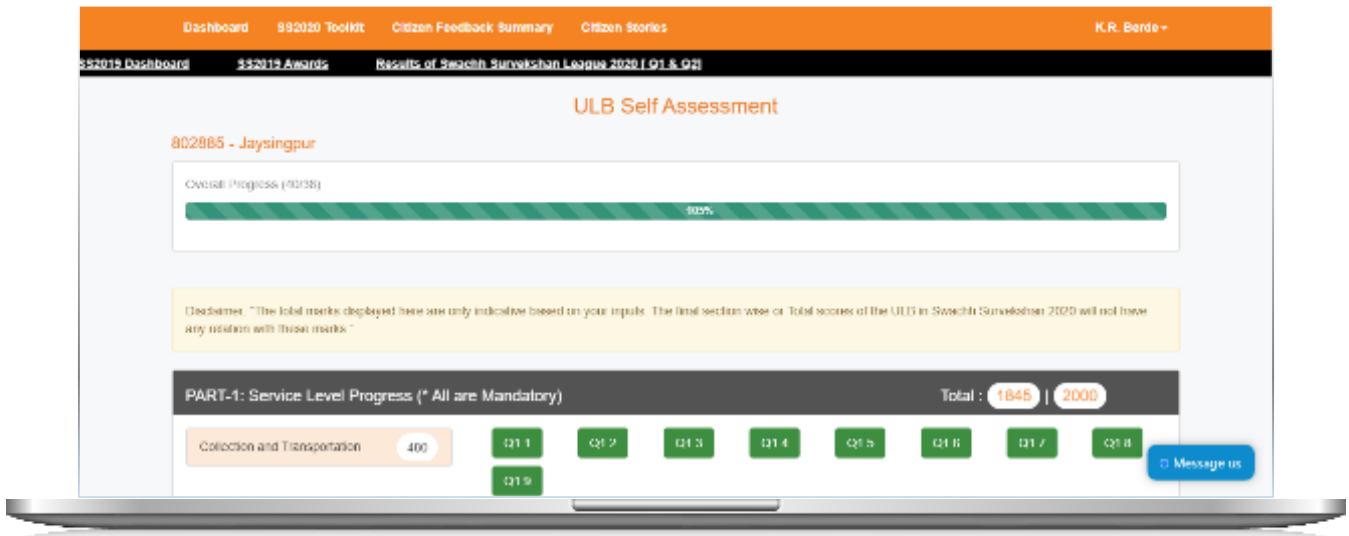
A login was provided each ULB, where ULBs could fill in required details for SS2020. Once logged in the dashboard was displayed which consisted of a Self-Assessment Tool, City Profile, Documents Uploading Portal, Social Media and other events. Important Reference documents and live chat and contact us.



## Self Assessment Tool



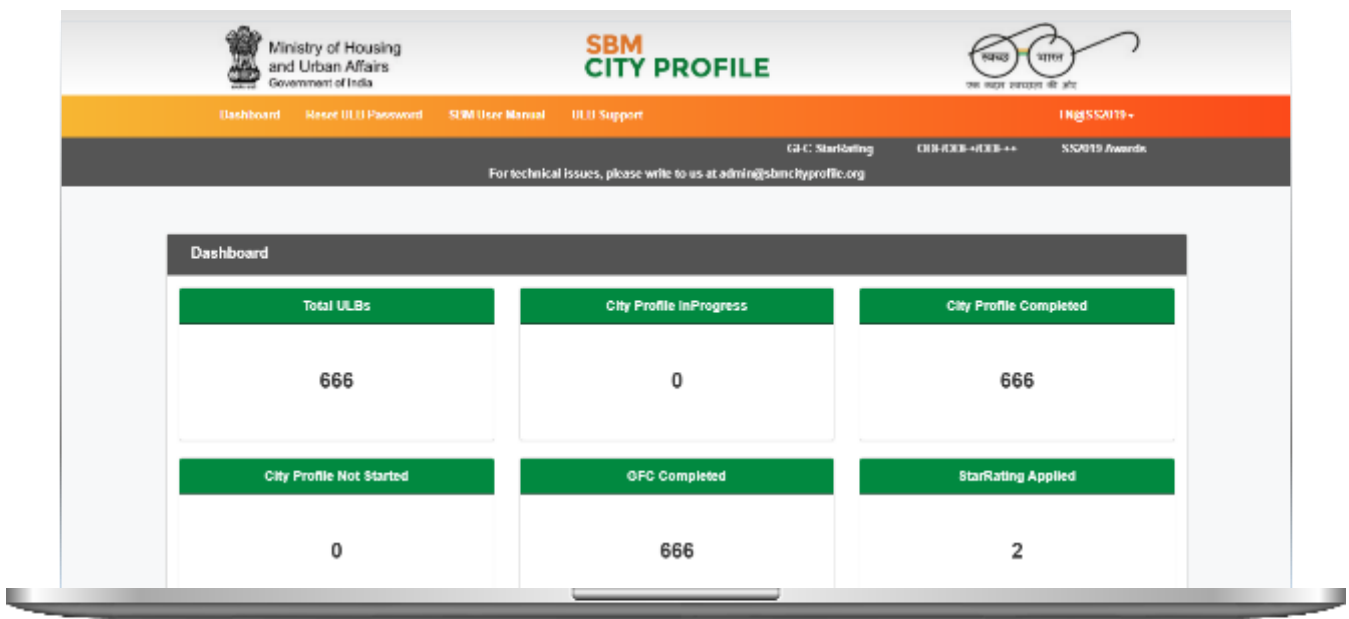
In this screen the ULB could select list of documents they can provide for various indicators and they could get to know how many marks they can achieve for each indicator and also in total for service level progress.



## City Profile



In this screen the ULB was required to fill all the information regarding their city and also, they could continuously monitor their progress through overall progress displayed.



## Document Uploading Portal



In this screen ULB was required to upload all the mandatory documents as proof of details claimed in city profile; they could also continuously monitor their progress through overall progress displayed.

The screenshot shows a laptop displaying the 'Dashboard' of the 'SWACHH SURVEKSHAN 2020' portal. The header includes the Ministry of Housing and Urban Affairs logo, the 'SWACHH SURVEKSHAN 2020' title, and a '150' anniversary logo. The dashboard contains a 'VC Details' section with fields for Date, Slot No, Schedule, and Meeting ID. Below this is a 'Researcher Details' section with Name (Varsha), Contact (8477551300), and Email (varsha.ssc020@gmail.com). The main area features six progress cards: 'SLP Upload Not Started' (0), 'SLP Upload In Progress' (0), 'SLP Upload Completed' (666), 'SLP 48hr In progress' (0), 'SLP 48 Hrs Window Closed' (0), and 'Revised Password' (666). A 'Message us' button is in the bottom right corner.

## Social Media and Other Events



If the ULB had participated in any kind of events pertaining to the Swachhata, whether on ground or in social media, they could provide their links in the following screen on of the portal.

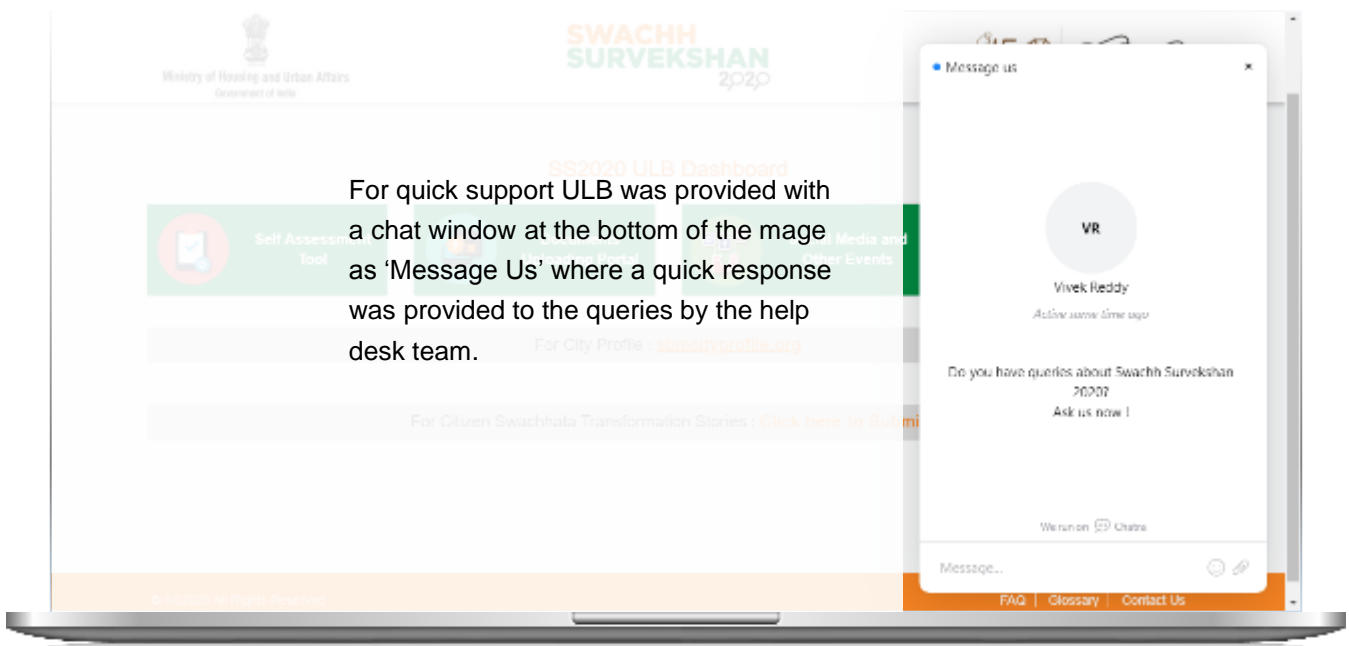
The screenshot shows a laptop displaying the 'Social Media and Other Events' form. The header is 'Social Media and Other Events'. A disclaimer states: 'Disclaimer: The submission of these links is not related in anyway to the evaluation of the ULB in Swachh Survekshan 2020'. The form includes input fields for Facebook Link, Twitter Link, Youtube Link, Instagram Link, Swachh Manch Link (with a pre-filled URL: https://www.swachhmanch.in/ulb/), Social Media account admin (If, any) Name, and Contact No. A 'Submit' button is at the bottom center, and a 'Message us' button is in the bottom right corner.



## Contact Us



If the ULB had any difficulty in filling/uploading any data in SS2020 portal, they were provided with a help desk through which they could expect to get their queries solved. The query were handled through a Chat bot, e-mail id and telephone.

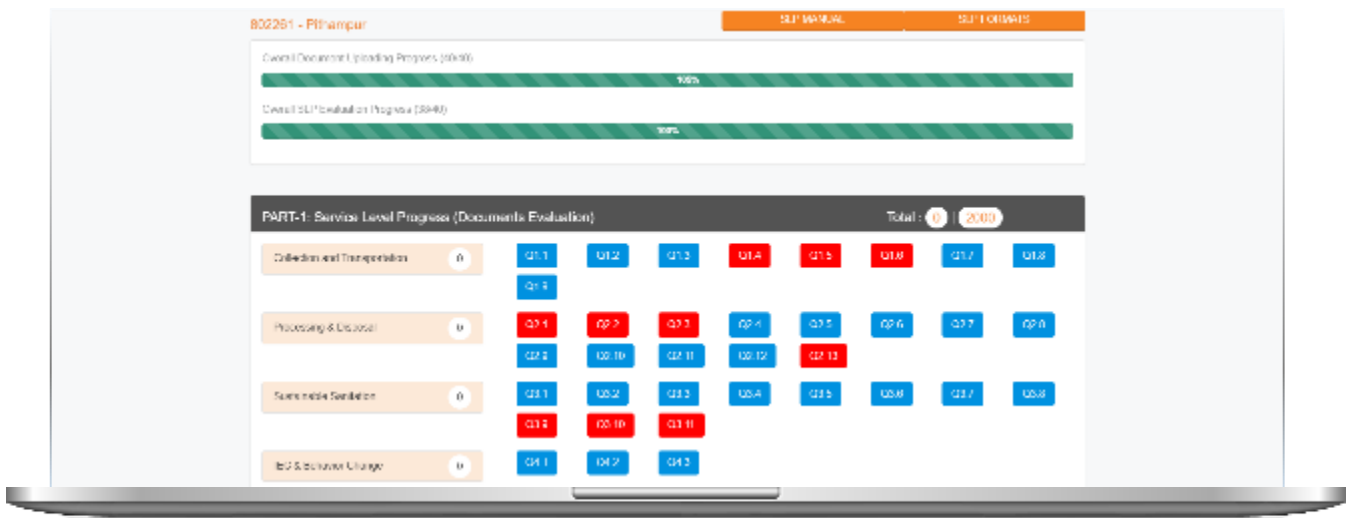


## Scorer Login



Scorers were provided with a dashboard where they could perform a first level quality check of the information provided by ULB which were allocated to them by a senior research manager/research manager. They could view the information of city profile provided by ULB. A flag option was provided to the scorer by which they could flag any information which they thought was not correct and same flags were made visible to ULB; and the ULB could make necessary changes in city profile during the period of December 2019-January 2020.

Once the ULB completed filling the SLP documents, the scorers performed the first quality check and evaluation of the documents. Here also they were provided with a flag option and remarks section.

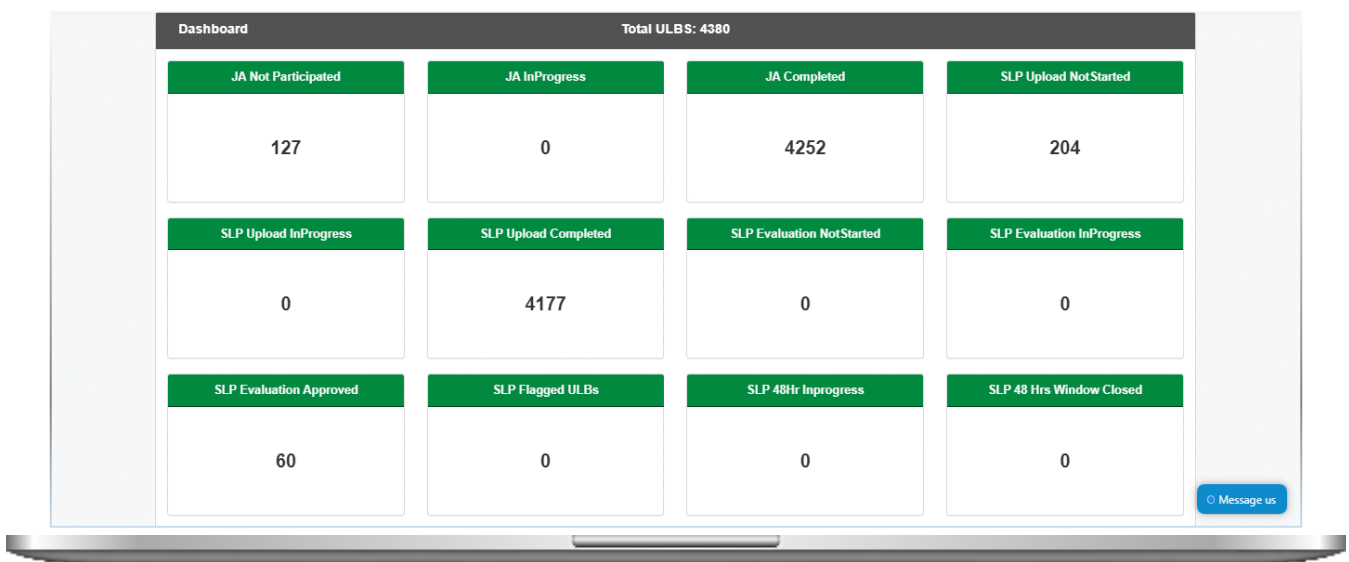


## Research Manager (RM) login



Research/Project managers could view all the information of ULBs along with the progress of scorers as they performed a second level quality check, made any changes if required and approved the evaluation done by the scorer.

In case the scorer had flagged any documents and was subsequently approved by the research manager, the ULBs were provided with a 48 hour window where they could make the necessary changes in the documents.



Ipsos has an independent quality assurance department. The 50 member team independently checked the tasks and the assessment carried out the assessors to ensure quality of data is maintained.

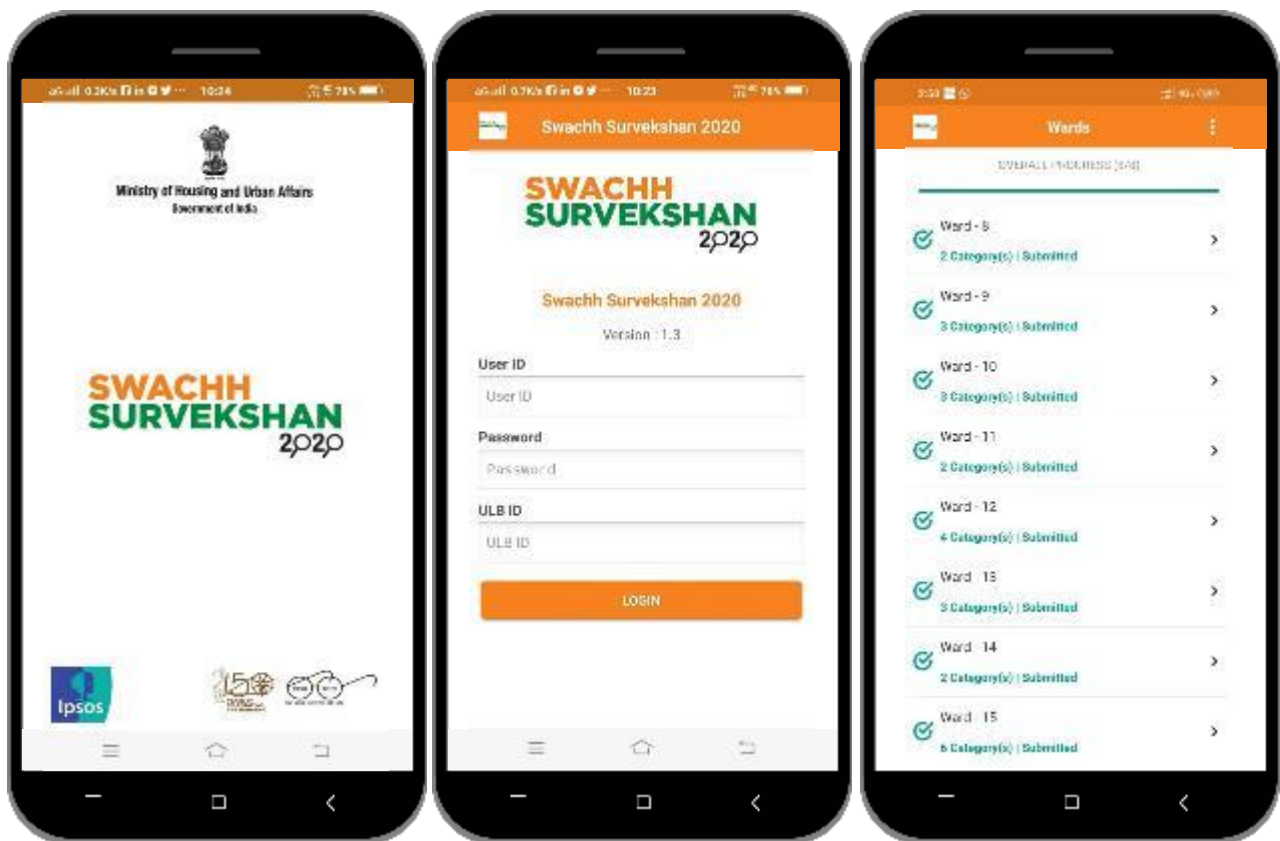
Dashboard SS2020 Toolkit Citizen Feedback Summary Innovation3 -									
SS2019 Dashboard SS2019 Awards Results of Swachh Survekshan League 2020 [ Q1 & Q2 ]									
Innovation and Best Practices									
		State: Andhra Pradesh		Population Category: All					
S.No	ULBID	ULB Name	State	District	Population	6.1 ULB Innovation Project Name	6.2 Citizen Innovation Project Name	Status	
1	802947	CVMC Visakhapatnam	Andhra Pradesh	Visakhapatnam	1728128	Bio Gas Plant at Kapulupada	Preparation and distribution of multi-use cloth bags made from temple cloths – saree	COMPLETED	<a href="#">VIEW DETAILS</a>
2	802963	Vijayawada	Andhra Pradesh	Krishna	1163232	HANON SINGH: USE: PLASTIC WASTE APP GRIEVANCE REDRESSAL SYSTEM, WALL PAINTINGS	ITC WDMA SHIKRI FEM SHES, CONSTRUCTION AND DEMOLISHING WASTE PLANT	COMPLETED	<a href="#">VIEW DETAILS</a>
3	802981	Guntur	Andhra Pradesh	Guntur	670073	RFID Tagging, Coconut shredding unit,	Pilot sustainable solid waste management program in the ward no23,24,25 &28 in Guntur with support of ITC&CVMC implemented by finish society	COMPLETED	<a href="#">VIEW DETAILS</a>
									<a href="#">Message us</a>

### 3.3.3 SS 2020 Online Apps

There were primarily three apps used in SS2020. Two apps were related to field data collection and one was self administered Vote for your City App.

During the period of 4<sup>th</sup> January to 31<sup>st</sup> January, 2020, extensive field verification was carried out across all cities based on the information provided by ULBs in [www.swachhurvekshan2020.org](http://www.swachhurvekshan2020.org) portal. In order to carry out the field verification junior assessors, on-ground assessors and their monitors at the central node used Android based Apps.

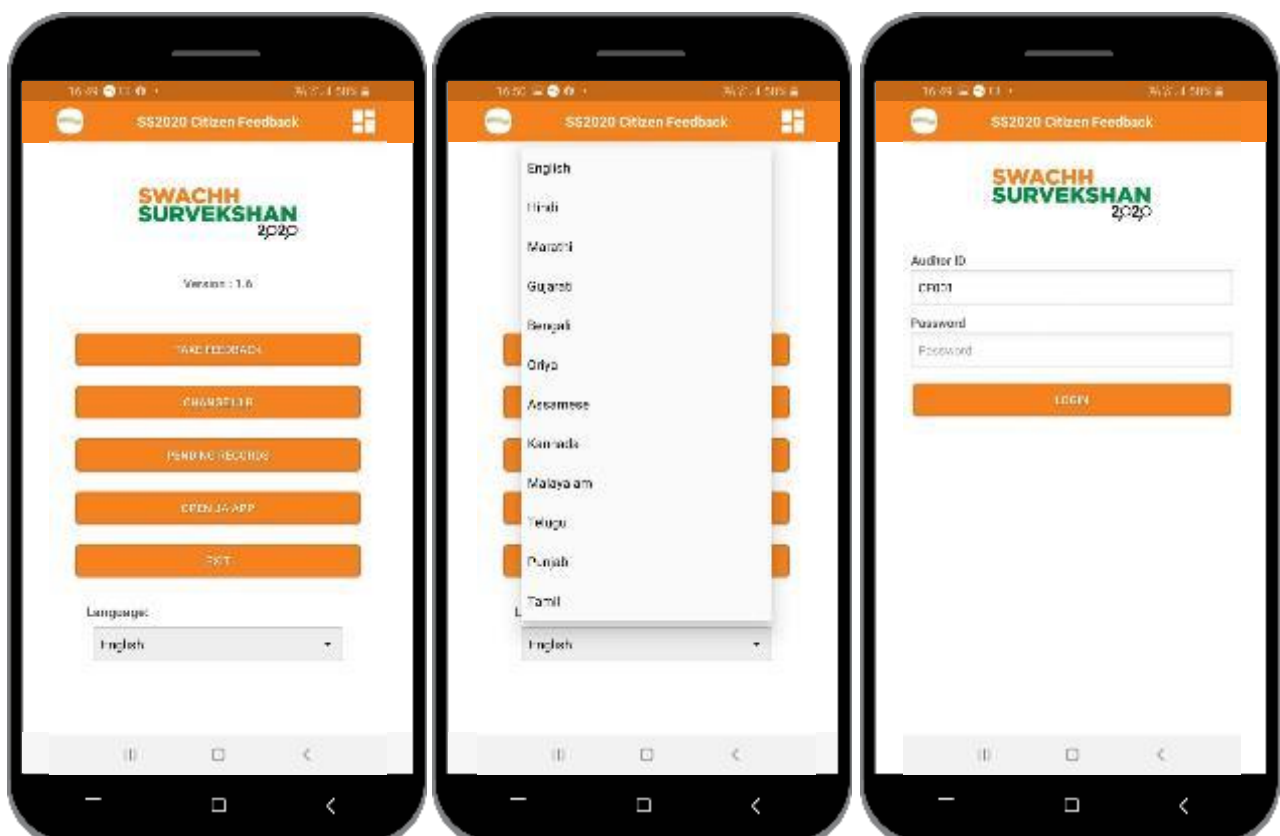




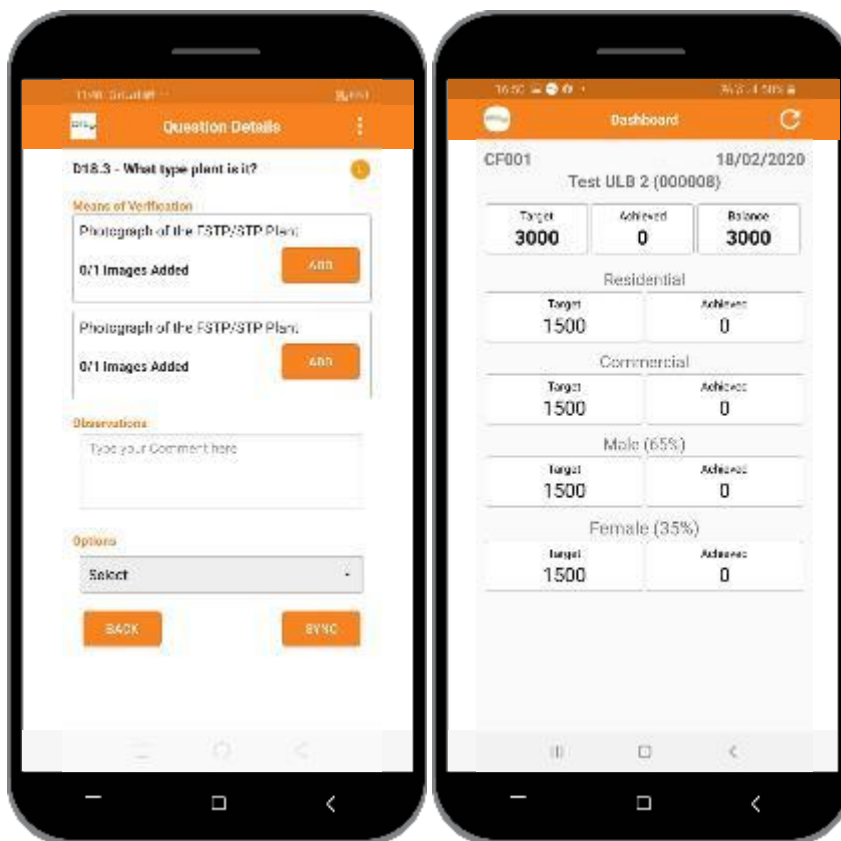
Additional features like-provision to include unique pictures associated with ULBs effort w.r.t swachhata was also included in the App. The assessors were also provided with their mapped AMC's phone number for any kind of assistance.

### SS2020 Citizen Feedback Application

Citizen feedback application login was provided to take the citizen feedback for allocated ULB.

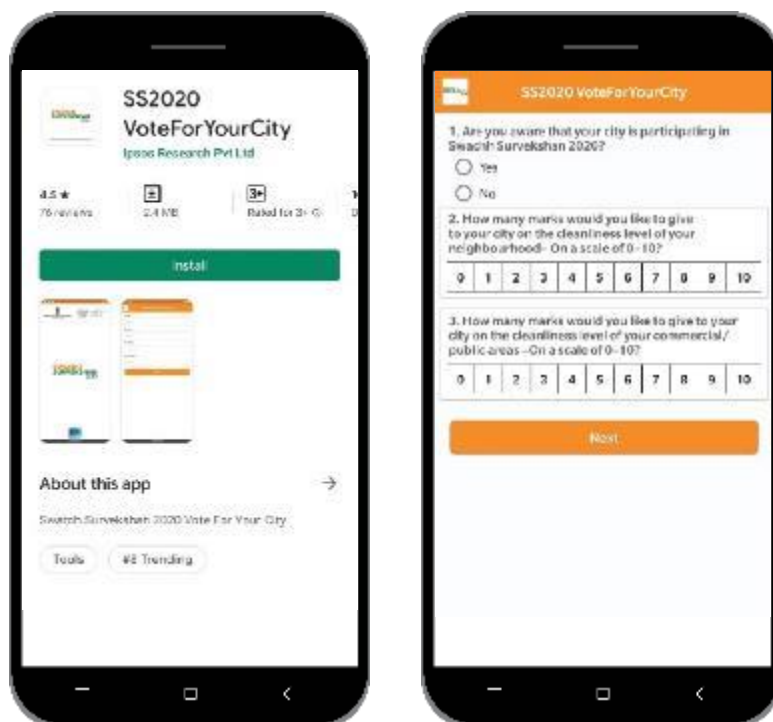






For citizen to give face to face feedback, the citizen must have age greater than or equal to 18, must be willing to share their mobile number & OTP, and should be a resident of the ULB for at least one year. If the above criteria was not met then survey was terminated for CFB application.

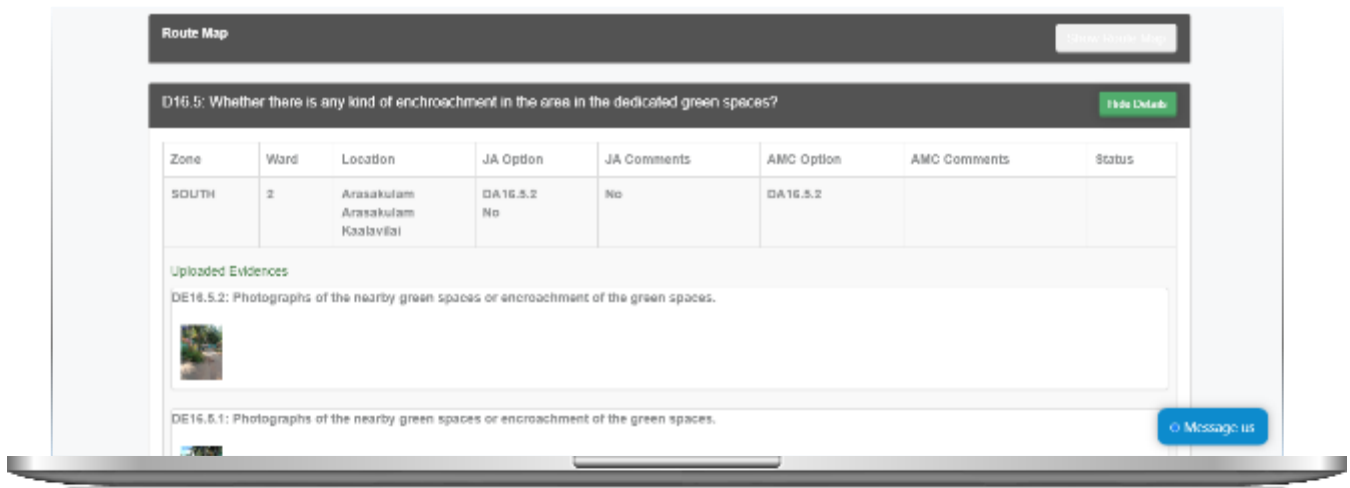
#### SS2020 Vote for your City App



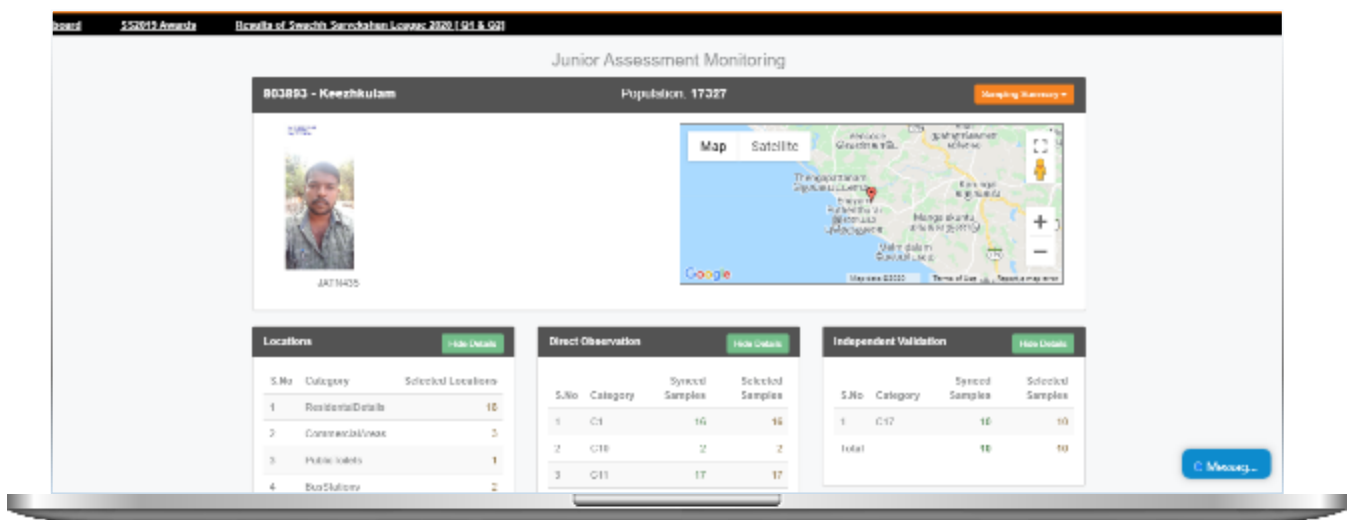
Ipsos introduced a new application called Vote for your City App to capture citizen feedback pan India. The app was popularized through social media. In the awareness campaign citizens were informed about app which was available for download on Google Play Store (for android users) and App Store (for Apple iOS users). Large number of citizens downloaded the app to give their feedback.



Assessment Monitoring Cell (AMC) performed the first level quality check of data sent by junior assessors from field. They were provided with accept, reject and change options to perform the quality check. If a sample was rejected by the AMC a flag was sent to assessors application and assessor needed to redo the work in that particular location and send accurate data once again.



AMCs were also provided with the data of how many samples assessor was required to complete and how many samples were synced by assessor on field to closely monitor the assessors work from the field.



They were also provided with a route map to continuously monitor the junior assessor which displayed data and time of synced samples from Assessor Application.

## AMC QC Login



The AMC Quality Check team performed a second level check of the work done by the AMC and did final scoring from IVC and DO. Provisions were made so that they could accept or make necessary changes to the work done by AMC.

DE4.12.1: Photograph of the ICT/manual feedback system in the toilet

Extra Evidences

Zone	Ward	Location	JA Option	JA Comments	AMC Option	AMC Comments	Status
SOUTH	11	11-000 Others	DE4.12.1 Yes	Barcode only	DE4.12.1		Accepted

Uploaded Evidence

DE4.12.1: Photograph of the ICT/manual feedback system in the toilet

DE4.12.2: Photograph of the ICT/manual feedback system in the toilet

## CFB Summary Screen



A CFB summary screen was provided where state wise citizen feedback counts were displayed. This was dynamic display which was updated on minute-to-minute basis in line with completion of each interview.

Dashboard SS2020 Toolkit Citizen Feedback Summary Super Admin SS2020 -

Dashboard SS2020 Admin Results of Swachh Surakshit Mission 2020 (Q1 & Q2)

State wise Citizen Feedback Received Summary

S.No	State	F2F Interview	VoteForYourCity (APP)	Swachata App	1969 (VRI)	Outbound Calls	SS2020 Portal (OTP)	Total
1	Andaman and Nicobar Islands	218	997	1	1402	51	4227	6940
2	Andhra Pradesh	26871	568894	14796	1658	5280	723799	1278811
3	Arunachal Pradesh	6734	34	1	69	50	25	6914
4	Azamgarh	25495	5126	39	54	1059	281	30010
5	Bihar	31615	26827	445	147	6072	3747	68854
6	Chandigarh	008	1700	5273	62	203	25664	33708
7	Chhattisgarh	41010	117715	6810	45	1968	200366	367414
8	Dadra and Nagar Haveli	200	1764	10	10	0	522	2506
9	Daman and Diu	407	119	3	13	50	18	600

Message Us

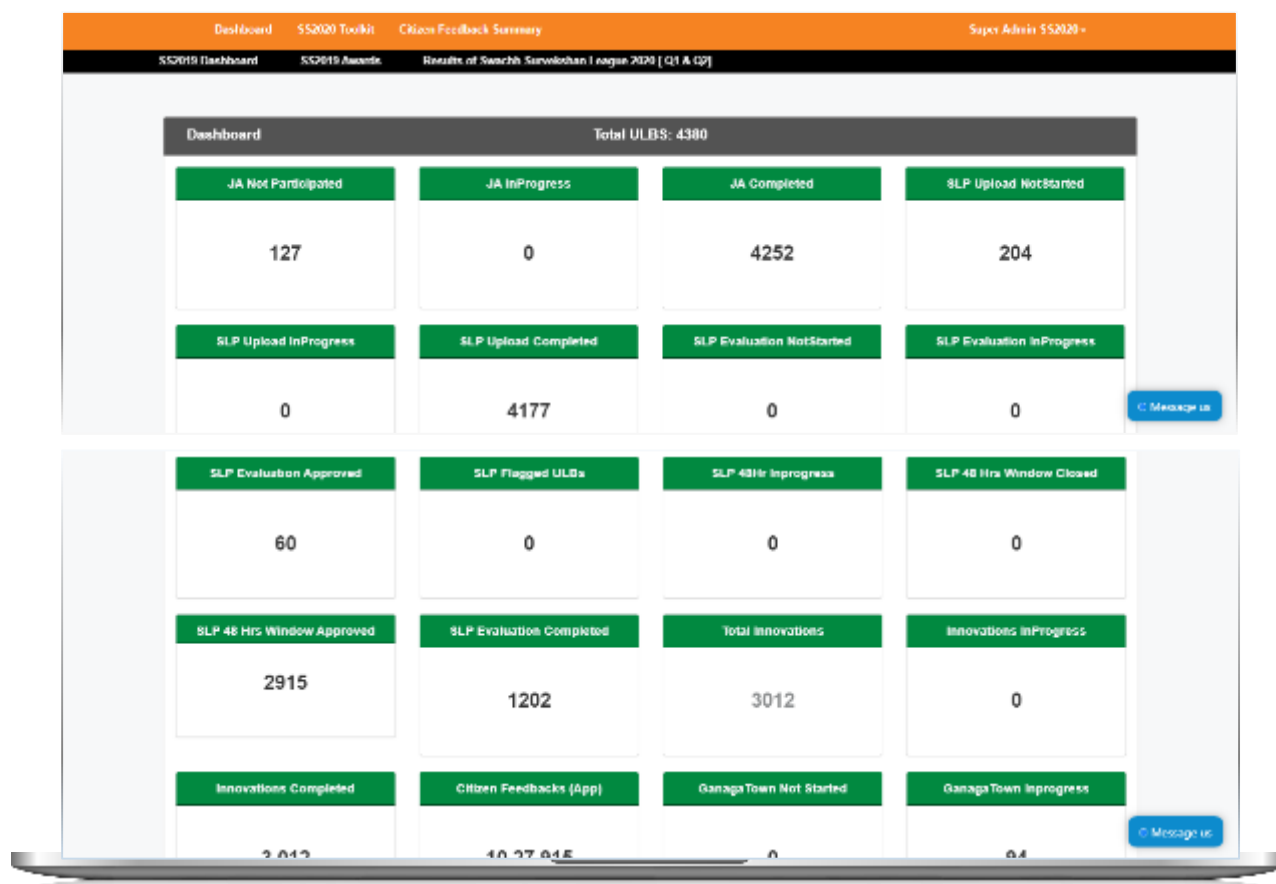
## State Mission Directors Login



A unique login ID and password was provided to each Mission Director to access 'Mission Directors dashboard' so that they could monitor the progress of all ULBs across their state in terms of status of submission of different documents.



Nominated officials at SBM-U as well as core project management team were given access to super admin login so that they could do real time monitoring of the complete process of city profile, service level progress, JA progress and SLP evaluation, Quality Control, Innovations and CFB.



### 3.4 Data Back Up and Disaster Recovery



Daily database backups were maintained with sync to remote location. Standby server in remote location was taken up which ensured quick disaster recovery- in case of exigency.

The production environment was prepared and equipped to provide resilience for any failure of hardware. It was hosted in a tier 4 datacenter located in India, expandable cloud was capable to manage the scale, remote backup capabilities were set up to manage disaster recovery and SAN storage to make sure that the data storage was available.

### 3.5 Social Media presence of SS2020

SS2020 had a good reach on social media platforms with overall reach during the period of assessment being 2,07,42,763 and impression being 11,21,45,564

@SwachhSurvekshan (FB Handle)



@SwachhSurvekshan (Twitter Handle)



@SwachhSurvekshan (Instagram Handle)





To popularise the survey, Ipsos carried out multiple campaigns and each of these campaigns have had a different objective. Some of the most engaging campaigns were Swachhata Hero, HumaraSwag and CompostingSahiHai.



Swachhata Hero campaign was launched to recognize and appreciate the efforts of citizens who have been 'torchbearer' of swachhata in their community/RWA. We received an overwhelming response- registering over 37.2 million impressions. Some screen shots are placed below.



## Humara Swag Campaign

In the Humara Swag Campaign, citizens were urged to share their environment friendly practice. The campaign received an overwhelming response registering over 3.3 million impressions. Screen shots of some of the citizen posts area shared below





## Composting Sahi Hai Campaign

In this campaign the Composting Sahi Hai, Composting was promoted. The Secretary MoHUA, Mr. Durga Shankar Mishra and Joint Secretary, SBM Mr. Vinod Kumar Jindal also posted their videos of following composting at their residence. The campaign was received well by citizens and various posts also started floating on the social media from the citizens side. The campaign witnessed nearly 12.2 million impressions. Some of the posts shared by citizens are shown below:



## 3.6 Evaluation of Innovation and Best Practices

In order to make Swachhata an every day practice and ensure end-to-end waste management, ULBs were encouraged to innovate and create best practices examples for other ULBs or adopt/modify the best practice followed elsewhere and implement it in their ULB.

The MoHUA decided to award cities with outstanding performance & practices under innovation and best practices in the following sub-categories.

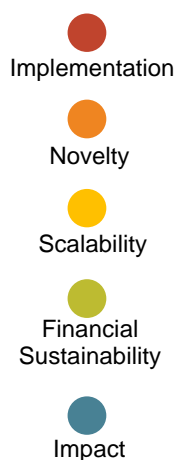
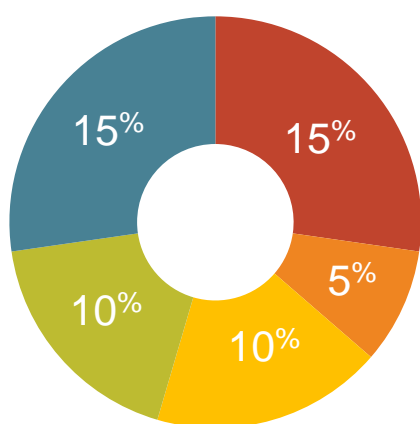




### Category 1: Innovation & Best Practices by ULB

Here, the quality of project submitted by ULB under 'Innovation & Best Practices' was judged and total marks assigned was 50. These 50 marks were further subdivided amongst 5 criteria:

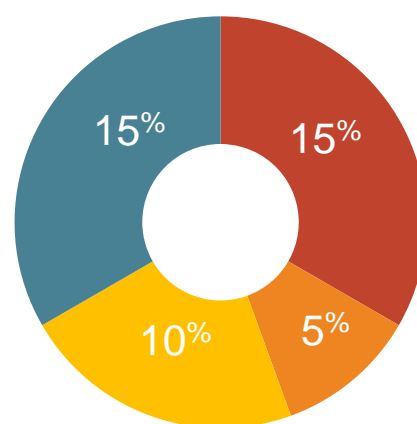
**Scheme of Marking of Innovation & Best Practice by ULB**



### Category 2: Innovation and Best Practices by Citizens/RWA/ NGOs/SHGs/Private Sector through CSR.

Here, the quality of project submitted by the ULB under the citizen led 'Innovation & Best Practices' was judged and the total marks assigned was 40. The 40 marks were further subdivided amongst 4 criteria:

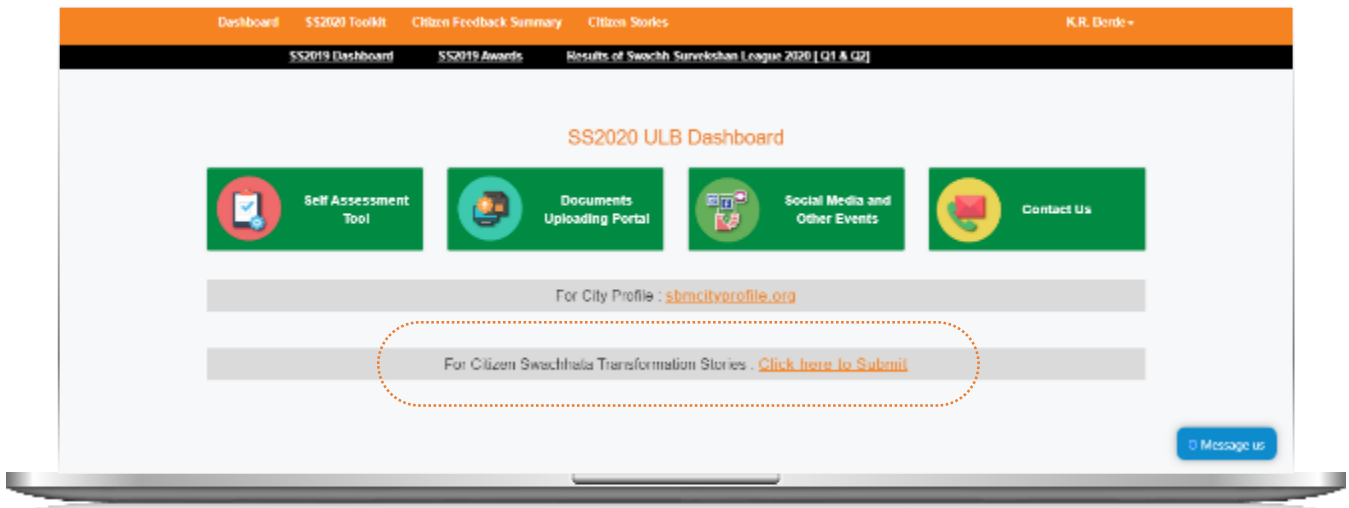
**Citizen led Innovation & Best Practices**



All cities were requested to upload relevant files (write-up, pictures and videos) explaining details of the project in the categories mentioned on the Swachh Survekshan 2020 portal at the time of documentation upload. All these submissions were scrutinized and scored by the innovation cell experts. A total of 3010 ULBs submitted innovation entry.

### 3.7 Swachhata Transformation Stories

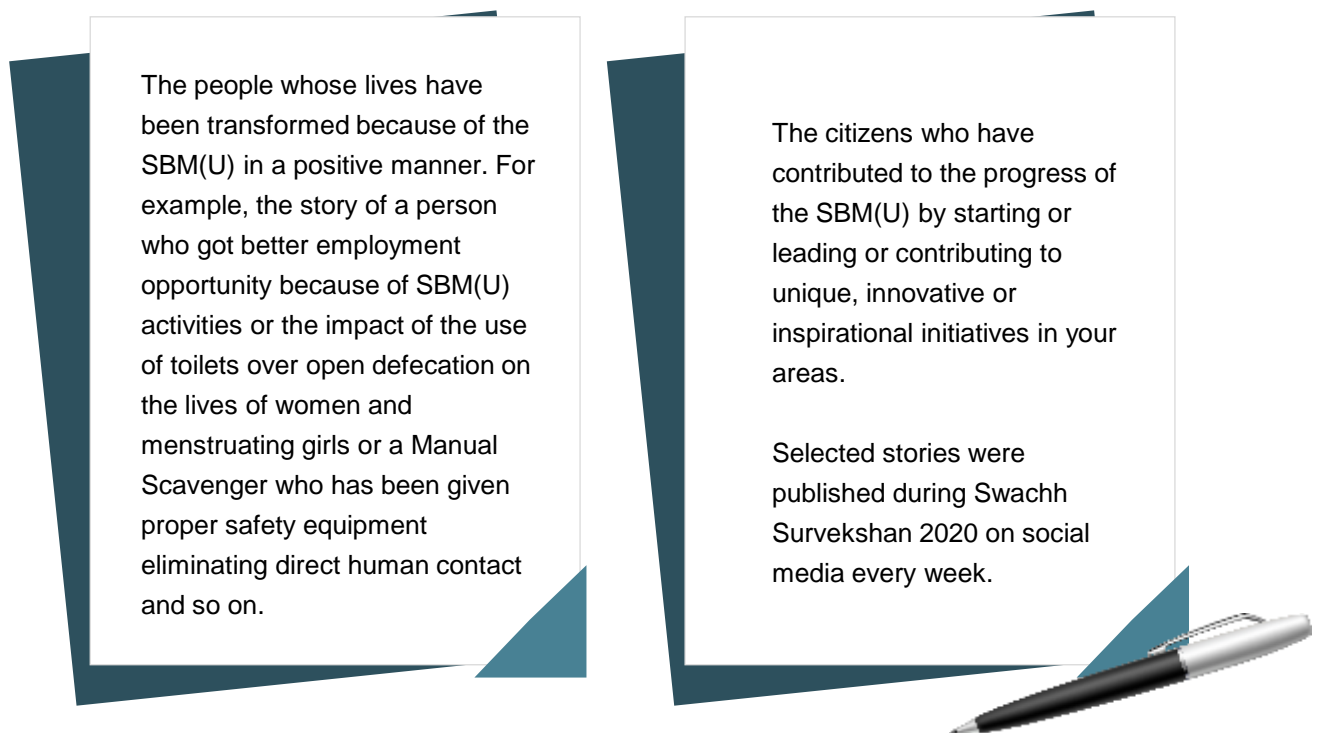
Ipsos introduced a new tab on the portal to capture the Swachhata Transformation stories. This was not part of any indicator, and the focus of this tab was to document the impact and transformation SBM-U and Swachh Survekshan has been able to bring in amongst citizens. The submission tab was on the dashboard screen for the ULB.



The ULBs were urged to submit transformation stories related to the following:



The citizen centric stories could fall in either of these two categories:



4

# Survey Results



## 5. Survey Results

### RANKING OF 47 ULBS BASED ON TOTAL SCORE (More than 10 Lakh Population)

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Madhya Pradesh	Indore	1431.44	1300.00	1500.00	1416.12	5647.56
2	Gujarat	Surat	1350.27	1300.00	1500.00	1369.32	5519.59
3	Maharashtra	Navi Mumbai	1373.08	1300.00	1467.00	1327.80	5467.89
4	Andhra Pradesh	Vijayawada	1329.09	1100.00	1493.00	1348.23	5270.32
5	Gujarat	Ahmedabad	1367.14	1100.00	1498.72	1241.26	5207.13
6	Gujarat	Rajkot	1357.01	1300.00	1315.00	1185.35	5157.36
7	Madhya Pradesh	Bhopal	1347.39	1100.00	1474.47	1144.45	5066.31
8	Chandigarh	Chandigarh	1144.99	1100.00	1452.77	1272.32	4970.07
9	Andhra Pradesh	GVMC Visakhapatnam	1188.88	1100.00	1468.85	1160.71	4918.44
10	Gujarat	Vadodara	1269.20	1100.00	1497.00	1004.13	4870.34
11	Maharashtra	Nashik	1332.41	700.00	1441.00	1256.05	4729.46
12	Uttar Pradesh	Lucknow	1248.40	700.00	1493.62	1286.26	4728.28
13	Madhya Pradesh	Gwalior	1151.03	1100.00	1177.78	1267.55	4696.36
14	Maharashtra	Thane	1170.90	1100.00	1112.00	1223.45	4606.35
15	Maharashtra	Pune	1269.61	1100.00	1103.00	1004.70	4477.31
16	Uttar Pradesh	Agra	1214.43	500.00	1485.78	1191.30	4391.51
17	Madhya Pradesh	Jabalpur	1294.97	500.00	1261.00	1312.57	4368.55
18	Maharashtra	Nagpur	1207.95	500.00	1354.00	1283.11	4345.06
19	Uttar Pradesh	Ghaziabad	1069.15	700.00	1376.00	1138.11	4283.26
20	Uttar Pradesh	Allahabad	1236.76	500.00	1248.51	1156.19	4141.47
21	Chhattisgarh	Raipur	1126.52	500.00	1252.00	1220.20	4098.72
22	Maharashtra	Kalyan Dombivali	1051.10	700.00	1188.51	1151.38	4091.00
23	Telangana	Greater Hyderabad	1014.44	500.00	1376.30	1156.27	4047.01
24	Maharashtra	Pimpri Chinchwad	1204.28	500.00	1291.00	949.81	3945.10
25	Uttar Pradesh	Kanpur	939.50	500.00	1110.00	1234.39	3783.88



## RANKING OF 47 ULBS BASED ON TOTAL SCORE

### (More than 10 Lakh Population)

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
26	Maharashtra	Aurangabad	645.57	500.00	1465.88	1118.18	3729.63
27	Uttar Pradesh	Varanasi	1168.43	500.00	1028.00	987.77	3684.20
28	Rajasthan	Jaipur	991.29	500.00	1101.00	1068.10	3660.39
29	Rajasthan	Jodhpur	938.20	500.00	1045.00	1132.12	3615.33
30	Jharkhand	Ranchi	628.49	300.00	1276.60	1225.91	3431.00
31	Delhi	South Delhi (SDMC)	707.90	300.00	1225.00	1189.37	3422.27
32	Maharashtra	Vasai Virar	1099.13	400.00	843.00	926.24	3268.37
33	Jharkhand	Dhanbad	652.16	300.00	1183.40	1090.74	3226.31
34	Punjab	Ludhiana	627.79	300.00	1115.00	1070.27	3113.06
35	Maharashtra	Greater Mumbai	938.88	300.00	907.00	960.51	3106.39
36	Jammu and Kashmir	Srinagar	589.36	100.00	1031.49	1184.74	2905.58
37	Karnataka	Bruhat Bengaluru Mahanagara Palike	703.91	500.00	702.44	750.48	2656.82
38	Haryana	Faridabad	451.51	200.00	1045.00	950.17	2646.69
39	Punjab	Amritsar	374.32	200.00	838.72	1046.27	2459.31
40	Tamil Nadu	Coimbatore	663.32	0.00	842.00	831.79	2337.12
41	Uttar Pradesh	Meerut	542.32	200.00	836.00	736.27	2314.59
42	Tamil Nadu	Madurai	512.22	200.00	843.46	700.13	2255.81
43	Delhi	North Delhi (N-DMC)	418.19	100.00	797.35	853.72	2169.25
44	Rajasthan	Kota	207.83	100.00	673.00	1071.04	2051.88
45	Tamil Nadu	Chennai	699.64	200.00	565.56	545.74	2010.93
46	Delhi	East Delhi (EDMC)	439.86	200.00	647.00	675.45	1962.31
47	Bihar	Patna	105.16	0.00	600.00	846.94	1552.11



## RANKING OF 100 ULBS BASED ON TOTAL SCORE (1-10 Lakh Population)

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Chhattisgarh	Ambikapur	1366.10	1300.00	1498.72	1263.48	5428.31
2	Karnataka	Mysore	1325.37	1300.00	1492.00	1181.25	5298.61
3	Delhi	New Delhi (NDMC)	1350.27	1100.00	1492.00	1250.99	5193.27
4	Maharashtra	Chandrapur_M	1309.49	1100.00	1450.21	1319.23	5178.93
5	Madhya Pradesh	Khargone	1299.45	1100.00	1483.40	1275.51	5158.36
6	Andhra Pradesh	Tirupati	1350.55	1100.00	1364.00	1328.21	5142.76
7	Jharkhand	Jamshedpur	1235.79	1100.00	1470.00	1327.41	5133.20
8	Gujarat	Gandhinagar	1293.25	1100.00	1459.15	1204.32	5056.72
9	Maharashtra	Dhule	1125.71	1100.00	1410.64	1260.65	4896.99
10	Chhattisgarh	Rajnandgaon	1269.63	1100.00	1327.66	1190.21	4887.50
11	Chhattisgarh	Bilaspur	1141.96	1100.00	1422.13	1211.65	4875.74
12	Madhya Pradesh	Ujjain	1281.76	1100.00	1169.00	1275.77	4826.53
13	Chhattisgarh	Raigarh	1214.83	1100.00	1434.89	1058.65	4808.37
14	Madhya Pradesh	Burhanpur	1183.01	1100.00	1335.87	1172.29	4791.18
15	Madhya Pradesh	Singrauli	1238.24	1100.00	1183.32	1182.37	4703.93
16	Madhya Pradesh	Chhindwara	1155.04	1100.00	1266.38	1169.60	4691.03
17	Haryana	Karnal	1044.55	1100.00	1365.00	1145.52	4655.07
18	Maharashtra	Ambarnath	1082.12	1100.00	1127.00	1304.92	4614.04
19	Maharashtra	Mira-Bhayandar	1088.12	1100.00	1140.00	1280.03	4608.14
20	Maharashtra	Panvel	1142.91	700.00	1492.34	1264.49	4599.74
21	Madhya Pradesh	Khandwa	1197.13	700.00	1367.77	1295.86	4560.77
22	Maharashtra	Jalna	1006.22	1100.00	1292.00	1136.95	4535.17
23	Madhya Pradesh	Pithampur	1058.57	1100.00	1217.87	1158.46	4534.90
24	Madhya Pradesh	Katni	1085.19	1100.00	1197.45	1023.18	4405.82
25	Uttar Pradesh	Noida	995.55	1100.00	1037.31	1270.37	4403.22



## RANKING OF 100 ULBS BASED ON TOTAL SCORE (1-10 Lakh Population)

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
26	Maharashtra	Bhiwandi Nizampur	1026.28	1100.00	1066.30	1203.54	4396.12
27	Uttar Pradesh	Jhansi	1023.99	700.00	1448.00	1193.03	4365.01
28	Gujarat	Jamnagar	1087.31	1100.00	1073.62	1094.10	4355.02
29	Madhya Pradesh	Dewas	1278.05	500.00	1385.11	1146.92	4310.08
30	Uttar Pradesh	Aligarh	1172.94	700.00	1239.00	1197.25	4309.19
31	Madhya Pradesh	Ratlam	1083.20	500.00	1378.72	1336.80	4298.72
32	Maharashtra	Kolhapur	1228.88	500.00	1263.00	1282.46	4274.34
33	Chhattisgarh	Jagdalpur	1116.86	500.00	1399.00	1197.53	4213.39
34	Chhattisgarh	Bhilai Nagar	1267.22	1100.00	721.00	1124.19	4212.41
35	Haryana	Rohtak	898.20	700.00	1436.00	1146.35	4180.55
36	Maharashtra	Sangli	1056.99	500.00	1424.68	1181.73	4163.41
37	Maharashtra	Amravati	1141.35	500.00	1295.74	1223.15	4160.24
38	Maharashtra	Barshi	869.21	700.00	1253.26	1330.91	4153.39
39	Uttar Pradesh	MATHURA-Vrindavan (NN)	1034.83	500.00	1446.38	1169.74	4150.95
40	Maharashtra	Ahmednagar	658.30	900.00	1352.00	1237.31	4147.62
41	Maharashtra	Nandurbar	1012.46	500.00	1309.00	1303.17	4124.63
42	Gujarat	Bhavnagar	937.64	700.00	1290.64	1127.32	4055.60
43	Madhya Pradesh	Sagar	1145.90	500.00	1203.83	1189.53	4039.26
44	Madhya Pradesh	Betul	1095.70	300.00	1414.47	1218.73	4028.89
45	Chhattisgarh	Korba	1210.54	500.00	1179.23	1114.48	4004.25
46	Maharashtra	Bhusawal	992.98	300.00	1410.43	1258.80	3962.20
47	Maharashtra	Kulgaon-Badlapur	958.49	700.00	952.34	1281.15	3891.98
48	Karnataka	Tumkur	1113.44	300.00	1369.79	1080.43	3863.66
49	Uttar Pradesh	Saharanpur	1108.94	500.00	1191.00	1055.35	3855.29
50	Madhya Pradesh	Mandsaur	1027.64	500.00	1116.00	1201.00	3844.64



## RANKING OF 100 ULBS BASED ON TOTAL SCORE (1-10 Lakh Population)

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
51	Andhra Pradesh	Rajahmundry	1021.63	200.00	1436.00	1181.03	3838.66
52	Madhya Pradesh	Seoni_M	941.31	500.00	1276.09	1120.88	3838.27
53	Uttar Pradesh	Firozabad (M.Corp.)	940.24	500.00	1227.00	1152.33	3819.57
54	Rajasthan	Udaipur (M CI)	995.06	500.00	1164.00	1155.30	3814.36
55	Maharashtra	Udgir	870.79	500.00	1178.26	1262.69	3811.73
56	Haryana	Panchkula	725.56	500.00	1423.40	1134.04	3783.01
57	Andhra Pradesh	Ongole	901.33	500.00	1319.00	1062.39	3782.72
58	Andhra Pradesh	Kakinada	885.38	300.00	1468.09	1121.10	3774.56
59	Maharashtra	Wardha	942.49	300.00	1335.32	1188.04	3765.85
60	Maharashtra	Nanded Waghala	877.50	500.00	1164.00	1216.04	3757.54
61	Maharashtra	Satara	838.57	500.00	1131.06	1267.94	3737.57
62	Haryana	Gurgaon	843.48	500.00	1249.00	1141.49	3733.97
63	Odisha	Brahmapur (M Corp)	1040.42	500.00	1288.00	890.13	3718.55
64	Maharashtra	Jalgaon	1035.26	900.00	821.00	945.99	3702.24
65	Himachal Pradesh	Shimla	1214.87	500.00	930.64	1049.52	3695.03
66	Maharashtra	Akola	1035.18	400.00	1151.66	1087.73	3674.57
67	Maharashtra	Solapur	1233.63	0.00	1211.49	1218.26	3663.38
68	Uttar Pradesh	Hardoi (NPP)	757.42	300.00	1468.09	1125.08	3650.59
69	Gujarat	Anand	680.48	500.00	1446.00	1022.09	3648.57
70	Maharashtra	Parbhani	801.49	300.00	1346.45	1198.24	3646.17
71	Madhya Pradesh	Nagda	884.63	500.00	1188.00	1040.03	3612.66
72	Telangana	Karimnagar	872.32	300.00	1358.30	1071.54	3602.16
73	Gujarat	Vapi	872.24	300.00	1370.62	1040.52	3583.37
74	Madhya Pradesh	Satna	852.83	500.00	1176.00	1054.36	3583.19
75	Andhra Pradesh	Tenali	947.57	200.00	1280.00	1149.06	3576.63



## RANKING OF 100 ULBS BASED ON TOTAL SCORE (1-10 Lakh Population)

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
76	Andhra Pradesh	Kadapa	848.12	200.00	1389.23	1122.62	3559.97
77	Gujarat	Godhra	849.10	500.00	1082.61	1126.26	3557.97
78	Uttar Pradesh	Shahjahanpur (NPP)	763.75	200.00	1411.91	1163.04	3538.71
79	Punjab	Bathinda	780.22	500.00	1089.00	1157.46	3526.68
80	Madhya Pradesh	Damoh	712.37	500.00	1246.00	1063.51	3521.89
81	Andhra Pradesh	Chittoor	905.69	200.00	1278.00	1125.98	3509.68
82	Uttar Pradesh	Gorakhpur	990.10	200.00	1287.00	1032.36	3509.45
83	Chhattisgarh	Durg	1058.00	500.00	966.38	981.11	3505.49
84	Dadra and Nagar Haveli	Silvassa	885.38	300.00	1405.53	913.98	3504.89
85	Madhya Pradesh	Vidisha	776.70	500.00	1136.17	1085.83	3498.70
86	Punjab	Patiala	580.75	500.00	1207.66	1178.93	3467.35
87	Madhya Pradesh	Chhatarpur	838.02	500.00	1001.00	1111.61	3450.63
88	Maharashtra	Yavatmal	823.80	200.00	1146.00	1261.72	3431.52
89	Maharashtra	Ichhalkaranji	739.97	300.00	1084.00	1304.22	3428.19
90	Madhya Pradesh	Neemuch	607.77	500.00	1174.00	1139.13	3420.91
91	Jharkhand	Hazaribag	648.56	300.00	1318.01	1149.91	3416.47
92	Maharashtra	Hinganghat	759.06	300.00	1216.00	1141.07	3416.13
93	Andhra Pradesh	Hindupur	591.25	300.00	1380.00	1143.48	3414.74
94	Maharashtra	Ulhasnagar	718.36	500.00	1042.18	1149.36	3409.91
95	Uttar Pradesh	Shikohabad (NPP)	765.49	300.00	1241.00	1090.74	3397.23
96	Punjab	FIROZPUR	370.23	500.00	1384.78	1134.70	3389.71
97	Uttar Pradesh	Ayodhya (M.Corp.)	598.67	500.00	1013.74	1263.09	3375.50
98	Gujarat	Gandhidham	623.64	500.00	1309.48	939.68	3372.80
99	Andhra Pradesh	Tadipatri	868.34	200.00	1234.00	1066.46	3368.80
100	Gujarat	Porbandar	658.06	300.00	1374.00	1032.05	3364.11



## RANKING OF 100 ULBS BASED ON TOTAL SCORE (More than 1 Lakh Population)

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Madhya Pradesh	Indore	1431.44	1300.00	1500.00	1416.12	5647.56
2	Gujarat	Surat	1350.27	1300.00	1500.00	1369.32	5519.59
3	Maharashtra	Navi Mumbai	1373.08	1300.00	1467.00	1327.80	5467.89
4	Chhattisgarh	Ambikapur	1366.10	1300.00	1498.72	1263.48	5428.31
5	Karnataka	Mysore	1325.37	1300.00	1492.00	1181.25	5298.61
6	Andhra Pradesh	Vijayawada	1329.09	1100.00	1493.00	1348.23	5270.32
7	Gujarat	Ahmedabad	1367.14	1100.00	1498.72	1241.26	5207.13
8	Delhi	New Delhi (NDMC)	1350.27	1100.00	1492.00	1250.99	5193.27
9	Maharashtra	Chandrapur_M	1309.49	1100.00	1450.21	1319.23	5178.93
10	Madhya Pradesh	Khargone	1299.45	1100.00	1483.40	1275.51	5158.36
11	Gujarat	Rajkot	1357.01	1300.00	1315.00	1185.35	5157.36
12	Andhra Pradesh	Tirupati	1350.55	1100.00	1364.00	1328.21	5142.76
13	Jharkhand	Jamshedpur	1235.79	1100.00	1470.00	1327.41	5133.20
14	Madhya Pradesh	Bhopal	1347.39	1100.00	1474.47	1144.45	5066.31
15	Gujarat	Gandhinagar	1293.25	1100.00	1459.15	1204.32	5056.72
16	Chandigarh	Chandigarh	1144.99	1100.00	1452.77	1272.32	4970.07
17	Andhra Pradesh	GVMC Visakhapatnam	1188.88	1100.00	1468.85	1160.71	4918.44
18	Maharashtra	Dhule	1125.71	1100.00	1410.64	1260.65	4896.99
19	Chhattisgarh	Rajnandgaon	1269.63	1100.00	1327.66	1190.21	4887.50
20	Chhattisgarh	Bilaspur	1141.96	1100.00	1422.13	1211.65	4875.74
21	Gujarat	Vadodara	1269.20	1100.00	1497.00	1004.13	4870.34
22	Madhya Pradesh	Ujjain	1281.76	1100.00	1169.00	1275.77	4826.53
23	Chhattisgarh	Raigarh	1214.83	1100.00	1434.89	1058.65	4808.37
24	Madhya Pradesh	Burhanpur	1183.01	1100.00	1335.87	1172.29	4791.18
25	Maharashtra	Nashik	1332.41	700.00	1441.00	1256.05	4729.46



## RANKING OF 100 ULBS BASED ON TOTAL SCORE

(More than 1 Lakh Population)

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
26	Uttar Pradesh	Lucknow	1248.40	700.00	1493.62	1286.26	4728.28
27	Madhya Pradesh	Singrauli	1238.24	1100.00	1183.32	1182.37	4703.93
28	Madhya Pradesh	Gwalior	1151.03	1100.00	1177.78	1267.55	4696.36
29	Madhya Pradesh	Chhindwara	1155.04	1100.00	1266.38	1169.60	4691.03
30	Haryana	Karnal	1044.55	1100.00	1365.00	1145.52	4655.07
31	Maharashtra	Ambarnath	1082.12	1100.00	1127.00	1304.92	4614.04
32	Maharashtra	Mira-Bhayandar	1088.12	1100.00	1140.00	1280.03	4608.14
33	Maharashtra	Thane	1170.90	1100.00	1112.00	1223.45	4606.35
34	Maharashtra	Panvel	1142.91	700.00	1492.34	1264.49	4599.74
35	Madhya Pradesh	Khandwa	1197.13	700.00	1367.77	1295.86	4560.77
36	Maharashtra	Jalna	1006.22	1100.00	1292.00	1136.95	4535.17
37	Madhya Pradesh	Pithampur	1058.57	1100.00	1217.87	1158.46	4534.90
38	Maharashtra	Pune	1269.61	1100.00	1103.00	1004.70	4477.31
39	Madhya Pradesh	Katni	1085.19	1100.00	1197.45	1023.18	4405.82
40	Uttar Pradesh	Noida	995.55	1100.00	1037.31	1270.37	4403.22
41	Maharashtra	Bhiwandi Nizampur	1026.28	1100.00	1066.30	1203.54	4396.12
42	Uttar Pradesh	Agra	1214.43	500.00	1485.78	1191.30	4391.51
43	Madhya Pradesh	Jabalpur	1294.97	500.00	1261.00	1312.57	4368.55
44	Uttar Pradesh	Jhansi	1023.99	700.00	1448.00	1193.03	4365.01
45	Gujarat	Jamnagar	1087.31	1100.00	1073.62	1094.10	4355.02
46	Maharashtra	Nagpur	1207.95	500.00	1354.00	1283.11	4345.06
47	Madhya Pradesh	Dewas	1278.05	500.00	1385.11	1146.92	4310.08
48	Uttar Pradesh	Aligarh	1172.94	700.00	1239.00	1197.25	4309.19
49	Madhya Pradesh	Ratlam	1083.20	500.00	1378.72	1336.80	4298.72
50	Uttar Pradesh	Ghaziabad	1069.15	700.00	1376.00	1138.11	4283.26



## RANKING OF 100 ULBS BASED ON TOTAL SCORE

(More than 1 Lakh Population)

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
51	Maharashtra	Kolhapur	1228.88	500.00	1263.00	1282.46	4274.34
52	Chhattisgarh	Jagdalpur	1116.86	500.00	1399.00	1197.53	4213.39
53	Chhattisgarh	Bhilai Nagar	1267.22	1100.00	721.00	1124.19	4212.41
54	Haryana	Rohtak	898.20	700.00	1436.00	1146.35	4180.55
55	Maharashtra	Sangli	1056.99	500.00	1424.68	1181.73	4163.41
56	Maharashtra	Amravati	1141.35	500.00	1295.74	1223.15	4160.24
57	Maharashtra	Barshi	869.21	700.00	1253.26	1330.91	4153.39
58	Uttar Pradesh	MATHURA-Vrindavan (NN)	1034.83	500.00	1446.38	1169.74	4150.95
59	Maharashtra	Ahmednagar	658.30	900.00	1352.00	1237.31	4147.62
60	Uttar Pradesh	Allahabad	1236.76	500.00	1248.51	1156.19	4141.47
61	Maharashtra	Nandurbar	1012.46	500.00	1309.00	1303.17	4124.63
62	Chhattisgarh	Raipur	1126.52	500.00	1252.00	1220.20	4098.72
63	Maharashtra	Kalyan Dombivali	1051.10	700.00	1188.51	1151.38	4091.00
64	Gujarat	Bhavnagar	937.64	700.00	1290.64	1127.32	4055.60
65	Telangana	Greater Hyderabad	1014.44	500.00	1376.30	1156.27	4047.01
66	Madhya Pradesh	Sagar	1145.90	500.00	1203.83	1189.53	4039.26
67	Madhya Pradesh	Betul	1095.70	300.00	1414.47	1218.73	4028.89
68	Chhattisgarh	Korba	1210.54	500.00	1179.23	1114.48	4004.25
69	Maharashtra	Bhusawal	992.98	300.00	1410.43	1258.80	3962.20
70	Maharashtra	Pimpri Chinchwad	1204.28	500.00	1291.00	949.81	3945.10
71	Maharashtra	Kulgaon-Badlapur	958.49	700.00	952.34	1281.15	3891.98
72	Karnataka	Tumkur	1113.44	300.00	1369.79	1080.43	3863.66
73	Uttar Pradesh	Saharanpur	1108.94	500.00	1191.00	1055.35	3855.29
74	Madhya Pradesh	Mandsaur	1027.64	500.00	1116.00	1201.00	3844.64
75	Andhra Pradesh	Rajahmundry	1021.63	200.00	1436.00	1181.03	3838.66



## RANKING OF 100 ULBS BASED ON TOTAL SCORE

(More than 1 Lakh Population)

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
76	Madhya Pradesh	Seoni_M	941.31	500.00	1276.09	1120.88	3838.27
77	Uttar Pradesh	Firozabad (M.Corp.)	940.24	500.00	1227.00	1152.33	3819.57
78	Rajasthan	Udaipur (M CI)	995.06	500.00	1164.00	1155.30	3814.36
79	Maharashtra	Udgir	870.79	500.00	1178.26	1262.69	3811.73
80	Uttar Pradesh	Kanpur	939.50	500.00	1110.00	1234.39	3783.88
81	Haryana	Panchkula	725.56	500.00	1423.40	1134.04	3783.01
82	Andhra Pradesh	Ongole	901.33	500.00	1319.00	1062.39	3782.72
83	Andhra Pradesh	Kakinada	885.38	300.00	1468.09	1121.10	3774.56
84	Maharashtra	Wardha	942.49	300.00	1335.32	1188.04	3765.85
85	Maharashtra	Nanded Waghala	877.50	500.00	1164.00	1216.04	3757.54
86	Maharashtra	Satara	838.57	500.00	1131.06	1267.94	3737.57
87	Haryana	Gurgaon	843.48	500.00	1249.00	1141.49	3733.97
88	Maharashtra	Aurangabad	645.57	500.00	1465.88	1118.18	3729.63
89	Odisha	Brahmapur (M Corp)	1040.42	500.00	1288.00	890.13	3718.55
90	Maharashtra	Jalgaon	1035.26	900.00	821.00	945.99	3702.24
91	Himachal Pradesh	Shimla	1214.87	500.00	930.64	1049.52	3695.03
92	Uttar Pradesh	Varanasi	1168.43	500.00	1028.00	987.77	3684.20
93	Maharashtra	Akola	1035.18	400.00	1151.66	1087.73	3674.57
94	Maharashtra	Solapur	1233.63	0.00	1211.49	1218.26	3663.38
95	Rajasthan	Jaipur	991.29	500.00	1101.00	1068.10	3660.39
96	Uttar Pradesh	Hardoi (NPP)	757.42	300.00	1468.09	1125.08	3650.59
97	Gujarat	Anand	680.48	500.00	1446.00	1022.09	3648.57
98	Maharashtra	Parbhani	801.49	300.00	1346.45	1198.24	3646.17
99	Rajasthan	Jodhpur	938.20	500.00	1045.00	1132.12	3615.33
100	Madhya Pradesh	Nagda	884.63	500.00	1188.00	1040.03	3612.66



## RANKING OF 100 ULBS BASED ON TOTAL SCORE (Less than 1 Lakh Population)

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Maharashtra	Karad	1369.08	1100.00	1494.57	1402.41	5366.05
2	Maharashtra	Sasvad	1330.04	1100.00	1455.08	1385.14	5270.26
3	Maharashtra	Lonavala	1328.12	1100.00	1450.00	1309.66	5187.78
4	Punjab	Nawanshahr	1364.59	1100.00	1459.82	1220.76	5145.17
5	Maharashtra	Panhala	1287.60	1100.00	1384.00	1349.34	5120.94
6	Maharashtra	Jejuri	1239.73	1100.00	1472.13	1298.92	5110.78
7	Maharashtra	Shirdi	1216.69	1100.00	1438.86	1308.43	5063.99
8	Maharashtra	Mauda CT	1231.64	1100.00	1416.30	1285.26	5033.21
9	Maharashtra	Kagal	1209.37	1100.00	1433.62	1220.08	4963.07
10	Maharashtra	Ratnagiri	1275.11	1100.00	1286.73	1299.42	4961.27
11	Maharashtra	Brahmapuri	1258.93	1100.00	1373.91	1203.75	4936.59
12	Maharashtra	Vadgaon	1224.92	1100.00	1325.00	1251.32	4901.25
13	Maharashtra	Gadhinglaj	1258.08	1100.00	1275.36	1262.01	4895.45
14	Maharashtra	Indapur	1247.66	1100.00	1247.83	1292.88	4888.36
15	Maharashtra	Deolali Pravara	1159.82	1100.00	1345.00	1245.03	4849.85
16	Maharashtra	Rajapur	1050.57	1100.00	1384.83	1232.11	4767.52
17	Maharashtra	Vita	1135.00	900.00	1401.09	1328.19	4764.28
18	Maharashtra	Murgud	1280.77	900.00	1266.30	1289.55	4736.62
19	Chhattisgarh	Patan (NP)	1204.76	1100.00	1372.34	1055.02	4732.12
20	Rajasthan	Dungarpur (M)	1084.53	700.00	1471.00	1432.93	4688.46
21	Madhya Pradesh	Shahganj	1202.53	700.00	1405.52	1364.91	4672.97
22	Chhattisgarh	Jashpur Nagar (M)	1093.34	1100.00	1342.98	1086.86	4623.17
23	Maharashtra	Narkhed	983.44	900.00	1402.00	1336.76	4622.20
24	Maharashtra	Matheran	1077.60	900.00	1269.67	1352.01	4599.28
25	Maharashtra	Malkapur_S	1211.38	1100.00	1097.83	1187.49	4596.70



## RANKING OF 100 ULBS BASED ON TOTAL SCORE (Less than 1 Lakh Population)

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
26	Chhattisgarh	Narharpur (NP)	1060.39	1100.00	1265.11	1160.90	4586.40
27	Maharashtra	Ballarpur	1180.32	1100.00	1007.00	1246.90	4534.22
28	Maharashtra	Khed	1155.55	900.00	1190.05	1266.14	4511.73
29	Maharashtra	Mul	1181.23	500.00	1410.43	1408.69	4500.35
30	Maharashtra	Mahabaleshwar	1056.26	1100.00	1090.21	1232.09	4478.56
31	Maharashtra	Mahad	980.33	700.00	1500.00	1278.12	4458.45
32	Madhya Pradesh	Badnawar	1159.17	700.00	1380.00	1215.32	4454.49
33	Maharashtra	Tasgaon	1090.08	1100.00	1086.90	1170.73	4447.71
34	Madhya Pradesh	Omkareshwar	1015.41	1100.00	1219.00	1101.75	4436.16
35	Maharashtra	Jamner	948.17	700.00	1413.19	1331.51	4392.87
36	Maharashtra	Shirur	1215.97	500.00	1414.13	1258.70	4388.81
37	Chhattisgarh	Kawardha (M)	1221.01	500.00	1458.00	1200.49	4379.51
38	Maharashtra	Sangamner	1129.71	700.00	1223.00	1302.35	4355.07
39	Maharashtra	Mahadula	896.36	700.00	1491.71	1253.91	4341.99
40	Maharashtra	Panchgani	1143.90	1100.00	1053.19	1020.89	4317.98
41	Maharashtra	Vengurla	1188.49	1100.00	884.36	1136.01	4308.86
42	Maharashtra	Shirpur- Warwade	1071.24	700.00	1294.00	1229.43	4294.67
43	Chhattisgarh	Saragaon (NP)	787.37	1100.00	1280.00	1125.84	4293.21
44	Maharashtra	Ramtek	985.70	500.00	1476.00	1324.89	4286.59
45	Maharashtra	Pandharpur	1167.02	500.00	1406.81	1207.60	4281.43
46	Maharashtra	Wadi	1080.06	500.00	1384.15	1311.56	4275.76
47	Maharashtra	Doundaicha Warwade	1102.45	500.00	1371.06	1302.22	4275.73
48	Maharashtra	Vaijapur	922.88	700.00	1438.04	1198.90	4259.82
49	Maharashtra	Pen	1116.25	400.00	1450.24	1269.15	4235.64
50	Maharashtra	Georai	1141.77	500.00	1385.00	1206.46	4233.23



## RANKING OF 100 ULBS BASED ON TOTAL SCORE (Less than 1 Lakh Population)

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
51	Gujarat	Talala	1005.77	900.00	1189.00	1128.37	4223.14
52	Maharashtra	Junnar	1174.78	900.00	1076.09	1071.95	4222.82
53	Maharashtra	Talegaon Dabhade	1162.50	500.00	1338.04	1218.43	4218.97
54	Maharashtra	Rahimatpur	1078.20	500.00	1451.66	1185.94	4215.81
55	Maharashtra	Varangaon	975.43	700.00	1364.68	1158.46	4198.57
56	Chhattisgarh	Pipariya (NP)	1070.24	500.00	1374.23	1234.83	4179.30
57	Maharashtra	Paithan	1163.34	500.00	1267.39	1236.87	4167.60
58	Chhattisgarh	Baramkela (NP)	793.39	700.00	1484.68	1189.46	4167.53
59	Chhattisgarh	Sariya (NP)	985.24	500.00	1500.00	1181.63	4166.87
60	Uttar Pradesh	Gangaghat (NPP)	964.93	500.00	1500.00	1196.19	4161.12
61	Maharashtra	Badravati	1078.56	500.00	1250.00	1331.13	4159.69
62	Maharashtra	Amalner	1087.50	500.00	1224.00	1347.92	4159.42
63	Gujarat	Bagasra	1018.08	900.00	1225.53	1015.64	4159.25
64	Madhya Pradesh	Kanthaphod	817.16	1100.00	1141.99	1093.83	4152.98
65	Chhattisgarh	Pusaur (NP)	1044.61	500.00	1447.66	1154.94	4147.20
66	Maharashtra	Sailu	980.10	700.00	1185.71	1279.77	4145.59
67	Chhattisgarh	Bastar (NP)	1050.20	500.00	1461.70	1122.06	4133.97
68	Chhattisgarh	Pandariya	1044.78	500.00	1380.00	1186.90	4111.69
69	Chhattisgarh	Bishrampur (NP)	938.03	500.00	1436.02	1225.29	4099.33
70	Maharashtra	Warora	936.16	500.00	1420.38	1236.04	4092.58
71	Chhattisgarh	Kotba (NP)	1000.98	500.00	1443.48	1136.93	4081.38
72	Chhattisgarh	Surajpur (M)	1070.02	500.00	1392.77	1113.31	4076.10
73	Maharashtra	Hingoli	1018.82	500.00	1188.51	1364.12	4071.45
74	Maharashtra	Malkapur_K	1124.95	400.00	1248.91	1294.22	4068.08
75	Chhattisgarh	Bhatgaon (NP)	1014.53	500.00	1437.44	1107.35	4059.32



## RANKING OF 100 ULBS BASED ON TOTAL SCORE (Less than 1 Lakh Population)

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
76	Chhattisgarh	Dhamtari (M)	1110.06	500.00	1333.85	1114.44	4058.35
77	Maharashtra	Khopoli	1153.06	500.00	1290.00	1114.89	4057.95
78	Madhya Pradesh	Hathod	1056.95	700.00	1188.89	1102.32	4048.16
79	Chhattisgarh	Kharsia (M)	941.50	500.00	1434.89	1169.57	4045.97
80	Maharashtra	Bhagur	868.04	700.00	1270.65	1202.05	4040.74
81	Chhattisgarh	Pandatarai (NP)	1026.92	500.00	1323.83	1189.95	4040.69
82	Maharashtra	Shahada	722.24	500.00	1468.09	1333.77	4024.09
83	Chhattisgarh	Bagicha (NP)	866.62	500.00	1475.83	1174.84	4017.29
84	Chhattisgarh	Barsur (NP)	972.29	1100.00	1138.72	800.00	4011.02
85	Chhattisgarh	Jarhi (NP)	999.76	500.00	1397.87	1111.32	4008.95
86	Maharashtra	Pombhurna	919.47	300.00	1465.53	1315.94	4000.94
87	Chhattisgarh	Bade Bacheli (M)	969.57	500.00	1388.94	1139.29	3997.80
88	Madhya Pradesh	Rau	1067.85	500.00	1312.00	1116.63	3996.48
89	Chhattisgarh	Chikhalakasa (NP)	792.14	700.00	1385.11	1113.08	3990.33
90	Maharashtra	Uran Islampur	893.05	700.00	1161.96	1230.63	3985.64
91	Chhattisgarh	Dantewada (NP)	973.30	500.00	1285.53	1224.41	3983.24
92	Maharashtra	Alibag	952.68	300.00	1438.86	1287.73	3979.27
93	Chhattisgarh	Kirandul (M)	1039.65	500.00	1350.64	1088.01	3978.30
94	Madhya Pradesh	Jhabua	877.98	500.00	1436.17	1157.41	3971.56
95	Maharashtra	Khuldabad	961.60	500.00	1378.72	1127.67	3967.99
96	Chhattisgarh	Jamul (M)	913.46	500.00	1422.13	1129.78	3965.37
97	Maharashtra	Hingana	848.65	500.00	1320.85	1295.76	3965.26
98	Gujarat	Tarsadi	1050.08	500.00	1273.85	1139.44	3963.36
99	Chhattisgarh	Shivpur Charcha (M)	982.72	500.00	1394.04	1079.51	3956.28
100	Maharashtra	Umred	1137.39	500.00	1120.24	1195.88	3953.51



## RANKING OF CANTONMENT BOARD BASED ON TOTAL SCORE

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Punjab	Jalandhar Cantt.	678.56	200.00	1424.64	1366.82	3670.03
2	Delhi	Delhi Cantt.	818.14	700.00	992.82	1136.68	3647.64
3	Uttar Pradesh	Meerut Cantt.	714.44	300.00	1158.70	1356.18	3529.31
4	Uttarakhand	Lansdowne Cantt	616.51	200.00	1430.33	963.27	3210.12
5	Uttar Pradesh	Varanasi Cantt.	402.94	200.00	1460.49	1084.68	3148.10
6	Uttar Pradesh	Jhansi Cantt.	507.16	200.00	1302.44	1075.11	3084.71
7	Madhya Pradesh	Mhow Cantt	864.73	200.00	994.44	920.86	2980.03
8	Maharashtra	Dehuroad Cantt	690.44	200.00	1069.57	982.97	2942.98
9	Himachal Pradesh	Dalhousie Cantt.	436.54	200.00	1318.01	965.36	2919.90
10	Tamil Nadu	St Thomas Mount Cantt	622.75	200.00	1239.57	849.07	2911.40
11	Uttar Pradesh	Mathura Cantt.	527.93	200.00	1098.81	1082.28	2909.02
12	Maharashtra	Ahmednagar Cantt	519.11	200.00	1078.05	1028.25	2825.40
13	Uttar Pradesh	Shahjahanpur Cantt.	397.67	200.00	1136.17	1017.71	2751.55
14	Madhya Pradesh	Saugor Cantt	402.66	200.00	1154.44	982.61	2739.71
15	Maharashtra	Kirkee Cantt	663.82	200.00	1184.00	685.02	2732.83
16	Gujarat	Ahmedabad Cantt	519.12	300.00	808.33	1084.12	2711.57
17	Uttarakhand	Ranikhet Cantt	300.62	200.00	1106.00	1056.81	2663.44
18	Himachal Pradesh	Jutogh Cantt.	283.44	200.00	1116.67	1011.39	2611.50
19	Uttar Pradesh	Lucknow Cantt.	489.49	200.00	971.00	918.76	2579.25
20	Uttarakhand	Roorkee Cantt	540.18	200.00	1012.45	823.25	2575.88
21	Tamil Nadu	Wellington Cantt	717.31	200.00	786.38	871.25	2574.94
22	Punjab	Amritsar Cantt.	294.68	200.00	954.70	1101.94	2551.31
23	Uttar Pradesh	Babina Cantt.	141.35	200.00	1220.43	952.61	2514.39
24	Uttarakhand	Nainital Cantt	454.32	200.00	852.22	979.87	2486.41
25	Maharashtra	Pune Cantt	490.49	200.00	936.96	824.83	2452.27



## RANKING OF CANTONMENT BOARD BASED ON OF TOTAL SCORE

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
26	Punjab	Ferozepur Cantt.	367.28	200.00	798.91	1068.52	2434.71
27	Haryana	Ambala Cantt.	264.43	200.00	1032.00	886.03	2382.45
28	West Bengal	Jalapahar Cantt	578.96	200.00	630.71	965.16	2374.83
29	Maharashtra	Aurangabad Cantt	95.91	200.00	1010.70	1067.30	2373.90
30	West Bengal	Lebong Cantt	544.11	200.00	607.09	963.20	2314.39
31	Telangana	Secunderabad Cantt.	104.15	200.00	1011.00	961.89	2277.04
32	Uttarakhand	Landour Cantt	403.97	200.00	769.51	838.69	2212.17
33	Rajasthan	Ajmer Cantt.	305.97	200.00	713.39	962.57	2181.92
34	Uttarakhand	Clement Town Cantt	327.16	200.00	861.11	771.38	2159.65
35	Jharkhand	Ramgarh Cantt.	221.77	200.00	1021.46	683.47	2126.70
36	Jammu and Kashmir	Badamibagh Cantonment Board	41.18	200.00	772.04	1096.58	2109.79
37	Uttar Pradesh	Agra Cantonment Board	46.54	200.00	954.35	903.44	2104.34
38	Karnataka	Belgaum Cantt.	99.54	200.00	878.67	900.99	2079.20
39	Uttar Pradesh	Bareilly Cantt.	434.94	200.00	476.83	959.74	2071.51
40	Uttarakhand	Almora Cantt	239.82	200.00	596.03	1034.69	2070.54
41	Uttarakhand	Dehradun Cantt	392.26	200.00	609.78	868.26	2070.30
42	Madhya Pradesh	Jabalpur Cantt	124.53	200.00	828.75	904.25	2057.53
43	Uttar Pradesh	Fatehgarh Cantt.	76.52	200.00	804.17	972.39	2053.08
44	Himachal Pradesh	Dagshai Cantt.	157.97	200.00	788.57	886.67	2033.21
45	Madhya Pradesh	Morar Cantt	317.64	200.00	729.17	705.09	1951.90
46	Maharashtra	Kamptee Cantt	133.67	200.00	523.61	1085.94	1943.22
47	Kerala	Kannur Cantt.	109.30	200.00	847.66	749.44	1906.40
48	Uttar Pradesh	Kanpur Cantt.	32.29	200.00	723.70	906.90	1862.88
49	Himachal Pradesh	Sabathu Cantt.	254.23	200.00	758.00	577.60	1789.83
50	Jammu and Kashmir	Jammu Cantt.	33.91	200.00	585.08	938.53	1757.53



## RANKING OF CANTONMENT BOARD BASED ON OF TOTAL SCORE

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
51	Himachal Pradesh	Bakloh Cantt.	316.16	200.00	579.57	644.50	1740.24
52	Maharashtra	Deolali Cantt.	255.85	200.00	601.91	676.36	1734.12
53	Uttar Pradesh	Allahabad Cantt.	193.47	200.00	523.33	785.95	1702.76
54	Uttarakhand	Chakrata Cantt.	222.47	200.00	460.85	800.76	1684.07
55	Madhya Pradesh	Pachmarhi Cantt.	57.42	200.00	645.12	709.23	1611.77
56	Himachal Pradesh	Kasauli Cantt.	333.52	200.00	170.08	795.60	1499.20
57	Uttar Pradesh	Faizabad Cantt.	71.42	200.00	460.51	735.03	1466.96
58	Himachal Pradesh	Yol Cantt.	37.66	200.00	592.89	615.36	1445.91
59	Meghalaya	Shillong Cantt.	52.73	200.00	526.83	647.68	1427.23
60	Rajasthan	Nasirabad Cantt.	169.52	200.00	401.22	537.03	1307.77
61	West Bengal	Barrackpore Cantt.	122.35	0.00	490.00	474.36	1086.71
62	Bihar	Danapur Cantt.	89.54	200.00	255.43	334.35	879.33

## RANKING OF ULBs IN NORTH ZONE BASED ON TOTAL SCORE

### Overall Rankings

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Punjab	Nawanshahr	1364.59	1100.00	1459.82	1220.76	5145.17
2	Uttar Pradesh	Gangaghat (NPP)	964.93	500.00	1500.00	1196.19	4161.12
3	Uttar Pradesh	Kannauj (NPP)	955.68	500.00	1377.73	1069.59	3903.00
4	Uttar Pradesh	Awagarh (NP)	1040.38	300.00	1275.32	1267.76	3883.46
5	Uttar Pradesh	Gajraula (NPP)	1090.04	500.00	1083.00	1182.84	3855.88

### 50k – 1 Lakh Population

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Uttar Pradesh	Gangaghat (NPP)	964.93	500.00	1500.00	1196.19	4161.12
2	Uttar Pradesh	Kannauj (NPP)	955.68	500.00	1377.73	1069.59	3903.00
3	Uttar Pradesh	Gajraula (NPP)	1090.04	500.00	1083.00	1182.84	3855.88
4	Uttar Pradesh	Bela Pratapgarh (NPP)	533.00	300.00	1372.88	1061.03	3266.90
5	Punjab	Fazilka	713.79	300.00	1168.48	1075.66	3257.92



## RANKING OF ULBs IN NORTH ZONE BASED ON TOTAL SCORE

### 25k – 50k Population

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Punjab	Nawanshahr	1364.59	1100.00	1459.82	1220.76	5145.17
2	Uttar Pradesh	Mallawan (NPP)	1044.74	300.00	1484.68	950.32	3779.74
3	Uttar Pradesh	Budhana (NP)	840.27	300.00	1320.00	1052.49	3512.76
4	Uttar Pradesh	Gursahaiganj (NPP)	715.34	300.00	1372.04	994.88	3382.25
5	Uttar Pradesh	Mohammadi (NPP)	705.94	300.00	935.37	1145.74	3087.05

### Less than 25k Population

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Uttar Pradesh	Awagarh (NP)	1040.38	300.00	1275.32	1267.76	3883.46
2	Uttar Pradesh	Bhargain (NP)	866.39	300.00	1468.72	1142.79	3777.90
3	Uttar Pradesh	Dayalbagh (NP)	785.00	300.00	1373.89	1080.26	3539.15
4	Uttar Pradesh	Swamibagh (NP)	933.42	300.00	1197.56	1053.51	3484.49
5	Uttar Pradesh	Baldeo (NP)	867.56	300.00	1070.65	1080.08	3318.29

## RANKING OF ULBs IN EAST ZONE BASED ON TOTAL SCORE

### Overall Rankings

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Chhattisgarh	Patan (NP)	1204.76	1100.00	1372.34	1055.02	4732.12
2	Chhattisgarh	Jashpur Nagar (M)	1093.34	1100.00	1342.98	1086.86	4623.17
3	Chhattisgarh	Narharpur (NP)	1060.39	1100.00	1265.11	1160.90	4586.40
4	Chhattisgarh	Kawardha (M)	1221.01	500.00	1458.00	1200.49	4379.51
5	Chhattisgarh	Saragaon (NP)	787.37	1100.00	1280.00	1125.84	4293.21

### 50k – 1 Lakh Population

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Chhattisgarh	Dhamtari (M)	1110.06	500.00	1333.85	1114.44	4058.35
2	Chhattisgarh	Bhilai Charoda (M)	984.16	500.00	1210.21	956.59	3650.96
3	Chhattisgarh	Chirmiri	809.23	500.00	1187.29	1108.93	3605.45
4	Chhattisgarh	Birgaon (M)	972.89	500.00	1214.04	909.66	3596.59
5	Chhattisgarh	Mahasamund (M)	922.58	500.00	874.47	1019.80	3316.85



## RANKING OF ULBs IN EAST ZONE BASED ON TOTAL SCORE

### 25k – 50k Population

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Chhattisgarh	Jashpur Nagar (M)	1093.34	1100.00	1342.98	1086.86	4623.17
2	Chhattisgarh	Kawardha (M)	1221.01	500.00	1458.00	1200.49	4379.51
3	Chhattisgarh	Jamul (M)	913.46	500.00	1422.13	1129.78	3965.37
4	Chhattisgarh	Janjgir Naila	830.87	500.00	1383.00	1112.04	3825.92
5	Chhattisgarh	Champa	934.92	500.00	1363.40	1011.24	3809.57

### Less than 25k Population

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Chhattisgarh	Patan (NP)	1204.76	1100.00	1372.34	1055.02	4732.12
2	Chhattisgarh	Narharpur (NP)	1060.39	1100.00	1265.11	1160.90	4586.40
3	Chhattisgarh	Saragaon (NP)	787.37	1100.00	1280.00	1125.84	4293.21
4	Chhattisgarh	Pipariya (NP)	1070.24	500.00	1374.23	1234.83	4179.30
5	Chhattisgarh	Baramkela (NP)	793.39	700.00	1484.68	1189.46	4167.53



## RANKING OF ULBs IN NORTH - EAST ZONE BASED ON TOTAL SCORE

### Overall Rankings

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Manipur	Jiribam	360.59	0.00	1286.81	711.68	2359.08
2	Manipur	Wangjing Lamding	230.54	0.00	933.15	898.66	2062.35
3	Sikkim	Singtam	179.04	300.00	730.00	761.20	1970.24
4	Nagaland	Mokokchung	142.70	100.00	1192.34	510.93	1945.97
5	Mizoram	Kolasib	111.77	0.00	1172.99	645.86	1930.62

### 50k – 1 Lakh Population

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Assam	Jorhat	165.17	200.00	638.00	697.91	1701.08
2	Assam	Tezpur	181.12	200.00	517.00	733.03	1631.15
3	Assam	Bongaigaon	85.79	200.00	713.90	594.37	1594.06
4	Assam	Diphu (TC)	67.71	100.00	641.30	677.42	1486.44
5	Assam	Dhubri	63.70	200.00	632.61	494.50	1390.81

## RANKING OF ULBs IN NORTH - EAST ZONE BASED ON TOTAL SCORE

### 25k – 50k Population

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Nagaland	Mokokchung (MC)	142.70	100.00	1192.34	510.93	1945.97
2	Manipur	Thoubal	196.51	0.00	833.62	774.28	1804.41
3	Assam	Hailakandi	196.85	300.00	534.60	735.87	1767.32
4	Manipur	Kakching	59.80	0.00	856.00	814.50	1730.30
5	Assam	Silapathar (TC)	75.33	200.00	935.55	501.82	1712.70

### Less than 25k Population

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Manipur	Jiribam	360.59	0.00	1286.81	711.68	2359.08
2	Manipur	Wangjing Lamding	230.54	0.00	933.15	898.66	2062.35
3	Sikkim	Singtam	179.04	300.00	730.00	761.20	1970.24
4	Mizoram	Kolasib	111.77	0.00	1172.99	645.86	1930.62
5	Tripura	Panisagar	10.58	100.00	1027.96	713.11	1851.65



## RANKING OF ULBs IN SOUTH ZONE BASED ON TOTAL SCORE

### Overall Rankings

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Andhra Pradesh	Palamaneru	942.10	400.00	1418.00	1127.88	3887.98
2	Andhra Pradesh	Chirala	912.79	400.00	1337.00	1011.75	3661.54
3	Andhra Pradesh	Punganur	1011.45	200.00	1162.00	1143.78	3517.23
4	Karnataka	Piriyapatna	646.15	200.00	1358.30	1279.52	3483.97
5	Andhra Pradesh	Kandukur	721.08	300.00	1309.00	1120.52	3450.60

### 50k – 1 Lakh Population

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Andhra Pradesh	Palamaneru	942.10	400.00	1418.00	1127.88	3887.98
2	Andhra Pradesh	Chirala	912.79	400.00	1337.00	1011.75	3661.54
3	Andhra Pradesh	Punganur	1011.45	200.00	1162.00	1143.78	3517.23
4	Andhra Pradesh	Kandukur	721.08	300.00	1309.00	1120.52	3450.60
5	Andhra Pradesh	Mandapeta	709.57	200.00	1256.52	1119.29	3285.39



## RANKING OF ULBs IN SOUTH ZONE BASED ON TOTAL SCORE

### 25k – 50k Population

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Telangana	Medchal	798.48	200.00	1316.17	1027.63	3342.28
2	Andhra Pradesh	Puttaparthi	673.22	200.00	1314.89	1015.64	3203.76
3	Karnataka	Krishnarajanagara	367.59	200.00	1224.00	1235.56	3027.16
4	Telangana	Vemulawada	368.11	200.00	1315.38	1002.37	2885.86
5	Andhra Pradesh	Jammalamadugu	352.03	200.00	1167.57	1114.77	2834.37

### Less than 25k Population

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Karnataka	Piriyapatna	646.15	200.00	1358.30	1279.52	3483.97
2	Karnataka	Heggadadevankote	653.44	200.00	1096.00	1297.64	3247.08
3	Karnataka	Tirumakudal Narsipur	430.74	200.00	1092.77	1195.41	2918.92
4	Tamil Nadu	Melathiruppanthruthi	864.26	200.00	895.56	934.83	2894.65
5	Karnataka	Holalkere	547.58	200.00	1182.00	938.37	2867.95

## RANKING OF ULBs IN WEST ZONE BASED ON TOTAL SCORE

### Overall Rankings

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Maharashtra	Karad	1369.08	1100.00	1494.57	1402.41	5366.05
2	Maharashtra	Sasvad	1330.04	1100.00	1455.08	1385.14	5270.26
3	Maharashtra	Lonavala	1328.12	1100.00	1450.00	1309.66	5187.78
4	Maharashtra	Panhala	1287.60	1100.00	1384.00	1349.34	5120.94
5	Maharashtra	Jejuri	1239.73	1100.00	1472.13	1298.92	5110.78

### 50k – 1 Lakh Population

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Maharashtra	Karad	1369.08	1100.00	1494.57	1402.41	5366.05
2	Maharashtra	Lonavala	1328.12	1100.00	1450.00	1309.66	5187.78
3	Maharashtra	Ratnagiri	1275.11	1100.00	1286.73	1299.42	4961.27
4	Maharashtra	Ballarpur	1180.32	1100.00	1007.00	1246.90	4534.22
5	Maharashtra	Sangamner	1129.71	700.00	1223.00	1302.35	4355.07



## RANKING OF ULBs IN WEST ZONE BASED ON TOTAL SCORE

### 25k – 50k Population

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Maharashtra	Sasvad	1330.04	1100.00	1455.08	1385.14	5270.26
2	Maharashtra	Shirdi	1216.69	1100.00	1438.86	1308.43	5063.99
3	Maharashtra	Kagal	1209.37	1100.00	1433.62	1220.08	4963.07
4	Maharashtra	Brahmapuri	1258.93	1100.00	1373.91	1203.75	4936.59
5	Maharashtra	Vadgaon	1224.92	1100.00	1325.00	1251.32	4901.25

### Less than 25k Population

SS2020 Rank	State Name	ULB Name	Part - I: SLP Average and SS2020 League Rankings Total Score (1500 M)	Part - II Certifications Total Score (1500 M)	PART - III Direct Observation Total Score (1500 M)	PART - IV Citizen Feedback Total Score (1500 M)	Overall Total Score (6000 M)
1	Maharashtra	Panhala	1287.60	1100.00	1384.00	1349.34	5120.94
2	Maharashtra	Jejuri	1239.73	1100.00	1472.13	1298.92	5110.78
3	Maharashtra	Mauda CT	1231.64	1100.00	1416.30	1285.26	5033.21
4	Maharashtra	Rajapur	1050.57	1100.00	1384.83	1232.11	4767.52
5	Maharashtra	Murgud	1280.77	900.00	1266.30	1289.55	4736.62



5

# List of Awardees

## 5. List of Awardees

### National Level Awards

#### Overall Ranking (Above 1 Lakh Population)

Award	State	Name of the ULB
India's Cleanest City - No.1	Madhya Pradesh	Indore
India's Cleanest City - No.2	Gujarat	Surat
India's Cleanest City - No.3	Maharashtra	Navi Mumbai
Best City in 'Maximum Citizens Participation'	Uttar Pradesh	Shahjahanpur

#### Mega Cities (Above 40 Lakh Population)

Name of Awards	State	Name of the ULB
India's 'Cleanest Mega City'	Gujarat	Ahmedabad
Best Mega City in 'Citizens Feedback'	Telangana	Greater Hyderabad
Best Mega City in 'Innovation & Best Practices'	Tamil Nadu	Greater Chennai
Best 'Self-Sustainable Mega City'	Karnataka	Bengaluru

#### Big City (10 - 40 Lakh Population)

Name of Awards	State	Name of the ULB
India's 'Cleanest Big City'	Andhra Pradesh	Vijayawada
'Fastest Mover' Big City	Rajasthan	Jodhpur
Best Big City in 'Citizens Feedback'	Madhya Pradesh	Jabalpur
Best Big City in 'Innovation & Best Practices'	Punjab	Ludhiana
Best 'Self-Sustainable Big City'	Gujarat	Rajkot

#### Medium City (3 - 10 Lakh Population)

Name of Awards	State	Name of the ULB
India's 'Cleanest Medium City'	Karnataka	Mysore
'Fastest Mover' Medium City	Uttar Pradesh	Firozabad
Best Medium City in 'Citizens Feedback'	Jharkhand	Jamshedpur
Best Medium City in 'Innovation & Best Practices'	Odisha	Berhampur
Best 'Self-Sustainable Medium City'	Chhattisgarh	Bhilai Nagar



# National Level Awards

## Small City (1-3 Lakh Population)

Name of Awards	State	Name of the ULB
India's 'Cleanest Small City'	Chhattisgarh	Ambikapur
'Fastest Mover' Small City	Madhya Pradesh	Burhanpur
Best Small City in 'Citizens Feedback'	Madhya Pradesh	Ratlam
Best Small City in 'Innovation & Best Practices'	Kerala	Alappuzha
Best 'Self-Sustainable Small City'	Andhra Pradesh	Tirupati

## State Capital/Union Territory

Name of Awards	State	Name of the ULB
India's 'Cleanest State/National Capital / UT'	Delhi	New Delhi (NDMC)
'Fastest Mover' State/National Capital / UT	Uttar Pradesh	Lucknow
Best State/National Capital / UT in 'Citizens Feedback'	Chandigarh	Chandigarh
Best State/National Capital / UT in 'Innovation & Best Practices'	Gujarat	Gandhinagar
Best 'Self-Sustainable State/National Capital / UT'	Madhya Pradesh	Bhopal

## Overall Ranking (Below 1 Lakh Population)

Award	State	Name of the ULB
India's Cleanest City - No.1	Maharashtra	Karad
India's Cleanest City - No.2	Maharashtra	Sasvad
India's Cleanest City - No.3	Maharashtra	Lonavala
Best City in 'Maximum Citizens Participation'	Uttarakhand	Nandprayag



# INDORE MUNICIPAL CORPORATION



**India's  
Cleanest City**  
(More than 1 Lakh  
Population)



Star Rating



ODF Status	ODF++
<b>National Rank</b>	
SS2019	SS2020
<b>#1</b>	<b>#1</b>
Overall Score (6000)	5647.56
Service Level Progress Score (1500)	1431.44
Certification Score (1500)	1300.00
Direct Observation Score (1500)	1500.00
Citizen Feedback Score (1500)	1416.12

Indicator Wise Scores for Service Level Progress		Maximum Score*	Score of the City
Total SLP Marks		2000	1959.21
1	Collection and Transportation	500	500.00
2	Processing and Disposal	700	679.21
3	Sustainable Sanitation	500	500.00
4	IEC Behavior Change	160	160.00
5	Capacity Building	60	60.00
6	Innovation and Best Practices	80	60.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1500.00</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	270.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	200.00
For measures undertaken to reduce the level of dust in the air	125	125.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1416.12</b>
Face to Face Citizen Feedback	880	874.85
From Other Sources	220	208.82
Swachhata App (Complaints and Resolution)	400	332.45



# SURAT MUNICIPAL CORPORATION GUJARAT



**India's  
Cleanest City**

**(More than 1 Lakh  
Population)**

Star Rating



ODF Status	ODF++
<b>National Rank</b>	
SS2019	SS2020
<b>#14</b>	<b>#2</b>
Overall Score (6000)	5519.59
Service Level Progress Score (1500)	1350.27
Certification Score (1500)	1300.00
Direct Observation Score (1500)	1500.00
Citizen Feedback Score (1500)	1369.32

Indicator Wise Scores for Service Level Progress		Maximum Score*	Score of the City
Total SLP Marks		2000	1944.00
1	Collection and Transportation	500	500.00
2	Processing and Disposal	700	660.00
3	Sustainable Sanitation	500	500.00
4	IEC Behavior Change	160	160.00
5	Capacity Building	60	60.00
6	Innovation and Best Practices	80	64.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1500.00</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	270.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	200.00
For measures undertaken to reduce the level of dust in the air	125	125.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1369.32</b>
Face to Face Citizen Feedback	880	863.80
From Other Sources	220	210.34
Swachhata App (Complaints and Resolution)	400	295.18





# NAVI MUMBAI MUNICIPAL CORPORATION MAHARASHTRA



**India's  
Cleanest City**

**(More than 1 Lakh  
Population)**



Star Rating



ODF Status	ODF++
<b>National Rank</b>	
SS2019	SS2020
<b>#7</b>	<b>#3</b>
Overall Score (6000)	5467.89
Service Level Progress Score (1500)	1373.08
Certification Score (1500)	1300.00
Direct Observation Score (1500)	1467.00
Citizen Feedback Score (1500)	1327.80

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1917.18
1 Collection and Transportation	500	491.01
2 Processing and Disposal	700	663.17
3 Sustainable Sanitation	500	500.00
4 IEC Behavior Change	160	159.00
5 Capacity Building	60	60.00
6 Innovation and Best Practices	80	44.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1467.00</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	267.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	170.00
For measures undertaken to reduce the level of dust in the air	125	125.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1327.80</b>
Face to Face Citizen Feedback	880	827.04
From Other Sources	220	205.40
Swachhata App (Complaints and Resolution)	400	295.36



# NAGAR NIGAM SHAHJAHANPUR UTTAR PRADESH



**Best City in  
Maximum Citizen  
Participation**

**(More than 1 Lakh  
Population)**



Citizen Feedback Received

**# 2,85,392**

ODF Status	ODF
<b>National Rank</b>	
SS2019	SS2020
<b>#162</b>	<b>#107</b>
Overall Score (6000)	3538.70
Service Level Progress Score (1500)	763.75
Certification Score (1500)	200.00
Direct Observation Score (1500)	1411.91
Citizen Feedback Score (1500)	1163.04

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1022.20
1 Collection and Transportation	500	398.00
2 Processing and Disposal	700	454.20
3 Sustainable Sanitation	500	100.00
4 IEC Behavior Change	160	40.00
5 Capacity Building	60	30.00
6 Innovation and Best Practices	80	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]



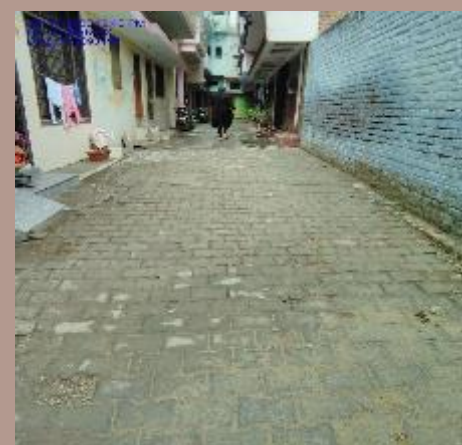




Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1411.91</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	251.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	188.25
For measures undertaken to reduce the level of dust in the air	125	117.66
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1163.04</b>
Face to Face Citizen Feedback	880	876.54
From Other Sources	220	205.68
Swachhata App (Complaints and Resolution)	400	80.82





# AMDAVAD MUNICIPAL CORPORATION GUJARAT



**India's Cleanest  
Mega City**

**(Above 40 Lakh  
Population)**



Star Rating



ODF Status	ODF++
<b>National Rank</b>	
SS2019	SS2020
<b>#6</b>	<b>#7</b>
Overall Score (6000)	5207.12
Service Level Progress Score (1500)	1367.14
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1498.72
Citizen Feedback Score (1500)	1241.26

Indicator Wise Scores for Service Level Progress		Maximum Score*	Score of the City
Total SLP Marks		2000	1909.50
1	Collection and Transportation	500	499.50
2	Processing and Disposal	700	657.50
3	Sustainable Sanitation	500	480.00
4	IEC Behavior Change	160	160.00
5	Capacity Building	60	59.50
6	Innovation and Best Practices	80	53.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1498.72</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	269.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	199.83
For measures undertaken to reduce the level of dust in the air	125	124.89
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00



*\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]*

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1241.26</b>
Face to Face Citizen Feedback	880	856.75
From Other Sources	220	192.38
Swachhata App (Complaints and Resolution)	400	192.13



# GREATER HYDERABAD MUNICIPAL CORPORATION, TELANGANA



**Best Mega City in  
'Citizens  
Feedback'  
(Above 40 Lakh  
Population)**



Citizen Feedback Received

**# 1,12,300**

ODF Status	ODF++
National Rank	
SS2019	SS2020
<b>#35</b>	<b>#65</b>
Overall Score (6000)	4047.01
Service Level Progress Score (1500)	1014.44
Certification Score (1500)	500.00
Direct Observation Score (1500)	1376.30
Citizen Feedback Score (1500)	1156.27

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1517.33
1 Collection and Transportation	500	399.33
2 Processing and Disposal	700	488.00
3 Sustainable Sanitation	500	370.00
4 IEC Behavior Change	160	160.00
5 Capacity Building	60	25.00
6 Innovation and Best Practices	80	75.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1376.30</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	260.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	143.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	110.10
For visible beautification of slums/old city areas, flyovers, public areas	200	183.51
For measures undertaken to reduce the level of dust in the air	125	114.69
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	100.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1156.27</b>
Face to Face Citizen Feedback	880	852.19
From Other Sources	220	204.06
Swachhata App (Complaints and Resolution)	400	100.02



# GREATER CHENNAI CORPORATION TAMIL NADU



**Best Mega City in  
'Innovation and  
Best Practices'**

**(Above 40 Lakh  
Population)**



ODF Status	ODF
<b>National Rank</b>	
SS2019	SS2020
<b>#61</b>	<b>#312</b>
Overall Score (6000)	2010.94
Service Level Progress Score (1500)	699.64
Certification Score (1500)	200.00
Direct Observation Score (1500)	565.56
Citizen Feedback Score (1500)	545.74

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1218.20
1 Collection and Transportation	500	343.30
2 Processing and Disposal	700	357.50
3 Sustainable Sanitation	500	386.80
4 IEC Behavior Change	160	23.40
5 Capacity Building	60	45.20
6 Innovation and Best Practices	80	62.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	40.00
2 Citizen Led Innovation	30	22.00

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>565.56</b>
For Cleanliness of residential and Commercial Area	240	136.00
For clean and user friendly CT/PT	270	83.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	56.56
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	83.00
For art work around Swachh Survekshan 2020	120	0.00
For visible beautification of slums/old city areas, flyovers, public areas	200	54.00
For measures undertaken to reduce the level of dust in the air	125	53.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	100.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>545.73</b>
Face to Face Citizen Feedback	880	333.84
From Other Sources	220	189.55
Swachhata App (Complaints and Resolution)	400	22.34





# BRUHAT BENGALURU MAHANAGARA PALIKE, KARNATAKA



**Best 'Self-Sustainable Mega City'**

(Above 40 Lakh Population)



**Sustainability Score = 1491.42**

Sub Indicators of Sustainability	Maximum Score*	Score of the City
GFC Score	1000	0.00
ODF Score	500	500.00
SLP (Section 1 + Section 2 + Section 3)	1700	991.42
Total Score	3200	1491.42

Self Sustainable score is based on the scores obtained by the city in the above mentioned indicators.

ODF Status	ODF++
<b>National Rank</b>	
SS2019	SS2020
<b>#194</b>	<b>#214</b>
Overall Score (6000)	2656.82
Service Level Progress Score (1500)	703.91
Certification Score (1500)	500.00
Direct Observation Score (1500)	702.44
Citizen Feedback Score (1500)	750.48





Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1186.08
1 Collection and Transportation	500	373.58
2 Processing and Disposal	700	397.83
3 Sustainable Sanitation	500	220.00
4 IEC Behavior Change	160	119.67
5 Capacity Building	60	30.00
6 Innovation and Best Practices	80	45.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>702.44</b>
For Cleanliness of residential and Commercial Area	240	204.00
For clean and user friendly CT/PT	270	110.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	70.24
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	66.00
For art work around Swachh Survekshan 2020	120	0.00
For visible beautification of slums/old city areas, flyovers, public areas	200	93.66
For measures undertaken to reduce the level of dust in the air	125	58.54
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	100.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>750.47</b>
Face to Face Citizen Feedback	880	561.30
From Other Sources	220	188.72
Swachhata App (Complaints and Resolution)	400	0.45





# MUNICIPAL CORPORATION VIJAYAWADA ANDHRA PRADESH



**India's  
Cleanest Big  
City**

**(10 - 40 Lakh  
Population)**



Star Rating



ODF Status	ODF++
<b>National Rank</b>	
SS2019	SS2020
<b>#12</b>	<b>#6</b>
Overall Score (6000)	5270.32
Service Level Progress Score (1500)	1329.09
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1493.00
Citizen Feedback Score (1500)	1348.23

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1956.17
1 Collection and Transportation	500	496.00
2 Processing and Disposal	700	681.67
3 Sustainable Sanitation	500	498.67
4 IEC Behavior Change	160	154.33
5 Capacity Building	60	59.50
6 Innovation and Best Practices	80	66.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1493.00</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	267.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	146.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	200.00
For measures undertaken to reduce the level of dust in the air	125	125.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00



*\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]*

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1348.23</b>
Face to Face Citizen Feedback	880	876.00
From Other Sources	220	206.05
Swachhata App (Complaints and Resolution)	400	266.18



# MUNICIPAL CORPORATION JODHPUR RAJASTHAN



**‘Fastest Mover’  
Big City**

(10 - 40 Lakh Population)

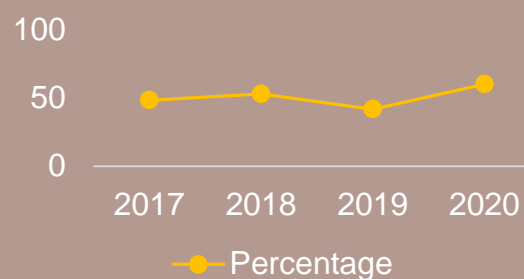


ODF Status	ODF++
National Rank	
SS2019	SS2020
<b>#243</b>	<b>#99</b>
Overall Score (6000)	3615.33
Service Level Progress Score (1500)	938.21
Certification Score (1500)	500.00
Direct Observation Score (1500)	1045.00
Citizen Feedback Score (1500)	1132.12

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1393.77
1 Collection and Transportation	500	303.46
2 Processing and Disposal	700	427.54
3 Sustainable Sanitation	500	469.67
4 IEC Behavior Change	160	128.00
5 Capacity Building	60	32.10
6 Innovation and Best Practices	80	33.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

## YoY Performance of the City







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1045.00</b>
For Cleanliness of residential and Commercial Area	240	219.00
For clean and user friendly CT/PT	270	204.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	108.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	100.00
For visible beautification of slums/old city areas, flyovers, public areas	200	48.00
For measures undertaken to reduce the level of dust in the air	125	61.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	80.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1132.12</b>
Face to Face Citizen Feedback	880	700.95
From Other Sources	220	209.49
Swachhata App (Complaints and Resolution)	400	221.68





# MUNICIPAL CORPORATION JABALPUR MADHYA PRADESH



**Best Big City in  
'Citizen Feedback'**  
(10 - 40 Lakh  
Population)



Citizen Feedback Received

**# 95,476**

ODF Status	ODF++
<b>National Rank</b>	
SS2019	SS2020
<b>#25</b>	<b>#43</b>
Overall Score (6000)	4368.54
Service Level Progress Score (1500)	1294.97
Certification Score (1500)	500.00
Direct Observation Score (1500)	1261.00
Citizen Feedback Score (1500)	1312.57

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1869.50
1 Collection and Transportation	500	500.00
2 Processing and Disposal	700	638.50
3 Sustainable Sanitation	500	480.00
4 IEC Behavior Change	160	158.00
5 Capacity Building	60	60.00
6 Innovation and Best Practices	80	33.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1261.00</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	247.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	136.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	133.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	90.00
For measures undertaken to reduce the level of dust in the air	125	100.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1312.58</b>
Face to Face Citizen Feedback	880	877.45
From Other Sources	220	211.12
Swachhata App (Complaints and Resolution)	400	224.01





# NAGAR NIGAM LUDHIANA PUNJAB



**Best Big City in  
'Innovation and  
Best Practices'**

(10 - 40 Lakh Population)



ODF Status	ODF+
<b>National Rank</b>	
SS2019	SS2020
<b>#163</b>	<b>#152</b>
Overall Score (6000)	3113.06
Service Level Progress Score (1500)	627.79
Certification Score (1500)	300.00
Direct Observation Score (1500)	1115.00
Citizen Feedback Score (1500)	1070.27

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1003.08
1 Collection and Transportation	500	375.25
2 Processing and Disposal	700	252.03
3 Sustainable Sanitation	500	174.07
4 IEC Behavior Change	160	98.28
5 Capacity Building	60	37.45
6 Innovation and Best Practices	80	66.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	40.00
2 Citizen Led Innovation	30	26.00

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1115.00</b>
For Cleanliness of residential and Commercial Area	240	188.00
For clean and user friendly CT/PT	270	191.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	120.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	100.00
For visible beautification of slums/old city areas, flyovers, public areas	200	90.00
For measures undertaken to reduce the level of dust in the air	125	81.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1070.26</b>
Face to Face Citizen Feedback	880	781.00
From Other Sources	220	188.75
Swachhata App (Complaints and Resolution)	400	100.51





# MUNICIPAL CORPORATION RAJKOT GUJARAT



**Best 'Self-Sustainable Big City'**

(10 - 40 Lakh Population)

**Sustainability Score = 2899.92**

Star Rating



Sub Indicators of Sustainability	Maximum Score*	Score of the City
GFC Score	1000	800.00
ODF Score	500	500.00
SLP (Section 1 + Section 2 + Section 3)	1700	1599.92
Total Score	3200	2899.92



Self Sustainable score is based on the scores obtained by the city in the above mentioned indicators.

ODF Status	ODF++
National Rank	
SS2019	SS2020
<b>#9</b>	<b>#11</b>
Overall Score (6000)	5157.36
Service Level Progress Score (1500)	1357.01
Certification Score (1500)	1300.00
Direct Observation Score (1500)	1315.00
Citizen Feedback Score (1500)	1185.35



Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1863.42
1 Collection and Transportation	500	498.67
2 Processing and Disposal	700	636.92
3 Sustainable Sanitation	500	464.33
4 IEC Behavior Change	160	153.00
5 Capacity Building	60	58.50
6 Innovation and Best Practices	80	52.00

\*[ Each quarter evaluation is for 2000 Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1315.00</b>
For Cleanliness of residential and Commercial Area	240	235.00
For clean and user friendly CT/PT	270	258.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	132.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	150.00
For measures undertaken to reduce the level of dust in the air	125	75.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1185.35</b>
Face to Face Citizen Feedback	880	873.44
From Other Sources	220	211.61
Swachhata App (Complaints and Resolution)	400	100.30





# MUNICIPAL CORPORATION MYSURU KARNATAKA



**India's  
Cleanest  
Medium City**  
(3 - 10 Lakh  
Population)



Star Rating



ODF Status	ODF++
<b>National Rank</b>	
SS2019	SS2020
<b>#3</b>	<b>#5</b>
Overall Score (6000)	5298.62
Service Level Progress Score (1500)	1325.37
Certification Score (1500)	1300.00
Direct Observation Score (1500)	1492.00
Citizen Feedback Score (1500)	1181.25

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1886.70
1 Collection and Transportation	500	500.00
2 Processing and Disposal	700	642.30
3 Sustainable Sanitation	500	490.00
4 IEC Behavior Change	160	160.00
5 Capacity Building	60	59.40
6 Innovation and Best Practices	80	35.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1492.00</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	262.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	200.00
For measures undertaken to reduce the level of dust in the air	125	125.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1181.25</b>
Face to Face Citizen Feedback	880	875.15
From Other Sources	220	205.88
Swachhata App (Complaints and Resolution)	400	100.22





# MUNICIPAL CORPORATION FIROZABAD UTTAR PRADESH



**‘Fastest Mover’  
Medium City**

**(3 - 10 Lakh Population)**

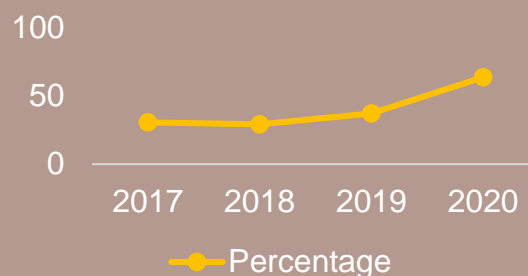


ODF Status	ODF++
<b>National Rank</b>	
SS2019	SS2020
<b>#292</b>	<b>#77</b>
Overall Score (6000)	3819.57
Service Level Progress Score (1500)	940.24
Certification Score (1500)	500.00
Direct Observation Score (1500)	1227.00
Citizen Feedback Score (1500)	1152.33

Indicator Wise Scores for Service Level Progress		Maximum Score*	Score of the City
Total SLP Marks		2000	1561.00
1	Collection and Transportation	500	500.00
2	Processing and Disposal	700	480.00
3	Sustainable Sanitation	500	315.00
4	IEC Behavior Change	160	160.00
5	Capacity Building	60	60.00
6	Innovation and Best Practices	80	46.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

## YoY Performance of the City







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1227.00</b>
For Cleanliness of residential and Commercial Area	240	217.00
For clean and user friendly CT/PT	270	247.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	128.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	88.00
For measures undertaken to reduce the level of dust in the air	125	72.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	80.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1152.33</b>
Face to Face Citizen Feedback	880	807.20
From Other Sources	220	193.19
Swachhata App (Complaints and Resolution)	400	151.94





# EAST SINGHBHUM MUNICIPAL CORPORATION JAMSHEDPUR, JHARKHAND



**Best Medium City  
in 'Citizen  
Feedback'**

(3 - 10 Lakh Population)



Citizen Feedback Received

**# 48,611**

Star Rating



ODF Status	ODF++
<b>National Rank</b>	
SS2019	SS2020
<b>#15</b>	<b>#13</b>
Overall Score (6000)	5133.20
Service Level Progress Score (1500)	1235.79
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1470.00
Citizen Feedback Score (1500)	1327.41

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1665.70
1 Collection and Transportation	500	437.00
2 Processing and Disposal	700	578.56
3 Sustainable Sanitation	500	440.00
4 IEC Behavior Change	160	107.14
5 Capacity Building	60	60.00
6 Innovation and Best Practices	80	43.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1470.00</b>
For Cleanliness of residential and Commercial Area	240	227.00
For clean and user friendly CT/PT	270	269.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	143.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	141.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	200.00
For measures undertaken to reduce the level of dust in the air	125	125.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

*\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]*

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1327.41</b>
Face to Face Citizen Feedback	880	873.37
From Other Sources	220	215.21
Swachhata App (Complaints and Resolution)	400	238.83





# MUNICIPAL CORPORATION BERHAMPUR ODISHA



**Best Medium City  
in 'Innovation and  
Best Practices'  
(3 - 10 Lakh Population)**

Star Rating



ODF Status	ODF++
<b>National Rank</b>	
SS2019	SS2020
<b>#216</b>	<b>#89</b>
Overall Score (6000)	4212.41
Service Level Progress Score (1500)	1267.22
Certification Score (1500)	1100.00
Direct Observation Score (1500)	721.00
Citizen Feedback Score (1500)	1124.19

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1687.14
1 Collection and Transportation	500	451.77
2 Processing and Disposal	700	520.55
3 Sustainable Sanitation	500	463.60
4 IEC Behavior Change	160	124.42
5 Capacity Building	60	52.80
6 Innovation and Best Practices	80	74.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	48.00
2 Citizen Led Innovation	30	26.00

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1288.00</b>
For Cleanliness of residential and Commercial Area	240	212.00
For clean and user friendly CT/PT	270	262.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	127.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	100.00
For visible beautification of slums/old city areas, flyovers, public areas	200	175.00
For measures undertaken to reduce the level of dust in the air	125	87.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	100.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>890.13</b>
Face to Face Citizen Feedback	880	571.90
From Other Sources	220	203.92
Swachhata App (Complaints and Resolution)	400	114.31





# MUNICIPAL CORPORATION BHILAI NAGAR CHHATTISGARH



**Best 'Self-Sustainable  
Medium City'**

(3 - 10 Lakh Population)

**Sustainability Score = 2690.00**

Star Rating



Sub Indicators of Sustainability	Maximum Score*	Score of the City
GFC Score	1000	600.00
ODF Score	500	500.00
SLP (Section 1 + Section 2 + Section 3)	1700	1590.00
Total Score	3200	2690.00

Self Sustainable score is based on the scores obtained by the city in the above mentioned indicators.

ODF Status	ODF++
<b>National Rank</b>	
SS2019	SS2020
<b>#11</b>	<b>#53</b>
Overall Score (6000)	4212.41
Service Level Progress Score (1500)	1267.22
Certification Score (1500)	1100.00
Direct Observation Score (1500)	721.00
Citizen Feedback Score (1500)	1124.19





Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1861.00
1 Collection and Transportation	500	480.00
2 Processing and Disposal	700	620.00
3 Sustainable Sanitation	500	490.00
4 IEC Behavior Change	160	160.00
5 Capacity Building	60	60.00
6 Innovation and Best Practices	80	51.00

\*[ Each quarter evaluation is for 2000 Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>721.00</b>
For Cleanliness of residential and Commercial Area	240	129.00
For clean and user friendly CT/PT	270	193.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	106.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	33.00
For art work around Swachh Survekshan 2020	120	80.00
For visible beautification of slums/old city areas, flyovers, public areas	200	0.00
For measures undertaken to reduce the level of dust in the air	125	25.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	80.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1124.19</b>
Face to Face Citizen Feedback	880	682.40
From Other Sources	220	215.81
Swachhata App (Complaints and Resolution)	400	225.98





# MUNICIPAL CORPORATION AMBIKAPUR CHHATTISGARH



**India's  
Cleanest  
Small City**

**(1 - 3 Lakh  
Population)**



Star Rating



ODF Status	ODF++
<b>National Rank</b>	
SS2019	SS2020
<b>#2</b>	<b>#4</b>
Overall Score (6000)	5428.30
Service Level Progress Score (1500)	1366.10
Certification Score (1500)	1300.00
Direct Observation Score (1500)	1498.72
Citizen Feedback Score (1500)	1263.48

Indicator Wise Scores for Service Level Progress		Maximum Score*	Score of the City
Total SLP Marks		2000	1948.50
1	Collection and Transportation	500	500.00
2	Processing and Disposal	700	667.50
3	Sustainable Sanitation	500	490.00
4	IEC Behavior Change	160	160.00
5	Capacity Building	60	60.00
6	Innovation and Best Practices	80	71.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1498.72</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	269.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	199.83
For measures undertaken to reduce the level of dust in the air	125	124.89
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1263.48</b>
Face to Face Citizen Feedback	880	836.80
From Other Sources	220	217.11
Swachhata App (Complaints and Resolution)	400	209.57



# MUNICIPAL CORPORATION BURHANPUR MADHYA PRADESH



**'Fastest Mover'  
Small City**

(1 - 3 Lakh Population)

Star Rating

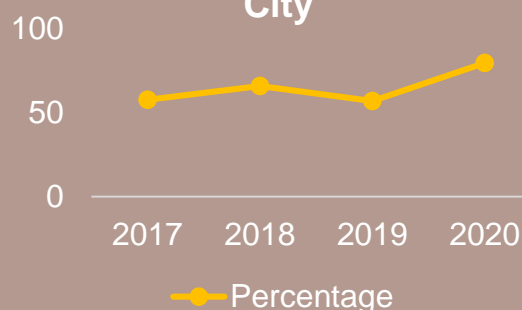


ODF Status	ODF++
<b>National Rank</b>	
SS2019	SS2020
<b>#103</b>	<b>#24</b>
Overall Score (6000)	4791.17
Service Level Progress Score (1500)	1183.01
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1335.87
Citizen Feedback Score (1500)	1172.29

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1700.00
1 Collection and Transportation	500	465.50
2 Processing and Disposal	700	599.00
3 Sustainable Sanitation	500	450.00
4 IEC Behavior Change	160	119.50
5 Capacity Building	60	30.00
6 Innovation and Best Practices	80	36.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

## YoY Performance of the City







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1335.87</b>
For Cleanliness of residential and Commercial Area	240	228.00
For clean and user friendly CT/PT	270	261.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	135.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Sarvekshan 2020	120	106.87
For visible beautification of slums/old city areas, flyovers, public areas	200	130.00
For measures undertaken to reduce the level of dust in the air	125	80.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1172.29</b>
Face to Face Citizen Feedback	880	839.20
From Other Sources	220	199.34
Swachhata App (Complaints and Resolution)	400	133.75



# MUNICIPAL CORPORATION RATLAM MADHYA PRADESH



**Best Small City in  
'Citizen Feedback'  
(1 - 3 Lakh Population)**



**Citizen Feedback Received # 21,162**

ODF Status	ODF++
National Rank	
SS2019	SS2020
<b>#62</b>	<b>#49</b>
Overall Score (6000)	4298.72
Service Level Progress Score (1500)	1083.20
Certification Score (1500)	500.00
Direct Observation Score (1500)	1378.72
Citizen Feedback Score (1500)	1336.80

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1536.93
1 Collection and Transportation	500	491.75
2 Processing and Disposal	700	460.00
3 Sustainable Sanitation	500	354.70
4 IEC Behavior Change	160	136.48
5 Capacity Building	60	57.00
6 Innovation and Best Practices	80	37.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1378.72</b>
For Cleanliness of residential and Commercial Area	240	206.00
For clean and user friendly CT/PT	270	249.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	183.83
For measures undertaken to reduce the level of dust in the air	125	114.89
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	80.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1336.80</b>
Face to Face Citizen Feedback	880	810.44
From Other Sources	220	214.86
Swachhata App (Complaints and Resolution)	400	311.50





# MUNICIPAL COUNCIL ALAPPUZHA KERELA



**Best Small City in  
Innovation and  
Best Practices'**  
(1 - 3 Lakh Population)



ODF Status	ODF
<b>National Rank</b>	
SS2019	SS2020
<b>#256</b>	<b>#188</b>
Overall Score (6000)	2811.76
Service Level Progress Score (1500)	876.72
Certification Score (1500)	200.00
Direct Observation Score (1500)	1019.00
Citizen Feedback Score (1500)	716.04

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1200.18
1 Collection and Transportation	500	396.00
2 Processing and Disposal	700	348.75
3 Sustainable Sanitation	500	280.00
4 IEC Behavior Change	160	69.18
5 Capacity Building	60	39.25
6 Innovation and Best Practices	80	67.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	45.00
2 Citizen Led Innovation	30	22.00

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1019.00</b>
For Cleanliness of residential and Commercial Area	240	163.00
For clean and user friendly CT/PT	270	157.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	114.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	61.00
For measures undertaken to reduce the level of dust in the air	125	59.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>716.04</b>
Face to Face Citizen Feedback	880	530.40
From Other Sources	220	180.58
Swachhata App (Complaints and Resolution)	400	5.06





# MUNICIPAL CORPORATION TIRUPATI ANDHRA PRADESH



**Best 'Self-Sustainable Small City**

(1 - 3 Lakh Population)



**Sustainability Score = 2752.50**

Star Rating



Sub Indicators of Sustainability	Maximum Score*	Score of the City
GFC Score	1000	600.00
ODF Score	500	500.00
SLP (Section 1 + Section 2 + Section 3)	1700	1652.50
Total Score	3200	2752.50

Self Sustainable score is based on the scores obtained by the city in the above mentioned indicators.

ODF Status	ODF++
<b>National Rank</b>	
SS2019	SS2020
<b>#8</b>	<b>#12</b>
Overall Score (6000)	5142.76
Service Level Progress Score (1500)	1350.55
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1364.00
Citizen Feedback Score (1500)	1328.21





Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1925.50
1 Collection and Transportation	500	500.00
2 Processing and Disposal	700	672.50
3 Sustainable Sanitation	500	480.00
4 IEC Behavior Change	160	160.00
5 Capacity Building	60	60.00
6 Innovation and Best Practices	80	53.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1364.00</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	270.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	106.00
For measures undertaken to reduce the level of dust in the air	125	83.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1328.21</b>
Face to Face Citizen Feedback	880	820.80
From Other Sources	220	214.68
Swachhata App (Complaints and Resolution)	400	292.73





# NEW DELHI MUNICIPAL COUNCIL (NDMC)



**India's Cleanest  
National Capital**

**(National or State  
Capitals / UT)**

Star Rating



ODF Status	ODF++
<b>National Rank</b>	
SS2019	SS2020
<b>#5</b>	<b>#8</b>
Overall Score (6000)	5193.26
Service Level Progress Score (1500)	1350.27
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1492.00
Citizen Feedback Score (1500)	1250.99

Indicator Wise Scores for Service Level Progress		Maximum Score*	Score of the City
Total SLP Marks		2000	1845.88
1	Collection and Transportation	500	500.00
2	Processing and Disposal	700	625.63
3	Sustainable Sanitation	500	490.00
4	IEC Behavior Change	160	145.50
5	Capacity Building	60	57.75
6	Innovation and Best Practices	80	27.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1492.00</b>
For Cleanliness of residential and Commercial Area	240	237.00
For clean and user friendly CT/PT	270	270.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	195.00
For measures undertaken to reduce the level of dust in the air	125	125.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00



*\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]*

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1250.99</b>
Face to Face Citizen Feedback	880	838.98
From Other Sources	220	174.20
Swachhata App (Complaints and Resolution)	400	237.81





# MUNICIPAL CORPORATION LUCKNOW UTTAR PRADESH



**Fastest Mover  
State Capital**

**(National or State  
Capitals / UT )**



Star Rating

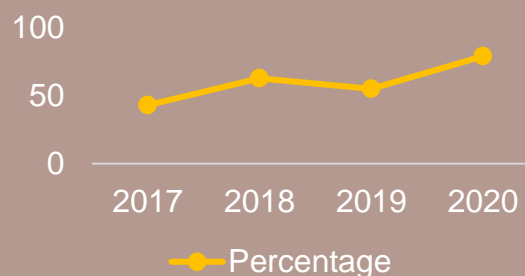


ODF Status	ODF++
<b>National Rank</b>	
SS2019	SS2020
<b>#121</b>	<b>#26</b>
Overall Score (6000)	4728.28
Service Level Progress Score (1500)	1248.40
Certification Score (1500)	700.00
Direct Observation Score (1500)	1493.62
Citizen Feedback Score (1500)	1286.26

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1766.00
1 Collection and Transportation	500	460.00
2 Processing and Disposal	700	620.00
3 Sustainable Sanitation	500	440.00
4 IEC Behavior Change	160	160.00
5 Capacity Building	60	60.00
6 Innovation and Best Practices	80	26.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

**YoY Performance of the  
City**







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1493.62</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	265.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	199.15
For measures undertaken to reduce the level of dust in the air	125	124.47
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00



*\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]*

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1286.26</b>
Face to Face Citizen Feedback	880	823.42
From Other Sources	220	205.90
Swachhata App (Complaints and Resolution)	400	256.94



# MUNICIPAL CORPORATION CHANDIGARH



**Best UT in  
'Citizen Feedback'  
(National or State  
Capital/ UT)**

Citizen Feedback Received

**# 33,785**

Star Rating



ODF Status	ODF++
<b>National Rank</b>	
SS2019	SS2020
<b>#20</b>	<b>#16</b>
Overall Score (6000)	4970.07
Service Level Progress Score (1500)	1144.99
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1452.76
Citizen Feedback Score (1500)	1272.32

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1558.48
1 Collection and Transportation	500	455.83
2 Processing and Disposal	700	409.90
3 Sustainable Sanitation	500	420.00
4 IEC Behavior Change	160	151.63
5 Capacity Building	60	58.13
6 Innovation and Best Practices	80	63.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1452.76</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	260.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	123.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	193.70
For measures undertaken to reduce the level of dust in the air	125	121.06
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1272.32</b>
Face to Face Citizen Feedback	880	832.00
From Other Sources	220	206.71
Swachhata App (Complaints and Resolution)	400	233.61





# MUNICIPAL CORPORATION GANDHI NAGAR GUJARAT



**Best State Capital  
in 'Innovation and  
Best Practices'**

(National or State  
Capital/ UT)

Star Rating



ODF Status	ODF++
<b>National Rank</b>	
SS2019	SS2020
<b>#22</b>	<b>#15</b>
Overall Score (6000)	5056.72
Service Level Progress Score (1500)	1293.25
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1459.15
Citizen Feedback Score (1500)	1204.32

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1828.50
1 Collection and Transportation	500	480.00
2 Processing and Disposal	700	558.50
3 Sustainable Sanitation	500	500.00
4 IEC Behavior Change	160	160.00
5 Capacity Building	60	60.00
6 Innovation and Best Practices	80	70.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	50.00
2 Citizen Led Innovation	30	20.00



Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1459.15</b>
For Cleanliness of residential and Commercial Area	240	237.00
For clean and user friendly CT/PT	270	270.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	141.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	194.55
For measures undertaken to reduce the level of dust in the air	125	121.60
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	100.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1204.32</b>
Face to Face Citizen Feedback	880	821.60
From Other Sources	220	213.25
Swachhata App (Complaints and Resolution)	400	169.47





# MUNICIPAL CORPORATION BHOPAL MADHYA PRADESH



**Best 'Self-Sustainable State Capital**

(National or State Capital/ UT)



**Sustainability Score = 2718.71**

Star Rating



Sub Indicators of Sustainability	Maximum Score*	Score of the City
GFC Score	1000	600.00
ODF Score	500	500.00
SLP (Section 1 + Section 2 + Section 3)	1700	1618.71
Total Score	3200	2718.71

Self Sustainable score is based on the scores obtained by the city in the above mentioned indicators.

ODF Status	ODF++
<b>National Rank</b>	
SS2019	SS2020
<b>#19</b>	<b>#14</b>
Overall Score (6000)	5066.31
Service Level Progress Score (1500)	1347.39
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1474.47
Citizen Feedback Score (1500)	1144.45





Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1854.81
1 Collection and Transportation	500	495.83
2 Processing and Disposal	700	625.54
3 Sustainable Sanitation	500	497.33
4 IEC Behavior Change	160	145.60
5 Capacity Building	60	57.50
6 Innovation and Best Practices	80	33.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1474.47</b>
For Cleanliness of residential and Commercial Area	240	228.00
For clean and user friendly CT/PT	270	265.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	147.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	196.60
For measures undertaken to reduce the level of dust in the air	125	122.87
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1144.45</b>
Face to Face Citizen Feedback	880	835.20
From Other Sources	220	178.85
Swachhata App (Complaints and Resolution)	400	130.40





# MUNICIPAL COUNCIL KARAD MAHARASHTRA



**India's  
Cleanest City**  
(Less 1 Lakh  
Population)



Star Rating



ODF Status	ODF++
<b>West Zone Rank</b>	
SS2019	SS2020
<b>#1</b>	<b>#1</b>
Overall Score (6000)	5366.06
Service Level Progress Score (1500)	1369.08
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1494.57
Citizen Feedback Score (1500)	1402.41

Indicator	Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
	Total SLP Marks	2000	1923.00
1	Collection and Transportation	500	490.00
2	Processing and Disposal	700	660.00
3	Sustainable Sanitation	500	500.00
4	IEC Behavior Change	160	160.00
5	Capacity Building	60	60.00
6	Innovation and Best Practices	80	53.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1495.57</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	270.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	119.57
For visible beautification of slums/old city areas, flyovers, public areas	200	200.00
For measures undertaken to reduce the level of dust in the air	125	120.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1402.41</b>
Face to Face Citizen Feedback	880	836.80
From Other Sources	220	216.64
Swachhata App (Complaints and Resolution)	400	348.97



# SASVAD MUNICIPAL CORPORATION MAHARASHTRA



**India's  
Cleanest City**  
(Less than 1 Lakh  
Population)



Star Rating



ODF Status	ODF++
<b>West Zone Rank</b>	
SS2019	SS2020
<b>#12</b>	<b>#2</b>
Overall Score (6000)	5270.26
Service Level Progress Score (1500)	1330.04
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1455.08
Citizen Feedback Score (1500)	1385.14

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1839.00
1 Collection and Transportation	500	480.00
2 Processing and Disposal	700	640.00
3 Sustainable Sanitation	500	450.00
4 IEC Behavior Change	160	160.00
5 Capacity Building	60	60.00
6 Innovation and Best Practices	80	49.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1455.08</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	267.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	125.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	116.40
For visible beautification of slums/old city areas, flyovers, public areas	200	194.01
For measures undertaken to reduce the level of dust in the air	125	121.26
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	116.41



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1385.14</b>
Face to Face Citizen Feedback	880	878.40
From Other Sources	220	212.59
Swachhata App (Complaints and Resolution)	400	294.15



# LONAVALA MUNICIPAL COUNCIL MAHARASHTRA



**India's  
Cleanest City**

(Less than 1 Lakh  
Population)



Star Rating



ODF Status	ODF++
<b>West Zone Rank</b>	
SS2019	SS2020
<b>#2</b>	<b>#3</b>
Overall Score (6000)	5187.78
Service Level Progress Score (1500)	1328.12
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1450.00
Citizen Feedback Score (1500)	1309.66

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1825.18
1 Collection and Transportation	500	473.52
2 Processing and Disposal	700	665.00
3 Sustainable Sanitation	500	460.00
4 IEC Behavior Change	160	136.67
5 Capacity Building	60	59.00
6 Innovation and Best Practices	80	31.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1450.00</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	268.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	116.00
For visible beautification of slums/old city areas, flyovers, public areas	200	166.00
For measures undertaken to reduce the level of dust in the air	125	115.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1309.66</b>
Face to Face Citizen Feedback	880	836.00
From Other Sources	220	216.03
Swachhata App (Complaints and Resolution)	400	257.63





# NAGAR PALIKA PARISHAD NANDPRAYAG UTTARAKHAND



**Best City in  
'Maximum Citizen  
Participation'**

**(Less than 1 Lakh  
Population)**

Citizen Feedback Received

**# 5,315**

ODF Status	ODF
<b>North Zone Rank</b>	
SS2019	SS2020
<b>#976</b>	<b>#304</b>
Overall Score (6000)	2349.75
Service Level Progress Score (1500)	128.07
Certification Score (1500)	200.00
Direct Observation Score (1500)	1123.91
Citizen Feedback Score (1500)	897.77



Indicator	Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks		2000	85.00
1	Collection and Transportation	500	15.00
2	Processing and Disposal	700	0.00
3	Sustainable Sanitation	500	40.00
4	IEC Behavior Change	160	0.00
5	Capacity Building	60	30.00
6	Innovation and Best Practices	80	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1123.91</b>
For Cleanliness of residential and Commercial Area	240	214.00
For clean and user friendly CT/PT	270	225.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	125.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	150.00
For measures undertaken to reduce the level of dust in the air	125	50.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	89.91



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>897.77</b>
Face to Face Citizen Feedback	880	692.96
From Other Sources	220	204.81
Swachhata App (Complaints and Resolution)	400	0.00





# Zonal Level Awards





# Zonal Level Awards: North Zone

( 50,000 - 1 Lakh Population)

Name of Awards	State	Name of the ULB
Cleanest City	Uttar Pradesh	Gangaghat
Best City in Citizens Feedback	Uttar Pradesh	Gajraula
Best City in 'Innovation & Best Practices'	Uttar Pradesh	Muradnagar
Best 'Self-Sustainable City'	Uttar Pradesh	Kannauj
Fastest Mover' City	Haryana	Charkhi Dadri

( 25,000 - 50,000 Population)

Name of Awards	State	Name of the ULB
Cleanest City	Punjab	Nawanshahr
Best City in Citizens Feedback	Uttar Pradesh	Siana
Best City in 'Innovation & Best Practices'	Uttar Pradesh	Paliya Kalan
Best 'Self-Sustainable City'	Uttar Pradesh	Mallawan
Fastest Mover' City	Uttar Pradesh	Barua Sagar

( Less than 25,000 Population)

Name of Awards	State	Name of the ULB
Cleanest City	Uttar Pradesh	Awagarh
Best City in Citizens Feedback	Ladakh	Kargil
Best City in 'Innovation & Best Practices'	Uttar Pradesh	Bakewar
Best 'Self-Sustainable City'	Uttar Pradesh	Baldeo
Fastest Mover' City	Uttar Pradesh	Achhalda



# NAGAR PALIKA PARISHAD GANGAGHAT UTTAR PRADESH



**North Zone –  
Cleanest City**  
(50,000 - 1 Lakh  
Population)



ODF Status	ODF++
<b>North Zone Rank</b>	
SS2019	SS2020
<b>#437</b>	<b>#2</b>
Overall Score (6000)	4161.12
Service Level Progress Score (1500)	964.93
Certification Score (1500)	500.00
Direct Observation Score (1500)	1500.00
Citizen Feedback Score (1500)	1196.19

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1409.00
1 Collection and Transportation	500	410.00
2 Processing and Disposal	700	537.00
3 Sustainable Sanitation	500	280.00
4 IEC Behavior Change	160	100.00
5 Capacity Building	60	59.00
6 Innovation and Best Practices	80	23.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1500.00</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	270.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	200.00
For measures undertaken to reduce the level of dust in the air	125	125.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1196.19</b>
Face to Face Citizen Feedback	880	867.20
From Other Sources	220	215.97
Swachhata App (Complaints and Resolution)	400	113.02





# NAGAR PALIKA PARISHAD GAJRAULA UTTAR PRADESH



**North Zone - Best  
City in 'Citizen  
Feedback'**  
(50,000 - 1 Lakh  
Population)



Citizen Feedback Received

**# 68,528**

Star Rating



ODF Status	ODF+
<b>North Zone Rank</b>	
SS2019	SS2020
<b>#47</b>	<b>#5</b>
Overall Score (6000)	3855.88
Service Level Progress Score (1500)	1090.04
Certification Score (1500)	500.00
Direct Observation Score (1500)	1083.00
Citizen Feedback Score (1500)	1182.84

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1427.46
1 Collection and Transportation	500	472.18
2 Processing and Disposal	700	459.23
3 Sustainable Sanitation	500	284.87
4 IEC Behavior Change	160	137.95
5 Capacity Building	60	59.23
6 Innovation and Best Practices	80	14.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1083.00</b>
For Cleanliness of residential and Commercial Area	240	194.00
For clean and user friendly CT/PT	270	204.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	110.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	133.00
For art work around Swachh Survekshan 2020	120	100.00
For visible beautification of slums/old city areas, flyovers, public areas	200	49.00
For measures undertaken to reduce the level of dust in the air	125	98.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1182.84</b>
Face to Face Citizen Feedback	880	771.88
From Other Sources	220	217.14
Swachhata App (Complaints and Resolution)	400	193.82





# NAGAR PALIKA PARISHAD MURADNAGAR UTTAR PRADESH



**North Zone - Best  
City in 'Innovation  
and Best  
Practices'  
(50,000 - 1 Lakh  
Population)**



ODF Status	ODF+
<b>North Zone Rank</b>	
SS2019	SS2020
<b>#4</b>	<b>#126</b>
Overall Score (6000)	2623.21
Service Level Progress Score (1500)	241.43
Certification Score (1500)	300.00
Direct Observation Score (1500)	931.25
Citizen Feedback Score (1500)	1150.53

Indicator Wise Scores for Service Level Progress		Maximum Score*	Score of the City
Total SLP Marks		2000	300.67
1	Collection and Transportation	500	125.00
2	Processing and Disposal	700	20.00
3	Sustainable Sanitation	500	40.00
4	IEC Behavior Change	160	38.67
5	Capacity Building	60	30.00
6	Innovation and Best Practices	80	47.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	29.00
2 Citizen Led Innovation	30	18.00

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>931.25</b>
For Cleanliness of residential and Commercial Area	240	186.00
For clean and user friendly CT/PT	270	247.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	93.13
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	93.12
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	63.00
For measures undertaken to reduce the level of dust in the air	125	54.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1150.53</b>
Face to Face Citizen Feedback	880	736.73
From Other Sources	220	210.83
Swachhata App (Complaints and Resolution)	400	202.97





# NAGAR PALIKA PARISHAD KANNAUJ UTTAR PRADESH



**North Zone – Best  
'Self-Sustainable  
City'  
(50,000 - 1 Lakh  
Population)**



**Sustainability Score = 1705.42**

Sub Indicators of Sustainability	Maximum Score*	Score of the City
GFC Score	1000	0.00
ODF Score	500	500.00
SLP (Section 1 + Section 2 + Section 3)	1700	1205.42
Total Score	3200	1705.42

Self Sustainable score is based on the scores obtained by the city in the above mentioned indicators.

ODF Status	ODF++
<b>North Zone Rank</b>	
SS2019	SS2020
<b>#9</b>	<b>#3</b>
Overall Score (6000)	3903.00
Service Level Progress Score (1500)	955.68
Certification Score (1500)	500.00
Direct Observation Score (1500)	1377.73
Citizen Feedback Score (1500)	1069.59





Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1353.97
1 Collection and Transportation	500	429.78
2 Processing and Disposal	700	378.30
3 Sustainable Sanitation	500	397.33
4 IEC Behavior Change	160	84.65
5 Capacity Building	60	50.90
6 Innovation and Best Practices	80	13.00

\*[ Each quarter evaluation is for 2000 Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1377.73</b>
For Cleanliness of residential and Commercial Area	240	222.00
For clean and user friendly CT/PT	270	267.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	125.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	80.00
For visible beautification of slums/old city areas, flyovers, public areas	200	183.70
For measures undertaken to reduce the level of dust in the air	125	114.81
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	110.22

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1069.59</b>
Face to Face Citizen Feedback	880	784.80
From Other Sources	220	204.47
Swachhata App (Complaints and Resolution)	400	80.32





# MUNICIPAL COMMITTEE CHARKHI DADRI HARYANA



**North Zone –  
'Fastest Mover'  
City**  
(50,000 - 1 Lakh  
Population)

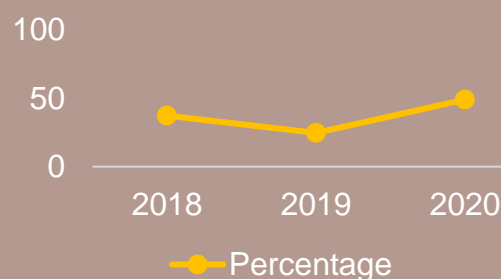


ODF Status	ODF+
<b>North Zone Rank</b>	
SS2019	SS2020
<b>#850</b>	<b>#42</b>
Overall Score (6000)	2946.51
Service Level Progress Score (1500)	203.39
Certification Score (1500)	300.00
Direct Observation Score (1500)	1275.00
Citizen Feedback Score (1500)	1168.12

Indicator Wise Scores for Service Level Progress		Maximum Score*	Score of the City
Total SLP Marks		2000	247.67
1	Collection and Transportation	500	155.00
2	Processing and Disposal	700	16.67
3	Sustainable Sanitation	500	40.00
4	IEC Behavior Change	160	10.00
5	Capacity Building	60	15.00
6	Innovation and Best Practices	80	11.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

## YoY Performance of the City







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1275.00</b>
For Cleanliness of residential and Commercial Area	240	226.00
For clean and user friendly CT/PT	270	226.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	118.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	125.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	136.00
For measures undertaken to reduce the level of dust in the air	125	99.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	100.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1168.12</b>
Face to Face Citizen Feedback	880	811.80
From Other Sources	220	197.94
Swachhata App (Complaints and Resolution)	400	158.38





# MUNICIPAL COUNCIL NAWANSHAHR PUNJAB



**North Zone –  
Cleanest City**  
(25,000 – 50,000  
Population)



Star Rating



ODF Status	ODF++
<b>North Zone Rank</b>	
SS2019	SS2020
<b>#1</b>	<b>#1</b>
Overall Score (6000)	5145.17
Service Level Progress Score (1500)	1364.59
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1459.82
Citizen Feedback Score (1500)	1220.76

Indicator Wise Scores for Service Level Progress		Maximum Score*	Score of the City
Total SLP Marks		2000	1914.00
1	Collection and Transportation	500	500.00
2	Processing and Disposal	700	650.00
3	Sustainable Sanitation	500	490.00
4	IEC Behavior Change	160	160.00
5	Capacity Building	60	60.00
6	Innovation and Best Practices	80	54.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1459.82</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	270.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	125.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	193.18
For measures undertaken to reduce the level of dust in the air	125	120.73
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	115.91

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1220.77</b>
Face to Face Citizen Feedback	880	878.82
From Other Sources	220	216.86
Swachhata App (Complaints and Resolution)	400	125.09





# NAGAR PALIKA PARISHAD SIANA UTTAR PRADESH



**North Zone – Best  
City in ‘Citizen  
Feedback’**

**(25,000 – 50,000  
Population)**



Citizen Feedback Received

**# 2,800**

ODF Status	ODF+
North Zone Rank	
SS2019	SS2020
<b>#338</b>	<b>#48</b>
Overall Score (6000)	2906.76
Service Level Progress Score (1500)	580.11
Certification Score (1500)	300.00
Direct Observation Score (1500)	823.22
Citizen Feedback Score (1500)	1203.43

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	930.28
1 Collection and Transportation	500	408.00
2 Processing and Disposal	700	196.28
3 Sustainable Sanitation	500	170.00
4 IEC Behavior Change	160	78.00
5 Capacity Building	60	30.00
6 Innovation and Best Practices	80	48.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>823.22</b>
For Cleanliness of residential and Commercial Area	240	195.00
For clean and user friendly CT/PT	270	73.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	91.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	100.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	109.76
For measures undertaken to reduce the level of dust in the air	125	68.60
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	65.86

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1203.42</b>
Face to Face Citizen Feedback	880	872.43
From Other Sources	220	213.19
Swachhata App (Complaints and Resolution)	400	117.80





# NAGAR PALIKA PARISHAD PALIYA KALAN UTTAR PRADESH



**North Zone - Best  
City in Innovation  
and Best  
Practices  
(25,000 – 50,000  
Population)**



ODF Status	ODF
<b>North Zone Rank</b>	
SS2019	SS2020
<b>#128</b>	<b>#350</b>
Overall Score (6000)	2286.75
Service Level Progress Score (1500)	418.00
Certification Score (1500)	100.00
Direct Observation Score (1500)	728.26
Citizen Feedback Score (1500)	1040.49

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	629.35
1 Collection and Transportation	500	267.05
2 Processing and Disposal	700	62.35
3 Sustainable Sanitation	500	200.00
4 IEC Behavior Change	160	0.00
5 Capacity Building	60	49.95
6 Innovation and Best Practices	80	50.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	31.00
2 Citizen Led Innovation	30	19.00



Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>728.26</b>
For Cleanliness of residential and Commercial Area	240	139.00
For clean and user friendly CT/PT	270	179.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	43.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	87.00
For art work around Swachh Survekshan 2020	120	100.00
For visible beautification of slums/old city areas, flyovers, public areas	200	74.00
For measures undertaken to reduce the level of dust in the air	125	48.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	58.26



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1040.49</b>
Face to Face Citizen Feedback	880	824.00
From Other Sources	220	214.21
Swachhata App (Complaints and Resolution)	400	2.28





# NAGAR PALIKA PARISHAD MALLAWAN UTTAR PRADESH



**North Zone – Best  
'Self-Sustainable'  
City**  
(25,000 – 50,000  
Population)



**Sustainability Score = 1628.88**

Sub Indicators of Sustainability	Maximum Score*	Score of the City
GFC Score	1000	0.00
ODF Score	500	300.00
SLP (Section 1 + Section 2 + Section 3)	1700	1328.88
Total Score	3200	1628.88



Self Sustainable score is based on the scores obtained by the city in the above mentioned indicators.

ODF Status	ODF+
<b>North Zone Rank</b>	
SS2019	SS2020
<b>#331</b>	<b>#6</b>
Overall Score (6000)	3779.74
Service Level Progress Score (1500)	1044.74
Certification Score (1500)	300.00
Direct Observation Score (1500)	1484.68
Citizen Feedback Score (1500)	950.32



Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1495.38
1 Collection and Transportation	500	440.00
2 Processing and Disposal	700	628.88
3 Sustainable Sanitation	500	260.00
4 IEC Behavior Change	160	79.00
5 Capacity Building	60	55.50
6 Innovation and Best Practices	80	32.00

\*[ Each quarter evaluation is for 2000 Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Direct Observation	Maximum Score	Score of the City
Total Direct Observation Score	1500	1484.68
For Cleanliness of residential and Commercial Area	240	231.00
For clean and user friendly CT/PT	270	267.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	197.96
For measures undertaken to reduce the level of dust in the air	125	123.72
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
Total Citizen Feedback Score	1500	950.32
Face to Face Citizen Feedback	880	680.60
From Other Sources	220	210.75
Swachhata App (Complaints and Resolution)	400	58.97





# NAGAR PALIKA PARISHAD BARUA SAGAR UTTAR PRADESH



**North Zone –  
'Fastest Mover'  
City**  
(25,000 – 50,000  
Population)

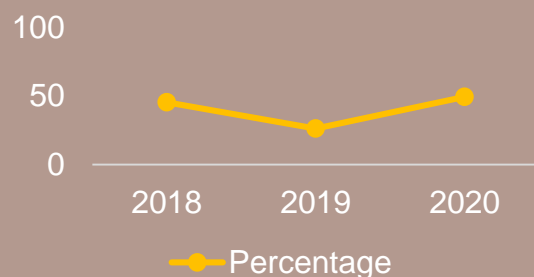


ODF Status	ODF+
<b>North Zone Rank</b>	
SS2019	SS2020
<b>#788</b>	<b>#39</b>
Overall Score (6000)	2967.47
Service Level Progress Score (1500)	543.85
Certification Score (1500)	300.00
Direct Observation Score (1500)	1096.60
Citizen Feedback Score (1500)	1027.02

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	906.00
1 Collection and Transportation	500	338.00
2 Processing and Disposal	700	210.00
3 Sustainable Sanitation	500	180.00
4 IEC Behavior Change	160	90.00
5 Capacity Building	60	60.00
6 Innovation and Best Practices	80	28.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

## YoY Performance of the City







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1096.60</b>
For Cleanliness of residential and Commercial Area	240	181.00
For clean and user friendly CT/PT	270	151.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	137.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	146.21
For measures undertaken to reduce the level of dust in the air	125	91.38
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1027.03</b>
Face to Face Citizen Feedback	880	822.40
From Other Sources	220	204.21
Swachhata App (Complaints and Resolution)	400	0.42



# NAGAR PANCHAYAT AWAGARH UTTAR PRADESH



**North Zone –  
Cleanest City**  
(Less than 25,000  
Population)



ODF Status	ODF+
<b>North Zone Rank</b>	
SS2019	SS2020
<b>#282</b>	<b>#4</b>
Overall Score (6000)	3883.46
Service Level Progress Score (1500)	1040.38
Certification Score (1500)	300.00
Direct Observation Score (1500)	1275.32
Citizen Feedback Score (1500)	1267.76

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1449.95
1 Collection and Transportation	500	452.80
2 Processing and Disposal	700	550.85
3 Sustainable Sanitation	500	270.00
4 IEC Behavior Change	160	110.30
5 Capacity Building	60	57.00
6 Innovation and Best Practices	80	9.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1275.32</b>
For Cleanliness of residential and Commercial Area	240	212.00
For clean and user friendly CT/PT	270	235.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	137.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	100.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	170.04
For measures undertaken to reduce the level of dust in the air	125	106.28
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1267.77</b>
Face to Face Citizen Feedback	880	793.60
From Other Sources	220	215.27
Swachhata App (Complaints and Resolution)	400	258.90





# MUNICIPAL COMMITTEE KARGIL LADAKH



**North Zone – Best  
City in ‘Citizen  
Feedback’**

**(Less than 25,000  
Population)**

Citizen Feedback Received

**# 266**

North Zone Rank	
SS2019	SS2020
<b>#558</b>	<b>#181</b>
Overall Score (6000)	2522.19
Service Level Progress Score (1500)	38.77
Certification Score (1500)	0.00
Direct Observation Score (1500)	1081.00
Citizen Feedback Score (1500)	1402.42

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	55.00
1 Collection and Transportation	500	15.00
2 Processing and Disposal	700	0.00
3 Sustainable Sanitation	500	40.00
4 IEC Behavior Change	160	0.00
5 Capacity Building	60	0.00
6 Innovation and Best Practices	80	0.00

*\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]*



Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1081.00</b>
For Cleanliness of residential and Commercial Area	240	226.00
For clean and user friendly CT/PT	270	152.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	125.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	141.00
For art work around Swachh Survekshan 2020	120	80.00
For visible beautification of slums/old city areas, flyovers, public areas	200	57.00
For measures undertaken to reduce the level of dust in the air	125	55.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

*\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]*

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1402.42</b>
Face to Face Citizen Feedback	880	853.44
From Other Sources	220	175.00
Swachhata App (Complaints and Resolution)	400	373.98

# NAGAR PANCHAYAT BAKEWAR UTTAR PRADESH



**North Zone – Best  
City in ‘Innovation  
and Best  
Practices’  
(Less than 25,000  
Population)**



ODF Status	ODF+
<b>North Zone Rank</b>	
SS2019	SS2020
<b>#580</b>	<b>#355</b>
Overall Score (6000)	2282.29
Service Level Progress Score (1500)	263.07
Certification Score (1500)	300.00
Direct Observation Score (1500)	989.27
Citizen Feedback Score (1500)	729.95

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	290.30
1 Collection and Transportation	500	110.00
2 Processing and Disposal	700	20.00
3 Sustainable Sanitation	500	40.00
4 IEC Behavior Change	160	66.30
5 Capacity Building	60	0.00
6 Innovation and Best Practices	80	54.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	34.00
2 Citizen Led Innovation	30	20.00

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>989.27</b>
For Cleanliness of residential and Commercial Area	240	121.00
For clean and user friendly CT/PT	270	190.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	125.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	98.93
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	131.90
For measures undertaken to reduce the level of dust in the air	125	82.44
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>729.95</b>
Face to Face Citizen Feedback	880	649.41
From Other Sources	220	80.03
Swachhata App (Complaints and Resolution)	400	0.51





# NAGAR PANCHAYAT BALDEO UTTAR PRADESH



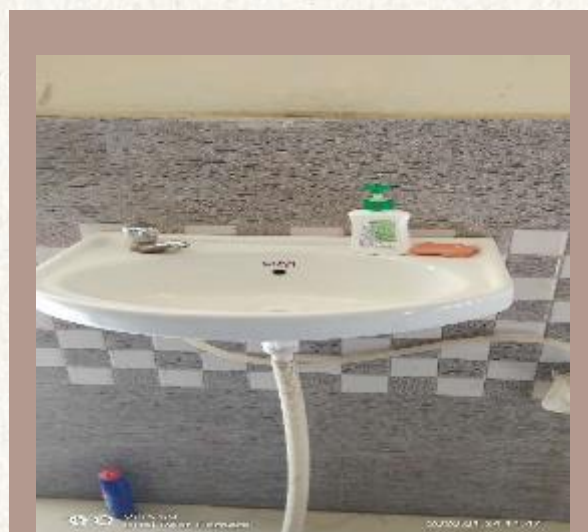
**North Zone – Best  
'Self-Sustainable  
City'  
(Less than 25,000  
Population)**



**Sustainability Score = 1498.90**

Sub Indicators of Sustainability	Maximum Score*	Score of the City
GFC Score	1000	0.00
ODF Score	500	300.00
SLP (Section 1 + Section 2 + Section 3)	1700	1198.90
Total Score	3200	1498.90

Self Sustainable score is based on the scores obtained by the city in the above mentioned indicators.



ODF Status	ODF+
North Zone Rank	
SS2019	SS2020
<b>#13</b>	<b>#12</b>
Overall Score (6000)	3318.29
Service Level Progress Score (1500)	867.56
Certification Score (1500)	300.00
Direct Observation Score (1500)	1070.65
Citizen Feedback Score (1500)	1080.08





Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1442.90
1 Collection and Transportation	500	438.50
2 Processing and Disposal	700	504.40
3 Sustainable Sanitation	500	256.00
4 IEC Behavior Change	160	159.00
5 Capacity Building	60	45.00
6 Innovation and Best Practices	80	40.00

\*[ Each quarter evaluation is for 2000 Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1070.65</b>
For Cleanliness of residential and Commercial Area	240	210.00
For clean and user friendly CT/PT	270	199.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	100.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	100.00
For art work around Swachh Survekshan 2020	120	85.65
For visible beautification of slums/old city areas, flyovers, public areas	200	74.00
For measures undertaken to reduce the level of dust in the air	125	57.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1080.08</b>
Face to Face Citizen Feedback	880	836.80
From Other Sources	220	212.68
Swachhata App (Complaints and Resolution)	400	30.60





# NAGAR PANCHAYAT ACHHALDA UTTAR PRADESH



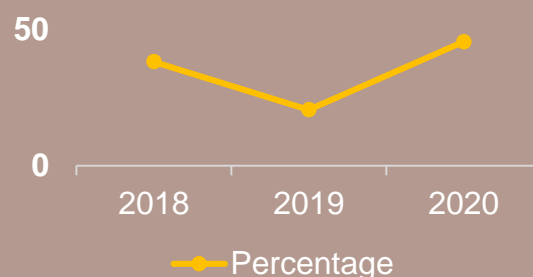
**North Zone –  
'Fastest Mover'  
City**  
(Less than 25,000  
Population)

ODF Status	ODF+
North Zone Rank	
SS2019	SS2020
<b>#945</b>	<b>#86</b>
Overall Score (6000)	2729.01
Service Level Progress Score (1500)	164.88
Certification Score (1500)	300.00
Direct Observation Score (1500)	1208.53
Citizen Feedback Score (1500)	1055.60

Indicator	Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
	Total SLP Marks	2000	192.90
1	Collection and Transportation	500	10.00
2	Processing and Disposal	700	57.20
3	Sustainable Sanitation	500	55.00
4	IEC Behavior Change	160	42.70
5	Capacity Building	60	0
6	Innovation and Best Practices	80	28.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

**YoY Performance of the City**







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1208.53</b>
For Cleanliness of residential and Commercial Area	240	144.00
For clean and user friendly CT/PT	270	186.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	125.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	161.14
For measures undertaken to reduce the level of dust in the air	125	100.71
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	96.68

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1055.60</b>
Face to Face Citizen Feedback	880	838.40
From Other Sources	220	217.20
Swachhata App (Complaints and Resolution)	400	0.00





# Zonal Level Awards: East Zone

(50,000 - 1 Lakh Population)

Name of Awards	State	Name of the ULB
Cleanest City	Chhattisgarh	Dhamtari
Best City in Citizens Feedback	Jharkhand	Madhupur
Best City in 'Innovation & Best Practices'	Chhattisgarh	Birgaon
Best 'Self-Sustainable City'	Chhattisgarh	Bhilai Charoda
Fastest Mover' City	Chhattisgarh	Chirmiri

(25,000 - 50,000 Population)

Name of Awards	State	Name of the ULB
Cleanest City	Chhattisgarh	Jashpur Nagar
Best City in Citizens Feedback	Jharkhand	Khunti
Best City in 'Innovation & Best Practices'	Jharkhand	Jugsalai
Best 'Self-Sustainable City'	Chhattisgarh	Kawardha
Fastest Mover' City	Chhattisgarh	Champa

(Less than 25,000 Population)

Name of Awards	State	Name of the ULB
Cleanest City	Chhattisgarh	Patan (NP)
Best City in Citizens Feedback	Chhattisgarh	Pipariya (NP)
Best City in 'Innovation & Best Practices'	Chhattisgarh	Akaltara (M)
Best 'Self-Sustainable City'*	Chhattisgarh	Narharpur (NP)
Fastest Mover' City **	Chhattisgarh	Saragaon (NP)



# MUNICIPAL CORPORATION DHAMTARI CHHATTISGARH



**East Zone -  
Cleanest City**  
(50,000 – 1 Lakh  
Population)



ODF Status	ODF++
<b>East Zone Rank</b>	
SS2019	SS2020
<b>#98</b>	<b>#16</b>
Overall Score (6000)	4058.35
Service Level Progress Score (1500)	1110.06
Certification Score (1500)	500.00
Direct Observation Score (1500)	1333.85
Citizen Feedback Score (1500)	1114.44

Indicator Wise Scores for Service Level Progress		Maximum Score*	Score of the City
Total SLP Marks		2000	1520.53
1	Collection and Transportation	500	460.05
2	Processing and Disposal	700	569.42
3	Sustainable Sanitation	500	287.87
4	IEC Behavior Change	160	150.00
5	Capacity Building	60	45.20
6	Innovation and Best Practices	80	8.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1333.85</b>
For Cleanliness of residential and Commercial Area	240	215.00
For clean and user friendly CT/PT	270	248.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	137.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	141.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	177.85
For measures undertaken to reduce the level of dust in the air	125	50.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1114.44</b>
Face to Face Citizen Feedback	880	751.20
From Other Sources	220	207.82
Swachhata App (Complaints and Resolution)	400	155.42





# MADHUPUR NAGAR PARISHAD JHARKHAND



**East Zone - Best  
City in 'Citizens  
Feedback'**

**(50,000 – 1 Lakh  
Population)**



Citizen Feedback Received **# 1,959**

ODF Status	ODF+
<b>East Zone Rank</b>	
SS2019	SS2020
<b>#57</b>	<b>#162</b>
Overall Score (6000)	2920.61
Service Level Progress Score (1500)	355.91
Certification Score (1500)	300.00
Direct Observation Score (1500)	1132.00
Citizen Feedback Score (1500)	1132.70

Indicator	Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks		2000	461.00
1	Collection and Transportation	500	200.00
2	Processing and Disposal	700	0.00
3	Sustainable Sanitation	500	100.00
4	IEC Behavior Change	160	89.00
5	Capacity Building	60	60.00
6	Innovation and Best Practices	80	12.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1132.00</b>
For Cleanliness of residential and Commercial Area	240	192.00
For clean and user friendly CT/PT	270	216.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	137.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	102.00
For measures undertaken to reduce the level of dust in the air	125	60.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	80.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1132.70</b>
Face to Face Citizen Feedback	880	836.79
From Other Sources	220	194.56
Swachhata App (Complaints and Resolution)	400	101.34



# MUNICIPAL CORPORATION BIRGAON CHHATTISGARH



**East Zone - Best  
City in 'Innovation  
& Best Practices'**

**(50,000 – 1 Lakh  
Population)**



ODF Status	ODF++
<b>East Zone Rank</b>	
SS2019	SS2020
<b>#44</b>	<b>#71</b>
Overall Score (6000)	3596.59
Service Level Progress Score (1500)	972.89
Certification Score (1500)	500.00
Direct Observation Score (1500)	1214.04
Citizen Feedback Score (1500)	909.66

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1259.23
1 Collection and Transportation	500	432.25
2 Processing and Disposal	700	306.55
3 Sustainable Sanitation	500	297.87
4 IEC Behavior Change	160	114.77
5 Capacity Building	60	52.80
6 Innovation and Best Practices	80	55.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	39.00
2 Citizen Led Innovation	30	16.00



Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1214.04</b>
For Cleanliness of residential and Commercial Area	240	154.00
For clean and user friendly CT/PT	270	261.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	81.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	80.00
For visible beautification of slums/old city areas, flyovers, public areas	200	161.87
For measures undertaken to reduce the level of dust in the air	125	101.17
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	100.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>909.66</b>
Face to Face Citizen Feedback	880	551.56
From Other Sources	220	205.15
Swachhata App (Complaints and Resolution)	400	152.94





# MUNICIPAL CORPORATION BHILAI CHARODA CHHATTISGARH



**East Zone - Best  
'Self-Sustainable  
City'**

**(50,000 – 1 Lakh  
Population)**



**Sustainability Score = 1535.22**

Sub Indicators of Sustainability	Maximum Score*	Score of the City
GFC Score	1000	0.00
ODF Score	500	500.00
SLP (Section 1 + Section 2 + Section 3)	1700	1035.22
Total Score	3200	1535.22



Self Sustainable score is based on the scores obtained by the city in the above mentioned indicators.



ODF Status	ODF++
<b>East Zone Rank</b>	
SS2019	SS2020
<b>#4</b>	<b>#60</b>
Overall Score (6000)	3650.96
Service Level Progress Score (1500)	984.16
Certification Score (1500)	500.00
Direct Observation Score (1500)	1210.21
Citizen Feedback Score (1500)	956.59



Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1225.62
1 Collection and Transportation	500	415.02
2 Processing and Disposal	700	317.00
3 Sustainable Sanitation	500	303.20
4 IEC Behavior Change	160	106.60
5 Capacity Building	60	40.80
6 Innovation and Best Practices	80	43.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1210.21</b>
For Cleanliness of residential and Commercial Area	240	154.00
For clean and user friendly CT/PT	270	213.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	131.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	125.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	161.36
For measures undertaken to reduce the level of dust in the air	125	100.85
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	80.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>956.59</b>
Face to Face Citizen Feedback	880	609.00
From Other Sources	220	194.82
Swachhata App (Complaints and Resolution)	400	152.76





# MUNICIPAL CORPORATION CHIRMIRI CHHATTISGARH



**East Zone -  
'Fastest Mover'  
City**

**(50,000 – 1 Lakh  
Population)**

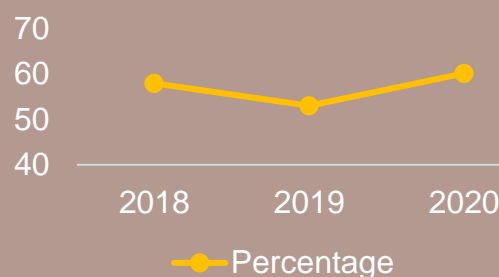


ODF Status	ODF++
<b>East Zone Rank</b>	
SS2019	SS2020
<b>#118</b>	<b>#68</b>
Overall Score (6000)	3605.45
Service Level Progress Score (1500)	809.23
Certification Score (1500)	500.00
Direct Observation Score (1500)	1187.29
Citizen Feedback Score (1500)	1108.93

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	949.18
1 Collection and Transportation	500	364.52
2 Processing and Disposal	700	306.33
3 Sustainable Sanitation	500	136.60
4 IEC Behavior Change	160	63.73
5 Capacity Building	60	30.00
6 Innovation and Best Practices	80	48.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

**YoY Performance of the  
City**







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1187.29</b>
For Cleanliness of residential and Commercial Area	240	141.00
For clean and user friendly CT/PT	270	237.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	120.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	116.00
For art work around Swachh Survekshan 2020	120	94.98
For visible beautification of slums/old city areas, flyovers, public areas	200	158.31
For measures undertaken to reduce the level of dust in the air	125	75.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1108.93</b>
Face to Face Citizen Feedback	880	751.00
From Other Sources	220	207.01
Swachhata App (Complaints and Resolution)	400	150.92



# MUNICIPAL COUNCIL JASHPUR NAGAR CHHATTISGARH



**East Zone -  
Cleanest City**

(25,000 – 50,000  
Population)

Star Rating



ODF Status	ODF++
<b>East Zone Rank</b>	
SS2019	SS2020
<b>#3</b>	<b>#2</b>
Overall Score (6000)	4623.17
Service Level Progress Score (1500)	1093.34
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1342.97
Citizen Feedback Score (1500)	1086.86

Indicator	Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
	Total SLP Marks	2000	1425.33
1	Collection and Transportation	500	401.25
2	Processing and Disposal	700	440.90
3	Sustainable Sanitation	500	391.70
4	IEC Behavior Change	160	110.20
5	Capacity Building	60	31.28
6	Innovation and Best Practices	80	50.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1342.97</b>
For Cleanliness of residential and Commercial Area	240	179.00
For clean and user friendly CT/PT	270	258.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	179.06
For measures undertaken to reduce the level of dust in the air	125	111.91
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1086.86</b>
Face to Face Citizen Feedback	880	744.00
From Other Sources	220	208.41
Swachhata App (Complaints and Resolution)	400	134.45





# KHUNTI NAGAR PANCHAYAT JHARKHAND



**East Zone - Best  
City in Citizens  
Feedback**

**(25,000 – 50,000  
Population)**



**Citizen Feedback Received # 4,285**

ODF Status	ODF+
East Zone Rank	
SS2019	SS2020
<b>#127</b>	<b>#145</b>
Overall Score (6000)	3032.29
Service Level Progress Score (1500)	347.63
Certification Score (1500)	300.00
Direct Observation Score (1500)	1096.74
Citizen Feedback Score (1500)	1287.92

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	373.00
1 Collection and Transportation	500	185.00
2 Processing and Disposal	700	30.00
3 Sustainable Sanitation	500	80.00
4 IEC Behavior Change	160	60.00
5 Capacity Building	60	0.00
6 Innovation and Best Practices	80	18.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1096.74</b>
For Cleanliness of residential and Commercial Area	240	231.00
For clean and user friendly CT/PT	270	243.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	125.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	100.00
For art work around Swachh Survekshan 2020	120	87.74
For visible beautification of slums/old city areas, flyovers, public areas	200	110.00
For measures undertaken to reduce the level of dust in the air	125	75.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1287.92</b>
Face to Face Citizen Feedback	880	846.82
From Other Sources	220	210.78
Swachhata App (Complaints and Resolution)	400	230.31





# JUGSALAI MUNICIPALITY JHARKHAND



**East Zone - Best  
City in 'Innovation  
& Best Practices'**

**(25,000 – 50,000  
Population)**



ODF Status	ODF++
<b>East Zone Rank</b>	
SS2019	SS2020
<b>#176</b>	<b>#62</b>
Overall Score (6000)	3640.73
Service Level Progress Score (1500)	626.34
Certification Score (1500)	300.00
Direct Observation Score (1500)	1437.00
Citizen Feedback Score (1500)	1277.39

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	833.60
1 Collection and Transportation	500	337.00
2 Processing and Disposal	700	212.60
3 Sustainable Sanitation	500	110.00
4 IEC Behavior Change	160	100.00
5 Capacity Building	60	20.00
6 Innovation and Best Practices	80	54.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	38.00
2 Citizen Led Innovation	30	16.00



Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1437.00</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	270.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	133.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	163.00
For measures undertaken to reduce the level of dust in the air	125	116.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1277.39</b>
Face to Face Citizen Feedback	880	834.40
From Other Sources	220	213.50
Swachhata App (Complaints and Resolution)	400	229.49





# MUNICIPALITY KAWARDHA CHHATTISGARH



**East Zone - Best  
'Self-Sustainable  
City'**

**(25,000 – 50,000  
Population)**



**Sustainability Score = 1892.50**

Sub Indicators of Sustainability	Maximum Score*	Score of the City
GFC Score	1000	0.00
ODF Score	500	500.00
SLP (Section 1 + Section 2 + Section 3)	1700	1392.50
Total Score	3200	1892.50

Self Sustainable score is based on the scores obtained by the city in the above mentioned indicators.

ODF Status	ODF++
<b>East Zone Rank</b>	
SS2019	SS2020
<b>#15</b>	<b>#4</b>
Overall Score (6000)	4379.50
Service Level Progress Score (1500)	1221.01
Certification Score (1500)	500.00
Direct Observation Score (1500)	1458.00
Citizen Feedback Score (1500)	1200.49





Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1612.50
1 Collection and Transportation	500	490.00
2 Processing and Disposal	700	512.50
3 Sustainable Sanitation	500	390.00
4 IEC Behavior Change	160	160.00
5 Capacity Building	60	60.00
6 Innovation and Best Practices	80	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1458.00</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	270.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	133.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	200.00
For measures undertaken to reduce the level of dust in the air	125	100.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1200.49</b>
Face to Face Citizen Feedback	880	838.40
From Other Sources	220	208.30
Swachhata App (Complaints and Resolution)	400	153.79





# MUNICIPAL CORPORATION CHAMPA CHHATTISGARH



**East Zone -  
Fastest Mover'  
City**

**(25,000 – 50,000  
Population)**

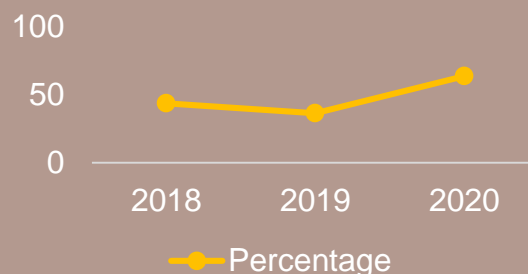


ODF Status	ODF++
<b>East Zone Rank</b>	
SS2019	SS2020
<b>#195</b>	<b>#40</b>
Overall Score (6000)	3809.56
Service Level Progress Score (1500)	934.92
Certification Score (1500)	500.00
Direct Observation Score (1500)	1363.40
Citizen Feedback Score (1500)	1011.24

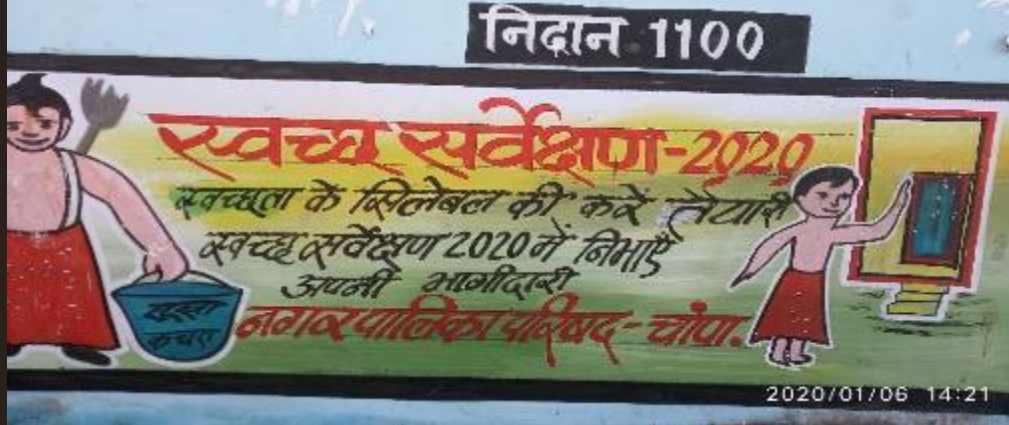
Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1278.80
1 Collection and Transportation	500	463.50
2 Processing and Disposal	700	207.40
3 Sustainable Sanitation	500	424.00
4 IEC Behavior Change	160	125.40
5 Capacity Building	60	58.50
6 Innovation and Best Practices	80	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

## YoY Performance of the City







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1363.40</b>
For Cleanliness of residential and Commercial Area	240	208.00
For clean and user friendly CT/PT	270	265.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	137.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	133.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	182.79
For measures undertaken to reduce the level of dust in the air	125	114.61
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	80.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1011.25</b>
Face to Face Citizen Feedback	880	654.40
From Other Sources	220	200.46
Swachhata App (Complaints and Resolution)	400	156.39





# MUNICIPAL CORPORATION PATAN CHHATTISGARH



**East Zone -  
Cleanest City**  
(Less than 25,000  
Population)



Star Rating



ODF Status	ODF++
<b>East Zone Rank</b>	
SS2019	SS2020
<b>#83</b>	<b>#1</b>
Overall Score (6000)	4732.12
Service Level Progress Score (1500)	1204.76
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1372.34
Citizen Feedback Score (1500)	1055.02

Indicator Wise Scores for Service Level Progress		Maximum Score*	Score of the City
Total SLP Marks		2000	1656.40
1	Collection and Transportation	500	463.25
2	Processing and Disposal	700	569.25
3	Sustainable Sanitation	500	436.00
4	IEC Behavior Change	160	118.90
5	Capacity Building	60	60.00
6	Innovation and Best Practices	80	9.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1372.34</b>
For Cleanliness of residential and Commercial Area	240	197.00
For clean and user friendly CT/PT	270	253.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	130.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	182.98
For measures undertaken to reduce the level of dust in the air	125	114.36
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	100.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1055.02</b>
Face to Face Citizen Feedback	880	693.09
From Other Sources	220	210.76
Swachhata App (Complaints and Resolution)	400	151.17



# MUNICIPAL CORPORATION PIPARIYA CHHATTISGARH



**East Zone - Best  
City in Citizens  
Feedback**

**(Less than 25,000  
Population)**



Citizen Feedback Received

**# 1,828**

ODF Status	ODF++
<b>East Zone Rank</b>	
SS2019	SS2020
<b>#123</b>	<b>#6</b>
Overall Score (6000)	4179.30
Service Level Progress Score (1500)	1070.24
Certification Score (1500)	500.00
Direct Observation Score (1500)	1374.23
Citizen Feedback Score (1500)	1234.83

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1441.00
1 Collection and Transportation	500	500.00
2 Processing and Disposal	700	366.00
3 Sustainable Sanitation	500	360.00
4 IEC Behavior Change	160	130.00
5 Capacity Building	60	57.00
6 Innovation and Best Practices	80	28.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1374.23</b>
For Cleanliness of residential and Commercial Area	240	156.00
For clean and user friendly CT/PT	270	270.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	125.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	183.23
For measures undertaken to reduce the level of dust in the air	125	125.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1234.83</b>
Face to Face Citizen Feedback	880	873.33
From Other Sources	220	209.86
Swachhata App (Complaints and Resolution)	400	151.64





# MUNICIPAL CORPORATION AKALTARA CHHATTISGARH



**East Zone - Best  
City in 'Innovation  
& Best Practices'  
(Less than 25,000  
Population)**



ODF Status	ODF++
<b>East Zone Rank</b>	
SS2019	SS2020
<b>#93</b>	<b>#89</b>
Overall Score (6000)	3421.84
Service Level Progress Score (1500)	889.46
Certification Score (1500)	500.00
Direct Observation Score (1500)	1095.32
Citizen Feedback Score (1500)	937.06

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1120.50
1 Collection and Transportation	500	371.50
2 Processing and Disposal	700	349.50
3 Sustainable Sanitation	500	270.00
4 IEC Behavior Change	160	76.50
5 Capacity Building	60	0.00
6 Innovation and Best Practices	80	53.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	34.00
2 Citizen Led Innovation	30	19.00

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1095.32</b>
For Cleanliness of residential and Commercial Area	240	158.00
For clean and user friendly CT/PT	270	230.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	50.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	75.00
For art work around Swachh Survekshan 2020	120	100.00
For visible beautification of slums/old city areas, flyovers, public areas	200	146.04
For measures undertaken to reduce the level of dust in the air	125	91.28
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>937.06</b>
Face to Face Citizen Feedback	880	603.20
From Other Sources	220	182.18
Swachhata App (Complaints and Resolution)	400	151.68





# MUNICIPAL CORPORATION NARHARPUR CHHATTISGARH



**East Zone - Best  
'Self-Sustainable  
City'**

**(Less than 25,000  
Population)**



**Sustainability Score = 2226.60**

Star Rating



Sub Indicators of Sustainability	Maximum Score*	Score of the City
GFC Score	1000	600.00
ODF Score	500	500.00
SLP (Section 1 + Section 2 + Section 3)	1700	1126.60
Total Score	3200	2226.60

Self Sustainable score is based on the scores obtained by the city in the above mentioned indicators.

ODF Status	ODF++
<b>East Zone Rank</b>	
SS2019	SS2020
<b>#1</b>	<b>#3</b>
Overall Score (6000)	4586.40
Service Level Progress Score (1500)	1060.39
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1265.11
Citizen Feedback Score (1500)	1160.90





Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1312.10
1 Collection and Transportation	500	407.80
2 Processing and Disposal	700	318.00
3 Sustainable Sanitation	500	400.80
4 IEC Behavior Change	160	116.50
5 Capacity Building	60	57.00
6 Innovation and Best Practices	80	12.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1265.11</b>
For Cleanliness of residential and Commercial Area	240	231.00
For clean and user friendly CT/PT	270	210.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	60.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	125.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	168.68
For measures undertaken to reduce the level of dust in the air	125	105.43
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1160.90</b>
Face to Face Citizen Feedback	880	799.19
From Other Sources	220	208.49
Swachhata App (Complaints and Resolution)	400	153.22





# NAGAR PANCHAYAT SARAGAON CHHATTISGARH



**East Zone -  
Fastest Mover'  
City**

**(Less than 25,000  
Population)**



Star Rating

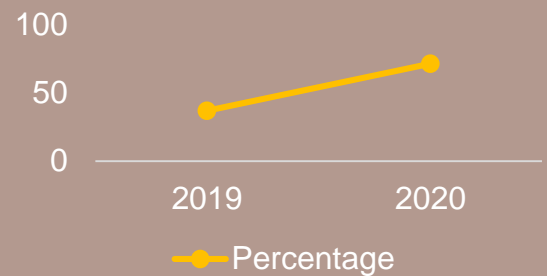


ODF Status	ODF++
<b>East Zone Rank</b>	
SS2019	SS2020
<b>#192</b>	<b>#5</b>
Overall Score (6000)	4293.21
Service Level Progress Score (1500)	787.37
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1280.00
Citizen Feedback Score (1500)	1125.84

Indicator Wise Scores for Service Level Progress		Maximum Score*	Score of the City
Total SLP Marks		2000	1084.40
1	Collection and Transportation	500	434.60
2	Processing and Disposal	700	226.50
3	Sustainable Sanitation	500	244.40
4	IEC Behavior Change	160	101.80
5	Capacity Building	60	47.10
6	Innovation and Best Practices	80	30.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

## YoY Performance of the City







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1280.00</b>
For Cleanliness of residential and Commercial Area	240	216.00
For clean and user friendly CT/PT	270	270.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	137.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	125.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	140.00
For measures undertaken to reduce the level of dust in the air	125	67.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	80.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1125.84</b>
Face to Face Citizen Feedback	880	779.20
From Other Sources	220	196.04
Swachhata App (Complaints and Resolution)	400	150.60





# Zonal Level Awards: North-East Zone

## (50,000 - 1 Lakh Population)

Name of Awards	State	Name of the ULB
Cleanest City	Assam	Jorhat
Best City in Citizens Feedback	Assam	Tezpur
Best City in 'Innovation & Best Practices'	Assam	Sivasagar
Best 'Self-Sustainable City'	Assam	Karimganj
Fastest Mover' City	Assam	Diphu

## (25,000 - 50,000 Population)

Name of Awards	State	Name of the ULB
Cleanest City	Nagaland	Mokokchung
Best City in Citizens Feedback	Manipur	Kakching
Best City in 'Innovation & Best Practices'	Assam	Hailakandi
Best 'Self-Sustainable City'	Nagaland	Chumukedima
Fastest Mover' City	Assam	Silapathar

## (Less than 25,000 Population)

Name of Awards	State	Name of the ULB
Cleanest City	Manipur	Jiribam
Best City in Citizens Feedback	Tripura	Belonia
Best City in 'Innovation & Best Practices'	Nagaland	Pfutsero
Best 'Self-Sustainable City'	Sikkim	Singtam
Fastest Mover' City	Assam	Lakhipur



# MUNICIPAL BOARD JORHAT ASSAM



**North – East Zone -  
Cleanest City**  
(50,000 - 1 Lakh Population)



ODF Status	ODF
<b>North-East Zone Rank</b>	
SS2019	SS2020
<b>#179</b>	<b>#21</b>
Overall Score (6000)	1701.09
Service Level Progress Score (1500)	165.17
Certification Score (1500)	200.00
Direct Observation Score (1500)	638.00
Citizen Feedback Score (1500)	697.92

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	230.00
1 Collection and Transportation	500	90.00
2 Processing and Disposal	700	0.00
3 Sustainable Sanitation	500	140.00
4 IEC Behavior Change	160	0.00
5 Capacity Building	60	0.00
6 Innovation and Best Practices	80	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>638.00</b>
For Cleanliness of residential and Commercial Area	240	146.00
For clean and user friendly CT/PT	270	104.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	83.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	50.00
For art work around Swachh Survekshan 2020	120	100.00
For visible beautification of slums/old city areas, flyovers, public areas	200	101.00
For measures undertaken to reduce the level of dust in the air	125	54.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	0.00



*\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]*

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>697.92</b>
Face to Face Citizen Feedback	880	521.80
From Other Sources	220	175.34
Swachhata App (Complaints and Resolution)	400	0.78



# MUNICIPAL BOARD TEZPUR ASSAM



**North – East Zone  
- Best City in  
Citizens Feedback**  
(50,000 -1 Lakh  
Population)



Citizen Feedback Received

## # 529

ODF Status	ODF
<b>North-East Zone Rank</b>	
SS2019	SS2020
<b>#81</b>	<b>#32</b>
Overall Score (6000)	1631.15
Service Level Progress Score (1500)	181.12
Certification Score (1500)	200.00
Direct Observation Score (1500)	517.00
Citizen Feedback Score (1500)	733.03

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	162.14
1 Collection and Transportation	500	46.38
2 Processing and Disposal	700	0.00
3 Sustainable Sanitation	500	30.80
4 IEC Behavior Change	160	77.77
5 Capacity Building	60	7.20
6 Innovation and Best Practices	80	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>517.00</b>
For Cleanliness of residential and Commercial Area	240	147.00
For clean and user friendly CT/PT	270	4.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	75.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	91.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	26.00
For measures undertaken to reduce the level of dust in the air	125	54.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	0.00



*\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]*

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>733.03</b>
Face to Face Citizen Feedback	880	544.80
From Other Sources	220	187.94
Swachhata App (Complaints and Resolution)	400	0.29



# MUNICIPAL BOARD SIVASAGAR ASSAM



**North – East Zone  
- Best City in  
'Innovation & Best  
Practices'**

**(50,000 -1 Lakh  
Population)**



ODF Status	ODF
<b>North-East Zone Rank</b>	
SS2019	SS2020
<b>#36</b>	<b>#98</b>
Overall Score (6000)	1356.68
Service Level Progress Score (1500)	114.49
Certification Score (1500)	200.00
Direct Observation Score (1500)	506.54
Citizen Feedback Score (1500)	535.65

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	68.00
1 Collection and Transportation	500	0.00
2 Processing and Disposal	700	0.00
3 Sustainable Sanitation	500	40.00
4 IEC Behavior Change	160	0.00
5 Capacity Building	60	0.00
6 Innovation and Best Practices	80	28.00

*\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]*







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	21.00
2 Citizen Led Innovation	30	7.00



Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>506.54</b>
For Cleanliness of residential and Commercial Area	240	145.00
For clean and user friendly CT/PT	270	0.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	81.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	83.00
For art work around Swachh Survekshan 2020	120	0.00
For visible beautification of slums/old city areas, flyovers, public areas	200	67.54
For measures undertaken to reduce the level of dust in the air	125	50.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	80.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>535.65</b>
Face to Face Citizen Feedback	880	329.80
From Other Sources	220	203.35
Swachhata App (Complaints and Resolution)	400	2.50





# MUNICIPAL CORPORATION KARIMGANJ ASSAM



**North – East Zone  
- Best 'Self-  
Sustainable City'**

**(50,000 -1 Lakh  
Population)**



**Sustainability Score = 288.42**

Sub Indicators of Sustainability	Maximum Score*	Score of the City
GFC Score	1000	0.00
ODF Score	500	200.00
SLP (Section 1 + Section 2 + Section 3)	1700	88.42
Total Score	3200	288.42

Self Sustainable score is based on the scores obtained by the city in the above mentioned indicators.

ODF Status	ODF
<b>North-East Zone Rank</b>	
SS2019	SS2020
<b>#206</b>	<b>#144</b>
Overall Score (6000)	1189.31
Service Level Progress Score (1500)	76.04
Certification Score (1500)	200.00
Direct Observation Score (1500)	510.16
Citizen Feedback Score (1500)	403.11





Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	88.42
1 Collection and Transportation	500	18.42
2 Processing and Disposal	700	50.00
3 Sustainable Sanitation	500	20.00
4 IEC Behavior Change	160	0.00
5 Capacity Building	60	0.00
6 Innovation and Best Practices	80	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>510.16</b>
For Cleanliness of residential and Commercial Area	240	112.00
For clean and user friendly CT/PT	270	65.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	50.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	91.00
For art work around Swachh Survekshan 2020	120	40.81
For visible beautification of slums/old city areas, flyovers, public areas	200	68.02
For measures undertaken to reduce the level of dust in the air	125	42.51
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	40.81

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>403.11</b>
Face to Face Citizen Feedback	880	302.78
From Other Sources	220	100.20
Swachhata App (Complaints and Resolution)	400	0.13





# MUNICIPAL BOARD DIPHU ASSAM



**North – East Zone  
- Fastest Mover'  
City**

**(50,000 -1 Lakh  
Population)**

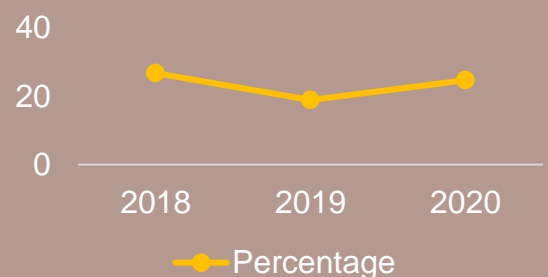


ODF Status	ODF
<b>North-East Zone Rank</b>	
SS2019	SS2020
<b>#148</b>	<b>#64</b>
Overall Score (6000)	1486.43
Service Level Progress Score (1500)	67.71
Certification Score (1500)	100.00
Direct Observation Score (1500)	641.30
Citizen Feedback Score (1500)	677.42

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	40.00
1 Collection and Transportation	500	0.00
2 Processing and Disposal	700	0.00
3 Sustainable Sanitation	500	40.00
4 IEC Behavior Change	160	0.00
5 Capacity Building	60	0.00
6 Innovation and Best Practices	80	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

## YoY Performance of the City







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>641.30</b>
For Cleanliness of residential and Commercial Area	240	146.00
For clean and user friendly CT/PT	270	80.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	50.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	125.00
For art work around Swachh Survekshan 2020	120	80.00
For visible beautification of slums/old city areas, flyovers, public areas	200	49.00
For measures undertaken to reduce the level of dust in the air	125	60.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	51.30



*\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]*

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>677.42</b>
Face to Face Citizen Feedback	880	556.00
From Other Sources	220	108.92
Swachhata App (Complaints and Resolution)	400	12.50



# MUNICIPAL COMMITTEE MOKOKCHUNG NAGALAND



**North – East  
Zone -  
Cleanest City  
(25,000 -50,000  
Population)**



ODF Status	ODF
<b>North-East Zone Rank</b>	
SS2019	SS2020
<b>#30</b>	<b>#4</b>
Overall Score (6000)	1945.98
Service Level Progress Score (1500)	142.70
Certification Score (1500)	100.00
Direct Observation Score (1500)	1192.34
Citizen Feedback Score (1500)	510.94

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	209.20
1 Collection and Transportation	500	95.00
2 Processing and Disposal	700	20.00
3 Sustainable Sanitation	500	76.20
4 IEC Behavior Change	160	0.00
5 Capacity Building	60	0.00
6 Innovation and Best Practices	80	18.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1192.34</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	212.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	141.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	141.00
For art work around Swachh Survekshan 2020	120	80.00
For visible beautification of slums/old city areas, flyovers, public areas	200	158.98
For measures undertaken to reduce the level of dust in the air	125	99.36
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>510.94</b>
Face to Face Citizen Feedback	880	399.40
From Other Sources	220	110.80
Swachhata App (Complaints and Resolution)	400	0.74



# MUNICIPAL COUNCIL KAKCHING MANIPUR



**North – East Zone  
– Best City in  
Citizens Feedback**  
(25,000 - 50,000  
Population)



Citizen Feedback Received **# 256**

North-East Zone Rank	
SS2019	SS2020
<b>#3</b>	<b>#16</b>
Overall Score (6000)	1730.30
Service Level Progress Score (1500)	59.80
Certification Score (1500)	0.00
Direct Observation Score (1500)	856.00
Citizen Feedback Score (1500)	814.50

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	87.64
1 Collection and Transportation	500	26.26
2 Processing and Disposal	700	0.00
3 Sustainable Sanitation	500	40.00
4 IEC Behavior Change	160	0.00
5 Capacity Building	60	21.38
6 Innovation and Best Practices	80	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>856.00</b>
For Cleanliness of residential and Commercial Area	240	218.00
For clean and user friendly CT/PT	270	169.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	95.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	125.00
For art work around Swachh Survekshan 2020	120	100.00
For visible beautification of slums/old city areas, flyovers, public areas	200	77.00
For measures undertaken to reduce the level of dust in the air	125	72.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	0.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>814.50</b>
Face to Face Citizen Feedback	880	591.20
From Other Sources	220	143.30
Swachhata App (Complaints and Resolution)	400	80.00





# MUNICIPAL BOARD HAILAKANDI ASSAM



**North – East Zone  
– Best City in  
'Innovation & Best  
Practices'**

**(25,000 - 50,000  
Population)**



ODF Status	ODF+
<b>North-East Zone Rank</b>	
SS2019	SS2020
<b>#146</b>	<b>#15</b>
Overall Score (6000)	1767.32
Service Level Progress Score (1500)	196.85
Certification Score (1500)	300.00
Direct Observation Score (1500)	534.60
Citizen Feedback Score (1500)	735.87

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	204.26
1 Collection and Transportation	500	92.49
2 Processing and Disposal	700	0.00
3 Sustainable Sanitation	500	20.00
4 IEC Behavior Change	160	44.78
5 Capacity Building	60	0.00
6 Innovation and Best Practices	80	47.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	28
2 Citizen Led Innovation	30	19

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>534.60</b>
For Cleanliness of residential and Commercial Area	240	119.00
For clean and user friendly CT/PT	270	126.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	56.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	75.00
For art work around Swachh Survekshan 2020	120	42.77
For visible beautification of slums/old city areas, flyovers, public areas	200	71.28
For measures undertaken to reduce the level of dust in the air	125	44.55
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>735.87</b>
Face to Face Citizen Feedback	880	562.60
From Other Sources	220	172.29
Swachhata App (Complaints and Resolution)	400	0.98





# TOWN COUNCIL CHUMUKEDIMA NAGALAND



**North – East Zone  
– Best 'Self-  
Sustainable City'**  
(25,000 - 50,000  
Population)



**Sustainability Score = 512**

Sub Indicators of Sustainability	Maximum Score*	Score of the City
GFC Score	1000	0.00
ODF Score	500	100.00
SLP (Section 1 + Section 2 + Section 3)	1700	412.00
Total Score	3200	512.00

Self Sustainable score is based on the scores obtained by the city in the above mentioned indicators.

ODF Status	ODF
<b>North-East Zone Rank</b>	
SS2019	SS2020
<b>#186</b>	<b>#41</b>
Overall Score (6000)	1587.00
Service Level Progress Score (1500)	278.48
Certification Score (1500)	100.00
Direct Observation Score (1500)	693.19
Citizen Feedback Score (1500)	515.33





Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	469.00
1 Collection and Transportation	500	312.00
2 Processing and Disposal	700	0.00
3 Sustainable Sanitation	500	100.00
4 IEC Behavior Change	160	0.00
5 Capacity Building	60	30.00
6 Innovation and Best Practices	80	27.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>693.19</b>
For Cleanliness of residential and Commercial Area	240	208.00
For clean and user friendly CT/PT	270	0.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	90.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	125.00
For art work around Swachh Survekshan 2020	120	0.00
For visible beautification of slums/old city areas, flyovers, public areas	200	92.43
For measures undertaken to reduce the level of dust in the air	125	57.77
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>515.33</b>
Face to Face Citizen Feedback	880	401.60
From Other Sources	220	113.73
Swachhata App (Complaints and Resolution)	400	0.00





# MUNICIPAL BOARD SILAPATHAR ASSAM



**North – East Zone  
– Fastest Mover'  
City**

**(25,000 - 50,000  
Population)**

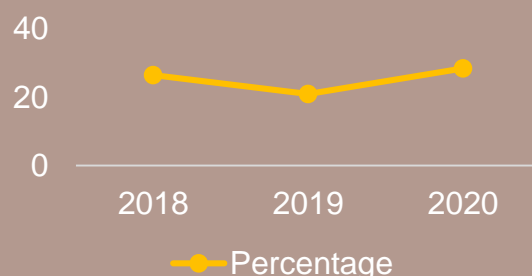


ODF Status	ODF
<b>North-East Zone Rank</b>	
SS2019	SS2020
<b>#124</b>	<b>#20</b>
Overall Score (6000)	1712.70
Service Level Progress Score (1500)	75.33
Certification Score (1500)	200.00
Direct Observation Score (1500)	935.55
Citizen Feedback Score (1500)	501.82

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	109.28
1 Collection and Transportation	500	39.28
2 Processing and Disposal	700	50.00
3 Sustainable Sanitation	500	20.00
4 IEC Behavior Change	160	0.00
5 Capacity Building	60	0.00
6 Innovation and Best Practices	80	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

**YoY Performance of the  
City**







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>935.55</b>
For Cleanliness of residential and Commercial Area	240	195.00
For clean and user friendly CT/PT	270	102.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	116.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	125.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	124.74
For measures undertaken to reduce the level of dust in the air	125	77.96
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	74.84

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>501.82</b>
Face to Face Citizen Feedback	880	393.80
From Other Sources	220	108.02
Swachhata App (Complaints and Resolution)	400	0.00





# MUNICIPAL COUNCIL JIRIBAM MANIPUR



**North – East  
Zone -  
Cleanest City  
(Less than 25,000  
Population)**



North-East Zone Rank	
SS2019	SS2020
<b>#6</b>	<b>#1</b>
Overall Score (6000)	2359.08
Service Level Progress Score (1500)	360.59
Certification Score (1500)	0.00
Direct Observation Score (1500)	1286.81
Citizen Feedback Score (1500)	711.68

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	577.00
1 Collection and Transportation	500	347.00
2 Processing and Disposal	700	50.00
3 Sustainable Sanitation	500	80.00
4 IEC Behavior Change	160	40.00
5 Capacity Building	60	27.00
6 Innovation and Best Practices	80	33.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1286.81</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	190.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	137.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	116.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	171.57
For measures undertaken to reduce the level of dust in the air	125	107.23
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	80.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>711.68</b>
Face to Face Citizen Feedback	880	486.40
From Other Sources	220	195.07
Swachhata App (Complaints and Resolution)	400	30.21





# MUNICIPAL COUNCIL BELONIA TRIPURA



**North – East Zone  
– Best City in  
Citizens Feedback**  
(Less than 25,000  
Population)



Citizen Feedback Received **# 251**

ODF Status	ODF
<b>North-East Zone Rank</b>	
SS2019	SS2020
<b>#89</b>	<b>#83</b>
Overall Score (6000)	1406.62
Service Level Progress Score (1500)	30.04
Certification Score (1500)	100.00
Direct Observation Score (1500)	338.89
Citizen Feedback Score (1500)	937.69

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	0.00
1 Collection and Transportation	500	0.00
2 Processing and Disposal	700	0.00
3 Sustainable Sanitation	500	0.00
4 IEC Behavior Change	160	0.00
5 Capacity Building	60	0.00
6 Innovation and Best Practices	80	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>338.89</b>
For Cleanliness of residential and Commercial Area	240	132.00
For clean and user friendly CT/PT	270	27.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	0.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	33.89
For art work around Swachh Survekshan 2020	120	0.00
For visible beautification of slums/old city areas, flyovers, public areas	200	13.00
For measures undertaken to reduce the level of dust in the air	125	53.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	80.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>937.69</b>
Face to Face Citizen Feedback	880	719.36
From Other Sources	220	210.00
Swachhata App (Complaints and Resolution)	400	8.33



# TOWN COUNCIL PFUTSERO NAGALAND



**North – East Zone  
– Best City in  
'Innovation & Best  
Practices'**

**(Less than 25,000  
Population)**



ODF Status	ODF
<b>North-East Zone Rank</b>	
SS2019	SS2020
<b>#27</b>	<b>#106</b>
Overall Score (6000)	1320.66
Service Level Progress Score (1500)	189.28
Certification Score (1500)	100.00
Direct Observation Score (1500)	536.02
Citizen Feedback Score (1500)	495.36

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	287.00
1 Collection and Transportation	500	132.00
2 Processing and Disposal	700	0.00
3 Sustainable Sanitation	500	40.00
4 IEC Behavior Change	160	40.00
5 Capacity Building	60	30.00
6 Innovation and Best Practices	80	45.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	34.00
2 Citizen Led Innovation	30	11.00

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>536.02</b>
For Cleanliness of residential and Commercial Area	240	174.00
For clean and user friendly CT/PT	270	0.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	91.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	112.00
For art work around Swachh Survekshan 2020	120	0.00
For visible beautification of slums/old city areas, flyovers, public areas	200	71.47
For measures undertaken to reduce the level of dust in the air	125	44.67
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	42.88

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>495.36</b>
Face to Face Citizen Feedback	880	495.36
From Other Sources	220	0.00
Swachhata App (Complaints and Resolution)	400	0.00





# SINGTAM NAGAR PANCHAYAT SIKKIM



**North – East Zone  
– Best 'Self-  
Sustainable City'**

**(Less than 25,000  
Population)**



**Sustainability Score = 415.00**

Sub Indicators of Sustainability	Maximum Score*	Score of the City
GFC Score	1000	0.00
ODF Score	500	300.00
SLP (Section 1 + Section 2 + Section 3)	1700	115.00
Total Score	3200	415.00

Self Sustainable score is based on the scores obtained by the city in the above mentioned indicators.

ODF Status	ODF+
<b>North-East Zone Rank</b>	
SS2019	SS2020
<b>#24</b>	<b>#3</b>
Overall Score (6000)	1970.24
Service Level Progress Score (1500)	179.04
Certification Score (1500)	300.00
Direct Observation Score (1500)	730.00
Citizen Feedback Score (1500)	761.20





Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	177.40
1 Collection and Transportation	500	115.00
2 Processing and Disposal	700	0.00
3 Sustainable Sanitation	500	0.00
4 IEC Behavior Change	160	62.40
5 Capacity Building	60	0.00
6 Innovation and Best Practices	80	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>730.00</b>
For Cleanliness of residential and Commercial Area	240	204.00
For clean and user friendly CT/PT	270	170.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	73.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	91.00
For art work around Swachh Survekshan 2020	120	0.00
For visible beautification of slums/old city areas, flyovers, public areas	200	26.00
For measures undertaken to reduce the level of dust in the air	125	66.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	100.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>761.20</b>
Face to Face Citizen Feedback	880	591.20
From Other Sources	220	170.00
Swachhata App (Complaints and Resolution)	400	0.00





# MUNICIPAL BOARD LAKHIPUR ASSAM



**North – East Zone  
– Fastest Mover'  
City**

**(Less than 25,000  
Population)**

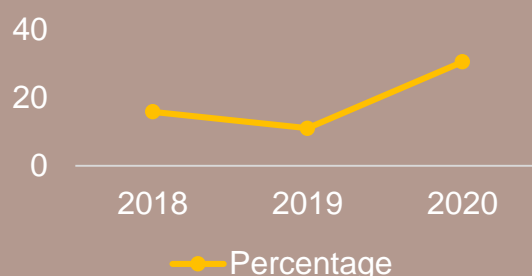


ODF Status	ODF
<b>North-East Zone Rank</b>	
SS2019	SS2020
<b>#203</b>	<b>#7</b>
Overall Score (6000)	1831.92
Service Level Progress Score (1500)	114.61
Certification Score (1500)	100.00
Direct Observation Score (1500)	995.26
Citizen Feedback Score (1500)	622.05

Indicator Wise Scores for Service Level Progress		Maximum Score*	Score of the City
Total SLP Marks		2000	101.75
1	Collection and Transportation	500	55.75
2	Processing and Disposal	700	30.00
3	Sustainable Sanitation	500	0.00
4	IEC Behavior Change	160	0.00
5	Capacity Building	60	0.00
6	Innovation and Best Practices	80	16.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

**YoY Performance of the City**







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>995.26</b>
For Cleanliness of residential and Commercial Area	240	95.00
For clean and user friendly CT/PT	270	210.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	125.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	132.70
For measures undertaken to reduce the level of dust in the air	125	82.94
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	79.62

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>622.05</b>
Face to Face Citizen Feedback	880	441.26
From Other Sources	220	180.66
Swachhata App (Complaints and Resolution)	400	0.13





# Zonal Level Awards: South Zone

## (50,000 - 1 Lakh Population)

Name of Awards	State	Name of the ULB
Cleanest City	Andhra Pradesh	Palamaneru
Best City in Citizens Feedback	Karnataka	Hunsur (TMC)
Best City in 'Innovation & Best Practices'	Karnataka	Ramanagara (CMC)
Best 'Self-Sustainable City'	Andhra Pradesh	Chirala
Fastest Mover' City	Telangana	Zahirabad

## (25,000 - 50,000 Population)

Name of Awards	State	Name of the ULB
Cleanest City	Telangana	Medchal (NP)
Best City in Citizens Feedback	Karnataka	Krishnarajanagara (TMC)
Best City in 'Innovation & Best Practices'	Karnataka	Kadur (TMC)
Best 'Self-Sustainable City'	Andhra Pradesh	Atmakur
Fastest Mover' City	Andhra Pradesh	Mummidivaram

## (Less than 25,000 Population)

Name of Awards	State	Name of the ULB
Cleanest City	Karnataka	Piriyapatna
Best City in Citizens Feedback	Karnataka	Heggadadevankote
Best City in 'Innovation & Best Practices'	Tamil Nadu	Melathiruppanthruthi
Best 'Self-Sustainable City'	Karnataka	Holalkere
Fastest Mover' City	Karnataka	Jaali



# PALAMANERU MUNICIPALITY ANDHRA PRADESH



**South Zone  
Cleanest City**  
(50,000 - 1 Lakh  
Population)



Star Rating



ODF Status	ODF
<b>South Zone Rank</b>	
SS2019	SS2020
<b>#16</b>	<b>#1</b>
Overall Score (6000)	3887.98
Service Level Progress Score (1500)	942.10
Certification Score (1500)	400.00
Direct Observation Score (1500)	1418.00
Citizen Feedback Score (1500)	1127.88

Indicator Wise Scores for Service Level Progress		Maximum Score*	Score of the City
Total SLP Marks		2000	1379.28
1	Collection and Transportation	500	458.28
2	Processing and Disposal	700	420.00
3	Sustainable Sanitation	500	260.00
4	IEC Behavior Change	160	160.00
5	Capacity Building	60	45.00
6	Innovation and Best Practices	80	36.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1418.00</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	243.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	133.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	200.00
For measures undertaken to reduce the level of dust in the air	125	87.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1127.88</b>
Face to Face Citizen Feedback	880	875.20
From Other Sources	220	212.51
Swachhata App (Complaints and Resolution)	400	40.17



# CITY MUNICIPAL COUNCIL HUNSUR KARNATAKA



**South Zone – Best  
City in Citizens  
Feedback**

**(50,000 - 1 Lakh  
Population)**



Citizen Feedback Received **# 2,791**

South Zone Rank	
SS2019	SS2020
<b>#7</b>	<b>#13</b>
Overall Score (6000)	3181.93
Service Level Progress Score (1500)	616.55
Certification Score (1500)	0.00
Direct Observation Score (1500)	1268.00
Citizen Feedback Score (1500)	1297.38

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	623.00
1 Collection and Transportation	500	322.00
2 Processing and Disposal	700	30.00
3 Sustainable Sanitation	500	76.00
4 IEC Behavior Change	160	98.00
5 Capacity Building	60	45.00
6 Innovation and Best Practices	80	52.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1268.00</b>
For Cleanliness of residential and Commercial Area	240	201.00
For clean and user friendly CT/PT	270	217.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	141.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	140.00
For measures undertaken to reduce the level of dust in the air	125	54.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1297.38</b>
Face to Face Citizen Feedback	880	848.80
From Other Sources	220	201.32
Swachhata App (Complaints and Resolution)	400	247.26





# RAMANAGARA CITY MUNICIPAL COUNCIL KARNATAKA



**South Zone –  
Best City in  
'Innovation & Best  
Practices'**

**(50,000 - 1 Lakh  
Population)**

ODF Status	ODF
<b>South Zone Rank</b>	
SS2019	SS2020
<b>#337</b>	<b>#30</b>
Overall Score (6000)	2857.20
Service Level Progress Score (1500)	667.72
Certification Score (1500)	200.00
Direct Observation Score (1500)	1078.72
Citizen Feedback Score (1500)	910.76

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1155.70
1 Collection and Transportation	500	379.50
2 Processing and Disposal	700	344.33
3 Sustainable Sanitation	500	190.00
4 IEC Behavior Change	160	140.87
5 Capacity Building	60	43.00
6 Innovation and Best Practices	80	58.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	34.00
2 Citizen Led Innovation	30	24.00

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1078.72</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	165.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	112.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	133.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	143.83
For measures undertaken to reduce the level of dust in the air	125	89.89
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>910.76</b>
Face to Face Citizen Feedback	880	728.73
From Other Sources	220	179.92
Swachhata App (Complaints and Resolution)	400	2.11





# CHIRALA MUNICIPALITY ANDHRA PRADESH



**South Zone – Best  
'Self-Sustainable  
City'**

**(50,000 - 1 Lakh  
Population)**



**Sustainability Score = 1796.88**

Star Rating



Sub Indicators of Sustainability	Maximum Score*	Score of the City
GFC Score	1000	200.00
ODF Score	500	200.00
SLP (Section 1 + Section 2 + Section 3)	1700	1396.88
Total Score	3200	1796.88

Self Sustainable score is based on the scores obtained by the city in the above mentioned indicators.

ODF Status	ODF
<b>South Zone Rank</b>	
SS2019	SS2020
<b>#28</b>	<b>#2</b>
Overall Score (6000)	3661.54
Service Level Progress Score (1500)	912.79
Certification Score (1500)	400.00
Direct Observation Score (1500)	1337.00
Citizen Feedback Score (1500)	1011.75





Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1537.88
1 Collection and Transportation	500	469.67
2 Processing and Disposal	700	518.08
3 Sustainable Sanitation	500	409.13
4 IEC Behavior Change	160	98.00
5 Capacity Building	60	43.00
6 Innovation and Best Practices	80	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1337.00</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	218.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	141.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	187.00
For measures undertaken to reduce the level of dust in the air	125	86.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1011.75</b>
Face to Face Citizen Feedback	880	730.56
From Other Sources	220	212.80
Swachhata App (Complaints and Resolution)	400	68.39





# ZAHEERABAD MUNICIPALITY TELANGANA



**South Zone –  
Fastest Mover'  
City**

**(50,000 - 1 Lakh  
Population)**

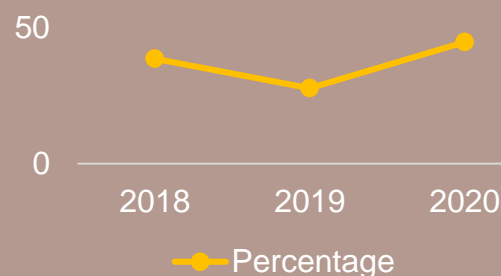


ODF Status	ODF
<b>South Zone Rank</b>	
SS2019	SS2020
<b>#788</b>	<b>#52</b>
Overall Score (6000)	2674.72
Service Level Progress Score (1500)	124.19
Certification Score (1500)	200.00
Direct Observation Score (1500)	1330.19
Citizen Feedback Score (1500)	1020.34

Indicator	Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks		2000	240.00
1	Collection and Transportation	500	180.00
2	Processing and Disposal	700	20.00
3	Sustainable Sanitation	500	40.00
4	IEC Behavior Change	160	0.00
5	Capacity Building	60	0.00
6	Innovation and Best Practices	80	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

**YoY Performance of the  
City**







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1330.19</b>
For Cleanliness of residential and Commercial Area	240	231.00
For clean and user friendly CT/PT	270	240.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	141.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	137.00
For art work around Swachh Survekshan 2020	120	106.42
For visible beautification of slums/old city areas, flyovers, public areas	200	177.36
For measures undertaken to reduce the level of dust in the air	125	66.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	106.42

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1020.34</b>
Face to Face Citizen Feedback	880	840.00
From Other Sources	220	180.08
Swachhata App (Complaints and Resolution)	400	0.26

Feb 04, 2020 1:12 PM  
Lat: 17.6735533,  
Long: 77.6095573





# MEDCHAL MUNICIPALITY TELANGANA



**South Zone -  
Cleanest City**

**(25,000 – 50,000  
Population)**



ODF Status	ODF
<b>South Zone Rank</b>	
SS2019	SS2020
<b>#227</b>	<b>#6</b>
Overall Score (6000)	3342.28
Service Level Progress Score (1500)	798.48
Certification Score (1500)	200.00
Direct Observation Score (1500)	1316.17
Citizen Feedback Score (1500)	1027.63

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1526.00
1 Collection and Transportation	500	480.00
2 Processing and Disposal	700	570.00
3 Sustainable Sanitation	500	270.00
4 IEC Behavior Change	160	160.00
5 Capacity Building	60	30.00
6 Innovation and Best Practices	80	16.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1316.17</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	260.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	141.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	175.49
For measures undertaken to reduce the level of dust in the air	125	109.68
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1027.63</b>
Face to Face Citizen Feedback	880	812.80
From Other Sources	220	194.48
Swachhata App (Complaints and Resolution)	400	20.35



# K R NAGAR TOWN MUNICIPAL COUNCIL KARNATAKA



**South Zone –  
Best City in  
Citizens Feedback  
(25,000 – 50,000  
Population)**



Citizen Feedback Received

**# 2,512**

ODF Status	ODF
<b>South Zone Rank</b>	
SS2019	SS2020
<b>#3</b>	<b>#16</b>
Overall Score (6000)	3027.16
Service Level Progress Score (1500)	367.59
Certification Score (1500)	200.00
Direct Observation Score (1500)	1224.00
Citizen Feedback Score (1500)	1235.56

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	257.00
1 Collection and Transportation	500	177.00
2 Processing and Disposal	700	0.00
3 Sustainable Sanitation	500	0.00
4 IEC Behavior Change	160	0.00
5 Capacity Building	60	30.00
6 Innovation and Best Practices	80	50.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1224.00</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	201.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	86.00
For measures undertaken to reduce the level of dust in the air	125	82.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1235.56</b>
Face to Face Citizen Feedback	880	873.81
From Other Sources	220	199.38
Swachhata App (Complaints and Resolution)	400	162.37





# KADUR TOWN MUNICIPAL COUNCIL KARNATAKA



**South Zone –**

**Best City in  
'Innovation & Best  
Practices'**

**(25,000 – 50,000  
Population)**



## South Zone Rank

SS2019	SS2020
<b>#267</b>	<b>#380</b>
Overall Score (6000)	1861.05
Service Level Progress Score (1500)	184.11
Certification Score (1500)	0.00
Direct Observation Score (1500)	660.00
Citizen Feedback Score (1500)	1016.94

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	214.95
1 Collection and Transportation	500	123.75
2 Processing and Disposal	700	0.00
3 Sustainable Sanitation	500	37.20
4 IEC Behavior Change	160	0.00
5 Capacity Building	60	0.00
6 Innovation and Best Practices	80	54.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	37.00
2 Citizen Led Innovation	30	17.00

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>660.00</b>
For Cleanliness of residential and Commercial Area	240	127.00
For clean and user friendly CT/PT	270	70.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	75.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	83.00
For art work around Swachh Survekshan 2020	120	100.00
For visible beautification of slums/old city areas, flyovers, public areas	200	20.00
For measures undertaken to reduce the level of dust in the air	125	65.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1016.94</b>
Face to Face Citizen Feedback	880	830.01
From Other Sources	220	186.94
Swachhata App (Complaints and Resolution)	400	0.00



# ATMAKUR MUNICIPALITY, NELLORE ANDHRA PRADESH



**South Zone - Best  
'Self-Sustainable  
City'**

**(25,000 – 50,000  
Population)**



**Sustainability Score = 1290.90**

Sub Indicators of Sustainability	Maximum Score*	Score of the City
GFC Score	1000	0.00
ODF Score	500	200.00
SLP (Section 1 + Section 2 + Section 3)	1700	1090.90
Total Score	3200	1290.90

Self Sustainable score is based on the scores obtained by the city in the above mentioned indicators.

ODF Status	ODF
<b>South Zone Rank</b>	
SS2019	SS2020
<b>#27</b>	<b>#66</b>
Overall Score (6000)	2526.80
Service Level Progress Score (1500)	682.49
Certification Score (1500)	200.00
Direct Observation Score (1500)	763.33
Citizen Feedback Score (1500)	880.98





Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1236.10
1 Collection and Transportation	500	475.50
2 Processing and Disposal	700	405.00
3 Sustainable Sanitation	500	210.40
4 IEC Behavior Change	160	103.20
5 Capacity Building	60	42.00
6 Innovation and Best Practices	80	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>763.33</b>
For Cleanliness of residential and Commercial Area	240	208.00
For clean and user friendly CT/PT	270	147.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	100.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	76.33
For art work around Swachh Survekshan 2020	120	0.00
For visible beautification of slums/old city areas, flyovers, public areas	200	0.00
For measures undertaken to reduce the level of dust in the air	125	37.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>880.98</b>
Face to Face Citizen Feedback	880	688.60
From Other Sources	220	191.33
Swachhata App (Complaints and Resolution)	400	1.04





# MUMMIDIVARAM MUNICIPALITY ANDHRA PRADESH



**South Zone –  
Fastest Mover'  
City**

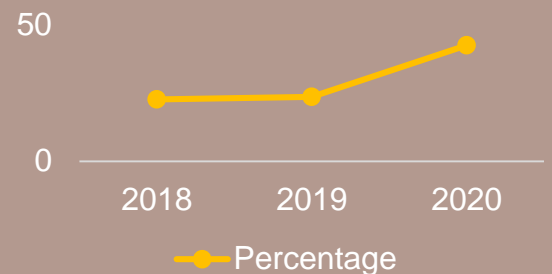
**(25,000 – 50,000  
Population)**



## South Zone Rank

SS2019	SS2020
<b>#986</b>	<b>#63</b>
Overall Score (6000)	2551.48
Service Level Progress Score (1500)	393.82
Certification Score (1500)	0.00
Direct Observation Score (1500)	1268.94
Citizen Feedback Score (1500)	888.72

## YoY Performance of the City



Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	700.80
1 Collection and Transportation	500	423.00
2 Processing and Disposal	700	110.80
3 Sustainable Sanitation	500	80.00
4 IEC Behavior Change	160	77.00
5 Capacity Building	60	0.00
6 Innovation and Best Practices	80	10.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1268.94</b>
For Cleanliness of residential and Commercial Area	240	179.00
For clean and user friendly CT/PT	270	200.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	100.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	169.19
For measures undertaken to reduce the level of dust in the air	125	105.74
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>888.72</b>
Face to Face Citizen Feedback	880	710.40
From Other Sources	220	178.32
Swachhata App (Complaints and Resolution)	400	0.00



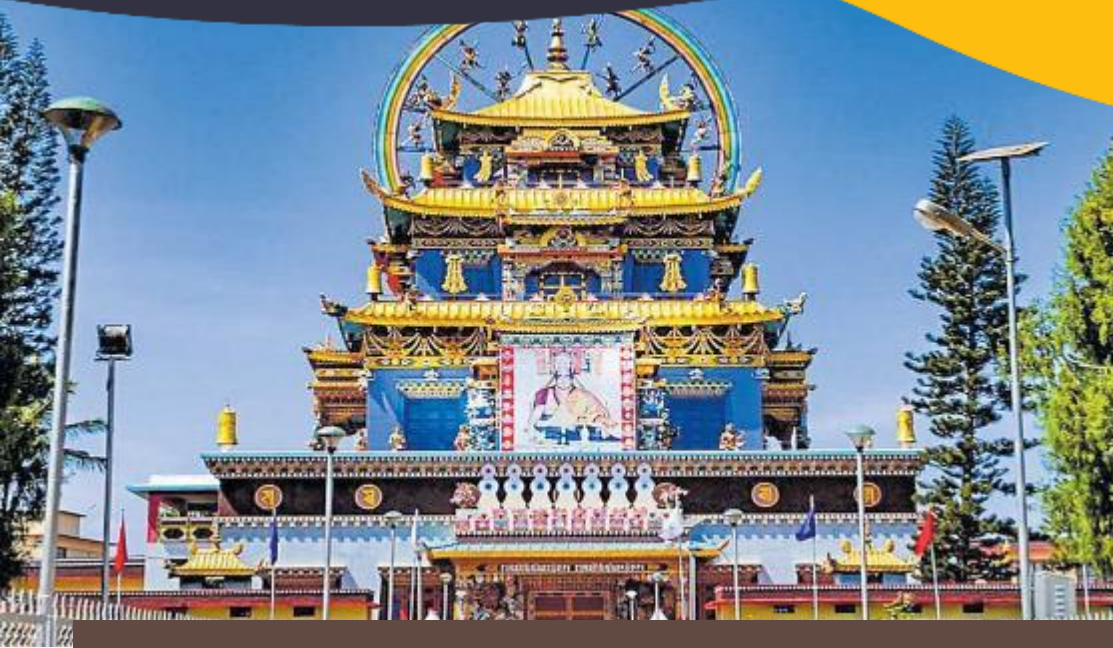


# PIRIYAPATNA TOWN MUNICIPAL COUNCIL KARNATAKA



**South Zone -  
Cleanest City**

**(Less than 25,000  
Population)**



ODF Status	ODF
<b>South Zone Rank</b>	
SS2019	SS2020
<b>#1</b>	<b>#4</b>
Overall Score (6000)	3483.97
Service Level Progress Score (1500)	646.15
Certification Score (1500)	200.00
Direct Observation Score (1500)	1358.30
Citizen Feedback Score (1500)	1279.52

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	920.00
1 Collection and Transportation	500	380.00
2 Processing and Disposal	700	300.00
3 Sustainable Sanitation	500	70.00
4 IEC Behavior Change	160	140.00
5 Capacity Building	60	0.00
6 Innovation and Best Practices	80	30.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1358.30</b>
For Cleanliness of residential and Commercial Area	240	215.00
For clean and user friendly CT/PT	270	203.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	131.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	181.11
For measures undertaken to reduce the level of dust in the air	125	113.19
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1279.52</b>
Face to Face Citizen Feedback	880	816.31
From Other Sources	220	209.37
Swachhata App (Complaints and Resolution)	400	253.84



# H.D. KOTE TOWN MUNICIPAL COUNCIL KARNATAKA



**South Zone –  
Best City in  
Citizens Feedback**  
(Less than 25,000  
Population)

Citizen Feedback Received

**# 2,727**

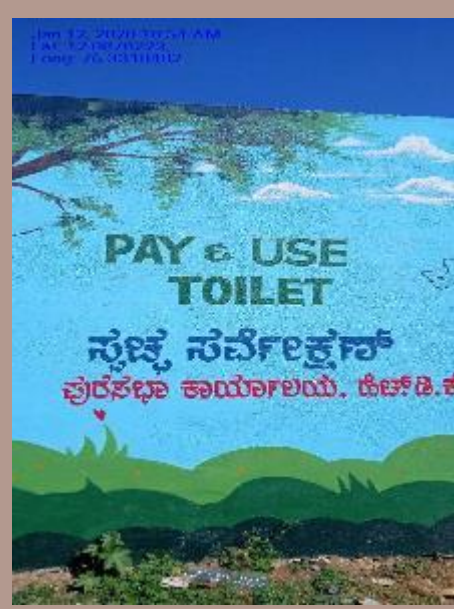
ODF Status	ODF
<b>South Zone Rank</b>	
SS2019	SS2020
<b>#43</b>	<b>#9</b>
Overall Score (6000)	3247.08
Service Level Progress Score (1500)	653.44
Certification Score (1500)	200.00
Direct Observation Score (1500)	1096.00
Citizen Feedback Score (1500)	1297.64

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1004.30
1 Collection and Transportation	500	300.30
2 Processing and Disposal	700	286.90
3 Sustainable Sanitation	500	305.10
4 IEC Behavior Change	160	82.00
5 Capacity Building	60	30.00
6 Innovation and Best Practices	80	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1096.00</b>
For Cleanliness of residential and Commercial Area	240	161.00
For clean and user friendly CT/PT	270	204.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	125.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	141.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	56.00
For measures undertaken to reduce the level of dust in the air	125	44.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1297.64</b>
Face to Face Citizen Feedback	880	806.65
From Other Sources	220	208.19
Swachhata App (Complaints and Resolution)	400	282.80



# MELATHIRUPPANTHRUTHI TOWN PANCHAYAT TAMIL NADU



**South Zone - Best  
City in 'Innovation  
& Best Practices'**

**(Less than 25,000  
Population)**

Lat: 10.860347  
Long: 79.085545



ODF Status	ODF
<b>South Zone Rank</b>	
SS2019	SS2020
<b>#36</b>	<b>#25</b>
Overall Score (6000)	2894.64
Service Level Progress Score (1500)	864.26
Certification Score (1500)	200.00
Direct Observation Score (1500)	895.56
Citizen Feedback Score (1500)	934.82

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	985.73
1 Collection and Transportation	500	355.13
2 Processing and Disposal	700	338.80
3 Sustainable Sanitation	500	90.00
4 IEC Behavior Change	160	130.80
5 Capacity Building	60	15.00
6 Innovation and Best Practices	80	56.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	38.00
2 Citizen Led Innovation	30	18.00

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>895.56</b>
For Cleanliness of residential and Commercial Area	240	169.00
For clean and user friendly CT/PT	270	143.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	100.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	89.56
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	44.00
For measures undertaken to reduce the level of dust in the air	125	55.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	100.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>934.82</b>
Face to Face Citizen Feedback	880	715.28
From Other Sources	220	219.54
Swachhata App (Complaints and Resolution)	400	0.00



# HOLALKERE TOWN PANCHAYAT KARNATAKA



**South Zone - Best  
'Self-Sustainable  
City'**

**(Less than 25,000  
Population)**

**Sustainability Score = 943.50**

Sub Indicators of Sustainability	Maximum Score*	Score of the City
GFC Score	1000	0.00
ODF Score	500	200.00
SLP (Section 1 + Section 2 + Section 3)	1700	743.50
Total Score	3200	943.50

Self Sustainable score is based on the scores obtained by the city in the above mentioned indicators.

ODF Status	ODF
<b>South Zone Rank</b>	
SS2019	SS2020
<b>#602</b>	<b>#29</b>
Overall Score (6000)	2867.95
Service Level Progress Score (1500)	547.58
Certification Score (1500)	200.00
Direct Observation Score (1500)	1182.00
Citizen Feedback Score (1500)	938.37





Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	929.50
1 Collection and Transportation	500	355.00
2 Processing and Disposal	700	278.50
3 Sustainable Sanitation	500	110.00
4 IEC Behavior Change	160	125.00
5 Capacity Building	60	15.00
6 Innovation and Best Practices	80	46.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1182.00</b>
For Cleanliness of residential and Commercial Area	240	222.00
For clean and user friendly CT/PT	270	237.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	137.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	141.00
For art work around Swachh Survekshan 2020	120	100.00
For visible beautification of slums/old city areas, flyovers, public areas	200	75.00
For measures undertaken to reduce the level of dust in the air	125	65.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	80.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>938.37</b>
Face to Face Citizen Feedback	880	742.71
From Other Sources	220	195.66
Swachhata App (Complaints and Resolution)	400	0.00





# JAALI TOWN PANCHAYAT KARNATAKA



**South Zone -  
Fastest Mover'  
City**

**(Less than 25,000  
Population)**



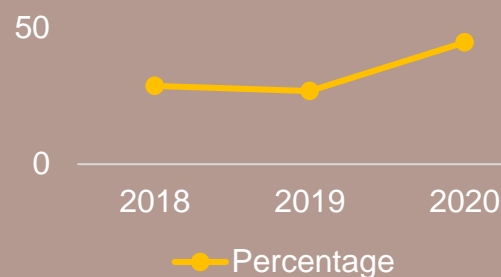
## South Zone Rank

SS2019	SS2020
<b>#840</b>	<b>#51</b>
Overall Score (6000)	2679.71
Service Level Progress Score (1500)	464.55
Certification Score (1500)	0.00
Direct Observation Score (1500)	1241.72
Citizen Feedback Score (1500)	973.44

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	824.90
1 Collection and Transportation	500	407.00
2 Processing and Disposal	700	268.00
3 Sustainable Sanitation	500	25.00
4 IEC Behavior Change	160	124.90
5 Capacity Building	60	0.00
6 Innovation and Best Practices	80	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

## YoY Performance of the City







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1241.72</b>
For Cleanliness of residential and Commercial Area	240	195.00
For clean and user friendly CT/PT	270	185.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	124.17
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	124.17
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	165.56
For measures undertaken to reduce the level of dust in the air	125	103.48
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	99.34



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>973.44</b>
Face to Face Citizen Feedback	880	782.40
From Other Sources	220	191.04
Swachhata App (Complaints and Resolution)	400	0.00



# Zonal Level Awards: West Zone

## (50,000 - 1 Lakh Population)

Name of Awards	State	Name of the ULB
Cleanest City	Maharashtra	Ratnagiri
Best City in Citizens Feedback	Maharashtra	Hingoli
Best City in 'Innovation & Best Practices'	Gujarat	Petlad
Best 'Self-Sustainable City'	Maharashtra	Ballarpur
Fastest Mover' City	Maharashtra	Shegaon

## (25,000 - 50,000 Population)

Name of Awards	State	Name of the ULB
Cleanest City	Maharashtra	Shirdi
Best City in Citizens Feedback	Rajasthan	Dungarpur
Best City in 'Innovation & Best Practices'	Maharashtra	Vita
Best 'Self-Sustainable City'	Maharashtra	Indapur
Fastest Mover' City	Maharashtra	Warora

## (Less than 25,000 Population)

Name of Awards	State	Name of the ULB
Cleanest City	Maharashtra	Panhala
Best City in Citizens Feedback	Madhya Pradesh	Shahganj
Best City in 'Innovation & Best Practices'	Maharashtra	Akole
Best 'Self-Sustainable City'	Maharashtra	Jejuri
Fastest Mover' City	Madhya Pradesh	Kanthaphod



# RATNAGIRI MUNICIPAL COUNCIL MAHARASHTRA



**West Zone -  
Cleanest City**  
(50,000 - 1 Lakh  
Population)

Star Rating



ODF Status	ODF++
<b>West Zone Rank</b>	
SS2019	SS2020
<b>#20</b>	<b>#9</b>
Overall Score (6000)	4961.26
Service Level Progress Score (1500)	1275.11
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1286.73
Citizen Feedback Score (1500)	1299.42

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1859.83
1 Collection and Transportation	500	473.50
2 Processing and Disposal	700	693.33
3 Sustainable Sanitation	500	430.00
4 IEC Behavior Change	160	160.00
5 Capacity Building	60	60.00
6 Innovation and Best Practices	80	43.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1286.73</b>
For Cleanliness of residential and Commercial Area	240	235.00
For clean and user friendly CT/PT	270	230.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	140.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	125.00
For art work around Swachh Survekshan 2020	120	102.94
For visible beautification of slums/old city areas, flyovers, public areas	200	171.56
For measures undertaken to reduce the level of dust in the air	125	107.23
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	100.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1299.42</b>
Face to Face Citizen Feedback	880	844.42
From Other Sources	220	214.61
Swachhata App (Complaints and Resolution)	400	240.39



# MUNICIPAL COUNCIL HINGOLI MAHARASHTRA



**West Zone – Best  
City in Citizens  
Feedback**  
(50,000 - 1 Lakh  
Population)

Citizen Feedback Received

**# 4,281**

ODF Status	ODF++
<b>West Zone Rank</b>	
SS2019	SS2020
<b>#29</b>	<b>#57</b>
Overall Score (6000)	4071.45
Service Level Progress Score (1500)	1018.82
Certification Score (1500)	500.00
Direct Observation Score (1500)	1188.51
Citizen Feedback Score (1500)	1364.12

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1364.20
1 Collection and Transportation	500	422.00
2 Processing and Disposal	700	487.50
3 Sustainable Sanitation	500	222.00
4 IEC Behavior Change	160	143.60
5 Capacity Building	60	47.10
6 Innovation and Best Practices	80	42.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1188.51</b>
For Cleanliness of residential and Commercial Area	240	140.00
For clean and user friendly CT/PT	270	246.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	158.47
For measures undertaken to reduce the level of dust in the air	125	99.04
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1364.12</b>
Face to Face Citizen Feedback	880	851.60
From Other Sources	220	215.21
Swachhata App (Complaints and Resolution)	400	297.31





# PETLAD NAGARPALIKA GUJRAT



**West Zone – Best  
City in 'Innovation  
& Best Practices'**

**(50,000 - 1 Lakh  
Population)**



ODF Status	ODF++
<b>West Zone Rank</b>	
SS2019	SS2020
<b>#59</b>	<b>#84</b>
Overall Score (6000)	3853.55
Service Level Progress Score (1500)	1055.48
Certification Score (1500)	500.00
Direct Observation Score (1500)	1170.00
Citizen Feedback Score (1500)	1128.07

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1441.67
1 Collection and Transportation	500	445.00
2 Processing and Disposal	700	352.00
3 Sustainable Sanitation	500	435.00
4 IEC Behavior Change	160	114.67
5 Capacity Building	60	30.00
6 Innovation and Best Practices	80	65.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	44.00
2 Citizen Led Innovation	30	21.00



Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1170.00</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	198.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	108.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	113.00
For measures undertaken to reduce the level of dust in the air	125	66.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	100.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1128.07</b>
Face to Face Citizen Feedback	880	814.40
From Other Sources	220	213.47
Swachhata App (Complaints and Resolution)	400	100.19



# BALLARPUR MUNICIPAL COUNCIL MAHARASHTRA



**West Zone – Best  
'Self-Sustainable  
City'**

**(50,000 - 1 Lakh  
Population)**



**Sustainability Score = 2388.71**

Star Rating



Sub Indicators of Sustainability	Maximum Score*	Score of the City
GFC Score	1000	600.00
ODF Score	500	500.00
SLP (Section 1 + Section 2 + Section 3)	1700	1288.71
Total Score	3200	2388.71

Self Sustainable score is based on the scores obtained by the city in the above mentioned indicators.

ODF Status	ODF++
<b>West Zone Rank</b>	
SS2019	SS2020
<b>#87</b>	<b>#23</b>
Overall Score (6000)	4534.22
Service Level Progress Score (1500)	1180.32
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1007.00
Citizen Feedback Score (1500)	1246.90





Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1550.21
1 Collection and Transportation	500	475.00
2 Processing and Disposal	700	366.38
3 Sustainable Sanitation	500	447.33
4 IEC Behavior Change	160	145.00
5 Capacity Building	60	55.50
6 Innovation and Best Practices	80	61.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1007.00</b>
For Cleanliness of residential and Commercial Area	240	206.00
For clean and user friendly CT/PT	270	216.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	118.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	116.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	95.00
For measures undertaken to reduce the level of dust in the air	125	61.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1246.90</b>
Face to Face Citizen Feedback	880	760.20
From Other Sources	220	206.15
Swachhata App (Complaints and Resolution)	400	280.55





# SHEGAON MUNICIPAL COUNCIL MAHARASHTRA



**West Zone –  
Fastest Mover'  
City**

**(50,000 - 1 Lakh  
Population)**

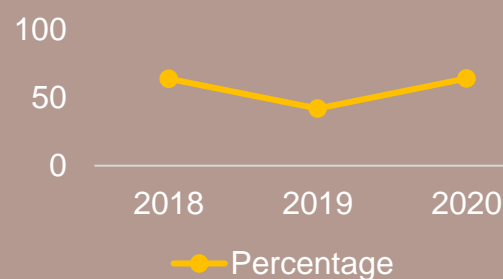


ODF Status	ODF++
<b>West Zone Rank</b>	
SS2019	SS2020
<b>#585</b>	<b>#88</b>
Overall Score (6000)	3839.54
Service Level Progress Score (1500)	1003.36
Certification Score (1500)	500.00
Direct Observation Score (1500)	1187.00
Citizen Feedback Score (1500)	1149.18

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1340.90
1 Collection and Transportation	500	271.13
2 Processing and Disposal	700	399.33
3 Sustainable Sanitation	500	457.33
4 IEC Behavior Change	160	107.10
5 Capacity Building	60	60.00
6 Innovation and Best Practices	80	46.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

**YoY Performance of the  
City**







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1187.00</b>
For Cleanliness of residential and Commercial Area	240	192.00
For clean and user friendly CT/PT	270	228.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	125.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	111.00
For measures undertaken to reduce the level of dust in the air	125	66.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1149.18</b>
Face to Face Citizen Feedback	880	793.60
From Other Sources	220	201.57
Swachhata App (Complaints and Resolution)	400	154.01





# SHIRDI MUNICIPAL COUNCIL MAHARASHTRA



**West Zone -  
Cleanest City**  
(25,000 – 50,000  
Population)



Star Rating



ODF Status	ODF++
<b>West Zone Rank</b>	
SS2019	SS2020
<b>#126</b>	<b>#6</b>
Overall Score (6000)	5063.98
Service Level Progress Score (1500)	1216.69
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1438.86
Citizen Feedback Score (1500)	1308.43

Indicator Wise Scores for Service Level Progress		Maximum Score*	Score of the City
Total SLP Marks		2000	1775.25
1	Collection and Transportation	500	449.95
2	Processing and Disposal	700	630.80
3	Sustainable Sanitation	500	438.00
4	IEC Behavior Change	160	148.00
5	Capacity Building	60	58.50
6	Innovation and Best Practices	80	50.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1438.86</b>
For Cleanliness of residential and Commercial Area	240	222.00
For clean and user friendly CT/PT	270	270.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	125.00
For art work around Swachh Survekshan 2020	120	115.11
For visible beautification of slums/old city areas, flyovers, public areas	200	191.85
For measures undertaken to reduce the level of dust in the air	125	119.91
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1308.43</b>
Face to Face Citizen Feedback	880	827.20
From Other Sources	220	207.77
Swachhata App (Complaints and Resolution)	400	273.46





# MUNICIPAL COUNCIL DUNGARPUR RAJASTHAN




**West Zone - Best  
City in Citizens  
Feedback**

**(25,000 – 50,000  
Population)**



Citizen Feedback Received **# 2,181**

Star Rating 

ODF Status	ODF++
<b>West Zone Rank</b>	
SS2019	SS2020
<b>#7</b>	<b>#18</b>
Overall Score (6000)	4688.46
Service Level Progress Score (1500)	1084.53
Certification Score (1500)	700.00
Direct Observation Score (1500)	1471.00
Citizen Feedback Score (1500)	1432.93

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1460.00
1 Collection and Transportation	500	473.50
2 Processing and Disposal	700	482.50
3 Sustainable Sanitation	500	275.00
4 IEC Behavior Change	160	130.00
5 Capacity Building	60	60.00
6 Innovation and Best Practices	80	39.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1471.00</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	270.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	175.00
For measures undertaken to reduce the level of dust in the air	125	121.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1432.93</b>
Face to Face Citizen Feedback	880	870.82
From Other Sources	220	213.58
Swachhata App (Complaints and Resolution)	400	348.53





# VITA MUNICIPAL COUNCIL MAHARASHTRA



**West Zone - Best  
City in 'Innovation  
& Best Practices'**

(25,000 – 50,000  
Population)



Star Rating



ODF Status	ODF+	
West Zone Rank		
SS2018	SS2019	SS2020
#60	#4	#16
Overall Score (6000)		4764.28
Service Level Progress Score (1500)		1135.00
Certification Score (1500)		900.00
Direct Observation Score (1500)		1401.09
Citizen Feedback Score (1500)		1328.19

Indicator Wise Scores for Service Level Progress		Maximum Score*	Score of the City
Total SLP Marks		2000	1575.00
1	Collection and Transportation	500	462.00
2	Processing and Disposal	700	445.00
3	Sustainable Sanitation	500	378.00
4	IEC Behavior Change	160	160.00
5	Capacity Building	60	60.00
6	Innovation and Best Practices	80	70.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	44.00
2 Citizen Led Innovation	30	26.00

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1401.09</b>
For Cleanliness of residential and Commercial Area	240	235.00
For clean and user friendly CT/PT	270	268.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	116.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	112.09
For visible beautification of slums/old city areas, flyovers, public areas	200	200.00
For measures undertaken to reduce the level of dust in the air	125	75.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1328.19</b>
Face to Face Citizen Feedback	880	836.93
From Other Sources	220	207.62
Swachhata App (Complaints and Resolution)	400	283.65



# INDAPUR MUNICIPAL COUNCIL MAHARASHTRA



**West Zone - Best  
'Self-Sustainable  
City'**

**(25,000 – 50,000  
Population)**



**Sustainability Score = 2622.20**

Star Rating



Sub Indicators of Sustainability	Maximum Score*	Score of the City
GFC Score	1000	600.00
ODF Score	500	500.00
SLP (Section 1 + Section 2 + Section 3)	1700	1522.20
Total Score	3200	2622.20

Self Sustainable score is based on the scores obtained by the city in the above mentioned indicators.

ODF Status	ODF++
<b>West Zone Rank</b>	
SS2019	SS2020
<b>#10</b>	<b>#13</b>
Overall Score (6000)	4888.37
Service Level Progress Score (1500)	1247.66
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1247.83
Citizen Feedback Score (1500)	1292.88





Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1715.63
1 Collection and Transportation	500	449.65
2 Processing and Disposal	700	645.75
3 Sustainable Sanitation	500	426.80
4 IEC Behavior Change	160	112.60
5 Capacity Building	60	33.83
6 Innovation and Best Practices	80	47.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1247.83</b>
Score of the city for Clean residential and Commercial Area	240	240.00
Score of the city for clean and user friendly public and community toilet	270	237.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
Score of the city for clean vegetable/fruit and meat. Fish market	150	100.00
Score of the city for clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
Score of the city for art work around Swachh Survekshan 2020	120	120.00
Score of the city for visible beautification of slums/old city areas, flyovers, public areas	200	136.00
Score of the city for measures undertaken to reduce the level of dust in the air	125	90.00
Score of the city for zero tolerance on encroachment around storm water drains and water bodies in the city	120	99.83

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1292.88</b>
Face to Face Citizen Feedback	880	799.90
From Other Sources	220	216.30
Swachhata App (Complaints and Resolution)	400	276.68





# WARORA MUNICIPAL COUNCIL MAHARASHTRA



**West Zone -  
Fastest Mover'  
City**

**(25,000 – 50,000  
Population)**

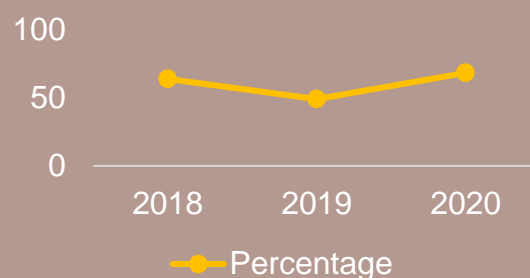


ODF Status	ODF++
<b>West Zone Rank</b>	
SS2019	SS2020
<b>#373</b>	<b>#56</b>
Overall Score (6000)	4092.58
Service Level Progress Score (1500)	936.16
Certification Score (1500)	500.00
Direct Observation Score (1500)	1420.38
Citizen Feedback Score (1500)	1236.04

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1331.00
1 Collection and Transportation	500	454.50
2 Processing and Disposal	700	288.50
3 Sustainable Sanitation	500	345.00
4 IEC Behavior Change	160	159.00
5 Capacity Building	60	60.00
6 Innovation and Best Practices	80	24.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

**YoY Performance of the  
City**







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1420.38</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	227.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	137.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	113.63
For visible beautification of slums/old city areas, flyovers, public areas	200	189.38
For measures undertaken to reduce the level of dust in the air	125	118.36
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1236.04</b>
Face to Face Citizen Feedback	880	847.40
From Other Sources	220	213.52
Swachhata App (Complaints and Resolution)	400	175.12





# PANHALA MUNICIPAL COUNCIL MAHARASHTRA



**West Zone -  
Cleanest City**

**(Less than 25,000  
Population)**

Star Rating



ODF Status	ODF++
<b>West Zone Rank</b>	
SS2019	SS2020
<b>#6</b>	<b>#4</b>
Overall Score (6000)	5120.94
Service Level Progress Score (1500)	1287.60
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1384.00
Citizen Feedback Score (1500)	1349.34

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1757.00
1 Collection and Transportation	500	467.00
2 Processing and Disposal	700	600.00
3 Sustainable Sanitation	500	435.00
4 IEC Behavior Change	160	160.00
5 Capacity Building	60	60.00
6 Innovation and Best Practices	80	35.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1384.00</b>
For Cleanliness of residential and Commercial Area	240	195.00
For clean and user friendly CT/PT	270	263.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	125.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	187.00
For measures undertaken to reduce the level of dust in the air	125	99.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1349.34</b>
Face to Face Citizen Feedback	880	873.29
From Other Sources	220	213.41
Swachhata App (Complaints and Resolution)	400	262.65





# NAGAR PARISHAD SHAHGANJ MADHYA PRADESH



**West Zone – Best  
City in Citizens  
Feedback**

**(Less than 25,000  
Population)**

**Citizen Feedback Received**

**# 935**

**Star Rating**



ODF Status	ODF++
<b>West Zone Rank</b>	
SS2019	SS2020
<b>#5</b>	<b>#19</b>
Overall Score (6000)	4672.97
Service Level Progress Score (1500)	1202.53
Certification Score (1500)	700.00
Direct Observation Score (1500)	1405.52
Citizen Feedback Score (1500)	1364.91

Indicator Wise Scores for Service Level Progress		Maximum Score*	Score of the City
Total SLP Marks		2000	1713.00
1	Collection and Transportation	500	475.00
2	Processing and Disposal	700	555.00
3	Sustainable Sanitation	500	446.00
4	IEC Behavior Change	160	160.00
5	Capacity Building	60	60.00
6	Innovation and Best Practices	80	17.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1405.52</b>
For Cleanliness of residential and Commercial Area	240	223.00
For clean and user friendly CT/PT	270	270.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	140.55
For art work around Swachh Survekshan 2020	120	112.44
For visible beautification of slums/old city areas, flyovers, public areas	200	187.40
For measures undertaken to reduce the level of dust in the air	125	117.13
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	80.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1364.91</b>
Face to Face Citizen Feedback	880	854.87
From Other Sources	220	207.61
Swachhata App (Complaints and Resolution)	400	302.43



# AKOLE MUNICIPAL CORPORATION MAHARASHTRA



**West Zone – Best  
City in 'Innovation  
& Best Practices'**

**(Less than 25,000  
Population)**

ODF Status	ODF++
<b>West Zone Rank</b>	
SS2019	SS2020
<b>#69</b>	<b>#182</b>
Overall Score (6000)	3366.92
Service Level Progress Score (1500)	819.33
Certification Score (1500)	500.00
Direct Observation Score (1500)	1094.04
Citizen Feedback Score (1500)	953.55

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1169.40
1 Collection and Transportation	500	390.80
2 Processing and Disposal	700	297.40
3 Sustainable Sanitation	500	310.00
4 IEC Behavior Change	160	55.20
5 Capacity Building	60	60.00
6 Innovation and Best Practices	80	56.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	39.00
2 Citizen Led Innovation	30	17.00

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1094.04</b>
For Cleanliness of residential and Commercial Area	240	155.00
For clean and user friendly CT/PT	270	190.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	112.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	125.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	145.87
For measures undertaken to reduce the level of dust in the air	125	91.17
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	80.00



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>953.55</b>
Face to Face Citizen Feedback	880	636.03
From Other Sources	220	209.70
Swachhata App (Complaints and Resolution)	400	107.82



# JEJURI NAGARPANSHAD MAHARASHTRA



**West Zone – Best  
'Self-Sustainable  
City'**

**(Less than 25,000  
Population)**

**Sustainability Score = 2616.00**

Star Rating



Sub Indicators of Sustainability	Maximum Score*	Score of the City
GFC Score	1000	600.00
ODF Score	500	500.00
SLP (Section 1 + Section 2 + Section 3)	1700	1516.00
Total Score	3200	2616.00

Self Sustainable score is based on the scores obtained by the city in the above mentioned indicators.

ODF Status	ODF++
<b>West Zone Rank</b>	
SS2019	SS2020
<b>#50</b>	<b>#5</b>
Overall Score (6000)	5110.78
Service Level Progress Score (1500)	1239.73
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1472.13
Citizen Feedback Score (1500)	1298.92





Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1774.00
1 Collection and Transportation	500	458.00
2 Processing and Disposal	700	603.00
3 Sustainable Sanitation	500	455.00
4 IEC Behavior Change	160	150.00
5 Capacity Building	60	60.00
6 Innovation and Best Practices	80	48.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1482.13</b>
For Cleanliness of residential and Commercial Area	240	230.00
For clean and user friendly CT/PT	270	256.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	197.62
For measures undertaken to reduce the level of dust in the air	125	123.51
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1298.92</b>
Face to Face Citizen Feedback	880	826.40
From Other Sources	220	213.02
Swachhata App (Complaints and Resolution)	400	259.50





# KANTHAPHOD NAGAR PANCHAYAT MADHYA PRADESH



**West Zone –  
Fastest Mover'  
City**

**(Less than 25,000  
Population)**



Star Rating

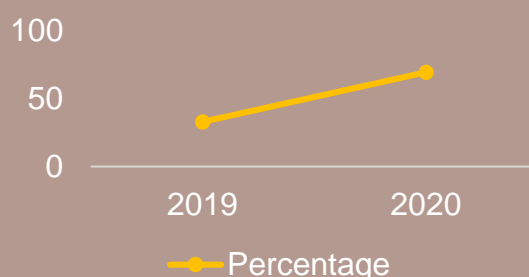


ODF Status	ODF++
<b>West Zone Rank</b>	
SS2019	SS2020
<b>#833</b>	<b>#54</b>
Overall Score (6000)	4152.98
Service Level Progress Score (1500)	817.16
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1141.99
Citizen Feedback Score (1500)	1093.83

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1234.50
1 Collection and Transportation	500	407.00
2 Processing and Disposal	700	354.50
3 Sustainable Sanitation	500	350.00
4 IEC Behavior Change	160	50.00
5 Capacity Building	60	57.00
6 Innovation and Best Practices	80	16.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

## YoY Performance of the City







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1141.99</b>
For Cleanliness of residential and Commercial Area	240	202.00
For clean and user friendly CT/PT	270	232.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	100.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	114.20
For art work around Swachh Survekshan 2020	120	80.00
For visible beautification of slums/old city areas, flyovers, public areas	200	152.27
For measures undertaken to reduce the level of dust in the air	125	95.17
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	91.36

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1093.83</b>
Face to Face Citizen Feedback	880	787.10
From Other Sources	220	206.13
Swachhata App (Complaints and Resolution)	400	100.60







# Best Cantonment Board Awards



# Best Cantonment Board Awards

Name of Awards	Name of the Cantonment Board
India's Cleanest Cantonment - No.1	Jalandhar Cantt.
India's Cleanest Cantonment - No.2	Delhi Cantt.
India's Cleanest Cantonment - No.3	Meerut Cantt.
Best Cant. in 'Max. Citizens Participation'	Almora Cantt
Best Cantonment in Citizens Feedback	Amritsar Cantt.
Best Cantonment in 'Innovation & Best Practices'	Mathura Cantt.
Best 'Self Sustainable' Cantonment	Mhow Cantt
Fastest Mover' Cantonment	Dehuroad Cantt



# JALANDHAR CANTONMENT BOARD PUNJAB



**India's  
Cleanest  
Cantonment**



ODF Status	ODF
<b>Cantonment Board Rank</b>	
SS2019	SS2020
<b>#12</b>	<b>#1</b>
Overall Score (6000)	3670.02
Service Level Progress Score (1500)	678.56
Certification Score (1500)	200.00
Direct Observation Score (1500)	1424.64
Citizen Feedback Score (1500)	1366.82

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	672.74
1 Collection and Transportation	500	225.34
2 Processing and Disposal	700	148.00
3 Sustainable Sanitation	500	200.00
4 IEC Behavior Change	160	30.40
5 Capacity Building	60	30.00
6 Innovation and Best Practices	80	39.00

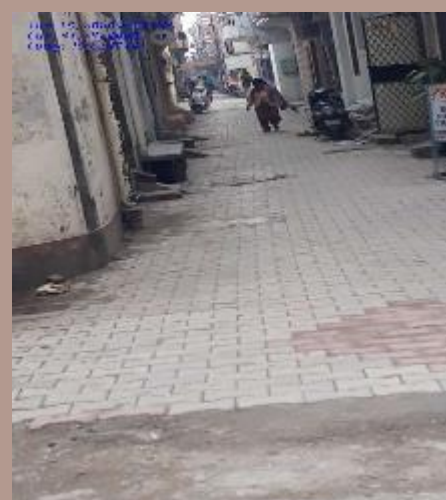
\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1424.64</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	242.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	125.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	189.95
For measures undertaken to reduce the level of dust in the air	125	118.72
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	113.97



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1366.82</b>
Face to Face Citizen Feedback	880	839.20
From Other Sources	220	203.12
Swachhata App (Complaints and Resolution)	400	324.50



# DELHI CANTONMENT BOARD DELHI



**India's  
Cleanest  
Cantonment**



Star Rating



ODF Status	ODF++
<b>Cantonment Board Rank</b>	
SS2019	SS2020
<b>#1</b>	<b>#2</b>
Overall Score (6000)	3647.64
Service Level Progress Score (1500)	818.14
Certification Score (1500)	700.00
Direct Observation Score (1500)	992.82
Citizen Feedback Score (1500)	1136.68

Indicator Wise Scores for Service Level Progress		Maximum Score*	Score of the City
Total SLP Marks		2000	860.94
1	Collection and Transportation	500	459.33
2	Processing and Disposal	700	71.00
3	Sustainable Sanitation	500	132.80
4	IEC Behavior Change	160	105.81
5	Capacity Building	60	60.00
6	Innovation and Best Practices	80	32.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>992.82</b>
For Cleanliness of residential and Commercial Area	240	219.00
For clean and user friendly CT/PT	270	230.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	99.28
For art work around Swachh Survekshan 2020	120	79.43
For visible beautification of slums/old city areas, flyovers, public areas	200	132.38
For measures undertaken to reduce the level of dust in the air	125	82.73
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	0.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1136.68</b>
Face to Face Citizen Feedback	880	729.60
From Other Sources	220	192.98
Swachhata App (Complaints and Resolution)	400	214.10





# MEERUT CANTONMENT BOARD UTTAR PRADESH



**India's  
Cleanest  
Cantonment**



ODF Status	ODF+
<b>Cantonment Board Rank</b>	
SS2019	SS2020
<b>#2</b>	<b>#3</b>
Overall Score (6000)	3529.32
Service Level Progress Score (1500)	714.44
Certification Score (1500)	300.00
Direct Observation Score (1500)	1158.70
Citizen Feedback Score (1500)	1356.18

Indicator Wise Scores for Service Level Progress		Maximum Score*	Score of the City
Total SLP Marks		2000	837.32
1	Collection and Transportation	500	233.83
2	Processing and Disposal	700	157.20
3	Sustainable Sanitation	500	260.00
4	IEC Behavior Change	160	96.00
5	Capacity Building	60	37.28
6	Innovation and Best Practices	80	53.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1158.70</b>
For Cleanliness of residential and Commercial Area	240	147.00
For clean and user friendly CT/PT	270	239.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	125.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	137.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	98.00
For measures undertaken to reduce the level of dust in the air	125	75.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	92.70



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1356.18</b>
Face to Face Citizen Feedback	880	820.06
From Other Sources	220	203.23
Swachhata App (Complaints and Resolution)	400	332.89



# ALMORA CANTONMENT BOARD UTTARAKHAND



**Best Cant. in  
'Max. Citizens  
Participation'**



Citizen Feedback Received

**# 1,324**

ODF Status	ODF+
<b>Cantonment Board Rank</b>	
SS2019	SS2020
<b>#11</b>	<b>#40</b>
Overall Score (6000)	2070.54
Service Level Progress Score (1500)	239.82
Certification Score (1500)	200.00
Direct Observation Score (1500)	596.03
Citizen Feedback Score (1500)	1034.69

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	77.20
1 Collection and Transportation	500	10.00
2 Processing and Disposal	700	0.00
3 Sustainable Sanitation	500	3.40
4 IEC Behavior Change	160	22.80
5 Capacity Building	60	30.00
6 Innovation and Best Practices	80	11.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>596.03</b>
For Cleanliness of residential and Commercial Area	240	154.00
For clean and user friendly CT/PT	270	146.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	59.60
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	59.60
For art work around Swachh Survekshan 2020	120	0.00
For visible beautification of slums/old city areas, flyovers, public areas	200	79.47
For measures undertaken to reduce the level of dust in the air	125	49.67
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	47.68

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1034.69</b>
Face to Face Citizen Feedback	880	730.77
From Other Sources	220	203.83
Swachhata App (Complaints and Resolution)	400	100.08





# AMRITSAR CANTONMENT BOARD PUNJAB



**Best Cantonment  
in Citizens  
Feedback**



Citizen Feedback Received

## # 318

ODF Status	ODF
<b>Cantonment Board Rank</b>	
SS2019	SS2020
<b>#7</b>	<b>#22</b>
Overall Score (6000)	2551.32
Service Level Progress Score (1500)	294.68
Certification Score (1500)	200.00
Direct Observation Score (1500)	954.70
Citizen Feedback Score (1500)	1101.94

Indicator Wise Scores for Service Level Progress		Maximum Score*	Score of the City
Total SLP Marks		2000	176.00
1	Collection and Transportation	500	100.00
2	Processing and Disposal	700	0.00
3	Sustainable Sanitation	500	40.00
4	IEC Behavior Change	160	0.00
5	Capacity Building	60	0.00
6	Innovation and Best Practices	80	36.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>954.70</b>
For Cleanliness of residential and Commercial Area	240	186.00
For clean and user friendly CT/PT	270	202.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	108.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	95.47
For art work around Swachh Survekshan 2020	120	80.00
For visible beautification of slums/old city areas, flyovers, public areas	200	127.29
For measures undertaken to reduce the level of dust in the air	125	79.56
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	76.38



\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1101.94</b>
Face to Face Citizen Feedback	880	820.48
From Other Sources	220	181.45
Swachhata App (Complaints and Resolution)	400	100.00



# MATHURA CANTONMENT BOARD UTTAR PRADESH



**Best Cantonment  
in 'Innovation &  
Best Practices'**



ODF Status	ODF
<b>Cantonment Board Rank</b>	
SS2019	SS2020
<b>#35</b>	<b>#11</b>
Overall Score (6000)	2909.02
Service Level Progress Score (1500)	527.93
Certification Score (1500)	200.00
Direct Observation Score (1500)	1098.81
Citizen Feedback Score (1500)	1082.28

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	424.00
1 Collection and Transportation	500	312.00
2 Processing and Disposal	700	20.00
3 Sustainable Sanitation	500	40.00
4 IEC Behavior Change	160	0.00
5 Capacity Building	60	0.00
6 Innovation and Best Practices	80	52.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	35
2 Citizen Led Innovation	30	17

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1098.81</b>
For Cleanliness of residential and Commercial Area	240	240.00
For clean and user friendly CT/PT	270	168.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	87.90
For visible beautification of slums/old city areas, flyovers, public areas	200	40.00
For measures undertaken to reduce the level of dust in the air	125	50.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	87.90

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1082.28</b>
Face to Face Citizen Feedback	880	831.40
From Other Sources	220	150.70
Swachhata App (Complaints and Resolution)	400	100.18



# MHOW CANTONMENT BOARD MADHYA PRADESH



**Best 'Self-Sustainable'  
Cantonment Board**



**Sustainability Score = 1149.92**

Sub Indicators of Sustainability	Maximum Score*	Score of the City
GFC Score	1000	0.00
ODF Score	500	200.00
SLP (Section 1 + Section 2 + Section 3)	1700	949.92
Total Score	3200	1149.92

Self Sustainable score is based on the scores obtained by the city in the above mentioned indicators.

ODF Status	ODF
<b>Cantonment Board Rank</b>	
SS2019	SS2020
<b>#22</b>	<b>#7</b>
Overall Score (6000)	2980.03
Service Level Progress Score (1500)	864.73
Certification Score (1500)	200.00
Direct Observation Score (1500)	994.44
Citizen Feedback Score (1500)	920.86





Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1196.82
1 Collection and Transportation	500	418.67
2 Processing and Disposal	700	386.85
3 Sustainable Sanitation	500	144.40
4 IEC Behavior Change	160	135.90
5 Capacity Building	60	60.00
6 Innovation and Best Practices	80	51.00

\*[ Each quarter evaluation is for 2000 Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>994.44</b>
For Cleanliness of residential and Commercial Area	240	165.00
For clean and user friendly CT/PT	270	201.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	99.44
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	141.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	42.00
For measures undertaken to reduce the level of dust in the air	125	71.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	80.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>920.86</b>
Face to Face Citizen Feedback	880	717.80
From Other Sources	220	179.44
Swachhata App (Complaints and Resolution)	400	23.62





# DEHUROAD CANTONMENT BOARD MAHARASHTRA



**Fastest Mover'  
Cantonment  
Board**

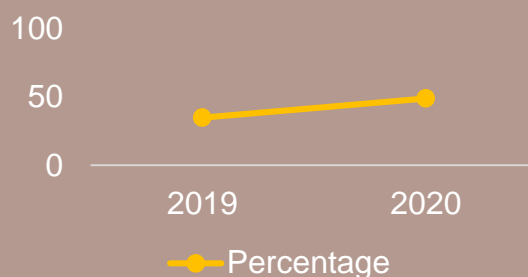


ODF Status	ODF
<b>Cantonment Board Rank</b>	
SS2019	SS2020
<b>#40</b>	<b>#8</b>
Overall Score (6000)	2942.98
Service Level Progress Score (1500)	690.44
Certification Score (1500)	200.00
Direct Observation Score (1500)	1069.57
Citizen Feedback Score (1500)	982.97

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	968.00
1 Collection and Transportation	500	403.00
2 Processing and Disposal	700	280.00
3 Sustainable Sanitation	500	150.00
4 IEC Behavior Change	160	40.00
5 Capacity Building	60	60.00
6 Innovation and Best Practices	80	35.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

## YoY Performance of the Cantt.







Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1069.57</b>
For Cleanliness of residential and Commercial Area	240	215.00
For clean and user friendly CT/PT	270	203.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	0.00
For cleanliness of vegetable/fruit and meat/fish market	150	150.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	133.00
For art work around Swachh Survekshan 2020	120	85.57
For visible beautification of slums/old city areas, flyovers, public areas	200	73.00
For measures undertaken to reduce the level of dust in the air	125	90.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>982.97</b>
Face to Face Citizen Feedback	880	842.21
From Other Sources	220	140.48
Swachhata App (Complaints and Resolution)	400	0.28







# **Innovation & Best Practices: Best Citizen Led Initiatives**



# Innovation & Best Practices: Best Citizen Led Initiatives

Sl.No.	Award Category	Name of the ULB
1	Best citizen led Initiative - Overall	Ujjain
2	Best citizen led Initiative - >1 Lakh cities	Karimnagar
3	Best citizen led Initiative - <1 Lakh Cities	Sihora

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# MUNICIPAL CORPORATION UJJAIN MADHYA PRADESH



**Best citizen led  
Initiative  
(Overall)**



Star Rating



ODF Status	ODF++
<b>National Rank</b>	
SS2019	SS2020
<b>#4</b>	<b>#20</b>
Overall Score (6000)	4826.53
Service Level Progress Score (1500)	1281.76
Certification Score (1500)	1100.00
Direct Observation Score (1500)	1169.00
Citizen Feedback Score (1500)	1275.77

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1798.80
1 Collection and Transportation	500	458.10
2 Processing and Disposal	700	630.00
3 Sustainable Sanitation	500	464.70
4 IEC Behavior Change	160	133.50
5 Capacity Building	60	55.50
6 Innovation and Best Practices	80	57.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	27
2 Citizen Led Innovation	30	30

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1169.00</b>
For Cleanliness of residential and Commercial Area	240	226.00
For clean and user friendly CT/PT	270	235.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	138.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	141.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	89.00
For measures undertaken to reduce the level of dust in the air	125	65.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	80.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1275.77</b>
Face to Face Citizen Feedback	880	850.98
From Other Sources	220	215.03
Swachhata App (Complaints and Resolution)	400	209.76





# MUNICIPAL CORPORATION KARIMNAGAR TELANGANA



**Best citizen led  
Initiative**  
(>1 Lakh Population)



ODF Status	ODF+
<b>National Rank</b>	
SS2019	SS2020
<b>#99</b>	<b>#101</b>
Overall Score (6000)	3602.16
Service Level Progress Score (1500)	872.32
Certification Score (1500)	300.00
Direct Observation Score (1500)	1358.30
Citizen Feedback Score (1500)	1071.54

Indicator Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks	2000	1591.13
1 Collection and Transportation	500	428.94
2 Processing and Disposal	700	438.44
3 Sustainable Sanitation	500	496.00
4 IEC Behavior Change	160	138.00
5 Capacity Building	60	24.75
6 Innovation and Best Practices	80	65.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	38.00
2 Citizen Led Innovation	30	27.00

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1358.30</b>
For Cleanliness of residential and Commercial Area	240	192.00
For clean and user friendly CT/PT	270	252.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	125.00
For cleanliness of vegetable/fruit and meat/fish market	150	145.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	150.00
For art work around Swachh Survekshan 2020	120	100.00
For visible beautification of slums/old city areas, flyovers, public areas	200	181.11
For measures undertaken to reduce the level of dust in the air	125	113.19
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	100.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1071.54</b>
Face to Face Citizen Feedback	880	773.58
From Other Sources	220	197.93
Swachhata App (Complaints and Resolution)	400	100.03





# NAGAR PALIKA SIHORA MADHYA PRADESH



**Best citizen led  
Initiative**

(<1 Lakh Population)



ODF Status	ODF++
<b>West Zone Rank</b>	
SS2019	SS2020
<b>#960</b>	<b>#192</b>
Overall Score (6000)	3339.33
Service Level Progress Score (1500)	698.88
Certification Score (1500)	500.00
Direct Observation Score (1500)	1077.00
Citizen Feedback Score (1500)	1063.45

Indicator	Wise Scores for Service Level Progress	Maximum Score*	Score of the City
Total SLP Marks		2000	1149.85
1	Collection and Transportation	500	401.60
2	Processing and Disposal	700	131.25
3	Sustainable Sanitation	500	390.00
4	IEC Behavior Change	160	123.90
5	Capacity Building	60	38.10
6	Innovation and Best Practices	80	65.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]







Sub Indicators of Innovation and Best Practices	Maximum Score*	Score of the City
1 ULB Led Innovation	50	40.00
2 Citizen Led Innovation	30	25.00

Direct Observation	Maximum Score	Score of the City
<b>Total Direct Observation Score</b>	<b>1500</b>	<b>1077.00</b>
For Cleanliness of residential and Commercial Area	240	186.00
For clean and user friendly CT/PT	270	229.00
Score of the city for prominently displaying the SBM messages in CT/PT	125	75.00
For cleanliness of vegetable/fruit and meat/fish market	150	137.00
For clean catchment area of transport hubs/ Bus stations/Depots/Railway station/airport	150	91.00
For art work around Swachh Survekshan 2020	120	120.00
For visible beautification of slums/old city areas, flyovers, public areas	200	75.00
For measures undertaken to reduce the level of dust in the air	125	44.00
For zero tolerance on encroachment around storm water drains and water bodies in the city	120	120.00

\*[ Each quarter evaluation is for 2000, Q1+Q2+Q3=6000. 25% of 6000= 1500 Marks]

Citizen Feedback Score of the City	Maximum Score	Score of the City
<b>Total Citizen Feedback Score</b>	<b>1500</b>	<b>1063.45</b>
Face to Face Citizen Feedback	880	820.82
From Other Sources	220	199.62
Swachhata App (Complaints and Resolution)	400	43.01





# Best Ganga Town



# Best Ganga Town

Assessment of 97 Ganga Towns was undertaken to measure the cleanliness in and around Ghats. The survey was executed using direct observation method, focused on 11 major parameters. Following are the top three Ganga Towns :

Sl.No.	Award Category	Name of the ULB
1	Best Ganga Town - No.1 (Above 1 Lakh Population)	Varanasi
2	Best Ganga Town - No.1 (50,000-1 Lakh Population)	Kannauj
3	Best Ganga Town - No.1 (Below 50,000 Population)	Chunnar



# NAGAR NIGAM VARANASI UTTAR PRADESH



**Best Ganga  
Town**

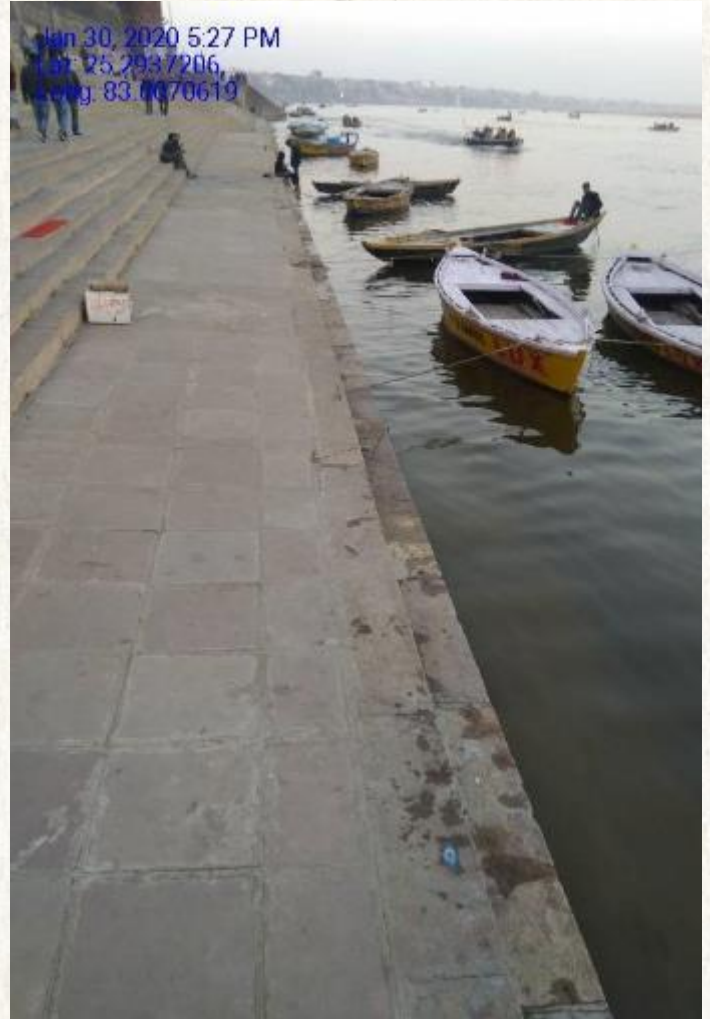
**(Above 1 Lakh  
Population)**

S.N.	Description	Marks Obtained
1	Presence of open dump sites near Ghats or on riverbanks.	10.00
2	GVPs near Ghats or on riverbanks.	10.00
3	Availability and accessibility of Anti-Littering messages / hoarding to the citizens.	10.00
4	Placement of Twin Litter bins in every 50 meters on the Ghats.	10.00
5	If Solid waste floating on river Ganga	10.00
6	Availability of trash cleaners to trap the solid waste floating on river surface	06.67
7	Sweeping & Cleaning arrangements	10.00
8	Availability of Municipal Solid Waste processing plant.	10.00
9	Nullahs & Screens (Nullahs discharging into rivers; installation of screen on nullahs and if nullah screens are choked)	10.00
<b>Total Marks</b>		<b>86.67</b>





# Glimpse of Varanasi





# NAGAR PALIKA PARISHAD KANNAUJ UTTAR PRADESH



**Best Ganga  
Town**

**(50,000 – 1 Lakh  
Population)**

S.N.	Description	Marks Obtained
1	Presence of open dump sites near Ghats or on riverbanks.	10.00
2	GVPs near Ghats or on riverbanks.	10.00
3	Availability and accessibility of Anti-Littering messages / hoarding to the citizens.	10.00
4	Placement of Twin Litter bins in every 50 meters on the Ghats.	10.00
5	If Solid waste floating on river Ganga	10.00
6	Availability of trash cleaners to trap the solid waste floating on river surface	00.00
7	Sweeping & Cleaning arrangements	10.00
8	Availability of Municipal Solid Waste processing plant.	10.00
9	Nullahs & Screens (Nullahs discharging into rivers; installation of screen on nullahs and if nullah screens are choked)	10.00
<b>Total Marks</b>		<b>80.00</b>





# Glimpse of Kannauj





# NAGAR PALIKA PARISHAD CHUNAR UTTAR PRADESH



**Best Ganga  
Town**

**(Less than 50,000  
Population)**

S.N.	Description	Marks Obtained
1	Presence of open dump sites near Ghats or on riverbanks.	10.00
2	GVPs near Ghats or on riverbanks.	10.00
3	Availability and accessibility of Anti-Littering messages / hoarding to the citizens.	10.00
4	Placement of Twin Litter bins in every 50 meters on the Ghats.	00.00
5	If Solid waste floating on river Ganga	10.00
6	Availability of trash cleaners to trap the solid waste floating on river surface	10.00
7	Sweeping & Cleaning arrangements	10.00
8	Availability of Municipal Solid Waste processing plant.	10.00
9	Nullahs & Screens (Nullahs discharging into rivers; installation of screen on nullahs and if nullah screens are choked)	10.00
<b>Total Marks</b>		<b>80.00</b>





# Glimpse of Chunar





6

# State Ranking



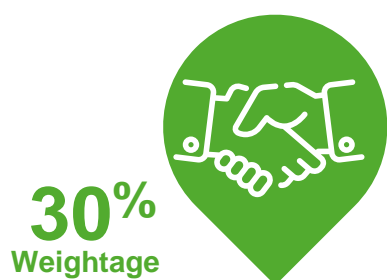
# 7. State Ranking

## Computation of State Ranking

Methodology for selecting best performing states has been framed after acknowledging following points:

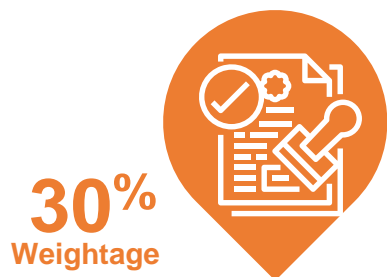
- Considering that states are at different levels of urbanization. States with more number ULBs faced a larger challenge in ensuring holistic development across all centers than states with lesser number of ULBs. Therefore, the analysis has to ensure that all states are comparable with each other.
- The computation method has also accommodated for the fact that states with more number of smaller ULBs had their own set of challenges which were different from those with primarily large cities with high density zones, and hence, not directly comparable.

The Computation Method for Selecting India's Best Performing State consists of three criteria, each of them has been explained below:



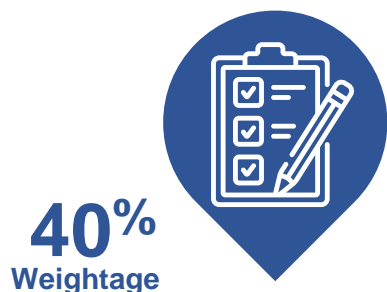
### A. Performance in Support from State to Cities

- Allotment & release of funds under SBM and utilization of the same.
- Procurement Through GeM or state level similar procurement portal.
- Percentage of mismatch between information / progress claimed by State and respective Cities.
- Setting up Emergency Response Sanitation Unit (ERSU)



### B. Performance in GFC Star Ratings and ODF

- Percentage of cities certified with at least 3 Star in GFC ratings.
- Percentage of cities certified at least ODF+/ODF++.



### C. Performance in SS2020



# Computation of State Ranking

## A. Performance in Support from State to Cities (1800 Marks)

Following are the areas of evaluation considered while calculating performance in support from state to cities:

### 1. Funds released by Central Government to the State Government (600 marks)

a) Total SBM funds allotted compared with percentage of funds released in the mission period.

Scoring Scheme (300 marks)		
Particulars	As on 30 <sup>th</sup> Sep 2019	As on 31 <sup>st</sup> Jan 2020
Funds released >95% funds allocated	300	275
Funds released 75 – 94% funds allocated	250	225
Funds released 50 – 74% funds allocated	200	175
Funds released 25 – 49% funds allocated	150	125
Funds released < 25% (but not zero) funds allocated	100	50

b.) Utilisation Certificate (UC) pending against amount of funds released.

Scoring Scheme (300 marks)	
Particulars	Received till 6 <sup>th</sup> March 2020
Amount not utilized/UC not received against <25% amount released	300
Amount not utilized/UC not received against 26-50% amount released	250
Amount not utilized/UC not received against 51-75% amount released	150
Amount not utilized/UC not received against >75% amount released	100

### 2. Funds released by Central Government to the State Government (600 marks)

Scoring Scheme (300 marks)	
Procurement done at least once by number of ULBs in the state	Till 31 <sup>st</sup> December 2019
>95% ULBs	300
80-94% ULBs	250
65-79% ULBs	200
50-64% ULBs	100
30-49% ULBs	50
<30% (but not Zero) ULBs	25



# Computation of State Ranking

## 3. Percentage of mismatch between information / progress claimed by State & Cities (600 marks)

This component evaluates the mismatch reported by State and respective ULBs / cities on

- Online & offline figures reported for IHHL (120 marks)
- Online & offline figures reported for CT/PT (120 marks)
- Aadhaar Seeding of beneficiaries (120 marks)
- SWM facilities (only Centralized compost facilities) reported by state and city (120 marks)
- Progress on MIS parameters on (120 marks):
  - I. Door to Door Collection
  - II. Source Segregation
  - III. Waste Processing indicators

Assessment Parameter	Progress
<5% mismatch	120
6%-10% mismatch	100
11%-20% mismatch	80
21%-30% mismatch	60
31%-40% mismatch	40
40%-50% mismatch	30
>50% & <90% mismatch	20
>90% mismatch	0

## 4. Setting-up ERSU in Cities/ULBs (300 marks)

Performance Areas:	Marks
>95% ULBs have set-up and operationalized ERSU	300
80-95% ULBs have set-up and operationalized ERSU	260
65-79% ULBs have set-up and operationalized ERSU	220
50-64% ULBs have set-up and operationalized ERSU	180
35-49% ULBs have set-up and operationalized ERSU	140
<35% (but not zero) ULBs have set-up and operationalized ERSU	100



# Computation of State Ranking

## B. Performance in GFC Star Rating and ODF (1800 Marks)

Areas of evaluation considered while calculating performance of State in GFC Star Rating and ODF are given below:

### 1. Percentage of cities in the State certified with 3 Star or above GFC Rating (1000 marks)

Performance Areas:	Marks
>30% cities are 3 or above Stars	1,000
25-30% cities are 3 or above Stars	900
20-24% cities are 3 or above Stars	800
15-19% cities are 3 or above Stars	700
10-14% cities are 3 or above Stars	600
5-9% cities are 3 or above Stars	500
1-4% cities are 3 or above Stars	200
<1% (but not zero) cities are 3 or above Stars	100

### 2. Percentage of cities in the State certified with ODF+/ODF++\* (800 marks)

Performance Areas:	Marks
100% cities are ODF+/ODF++	800
85-99% cities are ODF+/ODF++	700
70-84% cities are ODF+/ODF++	600
55-69% cities are ODF+/ODF++	500
40-54% cities are ODF+/ODF++	400
25-39% cities are ODF+/ODF++	300
15-24% cities are ODF+/ODF++	200
<15% (but not zero) cities are ODF+/ODF++	100

*\*Note: Water+ will also be counted here.*



# Computation of State Ranking

## C. Performance in Swachh Survekshan-2020 (2400 Marks)

To evaluate the performance of states in Swachh Survekshan 2020, a methodology was designed which accommodated for differential rate of urbanization across states as well as normalising the analysis metric by using relative ranking instead of actual scores. Details for the same are given below:

**Step1:** All the ULBs that participated in SS2020 were divided into following six sets according to the population:

Category	No. of ULBs
<b>Greater than 10 lakhs</b>	46
<b>3 – 10 lakhs</b>	89
<b>1 – 3 lakhs</b>	280
<b>50,000 to 1 lakh</b>	491
<b>25,000 to 50,000</b>	942
<b>Less than 25,000</b>	2243

*Note: Union Territories (UTs), other than Delhi, and Cantonment Boards were not included in either of the lists and were not used in this analysis.*

**Step 2:** Each ULB (from each of the six category) were then given an inverse rank. For example, in the > 10 lakhs category, the highest ranked ULB was given a value of 46, the second highest given 45, and so on. Similarly, in the 3 – 10 lakhs category, the highest ranked ULB got a value of 91, the second highest got 90, and so on.

**Step 3:** These rank-based scores were then multiplied by weightages derived on the basis of the relative share of urban population living in cities and towns within each population category, as follows:

Category	Share of Urban Population	Weightage Multiplier
<b>Greater than 10 lakhs</b>	36.3%	0.363
<b>3 – 10 lakhs</b>	15.6%	0.156
<b>1 – 3 lakhs</b>	15.3%	0.153
<b>50,000 to 1 lakh</b>	11.3%	0.113
<b>25,000 to 50,000</b>	11.0%	0.110
<b>Less than 25,000</b>	10.6%	0.106

**Step 4:** The weighted rank-based scores for each category of ULBs for each state was then added together and then averaged by dividing with the state's total number of ULBs. This made the all the state-specific scores comparable to each other.



# State Ranking

SS2020 Rank	State Name	Performance in Support from State to Cities	Performance in GFC Star Rating and ODF	Performance in SS2020	Total Marks
1	Chhattisgarh	1563.3	1300.0	430.2	3293.5
2	Maharashtra	1303.3	1300.0	392.0	2995.3
3	Madhya Pradesh	1103.3	900.0	354.7	2358.0
4	Jharkhand	1053.3	900.0	372.1	2325.4
5	Gujarat	1180.0	800.0	328.4	2308.4
6	Andhra Pradesh	1195.0	300.0	291.1	1786.1
7	Uttar Pradesh	1010.0	500.0	257.9	1767.9
8	Haryana	978.3	500.0	280.4	1678.7
9	Punjab	1091.6	300.0	244.9	1636.6
10	Odisha	1038.3	100.0	214.9	1353.2
11	Rajasthan	981.6	100.0	182.2	1263.9
12	Uttarakhand	948.3	100.0	181.6	1230.0
13	Sikkim	833.3	300.0	89.5	1222.8
14	Assam	1050.0	100.0	67.7	1217.7
15	Tamil Nadu	983.3	0.00	147.6	1131.0
16	Himachal Pradesh	921.6	100.0	103.1	1124.7
17	Goa	851.6	0.0	176.9	1028.5
18	Telangana	728.3	100.0	186.4	1014.8
19	Nagaland	903.3	0.0	69.7	973.1
20	Manipur	863.3	0.0	84.3	947.6
21	Karnataka	688.3	100.0	152.3	940.6
22	Arunachal Pradesh	823.3	0.0	14.9	837.4
23	Tripura	770.0	0.0	63.5	833.5
24	Bihar	711.6	0.0	48.7	760.4
25	Mizoram	666.6	0.0	61.5	728.2
26	Meghalaya	703.3	0.0	10.7	714.0
27	Kerala	588.3	0.0	72.9	661.2



# State Awardees

## State Awardees (More than 100 ULBs)

Name of Awards	State
Best Performing State - No.1	Chhattisgarh
Best Performing State - No.2	Maharashtra
Best Performing State - No.3	Madhya Pradesh
Fastest Mover State	Odisha

## State Awardees (Less than 100 ULBs)

Name of Awards	State
Best Performing State - No.1	Jharkhand
Best Performing State - No.2	Haryana
Best Performing State - No.3	Uttarakhand
Fastest Mover State	Assam



# CHHATTISGARH



**Winner India's  
Best Performing  
State**  
(>100 ULBs)



**Total Number of ULBs = 165**

State Rank		
SS2018	SS2019	SS2020
#3	#1	#1
Overall Score (6000)	3293.5	
Performance in Support from State to Cities (1800)	1563.3	
Performance in GFC Star Rating and ODF (1800)	1300.0	
Performance in Swachh Survekshan-2020 (2400)	430.2	

Performance in Support from State to Cities	Score of State
<b>Total Score</b>	<b>1563.3</b>
Score of the state based on allotment & release of funds under SBM and utilization of the same.	600.0
Procurements made by ULBs through GeM or State level similar centralized procurement portal	250.0
Score of the state computed considering percentage of mismatch between information / progress claimed by the State and respective Cities	413.3
Score of the State for setting up ERSU in every city / ULB	300.0







Performance in GFC Star Rating and ODF	Score of State
<b>Total Score</b>	<b>1300.0</b>
Score achieved by state for percentage of cities certified with at least 3 Star in GFC ratings	500.0
Score of state for percentage of cities certified at least ODF+/ODF++	800.0



Performance in Swachh Survekshan-2020	Score of State
<b>Total Score</b>	<b>430.2</b>
Score in population category : Greater than 10 lakhs	9.8
Score in population category : 3 – 10 lakhs	12.1
Score in population category : 1 – 3 lakhs	40.4
Score in population category : 50,000 to 1 lakh	50.3
Score in population category : 25,000 to 50,000	95.2
Score in population category : Less than 25,000	222.2

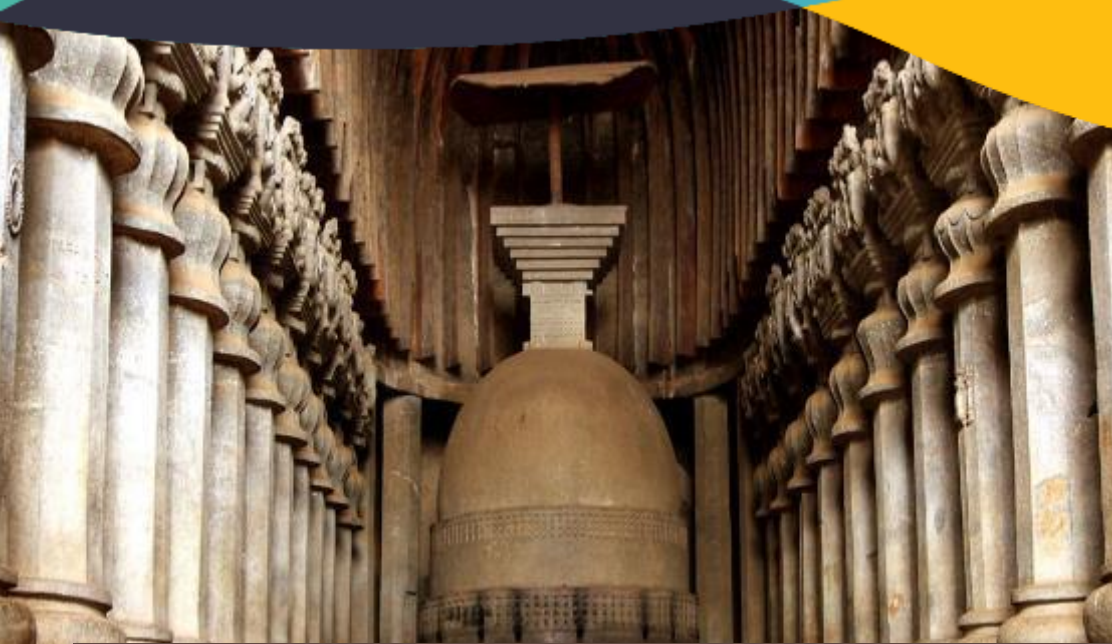




# MAHARASHTRA



**Winner India's  
Best Performing  
State**  
(>100 ULBs)



**Total Number of ULBs = 384**

State Rank		
SS2018	SS2019	SS2020
#2	#3	#2
Overall Score (6000)		2995.3
Performance in Support from State to Cities (1800)		1303.3
Performance in GFC Star Rating and ODF (1800)		1300.0
Performance in Swachh Survekshan-2020 (2400)		392.0

Performance in Support from State to Cities	Score of State
<b>Total Score</b>	<b>1303.3</b>
Score of the state based on allotment & release of funds under SBM and utilization of the same.	500.0
Procurements made by ULBs through GeM or State level similar centralized procurement portal	250.0
Score of the state computed considering percentage of mismatch between information / progress claimed by the State and respective Cities	453.3
Score of the State for setting up ERSU in every city / ULB	100.0







### Performance in GFC Star Rating and ODF

#### Score of State

#### Total Score

1300.0

Score achieved by state for percentage of cities certified with at least 3 Star in GFC ratings

600.0

Score of state for percentage of cities certified at least ODF+/ODF++

700.0



### Performance in Swachh Survekshan-2020

#### Score of State

#### Total Score

392.0

Score in population category : Greater than 10 lakhs

9.8

Score in population category : 3 – 10 lakhs

10.3

Score in population category : 1 – 3 lakhs

37.0

Score in population category : 50,000 to 1 lakh

48.9

Score in population category : 25,000 to 50,000

89.2

Score in population category : Less than 25,000

196.8





# MADHYA PRADESH



**Winner India's  
Best Performing  
State**  
(>100 ULBs)



**Total Number of ULBs = 378**

State Rank		
SS2018	SS2019	SS2020
#4	#4	#3
Overall Score (6000)	2358.0	
Performance in Support from State to Cities (1800)	1103.3	
Performance in GFC Star Rating and ODF (1800)	900.0	
Performance in Swachh Survekshan-2020 (2400)	354.7	

Performance in Support from State to Cities	Score of State
<b>Total Score</b>	<b>1103.3</b>
Score of the state based on allotment & release of funds under SBM and utilization of the same.	550.0
Procurements made by ULBs through GeM or State level similar centralized procurement portal	100.0
Score of the state computed considering percentage of mismatch between information / progress claimed by the State and respective Cities	353.3
Score of the State for setting up ERSU in every city / ULB	100.0







## Performance in GFC Star Rating and ODF

Score of State

### Total Score

900.0

Score achieved by state for percentage of cities certified with at least 3 Star in GFC ratings

200.0

Score of state for percentage of cities certified at least ODF+/ODF++

700.0



## Performance in Swachh Survekshan-2020

Score of State

### Total Score

354.7

Score in population category : Greater than 10 lakhs

13.4

Score in population category : 3 – 10 lakhs

13.1

Score in population category : 1 – 3 lakhs

35.2

Score in population category : 50,000 to 1 lakh

44.8

Score in population category : 25,000 to 50,000

76.8

Score in population category : Less than 25,000

171.2





# ODISHA



**Fastest Mover  
State**  
(>100 ULBs)



**Total Number of ULBs = 114**

State Rank		
SS2018	SS2019	SS2020
#22	#16	#10
Overall Score (6000)		1353.2
Performance in Support from State to Cities (1800)		1038.3
Performance in GFC Star Rating and ODF (1800)		100.0
Performance in Swachh Survekshan-2020 (2400)		214.9

Performance in Support from State to Cities	Score of State
<b>Total Score</b>	<b>1038.3</b>
Score of the state based on allotment & release of funds under SBM and utilization of the same.	500.0
Procurements made by ULBs through GeM or State level similar centralized procurement portal	25.0
Score of the state computed considering percentage of mismatch between information / progress claimed by the State and respective Cities	413.3
Score of the State for setting up ERSU in every city / ULB	100.0







Performance in GFC Star Rating and ODF	Score of State
<b>Total Score</b>	<b>100.0</b>
Score achieved by state for percentage of cities certified with at least 3 Star in GFC ratings	0.0
Score of state for percentage of cities certified at least ODF+/ODF++	100.0

Performance in Swachh Survekshan-2020	Score of State
<b>Total Score</b>	<b>214.9</b>
Score in population category : Greater than 10 lakhs	0.0
Score in population category : 3 – 10 lakhs	5.5
Score in population category : 1 – 3 lakhs	14.1
Score in population category : 50,000 to 1 lakh	25.5
Score in population category : 25,000 to 50,000	48.3
Score in population category : Less than 25,000	121.4





# JHARKHAND



**Winner India's  
Best Performing  
State**

(<100 ULBs)



**Total Number of ULBs = 41**

State Rank		
SS2018	SS2019	SS2020
#1	#2	#4
Overall Score (6000)		2325.4
Performance in Support from State to Cities (1800)		1053.3
Performance in GFC Star Rating and ODF (1800)		900.0
Performance in Swachh Survekshan-2020 (2400)		372.1

Performance in Support from State to Cities	Score of State
<b>Total Score</b>	<b>1053.3</b>
Score of the state based on allotment & release of funds under SBM and utilization of the same.	550.0
Procurements made by ULBs through GeM or State level similar centralized procurement portal	50.0
Score of the state computed considering percentage of mismatch between information / progress claimed by the State and respective Cities	453.3
Score of the State for setting up ERSU in every city / ULB	0.0







### Performance in GFC Star Rating and ODF

#### Score of State

#### Total Score

900.00

Score achieved by state for percentage of cities certified with at least 3 Star in GFC ratings

200.00

Score of state for percentage of cities certified at least ODF+/ODF++

700.00



### Performance in Swachh Survekshan-2020

#### Score of State

#### Total Score

372.1

Score in population category : Greater than 10 lakhs

5.6

Score in population category : 3 – 10 lakhs

13.5

Score in population category : 1 – 3 lakhs

28.2

Score in population category : 50,000 to 1 lakh

40.5

Score in population category : 25,000 to 50,000

81.0

Score in population category : Less than 25,000

203.0





# HARYANA



**Winner India's  
Best Performing  
State**  
(<100 ULBs)



**Total Number of ULBs = 80**

State Rank		
SS2018	SS2019	SS2020
#10	#9	#8
Overall Score (6000)		1678.7
Performance in Support from State to Cities (1800)		898.3
Performance in GFC Star Rating and ODF (1800)		500.0
Performance in Swachh Survekshan-2020 (2400)		280.4

Performance in Support from State to Cities	Score of State
<b>Total Score</b>	<b>898.3</b>
Score of the state based on allotment & release of funds under SBM and utilization of the same.	500.0
Procurements made by ULBs through GeM or State level similar centralized procurement portal	25.0
Score of the state computed considering percentage of mismatch between information / progress claimed by the State and respective Cities	373.3
Score of the State for setting up ERSU in every city / ULB	0.0







Performance in GFC Star Rating and ODF	Score of State
<b>Total Score</b>	<b>500.0</b>
Score achieved by state for percentage of cities certified with at least 3 Star in GFC ratings	200.0
Score of state for percentage of cities certified at least ODF+/ODF++	300.0



Performance in Swachh Survekshan-2020	Score of State
<b>Total Score</b>	<b>280.4</b>
Score in population category : Greater than 10 lakhs	3.6
Score in population category : 3 – 10 lakhs	9.6
Score in population category : 1 – 3 lakhs	26.7
Score in population category : 50,000 to 1 lakh	28.9
Score in population category : 25,000 to 50,000	61.7
Score in population category : Less than 25,000	149.8





# UTTARAKHAND



**Winner India's  
Best Performing  
State**  
(<100 ULBs)



**Total Number of ULBs = 87**

State Rank		
SS2018	SS2019	SS2020
<b>#12</b>	<b>#18</b>	<b>#12</b>
Overall Score (6000)		1230.0
Performance in Support from State to Cities (1800)		948.3
Performance in GFC Star Rating and ODF (1800)		100.0
Performance in Swachh Survekshan-2020 (2400)		181.6

Performance in Support from State to Cities	Score of State
<b>Total Score</b>	<b>948.3</b>
Score of the state based on allotment & release of funds under SBM and utilization of the same.	500.0
Procurements made by ULBs through GeM or State level similar centralized procurement portal	25.0
Score of the state computed considering percentage of mismatch between information / progress claimed by the State and respective Cities	323.3
Score of the State for setting up ERSU in every city / ULB	100.0







Performance in GFC Star Rating and ODF	Score of State
<b>Total Score</b>	<b>100.0</b>
Score achieved by state for percentage of cities certified with at least 3 Star in GFC ratings	0.0
Score of state for percentage of cities certified at least ODF+/ODF++	100.0



Performance in Swachh Survekshan-2020	Score of State
<b>Total Score</b>	<b>181.6</b>
Score in population category : Greater than 10 lakhs	0.0
Score in population category : 3 – 10 lakhs	6.8
Score in population category : 1 – 3 lakhs	20.6
Score in population category : 50,000 to 1 lakh	19.3
Score in population category : 25,000 to 50,000	37.1
Score in population category : Less than 25,000	97.6







**Fastest Mover  
State**  
(<100 ULBs)



**Total Number of ULBs = 95**

State Rank		
SS2018	SS2019	SS2020
#24	#26	#14
Overall Score (6000)		1217.7
Performance in Support from State to Cities (1800)		1050.0
Performance in GFC Star Rating and ODF (1800)		100.0
Performance in Swachh Survekshan-2020 (2400)		67.7

Performance in Support from State to Cities	Score of State
<b>Total Score</b>	<b>1050.0</b>
Score of the state based on allotment & release of funds under SBM and utilization of the same.	550.0
Procurements made by ULBs through GeM or State level similar centralized procurement portal	0.0
Score of the state computed considering percentage of mismatch between information / progress claimed by the State and respective Cities	400.0
Score of the State for setting up ERSU in every city / ULB	100.0







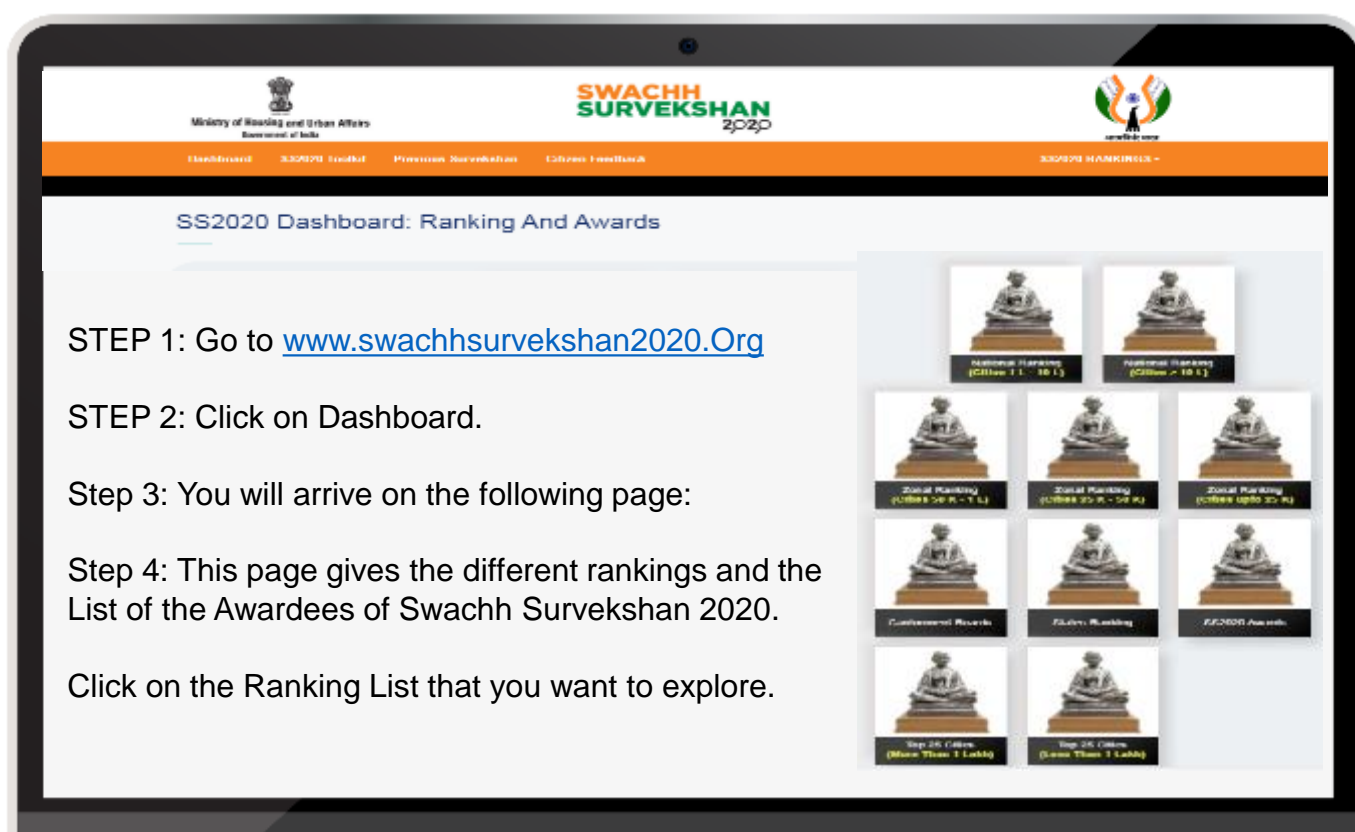
Performance in GFC Star Rating and ODF	Score of State
<b>Total Score</b>	<b>100.0</b>
Score achieved by state for percentage of cities certified with at least 3 Star in GFC ratings	0.0
Score of state for percentage of cities certified at least ODF+/ODF++	100.0

Performance in Swachh Survekshan-2020	Score of State
<b>Total Score</b>	<b>67.7</b>
Score in population category : Greater than 10 lakhs	0.0
Score in population category : 3 – 10 lakhs	0.9
Score in population category : 1 – 3 lakhs	3.8
Score in population category : 50,000 to 1 lakh	7.6
Score in population category : 25,000 to 50,000	15.9
Score in population category : Less than 25,000	39.4





# Dashboard 2020



## Swachh Pledge

Mahatma Gandhi dreamt of an India which was not only free but also clean and developed. Mahatma Gandhi secured freedom for Mother India.

- Now it is our duty to serve Mother India by keeping the country neat and clean.
- I take this pledge that I will remain committed towards cleanliness and devote time for this.
- I will devote 100 hours per year that is two hours per week to voluntary work for cleanliness. I will neither litter nor let others litter.
- I will initiate the quest for cleanliness with myself, my family, my locality, my village and my work place.
- I believe that the countries of the world that appear clean are so because their citizens don't indulge in littering nor do they allow it to happen.
- With this firm belief, I will propagate the message of Swachh Bharat Mission in villages and towns.
- I will encourage 100 other persons to take this pledge which I am taking today.
- I will endeavour to make them devote their 100 hours for cleanliness.
- I am confident that every step I take towards cleanliness will help in making my country clean.





# SWACHH SURVEKSHAN 2020

WORLD'S LARGEST URBAN SANITATION SURVEY