



# **Study on Development of Cleanliness Index for Cities**

## **Final Report**

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Team Leader

**Disclaimer**

*This study focuses on cleanliness of a city from the perspective of tourists who might use any of the facilities available at the place visited by them. The methodology for this study was designed to capture cleanliness mainly at places visited by the tourists making this study different from other studies with similar nomenclature. The study has delved deeper on the cleanliness parameters, which are necessary for a city to be considered clean. These specific indicators of various parameters may not be noticed by a casual visitor who may not observe some aspects of cleanliness at the places visited by them or may not use some facilities available at the destinations or market places visited by them.*

*Therefore, the cleanliness scores and ranks of cities presented in this report are not comparable with other studies.*

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## **Executive Summary**

### **Introduction**

India has a tradition of making its' guests feel at home. However, the tourists often find the places visited by them lacking in cleanliness. In order to promote cleanliness in general and places visited by tourists in particular, the Ministry of Tourism, Government of India initiated campaigns like "Campaign Clean India" and "Atithi Devo Bhawah" to integrate the concept of cleanliness with the underlying theme of making the tourists feel at home. Special drives were also undertaken in past to sensitize the citizens about the cleanliness.

A common consensus is emerging all agencies associated with the tourism about an urgent need to take up interventions at various levels involving different stakeholders to keep places frequented by tourists clean to an acceptable level. Though, various stakeholders are contributing towards cleanliness, there is lack of a mechanism to track the status of the cities on cleanliness especially destinations. In the absence of such a mechanism, it is difficult to recognize cities performing well on cleanliness. This study is an effort towards the same.

The objective of the study is to develop cleanliness index for one city of tourist importance from each state/ union territory and document the process of developing the index so that it can be replicated in subsequent years.

The study was planned for 35 cities, one from each state/ Union Territory of the country. However, the study covered 36 cities as a new state of Telangana was carved out from Andhra Pradesh between the period of commissioning of the study and start of data collection. The selected cities were decided in consultation with the client based on the footfall of tourists at different destinations in each state. The report uses the term city for all the cities and towns covered in the study. Out of the 36 cities covered in the study, 17 cities have a population of more than 10,00,000, 5 cities have a population of 5,00,000 to 10,00,000, 11 towns have a population of 1,00,000 to 500,000 and the rest 3 towns have a population of less than 1,00,000.

### **Methodology**

The study was conducted in 3 phases. A rigorous process was used to finalize the methodology for conducting the city. The methodology was discussed with the client at several levels on multiple occasions before finalization of the same.

In each selected city, the survey was conducted at top 10 destinations, 1 market place and up to 3 entry and exit points of the city. Selection of destinations, market place and entry/ exit points were done following the methodology used during pilot study.

The framework was designed keeping the core objective of preparing cleanliness index of the cities based on the places visited by tourists. The framework focused on capturing the data on current cleanliness at the study locations and preparedness of the city to sustain the cleanliness.

The study collected data through observation of the consultant's team, observation of tourists and locals, and interview with the officials of the ULB (Urban Local Bodies) and other bodies that influence cleanliness of the city directly or indirectly. While the observation of the consultant team provided inputs on cleanliness at the time of visit, observations of local persons provided input for a longer duration of time. The study used Observation Sheet, Tourist Schedule, Locals Schedule and ULB Schedule for collecting data.

The sample achieved sample sizes for were 438 for observation sheet, 6010 for tourist schedule, 2221 for local schedule and 67 for ULB schedule.

The cleanliness index has been developed through a composite score developed from a large number of indicators identified under 8 broad parameters. The parameters in this index are 1) Cleanliness of sewer and drainage, 2) Effectiveness of garbage collection and disposal 3) Cleanliness of Public Conveniences 4) Cleanliness around drinking water facility 5) Cleanliness around eateries 6) Cleanliness on ambience related aspects.

The study gave more importance to observation method in the study. Similarly, different parameters were also given different weights. The different responses on questions that measured varied degree of cleanliness were also given different importance. The detail of the methodology can be referred in the report.

The study uses color-coding for categorization of the cities based on the cleanliness index. The cities and even the parameters that have received a score of up to 30 has been categorized as Red, scores between 31 to 60 puts the cities in Black category, the scores between 61 and 80 puts the cities in Blue Category and scores above 80 puts the city in Green category.

## **Findings**

At an overall level, 17 cities are in Black category and the rest 19 are in Blue Category. Gangtok of Sikkim, Hyderabad of Telangana, Ahmedabad of Gujarat, Panaji of Goa and UT of Silvassa received high scores ranging between 76 and 68 on Cleanliness Index. Five cities receiving low scores on cleanliness Index are Raipur of Chhattisgarh, Deoghar of Jharkhand, Haridwar of Uttarakhand, Shillong of Meghalaya and UT of Puducherry. Raipur and Haridwar have received scores less than 50

Cleanliness of public conveniences was found to be poor across all the cities. The extent of gravity can be assessed with the fact that none of the city has reached to Blue category on cleanliness of Public Conveniences. Out of 36 cities, 4 cities are in Red category and 32 are in Black category. The Red Category cities are Raipur, Tawang, Kavaratti and Agartala. Among the Black Category cities, as many as most cities have received a cleanliness Index of an around 50+.

Some of the cities that were found to be having better cleanliness at relatively larger number of public conveniences are Panaji, Guwahati, Mumbai, Port Blair, Tirupati, Panchkula and Shimla.

The next important area of concern is Garbage collection and disposal. The study focused on garbage collection and disposal system at the tourist spots or places where survey was undertaken. The garbage collection and disposal at the city level has limited weightage. At an overall level, even this parameter is in Black category. Two cities namely Raipur and Kavaratti are in Red Category on this parameter. While 15 cities are in black category, 19 cities are in blue category. Raipur, Deoghar, Shillong, Haridwar and Agra are the 4 black and red category cities that received a score of less than 50 on cleanliness index.

Cleanliness around drinking water facility is also in Black category at an overall level. While one city namely Kohima is in Red Category, 19 cities are in Black and the rest in Blue Category. Of the 19 cities in Black category, 5 cities namely Tawang, Raipur, Kohima, Puducherry, Agra, Deoghar and Diu have received a cleanliness score of less than 50.

At an overall level, cleanliness status of sewers and drainages is in Blue Category. The cleanliness of the sewers and drainages has seasonality effect. The study was conducted in other non-rainy season and hence the study findings may be better compared to what it would have been if the study was conducted in rainy season. Raipur is the only city that is in Red category on this parameter. Among the other cities 21 are in Black category and the rest 14 are in Blue category. Chandigarh, Panaji,

Chennai, Hyderabad, Diu and Ahmedabad are some of the cities having scored better on cleanliness of sewers and drainages.

Cleanliness around eateries received a reasonably good score at an overall level for 36 cities. On this parameter, 8 cities are in Green category, 17 cities are in Blue category and the rest 11 cities are in Black category. Gangtok, Silvassa, Kavaratti, Guwahati, Ernakulam, Aizawl, Hyderabad and Tawang are in green category with respect to this parameter with a score ranging from as high as 98 to 82. Gangtok and Silvassa have received the scores of as high as 98 and 97 respectively.

The ambience around the places visited by the tourists has received a better rating with a score of 71 i.e. Blue categorization. Ten cities fall in green category on this parameter. The cities receiving top score on this parameter are Ahmedabad, Diu, Tirupati, Tawang, Panchkula, Gangtok, Panaji, Silvassa and Imphal. While 23 cities are in Blue category, 3 are in Black category. The cities that are in black category include Raipur, Puducherry and Haridwar.

## **Recommendations**

At a time when the country is riding high on Swachhata Abhiyan, the Ministry can take advantage of the opportunity of converging the various schemes and funds available for cleanliness to improve the cleanliness of tourist cities and can give more focus on pay and use toilets.

It appears that there is lack of guidelines on the minimum cleanliness levels to be maintained at the tourist spots. Similarly, there also seems to be absence or deficiency in processes for maintaining and monitoring the cleanliness at the tourist spot level. Initiatives intended to develop norms for cleanliness guidelines, adherence to guidelines and monitoring of adherence will go long way in improving the cleanliness of the tourist destinations.

Cleanliness assessment shall be considered an evolving phenomenon with time. The indicators used in parameters and importance to be given to different parameters shall be reviewed after every few years as more data set become available.



## **Chapter-I: Introduction and Methodology**

## Chapter-1

### Introduction and Methodology

#### 1.1 Introduction

India has a tradition of making its' guests feel at home. However, the tourists often find the places visited by them lacking in cleanliness. In order to promote cleanliness in general and places visited by tourists in particular, the Ministry of Tourism, Government of India initiated a campaign named "Campaign Clean India". In this campaign, substantial efforts have gone to integrate the concept of cleanliness with the underlying theme of making the tourists feel at home (guests are revered and welcome in the country) i.e. "Atithi Devo Bhawah" through the mass media campaigns. Special drives were also undertaken in past to sensitize the citizens about the cleanliness. This assumes special significance as tourism plays an important role in socio-economic progress through creation of jobs, enterprise, and infrastructure and revenue earnings.

Cleanliness in public places is of paramount concern for all agencies associated with the tourism. A common consensus is emerging about an urgent need to take up interventions at various levels involving different stakeholders to keep places frequented by tourists clean to an acceptable level. Various stakeholders are contributing towards cleanliness. In the absence of a mechanism to track the status of the cities especially destinations on cleanliness on a periodic basis, it is difficult to recognize contribution of various stakeholders, best practices followed and action areas.

The Ministry of Tourism commissioned a study to develop a suitable methodology for assessing cleanliness of the cities based on the places visited by the tourists and develop cleanliness index for one city selected from each state or union territory of the country. Most of the cities selected in the study are the one having highest footfall of tourists.

This study is expected to set norms for conducting regular assessments in subsequent years. The finding of the study is likely to be used for encouraging the best performers, and provide practical guidance to others for making improvements.

#### 1.2 Purpose / Objectives of the Study

The Core objective of the study is to develop cleanliness index for cities of tourist importance. The specific objectives of the assignment are

1. Developing a cleanliness index for one city from each state/ union territory
2. Developing and documenting appropriate parameters, parameter weights and scoring method to facilitate ranking of various cities/ towns in India
3. Undertake a comparative analysis of the level of cleanliness for the identified cities
4. Report the findings, prepare a database of the primary data and photographs

### 1.3 Coverage for the Study

The study was planned for 35 cities, one from each state/ Union Territory of the country. However, the study covered 36 cities as a new state of Telangana was carved out from Andhra Pradesh between the period of commissioning of the study and start of data collection. The study was conducted in 3 phases. While the Phase-I was used to firm up the methodology through a Pilot study, Phase-II and Phase-III was conducted to develop cleanliness index of the survey cities using the methodology approved by the Ministry. While the survey in 6 cities was conducted during Phase-I and Phase-II, 30 cities were covered in Phase-III.

The list of destinations, market place and entry/ exit points of all the cities covered in the study is available in the **Annexure-I**.

#### **Phase-I: Pilot Study**

The pilot study was conducted in six cities based on the initial methodology developed for the study.

The Ministry selected six cities for the Pilot study. Representation of different regions of the country, tourist footfall, cultural variability and variations in the nature of destinations in the selected cities were key factors influencing the choice of cities for the pilot study. The selected cities were as under:

Sl.	Region	State	City	Major Attractions
1	North and West	Himachal Pradesh	Shimla	Natural Beauty and Historical and Religious
2	North and West	Rajasthan	Ajmer	Historical and Religious
3	East and North East	Bihar	Patna	Historical and Religious
4	East and North East	Assam	Guwahati	Religious
5	South and Central	Andhra Pradesh	Tirupati	Religious
6	South and Central	Kerala	Ernakulam	Natural Beauty and Historical and Religious

During the Pilot Study, the survey was conducted at top 10 destinations, 1 market place and up to 3 entry and exit points of the city. Perception and knowledge of the government officials and local people associated with the industry about footfall of the tourists was used for selection of destinations, market place and entry and exit points. The survey could not be conducted at 3 entry or exit points in cities not having adequate number of such locations. Similarly cities that had less than 10 destinations the total sample size was covered in the available destinations.

The findings of the phase-I study was presented to the Ministry. At the time of presentation of the findings, there were suggestions for further refinement of the methodology.

### **Phase-II: Main Study 1**

The improvised schedule and methodology was used to conduct the study in the cities where Pilot study was conducted. The study covered same destinations, market place and entry and exit points. The methodology and findings of this study was also shared with the Ministry for approval of the methodology.

### **Phase-III: Main Study 2**

The approved methodology was used for conducting the study in other 30 cities, one each selected from the states/ union territories not covered during the Pilot study. During the Main Study also, the survey was conducted at top 10 destinations, 1 market place and up to 3 entry and exit points of the city. Selection of destinations, market place and entry/ exit points were done following the methodology used during pilot study.

## **1.4 Methodology**

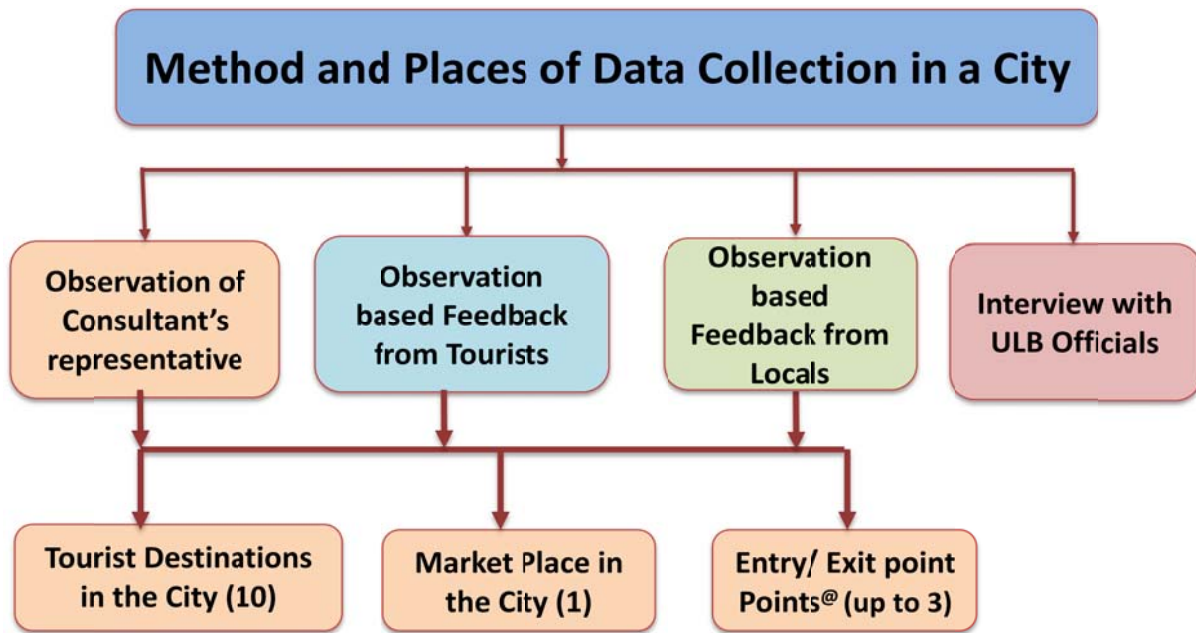
This section discusses about the broad framework adopted for the study. The information on respondents, parameters and indicators on which data was collected. Steps to arrive at the city level index have been discussed separately.

### **1.4.1 Study Framework**

The framework was designed keeping the core objective of preparing cleanliness index of the cities based on the places visited by tourists. The framework focused on capturing the data on current cleanliness at the study locations and preparedness of the city to sustain the cleanliness. The framework for the study is illustrated in the Figure 1.

The study collected data through observation of the consultant's team, observation of the respondents' and interview with the officials of the ULB (Urban Local Bodies) and other bodies that impact cleanliness of the city directly or indirectly. While the observation related data focused on status of the cleanliness, factual data focused on issues that impact current cleanliness of the city and preparedness to sustain the cleanliness.

Figure 1: Study Framework



*\*ULB stands for Urban Local Body or any other authority responsible for cleanliness of the city or places visited by the tourists*

*@ Entry/ Exit Point is being used as generic term for Railway Station, Bus Stand, Airports*

*Locals include local shopkeepers, employees other than Municipal officials working around the place of interview*

The observations related data were of two types – observation at the time of visit and opinion based on observations over a period of time. The data based on observations at the time of visit was collected through observations made by the consultant team member and interview with the tourists. The data on opinion based on the observations over a period of time was collected through interview with the local persons living or working near the survey locations.

In each city selected for the study, interviews were conducted at 10 destinations, 1 market place and up to 3 entry and exit points. As depicted in Figure 1, the data at each of these places were collected through observation and feedback based on observation of the consultant's representative, tourists and locals. The ULBs of any nature were contacted to get the information. Cities that had more than one ULB, all the ULBs under which any of the sampled destinations fell were interviewed. The destinations that had their own organization for managing cleanliness, these ULBs were also interviewed. At many places, it was found out that a body other than the municipal body was better suited for providing the information. In such scenarios, attempt was made to collect data from such bodies as well. Therefore, more than one ULB was also interviewed in some cities.

### 1.4.2 Schedules and Sources of Information

As per the approach followed for this study, four types of schedules were prepared in consultation with the client.

During the process of development of schedules, several rounds of pre-testing was done with a couple of interviews by the professionals in New Delhi. The draft schedules were further pre-tested in real life situation at tourist destinations and market place in Lucknow and Jaipur. This was like a simulation exercise to understand the challenges involved in conducting the study. Based on the experience in these two cities, the schedules were further improvised before using the same for Pilot Study. Schedules used during the Pilot Study was further refined after Pilot Study. The final schedules are in **Annexure-II**.

Various schedules used in the study are as under:

***Table 1.1: Schedules Used in the Study***

Sl.	Research Tool	Type of the tool	Source of Information
1.	Observation Sheet	Semi-structured	Consultant's representative
2.	Tourist Schedule	Structured	Tourists
3.	Locals schedule	Structured	Locals/ Shopkeepers/ employees, etc.
4.	ULB Schedule	Structured	Officials of ULBs/ organizations responsible for cleanliness of destinations

### 1.4.2 Sample Sizes

The planned and achieved sample sizes were as below:

***Table 1.2: Sample Size Planned vs. Achieved***

Sl.	Research Tool	Sample Sizes	
		Planned	Achieved
1.	Observation Sheet	504	438
2.	Tourist Schedule	6480	6010
3.	Locals schedule	2520	2221
4.	ULB Schedule	180	67
<b>Total</b>		<b>9684</b>	<b>8736</b>

## 1.5 Parameters Identified

The parameters and indicators were finalized in consultation with the client. Based on the secondary research, discussion with the expert and the client, it was decided to capture the cleanliness of the city through the following parameters:

Sl.	Parameters for Assessing Cleanliness Status	No. of Indicators			
		Observation Sheet	Tourist Schedule	Local Schedule	ULB
1	Cleanliness of sewer / drainage	5	1	7	9
2	Effectiveness of garbage collection and disposal system	7	2	2	5
3	Cleanliness of public conveniences	19	8	2	5
4	Cleanliness around drinking water facility	4	1	3	3
5	Cleanliness around eateries	2	1	1	1
6	Cleanliness on Ambience related aspects	12	3	4	9

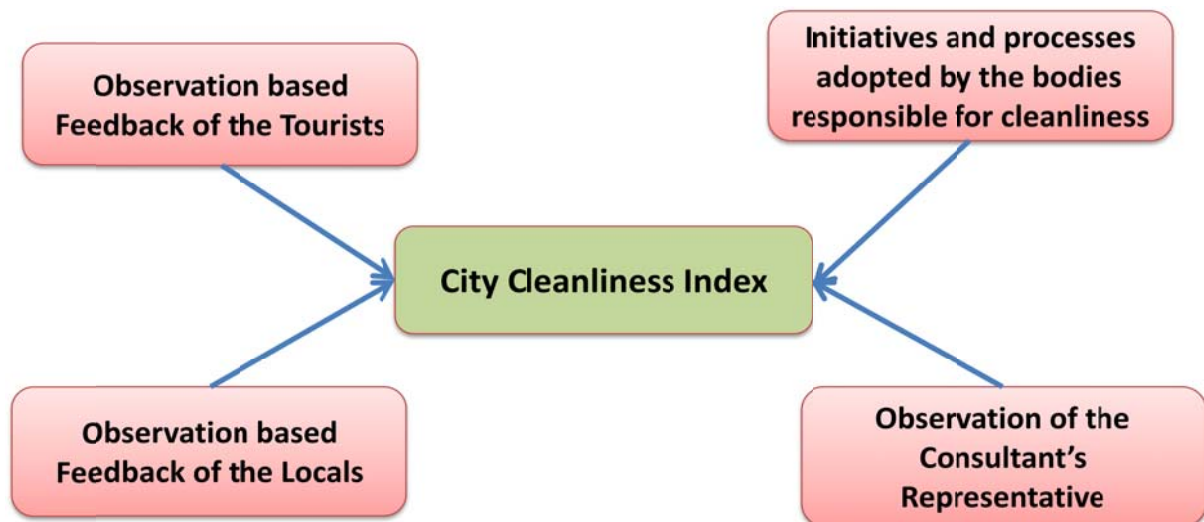
Each of these parameters comprises of a number of indicators. The questions on only relevant indicators were asked to different category of respondents. Some of the indicators are derived indicators and hence the number of questions asked is more than the number of indicators covered in the study. The list of indicators covered under each parameter is available in **Annexure-III**.

## 1.6 Methodology for Developing Cleanliness Index

### 1.6.1 Overview

The study adopted a rigorous methodology for identifying parameters and indicator to be used for developing the cleanliness index. Literatures on the studies conducted on similar lines were reviewed to look at the potential parameters for assessing the cleanliness. These parameters were further fine tuned through brain storming sessions with key researchers. Specific indicators under each parameter were identified for assessing the cleanliness from various categories of respondents.

The weights to be attached to different parameters were finalized through a survey in Delhi among the tourists and discussion with the experts.



The cleanliness status has been captured in such a way that it gives information on the cleanliness status at the time of interview and availability of infrastructure in the city to sustain it. The data collected through observation method were validated through photographs in order to minimize the inconsistency due to individual level assessment on cleanliness across cities.

The sustainability was assessed through interview with the officials of Urban Local Bodies i.e. Municipal Authority or any other body responsible for keeping the city and destinations clean. Some of the information collected from the Municipal bodies was supplemented by the data available from secondary sources as well.

The study did not get in technical measurement of cleanliness.

### 1.6.2 Weights Used

The cleanliness-index development process took in to account the extent of cleanliness, importance of each respondent category and each parameter in overall cleanliness of the city. These were used to arrive at a composite score and the same has been termed as Cleanliness Index.

Three types of weight were used for developing cleanliness index. These were Response level weight, respondent level weight and question level weight. Using these weights, composite score for positive responses or observations on cleanliness and a maximum possible composite score was calculated. The composite score for positive responses was converted as percent of maximum possible score to arrive at the cleanliness index. This methodology was used at the parameter level index as well as city level index.

The methodology used in developing the index used in this study has been discussed in greater detail in the subsequent paragraphs:



**1.6.2a Response Level Weights**

The weighting method used at the response level was independent of the respondent category and parameter for which feedback was taken. Weights were assigned to various options of each question in such a way that the most negative observation/ option having implication of poor cleanliness was given the least weight and the options indicating better cleanliness were given higher weight. The weight attached at the response level under different scenarios was below:

**For Responses captured as either “Yes” or “No”**

The response that pertained to clean scenario was given a weight of 1 and the alternative response was given a weight of “0”.

**For responses captured on a scale**

Responses pertaining to the least cleanliness were attached the least weightage and the responses referring to the best cleanliness was attached highest weight. Weightages applied were different in case of questions having 3 points scale and 5 points scale. The weight ages attached in these two scenarios were as under:

5 Points Scale				
Least clean (Very Poor)	Lower cleanliness level (Poor)	Average	Good	Very Good
1	2	3	4	5

3 Points Scale				
	Poor	Average	Good	
	1	2	3	

**1.6.2b Respondent Level Weights**

Though, the focus of the study is towards cleanliness of the city from tourist perspective; most of the tourists don’t necessarily observe the cleanliness carefully. Therefore, the data collects were deployed specifically for this purpose and their observation were given higher weightage.

Different weights were attached to the responses of different category of respondents. These weights were decided in consultation with the client. The weights attached to different category of respondents are as below:

***Table 1.3: Weight Attached to Different Respondent Categories***

Sl.	Respondents	Weight
1	Interviewer’s Observation	80
2	ULB officials	05
3	Tourists	10
4	Locals	05

### 6.2c Question Level Weights

Various aspects of the cleanliness were captured under different parameters. Each parameter has different level of contribution to the cleanliness of the city. Therefore, parameter level weights were also applied for developing cleanliness index. The parameter level weights finalized in consultation with the client are as below:

***Table 1.4: Weights Attached to Different Parameters***

Parameters for Assessing Cleanliness Status	Parameter Weight
Cleanliness of sewer / drainage	15
Effectiveness of garbage collection and disposal system	20
Cleanliness of public conveniences	15
Cleanliness around drinking water facility	10
Cleanliness around eateries	10
Cleanliness on Ambience related aspects	30
<b>TOTAL</b>	<b>100</b>

### 1.6.3 Steps to Cleanliness Index Calculation

The methodology developed for this study follows a standard set of steps, has a fixed protocol for data collection and analysis and uses a consistent analysis and evaluation scheme leading to valid and comparable results across cities.

The data collected through the interviews was cleaned for completeness, logical consistency and range check. The validated and clean data was used for calculating cleanliness index of a city. A well-defined methodology was evolved for developing the index. The same has been explained step-by-step in the subsequent paragraphs of this section.

#### **Step-I: Aggregation of the Response by Option Type**

The data collected from different respondents were aggregated for each response. The total number of respondents who answered to the questions were also arrived at.

The response who did not respond to a particular question was taken out of analysis. Relevant validation checks were done after these calculations.

#### **Step-II: Application of Respondent Level Weight**

The respondent level weight was applied on aggregated response for each option of all the questions. The highest possible weighted score for each question was also calculated.

#### **Step-III: Application of Question Level Weight**

The weighted score arrived at after step-II on different indicators of a parameter for each respondent category was added to arrive at the step-III level weighted score for each parameter.

At this stage question level weight was applied. This gave two sets of scores for each parameter – composite score arrived at from the responses positive on cleanliness and maximum possible score on cleanliness for all those who responded.

#### **Step-IV: Cleanliness Index for the City**

Parameter level cleanliness index was calculated by calculating weighted score from responses as percent of the maximum possible score at the parameter level.

#### **1.7 Method for Categorization of the Cities:**

The cleanliness Index arrived at for each city, the cities will be placed in different categories as presented in **Table 1.5**.

***Table 1.5: Categorization of Cities***

SI	City Category	Description
1	Green	Clean city (81 – 100)
2	Blue	Cities doing good job but needs more efforts (61 – 80)
3	Black	Cities needing priority actions to improve cleanliness (31 – 60)
4	Red	<i>Cities requiring urgent action to improve cleanliness (up to 30)</i>

## **Chapter-II: Findings**

## Chapter-II: Findings

The chapter presents the findings based on the data collected through interviews, observations and secondary sources from 36 cities covered in the study. The raw data was analyzed as per the methodology described in the previous chapter.

### **2.1 Overall City Score and Category**

The findings reveal that among the 36 Cities covered in this study, the cleanest city is Gangtok with a Cleanliness Index of 76, followed by Panaji, Silvassa, Hyderabad and Diu. These five cities are in blue category.

The five least clean cities among the cities covered under the study are Raipur, Deoghar, Haridwar, Shillong and Puducherry. Two cities Raipur and Haridwar have received less than 50 score.

***Table 2.1: Overall Score and Category***

Rank	State/UT	State/UTs Name	City Name	Cleanliness Index Score	Category
1	State	Sikkim	Gangtok	76	
2	State	Goa	Panaji	71	
3	UT	Dadar and Nagar Haveli	Silvassa	70	
4	State	Telangana	Hyderabad	70	
5	State	Gujarat	Ahmedabad	68	
6	UT	Daman and Diu	Diu	68	
7	State	Delhi	Delhi	67	
8	UT	Chandigarh	Chandigarh	67	
9	State	Kerala	Ernakulum	67	
10	State	Haryana	Panchkula	66	
11	State	Andhra Pradesh	Tirupathi	66	
12	State	Assam	Guwahati	65	
13	State	West Bengal	Kolkata	64	
14	UT	Andaman and Nicobar Islands	Port Blair	63	
15	State	Himachal Pradesh	Shimla	62	
16	State	Tamil Nadu	Chennai	62	
17	State	Manipur	Imphal	62	
18	State	Karnataka	Bangalore	61	
19	UT	Lakshadweep	Kavaratti	61	
20	State	Arunachal Pradesh	Tawang	60	
21	State	Mizoram	Aizawl	60	
22	State	Maharashtra	Mumbai	60	
23	State	Punjab	Amritsar	60	
24	State	Tripura	Agartala	60	
25	State	Madhya Pradesh	Bhopal	60	

26	State	Jammu and Kashmir	Jammu	59	
27	State	Bihar	Patna	59	
28	State	Orissa	Puri	59	
29	State	Uttar Pradesh	Agra	58	
30	State	Rajasthan	Ajmer	56	
31	State	Nagaland	Kohima	55	
32	UT	Puducherry	Puducherry	52	
33	State	Meghalaya	Shillong	51	
34	State	Jharkhand	Deoghar	51	
35	State	Uttarakhand	Haridwar	48	
36	State	Chhattisgarh	Raipur	36	

## **2.2 City Rank by City Type**

The findings of the study covered in the study have also been looked at by the city type based on their uniformity on basic characteristics. The cities have been grouped under Metro Cities, Small and Medium Sized Cities, Cities from North Eastern States and Cities from Union Territory.

This section presents the findings on the city that received the highest score and the least score in City Type group.

The best performing city from each city type are in blue. Most of these are planned cities. These cities are Hyderabad in Telangana, Panaji in Goa, Gangtok in Sikkim and Silvassa of UT. Some of them are very close to be becoming Green category city with small effort.

**Table 2.2: Cleanliness Index Score by City Category**

Sl.	Type	State/UTs Name	City Name	Cleanliness Index Score	Category
<b>Metro cities</b>					
1	State	Telangana	Hyderabad	70	
2	State	Delhi	New Delhi	67	
3	State	West Bengal	Kolkata	64	
4	State	Tamil Nadu	Chennai	62	
5	State	Karnataka	Bangalore	61	
6	State	Maharashtra	Mumbai	60	
<b>Medium and Small Sized Cities</b>					
7	State	Goa	Panaji	71	
8	State	Gujarat	Ahmedabad	68	
9	State	Kerala	Ernakulum	67	
10	State	Haryana	Panchkula	66	
11	State	Andhra Pradesh	Tirupati	66	
12	State	Himachal Pradesh	Shimla	62	
13	State	Punjab	Amritsar	60	
14	State	Madhya Pradesh	Bhopal	60	
15	State	Jammu and Kashmir	Jammu	59	
16	State	Bihar	Patna	59	
17	State	Orissa	Puri	59	
18	State	Uttar Pradesh	Agra	58	
19	State	Rajasthan	Ajmer	56	
20	State	Jharkhand	Deoghar	51	
21	State	Uttarakhand	Haridwar	48	
22	State	Chhattisgarh	Raipur	36	
<b>Cities from North Eastern States</b>					
23	State	Sikkim	Gangtok	76	
24	State	Assam	Guwahati	65	
25	State	Manipur	Imphal	62	
26	State	Arunachal Pradesh	Tawang	60	
27	State	Mizoram	Aizawl	60	
28	State	Tripura	Agartala	60	
29	State	Nagaland	Kohima	55	
30	State	Meghalaya	Shillong	51	
<b>Cities from Union Territories</b>					
31	UT	Dadar and Nagar Haveli	Silvassa	70	
32	UT	Daman and Diu	Diu	68	
33	UT	Chandigarh	Chandigarh	67	
34	UT	Andaman and Nicobar Island	Port Blair	63	
35	UT	Lakshadweep	Kavaratti	61	
36	UT	Puducherry	Puducherry	52	

## **2.3 City-wise Analysis of Cleanliness Index**

The city wise findings are arranged in the order of descending order of the cleanliness index score with in each city type. The sequence of presentation of city type is Metro Cities, Small and Medium Cities, Cities from North Eastern State and Cities from Union Territories.

### **Metro Cities**

#### **2.3.1 Hyderabad**

##### ***About the City***

Hyderabad city is the capital city of the Indian state of Telangana. It lies on the Deccan Plateau, 541 meters (1776 ft) above sea level, over an area of 625 km. Hyderabad city is known for its rich history, food and its multi-lingual culture, both geographically and culturally. Hyderabad and Secunderabad are twin cities, separated by the Husain Sagar, a manmade lake in 1562.

***Table 2.3: Key Facts about Hyderabad***

<b>1. State</b>	Telangana
<b>2. District</b>	Hyderabad
<b>3. Main language</b>	Telugu
<b>4. Total population</b>	7,749,334 (as per Census 2011)
<b>5. Literacy Rate</b>	Male: 85.96% and Female: 79.79% (as per Census 2011)
<b>6. Season for travel</b>	October to March
<b>7. Temperature:</b>	Summers: 25° C - 40° C and Winters: 13° C –28° C
<b>8. Reason for visiting Hyderabad</b>	1. Delicious Food 2. Rich Culture 3. Images of the Past

**Source:** Census 2011 and Hyderabad District Administration Website

List of the locations where survey was conducted is available in **Annexure-I**.

### **Key Findings**

#### **Overall Rating**

As can be seen from the Table 2.2, **Hyderabad** with a City Cleanliness Index of **70** is in the **Blue** category on Cleanliness Index. The city is doing a reasonably good job on cleanliness and substantial effort would be required for moving to the next better category of cities on cleanliness.



**Current Status of Cleanliness**

The city is doing very well in maintaining cleanliness around eateries, drinking water facility, garbage collection and disposal, sewer and drainage and keeping the ambience clean at places visited by tourists. Efforts are required to improve cleanliness of public conveniences.

**Table 2.4: Cleanliness Index of Hyderabad by Parameter & Priorities  
for Improving Cleanliness**

Sl.	Parameter	Hyderabad	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	70	--
1	Sewer/Drainage	63	2
2	Garbage Collection and Disposal	78	5
3	Public Conveniences	52	1
4	Drinking Water Facility	71	4
5	Eateries	91	6
6	Ambience	70	3

**Top Priority Areas for Action**

The top areas requiring urgent attention in Hyderabad are:

1. Cleanliness of Public Conveniences.

### **2.3.2 New Delhi**

#### ***About the City***

New Delhi is the political hub and capital of India. New Delhi stands in a triangle formed by the river Yamuna in the east and spurs from the Aravali range in the west and south. New Delhi is not only the largest commercial centre in Northern India, but also the largest centre of small industries. It lies on, 293 meters above sea level with total area of around 1, 483 sq km.

***Table 2.5: Key Facts about New Delhi***

<b>1. State</b>	Delhi
<b>2. District</b>	Delhi
<b>3. Main language</b>	Hindi, English, Urdu and Punjabi
<b>4. Total population</b>	16,787,941(as per Census 2011)
<b>5. Literacy Rate</b>	Male: 90.94% and Female: 68.85% (as per Census 2011)
<b>6. Season for travel</b>	October to March
<b>7. Temperature:</b>	Summers: 25° C - 45° C and Winters: 5° C –25° C
<b>8. Reason for visiting New Delhi</b>	1. Delhi Metro 2. Political Hub 3. Historical Monuments

**Source:** Census 2011 and Delhi Tourism Website

List of the locations where survey was conducted is available in **Annexure–I**.

### **Key Findings**

#### **Overall Rating**

As can be seen from the Table 2.2, **New Delhi** with a City Cleanliness Index of **67** is in the **Blue** category on Cleanliness Index. The city is doing a reasonably good job on cleanliness but more efforts are required to retain its current rating and substantial effort would be required for moving to the next better category of cities on cleanliness.

#### **Current Status of Cleanliness**

The city is doing very well in maintaining cleanliness around eateries; drinking water facility, garbage conditions, sewer/drainage and keeping the ambience clean at places visited by tourists. Efforts are also required to improve cleanliness of public conveniences. Multiple municipal bodies (i.e. NDMC, SDMC and EDMC) were interviewed in Delhi.

***Table 2.6: Cleanliness Index of New Delhi by Parameter & Priorities  
for Improving Cleanliness***

Sl.	Parameter	New Delhi	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	67	--
1	Sewer/Drainage	65	3
2	Garbage Collection and Disposal	64	2
3	Public Conveniences	53	1
4	Drinking Water Facility	67	5
5	Eateries	66	4
6	Ambience	79	6

### ***Top Priority Areas for Action***

The top areas requiring urgent attention in New Delhi are:

1. Cleanliness of Public Conveniences; and
2. Garbage Collection and Disposal

### **2.3.3 Kolkata**

#### **About the City**

Kolkata is the capital of the Indian state of West Bengal. It is also the commercial capital of East India, located on the East bank of the Hooghly River. The Kolkata metropolitan area is spread over 1,886.67 km<sup>2</sup>. The sea, Bay of Bengal, is not far from the place and is about 60 miles away.

**Table 2.7: Key Facts about Kolkata**

<b>1. State</b>	West Bengal
<b>2. District</b>	Kolkata
<b>3. Main language</b>	Bengali
<b>4. Total population</b>	4,486,679 (as per Census 2011)
<b>5. Literacy Rate</b>	Male: 89.08% and Female: 84.98% (as per Census 2011)
<b>6. Season for travel</b>	October to March
<b>7. Temperature:</b>	Summers: 35° C - 40° C and Winters: 12° C –25° C
<b>8. Reason for visiting Kolkata</b>	1. Oldest Metro Line 2. Festivals 3. Cultural Hot spot

Source: Census 2011 and Kolkata Tourism Website

List of the locations where survey was conducted is available in **Annexure–I**.

### **Key Findings**

#### **Overall Rating**

As can be seen from the Table 2.2, **Kolkata** with a City Cleanliness Index of **64** is in the **Blue** category on Cleanliness Index. The city is doing a reasonably good job on cleanliness but more efforts are required to ensure that it does not slip to a lower category on cleanliness.

#### **Current Status of Cleanliness**

The city is doing well in maintaining cleanliness around eateries, drinking water facility, garbage collection and disposal, sewer/drainage and keeping the ambience clean at places visited by tourists. Efforts are required to improve cleanliness of public conveniences.

**Table 2.8: Cleanliness Index of Kolkata by Parameter & Priorities  
for Improving Cleanliness**

Sl.	Parameter	Kolkata	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	64	--
1	Sewer/Drainage	63	3
2	Garbage Collection and Disposal	64	4
3	Public Conveniences	51	1
4	Drinking Water Facility	63	2
5	Eateries	64	5
6	Ambience	72	6

### ***Top Priority Areas for Action***

The top areas requiring urgent attention in Kolkata is:

1. Cleanliness of Public Conveniences
2. Cleanliness around Drinking Water Facilities; and
3. Cleanliness around Sewer and Drainage

### **2.3.4 Chennai**

#### ***About the City***

Chennai is the capital city of the state, Tamil Nadu. Chennai is situated on the north-east end of Tamil Nadu on the coast of Bay of Bengal. It lies between 12° 9' and 13° 9' of the northern latitude and 80° 12' and 80° 19' of the southern longitude on a 'sandy shelving breaker swept beach'. It stretches nearly 25.60 kms. Along the Bay coast from Thiruvanmiyur in the south to Thiruvottiyur in the north and runs inland in a rugged semi-circular fashion. It is bounded on the east by the Bay of Bengal and on the remaining three sides by Chengalpattu and Thiruvallur Districts.

***Table 2.9: Key Facts about Chennai***

<b>1. State</b>	Tamil Nadu
<b>2. District</b>	Chennai
<b>3. Main language</b>	Tamil
<b>4. Total population</b>	4,646,732 (as per Census 2011)
<b>5. Literacy Rate</b>	Male: 93.70% and Female: 86.64% (as per Census 2011)
<b>6. Season for travel</b>	November to February
<b>7. Temperature:</b>	Summers: 25° C - 45° C and Winters: 20° C –24° C
<b>8. Reason for visiting Chennai</b>	1. Temples 2. Shopping 3. Beaches

Source: Census 2011 and Chennai District Administration Website

List of the locations where survey was conducted is available in **Annexure–I**.

### **Key Findings**

#### **Overall Rating**

As can be seen from the Table 2.2, **Chennai** with a City Cleanliness Index of **62** is in the **Blue** category on Cleanliness Index. The findings about the city show that the city requires more attention to improve cleanliness. The city needs to take up concerted efforts for improving cleanliness of the city in order to move to remain in this category.

**Current Status of Cleanliness**

The city is near the average cleanliness index on all the parameters. Out of the six parameters reflecting current cleanliness status, no parameter is in green and red category, 3 parameters are in black and 3 are in blue category. The values of indices on these parameter ranges between 43 to 100. Cleanliness of public conveniences, cleanliness around drinking water facility, and eateries are pulling down the cleanliness of the city. The city is doing relatively better with respect to sewer/drainage cleaning, Garbage collection and disposal and cleanliness of ambience.

**Table 2.10: Cleanliness Index of Chennai by Parameter & Priorities  
for Improving Cleanliness**

Sl.	Parameter	Chennai	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	62	--
1	Sewer/Drainage	68	5
2	Garbage Collection and Disposal	67	4
3	Public Conveniences	43	1
4	Drinking Water Facility	54	2
5	Eateries	60	3
6	Ambience	71	6

**Top Priority Areas for Action**

The top areas requiring urgent attention in Chennai is:

1. Cleanliness of Public Conveniences
2. Cleanliness around Drinking Water Facility; and
3. Cleanliness around Eateries.

### **2.3.5 Bangalore**

#### ***About the City***

Bangalore also known as Bengaluru is one of the largest cities and is the fifth-largest metropolitan area in India. Bangalore is known for its pleasant climate throughout the year. Its elevation is the highest among the major large cities of India. Bangalore is known as the "Silicon Valley of India" because of its role as the nation's leading information technology (IT) exporter. Key facts about Bangalore are presented in the Table below:

**Table 2.11: Key Facts about Bangalore**

<b>1. State</b>	Karnataka
<b>2. District</b>	Bangalore Urban
<b>3. Main language</b>	Kannada and English
<b>4. Total population</b>	9,621,551 (Census 2011)
<b>5. Literacy Rate</b>	87.67%
<b>6. Season for travel</b>	October-February
<b>7. Temperature:</b>	Summers: 20°C- 36°C and Winters: 17°C- 27°C
<b>8. Reason for visiting Bangalore</b>	1. The world's best Dosa at MTR/CTR/Vidyarthi Bhavan 2. One of those few cities to keep theater alive 3. The richly painted city walls 4. Women feel safer here than in most other cities in India 5. Technology and StartUp Hub

**Source:** Census 2011 and Bangalore District Administration website.

List of the locations and market place where survey was conducted is available in **Annexure-I**.

### **Key Findings**

#### **Overall Rating**

As can be seen from the Table 2.2, Bangalore with a City Cleanliness Index of **61** is in the **Blue** category on Cleanliness Index. The findings about the city show that the city requires more attention to improve cleanliness. The city needs to take up concerted efforts for improving cleanliness of the city in order to remain in this category.

#### **Current Status of Cleanliness**

The city is near the average cleanliness index on a large number of parameters. Out of the six parameters reflecting current cleanliness status, no parameter is in green



and red category, 3 parameters are in black category, and 3 is in blue category. The values of indices on these parameter ranges between 47 to 68. Cleanliness of public conveniences, Cleanliness around drinking water and eateries facilities are pulling down the cleanliness of the city. The city is doing relatively better with respect to Cleaning of sewer/ drainage, Garbage collection and disposal and ambiance related.

***Table 2.12: Cleanliness Index of Bangalore by Parameter & Priorities  
for Improving Cleanliness***

Sl.	Parameter	Bangalore	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	61	--
1	Sewer/Drainage	67	5
2	Garbage Collection and Disposal	68	6
3	Public Conveniences	47	1
4	Drinking Water Facility	58	3
5	Eateries	56	2
6	Ambience	66	4

### ***Top Priority Areas for Action***

The top areas requiring urgent attention in Bangalore are:

1. Cleanliness of Public Conveniences
2. Cleanliness around Eateries facility; and
3. Cleanliness around Drinking Water Facility.

### **2.3.6 Mumbai**

#### **About the City**

Mumbai also known as Bombay is the capital city of the Indian state of Maharashtra. It is the most populous city in India, most populous metropolitan area in India, and the eighth most populous city in the world. Mumbai is the financial, commercial and entertainment capital of India.

***Table 2.13: Key Facts about Mumbai***

<b>1. State</b>	Maharashtra
<b>2. District</b>	Mumbai
<b>3. Main language</b>	Marathi
<b>4. Total population</b>	12,478,447 (as per Census 2011)
<b>5. Literacy Rate</b>	Male: 93.32% and Female: 86.70% (as per Census 2011)
<b>6. Season for travel</b>	October and February
<b>7. Temperature:</b>	Summers: 20.5° C - 33° C and Winters: 16.4° C –28.6° C
<b>8. Reason for visiting Mumbai</b>	1. Delicious Food 2. Best Nightlife in India 3. The Sparkling Bollywood

Source: Census 2011 and Mumbai District Administration Website

List of the locations where survey was conducted is available in **Annexure–I**.

### **Key Findings**

#### **Overall Rating**

As can be seen from the Table 2.2, **Mumbai** with a City Cleanliness Index of **60** is in the **Black** category on Cleanliness Index. The city is doing a reasonably good job on cleanliness but more efforts are required for moving to the next better category of cities on cleanliness.

#### **Current Status of Cleanliness**

The city is doing very well in maintaining cleanliness around eateries; drinking water facility and keeping the ambience clean at places visited by tourists. Efforts are required to improve cleanliness of public conveniences, garbage collection and disposal and cleanliness around sewer/ drainage.

**Table 2.14: Cleanliness Index of Mumbai by Parameter & Priorities  
for Improving Cleanliness**

Sl.	Parameter	Mumbai	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	59	--
1	Sewer/Drainage	60	3
2	Garbage Collection and Disposal	57	2
3	Public Conveniences	56	1
4	Drinking Water Facility	62	5
5	Eateries	61	4
6	Ambience	64	6

### ***Top Priority Areas for Action***

The top areas requiring urgent attention in Mumbai are:

1. Cleanliness of Public Conveniences
2. Garbage Collection and Disposal; and
3. Cleanliness around Sewer/ Drainage.

- **Medium and Small Sized Cities**

### **2.3.7 Panaji**

#### ***About the City***

Panaji is the capital of Goa and is the largest city, ahead of Margao and Vasco da Gama. It has an average elevation of 7 meters (23 feet). It lies on the banks of the Mandovi River. Panaji is located at 15°29'56"N 73°49'40"E.

***Table 2.15: Key Facts about Panaji***

<b>1. State</b>	Goa
<b>2. District</b>	North Goa
<b>3. Main Language</b>	Konkani, English and Hindi
<b>4. Total Population</b>	114,405(as per Census 2011)
<b>5. Literacy Rate</b>	Male: 94.61% and Female: 86.94% (as per Census 2011)
<b>6. Season for Travel</b>	December to March
<b>7. Temperature:</b>	Summers: 23°C - 40°C and Winters: 15° C –33° C
<b>8. Reason for visiting Panaji</b>	1. Attractive Tourist Destinations and Beaches 2. Carnivals 3. Water Sports

Source: Official Website of Panaji District Administration, Census 2011

#### **Key Findings**

##### **Overall Rating**

As can be seen from the Table 2.2, **Panaji with** a City Cleanliness Index of **71** is in the **Blue** category on Cleanliness Index. The findings about the city show that the city is doing a very good job on cleanliness but more focused efforts are required for moving to the next better category of cities on cleanliness.

##### **Current Status of Cleanliness**

Out of the six parameters reflecting current cleanliness status, one parameter is in green category, 1 parameter is in black and 4 parameters are in blue category. The values of indices on these parameter ranges between 58 to 89. Cleanliness of public conveniences is pulling down the cleanliness of the city. The city's performance is excellent with respect to cleanliness affecting ambience of the places visited by

tourists. It is doing well on cleaning of sewer/drainages, cleanliness around eateries, drinking water facility and garbage collection and disposal.

**Table 2.16: Cleanliness Index of Panaji by Parameter & Priorities for Improving Cleanliness**

Sl.	Parameter	Panaji	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	71	--
1	Sewer/Drainage	68	4
2	Garbage Collection and Disposal	63	2
3	Public Conveniences	58	1
4	Drinking Water Facility	70	5
5	Eateries	68	3
6	Ambience	89	6

### **Priority Areas for Action**

The top areas requiring action for improving cleanliness in Panaji are:

1. Cleanliness of Public Conveniences; and
2. Garbage Collection and Disposal

## **2.3.8 Ahmedabad**

### **About the city**

Ahmadabad is the capital of the western state of Gujarat. It is located on the banks of the Sabarmati River and is spread over an area of 464 km<sup>2</sup>. Ahmadabad lies at 23.03°N 72.58°E and is 53 meters (174 ft) above sea level.

***Table 2.17: Key Facts about Ahmadabad***

<b>1. State</b>	Gujarat
<b>2. District</b>	Ahmadabad
<b>3. Main language</b>	Gujarati and Hindi
<b>4. Total population</b>	5,570,585(as per Census 2011)
<b>5. Literacy Rate</b>	Male: 93.96% and Female: 84.81% (as per Census 2011)
<b>6. Season for travel</b>	October to March
<b>7. Temperature:</b>	Summers: 24° C - 39° C and Winters: 10° C –24° C
<b>8. Reason for visiting Ahmadabad</b>	1. Garbha Nights 2. Winter Carnival (Celebration of Makar Sakranti) 3. 16 <sup>th</sup> Century Craftsmanship

Source: Census 2011 and Ahmadabad District Administration Website

The List of the locations where survey was conducted is available in **Annexure–I**.

### **Key Findings**

#### **Overall Rating**

As can be seen from the Table 2.2, **Ahmadabad** with a City Cleanliness Index of **68** is in the **Blue** category on Cleanliness Index. The findings about the city show that the city is doing a very good job on cleanliness but more focused efforts are required for moving to the next better category of cities on cleanliness.

#### **Current Status of Cleanliness**

The city is near the average cleanliness index on all the parameters. Out of the six parameters reflecting current cleanliness status, 1 parameter is in green category, 2 parameters are in black and 3 are in blue category. The values of indices on these parameter ranges between 46 to 100. Cleanliness of public conveniences, garbage collection and disposal are pulling down the cleanliness of the city. The city is doing relatively better with respect to ambience around destinations, Cleanliness around drinking water facility, eateries and sewer/drainage.

**Table 2.18: Cleanliness Index of Ahmadabad by Parameter & Priorities for Improving Cleanliness**

Sl.	Parameter	Ahmadabad	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	68	--
1	Sewer/Drainage	72	3
2	Garbage Collection and Disposal	59	2
3	Public Conveniences	46	1
4	Drinking Water Facility	74	5
5	Eateries	73	4
6	Ambience	83	6

### ***Top Priority Areas for Action***

The top areas requiring urgent attention in Ahmadabad is:

1. Cleanliness around Public Conveniences; and
2. Garbage Collection and Disposal.

## **2.3.9 Ernakulum**

### ***About the city***

Ernakulum is the commercial capital of Kerala. The name Ernakulum is derived from the very famous temple of Lord Shiva called the Ernakulathappan Temple. The city is a major financial and commercial hub of Kerala. It is located at 9°57' N longitude and 76°15' E latitude.

***Table 2.19: Key Facts about Ernakulum***

<b>1. State</b>	Kerala
<b>2. District</b>	Ernakulum
<b>3. Main Language</b>	Malayalam and English
<b>4. Total Population</b>	3,282,388 (as per Census 2011)
<b>5. Literacy Rate</b>	Male: 95.95% and Female: 90.96% (as per Census 2011)
<b>6. Season for Travel</b>	October and March
<b>7. Temperature:</b>	Summers: 24°C - 37°C and Winters: 17° C - 33° C
<b>8. Reason for visiting Ernakulum</b>	1. Natural Beauty 2. Seacoast and Beaches.

Source: Official Website of Government of Kerala, Ernakulum District Administration, Census 2011

The list of key locations and market place where survey was conducted is available in **Annexure–I**.

## **Key Findings**

### **Overall Rating**

As can be seen from the Table 2.2, Ernakulum falls in **Blue** category with a Cleanliness Index score of **67**. The city is doing a reasonably good job on cleanliness but more efforts are required to retain its current rating and substantial effort would be required for moving to the next better category of cities on cleanliness. A unique state specific approach may be required to improve cleanliness due to extensive coast line.

### **Current Status of Cleanliness**

The city is doing very well in maintaining cleanliness around eateries; keeping the ambience clean at places visited by tourists. Efforts are also required to improve



cleanliness of public conveniences, cleanliness of sewer and drainage and cleanliness of the drinking water facility.

**Table 2.20: Cleanliness Index of Ernakulum by Parameter & Priorities for Improving Cleanliness**

Sl.	Parameter	Ernakulum	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	67	--
1	Sewer/Drainage	60	3
2	Garbage Collection and Disposal	71	4
3	Public conveniences	46	1
4	Drinking Water Facility	59	2
5	Eateries	87	6
6	Ambience	75	5

### **Priority Areas for Action**

The key priority areas for action to improve the cleanliness of the city are:

1. Cleanliness of Public Conveniences
2. Cleanliness around Drinking Water Facility; and
3. Cleanliness of Sewer/Drainage

### **2.3.10 Panchkula**

#### **About the city**

Panchkula is a planned city in the state of Haryana. Panchkula and Chandigarh are twin cities. It comprises of two sub divisions and two Tehsils namely Panchkula and Kalka. It has an average elevation of 365 m or 1,198 feet.

***Table 2.21: Key Facts about Panchkula***

<b>1. State</b>	Haryana
<b>2. District</b>	Panchkula
<b>3. Main Language</b>	Haryanvi and Hindi
<b>4. Total Population</b>	561,293(as per Census 2011)
<b>5. Literacy Rate</b>	Male: 87.04% and Female: 75.99% (as per Census 2011)
<b>6. Season for Travel</b>	October to February
<b>7. Temperature:</b>	Summers: 30°C - 39°C and Winters: 05° C –14° C
<b>8. Reason for visiting Panchkula</b>	1. Attractive tourist destinations 2. Biggest Garden of Asia

Source: Official Website of Panchkula District Administration, Census 2011

#### **Key Findings**

#### **Overall Rating**

As can be seen from the Table 2.2, **Panchkula** with a City Cleanliness Index of **66** is in the **Blue** category on Cleanliness Index. The findings about the city show that the city is doing a reasonably good job on cleanliness but some efforts are required for moving to the next better category of cities on cleanliness.

#### **Current Status of Cleanliness**

Out of the six parameters reflecting current cleanliness status, no parameter is in red category, 3 parameter is in black, 2 parameters are in blue category and 1 parameter is in green category. The values of indices on these parameter ranges between 0 to 89. Cleanliness of public conveniences, cleanliness around eateries and Sewer/ Drainage is pulling down the cleanliness of the city. The city is doing relatively better with respect to cleanliness around drinking water facilities and ambience of the places visited by tourist.

**Table 2.22: Cleanliness Index of Panchkula by Parameter & Priorities for Improving Cleanliness**

Sl.	Parameter	Panchkula	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	66	--
1	Sewer/Drainage	55	2
2	Garbage Collection and Disposal	64	5
3	Public Conveniences	57	3
4	Drinking Water Facility	61	4
5	Eateries	49	1
6	Ambience	89	6

### **Priority Areas for Action**

The top areas requiring urgent action in Panchkula are:

1. Cleanliness around Eateries
3. Cleanliness around Sewer/ Drainage; and
4. Cleanliness of Public Conveniences.

### **2.3.11 Tirupati**

#### ***About the City***

Tirupati is a major pilgrimage and cultural city of Andhra Pradesh. It is located at the foothills of the Eastern Ghats. Tirupati has several temples and it is a major economical and educational hub in the Southern region. It is one of the richest pilgrimage cities of any religious faith in the world. Tirupati is located on the foothill town of Tirumala hills and the place of Lord Venkateswara, a pilgrim place which is visited by over 180 lakh devotees annually.

***Table 2.23: Key Facts about Tirupati***

<b>1. State</b>	Andhra Pradesh
<b>2. District</b>	Chittoor
<b>3. Main Language</b>	Telugu
<b>4. Total Population</b>	459,985 (as per Census 2011)
<b>5. Literacy Rate</b>	Male: 92.74% and Female: 82.21% (as per Census 2011)
<b>6. Season for Travel</b>	September to March
<b>7. Temperature:</b>	Summers: 25°C - 43°C and Winters: 15° C - 37° C
<b>8. Reason for visiting Tirupati</b>	<p>1. It is the richest Hindu temple in entire world and is the second most visited pilgrimage destination in the world after Vatican.</p> <p>2. It is believed that nearly 60000 pilgrims visit Tirupati everyday and on festival days.</p> <p>3. Built mainly in Dravidian style of architecture</p>

Source: Official Website Ministry of Tourism, Census 2011 and Chittoor District Administration

The list of key locations where survey was conducted is available in **Annexure - I**

#### **Key Findings**

#### **Overall Rating**

As can be seen from the Table 2.2, **Tirupati** falls in Blue city category with a Cleanliness Index score of **66**. The findings about the city show that the city is doing a reasonably good job on cleanliness but more efforts are required for moving to the next better category of cities on cleanliness. It may move further into Green category with focused approach improving cleanliness of the city.

**Current Status of Cleanliness**

The area requiring urgent attention in Tirupati is Cleanliness of Public Conveniences, Cleanliness around Eateries and cleanliness of sewer/ drainage. Tirupati is doing relatively better on parameters like ambience and cleanliness around drinking water facility.

**Table 2.24: Cleanliness Index of Tirupati by Parameter & Priorities for improving cleanliness**

Sl.	Parameter	Tirupati	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	65	--
1	Sewer/Drainage	51	1
2	Garbage Collection and Disposal	68	5
3	Public Conveniences	58	2
4	Drinking Water Facility	62	4
5	Eateries	59	3
6	Ambience	81	6

**Priority Areas for Action**

The top areas requiring action on priority basis are:

1. Cleanliness of sewer/ drainage
2. Cleanliness of Public Conveniences; and
2. Cleanliness around Eateries.

## **2.3.12 Shimla**

### **About the City**

Shimla is the capital city of Himachal Pradesh, a state located in Northern part of India. It is surrounded by green hills with snow capped peaks. The elevation of the city ranges from 300 to 2,200 meters (980 to 7,220 ft).

***Table 2.25: Key Facts about Shimla***

<b>1. State</b>	Himachal Pradesh
<b>2. District</b>	Shimla
<b>3. Main Language</b>	Himachali (Pahari), Hindi and English
<b>4. Total Population</b>	8,14,010 (as per Census 2011)
<b>5. Literacy Rate</b>	Male: 95.75% and Female: 93.35% (as per Census 2011)
<b>6. Season for Travel</b>	April to August and December to January
<b>7. Temperature:</b>	Summers: 15° C - 27° C and Winters: 0 ° C - 7 ° C
<b>8. Reason for visiting Shimla</b>	1. Natural Bounties    2. Scenic Location 3. Green Hills with Snowy capped Peaks

Source: Official Website of Shimla District Administration and Ministry of Tourism

List of the locations where survey was conducted is available in **Annexure – I**.

### **Key Findings**

#### **Overall Rating**

As can be seen from the Table 2.2, **Shimla** is in the **Blue** category with a Cleanliness Index score of **62**. The findings about the city show that the city is doing a reasonably good job on cleanliness but more efforts are required to retain its current rating and much more effort would be required for moving to the next better category of cities on cleanliness.

#### **Current Status of Cleanliness**

As far as the existing status of cleanliness is concerned, the parameters that demand urgent attention are garbage collection and disposal, cleanliness of public conveniences, cleanliness around drinking water facility and cleanliness of sewer/ drainage. The city is doing a reasonably good job with regard to cleanliness around eateries and maintaining good ambience at places visited by tourists.

**Table 2.26: Cleanliness Index of Shimla by Parameter & Priorities  
for Improving Cleanliness**

Sl.	Parameter	Shimla	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	62	--
1	Sewer/Drainage	60	4
2	Garbage Collection and Disposal	56	2
3	Public conveniences	52	1
4	Drinking Water Facility	59	3
5	Eateries	79	6
6	Ambiences	62	5

**Priority Areas for Improving Cleanliness**

The top action areas for improving cleanliness in Shimla are:

1. Cleanliness of Public Conveniences
2. Garbage Collection and Disposal
3. Cleanliness around Drinking Water Facility; and
4. Cleanliness around sewer/ drainage

## **2.3.13 Amritsar**

### **About the City**

Amritsar is the spiritual and cultural center for the Sikh religion. Amritsar is situated 217 kilometers northwest Chandigarh. The main commercial activities include tourism, carpets and fabrics, farm produce, handicrafts, service trades, and light engineering. The city is known for its rich cuisine and culture, and for the Jallianwala Bagh in 1919 under British Rule.

***Table 2.27: Key Facts about Amritsar***

<b>1. State</b>	Punjab
<b>2. District</b>	Amritsar
<b>3. Main language</b>	Punjabi and Hindi
<b>4. Total population</b>	2,490,656(as per Census 2011)
<b>5. Literacy Rate</b>	Male: 80.15% and Female: 71.96% (as per Census 2011)
<b>6. Season for travel</b>	October to March
<b>7. Temperature:</b>	Summers: 16° C - 40° C and Winters: 4° C - 32° C
<b>8. Reason for visiting Amritsar</b>	1. Golden Temple 2. Wagah Border 3. Jallianwala Bagh

Source: Official Website of Amritsar District Administration, Census 2011

List of the locations where survey was conducted is available in **Annexure–I**.

### **Key Findings**

#### **Overall Rating**

As can be seen from the Table 2.2, **Amritsar** with a City Cleanliness Index of **60** has falls in the **Black** category on Cleanliness Index. The findings about the city show that the city requires more attention to improve cleanliness in order to move to next best category.

#### **Current Status of Cleanliness**

The city is near the average cleanliness index on a range of parameters. Out of the six parameters reflecting current cleanliness status, no parameter is in green and red category, 5 parameters are in black category, and 1 is in blue category. The values of indices on these parameter range between 0 to 72. Cleanliness pf Public conveniences, Cleanliness of sewer/ drainage etc are pulling down the cleanliness of



the city. The city is doing relatively better with respect to the ambience of the places visited by tourists.

**Table 2.28: Cleanliness Index of Amritsar by Parameter & Priorities for Improving Cleanliness**

Sl.	Parameter	Amritsar	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	60	--
1	Sewer/Drainage	54	2
2	Garbage Collection and Disposal	58	5
3	Public Conveniences	50	1
4	Drinking Water Facility	57	4
5	Eateries	56	3
6	Ambience	72	6

### **Priority Areas for Action**

The top areas requiring urgent attention in Amritsar are:

1. Cleanliness of Public Conveniences
2. Cleanliness of Sewer/ Drainage
3. Cleanliness around Eateries
4. Cleanliness around Drinking Water Facility; and
5. Garbage Collection and Disposal.

### **2.3.14 Bhopal**

#### **About the city**

Bhopal, the capital of Madhya Pradesh is located in the central part of India. It is a fascinating amalgam of scenic beauty, old historic city and modern urban planning. It was founded by Raja Bhoj in the 11<sup>th</sup> century, but the present city was established by an Afghan soldier, Dost Mohammed (1707-1740). Bhopal has an average elevation of 500m meters (1401 ft) above sea level. Bhopal is located on the Malwa plateau is just north of the upper limit of the Vindhya mountain ranges.

***Table 2.29: Key Facts about Bhopal***

<b>1. State</b>	Madhya Pradesh
<b>2. District</b>	Bhopal
<b>3. Main language</b>	Hindi and English
<b>4. Total population</b>	1,795,648 (as per Census 2011)
<b>5. Literacy Rate</b>	Male: 89.19% and Female: 80.90% (as per Census 2011)
<b>6. Season for travel</b>	November to February
<b>7. Temperature:</b>	Summers: 30° C - 47° C and Winters: 06° C –16° C
<b>8. Reason for visiting Bhopal</b>	1. Heritage Sights 2. Cultural Hubs

**Source:** Census 2011 and Bhopal District Administration Website

List of the locations where survey was conducted is available in **Annexure–I**.

#### **Key Findings**

##### **Overall Rating**

As can be seen from the Table 2.2, **Bhopal** with a City Cleanliness Index of **60** is in the **Black** category on Cleanliness Index. The findings about the city show that the city requires more attention to improve cleanliness. The city needs to sustained effort to go in the blue category.

##### **Current Status of Cleanliness**

The city is near the average and below average on cleanliness index on all the parameters. Out of the six parameters reflecting cleanliness status, no parameter is in green category, 4 parameters are in black and 2 are in blue category. The values of indices on these parameter ranges between 42 to 75. Cleanliness of public conveniences, Cleanliness around drinking water facility etc. pulling down the

cleanliness of the city. The city is doing relatively better with respect to keeping the ambience clean and by garbage and collection disposal.

***Table 2.30: Cleanliness Index of Bhopal by Parameter & Priorities  
for Improving Cleanliness***

Sl.	Parameter	Bhopal	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	60	--
1	Sewer/Drainage	55	3
2	Garbage Collection and Disposal	61	5
3	Public Conveniences	42	1
4	Drinking Water Facility	58	4
5	Eateries	52	2
6	Ambience Related	75	6

### ***Top Priority Areas for Action***

The top areas requiring urgent attention in Bhopal is:

1. Cleanliness around Public Conveniences
2. Cleanliness around eateries
3. Cleanliness around Sewer/ Drainage; and
4. Cleanliness around Drinking Water Facility.

### **2.3.15 Jammu**

#### ***About the City***

Jammu the winter capital of the state, is known as the city of temples. It is believed that the city was originally founded by Raja Jamboo Lochan who lived in fourteenth century B.C. Jammu is situated on a hillock, on the bank of river Tawi. Jammu falls in sub-mountainous region at the foothills of the Himalayas. Shivalik range rises gradually in the north part of the district and merges with the Indo-Gangetic plains in the South. Jammu city is located at an elevation of 1030 feet above the sea level.

***Table 2.31: Key Facts about Jammu***

<b>1. State</b>	Jammu and Kashmir
<b>2. District</b>	Jammu
<b>3. Main language</b>	Urdu, Hindi and English
<b>4. Total population</b>	503,690 as per Census 2011)
<b>5. Literacy Rate</b>	Male: 93.13% and Female: 85.82% (as per Census 2011)
<b>6. Season for travel</b>	October to March
<b>7. Temperature:</b>	Summers: 18° C - 40° C and Winters: 08° C –39° C
<b>8. Reason for visiting Jammu</b>	1. Temples 2. Natural Beauty 3. Golf Tourism

Source: Census 2011 and Jammu District Administration Website

List of the locations where survey was conducted is available in **Annexure–I**.

#### **Key Findings**

##### **Overall Rating**

As can be seen from the Table 2.2, **Jammu** with a City Cleanliness Index of **59** is in the **Black** category on Cleanliness Index. The findings about the city show that the city requires more attention to improve cleanliness. The city needs to take up concerted efforts for improving cleanliness in order to move to next better category.

##### **Current Status of Cleanliness**

The city is near the average cleanliness index on most of the parameters. Out of the six parameters reflecting current cleanliness status, no parameter is in green category, 3 parameters are in black, 3 are in blue category. The values of indices on these parameters range between 0 to 72. Cleanliness of public conveniences ,

garbage collection and disposal and cleanliness around sewer/ drainage are pulling down the cleanliness of the city. The city is doing relatively better with respect to Cleanliness around eateries, clean ambience and cleanliness around drinking water facility.

ULB related data for Jammu is based on the secondary sources only.

***Table 2.32: Cleanliness Index of Jammu by Parameter & Priorities  
for Improving Cleanliness***

Sl.	Parameter	Jammu	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	59	--
1	Sewer/Drainage	57	2
2	Garbage Collection and Disposal	57	3
3	Public Conveniences	44	1
4	Drinking Water Facility	72	6
5	Eateries	70	5
6	Ambience	64	4

### ***Top Priority Areas for Action***

The top areas requiring urgent attention in Jammu is:

1. Cleanliness of Public Conveniences
2. Cleanliness of Sewer/Drainage; and
3. Garbage Collection and Disposal

### **2.3.16 Patna**

#### ***About the city***

Patna, the capital of Bihar is situated on the southern bank of the river Ganges at an altitude of 53 meters above the sea level. The city is approximately 35 km long and 16 km to 18 km wide.

**Table 2.33: Key Facts about Patna**

<b>1. State</b>	Bihar
<b>2. District</b>	Patna
<b>3. Main Language</b>	Hindi and Magahi
<b>4. Total Population</b>	5,838,465 (as per Census 2011)
<b>5. Literacy Rate</b>	Male: 78.48% and Female: 61.96% (as per Census 2011)
<b>6. Season for Travel</b>	October to March
<b>7. Temperature:</b>	Summers: 28°C - 41°C and Winters: 12° C - 32° C
<b>8. Reason for visiting Patna</b>	1. Ancient monuments

Source: Official Website of Patna District Administration, Census 2011 and Ministry of Tourism

List of the locations and market place where survey was conducted is available in **Annexure–I**.

### **Key Findings**

#### **Overall Rating**

As can be seen from the Table 2.2, **Patna** with a cleanliness index of **59** is a **Black** category city shall focus on improving cleanliness of the city. Even small initiative in improving the cleanliness of the city can bring it to blue category on cleanliness. However substantial effort is required to improve cleanliness of the city as it is lacking in cleanliness on some of the parameters.

#### **Current Status of Cleanliness**

Concerted efforts for garbage collection and disposal, cleanliness of public conveniences and cleanliness around sewer and drainage is required. The city is doing relatively better with respect to Cleanliness around eateries, clean ambience and cleanliness around drinking water facility.

**Table 2.34: Cleanliness Index of Patna by Parameter & Priorities  
for Improving Cleanliness**

Sl.	Parameter	Patna	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	59	--
1	Sewer/Drainage	52	1
2	Garbage Collection and Disposal	56	3
3	Public Conveniences	53	2
4	Drinking Water Facility	63	4
5	Eateries	65	5
6	Ambience	66	6

**Priority Areas for Action**

The top areas requiring attention on priority for improving cleanliness of the city are:

1. Cleanliness around Sewer/Drainage
2. Cleanliness of Public Conveniences; and
3. Garbage Collection and Disposal.

## **2.3.17 Puri**

### ***About the City***

Puri is a city in the Eastern state of Odisha. It is popularly known for the temple of Lord Jagannath. It covers an area of 3051 sq/kms and is located at 19° 28' N Latitude 84° 29' E. Longitude 86° 25' E. Its altitude is at sea level. Paddy, wheat, and groundnut are some of the major crops grown in this District. Handicraft and cottage industries of this District are famous the world over.

***Table 2.35: Key Facts about Puri***

<b>1. State</b>	Orissa
<b>2. District</b>	Puri
<b>3. Main Language</b>	Oriya
<b>4. Total Population</b>	1,698,730(as per Census 2011)
<b>5. Literacy Rate</b>	Male: 90.85% and Female: 78.28% (as per Census 2011)
<b>6. Season for Travel</b>	November to February
<b>7. Temperature:</b>	Summers: 24°C - 36°C and Winters: 17° C –28° C
<b>8. Reason for visiting Puri</b>	1. Sight seeing 2. Temples

Source: Official Website of Puri District Administration, Census 2011

List of the locations where survey was conducted is available in **Annexure–I**.

## **Key Findings**

### **Overall Rating**

As can be seen from the Table 2.2, **Puri** with a City Cleanliness Index of **59** is in the **Black** category on Cleanliness Index. It has missed the Blue category marginally. The findings about the city show that some extra efforts are required for moving to the next better category of cities on cleanliness. It may move further into Blue category with focused approach improving cleanliness of the city.

### **Current Status of Cleanliness**

The city is near the average cleanliness index on all the parameters. Out of the six parameters reflecting current cleanliness status, no parameter is in green category 4 parameters are in black category, 2 parameters are in blue category. The values of indices on these parameter ranges between 0 to 68. Cleanliness of public conveniences, cleanliness around sewer/drainage, garbage collection and disposal,



cleanliness around drinking water facility are pulling down the cleanliness of the city. The city is doing well with respect to cleanliness around eateries, and keeping the environment clean of the destinations which is visited by tourists.

***Table 2.36: Cleanliness Index of Puri by Parameter & Priorities  
for Improving Cleanliness***

Sl.	Parameter	Puri	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	59	--
1	Sewer/Drainage	52	2
2	Garbage Collection and Disposal	59	4
3	Public Conveniences	46	1
4	Drinking Water Facility	58	3
5	Eateries	63	5
6	Ambience	68	6

### **Priority Areas for Action**

The top areas requiring urgent attention in Puri are:

1. Cleanliness of Public Conveniences
2. Cleanliness of Sewer/Drainage
3. Cleanliness around Drinking Water Facility; and
4. Garbage Collection and Disposal.

### **2.3.18 Agra**

#### ***About the City***

Agra is a city on the banks of the river Yamuna in the northern state of Uttar Pradesh, India. It is a major tourist destination because of its many splendid Mughal-era buildings. Agra also houses Taj Mahal, one of the wonders of the world. Agra lies at 27.11' degree Latitude North and 78.0' degree to 78.2' degree Longitude East. Its altitude is 169 meters above sea level. Although tourism contributes to a large extent in the economy of Agra, the city has a substantial industrial base.

***Table 2.37: Key Facts about Agra***

<b>1. State</b>	Uttar Pradesh
<b>2. District</b>	Agra
<b>3. Main Language</b>	Hindi and Urdu
<b>4. Total Population</b>	4,418,797 (as per Census 2011)
<b>5. Literacy Rate</b>	Male: 80.62% and Female: 61.18% (as per Census 2011)
<b>6. Season for Travel</b>	October to March
<b>7. Temperature:</b>	Summers: 21.9°C - 45°C and Winters: 04° C –31.7° C
<b>8. Reason for visiting Agra</b>	1. Exquisite Architecture 2. Taj Mahal

Source: Official Website of Agra District Administration, Census 2011

List of the locations and market place where survey was conducted is available in Annexure–I.

#### **Key Findings**

##### **Overall Rating**

As can be seen from the Table 2.2, **Agra** with a cleanliness index score of **58** is a **Black** category city requiring more attention to improve cleanliness of the city. The city can move to Blue category of cities on cleanliness with a concerted effort to improve cleanliness.

##### **Current Status of Cleanliness**

The city needs to focus on cleanliness of public conveniences, cleanliness around drinking water facility etc. The city is doing well with respect to cleanliness around eateries, and keeping the environment clean of the destinations which is visited by tourists.

**Table 2.38: Cleanliness Index of Agra by Parameter & Priorities  
for Improving Cleanliness**

Sl.	Parameter	Agra	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	<b>58</b>	--
1	Sewer/Drainage	57	4
2	Garbage Collection and Disposal	48	3
3	Public Conveniences	45	1
4	Drinking Water Facility	46	2
5	Eateries	67	5
6	Ambience	74	6

### **Priority Areas for Action**

The top areas requiring in the order of their priority for improving cleanliness of the city are:

1. Cleanliness of Public Conveniences
2. Cleanliness around Drinking Water Facility
3. Garbage Collection and Disposal; and
4. Cleanliness around sewer/ drainage

## **2.3.19 Ajmer**

### ***About the City***

Ajmer, the fifth largest city in the state of Rajasthan, is a centre of culture and education. Ajmer is a popular pilgrimage centre for the Muslims as well as Hindus. The elevation of the city is 486 m (1,594 ft). Key facts about Ajmer are presented in the Table below:

***Table 2.39: Key Facts about Ajmer***

<b>1. State</b>	Rajasthan
<b>2. District</b>	Ajmer
<b>3. Main language</b>	Marwari
<b>4. Total population</b>	5,42,250 (as per Census 2011)
<b>5. Literacy Rate</b>	Male: 82.44% and Female: 55.68% (as per Census 2011)
<b>6. Season for travel</b>	October and March
<b>7. Temperature:</b>	Summers: 22° C - 40° C and Winters: 8° C - 33° C
<b>8. Reason for visiting Ajmer</b>	1. Aravalli Mountains 2. Shrine of Sufi Saint Khawaja Moinuddin Chisti 3. Temple of Brahma

Source: Official Website of Ajmer District Administration, Census 2011 and Ministry of Tourism

List of the locations where survey was conducted is available in **Annexure–I**.

### **Key Findings**

#### **Overall Rating**

As can be seen from the Table 2.2, **Ajmer** with a City Cleanliness Index of **56** is in the **Black** category on Cleanliness Index. The findings about the city show that the city requires more attention to improve cleanliness. The city needs to take up concerted efforts for improving cleanliness of the city in order to move to next better category and shall focus on to a large number of parameters for improving cleanliness of the city.

#### **Current Status of Cleanliness**

The city is near the average cleanliness index on all the parameters. Out of the six parameters reflecting current cleanliness status, no parameter is in green category, 5 parameters are in black category and only 1 in blue category. The values of indices on these parameter ranges between 0 to 64. Cleanliness of Public Conveniences,

sewer/drainage etc. are pulling down the cleanliness of the city. The city is doing relatively better with respect to the ambience of the places visited by tourists.

***Table 2.40: Cleanliness Index of Ajmer by Parameter & Priorities  
for Improving Cleanliness***

Sl.	Parameter	Ajmer	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	56	--
1	Sewer/Drainage	46	1
2	Garbage Collection and Disposal	60	4
3	Public Conveniences	48	2
4	Drinking Water Facility	52	3
5	Eateries	57	5
6	Ambience	64	6

### **Priority Areas for Action**

The top areas requiring urgent attention in Ajmer are:

1. Cleanliness of Sewer/Drainage
2. Cleanliness of Public Conveniences
3. Cleanliness around Drinking Water Facility
4. Garbage Collection and Disposal; and
5. Cleanliness around Eateries

## **2.3.20 Deoghar**

### **About the city**

Deoghar is an important religious city of the state of Jharkhand. Deoghar is located at 24.48N and 86.7E. It has an average elevation of 254 meters (833 feet). Deoghar, also known as Baidyanath Dham, is an important Hindu pilgrimage site. Deoghar has an attractive landscape, with water courses and small hills.

***Table 2.41: Key Facts about Deoghar***

<b>1. State</b>	Jharkhand
<b>2. District</b>	Deoghar
<b>3. Main Language</b>	Santali and Hindi
<b>4. Total Population</b>	203,116(as per Census 2011)
<b>5. Literacy Rate</b>	Male: 79.13% and Female: 52.39% (as per Census 2011)
<b>6. Season for Travel</b>	October to February
<b>7. Temperature:</b>	Summers: 23° C - 36° C and Winters: 7° C–27 ° C
<b>8. Reason for visiting Haridwar</b>	1.Yoga and Meditation Hub for International Tourist 2. Religious and Spiritual Sights places

Source: Official Website of Deoghar District Administration and Census 2011

List of the locations where survey was conducted is available in **Annexure – I**.

### **Key Findings**

#### **Overall Rating**

As can be seen from the Table 2.2, **Deoghar** is in the **Black** city category with a Cleanliness Index score of **51**. The findings about the city show that the city requires more attention to improve cleanliness round the years. The city needs to take up concerted efforts for improving cleanliness of the city in order to move to next better category.

#### **Current Status of Cleanliness**

The parameters demand attention are cleanliness of public conveniences, garbage collection and disposal, cleanliness around drinking water facilities cleanliness of sewer/drainage adversely. The city is doing a reasonably good job with regard to cleanliness around eateries and keeping the ambience clean but at certain level.

**Table 2.42: Cleanliness Index of Deoghar by Parameter & Priorities  
for Improving Cleanliness**

Sl.	Parameter	Deoghar	Rank for Priority in Action
--	CITY CLEANLINESS INDEX	51	--
1	Sewer/Drainage	56	4
2	Garbage Collection and Disposal	37	1
3	Public conveniences	41	2
4	Drinking Water Facility	47	3
5	Eateries	61	5
6	Ambiences	62	6

**Priority Areas for Improving Cleanliness**

The top action areas for improving cleanliness in Deoghar are:

1. Garbage Collection and Disposal
2. Cleanliness of Public Conveniences
3. Cleanliness around Drinking Water Facility
4. Cleanliness around Sewer/Drainage; and
5. Ambience

## **2.3.21 Haridwar**

### **About the city**

Haridwar is city in Uttarakhand state of India. Haridwar is place where the river Ganges enters in plain areas of North India after flowing 250 kms from its origin Gaumukh (Gangotri Glacier). Haridwar contains two words Hari & Dwar. Hari means God & Dwar means gate. Haridwar is known for Aarti of river Ganges.

***Table 2.43: Key Facts about Haridwar***

<b>1. State</b>	Uttarakhand
<b>2. District</b>	Haridwar
<b>3. Main Language</b>	Garhwali and Hindi
<b>4. Total Population</b>	1,890,422(as per Census 2011)
<b>5. Literacy Rate</b>	Male: 81.04% and Female: 64.79% (as per Census 2011)
<b>6. Season for Travel</b>	February - March and August - October
<b>7. Temperature:</b>	Summers: 35° C - 45° C and Winters: 10 ° C–30 ° C
<b>8. Reason for visiting Haridwar</b>	1.Yoga and Meditation Hub for International Tourist 2. Religious and Spiritual places

Source: Official Website of Haridwar District Administration and Census 2011

List of the locations where survey was conducted is available in **Annexure – I**.

### **Key Findings**

#### **Overall Rating**

As can be seen from the Table 2.2, **Haridwar** is in the **Black** category with a Cleanliness Index score of **48**. The city requires unique initiatives to improve cleanliness due to a large number of visitors in the city. The city needs to take up concerted efforts for improving cleanliness of the city in order to move to next better category.

#### **Current Status of Cleanliness**

The parameter demand urgent attention are cleanliness of public conveniences ,garbage collection and disposal, cleanliness around drinking water facilities & eateries and cleanliness on things that affects the ambience adversely. The city requires improvement on all other aspects of cleanliness.



**Table 2.44: Cleanliness Index of Haridwar by Parameter & Priorities  
for Improving Cleanliness**

Sl.	Parameter	Haridwar	Rank for Priority in Action
--	CITY CLEANLINESS INDEX	48	--
1	Sewer/Drainage	45	2
2	Garbage Collection and Disposal	46	3
3	Public conveniences	42	1
4	Drinking Water Facility	53	5
5	Eateries	55	6
6	Ambiences	51	4

**Priority Areas for Improving Cleanliness**

The top action areas for improving cleanliness in Haridwar are:

1. Cleanliness of public conveniences
2. Cleanliness around Sewer and Drainage
3. Garbage Collection and Disposal
4. Improving ambience of the places visited by tourists
5. Cleanliness around Drinking Water Facility; and
6. Cleanliness around Eateries.

### **2.3.22 Raipur**

#### ***About the City***

Raipur is capital city of Chhattisgarh. It was formerly a part of Madhya Pradesh before the state of Chhattisgarh was formed in November 2000. Raipur is located near the centre of a large plain, sometimes referred as the "rice bowl of India", where hundreds of varieties of rice are grown. On the south of Raipur lies the Deccan Plateau. Raipur is a regional hub for trade and commerce for a variety of local agricultural and forest products. The state is jotted with many location of natural beauty. Most of these locations have remains untapped for its tourist potential.

***Table 2.45: Key Facts about Raipur***

<b>1. State</b>	Chhattisgarh
<b>2. District</b>	Raipur
<b>3. Main Language</b>	Hindi and Chhattisgarhi
<b>4. Total Population</b>	4,063,872 (as per Census 2011)
<b>5. Literacy Rate</b>	Male: 85.24% and Female: 65.75% (as per Census 2011)
<b>6. Season for Travel</b>	October to March
<b>7. Temperature:</b>	Summers: 08°C - 47°C and Winters: 05° C –22° C
<b>8. Reason for visiting Raipur</b>	1. Ancient Monuments 2. Wildlife 3. Water Falls 4. Rock Paintings 5. Caves

Source: Official Website of Raipur District Administration, Census 2011

List of the locations and market place where survey was conducted is available in **Annexure–I**.

### **Key Findings**

#### **Overall Rating**

As can be seen from the Table 2.2, **Raipur** with a City Cleanliness Index of **36** is in the **Black** category on Cleanliness Index. The findings about the city show that the city shall pay tremendous attention to improve cleanliness. The city needs to take up systematic concerted efforts for improving cleanliness of the city in order to move to next better category.

### **Current Status of Cleanliness**

The city is below the average cleanliness index on all the parameters. Out of the six parameters reflecting current cleanliness status, no parameter is in green category, 3 parameters are in black and 3 parameters are in red category. The values of indices on these parameter ranges between 0 to 56. All the parameters are pulling down the cleanliness of the city. The city is doing relatively better with respect ambience but that is also falling in black category.

**Table 2.46: Cleanliness Index of Raipur by Parameter & Priorities  
for Improving Cleanliness**

Sl.	Parameter	Raipur	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	36	--
1	Sewer/Drainage	29	3
2	Garbage Collection and Disposal	24	2
3	Public Conveniences	16	1
4	Drinking Water Facility	35	4
5	Eateries	42	5
6	Ambience	56	6

### **Priority Areas for Action**

The city needs to initiate systematic and well-coordinated effort to improve the cleanliness. Almost all areas require initiative to improve cleanliness almost on equal priority. These areas are:

1. Cleanliness of Public Conveniences
2. Garbage Collection and Disposal
3. Cleanliness of Sewer/Drainage
4. Cleanliness around Drinking Water Facility
5. Cleanliness around Eateries; and
6. Ambience related.

## Cities from North Eastern States

### 2.3.23 Gangtok

#### About the City

Gangtok is the capital of the Indian state of Sikkim.. It is located in the Eastern Himalaya range, at an elevation of 1,650 m (5,410 ft) at 27.3325°N 88.6140°E. Gangtok is a centre of Tibetan Buddhist culture and learning, with the presence of several monasteries, religious educational institutions, and centres for Tibetology. Gangtok is at the centre of Sikkim's tourism industry.

***Table 2.47: Key Facts about Gangtok***

<b>1. State</b>	Sikkim
<b>2. District</b>	East Sikkim
<b>3. Main Language</b>	Nepali and Hindi
<b>4. Total Population</b>	98,658(as per Census 2011)
<b>5. Literacy Rate</b>	Male: 85.33% and Female: 78.68% (as per Census 2011)
<b>6. Season for Travel</b>	October to March and March to June
<b>7. Temperature</b>	Summers: 20° C - 27° C and Winters: 2° C–8° C
<b>8. Reason for visiting Gangtok</b>	1. Buddhist places 2. Beautiful Scenery 3. High altitude lakes and passes 4. Stunning view of snow-capped Mount Kanchenjunga.

Source: Official Website of East Sikkim District Administration and Census 2011

List of the locations where survey was conducted is available in **Annexure–I**.

#### Key Findings

##### Overall Rating

As can be seen from the Table 2.2, **Gangtok** with a City Cleanliness Index of **76** is in the **Blue** category on Cleanliness Index. The findings about the city show that the city is doing a reasonably good job on cleanliness but more efforts are required for moving to the next better category of cities on cleanliness. It may move further into Green category with focused approach on improving cleanliness of the city.

##### Current Status of Cleanliness

The city is near the average and above cleanliness index on all the parameters except cleanliness of public conveniences. Out of the six parameters reflecting current

cleanliness status, 2 parameters are in green category, 1 parameter is in black, 3 parameters are in blue category. The values of indices on these parameter ranges between 0 to 93. Cleanliness of public conveniences is pulling down the cleanliness of the city. The city is doing well with respect to cleanliness around eateries and keeping the ambience clean of the places frequented by tourist. The city is doing well on keeping the sewer/drainage clean, garbage collection and disposal besides maintaining cleanliness around drinking water facility.

**Table 2.48: Cleanliness Index of Gangtok by Parameter & Priorities  
for Improving Cleanliness**

Sl.	Parameter	Gangtok	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	76	--
1	Sewer/Drainage	74	3
2	Garbage Collection and Disposal	76	4
3	Public Conveniences	42	1
4	Drinking Water Facility	71	2
5	Eateries	98	6
6	Ambience	93	5

### **Priority Areas for Action**

The top areas requiring urgent attention in Gangtok are:

1. Cleanliness of Public Conveniences

### **2.3.24 Guwahati**

#### **About the City**

Guwahati, the capital city of Assam is the largest city of the state. It is also the largest metropolitan area in the North-Eastern region of the country. Guwahati is also referred as Gateway of North Eastern Region. The city is situated between the banks of Brahmaputra river and the foothills of the Shillong plateau.

***Table 2.49: Key Facts about Guwahati***

<b>1. State</b>	Assam
<b>2. District</b>	Guwahati
<b>3. Main language</b>	Assamese, Bengali, Hindi, English
<b>4. Total Population</b>	963,429 (as per Census 2011)
<b>5. Literacy Rate</b>	Male: 92.89% and Female: 89.16% (as per Census 2011)
<b>6. Season for Travel</b>	October to April
<b>7. Temperature:</b>	Summers : 22°C - 40°C and Winters: 05° C - 26° C
<b>8. Reason for visiting Guwahati</b>	1. Guwahati acts as transit city for other North Eastern States 2. Wildlife sanctuary 3. Wholesale trade of tea.

Source: Official Website Assam tourism, Census 2011

The locations which were covered in the city are listed in **Annexure-I**.

#### **Key Findings**

##### **Overall Rating**

As can be seen from the Table 2.2, **Guwahati** with a cleanliness index score of **65** has managed to reach **Blue** category city. The city shall make concerted effort to improve cleanliness of the city in order to move to Blue Category.

##### **Current Status of Cleanliness**

The parameters that demand urgent attention are:

1. Cleanliness of public conveniences; and
2. Cleanliness around sewer/ drainage

The city is doing a reasonably good job with regard to cleanliness around eateries, drinking water facility, and garbage collection and disposal. The city is doing well on keeping the ambience clean of the places visited by tourists.

***Table 2.50: Cleanliness Index of Guwahati by Parameter & Priorities  
for Improving Cleanliness***

Sl.	Parameter	Guwahati	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	65	--
1	Sewer/Drainage	57	1
2	Garbage Collection and Disposal	68	4
3	Public Conveniences	57	2
4	Drinking Water Facility	66	3
5	Eateries	82	6
6	Ambience	68	5

### **Priority Areas for Action**

The priority areas of action for improving cleanliness of Guwahati are:

1. Cleanliness of Public Conveniences ; and
2. Cleanliness of Sewer/ Drainage

### **2.3.25 Imphal**

#### **About the City**

Imphal is the capital of the North Eastern state of Manipur. Imphal is located at 24.82°N 93.95°E in extreme Eastern India, with an average elevation of 786 meters (2,579 ft).

***Table 2.51: Key Facts about Imphal***

<b>1. State</b>	Manipur
<b>2. District</b>	Imphal West
<b>3. Main Language</b>	Manipuri, Hindi and English
<b>4. Total Population</b>	128,931 (as per Census 2011)
<b>5. Literacy Rate</b>	Male: 95.87% and Female: 87.80% (as per Census 2011)
<b>6. Season for Travel</b>	April to September
<b>7. Temperature</b>	Summers: 16° C - 35° C and Winters: 04° C–25° C
<b>8. Reason for visiting Imphal</b>	1.Green Blue Hills 2. Lush Fields

Source: Official Website of Imphal West District Administration and Census 2011

List of the locations where survey was conducted is available in **Annexure–I**.

#### **Key Findings**

##### **Overall Rating**

As can be seen from the Table 2.2, **Imphal** with a City Cleanliness Index of **62** is in the **Blue** category on Cleanliness Index. The findings about the city show that the has just reached to blue category and risks the slipping to black category with even small lapses in maintaining cleanliness.

##### **Current Status of Cleanliness**

The parameters demand urgent attention is cleanliness of public conveniences, garbage conditions, cleanliness of sewer/drainage and cleanliness around drinking water facility. The city is doing a reasonably good job with regard to cleanliness around eateries and cleanliness on things that affects the ambience adversely.



**Table 2.52: Cleanliness Index of Imphal by Parameter & Priorities  
for Improving Cleanliness**

Sl.	Parameter	Imphal	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	62	--
1	Sewer/Drainage	54	2
2	Garbage Collection and Disposal	55	4
3	Public Conveniences	46	1
4	Drinking Water Facility	54	3
5	Eateries	66	5
6	Ambience	81	6

**Priority Areas for Action**

The top areas requiring attention in Imphal are:

1. Cleanliness of public conveniences
2. Cleanliness of Sewer/ Drainage;
3. Cleanliness around Drinking Water Facility; and
4. Garbage Collection and Disposal

## **2.3.26 Tawang**

### **About the City**

Tawang is a town in the state of Arunachal Pradesh. It is approximately 2085 sq. km. bordered by Tibet in the North, Bhutan in the South-West and Sela ranges separate West Kameng district in the East. The town is roughly located around latitude 27° 45' N and longitude 90° 15' E. Its Elevation range between 6,000 to 22,000 feet.

***Table 2.53: Key Facts about Tawang***

<b>1. State</b>	Arunchal Pradesh
<b>2. District</b>	Tawang
<b>3. Main language</b>	Bodish
<b>4. Total Population</b>	49, 977(as per Census 2011)
<b>5. Literacy Rate</b>	Male: 67.54% and Female: 46.53% (as per Census 2011)
<b>6. Season for Travel</b>	March to October
<b>7. Temperature:</b>	Summers : 05°C - 21°C and Winters: -11° C - -12° C
<b>8. Reason for visiting Tawang</b>	1. Countless number of Orchid, Lakes, Waterfalls and Hot Springs

Source: Official Website Tawang District and Census 2011

The locations which were covered in the city are listed in **Annexure-I**.

### **Key Findings**

#### **Overall Rating**

As can be seen from the Table 2.2, **Tawang** with a cleanliness index score of **60** falls in Black category. The city required concerted effort to improve cleanliness of the city.

#### **Current Status of Cleanliness**

As far as the existing status of cleanliness is concerned, the parameters demand urgent attentions are:

Cleanliness of public conveniences, the other areas requiring attention in the city is garbage collection and disposal and cleaning of sewer and Drainage.

The city is doing a reasonably good job with regard to cleanliness of eateries and city is doing well on keeping the ambience clean of the places visited by tourist.

**Table 2.54: Cleanliness Index of Tawang by Parameter & Priorities  
for Improving Cleanliness**

Sl.	Parameter	Tawang	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	60	--
1	Sewer/Drainage	59	4
2	Garbage Collection and Disposal	58	3
3	Public conveniences	26	1
4	Drinking Water Facility	36	2
5	Eateries	93	6
6	Ambience	82	5

**Priority Areas for Action**

The areas requiring attention in Tawang are:

3. Cleanliness of Public Conveniences
4. Cleanliness around Drinking Water Facility
5. Garbage Collection and Disposal; and
6. Cleanliness of Sewer/Drainage.

### **2.3.27 Aizawl**

#### **About the City**

Aizawl is the capital of the state Mizoram. The city is located north of the Tropic of Cancer in the northern part of Mizoram and is situated on ridge 1132 meters (3715 ft) above sea level. This lively and bustling city is definitely enchanting and worth visiting.

***Table 2.55: Key Facts about Aizawl***

<b>1. State</b>	Mizoram
<b>2. District</b>	Aizawal
<b>3. Main Language</b>	Mizo and English
<b>4. Total Population</b>	404,054 (as per Census 2011)
<b>5. Literacy Rate</b>	Male: 98.11% and Female: 97.67% (as per Census 2011)
<b>6. Season for Travel</b>	November to March
<b>7. Temperature</b>	Summers: 20° C - 30° C and Winters: 11° C–21° C
<b>8. Reason for visiting Aizawal</b>	1. Pictureque Surroundings 2. Wildlife 3. Bamboo Dance

Source: Official Website of Aizawal District Administration and Census 2011

List of the locations where survey was conducted is available in **Annexure –I**.

#### **Overall Rating**

As can be seen from the Table 2.2, **Aizawl** with a City Cleanliness Index of **60** is in the **Black** category on Cleanliness Index. The findings about the city show that efforts are required it move to the next better category of cities on cleanliness

#### **Current Status of Cleanliness**

The parameters which have received a feedback demanding urgent attention are cleanliness around public conveniences and cleanliness around drinking water facility. The city is doing a reasonably good job with regard to cleanliness around eateries and cleanliness on things that affects the ambience adversely.

**Table 2.56: Cleanliness Index of Aizawl by Parameter & Priorities  
for Improving Cleanliness**

Sl.	Parameter	Aizawl	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	60	--
1	Sewer/Drainage	66	5
2	Garbage Collection and Disposal	62	3
3	Public Conveniences	31	1
4	Drinking Water Facility	60	2
5	Eateries	92	6
6	Ambience	64	4

### **Priority Areas for Action**

The top areas requiring urgent attention in Aizawl are:

1. Cleanliness of Public Conveniences; and
4. Cleanliness around Drinking Water Facility.

## **2.3.28 Agartala**

### **About the City**

Agartala the capital of Tripura is situated along 23° 45' - 23° 55' N latitude and 91°15' - 91°20' E longitude, in the flood plains of the Howrah river. The city is then nerve center of all political, administrative, cultural and commercial activities of the state. Agartala is located at an altitude of 1280 meters.

***Table 2.57: Key Facts about Agartala***

<b>1. State</b>	Tripura
<b>2. District</b>	West Tripura District
<b>3. Main Language</b>	Bengali and Kokborok
<b>4. Total Population</b>	399,688(as per Census 2011)
<b>5. Literacy Rate</b>	Male: 95.75% and Female: 92.02% (as per Census 2011)
<b>6. Season for Travel</b>	October to March
<b>7. Temperature</b>	Summers: 22° C - 34° C and Winters: 10° C–32° C
<b>8. Reason for visiting Agartala</b>	1.Terrible Heritage 2. Trekking

Source: Official Website of West Tripura District Administration and Census 2011

List of the locations where survey was conducted is available in **Annexure–I**.

### **Key Findings**

#### **Overall Rating**

As can be seen from the Table 2.2, **Agartala** with a City Cleanliness Index of **60** is in **Black** category on Cleanliness Index. The findings about the city show that more concerted efforts are required in order to move to the next better category of cities and to improve cleanliness.

#### **Current Status of Cleanliness**

The parameters which have received a feedback demanding urgent attention are garbage collection and disposal and cleanliness around public conveniences. The city is doing a reasonably good job with regard to cleanliness around drinking water facilities & eateries, cleaning of sewer and drainage and cleanliness on things that affects the ambience adversely.

**Table 2.58: Cleanliness Index of Agartala by Parameter & Priorities  
for Improving Cleanliness**

Sl.	Parameter	Agartala	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	60	--
1	Sewer/Drainage	62	4
2	Garbage Collection and Disposal	57	2
3	Public Conveniences	29	1
4	Drinking Water Facility	61	3
5	Eateries	72	5
6	Ambience	75	6

### **Priority Areas for Action**

The top areas requiring urgent attention in Agartala are:

1. Cleanliness of Public Conveniences
2. Garbage Collection and Disposal; and
3. Cleanliness around drinking water facility

## **2.3.29 Kohima**

### **About the City**

Kohima is the capital of Indian state of Nagaland. It lies on an altitude of (25.67°N 94.12°E) and has an average elevation of 1261 meters (4137 feet). The town of Kohima is located on the top of a high ridge and the town serpentine along the top of the mountain ranges as is typical of most Naga settlements. Kohima is the land of the Angami Naga tribe.

***Table 2.59: Key Facts about Kohima***

<b>1. State</b>	Nagaland
<b>2. District</b>	Kohima
<b>3. Main Language</b>	Angami
<b>4. Total Population</b>	267,988 (as per Census 2011)
<b>5. Literacy Rate</b>	Male: 88.69% and Female: 81.48% (as per Census 2011)
<b>6. Season for Travel</b>	October to May
<b>7. Temperature</b>	Summers: 20° C - 36° C and Winters: 05° C–30° C
<b>8. Reason for visiting Kohima</b>	1.Natural and Ethnic Beauty

Source: Official Website of Kohima District Administration and Census 2011

List of the locations where survey was conducted is available in **Annexure–I**.

### **Key Findings**

#### **Overall Rating**

As can be seen from the Table 2.2, **Kohima** with a City Cleanliness Index of **55** is in the **Black** category on Cleanliness Index. The findings about the city show that more efforts are required for moving to the Blue category of cities on cleanliness. Focused approach on improving cleanliness of the city will be useful in moving to Blue category of the city.

#### **Current Status of Cleanliness**

The parameters demand urgent attention are cleanliness around drinking water facility, cleanliness of public conveniences, garbage collection and disposal, cleanliness of sewer/drainage and cleanliness around eateries. The city is doing a reasonably good job with regard to cleanliness on things that affects the ambience adversely.



**Table 2.60: Cleanliness Index of Kohima by Parameter & Priorities  
for Improving Cleanliness**

Sl.	Parameter	Kohima	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	55	--
1	Sewer/Drainage	56	3
2	Garbage Collection and Disposal	58	5
3	Public Conveniences	49	2
4	Drinking Water Facility	27	1
5	Eateries	57	4
6	Ambience	68	6

### **Priority Areas for Action**

The top areas requiring urgent attention in Kohima are:

1. Cleanliness around Drinking Water Facility
2. Cleanliness of Public Conveniences
3. Cleanliness of Sewer/ Drainage
4. Cleanliness around Eateries; and
5. Garbage Collection and Disposal

### **2.3.30 Shillong**

#### **About the City**

Shilong is capital of the Indian state of Meghalaya. It has been one of the important tourist destinations of the North East. It is often referred to as the "Scotland of the East" due to its striking similarity with the Scottish Highlands. It lies on the altitude of 1,520 meters (4,990 feet) above sea level.

***Table 2.61: Key Facts about Shillong***

<b>1. State</b>	Meghalaya
<b>2. District</b>	East Khasi Hills
<b>3. Main language</b>	Assamese, Khasi, Garo, Hindi and English
<b>4. Total Population</b>	143, 077(as per Census 2011)
<b>5. Literacy Rate</b>	Male: 94.46% and Female: 90.33% (as per Census 2011)
<b>6. Season for Travel</b>	March to April and October to November
<b>7. Temperature</b>	Summers : 14°C - 23°C and Winters: 04° C - 22° C
<b>8. Reason for visiting Shillong</b>	1. Numerous Waterfalls 2. Walk through clouds

Source: Official Website East Khasi Hills District and Census 2011

The locations which were covered in the city are listed in **Annexure-I**.

#### **Key Findings**

##### **Overall Rating**

As can be seen from the Table 2.2, **Shillong** with a cleanliness index score of **51** is a **Black** category. The findings about the city show that the city requires substantial attention to improve cleanliness. The city needs to take up concerted efforts for improving cleanliness of the city in order to move to next better category.

##### **Current Status of Cleanliness**

As far as the existing status of cleanliness is concerned, the parameters that have received a feedback demand urgent attention are cleanliness of public conveniences, garbage collection and disposal etc.

The city is doing a reasonably good job with regard to cleanliness around eateries and keeping the ambience clean of the places visited by tourist.

**Table 2.62: Cleanliness Index of Shillong by Parameter & Priorities  
for Improving Cleanliness**

Sl.	Parameter	Shillong	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	51	--
1	Sewer/Drainage	55	4
2	Garbage Collection and Disposal	38	2
3	Public Conveniences	33	1
4	Drinking Water Facility	52	3
5	Eateries	73	6
6	Ambience	64	5

### **Priority Areas for Action**

The areas requiring urgent attention in Shillong are:

1. Cleanliness of Public Conveniences
2. Garbage Collection and Disposal
3. Cleanliness around Drinking Water Facility; and
6. Cleanliness of Sewer/Drainage.

## **Cities from Union Territories**

### **2.3.31 Silvassa**

#### **About the city**

Silvassa is the capital of the Indian Union Territory of Dadra and Nagar Haveli. The city has a large number of factories and industries providing significant revenue to the Government. The surroundings of Silvassa are rich in Portuguese heritage and a distinctive Indo-Portuguese ethnicity.

***Table 2.63: Key Facts about Silvassa***

<b>1. Union Territory</b>	Dadar and Nagar Haveli
<b>2. District</b>	Dadar and Nagar Haveli
<b>3. Main language</b>	Gujarati, Hindi and English
<b>4. Total Population</b>	98, 265(as per Census 2011)
<b>5. Literacy Rate</b>	Male: 94.84% and Female: 85.83% (as per Census 2011)
<b>6. Season for Travel</b>	November to March
<b>7. Temperature</b>	Summers : 18°C - 39°C and Winters: 10° C - 34° C
<b>8. Reason for visiting Silvassa</b>	1. Scenic Beauty

Source: Official Website Dadar and Nagar Haveli District and Census 2011

The locations which were covered in the city are listed in **Annexure-I**.

#### **Key Findings**

##### **Overall Rating**

As can be seen from the Table 2.2, **Silvassa** with a City Cleanliness Index of **70** is in the **Blue** category on Cleanliness Index. The findings about the city shows that the city is doing a reasonably good job on cleanliness and more efforts are required to improve cleanliness in order to move to Green category of cities on cleanliness.

##### **Current Status of Cleanliness**

As far as the existing status of cleanliness is concerned, the parameters that have received a feedback demanding urgent attention are cleanliness of public conveniences and garbage conditions.

The city is doing a reasonably good job with regard to cleanliness around drinking water facility, cleanliness of sewer/drainage and doing well on keeping ambience clean around the places visited by tourist.

**Table 2.64: Cleanliness Index of Silvassa by Parameter & Priorities for Improving Cleanliness**

Sl.	Parameter	Silvassa	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	70	--
1	Sewer/Drainage	66	3
2	Garbage Collection and Disposal	59	2
3	Public Conveniences	41	1
4	Drinking Water Facility	73	4
5	Eateries	97	6
6	Ambience	88	5

### **Priority Areas for Action**

The areas requiring attention in order of their priority in Silvassa are:

1. Cleanliness of Public Conveniences; and
4. Garbage Collection and Disposal.

### **2.3.32 Diu**

#### **About the city**

Diu is a town in the Union Territory of Daman and Diu. Diu is located at **20.71°N 70.98°E**. The island is at sea level and covers an area of 38.8 km<sup>2</sup>.

***Table 2.65: Key Facts about Diu***

<b>1. Union Territory</b>	Daman and Diu
<b>2. District</b>	Diu
<b>3. Main language</b>	Portuguese, Gujarati, Hindi and English
<b>4. Total Population</b>	52, 074(as per Census 2011)
<b>5. Literacy Rate</b>	Male: 91.21% and Female: 76.06% (as per Census 2011)
<b>6. Season for Travel</b>	March to September
<b>7. Temperature</b>	Summers : 16°C - 32°C and Winters: 07° C - 22° C
<b>8. Reason for visiting Diu</b>	1. Water Sports 2. Beaches and Islands

Source: Official Website Diu District and Census 2011

The locations which were covered in the city are listed in **Annexure-I**.

#### **Key Findings**

##### **Overall Rating**

As can be seen from the Table 2.2, **Diu** with a City Cleanliness Index of **68** is in the **Blue** category on Cleanliness Index. The findings about the city shows that the city is doing a reasonably good job on cleanliness but substantial efforts are required for moving to the next better category of cities on cleanliness.

##### **Current Status of Cleanliness**

The parameters that have received a feedback demanding attention are Cleanliness around public conveniences and cleanliness around drinking water facility.

The city is doing a reasonably good job with regard to cleanliness of around eateries, sewer/drainage and is doing well on keeping the ambience clean of the places visited by tourists.

**Table 2.66: Cleanliness Index of Diu by Parameter & Priorities  
for Improving Cleanliness**

Sl.	Parameter	Diu	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	68	--
1	Sewer/Drainage	74	5
2	Garbage Collection and Disposal	63	3
3	Public conveniences	42	1
4	Drinking Water Facility	48	2
5	Eateries	72	4
6	Ambience	91	6

**Priority Areas for Action**

The areas requiring urgent attention in Diu are:

1. Cleanliness of Public Conveniences; and
2. Cleanliness around Drinking Water Facility.

### **2.3.33 Chandigarh**

#### **About the city**

Chandigarh is a city and a union territory in the Northern part of India that also serves as the capital for the states of Haryana and Punjab. As a Union Territory, the city is ruled directly by the Union Government of India and is not part of either state. Chandigarh is located near the foothills of the Shivalik range of the Himalayas in North West India. It covers an area of approximately 44.5 m<sup>2</sup> or 114 km<sup>2</sup>. It shares its borders with the states of Haryana and Punjab. The exact co-ordinates of Chandigarh are 30.74°N 76.79°E. It has an average elevation of 321 meters (1053 ft).

**Table 2.67: Key Facts about Chandigarh**

<b>1. Union Territory</b>	Chandigarh
<b>2. District</b>	Chandigarh
<b>3. Main language</b>	Punjabi, Hindi and English
<b>4. Total Population</b>	1,055,450 (as per Census 2011)
<b>5. Literacy Rate</b>	Male: 89.99% and Female: 64.81% (as per Census 2011)
<b>6. Season for Travel</b>	September to March
<b>7. Temperature</b>	Summers : 35°C - 40°C and Winters: 18° C - 22° C
<b>8. Reason for visiting Chandigarh</b>	1. First planned city 2. Scenic Beauty

Source: Official Website Chandigarh District and Census 2011

The locations which were covered in the city are listed in **Annexure-I**.

#### **Key Findings**

##### **Overall Rating**

As can be seen from the Table 2.2, Chandigarh with a City Cleanliness Index of **67** is in the **Blue** category on Cleanliness Index. The findings about the city shows that the city is doing a reasonably good job on cleanliness but more focus efforts are required for moving to the next better category of cities on cleanliness.

##### **Current Status of Cleanliness**

The parameters that have received a feedback demanding attention are cleanliness around public conveniences.

The city is doing a reasonably good job with regard to cleanliness on a large number of parameters like cleanliness of ambience; the city is doing well with regards, to the



cleanliness of sewer/drainage, cleanliness around eateries and drinking water facility. With systematic and planned approach to cleanliness, the city can move to green category in a short duration.

**Table 2.68: Cleanliness Index of Chandigarh by Parameter & Priorities for Improving Cleanliness**

Sl.	Parameter	Chandigarh	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	67	--
1	Sewer/Drainage	64	2
2	Garbage Collection and Disposal	67	4
3	Public Conveniences	52	1
4	Drinking Water Facility	64	3
5	Eateries	70	5
6	Ambience	78	6

### **Priority Areas for Action**

The areas requiring attention in Chandigarh are:

1. Cleanliness of Public Conveniences.

### **2.3.34 Port Blair**

#### **About the city**

Port Blair the capital of Andaman and Nicobar Islands, a Union Territory of India. It is located on the east coast of South Andaman Island and is the main entry point to the islands.

***Table 2.69: Key Facts about Port Blair***

<b>1. Union Territory</b>	Andaman and Nicobar Islands
<b>2. District</b>	South Andaman
<b>3. Main language</b>	Andamanese, Bengali, Hindi and English
<b>4. Total Population</b>	100, 608(as per Census 2011)
<b>5. Literacy Rate</b>	Male: 92.79% and Female: 86.34% (as per Census 2011)
<b>6. Season for Travel</b>	October and April
<b>7. Temperature</b>	Summers : 28°C - 30°C and Winters: 15° C - 34° C
<b>8. Reason for visiting Port Blair</b>	1. “Kalaa Paani” Cellular Jail 2. Early sunrise and sunsets

Source: Official Website Andaman and Nicobar District and Census 2011

The locations which were covered in the city are listed in **Annexure-I**.

#### **Key Findings**

##### **Overall Rating**

As can be seen from the Table 2.2, **Port Blair** with a City Cleanliness Index of **63** is in the **Blue** category on Cleanliness Index. The findings about the city shows that the city is doing a reasonably good job on cleanliness but more efforts are required for moving to the next better category of cities on cleanliness.

##### **Current Status of Cleanliness**

As far as the existing status of cleanliness is concerned, the parameters that have received a feedback demanding urgent attention are cleanliness of public conveniences and drinking water facilities besides cleanliness of Sewer/drainage.

The city is doing a reasonably good job with regard to cleanliness around eateries and garbage collection and disposal. It is also doing well on keeping the ambience clean of the places visited by tourists.

**Table 2.70: Cleanliness Index of Port Blair by Parameter & Priorities  
for Improving Cleanliness**

Sl.	Parameter	Port Blair	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	63	--
1	Sewer/Drainage	49	1
2	Garbage Collection and Disposal	68	5
3	Public conveniences	56	2
4	Drinking Water Facility	59	3
5	Eateries	65	4
6	Ambience	74	6

**Priority Areas for Action**

The areas requiring urgent attention in Port Blair are:

1. Cleanliness of Sewer/Drainage
4. Cleanliness of Public Conveniences; and
5. Cleanliness around Drinking Water Facility.

### **2.3.35 kavratti**

#### **About the city**

Kavaratti Island is the headquarters of the Union Territory of Lakshadweep. This island is at a distance of 404 km (218 nautical miles) from Kochi and is located between Agatti Island on the West and Andrott Island on the East. It lies between 10° 32' and 10°35' N latitude and 72° 35' and 72° 40' E longitude, having an area of 4.22 sq km. Maximum length of the island is 5.8 km and width is 1.6 km.

***Table 2.71: Key Facts about kavratti***

<b>1. Union Territory</b>	Lakshadweep
<b>2. District</b>	Lakshwadeep
<b>3. Main language</b>	Malyalam and English
<b>4. Total Population</b>	64,000(as per Census 2011)
<b>5. Literacy Rate</b>	Male: 95.56% and Female: 82.69% (as per Census 2011)
<b>6. Season for Travel</b>	August to March
<b>7. Temperature</b>	Summers : 23°C - 32°C and Winters: 20° C - 29° C
<b>8. Reason for visiting Kavratti</b>	1. Beaches 2. Water Sports Games

Source: Official Website Lakshadweep District and Census 2011

The locations which were covered in the city are listed in **Annexure-I**.

#### **Key Findings**

##### **Overall Rating**

As can be seen from the Table 2.2, **Kavratti** with a cleanliness index score of **61** is on the **Blue** category city. The findings about the city show that the city shall pay more attention to improve cleanliness. The city needs to take up concerted efforts for improving cleanliness of the city in order to retain its current ranking and minimizing the chances of going to a lower category.

##### **Current Status of Cleanliness**

The parameters that demand urgent attention are garbage collection and disposal, cleanliness of public conveniences. The city is doing a reasonably good job with regard to keeping the ambience clean of the destinations visited by tourists. In addition to this, the city is doing well in maintaining the cleanliness around eateries, sewer/drainage, and drinking water facility.

**Table 2.72: Cleanliness Index of kavratti by Parameter & Priorities  
for Improving Cleanliness**

Sl.	Parameter	Kavratti	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	61	--
1	Sewer/Drainage	64	3
2	Garbage Collection and Disposal	23	1
3	Public Conveniences	25	2
4	Drinking Water Facility	81	4
5	Eateries	94	6
6	Ambience	91	5

**Priority Areas for Action**

The areas requiring urgent attention in Kavratti are:

1. Garbage Collection and Disposal; and
2. Cleanliness of Public Conveniences.

### **2.3.36 Puducherry**

#### **About the city**

Pondicherry is capital city in Pondicherry district of the Indian Union Territory of Puducherry. The topography of Pondicherry is the same as that of coastal Tamil Nadu. It lies on the East coast about 162 kms south of Chennai (Madras) located on the Coromandel Coast of the Bay of Bengal. There are no hills or forests in this region.

***Table 2.73: Key Facts about Puducherry***

<b>1. Union Territory</b>	Puducherry
<b>2. District</b>	Pondicherry
<b>3. Main language</b>	Tamil, Hindi and English
<b>4. Total Population</b>	1,247,953(as per Census 2011)
<b>5. Literacy Rate</b>	Male: 91.26% and Female: 84.05% (as per Census 2011)
<b>6. Season for Travel</b>	October to March
<b>7. Temperature</b>	Summers : 24°C - 41°C and Winters: 17° C - 32° C
<b>8. Reason for visiting Puducherry</b>	1. Beaches

Source: Official Website Pondicherry District and Census 2011

The locations which were covered in the city are listed in **Annexure-I**.

#### **Key Findings**

##### **Overall Rating**

As can be seen from the Table 2.2, **Puducherry** with a cleanliness index of **52** is a **Black** category city. The findings about the city show that the city requires great attention to improve cleanliness. The city needs to take up concerted efforts for improving cleanliness of the city in order to move to next better category.

##### **Current Status of Cleanliness**

As far as the existing status of cleanliness is concerned, the parameters that demand urgent attention are cleanliness of public conveniences, drinking water facilities, eateries, garbage collection and disposal and ambience of the places visited by tourist.

**Table 2.74: Cleanliness Index of Puducherry by Parameter & Priorities  
for Improving Cleanliness**

Sl.	Parameter	Puducherry	Rank for Priority in Action
--	<b>CITY CLEANLINESS INDEX</b>	52	--
1	Sewer/Drainage	58	5
2	Garbage Collection and Disposal	58	4
3	Public Conveniences	33	1
4	Drinking Water Facility	39	2
5	Eateries	59	6
6	Ambience	57	3

**Priority Areas for Action**

The areas requiring urgent attention in Puducherry are:

1. Cleanliness of Public Conveniences
2. Cleanliness around Drinking Water Facility
3. Ambience Related
4. Garbage Collection and Disposal
5. Cleanliness of Sewer/ Drainage; and
6. Cleanliness around Eateries.

**Annexure – I**  
**List of Tourist Destinations and Market Place**



## List of Tourist Destinations and Market Place

### • Metro Cities

#### I) Bangalore

Sl No	Type	State/UT Name	City Name	Tourist Destinations	Market Place
1	State	Karnataka	Bangalore	Ulsoor Lake	MG Road
2	State	Karnataka	Bangalore	Government Museum	
3	State	Karnataka	Bangalore	ISKON Temple	
4	State	Karnataka	Bangalore	Bull Temple	
5	State	Karnataka	Bangalore	St. Marys Church	
6	State	Karnataka	Bangalore	Banglore Palace	
7	State	Karnataka	Bangalore	Tipu Sultan Palace	
8	State	Karnataka	Bangalore	Jama Masjid	
9	State	Karnataka	Bangalore	National Gallery of Modern Art	
10	State	Karnataka	Bangalore	Cubborn Park	

#### II) Chennai

Sl No	Type	State/UT Name	City Name	Tourist Destinations	Market Place
1	State	Tamil Nadu	Chennai	Governemnt Museum	T.Nagar
2	State	Tamil Nadu	Chennai	Vivekananda House	
3	State	Tamil Nadu	Chennai	Victory War Memorial	
4	State	Tamil Nadu	Chennai	Kattubava Mosque	
5	State	Tamil Nadu	Chennai	The Big Mosque	
6	State	Tamil Nadu	Chennai	Marina Beach	
7	State	Tamil Nadu	Chennai	St.George Fort	
8	State	Tamil Nadu	Chennai	Golden Beach	
9	State	Tamil Nadu	Chennai	Vadapalani Temple	
10	State	Tamil Nadu	Chennai	Parthasarthy Temple	

#### III) Hyderabad

Sl No	Type	State/UT Name	City Name	Tourist Destinations	Market Place
1	State	Telangana	Hyderabad	Charminar	Laad Baazar
2	State	Telangana	Hyderabad	Golconda Fort	
3	State	Telangana	Hyderabad	Birla Mandir	
4	State	Telangana	Hyderabad	Salarjung Museum	
5	State	Telangana	Hyderabad	Mecca Masjid	
6	State	Telangana	Hyderabad	Taramati Bardari	
7	State	Telangana	Hyderabad	Hussainsagar lake	
8	State	Telangana	Hyderabad	Nizam Silver jubilee Museum	
9	State	Telangana	Hyderabad	Nehru Zoological park	
10	State	Telangana	Hyderabad	Shilparaman	

**IV) Kolkata**

Sl .	Type	State/UT Name	City Name	Tourist Destinations	Market Place
1	State	West Bengal	Kolkata	Victoria Memorial	New Market
2	State	West Bengal	Kolkata	Belur Math Shrine	
3	State	West Bengal	Kolkata	Science Mueseum	
4	State	West Bengal	Kolkata	Dakshineswar Kali Temple	
5	State	West Bengal	Kolkata	Birla Industrial And Technological Museum	
6	State	West Bengal	Kolkata	Kalighat Temple	
7	State	West Bengal	Kolkata	St. Paul's Cathedral	
8	State	West Bengal	Kolkata	Birla Planetarium	
9	State	West Bengal	Kolkata	Dakshineswar Temple	
10	State	West Bengal	Kolkata	Indian Museum	

**V) Mumbai**

Sl.	Type	State/UT Name	City Name	Tourist Destinations	1 Market Place
1	State	Maharashtra	Mumbai	Gateway of India	Crawford Market
2	State	Maharashtra	Mumbai	Siddhivinayak Temple	
3	State	Maharashtra	Mumbai	Iskon Temple	
4	State	Maharashtra	Mumbai	Haji Ali	
5	State	Maharashtra	Mumbai	Mahalakshmi Temple	
6	State	Maharashtra	Mumbai	Marine Drive	
7	State	Maharashtra	Mumbai	Jahangir Art Gallery	
8	State	Maharashtra	Mumbai	Juhu Beach	
9	State	Maharashtra	Mumbai	Prince of Wales Museum	
10	State	Maharashtra	Mumbai	Swami Narayan Temple	

**VI) New Delhi**

Sl No	Type	State/UT	City	Tourist Destinations	Market Place
1	UT	Delhi	Delhi	Akshardham Temple	Connaught place
2	UT	Delhi	Delhi	Dilli Haat	
3	UT	Delhi	Delhi	India Gate	
4	UT	Delhi	Delhi	Jama Masjid	
5	UT	Delhi	Delhi	Jantar Mantar	
6	UT	Delhi	Delhi	Qutab Minar	
7	UT	Delhi	Delhi	Red Fort	
8	UT	Delhi	Delhi	Birla Mandir	
9	UT	Delhi	Delhi	Humayun Tomb	
10	UT	Delhi	Delhi	Lotus temple	

- **Medium and Small Sized Cities**

**VII) Agra**

Sl .	Type	State/UT Name	City	Tourist Destinations	Market Place
1	State	Uttar Pradesh	Agra	Taj Mahal	Sadar Bazaar
2	State	Uttar Pradesh	Agra	Agra Fort	
3	State	Uttar Pradesh	Agra	Ram Bagh	
4	State	Uttar Pradesh	Agra	Sikandra	
5	State	Uttar Pradesh	Agra	Jama Masjid	
6	State	Uttar Pradesh	Agra	Balkeshwarnath Temple	
7	State	Uttar Pradesh	Agra	Jahagirs palace	

**VIII) Ahmedabad**

Sl .	Type	State/UT Name	City Name	Tourist Destinations	Market Place
1	State	Gujarat	Ahmedabad	Gandhi Ashram	C.G. Road
2	State	Gujarat	Ahmedabad	Kankaria Lake	
3	State	Gujarat	Ahmedabad	ISKON Temple	
4	State	Gujarat	Ahmedabad	Swaminarayan Temple	
5	State	Gujarat	Ahmedabad	Sardar Patel National Memorial	
6	State	Gujarat	Ahmedabad	Jama Masjid	
7	State	Gujarat	Ahmedabad	Science City	
8	State	Gujarat	Ahmedabad	Jhulta Minar	
9	State	Gujarat	Ahmedabad	Vechaar Utensils Museum	
10	State	Gujarat	Ahmedabad	Akshardham Temple	

**IX) Ajmer**

Sl No	Type	State Name	City Name	Tourist Destinations	Market Place
1	State	Rajasthan	Ajmer	Dargah Khwaja Sahib	Naya Bazaar
2	State	Rajasthan	Ajmer	Akbar's Palace & Museum	
3	State	Rajasthan	Ajmer	Ana Sagar Lake	
4	State	Rajasthan	Ajmer	Sai Mandir	
5	State	Rajasthan	Ajmer	Lake Foy Sagar	
6	State	Rajasthan	Ajmer	Adhai - Din Ka- Jhonpra	
7	State	Rajasthan	Ajmer	Brahma Temple	
8	State	Rajasthan	Ajmer	Savitri Temple	
9	State	Rajasthan	Ajmer	Taragarh Fort	

## X) Amritsar

Sl No	Type	State/UT	City	Tourist Destinations	Market Place
1	State	Punjab	Amritsar	Golden Temple	Hall Bazaar
2	State	Punjab	Amritsar	Jalianwalla Bagh	
3	State	Punjab	Amritsar	Wagha Border	
4	State	Punjab	Amritsar	Durgiana Temple (Lakshmi Narain Temple)	
5	State	Punjab	Amritsar	Ram Bagh	
6	State	Punjab	Amritsar	Ram Tirath	
7	State	Punjab	Amritsar	Pul Kanjari	
8	State	Punjab	Amritsar	Gobindgarh Fort	
9	State	Punjab	Amritsar	Mata devi Temple	
10	State	Punjab	Amritsar	Jama Masjid Khairuddin	

## XI) Bhopal

Sl.	Type	State/UT Name	City Name	Tourist Destinations	Market Place
1	State	Madhya Pradesh	Bhopal	Jama Masjid	New Market
2	State	Madhya Pradesh	Bhopal	kalika Mandir	
3	State	Madhya Pradesh	Bhopal	Gohar Mahal	
4	State	Madhya Pradesh	Bhopal	Taj ul masjid	
5	State	Madhya Pradesh	Bhopal	Bharat Bhawan	
6	State	Madhya Pradesh	Bhopal	Lakshmi Narayan Temple	
7	State	Madhya Pradesh	Bhopal	Upper and Lower lake	
8	State	Madhya Pradesh	Bhopal	Archaeological Museum	
9	State	Madhya Pradesh	Bhopal	Shaukat Mahal	
10	State	Madhya Pradesh	Bhopal	Indira Gandhi Rashtriya Manav Sangrahalya	

## XII) Deoghar

Sl No	Type	State/UT	City	Tourist Destinations	Market Place
1	State	Jharkhand	Deoghar	Baba Baidnath Temple	Tower Chowk
2	State	Jharkhand	Deoghar	Tapovan	
3	State	Jharkhand	Deoghar	Noulakha Temple	
4	State	Jharkhand	Deoghar	Nandan Pahar	
5	State	Jharkhand	Deoghar	Satsang Nagar	
6	State	Jharkhand	Deoghar	Nav Durga Temple	
7	State	Jharkhand	Deoghar	Ram Krishna Ashram	
8	State	Jharkhand	Deoghar	Pagla Baba Ashram	
9	State	Jharkhand	Deoghar	Harila Joria	

**XIII) Ernakulam**

SI No	State Name	City Name	Destinations Name	Market Place
1	Kerala	Ernakulam	Fort Kochi	MG Road Market
2	Kerala	Ernakulam	Dutch Palace	
3	Kerala	Ernakulam	Marine Drive	
4	Kerala	Ernakulam	Hill Palace	
5	Kerala	Ernakulam	Jew Synagogue and Jew Town	
6	Kerala	Ernakulam	Santa Cruz Cathedral Basilica	
7	Kerala	Ernakulam	Kochi International Marina	
8	Kerala	Ernakulam	Bolgatty Palace	
9	Kerala	Ernakulam	Backwaters of Kochi	
10	Kerala	Ernakulam	Willingdon Island	

**XIV) Haridwar**

SI No	Type	State/UT	City	Tourist Destinations	Market Place
1	State	Uttarakhand	Haridwar	Shantikunj	Bara Bazaar
2	State	Uttarakhand	Haridwar	Har Ki Pauri	
3	State	Uttarakhand	Haridwar	Chandi Devi Temple	
4	State	Uttarakhand	Haridwar	Mansa Devi Temple	
5	State	Uttarakhand	Haridwar	Bharat Mata Mandir	
6	State	Uttarakhand	Haridwar	Jairam Ashram	
7	State	Uttarakhand	Haridwar	Daksha Mahadev Temple	
8	State	Uttarakhand	Haridwar	Bhimgoda Tank	
9	State	Uttarakhand	Haridwar	Birla Ghat	
10	State	Uttarakhand	Haridwar	Neel Dhara Pakshi Vihar	

**XV) Jammu**

SI No	Type	State/UT	City	10 Tourist Destinations	1 Market Place
1	State	Jammu and kashmir	Jammu	Amar Palace	Raghunath Baazar
2	State	Jammu and kashmir	Jammu	Bahu Fort and Gardens	
3	State	Jammu and kashmir	Jammu	Peer Khoh	
4	State	Jammu and kashmir	Jammu	Akhnoor	
5	State	Jammu and kashmir	Jammu	Dogra Art Museum	
6	State	Jammu and kashmir	Jammu	Mahamaya Temple	
7	State	Jammu and kashmir	Jammu	Burj Temple	
8	State	Jammu and kashmir	Jammu	Mubarak mandi palce	
9	State	Jammu and kashmir	Jammu	Peer Baba	
10	State	Jammu and kashmir	Jammu	Ranbir Canal	

**XVI) Panaji**

Sl No	Type	State/UT	City	Tourist Destinations	Market Place
1	State	Goa	Panaji	Goa State Museum	Panjim Market
2	State	Goa	Panaji	Church of Our Lady of The Immaculate Conception	
3	State	Goa	Panaji	Jama Masjid	
4	State	Goa	Panaji	Maruti Temple	
5	State	Goa	Panaji	Miramar Beach	
6	State	Goa	Panaji	Chapel of St. Sebastian	
7	State	Goa	Panaji	Shanta Durga Temple	
8	State	Goa	Panaji	Callungute Beach	
9	State	Goa	Panaji	Dona Paula	
10	State	Goa	Panaji	Fort Aguada	

**XVII) Panchkula**

Sl No	Type	State/UT Name	City Name	Tourist Destinations	Market Place
1	State	Haryana	Panchkula	Bhima Devi Temple	Sector 11 Market
2	State	Haryana	Panchkula	Cactus Garden	
3	State	Haryana	Panchkula	Mata Mansa Devi Temple	
4	State	Haryana	Panchkula	Pinjore Garden	
5	State	Haryana	Panchkula	Nada Sahib	
6	State	Haryana	Panchkula	Nahan Kothi	
7	State	Haryana	Panchkula	Chokhi Dhani	

**XVIII) Patna**

Sl No	State Name	City Name	Destinations Name	Market Place
1	Bihar	Patna	Golghar	Maurya Lok Complex
2	Bihar	Patna	Patna Museum	
3	Bihar	Patna	Khuda Baksh Oriental Library	
4	Bihar	Patna	Sher Shah Suri Masjid	
5	Bihar	Patna	Jalan Museum	
6	Bihar	Patna	Kumhrar	
7	Bihar	Patna	Biological Park	
8	Bihar	Patna	Modern Planetarium	
9	Bihar	Patna	Har Mandir Takht	
10	Bihar	Patna	Agam Kuan	

**XIX) Puri**

SI No	Type	State/UT Name	City Name	Tourist Destinations	Market Place
1	State	Orissa	Puri	Sea Beach	Sudharshan Workshop
2	State	Orissa	Puri	Chandra Bagha	
3	State	Orissa	Puri	Balighai	
4	State	Orissa	Puri	Baliharachandi	
5	State	Orissa	Puri	Beleeswar	
6	State	Orissa	Puri	Brahmagiri	
7	State	Orissa	Puri	Sakshigopal	
8	State	Orissa	Puri	Raghurajpur	
9	State	Orissa	Puri	The Temple of Lord Jagannath	
10	State	Orissa	Puri	Satyabadi	

**XX) Raipur**

SI No	Type	State Name	City Name	Tourist Destinations	Market Place
1	State	Chhattisgarh	Raipur	Doodhadhari Monastery and Temple	Pandri Market
2	State	Chhattisgarh	Raipur	Vivekananda ashram	
3	State	Chhattisgarh	Raipur	Vivekananda sarovar	
4	State	Chhattisgarh	Raipur	Mahant Ghasidas Memorial Museum	
5	State	Chhattisgarh	Raipur	Shadani Darbar	
6	State	Chhattisgarh	Raipur	Mahakoshal Art Gallery	
7	State	Chhattisgarh	Raipur	Mahamaya Temple	
8	State	Chhattisgarh	Raipur	Budhapara Lake	
9	State	Chhattisgarh	Raipur	Shaheed Smarak Complex	

**XXI) Shimla**

SI No	Type	State/UT Name	City Name	Tourist Destinations	Market Place
1	State	Himachal Pradesh	Shimla	Jakhoo Temple	Mall Road
2	State	Himachal Pradesh	Shimla	Sankat Mochan	
3	State	Himachal Pradesh	Shimla	Tara Devi	
4	State	Himachal Pradesh	Shimla	State Museum	
5	State	Himachal Pradesh	Shimla	Mashobra	
6	State	Himachal Pradesh	Shimla	Prospect Hill	
7	State	Himachal Pradesh	Shimla	Viceroy House	
8	State	Himachal Pradesh	Shimla	Christ Church	

**XXII) Tirupati**

SI No	Type	State/UT Name	City Name	Tourist Destinations	Market Place
1	State	Andhra Pradesh	Tirupati	Tirumala Venkateswara Swamy Temple	Bazaar Street
2	State	Andhra Pradesh	Tirupati	Goddess Alamelumanga Temple	
3	State	Andhra Pradesh	Tirupati	Tiruchanur temple of Goddess Padmavati,	
4	State	Andhra Pradesh	Tirupati	Srinivasa Mangapuram	
5	State	Andhra Pradesh	Tirupati	Srikalahasti Temple	
6	State	Andhra Pradesh	Tirupati	Sri Venkateswara Zoological Park	
7	State	Andhra Pradesh	Tirupati	Chandragiri Fort	
8	State	Andhra Pradesh	Tirupati	Kapila Theertham	
9	State	Andhra Pradesh	Tirupati	Silathoranam	
10	State	Andhra Pradesh	Tirupati	Kapilatheertham	

- North Eastern Cities**

**XXIII) Agartala**

SI No	Type	State/UT Name	City Name	Tourist Destinations	Market Place
1	State	Tripura	Agartala	Kunjaban Palace	Akhaura Road
2	State	Tripura	Agartala	Uma Maheshwar Temple	
3	State	Tripura	Agartala	Sepahijala wildlife Sanctuary	
4	State	Tripura	Agartala	Ujjayanta Palace	
5	State	Tripura	Agartala	Rabindra Kanan	
6	State	Tripura	Agartala	Lakshmi Narayan Temple	
7	State	Tripura	Agartala	Nehru Park	
8	State	Tripura	Agartala	Jagannath Temple	
9	State	Tripura	Agartala	Mariam Nagar Church	

**XXIV) Aizawl**

SI No	Type	State/UT	City	Tourist Destinations	1 Market Place
1	State	Mizoram	Aizawl	State Museum at McDonald Hill	Bara Bazaar
2	State	Mizoram	Aizawl	Luangmual Handicrafts Centre	
3	State	Mizoram	Aizawl	Aizawl Zoological Park, Lungverh	
4	State	Mizoram	Aizawl	Martyr's Memorial, Luangmual	
5	State	Mizoram	Aizawl	LAD park, Muthi	
6	State	Mizoram	Aizawl	K.V. Paradise, Durtlang	
7	State	Mizoram	Aizawl	Horticulture Centre, Chite	
8	State	Mizoram	Aizawl	MAHCO Showroom, Treasury Square	
9	State	Mizoram	Aizawl	ZOHANDCO Showroom, Chaltlang	



**XXV) Gangtok**

Sl No	Type	State/UT Name	City Name	Tourist Destinations	Market Place
1	State	Sikkim	Gangtok	Himalayan Zoological Park	Lal Market
2	State	Sikkim	Gangtok	Rumtek Monastery	
3	State	Sikkim	Gangtok	Ganesh Tok	
4	State	Sikkim	Gangtok	Tashi Viewpoint	
5	State	Sikkim	Gangtok	Hanuman Tok	
6	State	Sikkim	Gangtok	Enchey Monastery	
7	State	Sikkim	Gangtok	Jawaharlal Nehru Botanical Garden	
8	State	Sikkim	Gangtok	Bhanjakhari falls	

**XXVI) Guwahati**

Sl No	Type	State/UT Name	City Name	Tourist Destinations	Market Place
1	State	Assam	Guwahati	Nehru Park	Paan Bazaar
2	State	Assam	Guwahati	Christ Church	
3	State	Assam	Guwahati	Assam State Museum	
4	State	Assam	Guwahati	Kamakhya Temple	
5	State	Assam	Guwahati	Dirgheswari Temple	
6	State	Assam	Guwahati	ISKCON Guwahati	
7	State	Assam	Guwahati	Assam State Zoo	
8	State	Assam	Guwahati	Regional Science Center	
9	State	Assam	Guwahati	Navagraha Temple	
10	State	Assam	Guwahati	Bhubaneshwari Temple	

**XXVII) Imphal**

Sl	Type	State Name	City Name	Tourist Destinations	Market Place
1	State	Manipur	Imphal	Shree Shree Govindajee Temple	Khwairambad Bazaar
2	State	Manipur	Imphal	Manipur State Museum	
3	State	Manipur	Imphal	War Cemetery	
4	State	Manipur	Imphal	Manipur Zoological Garden	
5	State	Manipur	Imphal	Khonghampat Orchidarium	
6	State	Manipur	Imphal	Red Hill (Lokpaching)	
7	State	Manipur	Imphal	Sadu Chiru Waterfall	
8	State	Manipur	Imphal	Kangla	
9	State	Manipur	Imphal	Loukoi Pat	

**XXVIII) Kohima**

SI No	Type	State/UT Name	City Name	Tourist Destinations	Market Place
1	State	Nagaland	Kohima	Kohima Museum	Naga Bazaar
2	State	Nagaland	Kohima	Catholic Cathedral	
3	State	Nagaland	Kohima	War Cemetery	
4	State	Nagaland	Kohima	Sales Emporium	
5	State	Nagaland	Kohima	Statue of Mother Mary	
6	State	Nagaland	Kohima	Kohima Botanical Garden	

**XXIX) Shillong**

SI	Type	State/UT Name	City Name	Tourist Destinations	Market Place
1	State	Meghalaya	Shillong	Lady Hydari Park	Bara Bazaar
2	State	Meghalaya	Shillong	Ward's Lake	
3	State	Meghalaya	Shillong	Cathedral Catholic Church	
4	State	Meghalaya	Shillong	Capt. Williamson Sangma State Museum	
5	State	Meghalaya	Shillong	Shiv Mandir	
6	State	Meghalaya	Shillong	Golf Course	
7	State	Meghalaya	Shillong	Butterfly Museum	
8	State	Meghalaya	Shillong	Botanical Garden	
9	State	Meghalaya	Shillong	Elephant Falls	
10	State	Meghalaya	Shillong	Shillong Peak	

**XXX) Tawang**

SI No	Type	State/UT Name	City Name	Tourist Destinations	Market Place
1	State	Arunachal Pradesh	Tawang	War Memorial	Nehru Market
2	State	Arunachal Pradesh	Tawang	Urgelling Gompa	
3	State	Arunachal Pradesh	Tawang	Khinmey Gompa	
4	State	Arunachal Pradesh	Tawang	Rigyaling Monastery	
5	State	Arunachal Pradesh	Tawang	Tawang Monastery	
6	State	Arunachal Pradesh	Tawang	Manjushree Vidyapeeth	

- **Union Territories**

**XXXI) Chandigarh**

Sl	Type	State/UT Name	City Name	Tourist Destinations	Market Place
1	UT	Chandigarh	Chandigarh	Rock garden	City Center Sector 17
2	UT	Chandigarh	Chandigarh	Rose Garden	
3	UT	Chandigarh	Chandigarh	Government Museum and Art Gallery	
4	UT	Chandigarh	Chandigarh	International Dolls Museum	
5	UT	Chandigarh	Chandigarh	Sukhna Lake	
6	UT	Chandigarh	Chandigarh	Leisure Valley	
7	UT	Chandigarh	Chandigarh	National Gallery of Portraits	
8	UT	Chandigarh	Chandigarh	Shanti Kunj	

**XXXII) Diu**

Sl No	Type	State/UT Name	City Name	Tourist Destinations	Market Place
1	UT	Daman and Diu	Diu	Diu Fort	Maharaja Super Market
2	UT	Daman and Diu	Diu	Fortress of Panikota	
3	UT	Daman and Diu	Diu	Nagoa Beach	
4	UT	Daman and Diu	Diu	St. Paul's Church	
5	UT	Daman and Diu	Diu	Diu Museum	
6	UT	Daman and Diu	Diu	Gangeshwar Temple	
7	UT	Daman and Diu	Diu	Naida Caves	
8	UT	Daman and Diu	Diu	khukri memorial	
9	UT	Daman and Diu	Diu	Gomtimata Beach	
10	UT	Daman and Diu	Diu	Chakratirth	

**XXXIII) Port Blair**

Sl	Type	State/UT Name	City Name	Tourist Destinations	Market Place
1	UT	Andaman and Nicobar Islands	Port Blair	Cellular jail –National Memorial	Aberdeen Bazaar
2	UT	Andaman and Nicobar Islands	Port Blair	Viper Island	
3	UT	Andaman and Nicobar Islands	Port Blair	Anthropological Museum	
4	UT	Andaman and Nicobar Islands	Port Blair	Fisheries Museum	
5	UT	Andaman and Nicobar Islands	Port Blair	Zoological Survey of India Museum	
6	UT	Andaman and Nicobar Islands	Port Blair	Mahatma Gandhi Marine National Park	
7	UT	Andaman and Nicobar Islands	Port Blair	Chidiya Tapu	
8	UT	Andaman and Nicobar Islands	Port Blair	Mini Zoo	
9	UT	Andaman and Nicobar Islands	Port Blair	Science Centre	
10	UT	Andaman and Nicobar Islands	Port Blair	Ross Island	

**XXXIV) Puducherry**

Sl No	Type	State/UT Name	City Name	Tourist Destinations	Market Place
1	UT	Puducherry	Pondicherry Town	Sri Aurbindo Ashram	M.G Street
2	UT	Puducherry	Pondicherry Town	Promenade	
3	UT	Puducherry	Pondicherry Town	Paradise Beach	
4	UT	Puducherry	Pondicherry Town	Serenity Beach	
5	UT	Puducherry	Pondicherry Town	Light House	
6	UT	Puducherry	Pondicherry Town	Aayi Mandapam	
7	UT	Puducherry	Pondicherry Town	French War Memorial	
8	UT	Puducherry	Pondicherry Town	Statue of Dupleix	
9	UT	Puducherry	Pondicherry Town	Le Cafe	
10	UT	Puducherry	Pondicherry Town	Gandhi Statue	

**XXXV) Kavaratti**

Sl	Type	State/UT Name	City Name	Tourist Destinations	Market Place
1	UT	Lakshadweep	Kavaratti	Urja Mosqu	Lagoon Road
2	UT	Lakshadweep	Kavaratti	Marine Aquarium	
3	UT	Lakshadweep	Kavaratti	Desalination Plant	
4	UT	Lakshadweep	Kavaratti	Ajara and Jamnath Mosqu	
5	UT	Lakshadweep	Kavaratti	Dolphin Drive	

**XXXVI) Silvassa**

Sl	Type	State/UT Name	City Name	Tourist Destinations	Market Place
1	UT	Dadra and Nagar Haveli	Silvassa	Tribal Museum	Kilvani Road
2	UT	Dadra and Nagar Haveli	Silvassa	Vanganga Lake Garden	
3	UT	Dadra and Nagar Haveli	Silvassa	Hirwa Van Garden	
4	UT	Dadra and Nagar Haveli	Silvassa	Island Garden Silvassa	
5	UT	Dadra and Nagar Haveli	Silvassa	Church of Our Lady of Piety	
6	UT	Dadra and Nagar Haveli	Silvassa	Swaminarayan Temple	

**Annexure –II**  
**Schedules Covered in the Study**

# 1. Tourist Schedule

## Study on Cleanliness Index for Cities: 2014

For

Ministry of Tourism, Govt. Of India

पर्यटनमंत्रालय, भारतसरकार

शहरोंकीसफाईसूचकांकपरअध्ययन: 2014

### Tourist Schedule/ पर्यटकअनुसूची

Sl.	Particular/ विवरण	Name/ नाम	Code/ कोड
A1.	State/ राज्य		
A2.	District/ जिला		
A3.	City/Town/ शहर / कस्बा		
A4.	Tourist Category/ पर्यटकश्रेणी	1.Domestic/ घरेलू2.Foreign/ विदेशी	
A5.	Type of Place/ जगहकेप्रकार	1.Tourist Destination/ पर्यटकस्थल 2.Market Place/ बाज़ार	
A6.	Destination/Market Name/ पर्यटकस्थल/बाज़ारकानाम		

Good..... I am from DRS Pvt. Ltd., a Delhi based survey Research Company. Currently we are conducting a survey for Ministry of Tourism, Government of India to understand the improvement required for Cleanliness of cities visited by the tourists. Your feedback will be very useful in preparing policies for improving the cleanliness of the cities. Please spare few minutes to share your valuable feedback on cleanliness related issues.

नमस्ते.....मैंडीआरएसप्राइवेटलिमिटेडएकदिल्लीआधारितसर्वेक्षणरिसर्चकंपनी  
सेहूँ,वर्तमानमेंहमभारतसरकार के पर्यटनमंत्रालयकेलिएएकसर्वेक्षणकर रहेहैं,  
जिसमेंपर्यटकोंद्वाराघूमेजानेवालेशहरोंकीसफाईकेसुधारक्षेत्रोंकोसमझाजाएगा.  
आपकीप्रतिक्रियाशहरोंकीसफाईमेंसुधारलानेसेसंबंधितनितिबनानेमेंबहुतउपयोगीहोगी.कृपया  
सफाईसेसंबंधितमुद्दोंपरअपनीबहुमूल्यरायदेनेकेलिएकुछमिनटदे.

Section-I: Sewer and Drainage / अनुभाग-I: नालाऔरजलनिकास					
Q.	Questions/प्रश्न			Code/कोड	
1	At this place, did you come across any foul smell of Septage / Sewer or drainage? / इसजगहपरआपकोसीवर, नालायाजलनिकासीसेकोईबदबुआयीहैं?			1. Yes / हां 2. No/ नहीं	
Section-II: Water Facility/ अनुभाग-II: पीनेकेपानीकीसुविधा					
Q.	Questions/प्रश्न			Code/कोड	
2	Have you seen any drinking water facility available for tourists near this place? / क्याआपनेइसजगहकेपासपर्यटकोंकेलिएपीनेकेपानीकीसुविधादेखीहैं?			1. Yes / हां 2. No/ नहीं	
Section-III: Eateries Facility / अनुभाग-III: भोजनालयोंकीसुविधा					
Q.	Questions/प्रश्न			Code/कोड	
3	Have you seen any food particles, cups, glasses, wrappers etc. lying in open/ pubic place? / क्याआपनेखानेकीचीज़ें/कप/गिलास/ रैपरखुलेमेंपड़ादेखाहैं?			1. Yes / हां 2. No/ नहीं	
Section-IV: Garbage Conditions / अनुभाग-IV: कचरेकीअवस्था					
Q.	Questions / प्रश्न			Code/कोड	
4	Did you notice littering around the garbage bins? / क्याआपनेकचरेकेडिब्बोकेआसपासकचरागिराहुआदेखाहैं?			1. Yes / हां 2. No/ नहीं	
5	Did you come across any garbage bin with foul smell? / क्याआपकोकचरेकेडिब्बोकेआसपाससेकोईबदबुआयीहैं?			1. Yes / हां 2. No/ नहीं	
Section-V: Toilets / अनुभाग-V: शौचालय					
Q.	Questions / प्रश्न	Type / प्रकार	Yes / हां	No/ नहीं	Code/कोड
6	Have you used free or paid public toilets at this place? / क्याआपनेयहाँसार्वजनिकशौचालयकाइस्तेमालकियाहैं?	Free/फ्री	1	2	
		Paid/भुगतान	1	2	
7	Are the pots/ wash basin free from hard stain/ sputum/ faecal matter? / क्यापॉट/ वॉशबेसिनदाग/ थूक / मिट्टीकेनिशानसेमुक्तहैं?	Free/फ्री	1	2	
		Paid/भुगतान	1	2	
8	Is there any foul smell inside or near toilets? / क्याशौचालयकेअन्दरयाआसपाससेबदबूआरहीहैं?	Free/फ्री	1	2	
		Paid/भुगतान	1	2	
9	Are the steps to toilet and the toilet floor clean from:-/ क्याशौचालयकीसीढ़ियाँऔरशौचालयकाफर्शसाफहै:-				
	1. Spilled water/ गिराहुआपानी	Free/फ्री	1	2	
		Paid/भुगतान	1	2	
	2. Foot Mark/ पैरकेनिशान	Free/फ्री	1	2	
		Paid/भुगतान	1	2	
	3. Other Litter/ अन्यकूड़ा	Free/फ्री	1	2	
Paid/भुगतान		1	2		
Section-VI: Ambience Related/ अनुभाग-VI: वातावरणसंबंधित					
Q.	Questions/प्रश्न			Code/कोड	
10	Did you see people spitting in open near this place? / क्याआपनेयहाँपरलोगोंकोखुलेमेंथूकतेहुएदेखाहैं?	Yes / हां	No/ नहीं		
		1	2		
11	Did you see people smoking in open near this place?/क्याआपनेयहाँपरलोगोंकोखुलेमेंधूम्रपानकरतेहुएदेखाहैं?	1	2		



## Study on Development of Cleanliness Index for Cities

12	Did you see people littering in open near this place? / क्या आपने यहाँ पर लोगों को खुले मैकचराडालते हुए देखा है?	1	2	
13	What are the top two improvements that you would like to suggest with regard to cleanliness of this place? / आप इस जगह की सफाई के संबंध में कौन से दो सुझाव देना चाहेंगे? 1. 2.			
<b>Section-VII: Background Profile/ अनुभाग-VII: पृष्ठभूमि प्रोफाइल</b>				
Q.	Questions/ प्रश्न	Response (Coding Categories)/ रिस्पांस (श्रेणिकोडिंग)		Code/ कोड
14	Name of the Respondent/ उत्तरदाता का नाम			
15	Age/ उम्र 1. Less than 18 years // 18 वर्ष से कम 3. 26-35 Years/ 26-35 वर्ष 5. 46-55 Years/ 46-55 वर्ष 6. Above 55 Years/ 55 वर्ष से ऊपर	2. 18-25 Years/ 18-25 वर्ष 4. 36-45 Years/ 36-45 वर्ष		
16	Sex/ लिंग	1. Male/ पुरुष    2. Female/ महिला		
17	Main purpose of visit? / इस यात्रा का मुख्य उद्देश्य	1. Business/ Official/ व्यापार / सरकारी 2. Leisure/Social/ अवकाश / सामाजिक 3. Others (specify)/ अन्य (बताएं)		
18	Whether visiting this place for the first time? / क्या आप इस जगह पर पहली बार आ रहे हैं?	1. Yes / हा    2. No/ नहीं		
19	(Only for domestic visitor) / (केवल घरेलू पर्यटक के लिए) State of Origin / किस राज्य के मूल निवासी			
20	(Only for Foreigners)/ (केवल विदेशियों के लिए) Whether visiting India for the first time? / क्या आप भारत पहली बार आ रहे हैं?	1. Yes / हां    2. No/ नहीं		
21	Country of Origin/ मूल का देश			
22	E-mail/ ईमेल			

**(Say "Thank You" and terminate the interview)/ (धन्यवाद कहो और साक्षात्कार को समाप्त कर)**

Role/भूमिका	Name /नाम	Signature/हस्ताक्षर	Date/तारीख
Interviewer/साक्षात्कारकर्ता			
Supervisor/पर्यवेक्षक			
Quality check done by supervisor/ कवालिटी चेक डन बाई सुपरवाइजर	Type of check/चेक के प्रकार	Yes/हां	No /नहीं
	1. Accompanied Call/ अक्कोम्पनिएड कॉल	1	2
	2. Spot Check/स्पॉट जांच	1	2

## 2. Local Schedule

### Study on Cleanliness Index for Cities: 2014

For

Ministry of Tourism, Govt. Of India

पर्यटनमंत्रालय, भारतसरकार

शहरोंकीसफाईसूचकांकपरअध्ययन: 2014

Local Schedule/ स्थानीयअनुसूची

Sl./क्र.	Particular/विवरण	Name/ नाम	Code/ कोड
A1.	State/ राज्य		
A2.	District /जिला		
A3.	City/शहर		
A4.	Tourist Destination/पर्यटनस्थल		
A5.	Market Place/मार्केटप्लेस		
A6.	Railway Station/रेलवेस्टेशन		
A7.	Bus Stand/बसस्टैंड		
A8.	Outside Airport/हवाईअड्डेकेबाहर		

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नमस्ते.....मैंडीआरएसप्राइवेटलिमिटेडएकदिल्लीआधारितसर्वेक्षणरिसर्चकंपनी  
सेहूँ.,वर्तमानमेंहमभारतसरकार के पर्यटनमंत्रालयकेलिएएकसर्वेक्षणकर रहेहैं,  
जिसमेंपर्यटकोंद्वाराघूमेजानेवालेशहरोंकीसफाईकेसुधारक्षेत्रोंकोसमझाजाएगा.  
आपकीप्रतिक्रियाशहरोंकीसफाईमेंसुधारलानेसेसंबंधितनितिनबनानेमेंबहुतउपयोगीहोगी.कृपया  
सफाईसेसंबंधितमुद्दोंपरअपनीबहुमूल्यरायदेनेकेलिएकुछमिनटदे.

Section-I: Sewer/ Drainage /अनुभाग-I: नालाऔरजलनिकास						
Q.	Questions /प्रश्न	Never/ कभीनहीं	1 to 3 times / 1 से 3 बार	4 to 10 times / 4 से 10 बार	More than 10 times / 10 सेअधिक बार	Code/ कोड
1	Nearly how many times in a year some septage or sewer overflow can be sighted here? / लगभग सालमेंकितनीबारइसजगहकेआसपाससेप्टजयासीवरओवर फ्लोदिखताहै?	1	2	3	4	
2	Nearly how many times in a year some nearby place gets water logged even without rain water? / लगभग सालमेंकितनीबारइसजगहकेआसपासबारिशकेपानीकेबिना भीजलभरावदिखताहै?	1	2	3	4	
3	Nearly how many times in a year some nearby place gets water logged after rainfall? / लगभग सालमेंकितनीबारइसजगहकेआसपासबारिशकेपानीकेबादज लभरावदिखताहै?	1	2	3	4	
4	Nearly how many times in a year, drainage water is overflowing in open can be sighted? / एकवर्षमें, लगभगकितनेबारजलनिकासपानीखुलेमेंबेहताहुआदिखताहै ?	1	2	3	4	
5	For nearly how many times in a year do people come across foul smell of septage, sewer or drainage around this place? / एकवर्षमेंलगभगकितनीबारलोगोंकोइसजगहकेआसपाससी वरयाजलनिकासीमेंसेबदबुआतीहै?	1	2	3	4	
6	During the last 6 months, have you seen any publicity in public place about method of lodging grievances related to sewer and Drainage? / पिछले 6 महीनोंकेदौरान आपनेसीवरऔरड्रेनेजसेसंबंधितशिकायतदर्जकरानेकीविधि केबारेमेंसार्वजनिकस्थानपरकिसीभीप्रकारकीजानकारीदेखी है?	1. Yes / हां		2. No/ नहीं		
7	Have you ever come across or heard of uncovered Sewer and Drainage for more than a day continuously? / क्या आपनेकभीलगातारएकदिनसेअधिककेलिएखुलेहुएसीवरऔर ड्रेनेजकेबारेमेंसुनाहै?	1. Yes / हां		2. No/ नहीं		
Section-II: Water Facility / अनुभाग-II: पानीकीसुविधा						
Q.	Questions/ प्रश्न	Never/ कभीनहीं	1 to 3 times / 1 से 3 बार	4 to 10 times / 4 से 10 बार	More than 10 times / 10 सेअधिकबार	Code/ कोड
8	How often in a month one can see the following near this place? / एकमहीनेमेंकितनीबारइसजगहकेपासनिम्नदेखसकतेहैं ?.					
	1. Water Spillage/ गिराहुआपानी	1	2	3	4	
	2. Muddy area/ कीचड़	1	2	3	4	

	3. Thrown away food particles / गिरेहुएखानेकेटुकड़े / सामान	1	2	3	4		
<b>Section-III: Eateries Facility/ / अनुभाग-III: भोजनालयकीसुविधा</b>							
<b>Q.</b>	<b>Questions / प्रश्न</b>	<b>Never/ कभीनहीं</b>	<b>1 to 3 times/ 1 से 3 बार</b>	<b>4 to 10 times / 4 से 10 बार</b>	<b>More than 10 times/ 10 सेअधिकबार</b>	<b>Code/ कोड</b>	
9	How often in a month food particles, cups, glasses etc. can be seen lying in Open/ public place? / एकमहीनेमेंकितनीबारओपन / सार्वजनिक जगहपेखाद्यसामग्री, कप, गिलास, रैपरआदिदिखता है?	1	2	3	4		
<b>Section-IV: Garbage Conditions/ अनुभाग-IV: कचरेकीअवस्था</b>							
<b>Q.</b>	<b>Questions / प्रश्न</b>				<b>Yes / हां</b>	<b>No / नहीं</b>	<b>Code/ कोड</b>
10	In the last one month, have you come across foul smell of garbage bins or garbage dumps near this place? / पिछलेएकमहीनेमें, क्याआपकोकचरेयाकचरेकेडिब्बेमेंसेबदबुआयीहै?				1	2	
11	In the last 6 months, have you come across any publicity about the method of lodging grievances related to garbage and littering? / पिछले 6 महीनोंकेदौरान, आपनेकचरेयागंदगीसेसंबंधितशिकायतदर्जकरानेकीविधिकेबारेमेंकिसीभीप्रकारकाप्रचारदेखाहै?				1	2	
<b>Section-V: Toilets / अनुभाग-V: शौचालय</b>							
<b>Q.</b>	<b>Question / प्रश्न</b>						<b>Code/ कोड</b>
12	On an average on how many days in a week the public toilets near this place have foul smell? / एकसप्ताहमेंऔसतनकितनेदिनसार्वजनिकशौचालयसेबदबूआतीहैं?						
	<b>Type</b>	<b>Never/ कभीनहीं</b>	<b>During Special Events / विशेषआयोजनोंकेदौरा न</b>	<b>Once in a week/ सप्ताहमेंएकबार</b>	<b>More than once in a week/ एकसप्ताहमेंएकबारसेअधि क</b>	<b>Daily/ दैनिक</b>	
	<b>Free/ फ्री</b>	1	2	3	4	5	
	<b>Paid/भुगतान</b>	1	2	3	4	5	
<b>Section-VI: Ambience Related/ अनुभाग-VI: वातावरणसंबंधित</b>							
<b>Q.</b>	<b>Questions / प्रश्न</b>					<b>Code/ कोड</b>	
13	Is there enough greenery including flower and shrubs at this place? / क्याइसजगहपरफूलपतियाऔरहरियालीसमुचितमात्रामेंहै?			1. Yes / हां 2. No / नहीं			
14	Are the signages clean & visible (free from posters and scribbles)? / क्यासाईनेज (पोस्टरऔरहाथसेलिखेशब्दोंसेमुक्त) साफदिखाईदेरहेहैं?			1. Almost all/ लगभगसभी 2. Some of them/ उनमेंसेकुछ 3. None of them/ उनमेंसेकोईभीनहीं			
15	Can people be seen urinating or defecating near this place? / क्यालोगइसजगहकेआसपासशौचकरतेदिखतेहैं?			1. Never/ कभीनहीं 2. During special Events / विशेषकार्यक्रमकेदौरान			

		3. Weekly / साप्ताहिक 4. More than once in a week / एकसप्ताहमेंएकबारसेअधिक 5. Daily/ दैनिक	
16	How often in a week, the haphazard parking lead to traffic jams near this place? / एकसप्ताहमेंकितनीबार, इसजगहकेपास बेतरतीबपार्किंगकीवजहसेजामलगताहै?	1. Never/ कभीनहीं 2. Once in a while / एकसमयमेंएकबार 3. More than twice a week/ एकसप्ताहमेंदोबारसेअधिक 4. Daily/ दैनिक 5. Many times every day/ हरदिनकईबार	

**Section-VII: Background Profile/ अनुभाग- VII: पृष्ठभूमिप्रोफाइल**

Q.	Questions/ प्रश्न	Response (Coding Categories) / रिस्पांस (श्रेणिकोडिंग)
17	Name of the Respondent / उत्तरदाताकानाम	
18	Age / उम्र 1. Less than 18 years / 18 वर्षसेकम 2. 18-25 Years / 18-25 वर्ष 3. 26-35 Years / 26-35 वर्ष 4. 36-45 Years / 36-45 वर्ष 5. 46-55 Years / 46-55 वर्ष 6. Above 55 Years / 55 वर्षसेऊपर	
19	Sex / लिंग	1. Male / पुरुष 2. Female / महिला
20	Educational Qualification / शैक्षिकयोग्यता	1. Illiterate / अनपढ़ 2. Up to class 12 / कक्षा 12 तक 3. Graduation / ग्रेजुएशन 4. Post Graduation / पोस्टग्रेजुएशन 5. Professional Course / पेशेवरकोर्स 6. Others (Specify) / अन्य (बताएं)
21	Type of Native/ मूलनिवासीकाप्रकार	1. Resident/ निवासी (Skip Q 22) / (प्रश्न 22 छोड़दे) 2. Employee Working in this area/ इसक्षेत्रमेंकामकरनेवालाकर्मचारी
22	If Employed, Level of Employment/ अगरएम्प्लोयेदहातोरोजगारकास्तरक्याहै?	

**(Say "Thank You" and terminate the interview)/ (धन्यवाद कहो और साक्षात्कार को समाप्त कर )**

Role/भूमिका	Name /नाम	Signature/हस्ताक्षर	Date/तारीख
Interviewer/साक्षात्कारकर्ता			
Supervisor/पर्यवेक्षक			
Quality check done by supervisor/कवालिटीचेकडनबाईसुपरवाइजर	Type of check/चेककेप्रकार	Yes/हां	No /नहीं
	1. Accompanied Call/ अक्कोम्पनिएदकॉल	1	2
	2. Spot Check/ स्पॉटजांच	1	2

### 3. Observation Schedule

**Study on Cleanliness Index for Cities: 2014**  
**For**  
**Ministry of Tourism, Govt. Of India**

पर्यटनमंत्रालय, भारतसरकार  
 शहरोंकीसफाईसूचकांकपरअध्ययन: 2014

### Observation Schedule/अवलोकनअनुसूची

Q.	Particular/ विवरण	Name/ नाम	Code/ कोड
A1.	State/ राज्य		
A2.	District/ जिला		
A3.	City/Town/ शहर / कस्बा		
A4.	Place of Observation: /अवलोकनकेस्थान: 1. Tourist Destination / पर्यटकस्थल 2. Market Place / बाज़ार 3. Railway Station /रेलवेस्टेशन 4. Bus Stand/बसस्टैंड 5. Outside Airport /हवाईअड्डेकेबहार		Code/ कोड
A5.	Name of Place /जगहकानाम		

Section I: Sewer and Drainage / अनुभाग-I: नालाऔरजलनिकास					
Q.	Questions/ प्रश्न	Yes/ हां	No/ नहीं	Code/ कोड	Photo/फोटो Circle if Yes/ कोडकोघेरेयदिहाँतो
1	Are sewers and drainage systems covered near this place? / क्याइसजगहकेपास नालीऔरजलनिकासीढकेहुएहैं?	1	2		1
2	Is there any overflowing drainage system near this place? / क्यायहाँपरकोईखुलेमेंबहताहुआनालाहै?	1	2		1
3	Is there any overflowing septage or sewer system near this place? / क्यायहाँपरकोईखुलेमेंबहताहुआ सीवरयासेप्टज है?	1	2		1
4	At this place, did you come across any foul smell of Septage/ Sewer or drainage? / यहाँपर आपकोसेप्टज / सीवर / नालेकीबदबूआयीहै?	1	2		X
5	Is contact details or method of lodging grievance related to sewer/drainage displayed anywhere near this place? / सीवरयानालेसेसंबंधितशिकायतदर्जकरानेकीविधिप्रदर्शितहै?	1	2		1
Section II: Water Facility / अनुभाग II: पीनेकेपानीकीसुविधा					
Q.	Questions / प्रश्न	Yes/ हां	No/नहीं	Code /कोड	Photo/ फोटो Circle if Yes/ कोडकोघेरेयदिहाँतो
6	Is drinking water facility available for tourists near this place? / क्याइसजगहकेपासपर्यटकोंकेलिए पीनेकेपानीकीसुविधाउपलब्धहै?	1	2		1
7	Are the tap and water drinking place clean? / क्या नलऔरपीनेकेपानीकीजगहसाफहै?	1	2		1
8	Is there any spillage of drinking water on the road nearby place? / क्या सड़कपरपीनेकेपानीकाछलकावहै?	1	2		1
9	Is RO water available for tourists? / क्या पर्यटकोंकेपीनेकेलिए RO पानीउपलब्धहै?	1	2		1
Section III: Eateries Facility / अनुभागIII: भोजनालयोंकीसुविधा					
Q.	Questions / प्रश्न	Yes/ हां	No/नहीं	Code /कोड	Photo/ फोटो Circle if Yes/ कोडकोघेरेयदिहाँतो
10	Were Flies /insects/Rodents seen around the eateries? / क्या भोजनालयोंकेआसपासमछर / कीड़े / चूहेदिखेहैं?	1	2		1
11	Are food particles, cups, glasses, wrappers etc. lying in open/ public near this place? / क्या इसजगहपेखाद्यकण, कप, गिलास, रैपरआदिखुलेमेंपड़ेहैं?	1	2		1
Section IV: Garbage Conditions / अनुभाग-IV: कचरेकीअवस्था					
Q.	Questions / प्रश्न	Yes/ हां	No/नहीं	Code /कोड	Photo / फोटो Circle if Yes/ कोडकोघेरेयदिहाँतो
12	Are garbage bins available near this place? / क्या इसजगहकेपासकचरेकेडिब्बेउपलब्धहैं?	1	2		1
13	Are the garbage bins available in adequate number near this place? / क्या इसजगहकेपासकचरेकेडिब्बेपर्याप्तसंख्यामेंउपलब्धहैं?	1	2		1
14	Are the garbage bins clean at this place? / क्या	1	2		1

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	इस जगह के पास कचरे के डिब्बे साफ हैं?				
15	Is there any littering around the garbage bins? / क्या कचरे के डिब्बे के आसपास किसी भी तरह का कचरा है?	1	2		1
16	Are the garbage bins covered? / क्या कचरे के डिब्बे ढके हैं?	1	2		1
17	Do the garbage bins have foul smells? / क्या कचरे के डिब्बे में से बूढ़ा आरही है?	1	2		X
18	Is contact details or method of lodging grievance related to garbage collection and disposal displayed anywhere near this place? / क्या इस जगह के पास कचरा संग्रहण और निपटान से संबंधित शिकायत दर्ज कराने की विधि प्रदर्शित है?	1	2		1

### Section II: Toilets / अनुभाग-II: शौचालय

Q.	Questions/ प्रश्न	(Circle the code if yes) / (कोड को घेरे यदि हाँ है)			
		Observation / पर्यवेक्षण		Photo / फोटो	
		Free / फ्री	Paid/ भुगतान	Free / फ्री	Paid/ भुगतान
19	Is adequate number of public toilets available at this place? / क्या इस जगह पर सार्वजनिक शौचालय पर्याप्त संख्या में उपलब्ध है?	1	1	x	x
20	Is the steps to toilet and the toilet floor clean from <b>spilled water</b> ? / क्या शौचालय की सीढ़ियाँ और फर्श पर पानी गिरा हुआ है?	1	1	1	1
21	Are the steps to toilet and the toilet floor clean from <b>foot mark</b> ? / क्या शौचालय और शौचालय का फर्श पैर के निशान से मुक्त है?	1	1	1	1
22	Are the steps to toilet and the toilet floor clean from <b>other litter</b> ? / क्या शौचालय की सीढ़ियाँ और फर्श अन्य कूड़े से साफ है?	1	1	1	1
23	Do these toilets have <b>latch/ door lock</b> for closing the toilet door from inside? / क्या इन शौचालयों को अंदर से बंद करने के लिए कुंडी / दरवाजा है?	1	1	1	1
24	Do these toilets have <b>running water</b> inside the toilet? / क्या शौचालय में पानी आ रहा है?	1	1	1	1
25	Is the tap or any other <b>water supply system</b> leaking? / क्या शौचालय में नल या अन्य जल आपूर्ति प्रणाली लीक कर रही है?	1	1	1	1
26	Are the <b>flush</b> in the <b>toilets functional</b> ? / क्या शौचालय में फ्लश काम कर रहा है?	1	1	1	1
27	Is <b>toilet paper roll</b> available in the toilet? (Only for paid) / क्या टॉयलेट पेपर रोल शौचालय में उपलब्ध है? (केवल भुगतान वाले शौचालय के लिए)	XX	1	XX	1
28	Are the pots/ wash basin free from <b>hard stain/ sputum/ faecal matter</b> ? / क्या पॉट / वॉश बेसिन दाग / थूक / मलबात से मुक्त है?	1	1	1	1
29	Do these toilets have soap or <b>liquid dispenser</b> ? / क्या शौचालयों में साबुन या तरल साबुन की मशीन है?	1	1	XX	1
30	Is <b>tissue paper</b> available in the toilets? (Only for paid) / क्या शौचालयों में टिशू पेपर उपलब्ध है? (केवल भुगतान वाले शौचालय के लिए)	XX	1	XX	1
31	Do these toilets have <b>dustbins</b> ? / क्या शौचालयों में कचरे के डिब्बे हैं?	1	1	1	1
32	Is there any <b>functional hand dryer</b> available in the toilet? (Only for paid) / क्या काम कर रहे हैंड ड्रायर शौचालय में उपलब्ध है? (केवल भुगतान वाले शौचालय के लिए)	XX	1	XX	1



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33	Do these toilets have <b>mirror(s)</b> ? / क्या शौचालयमेंआईना हैं?	1	1	1	1
34	Do these toilets have good <b>wall plaster and paint</b> on walls, <b>lighting</b> etc? / क्या शौचालयकीदीवारोंपरअच्छाप्लास्टरऔरपेंटहैं?	1	1	1	1
35	Are these toilets <b>ventilated</b> ? / क्या शौचालयहवादारहैं?	1	1	1	1
36	Is there any foul <b>smell in toilets</b> ? / क्या शौचालयमेंबदबुहैं?	1	1	X	X
37	Is <b>toilet cleaning schedule</b> displayed in the building? / क्या शौचालयकीसफाईकीअनुसूचीइमारतमेंप्रदर्शितहै?	1	1	1	1

### Section VI: Ambience Related / अनुभाग VI: वातावरणसंबंधित

Q.	Questions / प्रश्न	Yes/ हां	No/ नहीं	Code /कोड	Photo / फोटो
					Circle if Yes/ कोडकोघेरेय दिहाँतो
38	Is there enough greenery including flower and shrubs at this place? / क्या इसजगहपरहरयाली, फूलऔरझाड़ियाँकाफीहैं?	1	2		1
39	Is there any litter (of cut twigs or anything else) available near flower and shrubs? / क्या ;gkW ij Qwy vkSj iKS/kks ds ikl vU; dpjk (टहनियाँयाकुछ) और gSA	1	2		1
40	Do the gift/ souvenir shops and other structures at this place look clean from outside? / क्याइसजगहपर nqdkus औरअन्य Hkou बाहरसेसाफदिखतेहैं?	1	2		1
41	Are the signage's clean & visible (free from posters and scribbles)? / क्यासाईनेज (पोस्टरसेऔरघसीट okyh लिखावट) सेमुक्तहैं?	1	2		1
42	Did you see people spitting in open near this place? / क्याआपनेलोगोंकोखुलेमेंथूकतेहुएदेखाहैं?	1	2		1
43	Did you see people smoking in open near this place? / क्याआपनेलोगोंकोखुलेमेंधूमपानकरतेदेखाहैं?	1	2		1
44	Did you see people littering in open near this place? / क्याआपनेलोगोंकोखुलेमेंकचराडालतेदेखाहैं?	1	2		1
45	Have the shops extended their business area to public place? / क्यादुकानेंअपनेव्यापारक्षेत्रसे lkoZtfud LFkku ij QSyk j[kh हैं?	1	2		1
46	Have you come across any person urinating or defecating in public near this place? / क्याआपनेलोगोंकोखुलेमेंपेशाबयाशौचकरतेदेखाहैं?	1	2		1
47	Is the parking area adequate for vehicles coming to this place? / इसजगहपेआनेवालेवाहनोंकेलिएपार्किंगक्षेत्रपर्याप्तहै?	1	2		1
48	Is haphazard parking of vehicles causing traffic jam? / वाहनोंकी vViVs <ax ls पार्किंगकीवजहसेजामलगताहै?	1	2		1
49	Are people asking for alms (money or food) available near this place? / D;k ;gkW ij लोगभीख (पैसायाभोजन) मांगतेहैं?	1	2		1

Role/भूमिका	Name /नाम	Date/तारीख
Observers / समीक्षक		
Supervisor / पर्यवेक्षक		
Quality check done by supervisor / क्वालिटीचेकडनबाईसुपरवाइजर	Type of check / चेककेप्रकार	
	1. Accompanied Call / अक्कोम्पनिएडकॉल	
	2. Spot Check / स्पॉटजांच	

#### 4. ULB Schedule

**Study on Cleanliness Index for Cities: 2014**  
for  
**Ministry of Tourism, Govt. Of India**  
**पर्यटनमंत्रालय, भारतसरकार**  
**शहरोंकीसफाईसूचकांकपरअध्ययन: 2014**

**ULB Schedule/ शहरीस्थानीयनिकायअनुसूची**

Sl.	Particular/विवरण	Name/ नाम	Code/ कोड
A1.	State/ राज्य		
A2.	District /जिला		
A3.	City/Town/ / शहर / कस्बा		

Good Morning/Evening. I am from DRS Pvt. Ltd., a Delhi based survey Research Company. Currently we are conducting a survey for Ministry of Tourism, Government of India to understand the improvement required for Cleanliness of cities visited by the tourists. Your feedback will be very useful in preparing policies for improving the cleanliness of the cities. Please spare few minutes to share your valuable feedback on cleanliness related issues.

नमस्ते, मैं डीआरएस प्राइवेट लिमिटेड एक दिल्ली आधारित सर्वेक्षण रिसर्च कंपनी से हूँ वर्तमान में हम भारत सरकार के पर्यटन मंत्रालय के लिए एक सर्वेक्षण कर रहे हैं, जिसमें पर्यटकों द्वारा घूमे जाने वाले शहरों की सफाई के सुधार क्षेत्रों को समझा जाएगा। आपकी प्रतिक्रिया शहरों की सफाई में सुधार लाने से संबंधित निती बनाने में बहुत उपयोगी होगी। कृपया सफाई से संबंधित मुद्दों पर अपनी बहुमूल्य राय देने के लिए कुछ मिनट दें।

Section- I: Sewer and Drainage/ /अनुभाग-I: नालाऔरजलनिकास				
Q.	Questions / प्रश्न			Code/ कोड
1	Where is the septage collected by the ULB disposed? / IQkbZ okyh laLFkk@E;qulifyVh ;k vU; द्वाराइकट्टाकियागयासेप्टजकहाँफेंकाजाताहै?	1. Open area / खुलाक्षेत्र		
		2. Drainage/ ड्रेनेज		
		3. Sewer without treatment plant / बिनाउपचारसंयंत्र okys सीवर		
		4. Sewerage leading to treatment plant / उपचारसंयंत्र okys सीवर		
		5. Any Others (Specify) / अन्य (बताएं)		
2	How many times in a year most of the sewers are cleaned in the city? / शहरकीनलियाएकसालमेंकितनीबारसाफ dh tkrh है?	1. Never / कभीनहीं		
		2. 1 to 3 times / 1 से 3 बार		
		3. 4 to 10 times / 4 से 10 बार		
		4. More than 10 times/ 10 सेअधिकबार		
3	Are storm water drainages of the city cleaned prior to monsoon season? D;k cjlkrh ukys ckfjl ds igys lkQ fd;s tkrs gS\	1. Yes / हां	2. No / नहीं	
4	Which method is used for cleaning of Sewers? / इनमेसेकौनसातरीकानालीकीसफाईकेलिएप्रयोग कियाजाताहै?	1. Mechanical / यांत्रिक		
		2. Manual / मैनुअल		
		3. Both / दोनों		
5	Does your office publically display or publicise the method of lodging grievances related to Sewer and Drainage? / क्याआपकाकार्यालयसार्वजनिकरूपसेसीवरऔरड्रेने जसेसंबंधितदर्जकरानेशिकायतकीविधिकोप्रचारित करताहै?	1. Yes/ हां	2. No / नहीं	
6	Which of the methods a person can use for lodging grievances related to septage, sewer and drainage? / एकव्यक्तिइनतरीकोंमेंसेकौनसातरीकासेप्टज ,सीवरऔरजलनिकासीसेसंबंधितशिकायत ntZ djokus केलिएउपयोगकरसकताहै?	1. Telephonic / टेलीफोनपर		
		2. Written complaint sent to office / कार्यालयकोभेजी गयीलिखितशिकायत		
		3. Drop Box / ड्रॉपबॉक्स		
		4. Online / ऑनलाइन		
		5. Personal Visit to office		
		6. Any Other (Specify) / अन्य (बताएं)		
7	Is there any Written/Codified guideline with respect to Cleaning of Sewer and Drainage? / क्यासीवरऔरड्रेनेजकीसफाईकेसंबंध es कोईलिखित / संहिताबद्धदिशानिर्देशहै?	1. Yes/ हां	2. No / नहीं	
8	Does your office have a centralised database on Sewers system of the city? / क्याआपकेकार्यालय es lhoj प्रणालीपरकोईकेंद्रीकृतडेटाबेसहै?	1. Yes/ हां	2. No / नहीं	

9	Does your office have a centralised database of drainage system of the city? / क्या आपके कार्यालय जलनिकासी पर कोई केंद्रीकृत डेटा बेस है?	1. Yes/हां	2. No / नहीं	
<b>Section-II: Water Facility/ अनुभाग-II: पीने के पानी की सुविधा</b>				
<b>Q.</b>	<b>Questions / प्रश्न</b>			<b>Code/ कोड</b>
11	Is there any guideline to check the quality of water supplied for drinking purposes near tourist place in the city? / क्या शहर में पर्यटन स्थल के निकट प्रयटकों के पीने के लिए उपलब्ध पानी की गुणवत्ता की जांच करने के लिए कोई दिशानिर्देश है?	1. Yes / हां	2. No/ नहीं	
12	How often water quality of drinking water facility in public places is checked? / सार्वजनिक स्थानों में उपलब्ध पीने के पानी की गुणवत्ता कितनी बार जाँच होती है?	1. More than once in a month / एक महीने में एक बार से अधिक 2. Once in a month / एक महीने में एक बार 3. Twice in a month / एक महीने में दो बार 4. Once in 3-4 months / 3-4 महीने में एक बार 5. In longer duration / लंबी अवधि में		
13	Is there any Provision to penalise the authorities responsible for maintaining quality of drinking water, if not up to standard? / पीने के पानी गुणवत्ता अच्छी होने पर पानी की गुणवत्ता का स्तर बनाए रखने के लिए जिम्मेदार अधिकारियों को दंडित करने के लिए कोई प्रावधान है?	1. Yes / हां	2. No / नहीं	
<b>Section-III: Eateries Facility / अनुभाग-III: भोजनालयों की सुविधा</b>				
<b>Q.</b>	<b>Question / प्रश्न</b>			<b>Code/ कोड</b>
14	Is there any provision to regulate the hygiene/ cleanliness around the eateries in the city? / शहर में भोजनालयों के आसपास स्वच्छता / सफाई को विनियमित करने के लिए कोई प्रावधान है?	1. Yes / हां	2. No / नहीं	
<b>Section-IV: Garbage Conditions / अनुभाग-IV: कचरे की अवस्था</b>				
<b>Q.</b>	<b>Questions / प्रश्न</b>			<b>Code/ कोड</b>
15	Is there any Written/Codified guideline with respect to cleaning of garbage dumps? / क्या कचरा डंप की सफाई के संबंध में कोई दिशानिर्देश है?	1. Yes / हां	2. No/ नहीं	
16	How frequently is garbage dumps emptied in a week? / एक सप्ताह में कितनी बार कचरा डंप खाली किया जाता है?	1. In more than a week / एक सप्ताह से ज्यादा समय में 2. Weekly / साप्ताहिक 3. 2-3 times in a week / एक सप्ताह में 2-3 बार 4. Twice / दो बार 5. Daily / रोजाना / प्रतिदिन		

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17	Which method is used for cleaning of Dumps? / कौनसा तरीका डंप की सफाई के लिए प्रयोग किया जाता है ?	1. Manual without hand gloves / हाथ से बिना दास्ताने के						
		2. Manual with hand gloves / हाथ से दास्ताने के साथ						
		3. Mechanical method / यांत्रिक विधि						
		4. Both Mechanical and Manual / यांत्रिक और मैनुअल दोनों						
18	Does your office publically display or publicise the method of lodging grievances related to Garbage collection and disposal? / क्या आपका कार्यालय सार्वजनिक रूप से कचरा संग्रहण और निपटान से संबंधित शिकायत दर्ज कराने की विधि को सार्वजनिक स्थान में प्रदर्शित (डिस्प्ले) करता है?	1. Yes / हां			2. No / नहीं			
19	Which of the methods a person can use for lodging grievances related to garbage disposal? / इनमें से कौन से तरीके एक व्यक्ति कचरा निपटान से संबंधित शिकायत दर्ज कराने के लिए उपयोग कर सकता है?	1. Telephonic / टेलीफोन पर						
		2. Written complaint sent to office / कार्यालय को भेजी गयी लिखित शिकायत						
		3. Drop Box / ड्रॉप बॉक्स						
		4. Online / ऑनलाइन						
		5. Visit to office / कार्यालय का भ्रमण						
		6. Any others / अन्य						
<b>Section-V: Toilets / अनुभाग-V: शौचालय</b>								
<b>Q.</b>	<b>Questions / प्रश्न</b>							<b>Code / कोड</b>
21	Is there any guideline for cleaning of toilets? / क्या शौचालय की सफाई के लिए किसी भी तरह का दिशानिर्देश है?	Free / फ्री	1. Yes / हां		2. No / नहीं			
		Paid/ भुगतान	1. Yes / हां		2. No / नहीं			
22	How many times in a week are the toilets cleaned? / एक सप्ताह में शौचालय कितनी बार साफ होते हैं?	Type / प्रकार	Once more than a week/ एक सप्ताह से ज्यादा में एक बार	Once/ एक बार	Twice / दो बार	2-3 Times in a week / एक सप्ताह में 2-3 बार	Daily/ दैनिक	
		Free / फ्री	1	2	3	4	5	
		Paid/ भुगतान	1	2	3	4	5	
23	Whether the mobile toilets were arranged ever in the past, when required? / अतीत में कभी भी आवश्यकता पड़ने पर मोबाइल शौचालय का आयोजन किया गया है?	1. Yes / हां				2. No / नहीं		
<b>Section-VI: Ambience Related/ अनुभाग-VI: वातावरण संबंधित</b>								
<b>Q.</b>	<b>Questions / प्रश्न</b>				<b>Yes / हां</b>	<b>No / नहीं</b>	<b>Code / कोड</b>	
24	Is there any provision of penalising people responsible for defacing signages? / क्या निर्देशक या चेतावनी संकेतक बोर्ड गंदा / खराब करने वालों को दंडित करने के लिए कोई प्रावधान है?				1	2		
25	Is use of polybags banned in the city? / क्या शहर में पॉलीबाग का उपयोग निषेध है?				1	2		

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26	Is there any provision of penalising shops/ establishment using polybags? / दुकानों को पॉलीबाग का उपयोग करने पर दंडित करने के लिए किसी भी तरह का प्रावधान है?	1	2	
27	Is spitting in public places banned in the city? / क्या शहर में सार्वजनिक स्थानों पर थूकना निषेध है?	1	2	
28	Is smoking in public places banned in the city? / क्या शहर में सार्वजनिक स्थानों पर धूम्रपान करना निषेध है?	1	2	
29	Is littering in public places banned in the city? / क्या शहर में सार्वजनिक स्थानों पर कचरा डालना निषेध है?	1	2	
30	Is there any provision of penalising shops for encroachment in public area? / क्या सार्वजनिक क्षेत्र में अतिक्रमण के लिए दुकानों को दंडित करने के लिए किसी भी तरह का प्रावधान है?	1	2	
31	What is the total length (in Km) of the metallic road in the city? / शहर में पक्की सड़क की कुल लंबाई क्या है? (Km में)			
32	How many Mechanical sweeping equipment/ vehicles are available in the city? / कितने यांत्रिक उपकरण / वाहन शहर में उपलब्ध हैं? (NA if not available)			
33	On an average how many persons are engaged for cleaning the road? / औसतन कितने व्यक्ति सड़क की सफाई के लिए लगे हुए हैं?	Permanent / स्थायी	Temporary / अस्थायी	Through Contractor / ठेकेदार के माध्यम से
				Total / कुल
34	In the last 12 months did your office or other affiliated body organise any drive or campaign to sensitize local residents about cleanliness of the city? / पिछले 12 महीनों में क्या आपके कार्यालय या अन्य कोई संस्थान सफाई के बारे में स्थानीय निवासियों को जागरूक करने के लिए किसी भी ड्राइव या अभियान का आयोजन किया था?	1. Yes / हाँ	2. No / नहीं	
<b>Section-VI: Background Profile / पृष्ठभूमि प्रोफाइल</b>				
<b>Q.</b>	<b>Questions/ प्रश्न</b>	<b>Response (Coding Categories) / रिस्पांस (श्रेणिकोडिंग)</b>		
35	Name of the Respondent/ प्रतिवादी का नाम			
36	Designation of the Respondent/ प्रतिवादी का पदनाम			
37	Type of ULB: 1. Municipal body / मुनिसिपल बॉडी 2. Archeological Survey of India/ भारतीय पुरातत्व सर्वेक्षण 3. Any other (Specify) / कोई और (बताये)			Code / कोड
38	Type of place where this ULB takes care of cleanliness / किस तरह की जगह है जहाँ पर ULB सफाई का ख्याल रखता है	Yes / हाँ	No / नहीं	
	1. Whole City / पूरा शहर	1	2	
	2. Tourist Destination/ पर्यटन स्थल	1	2	
	3. Market Place / बाज़ार	1	2	
	4. Railway Station/ रेलवे स्टेशन	1	2	
	5. Bus Stand/ बस स्टैंड	1	2	
	6. Airport / हवाई अड्डा	1	2	

39	Age/ उम्र 1. Less than 18 years / 18 वर्ष से कम 2. 18-25 Years / 18-25 वर्ष 3. 26-35 Years / 26-35 वर्ष 4. 36-45 Years / 36-45 वर्ष 5. 46-55 Years / 46-55 वर्ष 6. Above 55 Years / 55 वर्ष से ऊपर	
40	Sex / लिंग	1. Male / पुरुष 2. Female / महिला
41	Telephone No / E-Mail/ टेलीफोननं / ईमेल	

**(Say "Thank You" and terminate the interview)**

(धन्यवाद कहो और साक्षात्कार को समाप्त करें)

Role/भूमिका	Name /नाम	Signature/हस्ताक्षर	Date/तारीख
Interviewer/साक्षात्कारकर्ता			
Supervisor/पर्यवेक्षक			
Quality check done by supervisor/क्वालिटी चेक डन बाई सुपरवाइजर	Type of check/चेक के प्रकार	Yes/हां	No /नहीं
	1. Accompanied Call/ अक्कोम्पनिएड कॉल	1	2