



Why do Women in India **not** use Public Toilets?

Patterns and Determinants of PT Usage by Women in Warangal City

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GREATER WARANGAL MUNICIPAL CORPORATION

వరంగల్ మహానగర పాలక సంస్థ



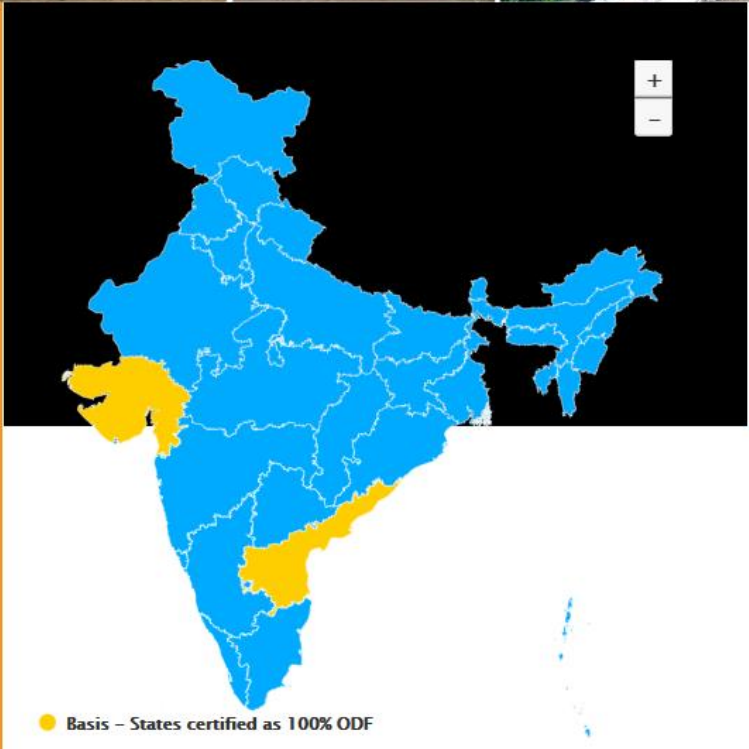
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College of India*
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CITIES GEARING UP FOR SWACHH SURVEKSHAN 2017



29,97,325
Constructions Achieved

1,14,221
Constructions Achieved

504
No. of Cities

Individual Toilets

Community & Public Toilets

Open Defecation free

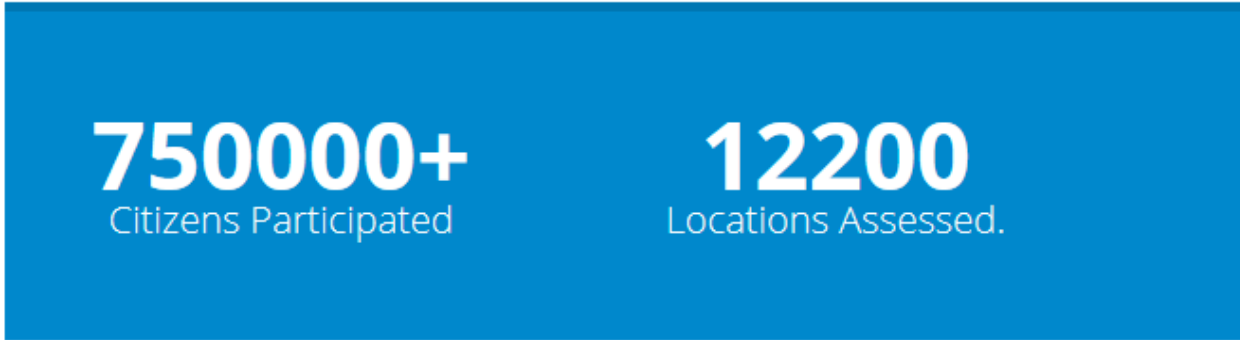
Basis - States certified as 100% ODF

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20-02-2017

HOW MANY WOMEN ARE USING PUBLIC TOILET FACILITIES ?



The performance evaluation of the Swachh survekshan is conducted by Quality Council of India (QCI), an autonomous body established by Government of India in 1997 for Quality assurance in all spheres of activities including Governance.



HOW MANY WOMEN ARE USING PUBLIC TOILET FACILITIES ?

“Swachh Survekshan” survey in 2017 will rank 500 cities across the country based on urban sanitation.

How the cities are ranked?



Part 1 (900 marks)

Data provided by Municipal Body



Part 2 (500 marks)

Data Collection through direct observations and independent assessment.



Part 3 (600 marks)

Collection of Direct Citizen Feedback.



Final Score

Cities are ranked based on marks obtained from Part 1, Part 2 and Part 3

HOW MANY WOMEN ARE USING PUBLIC TOILET FACILITIES ?

સુભાષ ગૌંડાલાલ ટ્રસ્ટે સ્થાપના કરેલું
પે એન્ડ યુગ
સુભાષ ગૌંડાલાલ ટ્રસ્ટે સ્થાપના કરેલું
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સુભાષ ગૌંડાલાલ ટ્રસ્ટે સ્થાપના કરેલું
FREE SERVICE



Context

Usage of PTs by Women was Low

- Greater Warangal Municipal Corporation (GWMC) has 40 PTs built through PPP model with well defined Service Level Standards and user charges for cost recovery.
- These toilets have improved septic tanks, provision for WC, urinals, handwashing stations, soap and bathing arrangement for men and women. The maintenance of the facilities is being monitored regularly by GWMC to ensure compliance with service standards.
- It was observed that the number of women visiting PTs is extremely limited vis-à-vis the predicted demand.
- This evaluation study is carried out by ASCI at the request of GWMC to understand the patterns and determinants of PT usage by women.





పావుగుదాడు
పావుగుదాడు

పావుగుదాడు
PAY & USE TOILETS

గవర్నమెంట్ ప్రాజెక్టులో కుటుంబ సంక్షేమ
శ్రేణిలో ఉండే వారికి ఉచితం చేయబడుతుంది
ఫోన్: 9676704411, 91777658133

పావుగుదాడు

పావుగుదాడు
పావుగుదాడు

Usage of PTs by Women was Low in Warangal



PAY & USE
MODERN TOILETS & BATHROOMS
At A.P.S.R.T.C. Pay & Use Stand, Hanamkonda.
పాత్రన్ పురుగు దొడ్లు
పురుగుదల వారిని క్రమం పాటిస్తూ ఉపయోగించాలి.

మూత్రశాల

మూత్రశాల

Usage of PTs by Women was Low in Warangal



Usage of PTs by Women was Low in Warangal

CA
MORU ANJALI REDDI
CHARTERED ACCOUNTANT

FAI KARMACHARI COMPLEX మరుగుదొడ్లు

కాంప్లెక్స్

ఖియాలు

మరుగుదొడ్లు

TOILETS

PUBLIC TOILETS
PAY & USE TOILETS

మరుగుదొడ్లు
స్నానాల గదులు
స్త్రీలకు ప్రత్యేక సౌకర్యం కలదు
సెప్టిక్ ట్యాంక్ నింపించా
cell: 9177254203

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ha
RTAWGL10-14

Usage of PTs by Women was Low in Warangal

Interventions to Increase Usage of PTs by Women

Evidence, Consultations, Improvements, Awareness, Monitoring

- **Footfall Data**
- **Monitoring App by Sanitary Inspectors**
- **Weekly Reporting to Commissioner**
- **Feedback Machines**
- **Surprise checks by SIs and Commissioner**
- **Access to toilets in Fuel Stations**
- **Cleanliness at the entrance**
- **No crowding of men at the entrance**
- **Cleaning schedules- 5 times a day**
- **Dustbins , Soaps, Curtains**
- **Design & Signage – Men and Women sections**
- **Direction boards in the city**



PAY & USE

పబ్లిక్ టాయిలెట్స్

PUBLIC TOILET

OPERATED BY:
SANITATION & ENVIRONMENTAL DEVELOP. SOCIETY

LADIES ←

→ GENTS

మాకు మరుగుదొడ్డి కావాలి!
ఫీస్ కొట్టు - మరుగుదొడ్డి కట్టు!

Knowledge Partner
asri

పంచాయతీ మరుగుదొడ్డి నిర్వహణలో ఉంది
GWMC ఓం ₹12,000 వచ్చింది!

1800 425 1980
TOLL-FREE NUMBER
Call Timing: 10:00 AM to 5:30 PM

సాఫ్టీ నెట్టి కేసు నాటి

సాఫ్టీ నెట్టి కేసు నాటి



PAY & USE
పబ్లిక్ టాయిలెట్
PUBLIC TOILET
 OPERATED BY: UJJWAL SANITATION SOCIAL SERVICE ORGANISATION



నాకు మరుగుదొడ్డి కావాలి!

ఫోన్ కొట్టు - మరుగుదొడ్డి కట్టు!

పానీయ నీటి కొరత, అక్షరాస్యత, ఆరోగ్యం, పురుగుదొడ్డి వ్యవస్థలు, కుక్కల సంరక్షణ, కుక్కల సంరక్షణ వంటివి గురించి తెలుసుకోవాలి.

ఇక్కడ ప్రజల కోసం ప్రత్యేకంగా నెట్ వర్క్ అందించబడింది. దీనిని ఉపయోగించి మరుగుదొడ్డిని నిర్మించుకోవచ్చు. దీనిని ఉపయోగించి మరుగుదొడ్డిని నిర్మించుకోవచ్చు. దీనిని ఉపయోగించి మరుగుదొడ్డిని నిర్మించుకోవచ్చు.

గృహ విద్యార్థులకు ప్రత్యేకంగా నెట్ అందించబడింది. దీనిని ఉపయోగించి మరుగుదొడ్డిని నిర్మించుకోవచ్చు.

పరిశుభ్రమైన మరుగుదొడ్డి నిర్మించుకోవడానికి GWMC ఊరికి ₹12,000 ఇవ్వాలి

1800 425 1980
 TOLL-FREE NUMBER
 Call Times: 10:00 AM to 9:30 PM

Knowledge Partner: Administrative Staff College of India

సామాన్య ప్రజల కోసం

గృహ విద్యార్థులకు ప్రత్యేకంగా నెట్ అందించబడింది. దీనిని ఉపయోగించి మరుగుదొడ్డిని నిర్మించుకోవచ్చు.

పురుషుల మరుగుదొడ్డి
GENTS TOILETS

స్త్రీల మరుగుదొడ్డి
LADIES TOILETS



సామాన్య వ్యాపార

గృహ విద్యార్థులకు ప్రత్యేకంగా నెట్ అందించబడింది. దీనిని ఉపయోగించి మరుగుదొడ్డిని నిర్మించుకోవచ్చు.

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 91546 00090

Direction Board





స్థలకు మరియు పురుషులకు
ప్రత్యేక మరుగుదొడ్డి
సౌకర్యం కలదు



BANK ATM





PUBLIC TOILETS

Safe, Clean & Hygienic

CLEANING CYCLE

MORNING		AFTERNOON		EVENING		ATTENDER SIGNATURE	SUPERVISOR SIGNATURE
8.00	10.00	12.00	2.00	5.00	7.00		
✓	✓	✓	✓				





WC - 3

**How was your experience
with us today?**

ఈ రోజు మా స్టోర్ తో
మీ అనుభవం ఎలా ఉంది?



VERY GOOD

చాలా బాగుంది



GOOD

బాగుంది



AVERAGE

పర్వాలేదు



BAD

బాగాలేదు

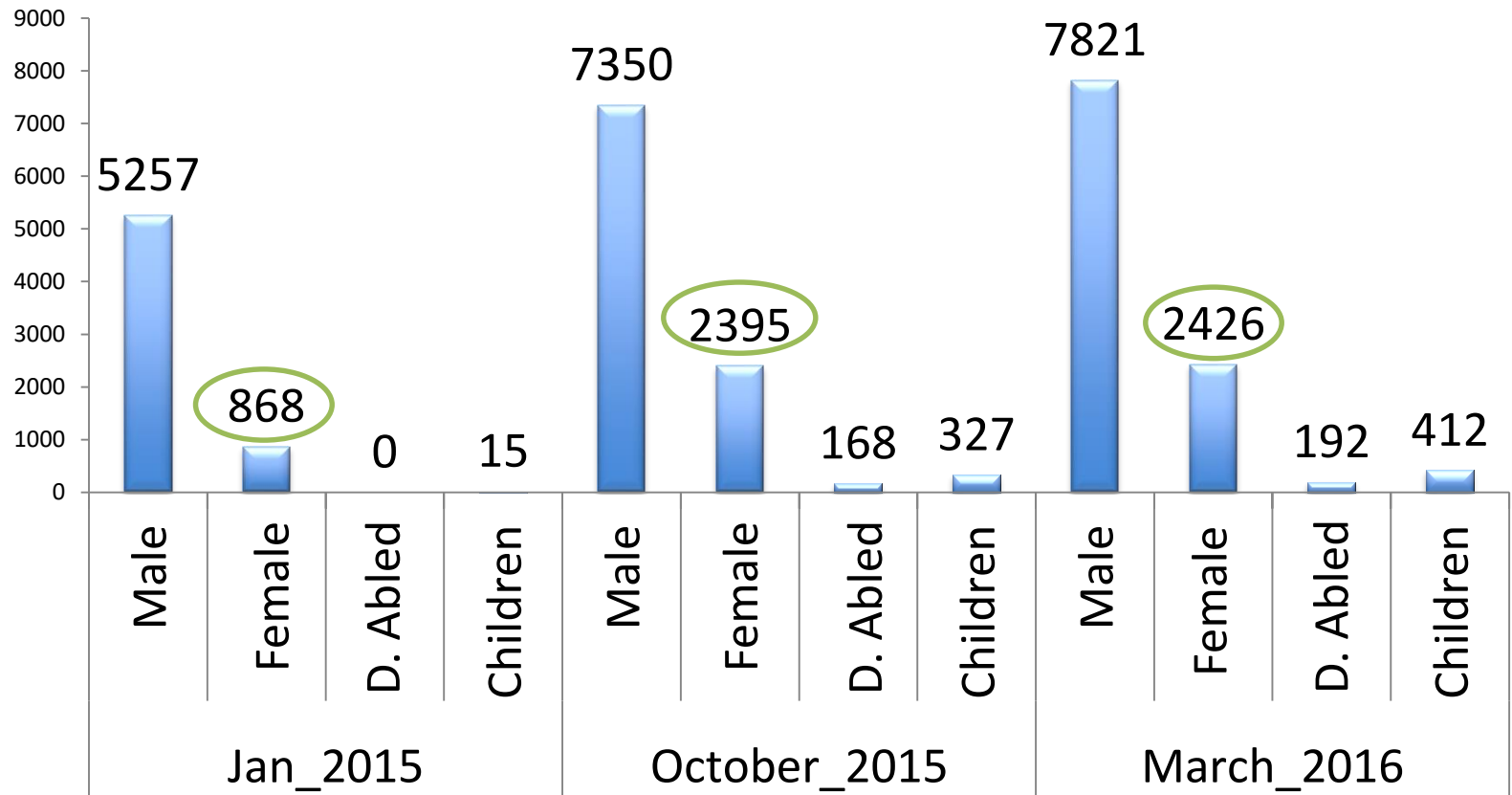


VERY BAD

అస్సలు బాగాలేదు

Usage of Public Toilets

Usage by Women Increased Substantially Post Improvement Interventions and then Plateaued



PT Users Per Day



Objectives of the Study

1. To understand the **perceptions, opinions, and behavior** of women with regard to PT usage in Warangal city
2. To understand the **barriers and enablers for usage** of PT
3. To identify **access, design and service related improvements** for enhanced usage of Public Toilets by women.

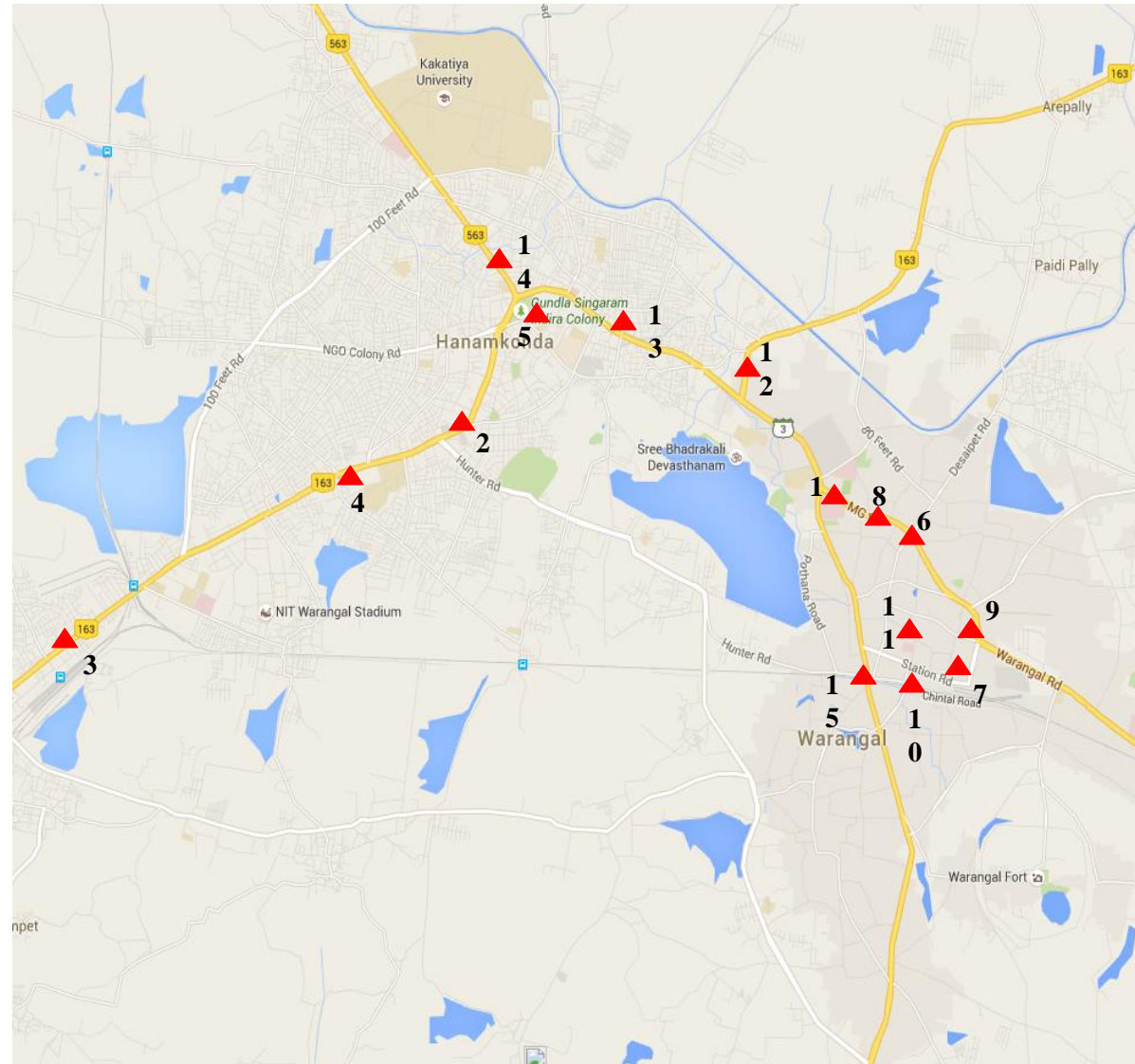
The study is designed to be conducted in three parts:

- ❖ Part A : Objective 1, 2
- ❖ Part B : Objective 3
- ❖ Part C: Objective 3 - Interventions, impact on usage rates and satisfaction

Part A

Study Locations and Sample Size

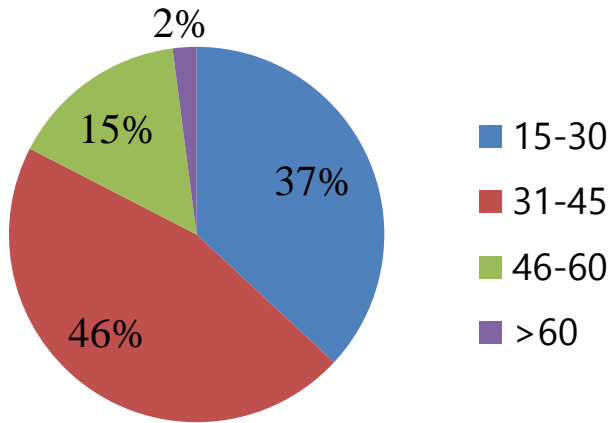
Location	Sample size
1. MGM Hospital	15
2. Adalat	9
3. Kazipet R.S	15
4. Wadepally	15
5. Public Garden	15
6. Kashibugga	15
7. Fruit Market	15
8. GopalSwamy Temple	15
9. Rudramadevi Circle	8
10. Railway Bridge	15
11. Head Post Office	15
12. ITI Mulugu Road	15
13. Amrutha Theatre	15
14. Police Head Quarters	15
TOTAL	197



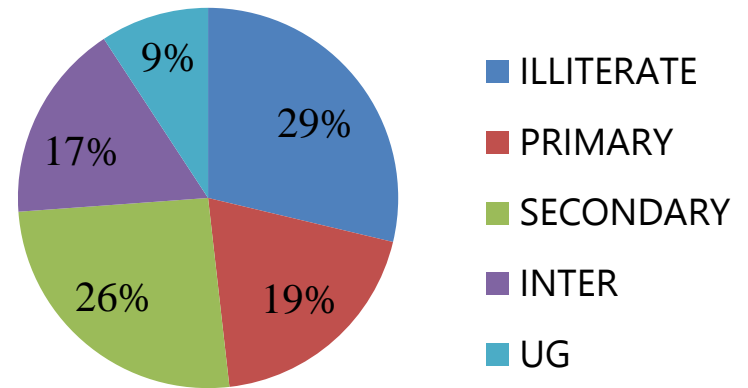
Part A

Sample Description

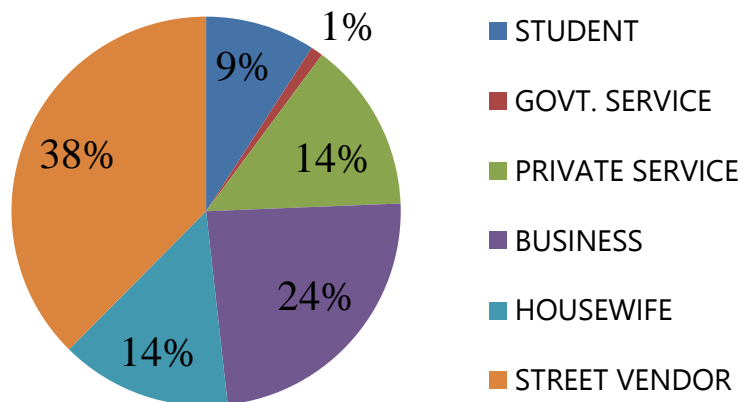
Age



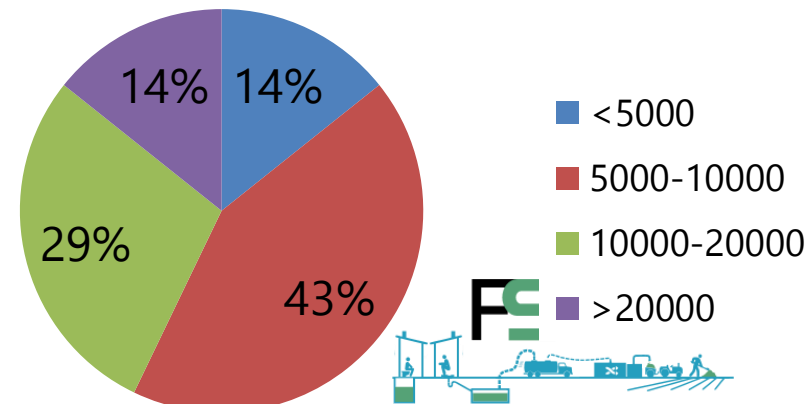
Education Status



Occupation



Monthly Income Of The Respondent



Key Findings

1. Relationship between **PT usage and economic status** of women, Toilets at home, distance from home
2. Almost all women (99.5%) said there was a PT nearby but almost **50% of them chose not to use it**. Some reasons provided by the respondents for not using Public Toilets was Cleanliness, Location, Locker facilities and availability of a female caretaker.
3. Most of the users stated good experience. All of them pay over **Rs.5 for the use of PT (willingness of pay)** Most (70%) do not wash their hands with soap after use of PT.
4. **Facilities desired-** Dust bins, Mug and Bucket provision, Proper Lighting and Ventilation and availability of water, both Indian and Western toilets



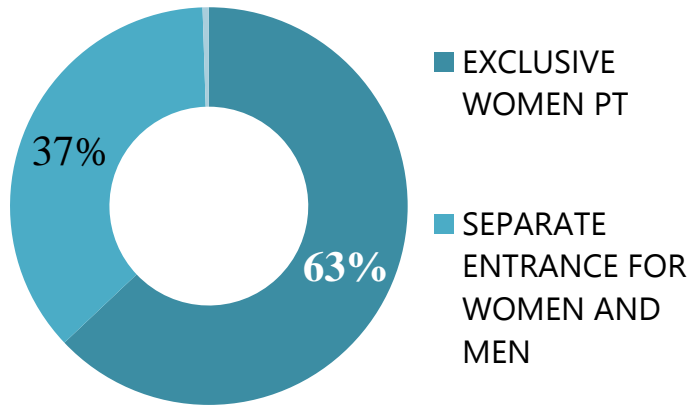
Key Findings

5. Preference for **exclusive toilets** for women and for women caretaker.
6. Some reasons for not using PT- **lack of cleanliness, inappropriate location, presence of too many men near the entrance, presence of male caretaker.**
7. Cleanliness of toilets described in terms of **odor, lightening, water availability, sanitary pad disposal** etc is a key determinant for use of PTs.
8. Trained Caretaker, Caretakers' behavior and availability of western toilets seems to make a difference to those who don't use toilets.
9. **Colours in the toilet, caretaker and fees** makes a difference to usage frequency of women using toilets.

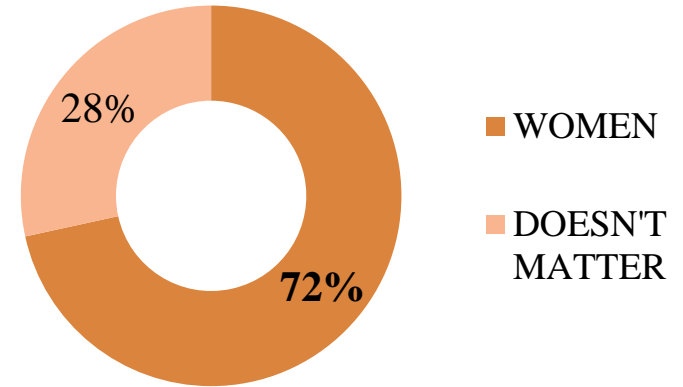


Key Findings

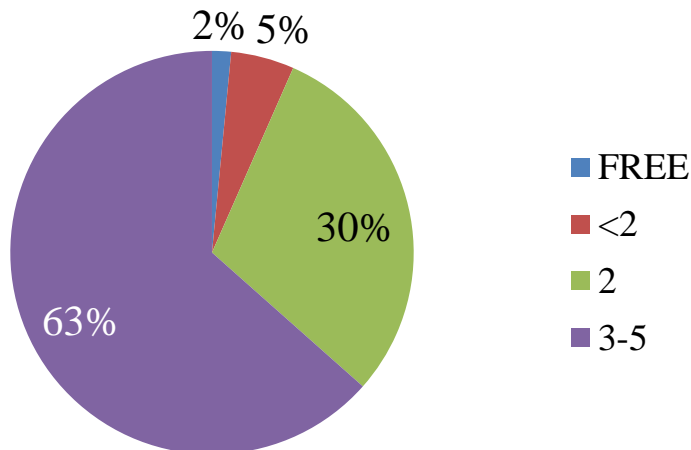
Preference For Exclusive Pt For Women



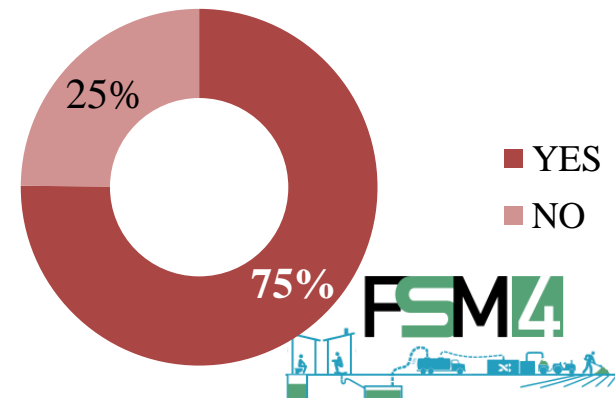
Preference for Women Caretaker



Willing To Pay User Charges



Willingness To Pay Higher For Exclusive Pt For Women



Part B

To understand the specific needs, experience and preference of women in using PTs

- In depth interviews with 21 women who live in the city.
- Transcript, text analysis on the two-word concepts, Non-Metric Multi-Dimensional Scaling (NMDS), network analysis
 - Exclusive toilet for women
 - Women caretakers makes them feel more secure
 - The access from main roads and in locations such as petrol bunks/bus-stops/railway stations where they stop during travel appear to be important locations for such toilets.
 - Preference for Indian Commodes than Western

Next Step: Part C

Construction of She Toilets – Map Usage Patterns and Satisfaction

- Modular designs
- 2 seater, 200 sq. feet
- Woman Caretaker
- Universal and standard signage with logo for common identification
- Privacy and safety by using maze concept
- Ventilation and Lighting
- Napkin dispenser
- Incinerator
- CCTV





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TOILET

SOTS



స్వచ్ఛ తెలంగాణ
స్వచ్ఛ వరగా

स्वच्छ भारत

एक कदम स्वच्छता की ओर

SWMC



Globally the #2
cause of child



Poster with text and graphics, including the Indian national flag and a woman's silhouette.

స్వచ్ఛ తెలంగాణ
స్వచ్ఛ వరగా

స్వచ్ఛ వరగా

Points to Remember

Women looking for sanitation facilities in public are **quite distressed** with the existing state of facilities, location and infrastructure.

There is huge scope and potential to initiate and develop facilities to address this societal issue.

- Distance
- Location
- Exclusivity
- Women caretaker
- Safety
- Cleanliness
- Inclusive design
- Aesthetics

