



Impact Assessment Report

Construction of toilet blocks at the bus stations in partnership with Maharashtra State Road Transport Corporation (MSRTC)

Implementing Partner: Maharashtra State Road Transport Corporation (MSRTC)



SOULACE CONSULTING PRIVATE LTD.

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01. EXECUTIVE SUMMARY

Project Background

The project involves the construction of toilet blocks at bus stations across Maharashtra, undertaken by the Maharashtra State Road Transport Corporation (MSRTC) in collaboration with Bharat Petroleum Corporation Limited (BPCL) as part of their Corporate Social Responsibility (CSR) initiative. This effort aims to enhance sanitation facilities for travellers, ensuring cleaner and more accessible amenities at key transit points. The project focuses on improving public hygiene, providing separate urinals and toilets for men, women, and persons with disabilities, and promoting open defecation-free areas. By addressing these needs, the project supports broader goals of sustainable development and public health improvement.

Project Details



Implementation year

FY 2018-19



Assessment year

FY 2024-25



Total Beneficiaries

The project of construction of toilets at successfully implemented 21 Bus stations



Locations

21 Bus Station in Maharashtra



Project Budget as per MOU

₹ 3,82,74,206/-



Cumulative Project Expenditure :

₹ 3,49,46,015/-



Sample Size

4 Bus Station Stakeholders



Implementing partner

Maharashtra State Road Transport Corporation (MSRTC)



SDG Goals

6 CLEAN WATER AND SANITATION



3 GOOD HEALTH AND WELL-BEING



Project Activities



Built and equipped new toilet facilities with separate units for men, women, and persons with disabilities.



Installed water tanks and ensured running water provision for all toilets.



Added adequate lighting and ventilation systems in the toilets.



Placed signage, Swachh Bharat posters, and BPCL branding in and around the toilet facilities.



Established a daily cleaning routine and assigned washroom attendants for ongoing maintenance.



Ensured that toilet cubicle were securely locked from the inside and that windows were intact for user safety.



Provided trash bins at toilet locations for proper waste disposal.



Promoted cleanliness through posters and education on hygiene practices

MSRTC BUS STAND LOCATION

Sr. No.	Bus station locations (as per MOU)	Executed (Yes / No)	Impact Assessment Conducted (Yes / No)
1	Junnar	Yes	No
2	Otur	Yes	No
3	Nira	Yes	No
4	Talegaon	Yes	No
5	Paud	Yes	Yes
6	Murud	Yes	No
7	Majalgaon	Yes	No
8	Shembalpimpri	Yes	No
9	Umarkhed	Yes	Yes
10	Telhara	Yes	No
11	Tumsar	Yes	No
12	Pohradevi	Yes	No
13	Nampur	Yes	Yes
14	Peth	Yes	No
15	Kavathe Mahakal	Yes	No
16	Gargoti	Yes	No
17	Pandharkavadha	Yes	Yes
18	Umari	Yes	No
19	Paranda	Yes	No
20	Amboli	Yes	No
21	Banda	Yes	No
22	Rajur Ganpati	No	No
23	Guggus	No	No

Key Outcomes



100.0%

of the respondents found the toilets easily accessible.



100.0%

of the respondents confirmed the presence of separate urinals and toilets for men, women, and persons with disabilities.



100.0%

of the respondents noted that the toilets had adequate light and ventilation.

Key Impacts



75.0%

of the respondents confirmed the area is declared open defecation-free, contributing to improved public health.



50.0%

of the respondents reported that toilets are clean and functional, reflecting the positive impact of maintenance practices.

CHAPTER 2

OVERVIEW OF THE PROJECT



Toilet Block at Nampur Msrtc Depot

PROJECT BACKGROUND

The project involved the construction of toilet blocks at bus stations in partnership with the Maharashtra State Road Transport Corporation (MSRTC). This initiative aimed to improve sanitation facilities for travellers, providing accessible, clean, and safe toilets at key transit points. The toilet blocks were designed with separate units for men, women, and persons with disabilities, ensuring inclusivity and convenience for all passengers. Equipped with essential amenities such as running water, adequate lighting, ventilation, and waste disposal facilities, these toilets contribute significantly to public hygiene and comfort.

Signage promoting cleanliness and BPCL branding was also installed, reinforcing the importance of maintaining hygienic practices in these frequently used public spaces. The collaboration with MSRTC highlights a shared commitment to enhancing public infrastructure and improving the overall travel experience for millions of commuters across Maharashtra.

ABOUT BHARAT PETROLEUM CORPORATION LTD. (BPCL)

Bharat Petroleum Corporation Ltd. (BPCL) is a leading integrated oil and gas company in India, engaged in the entire spectrum of activities from exploration and production of oil and natural gas to refining crude oil and distributing petroleum products. Headquartered in Mumbai, Maharashtra, BPCL operates refineries across Maharashtra, Kerala, and Madhya Pradesh. The company's diverse portfolio includes a focus on renewable energy alongside its production of oil products such as light and middle distillates. BPCL markets its products through a vast network of retail outlets, dealers, and distributors under well-known brands like Mak, Speed, and Bharat Gas. Additionally, BPCL plays a crucial role in supplying fuel to both domestic and international airlines, contributing significantly to India's energy sector and economy.

ABOUT NGO PARTNER: MAHARASHTRA STATE ROAD TRANSPORT CORPORATION (MSRTC)

The Maharashtra State Road Transport Corporation (MSRTC) is a government-owned corporation responsible for providing public bus services across the state of Maharashtra. Established in 1948, MSRTC operates one of the largest fleets of buses in India, connecting rural, urban, and remote areas within Maharashtra as well as neighbouring states. With a commitment to offering affordable and reliable transportation, MSRTC plays a crucial role in the daily commute of millions of passengers, including students, workers, and tourists. The corporation is also involved in various infrastructure development initiatives, such as the construction of bus stations and passenger amenities, aiming to enhance the overall travel experience. MSRTC's extensive network and services are vital to the state's economy and mobility, ensuring accessibility and connectivity for all residents.



PAUD, PUNE MSRTC TOILET BLOCK

CHAPTER 3

RESEARCH METHODOLOGY

PROJECT DETAILS

This chapter details the research methodology employed to evaluate the impact of the construction of toilet blocks at various bus stations in Maharashtra. The project, implemented by Maharashtra State Road Transport Corporation (MSRTC) in partnership with Bharat Petroleum Corporation Ltd. (BPCL) under a Corporate Social Responsibility (CSR) initiative, aims to improve sanitation facilities at key transit points. The study focuses on assessing the impact of these newly constructed facilities on public health, hygiene, and overall community well-being in the specified locations: Otur, Talegaon, Junner, Pauda, Nira (Pune), Cargoti (Kolhapur), Peth, Nampur (Nashik), and Pandharkavda, Umarkhed, Shembal Pimpri (Yavatmal).

OBJECTIVES OF THE STUDY

The primary objective of this study is to evaluate the immediate and long-term effects of the toilet block construction project on public sanitation and hygiene at bus stations. Specifically, the research aims to assess how these facilities have influenced cleanliness, reduced health hazards, and contributed to enhanced passenger satisfaction and community health. The study will also explore the project's role in promoting better hygiene practices and its overall impact on the daily operations of the bus stations.

RESEARCH DESIGN

The study utilises a Mixed-Method Approach to provide a comprehensive evaluation of the project's outcomes. This approach combines quantitative and qualitative techniques to capture a wide range of data and perspectives on the project's impact. The quantitative component includes structured surveys, while the qualitative aspect involves detailed interviews with key stakeholders.

APPLICATION OF QUANTITATIVE TECHNIQUES

Quantitative methods involve administering structured surveys to a sample of respondents at 10 selected bus stations across the study locations. These surveys will be designed to gather data on various aspects of the new toilet facilities, such as cleanliness, accessibility, and user satisfaction. The sampling framework ensures that the data collected is representative and allows for statistical analysis of the project's effectiveness.

APPLICATION OF QUALITATIVE TECHNIQUES

Qualitative methods include in-depth interviews with key stakeholders such as bus station managers, local authorities, and project administrators. These interviews aim to provide a deeper understanding of the implementation process, community perceptions, and any challenges encountered. This qualitative insight complements the quantitative data, offering a fuller picture of the project's impact.

ENSURING TRIANGULATION

Triangulation is applied to enhance the validity and reliability of the research findings by integrating data from both quantitative surveys and qualitative interviews. This approach ensures a comprehensive evaluation of the toilet blocks' impact, validating the results through multiple data sources.

SAMPLING FRAMEWORK

The study's sampling framework includes in-depth interviews with key stakeholders and the collection of survey data from respondents across 10 bus stations in the selected locations. This sampling strategy is designed to capture diverse perspectives and reflect the varied experiences of users and stakeholders at different bus stations.

DATA COLLECTION

Primary data is collected through in-person surveys and face-to-face interviews with stakeholders. This method ensures accurate data gathering and allows for real-time insights into the project's implementation and impact on sanitation facilities at the bus stations.

STAKEHOLDERS

Key stakeholders in this study include Maharashtra State Road Transport Corporation (MSRTC), Bharat Petroleum Corporation Ltd. (BPCL), bus station managers, local authorities, daily commuters at Bus Station, and vendors at the bus stations. Their insights and feedback are crucial for assessing the project's effectiveness and identifying areas for further improvement.

COMMITMENT TO RESEARCH ETHICS

The research adheres to strict ethical standards to ensure participant confidentiality, informed consent, and data security. Upholding these ethical principles is essential to maintaining the integrity of the research process and respecting the rights and privacy of all participants involved in the study.

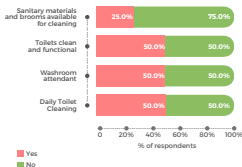


PANDHARKAVADA, YAVATMAL MSRTC STAND TOILET BLOCK

CHAPTER 4

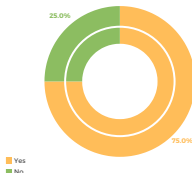
KEY FINDINGS

CHART 1: OBSERVATION ON CLEANLINESS OF TOILETS



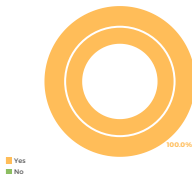
The data indicates a mixed response regarding the cleanliness and maintenance of the toilets. While half of the respondents acknowledge the presence of daily cleaning and washroom attendants, an equal number disagree, suggesting inconsistency in maintenance practices. Additionally, only a minority have observed the availability of sanitary materials, pointing to potential gaps in resource provision for proper upkeep.

CHART 2: WHETHER AREA DECLARED AS OPEN DEFECATION FREE PLACE



The data suggests that the majority of respondents perceive the area as being successfully declared open-defecation-free. However, a small portion still indicates that open defecation might be an issue, highlighting the need for continued efforts to ensure full compliance and awareness.

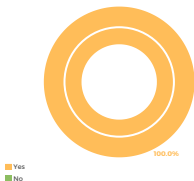
CHART 3: AVAILABILITY OF SEPARATE URINALS AND TOILETS (FOR MEN, WOMEN AND PERSONS WITH DISABILITIES)



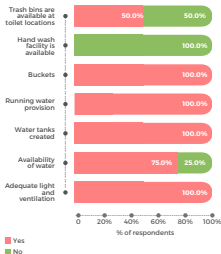
The data reflects a positive outcome, indicating that all respondents confirm the availability of separate urinals and toilets for men, women, and persons with disabilities. This suggests the effective implementation of inclusive facilities catering to diverse user needs.



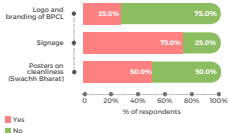
PAUD LADIES TOILET BLOCK

CHART 4: EASY ACCESSIBILITY TO TOILETS

The data suggests that all respondents find the toilets easily accessible, indicating that the facilities are well-situated and user-friendly, ensuring convenience for everyone.

CHART 5: AVAILABILITY OF VARIOUS FACILITIES IN TOILETS

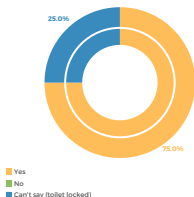
The data indicates that most facilities within the toilets are well-provided, such as adequate lighting, ventilation, water availability, and running water provision, which are universally acknowledged by respondents. However, the absence of hand washing facilities, and the inconsistent presence of trash bins highlight areas needing improvement to enhance hygiene and user experience.

CHART 6: AVAILABILITY OF POSTERS ON CLEANLINESS, SIGNAGE & LOGO AND BRANDING OF BPCL

The data suggests that while signage is mostly present, there is variability in the visibility of cleanliness posters and BPCL's branding. This indicates an opportunity for enhancing the promotion of cleanliness initiatives and corporate identity to ensure consistent messaging and recognition across the facilities.

**PANDHARKAVADA, TOILET BLOCK**

CHART 7: SAFETY AND SECURITY OF TOILETS (IF WINDOWS ARE INTACT AND THE TOILETS CAN BE LOCKED FROM THE INSIDE)



The data indicates that most respondents feel the toilets are safe and secure, with intact windows and functioning locks.



GENTS URINAL



INTERACTION WITH MR. DEVIDAS KAPADNIS (ST CANTEEN VENDOR) PAUD ST STAND



Case Study 1

Name - Ajit Thakur

Designation - ST In charge and Toilet Contractor

The construction of the toilet block at the bus station has significantly improved the overall condition and usability of the facility. Prior to its construction, the bus station lacked adequate sanitation facilities, leading to poor hygiene and discomfort for a large number of daily passengers, with over 280 buses transiting through the station each day. The introduction of the toilet block, accessible to all, including those with disabilities, has been met with positive feedback from both the local community and passengers. Regular announcements and signage have effectively informed users about the new facilities, contributing to a noticeable increase in usage over time. The station, once struggling with poor conditions, now benefits from a cleaner environment and enhanced public health.

However, maintaining the toilet block presents ongoing challenges, particularly during peak travel times and festivals when the bus station becomes exceptionally crowded. Despite these challenges, the facilities are kept clean and operational through frequent cleaning funded by user fees collected at the counter. While the overall maintenance has been manageable, occasional issues such as water shortages require external solutions like hiring water tankers. The in-charge, Ajit Thakur, notes that additional support, particularly in the form of a consistent water connection and funds from authorities, would further enhance the effectiveness and sustainability of the toilet block, ensuring that it continues to meet its objectives of reducing open defecation and promoting public health.



**Case Study 2****Name- Anil Wani****Designation- Book Depot Owner**

The construction of the toilet block at the bus station has brought about a significant improvement in the overall environment and hygiene of the area. Prior to its installation, the bus station was plagued by poor sanitation, with a tin shed serving as a makeshift toilet, leading to unpleasant odours and a generally dirty atmosphere. Since the introduction of the new facilities, there has been a marked positive change, with more than 300 people, including men, women, and children, using the toilets daily. The accessibility of the toilets to all, including individuals with disabilities, has been a key factor in the success of the project, contributing to better public health and satisfaction among the local community and passengers.

Despite the overall success, the maintenance of the toilet block faces challenges, particularly concerning water supply. While the facilities are kept clean through funds collected from users, the ongoing water issues pose a significant hurdle. During peak times, such as festivals and exam seasons, the increased footfall requires additional cleaning efforts, which have been manageable so far. However, the need for a more reliable water source and potential arrangements for the stay of the toilet attendants have been highlighted as areas for future improvement, which would further enhance the sustainability and effectiveness of the project.





Case Study 3

Name- Aahire Saheb

Designation- ST Depot Manager Satana

The introduction of the toilet block at the Satana bus station has significantly improved the sanitation and overall environment of the facility. Previously, the bus station lacked adequate toilet facilities, leading to poor hygiene conditions and inconvenience for passengers. Since the construction of the new toilet block, the station has seen a positive transformation, with over 280 buses passing through daily and a growing number of passengers benefiting from the clean and accessible toilets. The facilities are used by everyone, including individuals with disabilities, and the regular announcements and posters have effectively informed the local community and bus passengers about the availability of the toilets.

Despite the success, maintaining the toilet block poses challenges, particularly during peak times such as festivals and pilgrimages, when the bus station becomes crowded. Maintenance is funded by the usage charges collected, and the toilets are cleaned three to four times a day. However, water shortages occasionally disrupt the upkeep of the facilities, necessitating the hiring of water tankers. While no major vandalism issues have occurred, the station authorities manage the extra demand during busy periods by increasing the cleaning schedule. There is a need for a regular water connection and additional funds from authorities to further enhance the sustainability and impact of the project. Overall, the toilet block has received positive feedback and has played a crucial role in promoting public health and reducing open defecation at the bus station.





Case Study 4

Name- Devidas Kapadnis

Designation - ST Bus Stand Cleaner

The construction of a new toilet block by BPCL at the ST Bus Stand has transformed the sanitation facilities for both passengers and the surrounding community. Before the project, the bus stand had a small, poorly maintained toilet with inadequate drainage, leading to unhygienic conditions. The newly constructed toilet block, completed in six months, now includes separate sections for men, women, and individuals with disabilities, providing a clean and accessible environment. On average, 200 to 300 people use the toilets daily, and the number of users has been steadily increasing over time. The collected usage fees are utilized for the maintenance and salaries of the cleaning staff, who ensure the facilities are cleaned three to four times a day.

The introduction of this toilet block has had a significant impact on reducing open defecation around the bus station and improving public health and hygiene. The area, once plagued by bad smells and poor sanitation, is now much cleaner, benefiting both passengers and the local community. Despite challenges such as occasional water shortages and blockages, the overall feedback from users has been positive. The toilet attendant, Devidas Kapadnis, suggests that additional improvements, such as a regular water supply and a small home for the attendant, would further enhance the management and sustainability of the facility.



**Case Study 5****Name- Asif Shaikh****Designation - ST Bus Driver**

The introduction of a new toilet block at the ST Bus Stand, constructed by BPCL, has significantly improved the sanitation and hygiene standards for both passengers and the local community. Previously, the bus station area was plagued by poor sanitation, with dirty surroundings, bad odours, and mosquito infestations. The construction of the toilet block, along with regular announcements and visible signage, has made the facilities accessible to all, including people with disabilities. With over 300 buses transiting daily, the station caters to a large number of regular passengers, including service-class people, who now benefit from the clean and well-maintained toilets.

Since the construction of the toilet block, there has been a noticeable increase in the number of users, indicating its growing importance in the community. The maintenance of the facilities is managed by a private contractor and funded through usage charges collected from the public. While no major maintenance issues have arisen, challenges do occur during peak times, such as festivals and exams, when the station is crowded. The key suggestion for further improvement is to ensure a regular water supply and allocate additional funds for ongoing maintenance. Overall, the project has had a positive impact on the bus station, contributing to better public health and reducing open defecation in the area.





Case Study 6

Name - Jagruk Paswan

Designation - Toilet Attendant

The BPCL-constructed toilet block at the bus station has brought about significant improvements in sanitation and public health. Before the project, the bus station lacked proper facilities, leading to unhygienic conditions. The construction of the toilet block, which took around 8 to 9 months, now provides separate sections for men, women, and disabled individuals, ensuring accessibility for all. The facility is utilised by an average of 300 to 400 people daily, including both passengers and members of the surrounding community. The introduction of these toilets has notably reduced open defecation in the area, contributing to a cleaner and healthier environment.

The daily maintenance of the toilet block is diligently carried out by two attendants, with cleaning scheduled three times a day. The revenue generated from a nominal usage fee is reinvested into the facility's upkeep, including ensuring a steady water supply and addressing minor repairs. The feedback from users has been overwhelmingly positive, with many appreciating the improved hygiene and convenience. Despite occasional challenges, such as blockages during peak hours, the overall management of the facility has been effective. Suggestions for further enhancement include increasing the water supply and providing a small shelter for the attendants to stay on-site.





Case Study 7

Name- Manish Dattatray Shinde

Designation- ST Nampur Bus Depot

The construction of a toilet block at the Nampur Bus Depot by BPCL has significantly improved the sanitation and overall environment of the bus station. Previously, the depot suffered from poor hygiene conditions, with a makeshift tin shed serving as a toilet and causing a pervasive bad odour throughout the premises. The new toilet block, which is accessible to all, including disabled individuals, has transformed the depot into a cleaner and more user-friendly space. With over 300 people utilizing the facilities daily, the project has successfully reduced open defecation and enhanced public health in the area.

Maintenance of the toilet block is funded through the usage charges collected from the users, and despite challenges such as water shortages, the facility is well-maintained. The increased usage of the toilets over time reflects their effectiveness and the satisfaction of the depot's passengers and the local community. During peak times like festivals and exams, additional cleaning ensures the facilities remain in good condition. However, there is a need for further support, particularly in securing a consistent water supply and providing shelter for the attendants. Overall, the project has had a positive impact, greatly benefiting the bus depot and its users.





Case Study 8

Name - Ratan Deore

Designation - ST Cleaner

The installation of a toilet block at the bus station, managed by BPCL, has dramatically improved the sanitation and hygiene of the area. Previously, the station was plagued by poor conditions, including constant bad odours, mosquito infestations, and unclean surroundings. With over 300 buses passing through daily, the new toilet block has become an essential facility for both passengers and the local community. Accessibility is a key feature, ensuring that even those with disabilities can use the toilets comfortably. Clear signage and regular announcements have effectively informed users about the availability of these facilities.

The maintenance of the toilet block is funded through usage charges, and despite occasional challenges like water shortages, the facility is kept clean and functional. The positive impact of the project is evident in the growing number of users and the overall improvement in public health at the bus station. The absence of vandalism and the orderly usage of the facilities reflect the community's appreciation. However, there is a need for a more reliable water supply to ensure the toilet block remains fully operational, especially during peak travel times such as festivals and exam seasons.





Case Study 9

Name- Vijay Shendage

Designation - Conductor

The construction of a new toilet block at the Paud ST bus stand, intended to improve sanitation for travellers, faced significant challenges in its implementation and impact. Despite being the only public toilet in the village, the facility has not sustained its operation, mainly due to financial and managerial issues. Initially, the toilet was used by passengers from the 50 to 60 buses that transit through the stand daily, but it was closed after a few months due to irregular payment of the caretaker's salary and high usage fees that many locals could not afford. As a result, the intended benefits of reducing open defecation and promoting public health were not realised.

The case highlights the importance of not just building infrastructure but also ensuring its affordability and sustainable operation. The failure to maintain the toilet block meant that it did not achieve its objectives, leaving the local community and bus passengers without adequate sanitation facilities. To improve the situation, a more affordable usage fee and consistent support for maintenance staff are necessary to ensure the long-term success of such projects.





Case Study 10

Name - Sonudip Sinha

Designation - Cleaner and Caretaker

The construction of a new toilet block at the bus station by BPCL has significantly improved the sanitation facilities for passengers. Previously, the station only had urinals, making it difficult for many, especially women and disabled individuals, to access proper toilet facilities. The newly constructed block, with separate sections for men, women, and disabled persons, serves over 500 users daily. The introduction of free usage for women and children under 12 has been particularly well-received, leading to an increase in female users. The regular cleaning routine, although twice a day, has been deemed insufficient by some users, who have requested more frequent cleaning and additional facilities such as separate urinals for women.

Despite the improvements, challenges remain in maintaining the toilet block. Issues like poor-quality plumbing and the need for a caretaker counter have been noted. However, the presence of the toilet block has positively impacted public health by reducing open defecation around the bus station. The feedback suggests that while the initiative has made a significant difference, further enhancements in maintenance and facilities would increase its effectiveness and user satisfaction.





Case Study 11

Name- Nilesh Rambhau Rodage

Designation - Clerk at ST Bus Stand

The Pandharkawada ST bus stand, a key transit hub connecting Vidarbha, Marathwada, and Telangana, sees a daily flow of 438 buses and serves a diverse population, including college students, women, and travellers from remote areas. The introduction of a new toilet block, which includes facilities for disabled individuals and women, has been a significant improvement over the old, dilapidated toilets. Managed by Mehatar Samaj Magasvargiya Sarvangin Vikas Sanstha, the toilets are maintained through user fees, although challenges remain in ensuring regular cleaning due to the station's high traffic.

The toilet facilities have played a crucial role in reducing open defecation and improving public health at the bus station. With approximately 70% of the local population relying on public transport, the availability of clean and accessible toilets has been particularly beneficial for women and senior citizens. However, the need for additional support, such as the installation of a sanitary napkin destroyer, has been highlighted to further enhance the hygiene and convenience of the facilities.





Case Study 12

Name- A Thakre

Designation - ST TRANSPORT CONTROLLER

The bus station in Peth, serving over 180 buses daily and connecting small villages in the region, has significantly improved its facilities with the construction of a new toilet block. Prior to the installation, passengers, particularly women, faced challenges using roadside areas due to the lack of proper sanitation. The new facilities, designed to be accessible to all users, including those with disabilities, have benefited more than 250 people daily. However, recent construction work has rendered the toilet block non-functional, temporarily impacting its use.

Despite these challenges, the toilet block has made a notable difference in reducing open defecation and enhancing public health at the station. The local community was initially pleased with the improvements, though ongoing maintenance issues and temporary closure due to depot construction have posed difficulties. To sustain the benefits of the toilet block, it is crucial to address the urgent outlet requirements and ensure continued support for its upkeep.



**Case Study 13****Name -MR. RS CHOUDHARI****Designation- ST DRIVER**

The bus station in Peth, a key transit hub connecting nearby villages and cities across two states, has seen significant improvements with the addition of a new toilet block. Before its construction, the facility conditions were poor, particularly during the rainy season. The new toilets, which included features like ramps for disabled users, initially offered much-needed sanitation improvements and were well-received by the local community and passengers. However, ongoing construction work for a new depot has temporarily rendered the toilets non-functional, limiting their current use.

Despite the interruption, the toilet block had a positive impact on public health and hygiene by reducing open defecation. The maintenance, managed by the local body with Nagarpalika, has been generally effective, though issues such as water supply need further attention. The facility's closure during the construction phase has highlighted the importance of maintaining and re-opening the toilets promptly to continue serving the community and supporting public health. Future improvements, including painting and regular maintenance, are essential to ensure the facility remains functional and beneficial to all users.





Case Study 14

Name – MR. GAVANDE

Designation - ST CONDUCTOR

The bus station situated on the border of Gujarat has experienced a notable transformation with the introduction of a new toilet block. Prior to its construction, the station was in poor condition with significant cleanliness issues. The arrival of the new facilities greatly improved sanitation, providing a crucial service for the high volume of passengers who frequently travel between stations over long distances. The toilet block was initially well-received and effectively used by all passengers, including those with disabilities, significantly enhancing public health and reducing open defecation in the area.

However, the facility is currently undergoing maintenance, which has temporarily disrupted its use. Despite this, the improvements had a positive impact on the bus station, making it more hygienic and comfortable for travellers. Challenges such as inadequate inlet and outlet facilities and a lack of sustained support from authorities highlight the need for ongoing maintenance and upgrades. Ensuring that these issues are addressed, and that the facility is regularly maintained will be essential for sustaining its benefits and continuing to serve the busy transit hub effectively.



**Case Study 15****Name - SAGAR BHOYE****Designation - ST DEPOT MANAGER**

The Peth ST bus stand, a vital transit hub for surrounding villages and a centre of governmental and educational activity, initially saw a significant upgrade with the construction of a new toilet block. Prior to this project, the previous facilities were inadequate, failing to meet the needs of the growing passenger volume. The new block was designed to cater to all users, including those with disabilities, and promised to enhance sanitation and reduce open defecation. Unfortunately, the facility has faced challenges due to the lack of essential services such as water, electricity, and an out-drainage system. Additionally, the ongoing construction of the new bus stand has rendered the toilet block non-functional. Although the facility has the potential to make a significant impact on public health and hygiene, addressing these infrastructural deficiencies and completing the construction work is crucial for its effective utilisation. Ensuring these issues are resolved will be key to realising the full benefits of the new toilet block for the community.



**Case Study 16****Name - TR RAUT****Designation - ASST ST TRANSPORT
CONTROLLER**

The construction of a new toilet block at the bus station near Gujarat has had a notable positive impact on public hygiene and sanitation. Prior to the installation, the absence of proper facilities led to unhygienic conditions and the use of open spaces, creating discomfort for travellers. The new block, complete with ramps for disabled access, provided much-needed relief and was well-received by passengers and locals. Despite its initial success and growing usage, the facility has faced significant challenges due to issues with water connections and outlets, which have led to its current closure.

The bus station, serving over 189 buses daily with routes extending to various cities and villages, experienced increased satisfaction and improved public health during the facility's operational phase. However, ongoing issues such as inadequate water supply and maintenance support from local authorities need to be addressed. Ensuring that these infrastructural problems are resolved will be crucial in reinstating the toilet block's functionality and continuing to support the high volume of travellers who rely on these essential facilities



**Case Study 17****Name - S. V. Kumavat****Designation - ST Driver Baroda Group**

The introduction of the new toilet block at the bus station near the Gujarat border has significantly improved sanitation and comfort for both passengers and the local community. Before its construction, the facilities were limited to a makeshift tin shed, which did not meet the needs of the growing number of travellers. The new toilet block was well-utilized, providing a crucial service to passengers travelling long distances from surrounding small villages. The accessibility features ensured that it was inclusive, catering to all users, including those with disabilities.

However, the benefits of the toilet block have been temporarily halted due to ongoing construction work at the depot, which has rendered the facility non-functional. Maintenance challenges, such as inadequate drainage and water supply, have contributed to the current situation. Despite these issues, the toilet block previously made a positive impact by reducing open defecation and enhancing public health. Addressing the infrastructure problems and ensuring consistent water supply will be key to restoring and maintaining the facility's effectiveness.



**Case Study 18****Name - P.C. Bharsat****Designation - ST Driver -Kasoli Group**

The installation of the new toilet block at Peth bus station marked a significant improvement in sanitation and public health for the area. Before its construction, the bus station lacked proper facilities, leading to unsanitary conditions, especially during the rainy season. The introduction of the toilet block provided much-needed relief for travellers and local residents, who benefitted from the clean and accessible facilities. The inclusion of a ramp made the toilets usable for individuals with disabilities, ensuring inclusivity.

However, the benefits of the toilet block have been compromised due to ongoing construction work at the depot, rendering the facility non-functional at present. Despite the initial positive impact, with increased usage noted before its closure, maintenance issues such as water supply remain a concern. To restore its effectiveness, it is crucial to address these infrastructure challenges and resume operation, which would continue to support public health and sanitation objectives.





Case Study 19

Name- A.V. Padvi

Designation - ST Conductor

The new toilet block at Peth bus station initially brought a significant improvement in sanitation and public health to a location previously marked by inadequate facilities. Before its installation, the bus station faced severe cleanliness issues with no dedicated toilet space, affecting both passengers and staff. The introduction of the toilet block was well-received, and it provided much-needed relief for the high volume of travellers from surrounding small villages. However, the facility is currently non-operational due to ongoing construction work on the depot, limiting its benefits.

Despite the previous success, the closure of the toilet block has hindered its effectiveness in continuing to serve the community. Maintenance and operational challenges, such as water supply issues, need addressing to restore the facility's functionality. Once these issues are resolved, the toilet block has the potential to greatly enhance sanitation at the bus station, reinforcing its role in promoting public health and preventing open defecation.



**Case Study 20****Name – G. N. Awari****Designation - ST Conductor- A. Nager Group**

The new toilet block at the A. Nager bus station has significantly improved sanitation conditions, replacing a previously unhygienic environment with a clean and functional facility. This busy bus station, located at the Gujarat border, serves a large number of passengers daily, many of whom travel for extended periods. The introduction of the toilet block was met with positive feedback from both the local community and bus passengers, who appreciated the enhanced cleanliness and accessibility it provided. However, the facility is currently under maintenance, which has temporarily affected its availability.

While the toilet block was effectively utilized and contributed to better public health by reducing open defecation, ongoing maintenance issues, particularly with the inlet and outlet facilities, need addressing. The local government sector initially managed maintenance, but additional support from BPCL and improvements to the facility's infrastructure are required to ensure its continued functionality. Once these issues are resolved, the toilet block will resume its crucial role in maintaining cleanliness and supporting the well-being of bus station users





Case Study 21

Name - V.S. Pardhi

Designation - ST Driver-Bhag Ovahal Group

The toilet block at the Peth bus station, crucial for connecting various tribal villages and cities, had a transformative impact on the facility's sanitation standards. Prior to its construction, the bus station suffered from inadequate and unsanitary conditions, especially during the rainy season. The introduction of the toilet block was initially well-received by both the local community and bus passengers, providing much-needed relief, and improving overall hygiene. However, the block is currently non-functional due to ongoing construction work related to a new depot, limiting its benefits to users.

The maintenance of the toilet block was initially handled by the local body with the Nagar Parishad, but challenges such as water supply issues and the need for outlet repairs have surfaced. Despite these issues, no instances of vandalism or misuse were reported. The facility significantly contributed to reducing open defecation and enhancing public health during its operational period. To restore and maximise its benefits, it is recommended that the block undergo necessary repairs, including colour touch-ups and infrastructure updates, once the depot construction is complete.



**Case Study 21****Name - Somnath Waghmare****Designation -ST Conductor Peth**

The introduction of the toilet block at the Peth bus station brought a notable improvement to the facility's sanitation standards, addressing the previously unclean conditions. Although initially welcomed and beneficial, providing much-needed facilities for passengers and the local community, the block is now locked and non-functional due to authority decisions. This closure has hindered its usage and the impact it could have had on public health and sanitation.

Maintenance of the toilet block has not been a significant issue in terms of vandalism or misuse, but there is a noted need for stronger upkeep, particularly concerning water and drainage systems. During festivals and peak times, the facility would have faced increased demand, highlighting the importance of consistent maintenance. To restore its effectiveness, it is recommended that authorities ensure proper maintenance and promptly address any infrastructural issues once the block is re-opened



CHAPTER 5

RECOMMENDATIONS



Increase the frequency of daily cleaning to maintain hygiene standards.



Employ a dedicated washroom attendant to ensure consistent cleanliness.



Ensure the availability of sanitary materials and cleaning tools at all times.



Improve the supply of water and ensure the functionality of water tanks.



Install more hand wash facilities and trash bins in toilet locations.



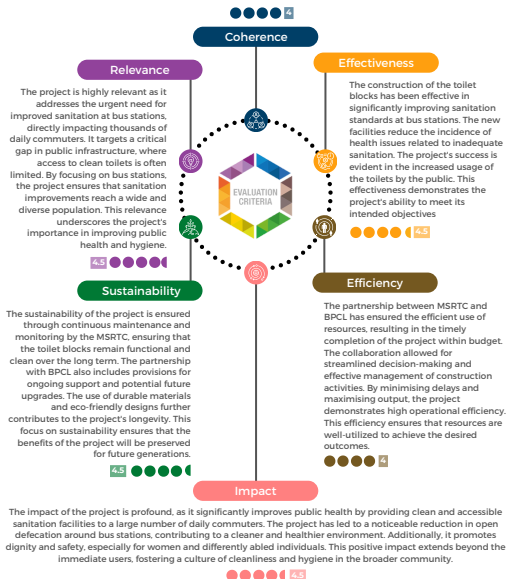
Enhance the visibility and availability of cleanliness posters, signage, and BPCL branding.



Strengthen safety measures, such as ensuring all toilet windows are intact and toilet can be securely locked.

06. OECD FRAMEWORK

The project aligns with key Sustainable Development Goals (SDGs), particularly SDG 6 (Clean Water and Sanitation) and SDG 3 (Good Health and Well-being). These goals emphasise the importance of providing clean, accessible sanitation facilities. The project contributes to global efforts by enhancing public infrastructure. This alignment ensures the project's actions are consistent with broader development priorities.



Relevance



Coherence



Effectiveness



Efficiency



Impact



Sustainability

CHAPTER 7

CONCLUSION

The partnership between Bharat Petroleum Corporation Ltd. (BPCL) and Maharashtra State Road Transport Corporation (MSRTC) for the construction of toilet blocks at bus stations represents a significant step towards improving public sanitation infrastructure in Maharashtra. This initiative is particularly crucial in the context of India's broader Swachh Bharat (Clean India) mission, aiming to enhance cleanliness and hygiene across the country. By strategically placing these toilet blocks at busy bus stations, the project directly addresses the pressing need for clean, accessible, and functional sanitation facilities in public spaces. It ensures that travellers, especially those on long journeys, have access to essential hygiene facilities, thereby promoting public health and well-being.

The project's impact extends beyond just providing physical infrastructure. It also plays a critical role in fostering behavioural change among the public, encouraging the use of proper sanitation facilities instead of resorting to open defecation or using inadequate alternatives. With the installation of these toilet blocks, both BPCL and MSRTC contribute to creating a more dignified travel experience for passengers, particularly women, children, and elderly individuals who are most affected by the lack of proper sanitation facilities. Additionally, this project supports MSRTC's goal of enhancing the overall service quality and passenger satisfaction at bus stations, positioning these public spaces as safer and more user-friendly.

STUDY TOOLS

MAHARASHTRA STATE ROAD TRANSPORT CORPORATION (MSRTC)

OBSERVATION CHECKLIST FOR FIELD INVESTIGATOR

Sr. No	Parameters	Observation
1	Daily Toilet Cleaning	Yes/No
2	Washroom attendant	Yes/No
3	The area declared an open defecation-free place	Yes/No
4	Separate urinals and toilets (for men, women, and persons with disabilities)	Yes/No
5	Easy access to toilets (also check for ramps)	Yes/No
6	Adequate light and ventilation	Yes/No
7	Availability of water	Yes/No
8	Water tanks created	Yes/No
9	Running water provision	Yes/No
10	Buckets	Yes/No
11	A hand wash facility is available	Yes/No
12	The toilets are clean and functional	Yes/No
13	Trash bins are available at toilet locations	Yes/No
14	Posters on cleanliness (Swachh Bharat)	Yes/No
15	Sanitary materials and brooms available for cleaning	Yes/No
16	Safety and security of toilets (check if the windows are intact and the stalls can be locked from the inside)	Yes/No
17	Signage	Yes/No
18	Logo and branding of BPCL	Yes/No
19	Any other observations (like water seepage, cracks in the walls)	

INTERVIEW TOOL FOR TOILET ATTENDANT

Sr. No	Item	Response options
1	Name of the respondent	Kesavan, Trustee
2	Designation	42
3	Contact Number	Years of serving the SMC. 15 yrs
4	How many toilet blocks have been constructed in the bus station by BPCL?	Field notes
5	Give details about the toilet facility at the bus Station (before and after the project scenario)	Field notes
6	How long did the construction of the toilet block/s take?	Field notes
7	What type of facilities does the toilet block include (separate male/female sections and separate disabled sections)?	Field notes
8	How many people, on average, use the toilets daily?	Field notes
9	Have you noticed any changes in the number of users over time?	Field notes
10	Do people from the surrounding community use the toilets, or is it primarily the passengers?	Field notes
11	How much do you charge for toilet usage? What purposes is the collected money used for?	Field notes
12	How do you ensure that the toilets remain clean and hygienic for users?	Field notes
13	What is the daily routine for cleaning and maintaining the toilet block? (number of times the toilet is cleaned, number of cleaning professionals involved)	Field notes
14	Have there been any issues with the maintenance of the toilet block? (like plumbing, cleanliness)	Field notes
15	Have you noticed a decrease in open defecation around the bus station since the toilets were constructed?	Field notes
16	Do you think the toilet block has had an impact on public health and hygiene in the area? If yes, in what ways?	Field notes
17	What kind of feedback have you received from users about the toilet facilities?	Field notes

Sr. No	Item	Response options
18	Do you face any challenges in your role as a toilet attendant?	Field notes
19	Are there any additional facilities or improvements you think should be added to the toilet block?	Field notes
20	How do you think the overall management of the toilet block could be improved?	Field notes

INTERVIEW TOOL FOR BUS STATION AUTHORITIES

Sr. No	Item	Response options
1	Name of the respondent	
2	Designation	
3	Contact Number	
4	How many buses usually transit through your bus station daily, and what is the outreach of these buses? <i>(try to understand how busy the bus station is, the kind of people who travel in these buses, and the average hours of the journey that the passengers might be covering between any two travel points)</i>	Field notes
5	Can you describe the condition of the bus station and surrounding area before the toilet block was constructed?	Field notes
6	How were the local community and bus passengers informed about the new toilet facilities?	Field notes
7	Do you think the toilets are accessible to all potential users, including those with disabilities?	Field notes
8	How many people have benefited from the use of these toilets since their construction?	Field notes
9	Have you noticed an increase in the use of the toilets over time?	Field notes
10	What is the process of maintenance and upkeep of the toilet facilities? Who bears the cost? <i>(check if the budget for cleaning is entirely state-sponsored or if it is partially covered through the usage charges)</i>	Field notes
11	Have there been any significant maintenance issues since the toilets were constructed?	Field notes

Sr. No	Item	Response options
12	What are some of the biggest challenges you face in maintaining the toilet block? And how are they addressed?	Field notes
13	Have there been any instances of vandalism or misuse of the toilet facilities? How do you handle such incidents?	Field notes
14	Are there any particular times when maintaining the toilets becomes more challenging (like during festivals or peak travel times)? How do you manage during such times?	Field notes
15	Do you receive adequate support from the authorities in maintaining the toilet block? Kindly let us know what additional support would be helpful.	Field notes
16	Do you think the toilet block is meeting its objectives of decreasing open defecation and promoting public health?	Field notes
17	What has been the overall impact of this project on your bus station?	Field notes
18	Any further suggestions	Field notes

ANNEXURES

LIST OF FIGURES

Chart 1: Observation on Cleanliness of Toilets

Chart 2: Whether Area Declared as Open Defecation Free Place

Chart 3: Availability of Separate Urinals and Toilets (for Men, Women, and Persons with Disabilities)

Chart 4: Easy Accessibility to Toilets

Chart 5: Availability of Various Facilities in Toilets

Chart 6: Availability of Posters on Cleanliness, Signage and Logo, and Branding of BPCL

Chart 7: Safety and Security of Toilets (Windows Intact and Stalls Lockable from the Inside)

ABBREVIATIONS

BPCL	Bharat Petroleum Corporation Limited
CSR	Corporate Social Responsibility
MSRTC	Maharashtra State Road Transport Corporation
NGO	Non-Governmental Organisation
SDGs	Sustainable Development Goals