

Checklist for Public Sanitation Facilities

Name of Supervisor	
Company	
Name of Public Sanitation Facility	
Date of Supervision	
Time of Supervision	
Name of Operator/Attendant	

Business hours	
Tariffs	

General comment on the appearance and hygienic conditions at the Public Sanitation Facility (first impression)

Interview with the Facility Operator

Staff currently working at the sanitation facility (Please write down the numbers!)

Total number	Number of Female	Number of Male	Comments:
Name	Tasks assigned	Working hours: From	To

Did you receive any complaints from Customers? If yes, why? (since last visit of the supervisor)

Did any technical problems occur? If yes, please specify! (since last visit of the supervisor)

Did any hygienic problems occur? If yes, please specify! (since last visit of the supervisor)

Did any vandalism and/or theft occur? If yes, please specify! (since last visit of the supervisor)

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Do you face any work related problems? (since last visit of the supervisor)

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Do you have any work related complaints?

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Do you have any needs to help improving the management of the facility?

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Do you have any suggestions on how to improve service provision, customer satisfaction, revenue collection etc.?

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Technical and hygienic inspection of the public sanitation facility

T1: Condition of the veranda
(Please tick below and specify!)

Clean	Acceptable	Dirty	Comments:

T2: Condition of the surrounding area (2 metres around the building)
(Please tick below and specify!)

Clean	Acceptable	Dirty	Comments:

T3: Condition of posters and boards etc.
(Please tick below and specify!)

Poster	Existent	Missing	Good	Acceptable	Poor	Comments:
"Clean toilet" ladies						
"Clean toilet" gents						
"Clean urinal"						
"Fly sticker"						
"Clean shower" ladies						
"Clean shower" gents						
"Rules"						
"Veranda rules"						
"Flush reminder"						
"Health education"						
"HIV / Aids education"						
"Hand washing" ladies						
"Hand washing" gents						
"Hand wash reminder"						
"Inspection board"						
Dispenser for condoms						
Complaints box						
Information on tariff / business hours						

T3: Condition of posters and boards etc. (Please tick below and specify!)						
Poster	Existent	Missing	Good	Acceptable	Poor	Comments:
Recommendations for operator						
Introduction of PST and technology						

T4: Condition of the operator's shop (Please tick below and specify!)					
Tidy	Clean	Acceptable	Messy	Dirty	Comments:

T5: Appearance/condition of the entrance area (Please tick below and specify!)					
Tidy	Clean	Acceptable	Messy	Dirty	Comments:

T6: Appearance/condition of the disabled toilet (Please tick below and specify!)					
T6a General appearance					
Tidy	Clean	Acceptable	Messy	Dirty	Comments:
T6b Toilet					
Clean	Acceptable	Dirty	Flushing device working	Toilet paper available	Comments:
Water running	Smelly	Insects	Vandalism	Graffiti	
T6c Hand washing basin					
Clean	Acceptable	Dirty	Paper towels available	Soap available	Comments:
Tap leaking	Tap not functional	Mirror damaged	Vandalism	Graffiti	

T7: Appearance / (hygienic) condition of the Ladies' Section (Please tick below and specify!)					
T7a General appearance					
Tidy	Clean	Acceptable	Messy	Dirty	Comments:
T7b Toilet cubicles					
Clean	Acceptable	Dirty	Flushing device working	Toilet paper available	Comments:
Water running	Smelly	Insects	Vandalism	Graffiti	
T7c Hand washing basins					
Clean	Acceptable	Dirty	Paper towels available	Soap available	Comments:
Tap leaking	Tap not functional	Mirror damaged	Vandalism	Graffiti	
T7d Shower					
Clean	Acceptable	Dirty	Tap leaking	Tap not functional	Comments:
Shower head not available	Shower head damaged	Drainage blocked	No hooks for clothing	Lock not working	

T8: Appearance / (hygienic) condition of the Gents' Section (Please tick below and specify!)					
T8a General appearance					
Tidy	Clean	Acceptable	Messy	Dirty	Comments:
T8b Toilet cubicles					
Clean	Acceptable	Dirty	Flushing device working	Toilet paper available	Comments:
Water running	Smelly	Insects	Vandalism	Graffiti	
T8c Urinal					
Clean	Acceptable	Dirty	Drainage blocked		Comments:
T8d Hand wash basins					
Clean	Acceptable	Dirty	Paper towels available	Soap available	Comments:
Tap leaking	Tap not functional	Mirror damaged	Vandalism	Graffiti	
T8e Shower					
Clean	Acceptable	Dirty	Tap leaking	Tap not functional	Comments:
Shower head not available	Shower head damaged	Drainage blocked	No hooks for clothing	Lock not working	

T9: Condition of the store room (Please tick below and specify!)					
Tidy	Clean	Acceptable	Messy	Dirty	Comments:

T10: Condition of the general technical installations (Please tick below and specify!)				
Installation	Functional	Non-functional	Problems encountered	Comments:
Water meter				
Water tanks				
Manholes				
Sewer connection				
Digester				
Door locks				

Assessment of the condition of the items/equipment					
E1: Condition of the items/equipment supplied by the Company (Please tick below and specify!)					
20-litre jerry can					
Available	Not available	Acceptable condition	Worn out	Needs replacement	Comments:
Folder for keeping receipts					
Available	Not available	Acceptable condition	Worn out	Needs replacement	Comments:
Keys for the facility					
Available	Not available	Acceptable condition	Worn out	Needs replacement	Comments:
Display book					
Available	Not available	Acceptable condition	Worn out	Needs replacement	Comments:
Signs ('Wet floor' and 'Closed for Cleaning')					
Available	Not available	Acceptable condition	Worn out	Needs replacement	Comments:
Contract (or copy of contract)					
Available	Not available	Acceptable condition	Worn out	Needs replacement	Comments:
Keys for the disabled toilet / baby changing room					
Available	Not available	Acceptable condition	Worn out	Needs replacement	Comments:

E2: Condition of the items/equipment to be bought by the Operator (Please tick below and specify!)					
Broom					
Available	Not available	Acceptable condition	Worn out	Needs replacement	Comments:
Mop, bucket, wringer					
Available	Not available	Acceptable condition	Worn out	Needs replacement	Comments:
Squeegee					
Available	Not available	Acceptable condition	Worn out	Needs replacement	Comments:
Gloves					
Available	Not available	Acceptable condition	Worn out	Needs replacement	Comments:
Cotton cloth					
Available	Not available	Acceptable condition	Worn out	Needs replacement	Comments:
Toilet brush					
Available	Not available	Acceptable condition	Worn out	Needs replacement	Comments:
Lockable cashbox					
Available	Not available	Acceptable condition	Worn out	Needs replacement	Comments:
Hand washing soap					
Available	Not available	Comments:			
Cleaning detergent (incl. disinfectant)					
Available	Not available	Comments:			
Toilet paper					
Available	Not available	Comments:			
Paper towels					
Available	Not available	Comments:			