

# Status Report on Female Friendly Public Toilets

*Kathmandu Metropolitan City, Lalitpur Metropolitan City,  
Kritipur Municipality and Madhyapur Thimi Municipality*



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## Executive Summary

This report provides an analysis on the status of public toilets in four municipalities of Kathmandu Valley, i.e. Kathmandu Metropolitan City, Lalitpur Metropolitan City, Kirtipur Municipality and Madhyapur Thimi Municipality with the intention of advocating for public toilets that are adequate in number, provide the facilities required and are accessible for all including women, children, people with disability etc.

A preliminary mapping of the toilets was done and the survey was conducted using a questionnaire method that studied 8 components namely, Safety; Operation, Maintenance and Management; Infrastructure; Factors affecting the Operator's Job Performance; Gender Friendliness; Menstrual Hygiene Management; Disabled friendliness; and Operator's Health, Comfort and Finance. Each of these parameters was studied and the toilets were ranked according to their performance on each of these parameters.

The mapping found a total of 62 public toilets, 34 toilets in religious places, 15 toilets in governmental buildings where the public had access, 8 toilets in public parks, 84 toilets in petrol pumps, 22 toilets in commercial buildings and malls and 17 toilets in hospitals. The toilets in petrol pumps, commercial buildings and hospitals were identified; number of cubicles enumerated; and the toilet located using GPS since they were in privately or corporately owned property. The public toilets and the toilets in religious places, governmental buildings and public parks were surveyed using the above mentioned parameters and ranked accordingly.

The findings showed that the public toilets were in a poor condition. The toilets scored well in terms of location, i.e. located in high traffic areas and away from isolated places (related to safety) and opening and closing time (related to management). All other variable measured for each of the eight components showed that, in average, the toilets scored somewhere between okay and very bad depending on the variable.

All the public toilets scored very low in terms of Gender Friendliness, Menstrual Hygiene Management, Disabled Friendliness and meeting the requirements for operator/caretakers' health and comfort. The rest of the indicators such as safety, operation and maintenance, factors affecting operator's job performance and infrastructure were relatively better but still do not meet the required standards.

The ranking of the toilets using the index created using the 8 components showed that the top five public toilets are from Kathmandu with public toilet IDs: KMC121, KMC124, KMC122, KMC123, KMC027 and KMC149. These correspond to the four public toilets in Gongabu Buspark Area, one in Pashupatinath Ghat area and one in Koteswor. Their high ranking does not mean that they meet the standards but they are relatively in a better condition than the other toilets. Relatively, the five bottom performing public toilets are from Madhyapur Thimi (MDT020 and MDT021), Kathmandu (KMC 097 and KMC 023) and Kirtipur (KTP010). These toilets correspond to toilets in Debu and Nilbarahi of Thimi, Balaju Baisdharma and Pashupatinath Kirateshwor of Kathmandu and Chitu Bihar of Kirtipur.

Given the poor state of public toilets in the four municipalities it is recommended that:

1. Local governments set a standard specification for public toilets in their jurisdiction. The components and indicators used here can be taken as reference for developing indicators.
2. Local government develop an operation and maintenance guideline
3. Orient the contractor, operator and care taker on specific standards, operation and maintenance guidelines
4. Establish monitoring & reporting system within the municipalities.
5. Advocate and scale up the above mentioned practices to province and federal level.
6. Establish appropriate laws to provide encouraging environment for the private investors and entrepreneurs to invest in public toilet business.

This study also recommends several immediate steps that can be taken to improve the current situation of public toilets which are; improve lighting system in the toilets, Provision of female attendants, Sanitary pad disposal, Clear and visible signage separating male and female toilets, proper door locks for safety and privacy of the user, provision of chair for the care taker, mandatory provision of hand washing, and clearing of ramps and pathways for the use of people with disability.

## Chapter 1: Background and Methodology

### 1.1 Background

Toilets are a basic need for everyone. SDG 6, which aims to “Ensure availability and sustainable management of water and sanitation for all” cannot be achieved if we cannot provide access to safe and sanitary toilets for everyone wherever they happen to be. And to provide such access, public toilets are essential. Having access to accessible, clean and safe toilets wherever one goes is important in order to ensure health, mobility and privacy.

Given the scarce data available, the public toilets in Kathmandu are inadequate in number, poorly managed, lack good infrastructure and are not easily accessible to all. It is important to address this issue in order to ensure everyone including women and people with disability have access to vital sanitation services in urban areas as lack of it may otherwise hinder their mobility outside of their homes. Having access to sanitation is a basic right for everyone. We must ensure that no one is deprived of this right.

Due to the advocacy efforts of GUTHI, the deputy mayors of Kathmandu Metropolitan City, Lalitpur Metropolitan City, Kirtipur Municipality and Madhyapur Thimi have agreed to work on the issue of public toilet as it has significant impact on the health and wealth of Kathmandu. A task team was assembled to undertake work on technical details of public toilet and also to submit the detail to CPC for review, endorsement and action. The task force undertook two major actions- identification and confirmation of public toilet numbers and IDs; and to prepare public toilet management guideline for four municipalities and scalable to other municipalities. To contribute to this cause, WaterAid Nepal financially and technically supported to undertake this study with following set objectives.

### 1.2 Objectives

The survey study set following objectives:

- To ascertain the exact number of public toilets in Kathmandu, Lalitpur, Kirtipur and Madhyapur Thimi Municipalities of Kathmandu valley
- To examine status and functionality factors
- To explore status on specific needs of female and differently need people (Disabled person)
- Ranking of available public toilets based on functionality and other loading factors
- To develop advocacy paper for pro public toilet

## Chapter 2: Methodology

The survey adopted the following methodology:

### 2.1 Research and Advocacy Process

#### 2.2 Ownership and Accountability

As described in the concept note, a task force was formed representing concerned stakeholders who were responsible for following actions:

- i. Review and feedback on methodology and process
- ii. Feedback on preliminary finding and draft report
- iii. Ownership of the final report

#### 2.3 Preparing Advocacy Paper

Based on survey finding, two page advocacy paper will be produced with the joint ownership of task force members. The advocacy paper will serve as lobbying paper with the concerned organization and will be used for creating general awareness.

#### 2.4 Survey Method:

Complete enumeration of public toilet was done. Here the public toilet was defined as toilets constructed in public and private places but did not include

household, restaurant, cinema hall and office complexes. It included toilets in petrol pumps, malls and hospitals. Master frame of the public toilet list was prepared based on past data that GUTHI had and updated records from municipalities under survey. In order to ensure that no public toilet counting was lost, local enumerators were hired who knew where the toilets were. Once the list was framed census survey was done based on observation method.

### **2.5 Surveyor and survey approach-**

Each toilet complex was observed by two surveyors (one female and one male). Male surveyor observed male toilet unit and female observer observed female unit. A survey or spent one hour in each toilet in order to score as indicated in the survey question.

### **2.6 Analysis:**

Scoring of each indicator except questions related to attendants was framed into five point Likert scale ranging from very good to very bad.  
(e.g. 1 = very bad, 2= bad, 3= ok. 4 =good,5= very good).

The study computed index for each category using the formula;

The cumulative index was then calculated for the following categories- Safety; Operation Maintenance and management; Accessible for all; Factors affecting operator's ability to do their job; Construction/Operators/Attendants sensitivity to female needs; Menstrual Health and Hygiene; Factors affecting operator's comfort and health; Operator's Financial Concerns.

Once component wise index was computed, overall index of a toilet was calculated as the mean of the aforementioned indices.

Based on the toilet index figure all the public toilets were ranked in order of quality from 1 (the best) to the last number (the least).

Additionally, report also contains the areas where public toilets are good or bad and need improvements.

### **2.7 Public Toilet Mapping**

Before the survey of the toilets using the parameters used in the study (see 2.3 below), the mapping of the public toilet was done through preliminary field visit and secondary data collection.

An initial list was created through desk study using previous mapping efforts by various organizations and governmental bodies. The reports consulted during this phase included reports by the following organizations:

1. NGO Forum (2011)
2. Kathmandu University with Water Aid (2015)
3. GUTHI (2016)
4. City Planning Commission (2019)
5. Kathmandu Metropolitan City Environment Management Division (2019)

After compiling a of toilets using the above mentioned sources, preliminary field visits were conducted in each of the four municipalities, i.e. Kathmandu Metropolitan City, Lalitpur Metropolitan City, Kirtipur Municipality and Madhyapur Thimi Municipality. Through the preliminary field visits the toilet on the list were confirmed or removed as per their presence or absence in the field and new toilets discovered were added to the list.

### **2.8 Public Toilet Standards used during the Toilet Survey**

Nepal has yet to develop and define standards of public toilets. In absence of this standard, the study used different sources such as Water Aid's international GESI

standard for public toilet, ITP-SUWAS 2017 D batch and 2018 A batch participants' prepared draft operation and maintenance guidelines; draft operation and maintenance guideline of Department of Drinking Water and Sewerage Management; and Disabled Friendly Public Toilet Guideline prepared by National Disable Federation of Nepal and Service Contract papers of Kathmandu Metropolitan City.

### 2.9 Safety

Variables:

Public toilet safety standard considered the components: Location; Visibility and Accessibility; Signage; Non slippery floor and lighting facilities.

Variables standards and Measurement:

The following standards were used for the study:

Location:

- If, within 5 minutes and non isolated is very good
- If, Between 5 to 10 minutes and non isolated is good
- Between 10 to 15 minutes and non isolated is o.k
- Between 15 to 20 minutes and isolated is bad
- 20 minutes and more and isolated is very bad

Visibility and Accessibility

- Can be seen from main road and no obstruction to reach is very good
- Can be seen from main road but some obstruction in pathway is good
- Can be seen when near to it and some obstruction in pathway is o.k
- Difficult to enter is bad
- Very difficult to enter very bad

Signage

- Both male and female signs are clean and clearly visible (pictorial/letter) is very good
- Either one is clean and clearly visible is good
- Both are visible but have unclean spots is o.k
- Signs are not visible by normal person is bad
- No signs at all is very bad

Lighting Condition

- Functional light at all times is very good
- Functional lights system but is not within the reach by users is good
- Has light system but is intermittent is o.k
- Day time has good light but not during early morning and night is bad
- No lights and dark passage is very bad

Floor is non slippery (all places)

- Floor is dry and no fecal in the floor very good
- Floor is regularly wiped out and no fecal in the floor is good
- Floor is wiped out but some materials spread in the floor is o.k
- Floor is wet with some materials spread in the floor is bad
- Floor is wet and have fecal or urine flow in the floor is very bad

Scoring: The indicators were scored from 5 to 1., where Very good = 5; Good = 4; O.K = 3; Bad = 2 and Very Bad = 1

## 2.10 Operation, Maintenance and Management

Variables:

The Operation Maintenance and Management standards of the public toilets considered the following components: Opening and Closing Time; Predefined calendar of cleanliness; regular cleaning; removal of waste products; and Clear management arrangements.

Variables standards and Measurement:

The following standards were used for the study

Opening/Closing time is consistent with the need for the public toilet users

- Toilet is open from early morning (not late than 6 AM and closes till late evening not before 8PM) =5
- Toilet is open from early morning (not late than 6 AM and closes early evening not before 6 PM) = 4
- Toilet opens at late morning (approx. 9 AM)and closes early evening approx.- 6 PM) = 3
- Toilet opens only day time = 2
- Toilet opens irregularly or nonfunctional = 1

The toilet has pre- defined calendar of cleanliness

- Toilet has visibly posted calendar of cleaning =5
- Toilet has not visibly posted calendar of cleanliness but the care taker is given the calendar of cleaning = 4
- Care taker does cleaning on his her judgment and has no defined calendar = 3
- Care taker does cleaning only when there is complain=2
- No responsibility formally assigned for cleaning =1

Cleaned regularly

- Cleaning done after every 10-12 users = 5
- Cleaning at least three times a day (opening time, operational time and closing time) =4
- Cleaning at least once in a day = 3
- Cleaning at least in alternate day = 2
- Cleaning only after 3 days and more = 1

Proper and regular removal of waste products including menstrual products and soiled nappies as well as others

- Waste products are cleaned and removed at least once every day = 5
- Waste products are cleaned and removed at least once every alternate day = 4
- Waste products are cleaned and removed at least two times a week = 3
- Waste products are cleaned and removed at least once a week = 2
- Waste products are not cleaned and removed in a month= 1

Clear management arrangements are in place to ensure regular management and maintenance

- Operators/care takers have clearly defined written contract agreement and monitoring system = 5
- Operators/care takers have clearly understood verbal contract and monitoring system = 4

- Operators/care takers have clearly defined written/verbal contract agreement but no monitoring system = 3
- Operators/care takers have vague written/verbal contract agreement = 2
- Operators/care takers have no contract agreement and monitoring system = 1

Note: The scores have following meaning : 5 = very good; 4 = good, 3= ok, 2= bad and 1 = very bad

## **2.11 Factors affecting the Operators' Ability to Perform their Job:**

Variables:

The standards of public toilet relating to the Operators ability to do their work considered the following components: Toilet Supplies; Cleaning Materials; Protective Materials; Basic Maintenance Supplies; Access to maintenance personnel.

Variables standards and Measurement:

The following standards were used for the study

Toilet supplies (soaps, liquid soap dispenser, toilet paper etc) available to place in the toilet

- Always available= 5
- Easily available when demanded = 4
- Available in demand but with difficulty =3
- Only sometime available =2
- Not available at all =1

Cleaning materials such as brush, bucket, disinfectants available for care taker

- Always available= 5
- Easily available when demanded = 4
- Available in demand but with difficulty =3
- Only sometime available =2
- Not available at all =1

Protective materials like gloves masks, boot apron, cap available when they are cleaning

- Always available and used= 5
- Always available but not always uses =4
- Available but not used = 3
- Available only some time =2
- Not available =1

Access to basic maintenance supplies/services for the toilets Maintenance tools (screw driver, pipe wrench, putting, pliers etc...)

- Always available and used= 5
- Always available but not always uses =4
- Available but not used = 3
- Available only some time =2
- Not available =1

Availability of maintenance person to clean the drains when clogged

- Always available on call =5
- Available but does not come immediately =4
- Difficult to reach in need= 3
- Needed follow up to get the service =2
- Not available when required= 1

## 2.12 Well Maintained Infrastructure

Variables:

The standards of public toilet relating to the Operators ability to do their work considered the following components: Consistent Water Supply; Connected to sewer network or septic tank

Variables standards and Measurement:

The following standards were used for the study

Consistent water supply

- Water storage tank is fully enough for all time supply throughout the year = 5
- Water storage tank is fully enough a month and more = 4
- Water storage tank is fully enough for two weeks and more = 3
- Water storage tank is fully enough for a week and more = 2
- Water storage tank is enough for less than a day only = 1

Connected to sewer network or septic tank

- Has functional sewer network or septic tank all the time = 5
- Sewer network or septic tank is functional for at least nine months = 4
- Sewer network or septic tank is functional for at least six months = 3
- Sewer network or septic tank is functional for at least three months = 2
- Sewer network or septic tank is functional for one month or less or nonfunctioning = 1

## 2.13 Gender Friendliness:

Variables:

The standards of the public toilets relating to the Gender and Menstrual Hygiene Management aspects considered the following components: Privacy; Number of Female Cubicles; Designated Female Caretaker; Mirror in Hand-washing station; Ensure Mirror's position does not threaten privacy;

Variables standards and Measurement:

The following standards were used for the study

Outside people cannot see the female user to maintain her privacy

- Yes=2
- No=1

No. of female cubicles are more than male urinals number

- Yes=2
- No=1

Has designated female care taker

- Yes=2
- No=1

Has mirror above hand washing stations to help adjust clothing and caters for self-care requirements.

- Yes=2
- No=1

Ensure the mirror's position does not enable people outside to see into the toilet section.

- Yes=2
- No=1

## **2.14 Menstrual Hygiene Management:**

Variables:

The standards of the public toilets relating to the Gender and Menstrual Hygiene Management aspects considered the following components: Availability of Pads and Tampons, Disposal of pads and tampons in cubicles and the type of disposal bin; availability of clean jugs, buckets and running water; Hooks and ledges; Disposal of menstrual waste by care taker; Hand-washing facilities; Extra space for washing clothes or body.

Variables standards and Measurement:

The following standards were used for the study

Pads/Tampons available to use or users can buy it nearby the toilet

- Yes=2
- No=1

Has provision for Pad/tampons disposal within the cubicle

- Yes=2
- No=1

The disposal mean is bin with lid inside the cubicle

- Yes=2
- No=1

Hooks and ledges for hanging clothes, keeping belongings off the floor or keeping menstrual products on a clean surface

- Yes=2
- No=1

Availability of clean jug/running tap/spray in the cubicle

- Yes=2
- No=1

Has clean bucket storage or running tap/spray within the cubicle

- Yes=2
- No=1

No problem to handle and dispose waste by care taker

- Yes=2
- No=1

Handwashing facilities in each toilet block ( a basin, water, soap that enable handwashing and cleaning of reusable menstrual Product

- Yes=2
- No=1

An extra space for washing clothes or washing the body within the female toilet block

- Yes=2
- No=1

## 2.15 Disability components

Variables:

The disabled friendly standards of the public toilets considered the following components: Width of door; size of cubicle; Raised toilet seat and sturdy handrails; All features at suitable distance and lower height; Flat path or ramp with hand rails

Variables standards and Measurement:

The following standards were used for the study:

Opening door at least 80 cm with a railing or rope inside to assist with closing the door

- Yes=2
- No=1

Cubicle size is at least 1.5 m\*2.2 m

- Yes=2
- No=1

Raised toilet seat and sturdy handrails

- Yes=2
- No=1

All features (sink, hooks, means for anal cleaning, and mirror, taps, buckets) positioned at suitable distance and lower height

- Yes=2
- No=1

Either the path is flat or ramp is used. If ramp is used has hand rail to support use of ramp

- Yes=2
- No=1

## 2.16 Operators' Comfort and Health:

Variables:

The standards of the public toilets relating to the operators health and comfort considered the following components: Regular breaks; Sick Leaves; Chair/bench/booth to work from; Reasonable working hours; Health Insurance; Protection from unruly customers; Living Wage; Timely salary payments.

Variables standards and Measurement:

The following standards were used for the study:

Regular breaks to go to restrooms or have lunch

- Yes=2
- No=1

Sick leaves

- Yes=2
- No=1

Chair/bench/booth from where they can work

- Yes=2
- No=1

Reasonable working hours (8 hours)

- Yes=2
- No=1

Health Insurance (to offset the risk of working in unsanitary conditions)

- Yes=2
- No=1

Measures to protect them from unruly customers

- Yes=2
- No=1

Living Wage (enough to afford basic needs and take care of their family)

- Yes=2
- No=1

Timely salary payments

- Yes=2
- No=1

## Chapter 3: Stakeholder Analysis

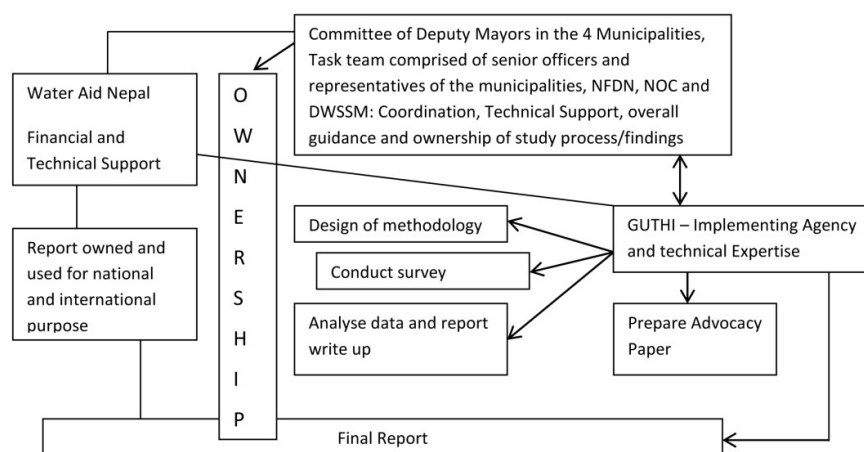


Figure 1 Stakeholder Analysis

The stakeholders involved include GUTHI, WaterAid Nepal and the public toilet task team which includes representatives from the four municipalities, i.e. Kathmandu Metropolitan City, Lalitpur Metropolitan City, Kirtipur Municipality and Madhyapur Thimi Municipality, and representatives of Department of Water Supply and Sewerage (DWSS), Nepal Oil Corporation (NOC), National Federation of the Disabled Nepal (NFDN).

GUTHI as the implementing agency provided the technical expertise to the task team Water Aid Nepal provided the financial and technical support and owned the final report for use nationally and internationally. The task team owned the survey process and findings and provided overall guidance and support in the preparation of guideline for publictoilet.

## Chapter 4: Findings on Public Toilet Standards and Status

### 4.1 Toilet Mapping

**Table 1 Result of Toilet Mapping**

Name of Municipality	Number of Toilets							Total Number of Possible Toilets
	Public Toilets	Toilets in Religious Places	Toilets in Government Building	Toilets in Parks	Petrol Pumps	Commercial Buildings/ Malls	Hospitals	
Kathmandu	37	22	5	5	56	17	9	151
Lalitpur	9	5	8	2	18	5	7	54
Kritipur	10	2	2	1	2	N/A	1	18
Madhyapur Thimi	6	5	N/A	N/A	8	N/A	N/A	19
<b>Total</b>	<b>62</b>	<b>34</b>	<b>15</b>	<b>8</b>	<b>84</b>	<b>22</b>	<b>17</b>	<b>242</b>

*(For Details, see Annex 1 )*

As shown on Table 1., the mapping of the public toilets found a total of 62 public toilets, 34 toilets in religious places, 15 toilets in governmental buildings where the public had access, 8 toilets in public parks, 84 toilets in petrol pumps, 22 toilets in commercial buildings and malls and 17 toilets in hospitals in the four municipalities. The public toilets and the toilets in religious places, governmental buildings and public parks were surveyed using the above mentioned parameters and ranked accordingly.

The toilets in petrol pumps, commercial buildings and hospitals are under private or corporate ownership so labeling them as public toilets is currently up for discussion. However, if provisions were to be made to include them as public toilets (given that they are in places that the public frequents and where the public often uses their facilities) the number of public toilets in the four municipalities would increase dramatically and the general public would have a wider access to toilets when they are outside of their homes.

## 4.2 Safety :

**Table 2 Status of Safety in Public Toilets**

Key Statistics (N=115)	Located in a non-isolated place with easy access to road or a reasonably high traffic area so users don't have to walk into isolated areas to reach toilets	Toilet visible and accessible	Clear signs that differentiate male and female sections of the toilet	Good Lighting : the inside of the toilet and the exits and walkways are well lit at all times	Floor is non slippery (all places)	Doors can be safely locked from inside	Total Score
Average score	3.8	2.9	2.7	2.6	2.1	3.3	2.9
Median (Score for half of the toilets)	4	3	3	2	2	3	2.8
1st quartile score (Score for bottom 25% of the toilets)	3	2	1	2	2	2	2.4
3rd quartile (Score for top 25% of the toilets)	5	3	5	3.7	2	4	3.3

(For Details, see Annex 4)

In aggregate, the key statistics stand below 3, which means that the majority of public toilets are far below safety standards and hence are in a bad condition.

The median score and the average score of location (located in non-isolated place) shows that the toilets studied are in a good condition when it comes to this one variable, i.e. most of the toilets are located appropriately in high traffic areas and users do not have to travel through isolated areas to reach the toilet. Among the better one-fourth toilets, three variables, i.e. location, signage and locking door can be considered good or very good. The rest of the indicators are either okay or bad.

In contrast to this, the bottom 25% of the toilets show that all the indicators score bad or very bad (See Table 2 above).



Figure 2 On the left, toilet with proper signage and sturdy door and on the right, toilet with no signage, flimsy door with an opening at the top

## Recommendations

Based on these findings, the study recommends the following:

1. Follow up on standards of signage with pictures separating male and female toilets clearly and ensuring that signage is clearly visible and not distorted.
2. Develop mechanism which ensures lighting system works all the time
3. Tiles on the floors need to be wiped out and dry rather than cleaned with water with detergent
4. Make operators accountable to check and replace door locks if broken.

## 4.3 Operation, Maintenance and Management

Table 3 : Operation and maintenance status of public toilets

Key Statistics (N=115)	Opening/ Closing time is consistent with the need for the public toilet users	The toilet has pre- defined calendar/ schedule of cleanliness	Cleaned regularly	Proper and regular removal of waste products includ- ing menstrual products and soiled nappies as well as others	Clear manage- ment arrange- ments are in place to ensure regular man- agement and maintenance	Total
Average Score	4.1	2.0	2.6	2.7	2.2	2.7
Median (Score for half of the toilets)	5	2	3	3	2	2.6
1st quartile score (Score for bottom 25% of the toi- lets)	3	1	2	2	1	2.2
3rd quartile (Score for top 25% of the toi- lets)	5	3	3	3	3	3.3

(For Details, see Annex 5)

In aggregate, key statistics stand below 3, which means that the majority of public toilets are far below safe standards and hence in bad condition. Only one indicator shows a good score which is the Opening and Closing time. Meaning, the toilets open early and close late on average and thus is available for the use of public. However, among the lowest ranking 1/4<sup>th</sup> toilet this indicator is only okay. Others indicators, however score as bad on average.

Among the better one-fourth toilets the rest of the indicators – cleaning schedule, proper removal of waste and management arrangements are okay but for the bottom 1/4<sup>th</sup> toilets they score as bad or very bad. (See Table 3)



**Figure 3** On the left, a dirty toilet and on the right a clean toilet

**Recommendations:**

The table 3 suggests that operation and maintenance parameters are far below the standard reaching to the level of bad. It is recommended that clear conditions on operation and management of the toilet, which is currently lacking, be included in the contract when signing the lease for the toilet. It is also recommended that monitoring mechanisms be put in place to ensure that the conditions are being met.

#### 4.4 Factors Affecting Operators Job Performance

Table 4 Supply of essential materials for toilet operation

Key Statistics (N=115)	Toilet supplies (soaps, liquid soap dispenser, towel, toilet paper etc) available to place in the toilet	Cleaning materials such as brush, bucket, disinfectants available for care taker	Protective materials like gloves masks, boot, apron, cap available when they are cleaning	Access to basic maintenance supplies/ services for the toilets Maintenance tools (screw driver, pipe wrench, putting, pliers etc...)	Availability of maintenance person to clean the drains when clogged	Total
Average Score	2.0	2.3	1.9	1.9	2.3	2.1
Median (Score for half of the toilets)	2	2	2	2	2	2
1st quartile score (Score for bottom 25% of the toilets)	1	1	1	1	2	1.6
3 <sup>rd</sup> quartile (Score for top 25% of the toilets)	2	3	2	2	3	2.3

(For Details, see Annex 6)

Table 4 suggests that all the indicators score bad or very bad on average. The top 1/4<sup>th</sup> of the toilets are shown to have an okay level of provision when it comes to availability of cleaning material and maintenance personnel. However, the rest of the indicators are shown to be in a bad condition. Among the bottom 1/4<sup>th</sup> toilet except for the availability of maintenance personnel (which is bad) all the other indicators are shown to be in a very bad state. Further interaction with care takers also indicate that in locations where gloves and masks are provided the cleaners don't use it as they feel uncomfortable to use it or don't feel the need to use. This shows that the situation is dire when it comes to the provisioning of toilet supplies, protective materials and basic maintenance supplies.

### **Recommendations:**

It is recommended that provisions for materials required in the toilet including toilet supplies (toilet paper, soap, towel etc), cleaning tools and material, protective materials, maintenance tools and access to maintenance personnel be made available in the toilets. This provision could be included in the contract when leasing out public toilets, thus making the contractor responsible for ensuring that these materials are available for the public and the operator/caretaker.

This report recommends that Contract management and monitoring indicators include the availability and use of following materials

- Toilet supplies (soaps, liquid soap dispenser, towel, toilet paper etc)
- Cleaning materials such as brush, bucket, disinfectants available for care taker
- Protective materials like gloves masks, boot, apron, cap available when they are cleaning
- Access to basic maintenance supplies/services for the toilets maintenance tools (screw driver, pipe wrench, putting, pliers etc...)
- Availability of maintenance person to clean the drains when clogged
- Orientation to cleaners on health safety measures

### **4.5 Infrastructure**

Table 5 Status of water supply and fecal waste disposing

Key Statistics (N=115)	Consistent water Supply	Connected to sewer network or septic tank	Total
Average Score	2.3	2.4	2.3
Median (Score for half of the toilets)	2	2	2
1st quartile score (Score for bottom 25% of the toilets)	1	1	1.5
3rd quartile (Score for top 25% of the toilets)	3	3	3

*(For Details, see Annex 7)*

The above table suggests that 75% of the toilets have bad or very bad water supply and only the top 25% have an only okay level of water supply. During field observation it was discovered that the toilets used water extracted from boring as far as possible and if water from boring was not available; the operators would buy water from tankers. If the operators had to buy water, they also showed a slight reluctance to use said water and were prone to be frugal in water use.

Fecal waste disposal has a similar status with frequent problems in toilets relating to pipes and sewerage system.



Figure 4 Toilet with water storage outside the toilet block rather than inside cubicles and tanks blocking the wheelchair ramp

## Recommendation:

Following interventions are recommended;

- Increase water storage capacity either by adding ground level water storage tank or add overhead water tank
- Wherever, possible look for option of rain water harvesting
- Further scoping study of fecal sludge management on potential non sewerage network system.

## 4.6 Gender Friendliness

Table 6 Status of Female friendly environment in public toilets

Key Sta- tistics (N=115)	Outside people can not see the female user to maintain her privacy	No. of female cubicles are more than male cubi- cles number	Has desig- nated female care taker	Has mirror above hand washing stations to help adjust clothing and caters for self-care require- ments	Ensure the mirror's posi- tion does not enable people outside to see into the toilet section	Total
Average score	1.4	1.2	1.4	1.2	1.2	1.3
Median (Score for half of the toilets)	1	1	1	1	1	1.2
1st quartile score (Score for bottom 25% of the toilets)	1	1	1	1	1	1
3rd quartile (Score for top 25% of the Toilets)	2	1	2	1	1	1.4

(For Details, see Annex 8)

Table 6 suggests that almost all indicators have a score of 1, which implies that the majority of the toilets have no female friendly environment. It shows that only 25% of the toilets have the privacy of the female user maintained while using the facility. Similarly, only one-fourth (25%) of the toilets have a designated female caretaker. All the remaining indicators (number of female cubicles, mirror and the positioning of the mirror) score badly. Majority of toilets don't have number of female cubicles more than number of cubicles for male. Almost all toilets management is run as a family business, so separate female care taker for female units is not observed. This is true for either type of toilet—that is be it male unit or female unit, the care taker member can be male or female or children (boys or girls) on rotation basis of family members.



Figure 5 On the left a toilet with signage indicating female toilet and a female attendant and on the right, a toilet with no signs and no privacy for female users

### **Recommendation:**

It is suggested that initiatives be taken for creating female friendly environment in public toilets. The specific recommendations are as follows:

#### **A. Infrastructure related**

- i. In new construction ensure that female cubicles numbers are more than male cubicle numbers. In the already constructed toilets, wherever possible female add cubicles.
- ii. Hand washing facilities in each toilet block ( with a basin, mirror, water, soap for self care purposes of female users

#### **B. Physical Facilities:**

- i. Availability of clean jug/bucket or running water in the cubicle

#### **C. Social Components**

- i. As long as the system of caretaker runs as family business, the assumption of having separate female care taker will be far from reality. The question therefore is to go into profitable business model with addition of new income generation sources and technological options.
- ii. However, the care taker needs to be oriented on sensitivity to female needs and the need to include simple options such as mirror position.

#### 4.7 Menstrual Hygiene Management

Table 7 Status of MHM friendly environment in public toilets

Key Statistics (N=115)	Average Score	Median (Score for half of the toilets)	1st quartile score (Score for bottom 25% of the toilets)	3rd quartile (Score for top 25% of the toilets)
Pads/Tampons available to use or users can buy it near by the toilet	1.1	1	1	1
Has provision for pad/tampons disposal within the cubicle	1.1	1	1	1
Disposal mean is bin with lid inside the cubicle	1.1	1	1	1
Hooks and ledges for hanging clothes keeping belongings off the floor or keeping menstrual products on a clean surface	1	1	1	1
Availability of clean jug/running tap/spray in the cubicle	1.3	1	1	2
Has clean bucket storage or running tap/spray within the cubicle	1.3	1	1	2
No problem to handle and dispose waste by care taker	1.2	1	1	1
Hand washing facilities in each toilet block (a basin, water, soap that enable hand washing and cleaning of reusable menstrual product	1.1	1	1	1
An extra space for washing cloth or washing the body within the female toilet block	1.1	1	1	1
<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>

(For Details, see Annex 9 )

The above table shows all the parameters have value 1. Only two cells have value 2, that is, only one-fourth of the public toilets has availability of clean jug/running tap/spray in the cubicle and has clean bucket storage or running tap/spray within the cubicles. This implies that almost all have no MHM friendly environment. All the other indicators, i.e., availability of pads and tampons, disposal of sanitary pads, hand-washing facilities, MHM sensitive caretaker, hooks and ledges for hanging or keeping bags, clothes or menstrual products are in a very poor condition.

#### Recommendation:

It is suggested that initiatives be taken for creating menstrual hygiene management friendly environment in public toilets. Some immediate steps that can be taken could be provisioning caretakers with pads that they can sell at the toilet itself which could add a financial incentive for the operator and provide service for female users.

- A. Infrastructure related
  - i. Facilities that enable quick cleaning of reusable menstrual product
  - ii. An extra space for washing clothes or washing the body within the female toilet block
  - iii. Availability of running tap/spray in the cubicle
- B. Physical Facilities:
  - iv. Provision for Pad/tampons disposal (through disposal bins with lids) within the cubicle
  - v. Hooks and ledges for hanging clothes, keeping belongings off the floor or keeping menstrual products on a clean surface
  - vi. Availability of clean jug/spray in the cubicle
  - vii. Clean bucket storage or running tap/spray within the cubicle
- C. Social Components
  - viii. The care taker needs to be oriented on MHM needs of female users and the need for simple yet effective measures like having disposal bins in cubicles and adding a hook to the back of the toilet door to hang bags, menstrual products etc.
  - ix. Provisioning caretakers with pads that they can sell at the toilet itself which could add a financial incentive for the operator and provide service for female users or provision of purchasing sanitary pad within the periphery of public toilet

#### 4.8 Disability Friendliness

Table 8 Status of Addressing Disability needs in public toilets

Key Statistics (N=115)	Opening door at least 80 cm with a railing or rope inside to assist with closing the door	Cubicle size is at least 1.5 m*2.2m	Raised toilet seat and sturdy handrails	All features (Sink, hooks, menas for anal cleaning and mirror, taps, buckets positioned at suitable distance and lower height	Either the path is flat or ramp is used if ramp is used has hand rail to support use of ramp
Average Score	1.1	1.1	1.1	1.0	1.2
Median (Score for half of the toilets)	1	1	1	1	1
1st quartile score (Score for bottom 25% of the toilets)	1	1	1	1	1
3rd quartile (Score for top 25% of the toilets)	1	1	1	1	1

(For Details, see Annex 10)

In the above table, none of the cell values in the following table have value 2, which implies that almost all public toilets have not met the basic standards of disability. During our field observation, it was found that only 12 of the public toilets had a disabled friendly toilet in their complex

and of those 12 toilets, only 2 met all the specified conditions required for disabled friendly toilets. Even in toilets with disabled friendly features, there were problems such as having drums or other obstructions in the ramp or disabled pathway, lack of water in some disabled toilets. Many of the disabled toilets were also kept locked and only opened upon request.

## Recommendations:

### A. For New Constructions

- Standard Setting: A standard must be set to specify the standards for disability
- Design Phase: Make sure that when public toilets are designed, the specifications of disability are included in the design
- Implementation Phase: Monitor to ensure that the construction and operation follows the design specifications

### B. For Existing Toilet

Where possible, add elements to make the toilet more disabled friendly, for example adding provisions of handrails, ramps or bell systems.

### C. Policy and Societal Intervention

A serious discourse on the needs of disabled population is required.

## 4.9 Operators' Health, Comfort and Finance

Table 9 Status of facilities to caretaker

Key statistics (N=115)	Average Score	Median (Score for half of the toilets)	1st quartile score (Score for bottom 25% of the toilets)	3rd quartile (Score for top 25% of the toilets)
Ses				
Age				
Reguar breaks to go to restrooms ofr have lunch				
Sick Leave				
Chair/bench/booth from where they can work				
Reasonable working hours (8 hours)				
Health insurance (to offe- set the risk of working in unsanitary conditions)				
Measures to protect them from unruly cui- stomers				
Living wage (enough to afford basic needs and take care of their family)				
Timely salary payments				
Total				

(For Details, see Annex 11)



Figure 6 Disabled Friendly Toilet

Average age of caretakers is 39 years. 25% of the caretakers are below 31 years in age and another 25% are above 51 years in age, with one senior citizen of age 75. Field observation shows there are children also working but not counted as care takers. Furthermore, one-fourth of care takers are female and are accompanied by children in many cases.

Table 9 shows that many cell values are 1, which means few to no facilities are available to the care takers. 25% of the toilets have provision for regular breaks for lunch and toilet use, sick leave, reasonable working hours and timely salary payment. 50% of the toilets have bench or booth to work from. The rest of the toilet have none of the provisions included in the indicators and shows that the health, comfort and financial status of the operator/ caretaker has not been prioritized.

#### **Recommendation:**

Some immediate action that can be taken include adding a chair or a booth for operators to work from, ensure timely payment of salary and ensure that the salary is adequate to fulfill the needs of the caretaker and his/her family.

In the long term, reiterating the fact that public toilet in most of the cases are family owned business run by specific community there is a need to switch to business model. The model required seems to be community/family enterprise development which includes awareness on health and accounting for social benefits. The present contracting model does not take account of any health, social benefits and risk associated cost. Revision of toilet management contract with the inclusion of the cost of all these benefits is required.

#### **4.10 Public Toilet Ranking**

Based on the indices of the eight components discussed above (from 4.2 to 4.9) the existing public toilets were ranked according to their performance on each of the scale and an overall ranking was developed.

The ranking of the toilets using the index created using the 8 components showed that the top five public toilets are from Kathmandu with public toilet IDs: KMC121, KMC124, KMC122, KMC123, KMC027 and KMC149. These correspond to the four public toilets in Gongabu Buspark Area, one in Pashupatinath Ghat area and one in Koteshtwor. Their high ranking does not mean that they meet the standards but they are relatively in a better condition than the other toilets. Relatively, the five bottom performing public toilets are from Madhyapur Thimi (MDT020 and MDT021), Kathmandu (KMC 097 and KMC 023) and Kirtipur (KTP010). These toilets correspond to toilets in Debu and Nilbarahi of Thimi, Balaju Baisdharma and Pashupatinath Kirateshtwor of Kathmandu and Chitu Bihar of Kirtipur.

*For further details, see Annex 3 (Summary Table)*

## Chapter 5: Conclusion

Public toilets are in a poor condition. All the public toilets scored very low in terms of Gender Friendliness, Menstrual Hygiene Management, Disabled Friendliness and meeting the requirements for operator/caretakers' health and comfort. The rest of the indicators such as safety, operation and maintenance, factors affecting operator's job performance and infrastructure were relatively better but they still do not meet the required standards.

The toilets only scored well in terms of two variables, location and opening and closing time. All other variable measured for each of the eight components showed that, in average, the toilets scored somewhere between okay and very bad depending on the variable. Hence, a lot of effort is needed to improve the status of public toilets and bring them up to standard. Public toilets suffer seriously due to lack of basic facilities and lax operation, management and monitoring. The most pressing challenge is that neither federal government nor the local governments have set any standard for the technical aspects of building a public toilet and for the operation of public toilets after they are opened to public. The service contract currently used with operators is non-specific. At this stage it is difficult to say that contract paper has to be specific as no standard specification exists.

## Chapter 6: Recommendations

The proposed recommendations are as follows:

1. Local governments agree on standard specifications of public toilets. The components and indicators used here can be taken as reference for developing indicators.
2. Local government develop operation and maintenance guideline
3. Orient the contractor, operator and care taker on specific standards, operation and maintenance guidelines.
4. Establish monitoring and reporting system within the municipalities.
5. Advocate and scale up those to province and federal level.
6. Establish appropriate laws to provide encouraging environment for the private investors and entrepreneurs to invest in public toilet business.

It is also suggested that for improving the situation of public toilet, we need not wait for the standards and guidelines to be approved. The improvement process shall go forward in a dynamic phase. There are some immediate steps that can be taken to improve the current situation of public toilets.

They are as follows:

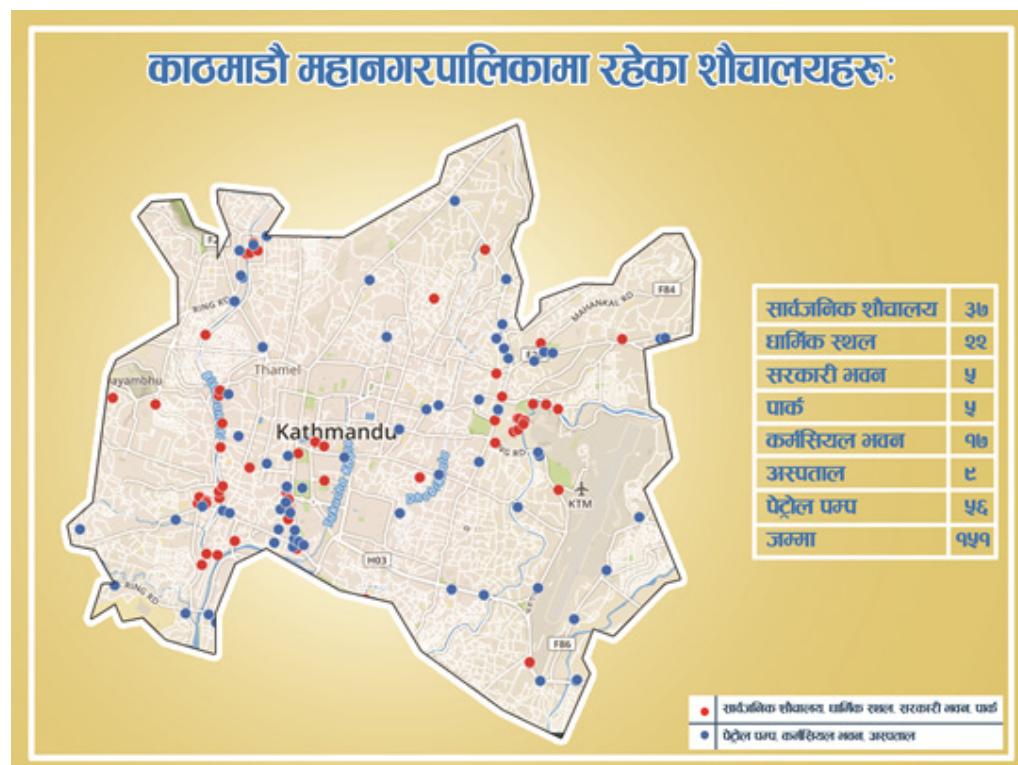
- Prioritize the problems that are mentioned in related chapters.
- Take immediate action on problems that can be solved immediately such as:
  1. Light system,
  2. Provision of female attendants,
  3. Sanitary pad disposal,
  4. Clear and visible signage,
  5. Proper door lock,
  6. Provision of chair for care taker,
  7. Mandatory provision of hand washing,
  8. Clearing pathways to enter toilet and ramps.

From a financial point of view, all public toilets cannot raise same level of revenue. In fact, low traffic areas public toilet revenue may not be enough for financial sustainability, while public toilets in prime areas such as Ratna Park do generate enough revenue. Public toilet management contract does need to go beyond one toilet and incorporate both high revenue and low revenue areas. A turnkey contract can be an option.

As all toilets cannot reach the same level of standard, grading of public toilets can be done such as – basic level, medium level and high standard level. Tariff can be charged accordingly and so adjusting the contract amount by the level of standards.

## Annex:

### Toilets in Kathmandu Metropolitan City



Kathmandu Metropolitan City				
Ward	S.N.	Toilet ID	Type	Particulars
1	1.1	KMC002	Petrol Pump	Prahar Kalyan Kosh Petrol Pump, Naxal
	1.2	KMC143	Commercial Building/Mall	Bishwojyoti hall, Jamal
3	3.1	KMC005	Petrol Pump	Khadka Oil Suppliers, Bansbari
	3.1	KMC006		Trilochan Enterprises Pvt. Ltd., Panipokhari
4	4.1	KMC007	Religious	Tudaldevi Temple, Baluwatar
	4.2	KMC008	Park	Shankhapark
	4.3	KMC009	Petrol Pump	Rajdhani Oil Stores, Dhumbarahi
6	6.1	KMC010	Public Toilet	Boudha Ward 6
7	7.1	KMC011	Religious	Chabahil ganeshtan
	7.3	KMC013	Hospital	Helping hand community hospital, chabahill
8	8.1	KMC016	Religious	Gausala
	8.3	KMC018		Guheshwori premises
	8.4	KMC019		Guheshwori premises 02
	8.5	KMC020		Jayabageshwori Temple
	8.6	KMC021		pashupati guthi ghar
	8.7	KMC022		Inside Pashupatinath Temple
	8.8	KMC023		Pashupati Kirateshwor
	8.9	KMC024		Pashupati Mrigasthali
	8.10	KMC025		Pashupati Ramghat
	8.11	KMC026		pashupatinath (on the way to ghat 2)
	8.12	KMC027		Pashupatinath (on the way to ghat)
	8.13	KMC028	Park	Mitra park
	8.14	KMC029	Hospital	Tilganga
10	10.1	KMC030	Petrol Pump	Three Brothers Oil Stores, Naya Baneshwor
	10.2	KMC031		Shree Hari Siddhi Oil Store, Naya Baneshwor
	11.1	KMC034	Public Toilet	Tripureshwor
	11.2	KMC035		KMC Office Bagdurbar

11	11.1	KMC034	Public Toilet	Tripureshwor
	11.2	KMC035	Government Building	KMC Office Bagdurbar
	11.3	KMC036		Nepal Telecom (Sundhara)
	11.4	KMC037		Blue Cross Hospital
	11.5	KMC038	Hospital	Kathmandu Hospital
	11.6	KMC039		Tripureshwor Eye Hospital
	11.7	KMC040		Vetenary Hospital tripureshwor
	11.8	KMC041	Commercial Building/Mall	China Town
	11.9	KMC042		Civil Mall
	11.10	KMC043		Civil Trade Center
	11.11	KMC044	Petrol Pump	World Trade Center
	11.12	KMC045		Mayaram Bholaram, Tripureshwor
	11.13	KMC046		Sanjay Service Center, Bagdurbar
	11.14	KMC047		Jayanti Oil Store, Tripureshwor
	11.15	KMC048		Ripu Mardeni Petrol Station, Bhadrakali
12	12.1	KMC050	Religious	Pachali Bhairab temple
	12.2	KMC051		Teku Chintamani ghat
	12.3	KMC052	Commercial Building/Mall	Kathmandu Business Park, Teku
	12.4	KMC053	Petrol Pump	Kanak Trade Center, Teku
13	13.1	KMC055	Public Toilet	Dhaukhel (near Tankeshwori temple)
	13.2	KMC056		Kalimati vegetable Market 1
	13.3	KMC057		Kalimati vegetable Market 2
	13.4	KMC058		Kalimati vegetable Market 3
	13.5	KMC059	Government Building	Kalimati vegetable Market 4
	13.6	KMC060	Religious	Kalimati vegetable Market Office
	13.7	KMC061	Petrol Pump	Tankeshwori temple
	13.8	KMC062		Mali Oil Store, Kalimati
	13.9	KMC063		Sita Care Pvt. Ltd., Kalimati
14	14.1	KMC065	Public Toilet	Fruit Market near Kalmochan Ghat
	14.2	KMC066	Commercial Building/Mall	Kalanki Bhatbhateni
	14.3	KMC067	Religious	Kuleshwor Temple
	14.4	KMC068	Petrol Pump	Makalu Oil Stores, Kalanki
	14.7	KMC071		Narayani Petrol Center, Kalanki
	14.8	KMC072		Baba Oil Store, Kalanki
	14.11	KMC075		Shyama Oil, Kalanki
	14.12	KMC076	Petrol Pump	Sita Trade Center Pvt. Ltd, Balkhu
	14.13	KMC077		Trishul Oil Store Pvt. Ltd, Kalanki
	14.14	KMC078		Dakshinkali Oil Stores, Balkhu
15	15.1	KMC079	Public Toilet	Natural History Museum (outside)
	15.2	KMC080		Swoyambhu Bhuikhel
	15.4	KMC082		Sobhabhagwati
	15.7	KMC085	Religious	Swayambhu Shantipokhari
	15.8	KMC086		Swayambhu Shantipur
	15.10	KMC088		Swoyambhu Bhagwan pau (inside swayambhu premises)
	15.11	KMC089	Park	Swayambhu Buddha Park
	15.12	KMC090	Commercial Building/Mall	Swoyambhu Plaza
	15.13	KMC091	Petrol Pump	New Bangalamukhi Oil Store, Swoyambhu
	15.16	KMC094		Hama Oil Pvt. Ltd., Swoyambhu
	15.17	KMC095		Om Shree Satya Sai Oil Distributors, Swoyambhu
	15.18	KMC096	Petrol Pump	Ganapati Oil Trade Link, Sitapaila
16	16.1	KMC097	Public Toilet	Balaju baisdhara

## Status Report on Female Friendly Public Toilets .....

	16.2	KMC098		Balaju pul
	16.3	KMC099		Chakrapath Fuel Center, Balaju
	16.4	KMC100		City Trading Pvt. Ltd, Balaju
	16.5	KMC101		Crystal Fuel Suppliers, Balaju
	16.6	KMC102		Kotaa Dhuku Oil Store, Balaju
	16.7	KMC103		Sai Enterprises Pvt Ltd., Balaju
	16.9	KMC105		Jay Kumari Enterprises, Nayabazar
	16.10	KMC106	Petrol Pump	Newa Trade Concern Pvt. Ltd., Nayabazar
17	17.1	KMC110	Public Toilet	Dhalku (near bus stop for Lagankhel/Dhalku route)
	17.2	KMC111	Religious	Indrayani bhagwati Temple
18	18.1	KMC112	Public Toilet	Pushpa Lal Chowk Ward 18
	18.2	KMC113	Hospital	Ayurved Hospital, Tamsepakha
19	19.1	KMC114	Public Toilet	Damaitol/Kankeshwori temple
20	20.1	KMC115	Public Toilet	Paropakar/Bhimsensthan
22	22.1	KMC117	Government Building	Post Office (Sundhara)
	22.2	KMC118		Kathmandu Mall, Sundhara
	22.3	KMC145	Commercial Building/Mall	Sajha Bhandar Bhotahiti
	22.3	KMC120	Commercial Building/Mall	Bishal bazzar
23	23.1	KMC119	Public Toilet	Basantapur toilet
26	26.1	KMC121		Gongabu bus Park 1
	26.2	KMC122		Gongabu bus park 2
	26.3	KMC123		Gongabu buspark 3
	26.4	KMC124	Public Toilet	Gongabu buspark 4
	26.5	KMC125	Government Building	Keshar Mahal
28	28.1	KMC127		Bhadrakali overhead bridge
	28.2	KMC128		Bhrikuti mandap (Inside) 1
	28.3	KMC129		Bhrikuti mandap (Inside) 2
	28.4	KMC130		Bhrikuti mandap (Inside) 3
	28.5	KMC131		Bhrikuti mandap (Inside) 4
	28.6	KMC132		Bhrikuti mandap (Outside)
	28.8	KMC134		Bir Hospital (under the Over head bridge)
	28.9	KMC135		Ratnapark 1 (Opposite bir hospital)
	28.10	KMC136		Ratnapark 2
	28.11	KMC137		Ratnapark Khulla Manch 1
	28.12	KMC138		Ratnapark Khulla Manch 2
	28.13	KMC139	Public Toilet	Sundhara Overhead Bridge
	28.14	KMC140	Religious	Bhadrakali
	28.15	KMC141		Ratna Park (inside park)
	28.16	KMC142	Park	Shantibatika, Ratnapark
	28.18	KMC144		City Market Old Buspark
	28..19	KMC147	Commercial Building/Mall	Shrestha Tailoring
32	32.1	KMC149	Public Toilet	Koteshwor
	32.3	KMC151		Bandhana Oil Stores, Koteshwor
	32.4	KMC152	Petrol Pump	Valley Rikesh Suppliers, Gairigaun, Tinkune
		KMC153	Public Toilet	Airport (outside)
		KMC155	Commercial Building/Mall	ND's Restaurant
		KMC157	Petrol Pump	Kamakhya Oil Store, Koteshwor
		KMC158	Petrol Pump	Om Shiva Sai Oil Pvt. Ltd. , Pepsicola
		KMC159	Petrol Pump	Aakash Jogini Enterprises, Samakhusi
		KMC160	Petrol Pump	Shree Jay Goma Ganesh Oil Store, Baluwatar
		KMC161	Petrol Pump	Kumari Oil Store, Battisputali
		KMC165	Petrol Pump	Elite Fuel Concern, Dhumbarahi
		KMC167	Petrol Pump	Valley Fuel Center Pvt. Ltd., Gyaneshwor
		KMC168	Petrol Pump	Sano Gauchar Oil Store Pvt. Ltd, Gyaneshwor
		KMC170	Petrol Pump	New Pushpanjali Oil Traders, Jaybageshwori
		KMC173	Petrol Pump	Jay Shree Chandra Oil Store, Kalopul

	KMC175	Petrol Pump	Maitidevi Petroleum Suppliers, Maitidevi
	KMC176	Petrol Pump	Purna Traders, Mitrapark
	KMC179	Petrol Pump	Taleju Bhawani Trade Center, Samakhushi
	KMC180	Petrol Pump	Pujakothi Petrol Pump, Samakhushi
	KMC181	Petrol Pump	Aradhana Traders, Sifal
	KMC182	Petrol Pump	Tapashya Traders, Sinamangal
	KMC183	Petrol Pump	Shrestha Oil Distributors, Tilganga
	KMC184	Public Toilet	Chhuchupati (Helambu Counter
	KMC185	Commercial Building/Mall	KL Tower
	KMC186	Commercial Building/Mall	Bouddha Bhatbhateni
	KMC187	Commercial Building/Mall	Kathmandu Mall 2
	KMC188	Hospital	Om Hospital
	KMC189	Hospital	medicare Hospital
	KMC190	Petrol Pump	Sambriddhi Oil Store
	KMC191	Petrol Pump	Juby Enterprises
	KMC192	Petrol Pump	Baral Petrol Pump
	KMC193	Petrol Pump	Sita Fuel
	KMC194	Petrol Pump	New Lama Enterprises

## Toilets in Lalitpur Metropolitan City



Lalitpur Metropolitan City				
Ward	S.N.	Toilet ID	Type	Particulars
1	1.1	LMC001	Hospital	Sarvanga Hospital
2	2.1	LMC002	Petrol Pump	Trishakti Fuel Center
	2.2	LMC003		Indrayani Oil Store, Sanepa
	2.3	LMC004		Trishakti Bhawani Fuel Center, Harisiddhi
	2.3	LMC004		Trishakti Bhawani Fuel Center, Harisiddhi
3	3.1	LMC005	Tourist Toilet	Tourist information Center, Pulchowk
	3.2	LMC006	Commercial	Bhatbhateni, Krishnagalli
	3.3	LMC007	Building/Mall	Labim Mall
	3.4	LMC008	Government Building	Lalitpur Metropolitan City
	3.5	LMC009		District Post Office, Patan Dhoka
	3.6	LMC010		Nepal Telecom, Pulchowk
	3.7	LMC011		Sumeru City Hospital
	3.8	LMC012	Hospital	Nidan Hospital
	3.9	LMC013	Park	Park near Ideal Model School
	3.10	LMC014	Petrol Pump	Sajha Pasal Sewa, Pulchowk
4	4.1	LMC015	Public Toilet	Jawalakhel
	4.2	LMC016	Commercial Building/Mall	Norkharg Complex, Jawalakhel (besides St. Xaviers School)
	4.3	LMC017	Petrol Pump	Jawalakhel Petrol Pump
	4.4	LMC018		Prashanti Oil Distributors, Ekantakuna
	4.5	LMC019		Gayatri Devi Oil Store, Ekantakuna
	5.1	LMC020	Public Toilet	Tarkari/Falful Bazar Lagankhel
	5.2	LMC021	Religious Site	Mahalaxmi Temple, Lagankhel
	5.3	LMC022	Commercial	Lalitpur Mall/Sanchayakosh Bhawan, Lagankhel (1 <sup>st</sup> Floor)

5	5.4	LMC023	Building/Mall	Lagankhel Sajha
	5.5	LMC024	Government Building	Nepal Telecom, Jawalakhel
	5.6	LMC025	Hospital	Patan Hospital
	5.7	LMC026	Petrol Pump	Mahayan Petrol Pump, Ititole
	5.8	LMC027		Mahalaxmi Bishwokarma Traders
	5.9	LMC028		Shiva Shakti Oil Store
7	7.1	LMC029	Petrol Pump	Lalit Marketing Center, Gwarko
	7.2	LMC030		Namaste Oil Store
9	9.1	LMC031	Park	Sankhamul Park
	9.2	LMC032	Petrol Pump	Unique Fuel Center, Balkumari
10	10.1	LMC033	Public Toilet	Patan Dhoka
	10.2	LMC034	Government Building	Pulchowk Engineering College 1
	10.3	LMC057		Pulchowk Engineering College 2
	10.4	LMC058		Pulchowk Engineering College 3
	10.5	LMC035		Patan Multiple Campus
11	11.1	LMC036	Religious Site	Bangalamukhi Temple Premises
12	12.1	LMC037	Public Toilet	Bus Park, Lagankhel
	12.2	LMC038		Mangal Bazar
	12.3	LMC039	Tourist Toilet	Patan Durbar Museum
13	13.1	LMC040	Hospital	Alka Hospital
	13.2	LMC041	Petrol Pump	S.P. International Inc, Pulchowk
15	15.1	LMC043	Religious Site	Batuk Bhairab Temple Premises
	15.2	LMC044		Ashok Stupa Lagankhel
	15.3	LMC045	Hospital	Ganeshman Singh Hospital, Mahalaxmasthan
	15.4	LMC046	Petrol Pump	Shaktidevi Petrol Pump
16	16.1	LMC047	Public Toilet	Sasto Bazar, Mangal Bazar, Dhaugal
17	17.1	LMC048	Hospital	B&B Hospital
	17.2	LMC049	Public Toilet	Gwarko
19	19.1	LMC051	Petrol Pump	Macchindra Oil Tsore
20	20.1	LMC052	Parking Lot	Inside tourist bus parking lot near Municipality building
	20.1	LMC053	Religious Site	Ganesh Temple near praking lot
		LMC055	Petrol Pump	Ujjwal Oil Store, Gwarko
		LMC056	Petrol Pump	Bal Kumari Petrol Pump, Pulchowk

## Toilets in Kirtipur Municipality



Kirtipur Municipality				
Ward	S.N.	Toilet ID	Type	Particulars
1	1.1	KTP001	Community Toilet	Thanbahal (newa lahana)
	1.2	KTP020	Hospital	Bishnudevi Hospital
3	3.1	KTP002	Petrol Pump	Raskatar Trading
6	6.1	KTP003	Public Toilet	Adinath (chovar)
	6.2	KTP004	Public Toilet	Jalabinayak (below bridge)
	6.3	KTP005	Public Toilet	Adinath picnic spot
	6.4	KTP006	Public Toilet	Adinath picnic spot 2 (behind line of restaurants by the road)
	6.5	KTP007	Park	Manjushree Park
7	7.1	KTP008	Public Toilet	Bishnudevi bhajangal (besides ward 7 office)
9	9.1	KTP021	Commercial Building/Mall	Kirtipur Sahakari Pasal
10	10.1	KTP009	Public Toilet	Nayabazar buspark/ Kirtipur Gate
	10.2	KTP010	Public Toilet	Chitu bihar
	10.3	KTP018	Public Toilet	Ward no 10 Ward office
	10.4	KTP011	Public Toilet	Opposite Central Department of Management, Kirtipur
	10.5	KTP012	Public Toilet	TU Cricket Ground
	10.6	KTP013	Public Toilet	TU Cricket Ground
	10.8	KTP015	Hospital	Kirtipur Eye Hospital
11	11.1	KTP016	Public Toilet	Bagbhairab
15	15.1	KTP017	Petrol Pump	Taudaha Trading Pvt. Ltd.
	15.2	KTP019	Public Toilet	Naikap

## Toilets in Madhyapur Thimi Municipality



Madhyapur Thimi Municipality				
Ward	S.N.	Toilet ID	Type	Particulars
1	1.1	MDT017	Petrol Pump	Siddharth fuel Center, Lokanthali
1	1.2	MDT024	Public Toilet	DIBYASHORI
3	3.1	MDT014	Petrol Pump	Madhyapur Oil Suppliers
3	3.2	MDT015	Petrol Pump	Prabin Oil Store, Lokanthali
3	3.3	MDT018	Petrol Pump	Arniko Petrol Center, Kaushaltar
4	3.4	MDT013	Public Toilet	Shankhadhar Chowk
4	4.1	MDT016	Petrol Pump	Jaglu Oil Store, Balkumari
4	4.2	MDT019	Petrol Pump	Bagmati Oil Suppliers, Balkumatri
4	4.3	MDT023	Public Toilet	Bandevi
6	6.1	MDT022	Public Toilet	Siddhikali
8	8.1	MDT001	Public Toilet	Khyancha
8	8.2	MDT002		Bishnudevi
8	8.3	MDT021	Public Toilet	Debu
9	9.1	MDT004	Public Toilet	Nilbarahi 1
9	9.2	MDT005		Nilbarahi 2
9	9.3	MDT006		Nilbarahi 3
9	9.4	MDT007	Petrol Pump	Ajima Oil Store
9	9.5	MDT020	Public Toilet	Nilbarahi



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