Why do Women in India not use Public Toilets?

Patterns and Determinants of PT Usage by Women in Warangal City

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CITIES GEARING UP FOR SWACHH SURVEKSHAN 2017

- 29,97,325 Constructions Achieved
- 1,14,221 Constructions Achieved
- 504 No. of Cities

- Individual Toilets
- Community & Public Toilets
- Open Defecation free

Basis – States certified as 100% ODF

HOW MANY WOMEN ARE USING PUBLIC TOILET FACILITIES?
The performance evaluation of the Swachh survekshan is conducted by Quality Council of India (QCI), an autonomous body established by Government of India in 1997 for Quality assurance in all spheres of activities including Governance.

750000+ Citizens Participated
12200 Locations Assessed.

420+ Assessors conducted Survey
2600 Public and Community toilets visited and assessed.

HOW MANY WOMEN ARE USING PUBLIC TOILET FACILITIES?
“Swachh Survekshan” survey in 2017 will rank 500 cities across the country based on urban sanitation.

How the cities are ranked?

Part 1 (900 marks)
Data provided by Municipal Body

Part 2 (500 marks)
Data Collection through direct observations and independent assessment.

Part 3 (600 marks)
Collection of Direct Citizen Feedback.

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

HOW MANY WOMEN ARE USING PUBLIC TOILET FACILITIES?
Context

Usage of PTs by Women was Low

- Greater Warangal Municipal Corporation (GWMC) has 40 PTs built through PPP model with well defined Service Level Standards and user charges for cost recovery.

- These toilets have improved septic tanks, provision for WC, urinals, handwashing stations, soap and bathing arrangement for men and women. The maintenance of the facilities is being monitored regularly by GWMC to ensure compliance with service standards.

- It was observed that the number of women visiting PTs is extremely limited vis-à-vis the predicted demand.

- This evaluation study is carried out by ASCI at the request of GWMC to understand the patterns and determinants of PT usage by women.
Usage of PTs by Women was Low in Warangal
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Interventions to Increase Usage of PTs by Women
Evidence, Consultations, Improvements, Awareness, Monitoring

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

MORNING
8.00  10.00  12.00

AFTERNOON
2.00  5.00  7.00

EVENING
9.30

ATTENDEE SIGNATURE
SUPERVISOR SIGNATURE
How was your experience with us today?

- VERY GOOD
- GOOD
- AVERAGE
- BAD
- VERY BAD
Usage of Public Toilets

Usage by Women Increased Substantially Post Improvement Interventions and then Plateaued

PT Users Per Day


- Male
- Female
- D. Abled
- Children

Jan_2015:
- Male: 5257
- Female: 868
- D. Abled: 0
- Children: 15

Oct_2015:
- Male: 7350
- Female: 2395
- D. Abled: 168
- Children: 327

March_2016:
- Male: 7821
- Female: 2426
- D. Abled: 192
- Children: 412
Objectives of the Study

1. To understand the perceptions, opinions, and behavior of women with regard to PT usage in Warangal city

2. To understand the barriers and enablers for usage of PT

3. To identify access, design and service related improvements for enhanced usage of Public Toilets by women.

The study is designed to be conducted in three parts:

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

## Study Locations and Sample Size

<table>
<thead>
<tr>
<th>Location</th>
<th>Sample size</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. MGM Hospital</td>
<td>15</td>
</tr>
<tr>
<td>2. Adalat</td>
<td>9</td>
</tr>
<tr>
<td>3. Kazipet R.S</td>
<td>15</td>
</tr>
<tr>
<td>4. Wadepally</td>
<td>15</td>
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<tr>
<td>5. Public Garden</td>
<td>15</td>
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<tr>
<td>6. Kashibugga</td>
<td>15</td>
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<tr>
<td>7. Fruit Market</td>
<td>15</td>
</tr>
<tr>
<td>8. Gopal Swamy Temple</td>
<td>15</td>
</tr>
<tr>
<td>9. Rudramadevi Circle</td>
<td>8</td>
</tr>
<tr>
<td>10. Railway Bridge</td>
<td>15</td>
</tr>
<tr>
<td>11. Head Post Office</td>
<td>15</td>
</tr>
<tr>
<td>12. ITI Mulugu Road</td>
<td>15</td>
</tr>
<tr>
<td>13. Amrutha Theatre</td>
<td>15</td>
</tr>
<tr>
<td>14. Police Head Quarters</td>
<td>15</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>197</strong></td>
</tr>
</tbody>
</table>
Part A
Sample Description

Age
- 15-30: 29%
- 31-45: 17%
- 46-60: 26%
- >60: 19%

Education Status
- ILLITERATE: 19%
- PRIMARY: 26%
- SECONDARY: 29%
- INTER: 17%
- UG: 9%

Occupation
- STUDENT: 1%
- GOVT. SERVICE: 14%
- PRIVATE SERVICE: 9%
- BUSINESS: 24%
- HOUSEWIFE: 15%
- STREET VENDOR: 38%

Monthly Income Of The Respondent
- <5000: 14%
- 5000-10000: 14%
- 10000-20000: 29%
- >20000: 43%
Key Findings

1. Relationship between PT usage and economic status of women, Toilets at home, distance from home

2. Almost all women (99.5%) said there was a PT nearby but almost **50% of them chose not to use it**. Some reasons provided by the respondents for not using Public Toilets was Cleanliness, Location, Locker facilities and availability of a female caretaker.

3. Most of the users stated good experience. All of them pay over **Rs.5 for the use of PT** (willingness of pay) Most (70%) do not wash their hands with soap after use of PT.

4. Facilities desired- Dust bins, Mug and Bucket provision, Proper Lighting and Ventilation and availability of water, both Indian and Western toilets
Key Findings

5. Preference for **exclusive toilets** for women and for women caretaker.

6. Some reasons for not using PT- **lack of cleanliness**, **inappropriate location**, **presence of too many men near the entrance**, **presence of male caretaker**.

7. Cleanliness of toilets described in terms of **odor**, **lightening**, **water availability**, **sanitary pad disposal** etc is a key determinant for use of PTs.

8. Trained Caretaker, Caretakers’ behavior and availability of western toilets seems to make a difference to those who don’t use toilets.

9. **Colours in the toilet, caretaker and fees** makes a difference to usage frequency of women using toilets.
Key Findings

Preference For Exclusive Pt For Women
- 37% EXCLUSIVE WOMEN PT
- 63% SEPARATE ENTRANCE FOR WOMEN AND MEN

Preference for Women Caretaker
- 28% WOMEN
- 72% DOESN'T MATTER

Willing To Pay User Charges
- 63% FREE
- 30% <2
- 2% 2
- 5% 3-5

Willingness To Pay Higher For Exclusive Pt For Women
- 25% YES
- 75% NO
Part B

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

- In depth interviews with 21 women who live in the city.

- Transcript, text analysis on the two-word concepts, Non-Metric Multi-Dimensional Scaling (NMDS), network analysis

- Exclusive toilet for women

- Women caretakers makes them feel more secure

- The access from main roads and in locations such as petrol bunks/bus-stops/railway stations where they stop during travel appear to be important locations for such toilets.

- Preference for Indian Commodes than Western
Next Step: Part C
Construction of She Toilets – Map Usage Patterns and Satisfaction

- Modular designs
- 2 seater, 200 sq. feet
- Woman Caretaker
- Universal and standard signage with logo for common identification
- Privacy and safety by using maze concept
- Ventilation and Lighting
- Napkin dispenser
- Incinerator
- CCTV
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Women looking for sanitation facilities in public are quite distressed with the existing state of facilities, location and infrastructure.

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