**Toilet quality and cleanliness observation instrument**

## Using behaviour change messaging to improve communal toilets in Dhaka, Bangladesh

## cvqLvbvi gvb Ges cwi”QbœZvi ch©‡e¶Y

evsjv‡`‡ki g‡a¨ XvKv kn‡i‡i †hŠ\_ cvqLvbv DbœZKi‡bi Rb¨ AvPiY cwieZ©bKvix evZ©v e¨envi

**Section 1:** cÖkœcÎ mbv³KiY [**Questionnaire identification]**

1. DËi`vZv/ K¬v÷vi/ Uq‡jU AvBwW [ID (Cluster-Toilet-Respondent)]: □□□-□□-□□
2. wVKvbv [Address]:
3. Z\_¨ msMÖnKvixi bvg (GdAviG/AviG) [Name of data collector (FRA/RA)]:
4. Z\_¨ msMÖ‡ni ZvwiL (w`b/gvm/eQi) [Date of data collection (DD/MM/YY)]:

**Section 2: cvqLvbv (KvVv‡gv) msµvš— welqvw` [Characteristics of the toilet structure]**

1. cvqLvbvi †gvU ‡P¤^v‡ii msL¨v [Number of total chambers of the toilet]: ……………..
2. Kvh©Kix (e¨envi D‡cv‡hvMx) †P¤^v‡ii msL¨v [Number of functional (useable) chambers]

(‡bvUt †P¤^viwU‡Z hw` wbg©vY msµvš— Kvi‡b wKQzw`‡bi Rb¨ eÜ \_v‡K, ¯’vqx fv‡e Zvjv †`Iqv \_v‡K, †Kvb GKwU †P¤^vi hw` †hŠ\_fv‡e e¨envi bv n‡q †Kej gvÎ GKwU cwievi e¨envi K‡i †mB †P¤^viwU ev` w`‡q Kvh©Kix †P¤^v‡ii msL¨v wba©viY Ki“b) [Note: Fix the number of functional chambers after excluding those chambers which is remain close for construction, permanently locked, used by a single family not as a communal toilet]…………..

1. cvqLvbvi aiY [Type of toilet]: ……………. .
2. cvqLvbvwU cqtwb®‹vkb cvB‡ci mv‡\_ ms‡hvM K‡i †`qv [Piped sewer system]
3. cvqLvbvwU‡Z †mcwUK U¨vsK emv‡bv Av‡Q [Latrine with septic tank]
4. wcU cvqLvbv, hvi wcU mivmwi wb‡P bq Ges wKQzUv `~ieZ©x ¯’v‡b cvB‡ci gva¨‡g mshy³ Ges d¬vk K‡i ev cvwb †X‡j cvqLvbv `~‡i wc‡Ui g‡a¨ mwi‡q †`qv hvq [Off-set pit]
5. wcU cvqLvbv, †hwU mivmwi gvwU‡Z M‡Z©i mv‡\_ mshy³ Kiv [Pit directly underneath]
6. d¬vk-cvqLvbv A\_ev cvwb †X‡j d¬vk Kiv cvqLvbv hv †Kvb Lvj, †Wªb, b`x, †Wvev BZ¨vw`i mv‡\_ mshy³ Kivi d‡j A¯^v¯’¨Ki Ae¯’vi m„wó K‡i \_v‡K [Connected somewhere else (Flush or pour flush toilet connected to somewhere else such as canal, ditch, river, etc.)]
7. ¯¬ve m¤^wjZ wcU cvqLvbv [Pit latrine with slab]
8. ¯¬ve Qvov wcU cvqLvbv [Pit latrine without slab]
9. Szjš— cvqLvbv, †hwU mivmwi †Kvb cyKz‡ii mv‡\_ mshy³ [Hanging latrine (toilet drains directly into pond)]
10. Kg‡cvóxs cvqLvbv [Composting toilet]
11. ‡Lvjv cvqLvbv [Open latrine]
12. ch©‡e¶Y Kiv m¤¢e nqwb/ ej‡Z cv‡ibwb [Couldn’t observe/couldn’t tell]
13. †mcwUK U¨vsK A\_ev wc‡Ui †fZ‡ii gj †ewi‡q hv‡”Q ev Pz‡q †ei n‡”Q wK? [Are the feces coming out from the septic tank or pit?]
    * 1. n¨vu [Yes]
      2. bv [No]
      3. †`Lv ev ch©‡e¶Y Kiv m¤¢e nqwb [Could not observe]
      4. cÖ‡hvR¨ bq [Not applicable]
14. cvqLvbvi Qv` ˆZix‡Z e¨eüZ g~j Dcv`vb **[**Main material of the roof of the toilet]: ......................
    * 1. KvuPv (evuk) [Kaccha (bamboo)]...........................................1
      2. mvavib wU‡bi Qv` [Rudimentary roof (tin)]............................................2
      3. mvavib wU‡bi mv‡\_ Av‡jv cÖ‡ek Ki‡Z cv‡i G ai‡bi c­vw÷K kx‡Ui mgš^‡q ˆZwi Qv` [Rudimentary tin shade roof with combination of transparent sheet]...3
      4. wm‡g›U/ KswK&ªU/ Uvwj [Finished roof (cement/concrete/tiled)....4
      5. Ab¨vb¨ (wbw`©ó Ki“b)[Other(specify)]:....................................................................777
15. cvqLvbvi †`qvj ˆZix‡Z e¨eüZ g~j Dcv`vb [Main material of the wall of the toilet]: ...................
    * 1. KvuPv (cvU/evuk/gvwU ) [Kaccha (jute/bamboo/mud)]...........1
      2. KvV [Rudimentary wall (wood)].................................2
      3. BU/wm‡g›U [Finished wall (brick/cement)]....................3
      4. wUb [Tin].....................................................................4
      5. Ab¨vb¨ (wbw`©ó Ki“b) [Other (specify)]:....................................................................777
16. cvqLvbvi ‡g‡S ˆZix‡Z e¨eüZ g~j Dcv`vb **[**Main material of the floor of the toilet]: ......................
    * 1. KvuPv (evuk/gvwU ) [Kaccha (earth/bamboo)].............................1
      2. KvV [Rudimentary floor (wood)]..........................2
      3. BU/wm‡g›U [Finished floor (brick/cement)].....................3
      4. Ab¨vb¨ (wbw`©ó Ki“b) [Other(specify)]...........................................................777
17. cvqLvbvi c¨vb ˆZix‡Z e¨eüZ g~j Dcv`vb [Main material of the pan of the toilet]: ......................
    * 1. wmivwgK [Ceramic]......................1
      2. c­vw÷K [Plastic].........................2
      3. †gvRvBK/ wm‡g‡›Ui ˆZix [Made of mosaic/Cement] ........................3
      4. Ab¨vb¨ (wbw`©ó Ki“b) [Other(specify)]...........................777
18. cvqLvbvi Rb¨ e¨eüZ iv¯—vwU ˆZix‡Z wK Dcv`vb e¨envi Kiv n‡q‡Q[Type of path leading up to toilet] ......................
    * 1. KvuPv (gvwU) [Kaccha (mud)]......................................1
      2. evuk / KvV [Bamboo/wood road]....2
      3. BU/wm‡g›U [Finished road (brick/cement)]..............3
      4. Ab¨vb¨ (wbw`©ó Ki“b) [Other(specify)]...........................777
19. cvqLvbvq hvIqvi iv¯—vq †bvsiv/ gqjv †Kvb wKQz wK `„k¨gvb wQj? [Is there any visible dirt on the path leading up to toilet? ] ......................
    * 1. bv [No].............................0
      2. nu¨v [Yes]...........................1

*[Skip note:* hw` DËi bv nq Z‡e 2.11*‡Z P‡j hvb (Skip to 2.11 if the answer is no)]*

1. hw` nu¨v nq,wK ai‡bi gqjv †`Lv wM‡qwQj(GKvwaK DËi MÖnY‡hvM¨)? [Is there any of the following items visible on the path leading up to toilet? (Multiple response allowed here)] ......................
   * 1. gvby‡li gj [Human feces].................1
     2. cïi gj [Animal feces]....................2
     3. Lvbvi AveR©bv [Household waste]........3
     4. cvwb AvUKv‡bv wQj [Water logging]........4
     5. Ab¨vb¨ (wbw`©ó Ki“b) [Other(specify)]...................................777
2. †`qv‡ji DcwifvM wK gm„b wQj (hv mn‡R cwi®‹vi Kiv hvq) **[**Is the surface material of the wall smooth (easy toclean)?].........................................................................................................
   * 1. bv [No].............0
     2. nu¨v [Yes]............1
     3. cª‡hvR¨ bq [Not applicable].......888
3. ‡g‡Si DcwifvM wK gm„b wQj(hv mn‡R cwi®‹vi Kiv hvq)[Is the surface material of the floor smooth (easy to clean)]? ......................
   * 1. bv [No].............0
     2. nu¨v [Yes]............1
     3. cª‡hvR¨ bq [Not applicable].......888
4. cvwbi Drm mg~n (hw` cÖ‡qvRb nq Zvn‡j †PK Ki“b Ges wR‡Ám Ki“b) Sources of water (Check and ask, if necessary):
   * 1. emZ evwo‡Z e¨env‡ii Rb¨ wbw`©ó wgDwbwmc¨vj jvBb (Municipal supply for individual household level use)
     2. evwoi evwn‡ii mw¤§wjZ U¨vc/n¨vÛ cv¤ú/ wgDwbwmc¨vj jvBb Common tap/hand pump (Municipal supply) outside the house

a. K¤úvD‡Ûi wfZ‡i mwb¥wjZ shared within the compound

b. K¤úvD‡Ûi evB‡i mwb¥wjZ shared outside the compound

c. ïay GB cwiev‡ii Rb¨/ mwb¥wjZ bq individual level use/not shared

* + 1. wUDeI‡q‡ji cvwb (ShallowTube well water)

a. K¤úvD‡Ûi wfZ‡i mwb¥wjZ shared within the compound

b. K¤úvD‡Ûi evB‡i mwb¥wjZ shared outside the compound

c. ïay GB cwiev‡ii Rb¨/ mwb¥wjZ bq individual level use/not shared

* + 1. Mfxi bjK~c/‡evwis-Gi cvwb (deep tubewell/Boring water)

a. K¤úvD‡Ûi wfZ‡i mwb¥wjZ shared within the compound

b. K¤úvD‡Ûi evB‡i mwb¥wjZ shared outside the compound

c. ïay GB cwiev‡ii Rb¨/ mwb¥wjZ bq individual level use/not shared

* + 1. cvwb evnK Øviv mieivnK…Z(evjwZ) [Supplied by water bearer (in buckets/barrels)]
    2. K~qv (Well)

a. K¤úvD‡Ûi wfZ‡i mwb¥wjZ shared within the compound

b. K¤úvD‡Ûi evB‡i mwb¥wjZ shared outside the compound

c. ïay GB cwiev‡ii Rb¨/ mwb¥wjZ bq individual level use/not shared

* + 1. wiRvf©v‡i msiw¶Z wgDwbwmc¨vj jvB‡bi cvwb Municiple water storage in reservoir (Both for underground cistern or overhead tank) .

a. K¤úvD‡Ûi wfZ‡i mwb¥wjZ shared within the compound

b. K¤úvD‡Ûi evB‡i mwb¥wjZ shared outside the compound

c. ïay GB cwiev‡ii Rb¨/ mwb¥wjZ bq individual level use/not shared

* + 1. Ab¨vb¨ (wbw`©ó Ki“b)Other(specify) .........

a. K¤úvD‡Ûi wfZ‡i mwb¥wjZ shared within the compound

b. K¤úvD‡Ûi evB‡i mwb¥wjZ shared outside the compound

c. ïay GB cwiev‡ii Rb¨/ mwb¥wjZ bq individual level use/not shared

1. hw` cvqLvbvi evB‡i cvwb Rgv ivLvi e¨e¯’v \_v‡K Z‡e wK ai‡bi cv‡Î Rgv ivLv nq? [If water stored outside toilet, types of reservoir ? ......................
   * 1. cvqLvbvi Qv‡`i Dci c­vw÷K U¨vswK‡Z [Plastic tank on the roof of the toilet]...............1
     2. cvqLvbvi Qv‡`i Dci wm‡g‡›Ui U¨vswK‡Z [Concrete tank on the roof of the toilet] ..........2
     3. cvqLvbvi cv‡k c­vw÷K U¨vswK‡Z [Plastic reservoir bedside toilet]........................3
     4. cvqLvbvi cv‡k wm‡g‡›Ui U¨vswK‡Z [Concrete reservoir beside toilet]......................4
     5. gvwUi bx‡P wm‡g‡›Ui ‰Zix †Kvb U¨vw¼ ‡\_‡K n¨vÛ cv‡¤úi mvnv‡h¨ Zz‡j [Concrete reservoir underground with hand pump]......................5
     6. Ab¨vb¨ (wbwÏó Ki“b) Others (specify)......................................777

1. KZUzKz cvwb Rgv ivLv hvq(wjUv‡i)? [Storage capacity (in Liter) ] ......................

†bvUt wba©vwiZ (wm‡j‡±W) cvqLvbv e¨enviKvix MÖ“‡ci †fZ‡i GKvwaK cÖvß eq¯‹ e¨w³i Kv‡Q wR‡Ám K‡i m¤¢e¨ DËiwU Rvb‡Z †Póv Ki“b [Note: Try to know the possible answer from more than one adult person from that particular (selected) toilet user group]

1. cvqLvbvi wfZ‡i/KvQvKvwQ RvqMvq cvqLvbvwU cwi®‹vi Kivi Rb¨ wK †Kvb eªvk wQj? [Is there a brush for toilet cleaning inside the toilet/toilet area?] ......................
   * 1. bv [No].............0
     2. nu¨v [Yes].............1
   1. cvqLvbvi wfZ‡i/KvQvKvwQ RvqMvq cvqLvbvwU cwi®‹vi Kivi Rb¨ wK †Kvb DcKiY wQj? [Is there any toilet cleansing material inside the toilet/toilet area?] ......................
      1. bv [No]...............0
      2. nu¨v [Yes].............1

**Section 3: †P¤^vi (cÖ‡Z¨KwU) msµvš— welqvw` [Characteristics of individual chamber]**

cÖwZwU †P¤^vi msµvš— Z\_¨vw` cwic~Y© fv‡e msMÖn K‡i cieZ©x †P¤^v‡ii Z\_¨vw` msMÖn Ki“b (cÖwZwU cÖkœ Avjv`v fv‡e 2.2 G D‡j­wLZ Kvh©Kix †P¤^v‡ii msL¨vi mv‡c‡¶ ZZevi cÖ‡hvR¨) [Collect all information of an individual chamber then go to the next chamber (each question is applicable object to the number mentioned on 2.2) ]

* 1. cvqLvbvi `iRvi Ae¯’v †Kgb wQj? (cvqLvbv e¨enviKvixi †MvcbxqZv eRvq ivLvi Ae¯’vwU †Kgb wQj?) [Status of the privacy of the toilet (please check that apply)]
     1. †MvcbxqZv eRvq ivLvi †Kvb e¨e¯’v wQj bv (cvqLvbvi Af¨š—‡ii RvqMvwU evB‡i †\_‡K `„wó‡MvPi Kivi †Kvb e¨e¯’v wQj bv) No privacy (a covering that does not block the toilet area from sight)..........0
     2. †MvcbxqZv eRvq ivLvi e¨e¯’vwU Kg cwigv‡b wQ‡jv/AvswkK wQj (`iRv wQj, wKš‘ wQUwKwb wQj bv) Minimal privacy (door withoutlatch)............................................................1
     3. †MvcbxqZv eRvq ivLvi e¨e¯’vwU wbwðZ wQj (`iRv wQj Ges wQUwKwb I Kvh©Kix wQj) Ensure privacy (door with latch).....................................................................2
     4. †MvcbxqZv eRvq ivLvi e¨e¯’vwU AZ¨vš— my`„p wQj (`iRvq wQUwKwb wQj Ges evB‡i †\_‡K †evSv hvw”Q‡jv †h †fZ‡i GKRb e¨enviKvix Av‡Q) Optimal privacy (door with latch and indicates occupied)..............................3

* 1. cvqLvbvwU‡Z wK †Kvb Zvjv wQj? [Was the toilet locked?] ] ......................

1. bv [No].............................0
2. nu¨v [Yes]...........................1

*[Skip note:* hw` DËi bv nq Z‡e 3.4 *G P‡j hvb (Skip to 3.4. if the answer is no)]*

* 1. cvqLvbvi `iRv †Lvjvi Rb¨ evB‡i wK †Kvb Pvwe wQj? [Is there any key visible outside the toilet to unlock the door? ] ......................

1. bv [No].............................0
2. nu¨v [Yes]...........................1
   1. cvqLvbvwU‡Z wK †Kvb Kvh©Kix Av‡jv (we`¨yZ PvwjZ evwZi e¨e¯’v) wQj? [Is there any working light in the latrine (Electric bulb)?] ......................

1. bv [No].............................0
2. nu¨v [Yes]...........................1
   1. cvqLvbvq wK ai‡bi cvwbi e¨e¯’v wQj? [Provision of water for the toilet]: ......................
      * 1. cvqLvbvi †fZ‡i cvwbi U¨vc w`‡q cvwb mieiv‡ni e¨e¯’v [Water tap inside]........................................1
        2. Wªvg/ evjwZ w`‡q cvqLvbvi †fZ‡i cvwb ivLvi e¨e¯’v [Drum/bucket for storing water inside].......2
        3. ïaygvÎ e`bv [Only bodna].................................................3
        4. cvwbi e¨e¯’v wQ‡jv bv/cvwb ivLvi Rb¨ wKQzB wQ‡jv bv [Nothing kept for storing water] .................4
        5. Ab¨vb¨ (wbw`©ó Ki“b) [Other(specify)]...................................777
   2. †mLv‡b wK cvwb wQj? Was water available there?
      1. bv [No].............................0
      2. nu¨v [Yes]...........................1

**cvqLvbvi cwi”QbœZv [Latrine cleanliness]**

|  |  |
| --- | --- |
| ***Check these items for latrine*** | 1. bv [No]..0, 2. nu¨v [Yes]..1 |
| * 1. cvqLvbvq wmMv‡i‡Ui MÜ [Cigarette smell in the latrine] |  |
| * 1. cvqLvbvi †g‡S‡Z wmMv‡i‡Ui Aewkó Ask †`Lv †M‡Q [Visible cigarette butts in the latrine floor] |  |
| * 1. cvqLvbvi c¨v‡bi wfZ‡i wmMv‡i‡Ui Aewkó Ask †`Lv †M‡Q [Visible cigarette butts inside the latrine pan] |  |
| * 1. cvqLvbvi †`qv‡j \_y\_~, Kvwk cvIqv ‡M‡Q [Spit, cough on latrine walls] |  |
| * 1. cvqLvbvi †`qv‡j cv‡bi wcK cvIqv ‡M‡Q [Betel nut spit on latrine walls] |  |
| * 1. cvqLvbvi `iRvq \_y\_~, Kvwk cvIqv ‡M‡Q [Evidence of spitting, coughing on latrine doors] |  |
| * 1. cvqLvbvi `iRvq cv‡bi wcK cvIqv ‡M‡Q [Betel nut spit on latrine doors] |  |
| * 1. c¨v‡bi g‡a¨ dvUj/fv½v/wQ`ª cvIqv †M‡Q [Visible cracks/damage/leaks to pan] |  |
| * 1. c¨v‡bi †fZ‡i wK cvwb R‡g wQ‡jv Ges gj `„k¨gvb wQ‡jv [Water logged and feces were visible] |  |

* 1. c¨v‡bi evB‡i wK gj cvIqv †M‡Q?[Is there visible feces outside the pan? ] ......................
     1. bv [No]..............0
     2. nu¨v [Yes].............1
     3. mbv³ Kiv KwVb [Difficult to determine]........2

*[Skip note:* hw` DËi bv nq Z‡e *3.18. ‡Z P‡j hvb ( Skip to 3.18. if the answer is No)]*

* 1. c¨v‡bi evB‡i KZUyKz gj `„k¨gvb wQj? [How much visible feces were outside the pan? ] ......................
     1. LyeB Kg(1 †mwg: Gi Kg) [Minimal (<1 cm2)].................1
     2. mvgvb¨ cwigvb(1-2 †mwg:) [A little (1 – 2 cm2)]....................2
     3. A‡bKUvB (2-5 †mwg:) [A lot (2 – 5 cm2)].......................3
     4. (5 †mwg: Gi †ewk) [(>5 cm2)].........4
  2. c¨v‡bi wfZ‡i wK gj `„k¨gvb wQj? [Is there visible feces inside the pan?] ......................
     1. bv [No]..............0
     2. nu¨v [Yes].............1

*[Skip note:* hw` DËi bv nq Z‡e *3.20. ‡Z P‡j hvb (Skip note: Skip to 3.20. if the answer is no)]*

* 1. KZUyKz gj c¨v‡bi wfZ‡i wQj? [How much visible feces were inside the pan?] ....................
     1. LyeB Kg(1 †mwg: Gi Kg) [Minimal (<1 cm2)].................1
     2. mvgvb¨ cwigvb(1-2 †mwg:) [A little (1 – 2 cm2)]....................2
     3. A‡bKUvB (2-5 †mwg:) [A lot (2 – 5 cm2)].......................3
     4. (5 †mwg: Gi †ewk) [ (>5 cm2).........4]

* 1. c¨v‡bi M‡Z©i wfZ‡i wK gj RvZxq wKQz wQj? [Is there fecal material visible inside the hole of the pan?] ......................
     1. bv [No]..............0
     2. nu¨v [Yes].............1
     3. mbv³ Kiv KwVb [Difficult to determine]........2
  2. mLv‡b wK g‡ji `yM©Ü cvIqv hvw”Q‡jv? Is there any smell of stool?
     1. bv [No]..............0
     2. nu¨v [Yes].............1
     3. mbv³ Kiv KwVb [Difficult to determine]........2
  3. c¨v‡bi evB‡i wK cªmªve cvIqv †M‡Q? [Is there visible urine outside the pan?] ......................
     1. bv [No]..............0
     2. nu¨v [Yes].............1
     3. mbv³ Kiv KwVb [Difficult to determine]........2
  4. †mLv‡b wK cÖmªve Gi `yM©Ü cvIqv hvw”Q‡jv? Is there any smell of urine?
     1. bv [No]..............0
     2. nu¨v [Yes].............1
     3. mbv³ Kiv KwVb [Difficult to determine]........2
  5. cvqLvbvi wfZi wK †Kvb gqjvi Szwo wQj? [Is there a waste basket inside the toilet?] ......................
     1. bv [No]..............0
     2. nu¨v [Yes].............1

*[Skip note:* DËi bv n‡j cieZ©x cÖkœ¸‡jv ( 3.25- 3.30. ch©š—) w¯‹c Ki“b (*Skip next all questions 3.25 to 3.30 if the answer is 0)*]

* 1. gqjvi SzwowU wK †Kvb cÖ‡R‡±i/cÖK‡íi wQj? [Is it one of the project waste baskets?] ...................
     1. bv [No]..............0
     2. nu¨v [Yes].............1
  2. GUv‡Z wK †Kvb XvKbv wQj? [Does it have a lid?] ......................
     1. bv [No]..............0
     2. nu¨v [Yes].............1
  3. gqjvi SzwowU wK fv½v wQj? [Is the basket broken?] ......................
     1. bv [No]..............0
     2. nu¨v [Yes].............1
  4. XvKbvwU wK fv½v wQj? [Is the lid broken?] ......................
     1. bv [No].............0
     2. nu¨v [Yes].............1
  5. gqjvi SzwowU‡Z wK ‡Kvb gqjv wQj? [Is there waste in the waste baskets?] ......................
     1. bv [No]..............0
     2. nu¨v [Yes].............1

*Skip note:* DËi bv n‡j cieZ©x cÖkœ (3.30.) w¯‹c Ki“b [*Skip next question (3.30) if the answer is 0*]

* 1. gqjvi SzwowU‡Z wK ai‡bi gqjv wQj? [What type of wastes there in the waste baskets]? ......................
     1. m¨vwbUvix c¨vW [Sanitary pads]...................................1
     2. Kvco [Rags].................................................2
     3. KbWg [Condom]...........................................3
     4. Ave©Rbv fwZ© cwjw\_b [Waste wrapped by polythene].........4
     5. Lvbvi Ave©Rbv [Household waste]..............................5
     6. wUmy¨/Uq‡jU wUmy¨ [Tissue/toilet tissue]...........................6
     7. Ab¨vb¨ (wbw`©ó Ki“b) [Other(specify)]................................................777

***Thank you for your time***