

A Community Sanitary Complex (CSC) operation and maintenance procedure in a rural area should involve: establishing a dedicated caretaker of SHS member, SHG regular cleaning schedules, proper water supply management, awareness campaigns within the community, periodic inspections, a complaint mechanism, and a dedicated fund for maintenance costs; with the primary responsibility usually falling on the Gram Panchayat to oversee the entire process and ensure community participation for effective upkeep.

Provide training to the designated caretaker and user committee members on proper cleaning and maintenance practices.

This handbook will serve as resource material for planning, construction, and O&M of public sanitary toilet complexes in rural areas. Establish a community-based committee to oversee the overall operation and maintenance of the CSC.