

**FAQ on Clause 5.1.14 (b) vii) of MDG 2024: Definition of Transit Travellers**

Query has been received from Field, regarding definition of Transit Travellers as mentioned in Clause 5.1.14 (b) vii) of MDG 2024 Toilet facilities.

**Clause No 5.1.14 (b) NON PROVISION OF CLEAN TOILET FACILITY states following protocol**

Dealers should check daily and ensure the following: -

- i. Toilets are clean all the time.
- ii. Proper lighting is available.
- iii. Flush (wherever provided) is working properly.
- iv. Water is available.
- v. Working latch is available on the toilet door.
- vi. Signage is available.
- vii. **Toilet facilities must be accessible to all customers and Transit travelers at all times & subject to adhering to all safety protocols.**
- viii. Display of "Darpan" QR code near the toilet for feedback.

The above protocol is to be prominently displayed near the toilet. Maintenance sheet is to be maintained and displayed.

Customers and Transit Travellers implies ***"(i) customers at the retail outlet, (ii) passengers accompanying the customer and (iii) any other motoring public who is not a customer but passing by the RO."***

Toilet facilities shall be accessible to all customers and Transit travellers at all times & subject to adhering to all safety protocols.

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