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REPUBLIKA NG PILIPINAS  
REPUBLIC OF THE PHILIPPINES  
**KAGAWARAN NG EDUKASYON**  
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DepED MEMORANDUM  
No. **441**, s. 2003

NOV 12 2003

TOILET RECOGNITION OF THE YEAR (TROY) AWARDS

To: Undersecretaries  
Assistant Secretaries  
Bureau Directors  
Regional Directors  
Directors of Services/Centers and Heads of Units  
Schools Division/City Superintendents

1. The Department of Tourism (DOT) announces the search for the Toilet Recognition of the Year (TROY) Awardees, in coordination with the Department of Education (DepED), Department of Health (DOH), Department of the Interior and Local Government (DILG), Department of Transportation and Communications (DOTC), and the Restroom Association of the Philippines (RAP).
2. This activity aims to:
  - institute a culture of sanitation and hygiene nationwide;
  - encouraged LGU's (Local Government Units) to construct more toilets;
  - rehabilitate public toilets in frequently visited areas such as airports, seaports, bus terminals, etc.
  - develop toilet entrepreneurship; and
  - enhance greater awareness to all levels of the community.
3. The search covers all government and private establishments like offices, museums, parks, public markets, gas stations, transportation terminals, restaurant, malls, right spots, schools, libraries, hospitals, sports/leisure venues and resorts.
4. Enclosed are copies of the Nomination Form and Mechanics/Guidelines for ready reference and guidance of all concerned.
5. For more information, please contact Mr. Salvador D. Sarabia, Jr. Assistant Secretary Tourism Services & Regional Offices, Department of Tourism T.M. Kalaw St. Rizal Park, Manila. P.O. Box 3451, Manila with tel. nos. 623-8411 to 20 \*e-mail: [webmaster@tourism.gov.ph](mailto:webmaster@tourism.gov.ph) \*<http://www.wowphilippines.com.ph>
6. Immediate dissemination of this Memorandum is desired.

*Ramon C. Bacani*  
RAMON C. BACANI  
Undersecretary  
Officer-In-Charge

Encls.:

As stated

Reference:

None

Allotment: 1—(D.O. 50-97)

To be indicated in the Perpetual Index  
under the following subjects:

AWARDS  
OFFICIALS

Reformatted by: Sally(TROY)Awards  
November 07-03

**THE PHILIPPINE TOILET RECOGNITION OF THE YEAR  
(TROY) AWARDS  
(Nomination Form)**

TO BE FILLED-UP BY RESTROOM OWNER:

<b>CATEGORY (check one):</b>			
Government Office	<input type="checkbox"/>	Commercial Office	<input type="checkbox"/>
Museum & Park	<input type="checkbox"/>	Restaurant / Pub / Nightclub	<input type="checkbox"/>
Public Market	<input type="checkbox"/>	Shop / Department Store / Mall	<input type="checkbox"/>
Road Transport (gas station, terminal, rest area)	<input type="checkbox"/>	Education Establishment (school, library)	<input type="checkbox"/>
Rail Transport (train station)	<input type="checkbox"/>	Health Establishment (hospital, clinic)	<input type="checkbox"/>
Sea Transport (port)	<input type="checkbox"/>	Sports & Leisure Venue / Country Club	<input type="checkbox"/>
Air Transport (airport)	<input type="checkbox"/>	Resort	<input type="checkbox"/>
Others (please specify):			

<b>NAME OF ESTABLISHMENT:</b>	
<b>OWNER / MANAGER:</b>	
<b>RESTROOM LOCATION / ADDRESS</b>	
Number	
Street	
Barangay	
City	
Province	
Region	
<b>TEL NO:</b>	
<b>FAX NO:</b>	
<b>OWNERSHIP (encircle):</b>	Public / Private
<b>TYPE OF RESTROOM TO BE INSPECTED (encircle):</b>	Male / Female / Unisex
<b>OPERATION HOURS:</b>	
<b>NO. OF PERSONNEL &amp; SHIFT SCHEDULE:</b>	
<b>ESTIMATED PEAK HOURS:</b>	
<b>AVE. NO. OF USERS / PEAK HOUR:</b>	
<b>PAY TOILET (encircle):</b>	Yes (Php _____) / No

TO BE FILLED-UP BY AUDITOR:

<b>DATE &amp; TIME OF INSPECTION:</b>	
<b>PERSON PRESENT DURING INSPECTION:</b>	
<b>NAME OF AUDITOR:</b>	
<b>POSITION OF AUDITOR:</b>	
<b>AGENCY OF AUDITOR:</b>	

# CHECKLIST FOR EVALUATING PUBLIC TOILETS

## I. PROVISIONS AND CONDITIONS

ELEMENTS		STANDARDS EXPECTED	YES	NO	REMARKS
<b>A.</b>	<b>FIXTURES</b>				
<b>A.1</b>	<b>ENTRANCE:</b>				
A.1.1	Signage	Prominent, visible and clear. Free from stains.			
A.1.2	Main toilet door	Door surface, frame, handle intact and clean. Free from dust and stains.			
<b>A.2</b>	<b>HAND WASH AREA:</b>				
A.2.1	No. of wash basin	Adequate – SEE ATTACHMENT			
A.2.2	Space requirement	Minimum is 1.11 sqm/unit			
A.2.3	Hand wash basin	Intact and clean. Free from stain, rust and cracks. No hair, etc. Adequate size.			
A.2.4	Faucet	Functional, intact and clean. Free from stains and rust. With clean running water.			
A.2.5	Soap	Soap available, either for free or with pay. Soap dispenser (where applicable) is functional and intact. Unit free from dust and stains.			
A.2.6	Mirror	Intact and clean. Free from dust, stains and cracks. Adequate size.			
A.2.7	Hand dryer or Tissue paper	Hand dryer functional, installed next to basins. Free from dust and stains. Tissue paper available, either for free or with pay.			
A.2.8	Trash can	Intact and clean. Trash can lined with plastic bag. Appropriately sized.			
<b>A.3</b>	<b>TOILET BOWL:</b>				
A.3.1	No. of toilet bowls	Adequate – SEE ATTACHMENT			
A.3.2	Space requirement	Minimum is 1.50 sqm/unit			
A.3.3	Cubicle door/ Partition board	Intact and clean. Free from dust, stains and graffiti.			
A.3.4	Door lock	Functional, intact and clean.			
A.3.5	Toilet bowl	Intact and clean. Free from stains (Inside and outside). Free from foul smell.			
A.3.6	Toilet seat cover (where applicable)	Intact and clean on both upper and lower sides. Special attention to be given to hinges and fixing points.			
A.3.7	Toilet bowl sanitizer - dispensing unit (where applicable)	Functional and intact.			
A.3.8	Flush handle	Functional, intact and clean. With clean running water.			
A.3.9	Toilet paper	Toilet paper available, either for free or with pay. Toilet paper dispenser (where applicable) functional, intact and clean.			
A.3.10	Trash can	Intact and clean. Trash can lined with plastic bag			

<b>A.4</b>	<b>URINAL:</b>				
A.4.1	No. of urinals	Adequate – SEE ATTACHMENT			
A.4.2	Space requirement	Minimum is 1.11 sqm/unit			
A.4.3	Urinal bowl	Intact and clean. Free from stains (Inside and outside). Free from foul smell.			
A.4.4	Urinal bowl sanitizer - dispensing unit (where applicable)	Functional and intact.			
A.4.5	Flush button / handle	Functional, intact and clean. With clean running water.			
<b>A.5</b>	<b>OTHER FIXTURES :</b>				
A.5.1	Air freshener / deodorizer unit (where applicable)	Functional and intact.			
A.5.2	Mechanical ventilation – Exhaust fan, ceiling or wall fan (where applicable)	Functional, intact and clean. (Some light dust may be present)			
A.5.3	Window panel / Grills	Functional, intact and clean (Some light dust may be present)			
<b>B.</b>	<b>GENERAL AREAS</b>				
B.1	Floor and floor tiles	Clean and dry. Free from litter, dirt and stains. No damaged tiles.			
B.2	Walls and wall tiles	Free from dirt, stains, mould, graffiti and paint-chipping. No damaged tiles.			
B.3	Ceiling	Free from dirt, stains, mould and paint-chipping			
B.4	Lighting	Well-lit. Lighting free from dust. Adequate in number.			
B.5	Ventilation	Airy (non-stuffy and odor-free)			

## II. SYSTEM OF MAINTENANCE

	<b>ELEMENTS</b>	<b>STANDARDS EXPECTED</b>	<b>YES</b>	<b>NO</b>	<b>REMARKS</b>
<b>A</b>	<b>SYSTEM OF MAINTENANCE</b>				
A.1	Periodic cleaning schedule	Records of schedule for Daily and Weekly/ Monthly cleansing			
A.2	Inspection records - supervising and monitoring of daily maintenance	Records of all necessary information and verification by supervisor-in-charge			
A.3	Timing and Frequency of cleaning	Records of cleaning times and frequency e.g more frequent during peak-hours			
A.4	Cleaner's room – cabinet for storage of cleaning materials	Properly stored cleaning materials			
A.5	System for remedial actions (i.e. Choked bowl/ sink/ floor traps)	Records of system in place e.g Immediate contact available (i.e. Standby plumber)			

### III. MORE THAN THE USUAL PROVISIONS

	ELEMENTS	STANDARDS EXPECTED	PTS	SCORE	REMARKS
<b>A.</b>	<b>USER FRIENDLINESS</b>				
<b>A.1</b>	<b>FOR THE YOUNG:</b>				
A.1.1	Diaper changing area	Functional, intact. Free from dust & stains.	1		
A.1.2	Provision of wash basin – at child height	Functional, intact and clean	1		
A.1.3	Provision of urinal – at child height	Functional, intact and clean	1		
A.1.4	Provision of toilet bowl – for children	Functional, intact and clean	1		
<b>A.2</b>	<b>FOR PERSONS WITH DISABILITIES:</b>				
A.2.1	Signage	Prominent, visible and clear. Free from stains.	1		
A.2.2	Ramp with handrails	Obstruction-free	1		
A.2.3	Provision of fully equipped toilet cubicle	Phil. Accessibility Law (B.P. 344) says: With hand grab bars, wide passage way. At least 1.7 m X 1.8 m cubicle dimension and at least 0.8 m width of door.	1		
A.2.4	Wash basin area	Basin and mirror mounted at heights usable by a person in wheelchair. No protruding objects underneath and all pipes should be insulated.	1		
A.2.5	Panic Call / Emergency Button	Functional	1		
<b>B.</b>	<b>SPECIAL DELIGHTS</b>				
B.1	Urinal- Modesty board	Clean & Intact	1		
B.2	Urinal- Ledge for placing belongings	Clean	1		
B.3	Toilet cubicle - Ledge for placing belongings	Clean.	1		
B.4	Décor: flowers, plants, pictures, magazines	Free from dust	1		
B.5	Overall ambience	Pleasant interior & exterior design (Fancy tiles, beautifully landscaped)	1		
B.6	Presence of fire fighting equipment / facility	Adequate	1		
B.7	Parking area for cars and buses	Secured and well-illuminated at night	1		
B.8	Open 24 hours	Secured and well-illuminated at night	1		
<b>B.9</b>	<b>STAFF</b>				
B.9.1	Attitude	Courteous and pleasant	1		
B.9.2	Appearance	Clean and well-groomed	1		
B.9.3	Properly-trained	Records of training or certification	1		
	<b>TOTAL</b>		<b>20 (A)</b>	<b>(B)</b>	

## AUDIT REPORT

Note: 100 Points is awarded when ALL items answered in (I) and (II) are YES.

Total Score = 100 + (B)

3 STARS is awarded when Total Score: 100 to 105

4 STARS is awarded when Total Score: 106 to 113

5 STARS is awarded when Total Score: 114 to 120

	MAX POINTS	SCORE
I. PROVISIONS AND CONDITIONS (If all answers = YES)	All answers = Yes	All answers = Yes
II. SYSTEM OF MAINTENANCE (If all answers = YES)	All answers = Yes	All answers = Yes
SCORE	100	100
III. MORE THAN THE USUAL PROVISIONS	20	
TOTAL SCORE = 100 + (B)	120	

<b>STAR GRADING AWARD</b> (encircle)	<b>3</b>	<b>4</b>	<b>5</b>
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**ADDITIONAL REMARKS / COMMENTS / SUGGESTIONS:**

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NAME AND SIGNATURE OF AUDITOR

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INSTITUTIONAL AFFILIATION

## ATTACHMENT

**DEPARTMENT OF HEALTH**  
**CODE ON SANITATION OF THE PHILIPPINES (P.D. 856)**  
Implementing Rules and Regulations of Chapter IX  
"Rest Areas, Bus Terminals, Bus Stops and Service Stations"

Excerpts:

SECTION 6

6.1. TOILET FACILITIES

6.1.1 General Requirements

The number of toilet bowls, urinals and lavatory (wash basin) shall be provided in accordance to the following tables:

Table 1: *Male Comfort Room*

Number of Male Customers	Toilet Bowl	Urinal	Wash basin
Below 60	1	1	1
60 to 120	2	2	2

For each additional 60 males, one (1) toilet bowl, one (1) urinal, and one (1) wash basin shall be provided. One toilet for male customers with disabilities shall also be provided.

Table 2 : *Female Comfort Room*

Number of Female Customers	Toilet Bowl	Wash basin
Below 30	1	1
30 to 60	2	1
61 to 120	3	2

For each additional 60 females, one (1) toilet bowl and one (1) wash basin shall be provided. One (1) toilet for female customers with disabilities shall be provided.





### **TROY Toilets Awardees**

1. Owners and managers of public toilets who wish to join the TOILET RECOGNITION OF THE YEAR (TROY) AWARDS shall fill up the nomination form prescribed by the Committee. The accomplished nomination form shall then be submitted to the nearest DOT -Regional Office where the toilet is located or download it from [wowphilippines.com.ph](http://wowphilippines.com.ph). Deadline for submission of entries shall be in November 13, 2003
2. Upon acceptance of the accomplished nomination form, the Regional audit team shall group the nominees per category basis.
3. The nominee who meets the 100 points criteria (or provisions 1 & 2) of the Evaluation Checklist shall be automatically considered for the 3 star award. Additional 20 points shall be given to the toilets which meet the "More than the Usual" provisions. Toilets which garner a total score of 106 to 113 shall receive a 4 star award. Toilets with 114 to 120 points shall be given 5 star award. Five-star awardees are the (WOW) best public toilets which meet all of the design, quality and maintenance criteria set by the Committee.
4. The Audit Team composed of representatives from the DOT, DILG, DOH, DOTC, DEPED and tourism-oriented NGOs may then schedule unannounced visits to the toilets to validate the entries. Members of the committee shall be determined by the DOT National Search Committee.
5. Nominees for 4 and 5 star awards shall be validated by representatives duly appointed by the DOT National Search Committee.

### **LGU TROY Awardee**

1. The LGU TROY Awardee shall be assessed based on the LGU overall performance and collective ratings of their nominees which shall comprise 70% of the total point score.
2. 20 points shall be given to the LGU support systems.
3. 10 points shall be rated for community mobilization and civil society/NGO participation.



### **TROY Toilet Awardees**

1. The search shall be conducted in the city and municipal levels. The Regional Search Committee shall be composed of members, to wit:
  - a. DOT -Chairman
  - b. DILG -Member
  - c. DOH -Member
  - d. DOTC -Member
  - e. DEPED -Member
  - f. RAP -Member
  - g. Tourism-oriented NGO -Member

Nominees shall submit the following to the DOT -Regional Office:

- a. Pictures of the toilets
  - b. Accomplished Evaluation checklist (TROY Form No.01)
2. The Regional Search Committee shall make a table evaluation of the submitted documents.
  3. The Regional Search Committee shall conduct unannounced evaluation of the qualified nominees.
  4. The Regional Search Committee shall submit to the National Search Committee the final list of nominees for the 3, 4, and 5 star awards.

### **LGU TROY Awardee**

1. The Regional Search Committee shall nominate to the National Search Committee only one LGU classified under:
  - a. Highly urbanized city
  - b. Component city
  - c. 1 st to 3rd class municipality
  - d. 4th to 6th class municipality
2. A separate search shall be conducted for highly urbanized cities and municipalities in Metro Manila because these LGUs cannot be of the same level with LGUs outside of Metro Manila.
3. The National Search Committee shall determine the LGU TROY Awardee using the prescribed form (TROY Form No.02).



4. The National Search Committee shall then evaluate ~~who among the~~ Regional nominees shall be given the LGU TROY Award and shall do on-site inspection of top 3 nominees.

#### **TROY Toilet Awardees**

All public toilets with 3 star and 4 star ratings shall be given a "TROY Toilet" Certificate of Recognition. 5 star toilets shall be given Plaque of Recognition and additional prizes from major sponsors. They shall also be included in the DOT Tourism roadmap and other promotional and marketing tools of the Department.

#### **LGU TROY Awardees**

All Regional nominees shall be given Plaques of Recognition. National winners shall be given trophies and other exciting prizes from DOT and its major sponsors.