

How do we make the perfect public toilet?



From a public toilet to a better city.

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Karnataka Urban Infrastructure
& Investment Summit 2026
9 September · Conrad Bengaluru

Lumbini Park · Original project photograph, July 2026



The street I grew up with.



A public space has to let people stay.

This is where we start.



A food stall. Rubbish. A toilet too many people cannot use.

First, make room for people.



Clear the rubbish and repair the walking surface.

One integrated LooCafe.



Shop at the front; toilet entrances on the side and toward the back.

The shop supports the service.



The front shop generates revenue to help pay for cleaning and maintenance.

Advertising helps fund upkeep.



Upper advertising panels provide another source of income for upkeep.

This is the standard LooCafe.



1 Toilets along the side

Dedicated entrances keep the toilet access distinct from the shop.

2 Shop at the front

The operator's business helps support daily toilet care.

3 Advertising above

Upper panels provide space for advertising income.

BANJARA HILLS · ONE INTEGRATED STRUCTURE

Retail at the front. Toilet access along the side. Advertising above.

Inside the toilet: privacy, fixtures and finish.



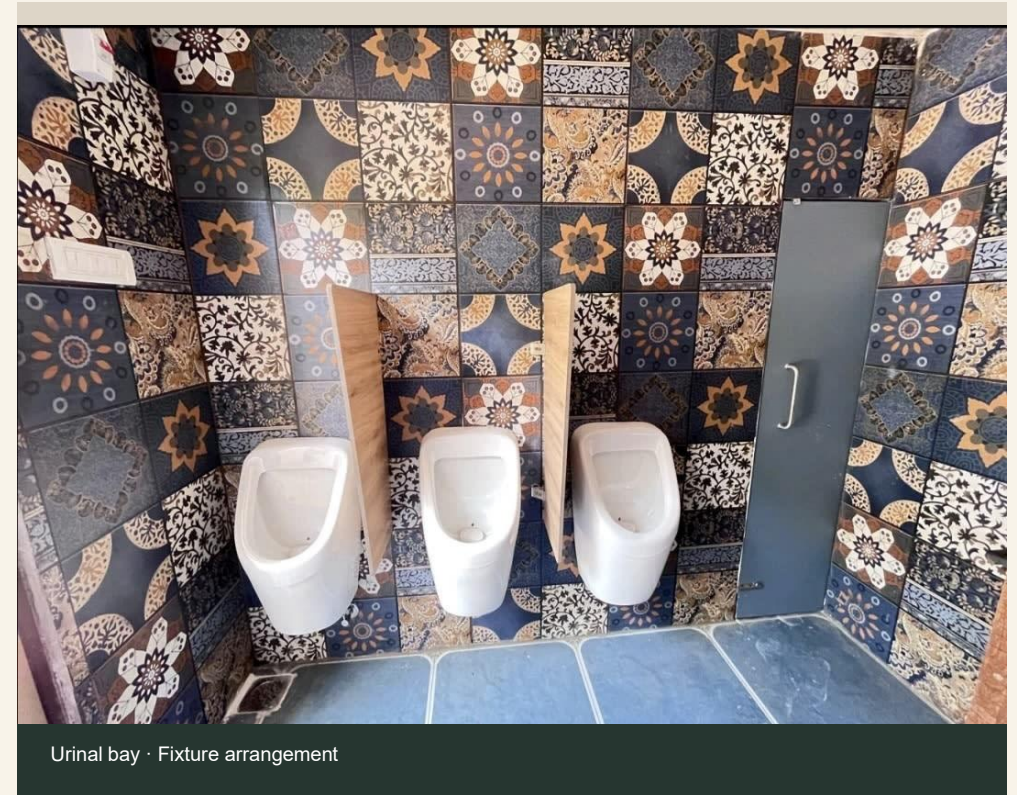
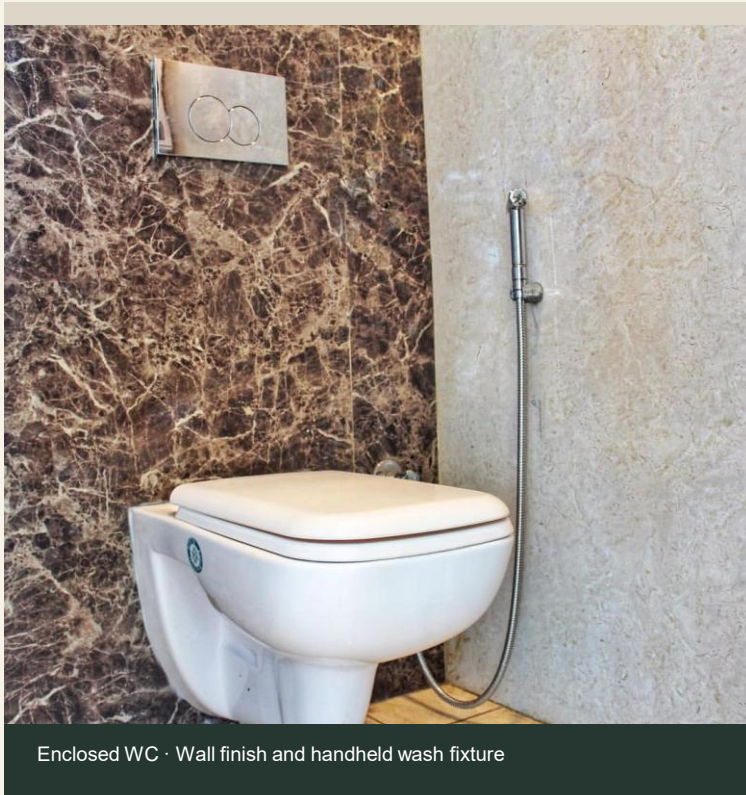
Toilet Tales · Enclosed cubicles and finishes



Lumbini Park · WC, washbasin and hand spray

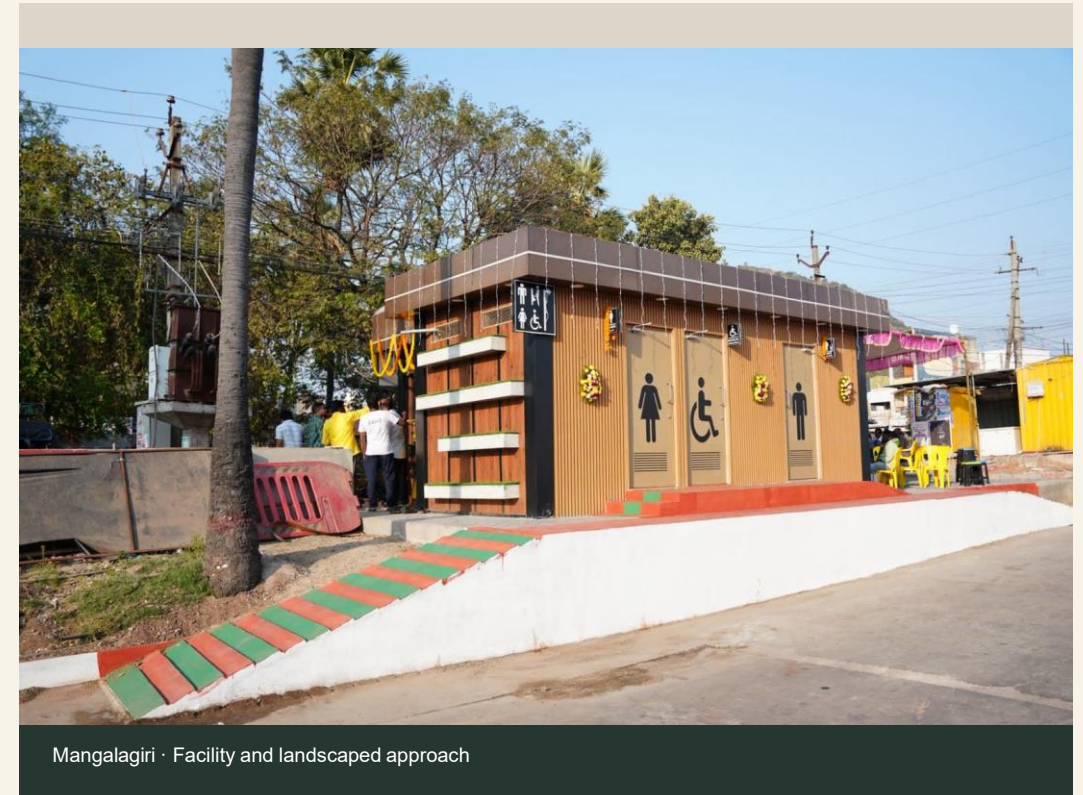
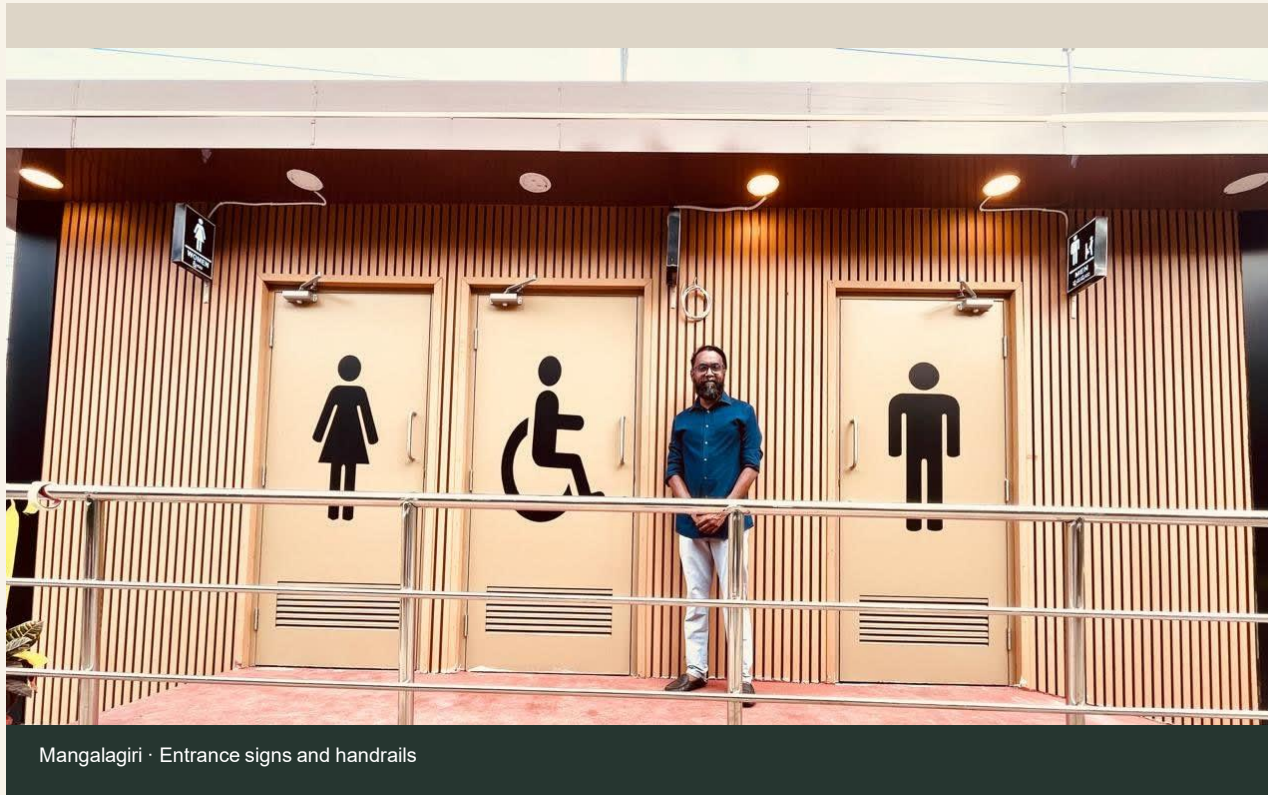
Enclosed cubicles and maintained washing facilities shape the user experience.

“Make sure that it looks really awesome.”



Private cubicles, deliberate finishes and clearly arranged fixtures.

The entrance is part of the toilet.



Make the facility visible, identify the entrances and keep the approach clear.

The front shop helps fund the toilets behind it.

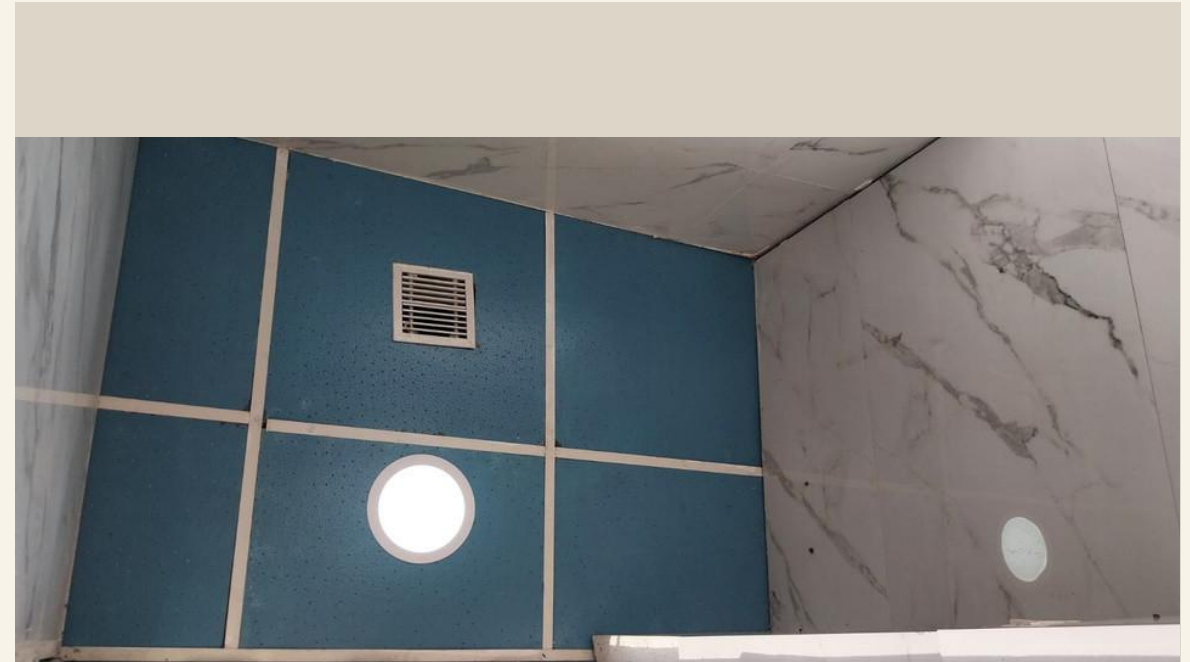


Retail and advertising revenue help pay for cleaning and maintenance.

ACCOUNTABILITY



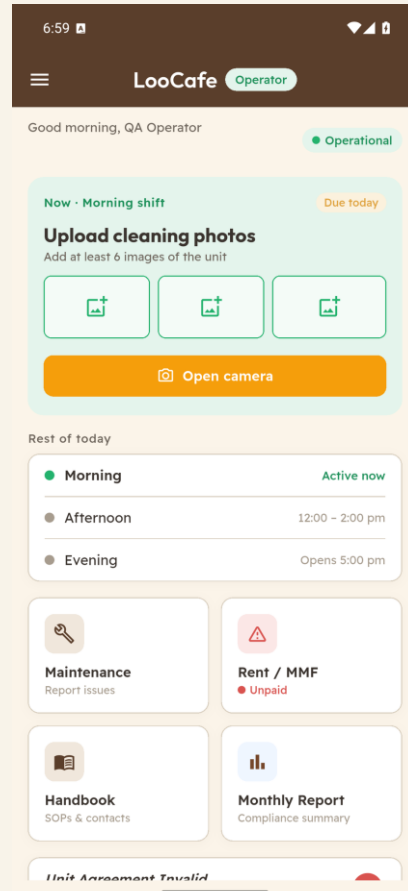
Damaged ceiling · Before section, 9 September 2024



Ceiling photograph · Status report, 13 September 2024

Notice the fault. Assign the repair. Check the work.

The operator knows what is due today.



A clear task

The active shift asks for at least six unit photographs.

A daily schedule

Morning, afternoon and evening are shown together.

One place to act

Maintenance, handbook and monthly reporting are available from home.

Daily cleaning records belong in the operating routine.

Turn a problem into a maintenance ticket.

The screenshot shows a mobile app interface for creating a maintenance ticket. At the top, a green header bar contains a back arrow and the text 'Create Ticket'. Below this, the form is divided into sections. The 'Subject' section has a text input field with the placeholder 'Demo: Tap leaking' and a character count '17/20'. The 'Description' section has a larger text input field with the placeholder 'Demo report: Washbasin tap drips after closing. Please inspect the washer.' Below the description field, there are two photo upload slots. The first slot, labeled 'Photo 1', shows a blue cloud icon with an upward arrow, a camera icon, a trash icon, and an 'Upload' button. The second slot, labeled 'Photo 2', is currently empty. At the bottom of the form is a large, rounded 'Submit' button.

Describe the problem

A short title and a detailed description record what needs attention.

Show the evidence

The form provides photo uploads alongside the report.

Keep the record

Submitted issues can be reviewed in ticket history.

Describe the issue and attach photographs for review.

Open the record. Inspect the photographs.

Review Photos



Actual submitted review · Toilet and urinal photographs with recorded time and location

The dashboard brings the submitted photographs, time and location together.

A livelihood, with responsibility.



Asif repairing a wheel



Group photograph at the repair workspace

A skill

Bike repair, learned from his father.

A business

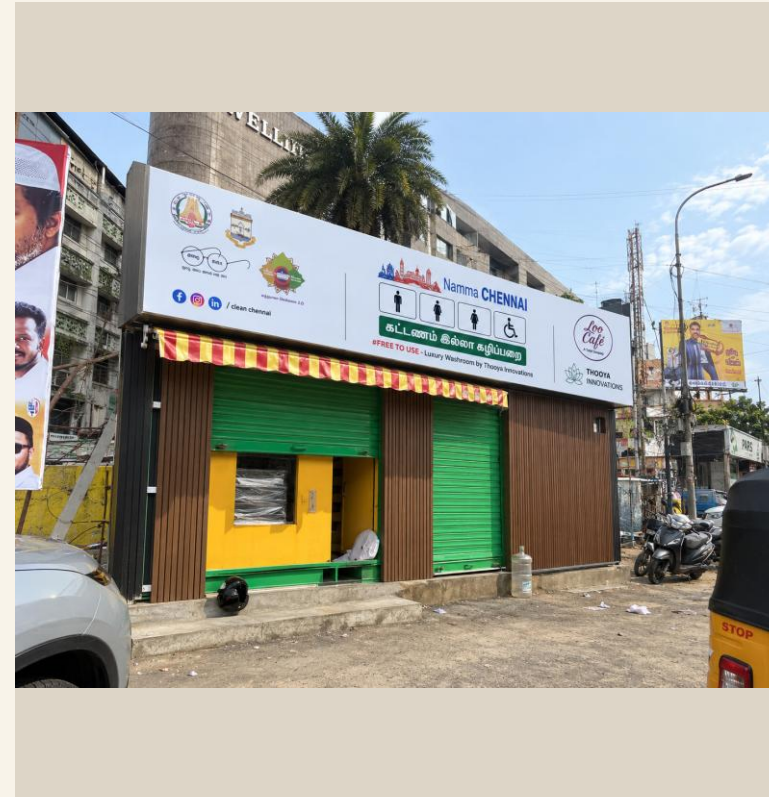
A repair shop beside LooCafe Mini.

A daily responsibility

Toilet care before repair work.

Asif paired a LooCafe Mini with bike repair, and made toilet care part of his day.

Different streets. A repeatable service.



Different site formats use the same link between business income and toilet care.

Our footprint: different cities and settings.

Mangalagiri

Andhra Pradesh



Landscaped unit

Chennai

Tamil Nadu



Street-side unit

Mumbai

Maharashtra



BMC-linked facility

Each location needs a suitable site, a working toilet and a maintenance plan.

From Hyderabad parks to Dal Lake.



Mir Alam Park · Public park setting



Dal Lake, Srinagar · Night-time frontage

Mir Alam Park, Hyderabad · Dal Lake, Srinagar

Scalability starts in the workshop.

1 · Enclosure

Build the structure



Container conversion

2 · Exterior

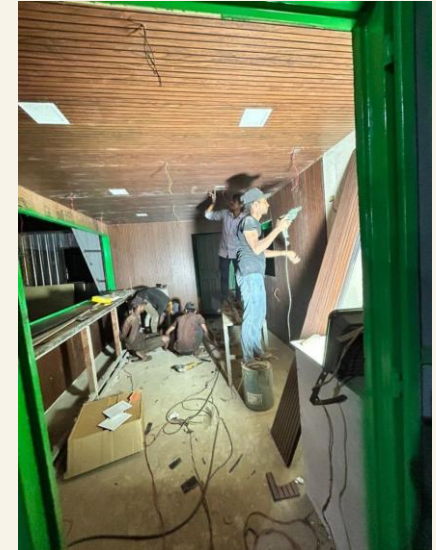
Fabricate and finish



Exterior workshop view

3 · Interior

Fit the usable space



Interior fit-out

At every site: prepare, install, commission and maintain.

But where does the flush go?

URBAN INDIA · 2020 INVENTORY

Estimated sewage generation

72.4 billion L/day



Actual STP utilisation

20.2 billion L/day



Historical national baseline, not current coverage or ReFlow performance.

Choose the treatment route. Fund the operation. Verify the result.

NTR SAMADHI MINI · COMPANY RECORD

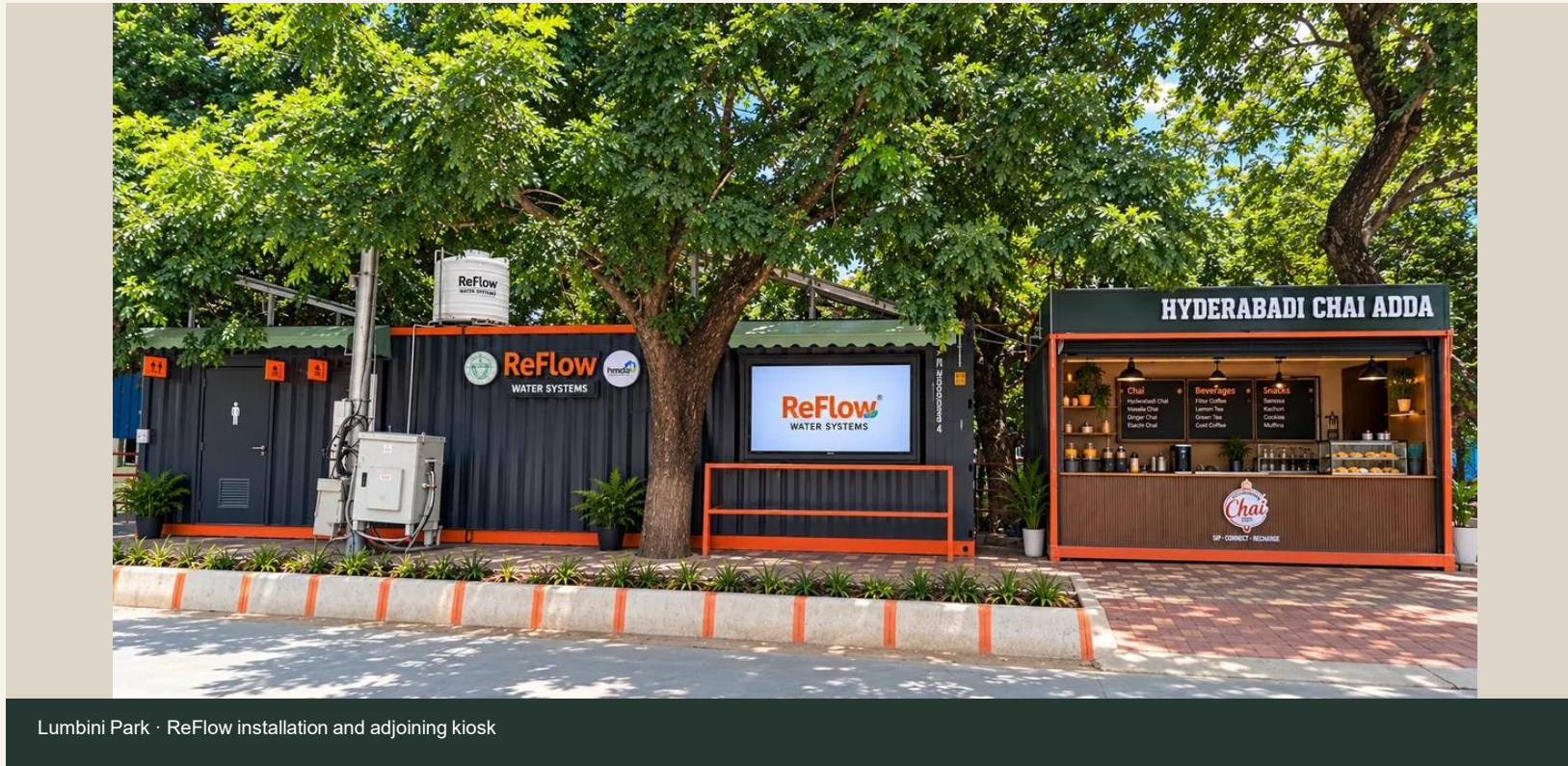
10 metres

The unit moved.
The drain connection did not follow.



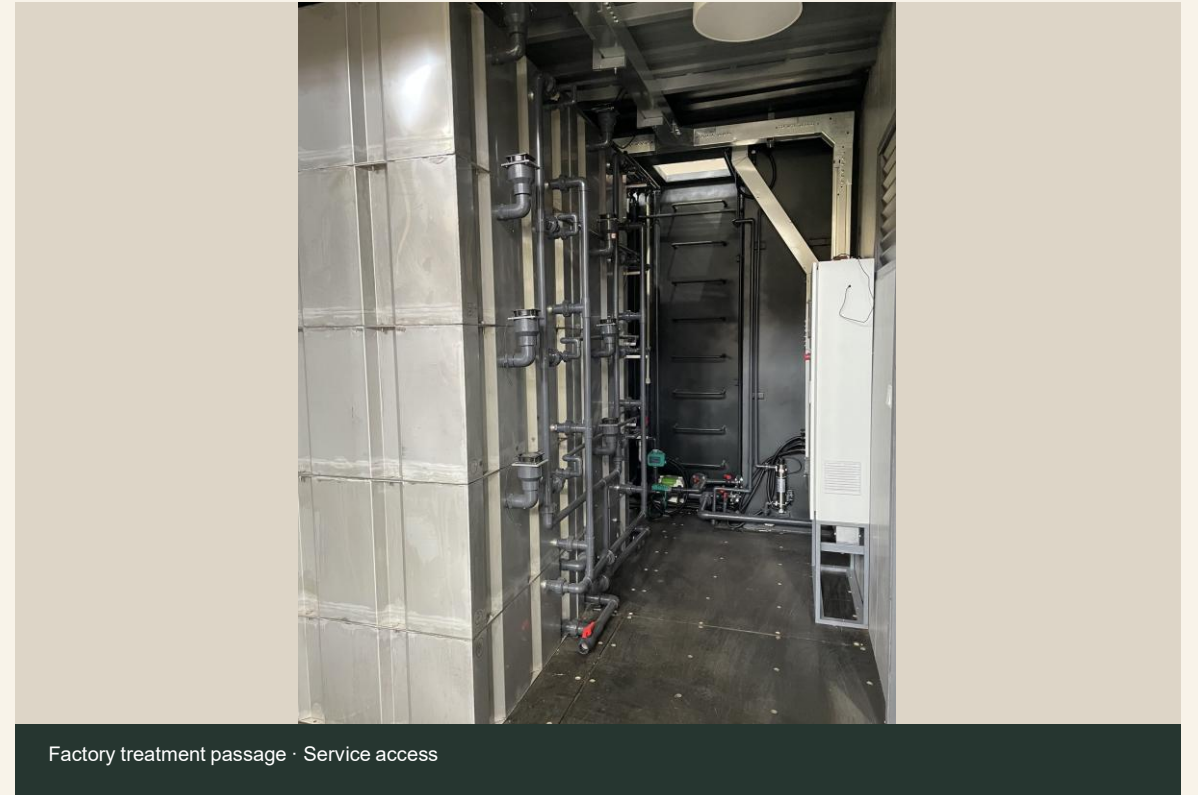
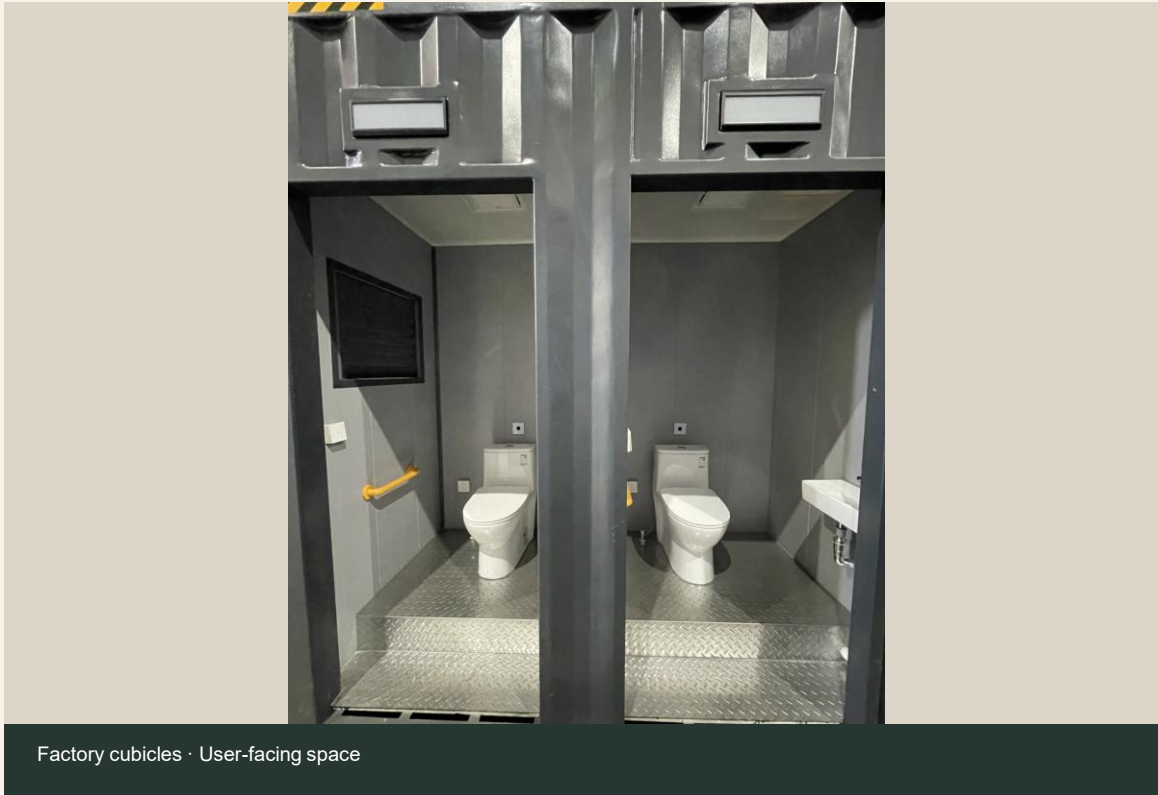
Our 11 April 2023 letter reports no drain connection at the new location.

Bring treatment to the site.



The service bay contains the treatment equipment behind the public toilets.

The public side and the service side.



Separate the user experience from access to the treatment equipment.

The treatment stages—and the return to flushing.



ECR provides additional treatment when required; the reuse route returns water for flushing.

The engineering is in the operating limits.



Commission the biology

Seed the process and increase loading in stages.

Connect controls to use

Reuse-water levels gate pump and UV operation.

Coordinate cleaning

Use a treatment-compatible cleaning protocol.

Hardware, operating conditions and daily care have to work together.

ReFlow issues can be tracked by component.

Tickets

DEMO

2 open

Component faults raised from the field

ID	SUBJECT	COMPONENT	RAISED BY	PRIORITY	STATUS	GPS
TK-2041	ECR salt tank low — dosing dropped Today 09:04	Stage 6 · ECR / salt tank	Ramesh K.	High	Open	—
TK-2036	Reuse-water booster pump noisy Yesterday	Reuse tank · booster pump	Ramesh K.	Medium	In Progress	—
TK-2030	Cubicle 4 tap flow low 2 days ago	Cubicle 4 · wash basin	Ramesh K.	Low	Resolved	—
TK-2018	Blower 2# intermittent hum 6 days ago	Stage 4 · Aerobic O · blower	Priya S.	Medium	Resolved	—

ReFlow dashboard · Demo workflow · Redrawn for legibility

Name the component. Set the priority. Track the response.

A loop has responsibilities.

KEEP THE SYSTEM RUNNING

Inputs

Makeup water

Electricity

Consumables + maintenance

On-site treatment



Wastewater



Treated water

Flushing

NON-POTABLE REUSE

PLAN THE OUTLET

Outputs to manage

Residuals

Site-specific excess water

Collection, handling and a suitable destination remain part of the service.

Flushing reuse still needs makeup water, power, maintenance and residuals handling.

Measure the difference.

400

people/day pre-launch
Speaker-reported activity; not measured treatment performance.

Water reused

litres/day

Freshwater makeup

litres/day

Energy intensity

kWh/m³ treated

Verified service

Availability + sample results

Measure water, reliability and treatment quality together.

One unit becomes a managed network.



A network needs people, maintenance and verified treatment.

Proposed service network

Citywide sanitation uses more than one treatment route.



1 Sewers + treatment

Convey wastewater to a suitable treatment plant.

2 Local treatment

Treat at or near the site; match the reuse or disposal route.

3 Managed residuals

Arrange collection, transport and suitable treatment or disposal.

MATCH THE ROUTE TO THE SITE

Connect suitable sites to sewers; use appropriate local treatment where it fits the service need.

Karnataka: procure the whole service.

1

CHOOSE THE SITE



Match the treatment route
to local conditions.

2

FUND THE SERVICE



Name the operator.
Budget for ongoing care.

3

VERIFY OUTCOMES



Measure performance
before scaling.

A site. An operator. Verified treatment. Long-term care.

Proposal for discussion

A better city starts here.

A public toilet people can use—
and a system that keeps working.

