



Ministry of Housing
and Urban Affairs
Government of India



Ensuring Safety of Sanitation Workers

A Ready Reckoner for
Urban Local Bodies

Ministry of Housing and Urban Affairs

All images are by UMC unless stated otherwise

Sanitation workers have been the foundation of the sanitation improvement story of urban India.

Sanitation sector and various services provided under it are hazardous in nature – some are moderately hazardous while many of them are extremely hazardous. The working environment puts sanitation workers to a wide range of health risks and diseases due to exposure to harmful pathogens, chemicals and sharp objects. Consequently, there is an urgent need to ensure safety and humane working condition in all aspects and activities of sanitation.

Under various legislations, ULBs are responsible for ensuring a safe working environment for the sanitation workers. Prohibition of Employment as Manual Scavengers & their Rehabilitation Act, 2013 has banned hazardous manual

cleaning of sewer and septic tanks and provides legal framework for rehabilitation of manual scavengers. The Prohibition of Employment as Manual Scavengers & their Rehabilitation Rules, 2013 and Solid Waste Management Rules 2016, mandate the employers to provide protective gears and safety devices to the employees. In 2019, Ministry of Housing and Urban Affairs (MoHUA) issued an advisory to all states for establishing an Emergency Response Sanitation Unit (ERSU) in all cities/ Urban Local Bodies (ULBs) with an objective to systemize human entry into sewer/ septic tank through organization of a professional, well trained, motivated and appropriately equipped establishment.

The COVID-19 pandemic brings back the focus on importance of

providing safe working conditions and ensuring welfare of the sanitation workers, as they continue providing essential services, despite mounting risks to their health and safety. The ULBs are a critical stakeholder responsible for ensuring health, safety and dignity of all sanitation workers.

The current edition of Swachh Survekshan 2021 has also emphasized on improving the safety of sanitation workers. This reckoner guides the ULBs to ensure safety and dignity of sanitation workers engaged in their respective cities/ jurisdictions.

MoHUA would like to acknowledge the contribution of Urban Management Centre in developing the ready reckoner.

List of abbreviations

CPHEEO – Central Public Health and Environmental Engineering Organisation

CT – Community Toilet

DAY-NULM – Deendayal Antodaya Yojana - National Urban Livelihoods Mission

EPF – Employees’ Provident Fund

ERSU – Emergency Response Sanitation Unit

IEC – Information, Education and Communication

FC – Finance commission

FSSM – Fecal Sludge and Septage Management

FSTP – Fecal Sludge Treatment Plant

MoHUA – Ministry of Housing and Urban Affairs

MoEFCC – Ministry of Environment, Forests and Climate Change

NSDC – National Skill Development Council

PPE – Personal Protective Equipment

pSEP – Private Sewage Entry Professional

PSSO – Private Sanitation Service Organisation

PT – Public Toilet

QP – Qualification Pack

RPL – Recognition of prior learning

RSA – Responsible Sanitation Authority

SBM – Swachh Bharat Mission

SEP – Sewage Entry Professional

SOP – Standard Operating Procedure

STP – Sewage Treatment Plant

SWM – Solid Waste Management

U-LEARN – Urban Livelihood e-learning and Resource Network

ULB – Urban Local Body

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1

Need for ensuring safety of sanitation workers

1.1 Issues faced by sanitation workers

- Sanitation workers are viewed as **unclean and stigmatized**; scant value is given to the work they do.
- Little or **no protective equipment** is provided to them, leading to regular accidents resulting in fatalities
- Mismatch between **high occupational hazards and low skill level** of sanitation workforce
- Little support for **rehabilitation and self-employment**
- Unfair and untimely **payment of wages**
- **Lack of financial and social safety coverage**



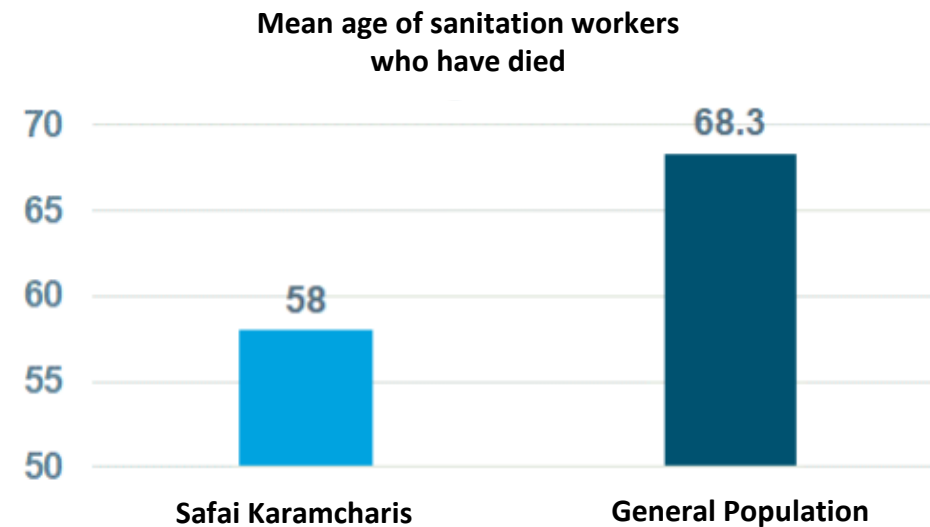
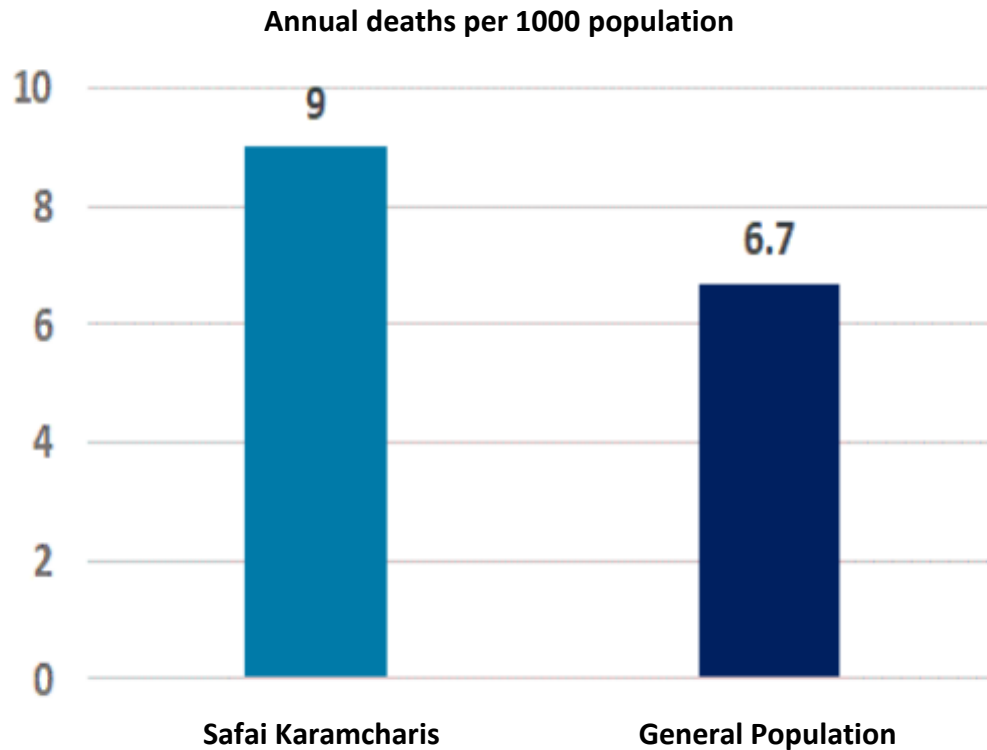
1.1 Issues faced by sanitation workers

- **Poor contractual mechanisms** and lack of SOPs in local governments
- Lack of **awareness and sensitivity** for sanitation workers' safety among service seekers
- No provision of **insurance** considering the **hazardous nature** of sanitation work
- No provision of **periodic health check ups**
- Lack of facilities to maintain **hygiene**



1.2 Sanitation workers' death

Sanitation workers regularly deal with hazardous waste and sometimes, enter high-risk confined spaces like sewers and septic tanks, for cleaning and maintaining the vast sanitation infrastructure. The working environment exposes them to a wide range of health risks and diseases due to harmful pathogens, chemicals and sharp objects.



Source: S Kamaleshkumar, K & Murali, Lokesh & Prabhakaran, V & Anandhakumar, G. (2016). Analyzing manual scavenging death rate over a critical circumstances and methods to ensure safety

Source: Salve Pradeep, Safai Karamcharis in vicious cycle: A study in the perspective of caste, April 2017

1.3 Recent media reports on sanitation workers' plight

INSIDE DEVELOPMENT | WASH

In India, a sanitation worker dies every 5 days. Here's how to change that.

By **Rebecca Root** // 19 November 2019

Water & Sanitation | Global Health | The Max Foundation | WaterAid | WHO | India

Two sanitation workers in Odisha choke to death in manhole

In a tragic incident, two sanitation workers of a family died of suffocation while cleaning a sewer line of Public Health Engineering Organisation at IRC village on Wednesday.



Published: 18th May 2017 06:27 AM | Last Updated: 18th May 2017 06:27 AM

'Stigmatised, ostracised': Sanitation workers in Tamil Nadu battle COVID-19

In recent days, many sanitation workers have tested positive for COVID-19 in Tamil Nadu. With contract jobs and no pay during recovery, the workers battle societal stigma and ostracisation.

Odisha: Sanitation worker dies of asphyxiation after entering septic tank

The deceased, SK Muna was suffocated to death after he entered the septic tank at the house of one SK Anis of the village.



Published: 02nd June 2020 09:44 AM | Last Updated: 02nd June 2020 09:44 AM

Coronavirus: Sanitation Worker Forced to Drink Disinfectant in UP's Rampur, Dies

The incident took place after the victim mistakenly sprayed the disinfectant on a man, who then, along with his aides, allegedly inserted the sanitising machine's pipe into the the sanitation worker's mouth, forcing him to drink the disinfectant.

Published: April 19, 2020 2:16 PM IST

Sweeper faints, dies after fogging in Uttar Pradesh

Four Covid-19 patients have died in Uttar Pradesh so far while 343 people have tested positive

COVID-19 CASES | **astava** in Lucknow
Deaths 0, 2:33 AM • Updated 9.04.20, 2:33 AM

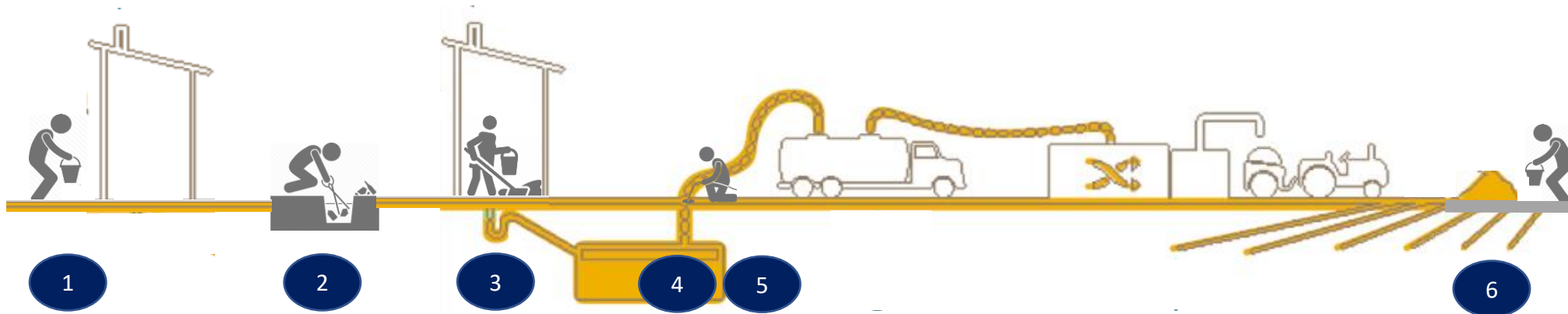
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2

Types of sanitation workers and risks associated with them

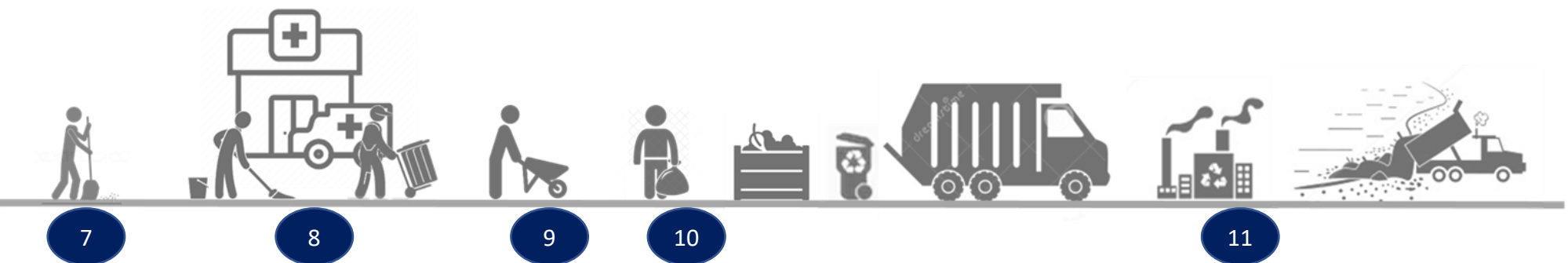
2.1 Types of sanitation workers

Types of sanitation workers in liquid waste management



1. Latrine Cleaner 2. Drain Cleaner 3. Community Toilet/ Public Toilet Cleaner 4. Septic Tank Desludger 5. Sewer Cleaner 6. Treatment Plant Worker

Types of sanitation workers in solid waste management



7. Street Sweeper 8. Institutional Waste Collector (Hospitals And Quarantine Centres) 9. Domestic Waste Collector 10. Informal Waste Picker 11. Worker At Waste Processing Facility

2.2 Occupational risks and hazards

1. Disease burden

Asthma, cholera, typhoid, hepatitis, polio, trauma, eye and skin burns, gastroenteritis

2. Risk of **chemical hazards** due to harmful gases that may be present (ammonia, sulphur dioxide, carbon monoxide). It can cause workers to lose consciousness or die

3. Risk of **microbial hazards** as the waste has a high concentration of fungi and bacteria

4. Risk of getting **musculoskeletal disorders** due to excessive manual labour, lifting of heavy weight and working long hours in detrimental postures

5. They come into direct/close contact with **fecal matter**

6. They work in **confined** and often dangerous **spaces**

7. **Injuries and infections** caused by sharp objects such as razors, syringes or broken glass

Sanitation workers who are not protected by adequate health and safety measures risk injury, infection, disease, mental health issues, and death

2.2 Occupational risks and hazards

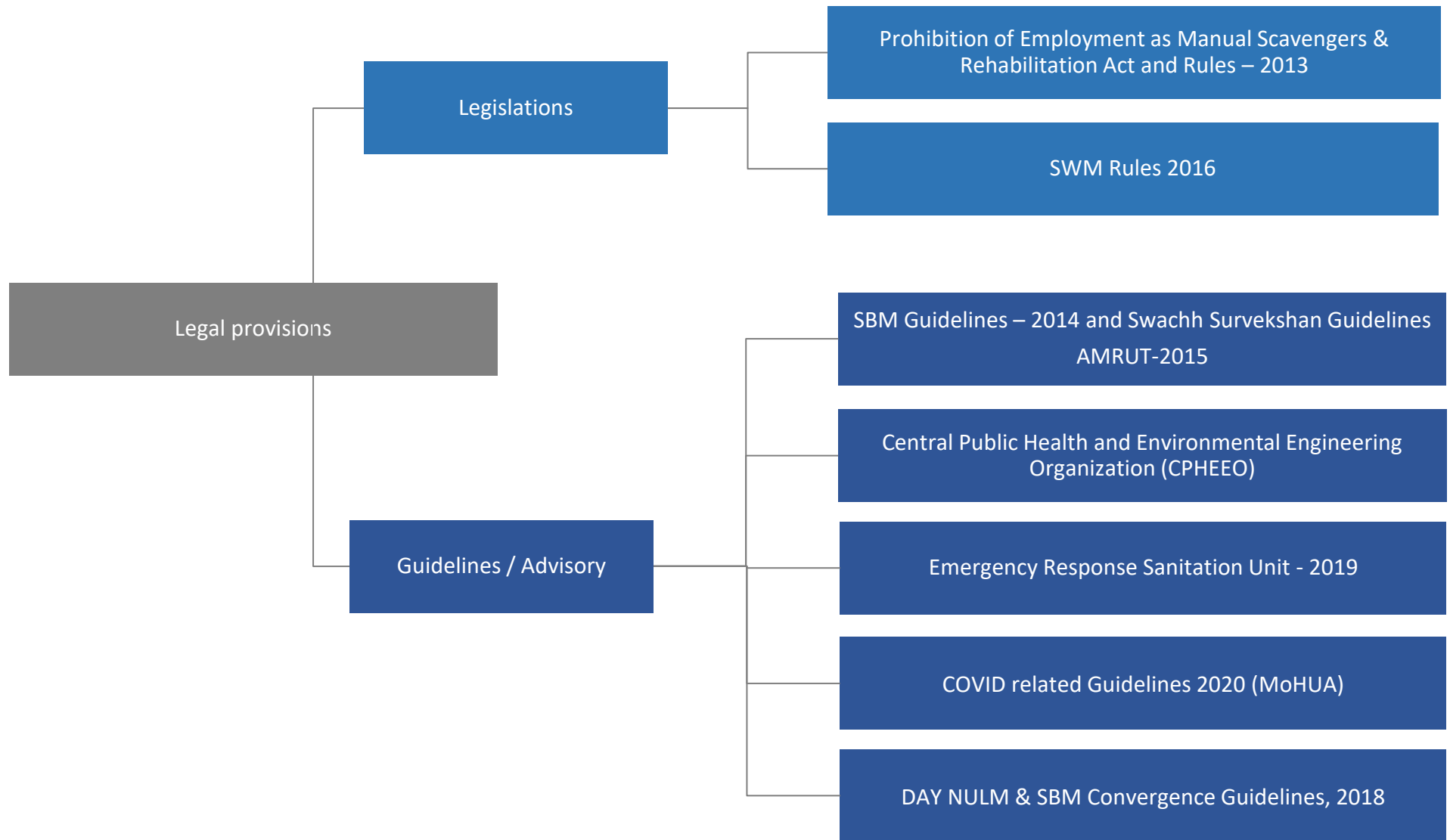
	Category of sanitation workers					
	Street sweeper/ Informal Waste Picker	Domestic Waste collector/ Institutional Waste Collector	CT/PT cleaner, latrine cleaners	Open drain cleaner	Septic tank de- sludger/ sewer network maintenance	Treatment plant workers
Musculoskeletal disorders	✓	✓	✓	✓	✓	✓
Respiratory problems	✓			✓	✓	✓
Dermatological problems	✓	✓	✓	✓	✓	
Gastrointestinal problems	✓			✓	✓	
Biological hazards		✓	✓	✓	✓	✓
Electrical hazards			✓			✓
Chemical hazards			✓	✓	✓	
Mechanical hazards		✓		✓	✓	✓
Injuries due to trips and falls, especially in confined spaces				✓	✓	

Note: Manual cleaning of sewers and septic tanks is banned barring exceptions. While the risks and hazards associated with manual cleaning are same as mechanical, the intensity of them is very high, which may lead to death of sanitation workers.

3

Legislations and guidelines

3. Legislations and guidelines



3.1 Legislation | Prohibition of Employment as Manual Scavengers & their Rehabilitation Act, 2013

‘No person, local authority or any agency shall engage or employ, either directly or indirectly any person for hazardous cleaning of a sewer or a septic tank.’

Provisions related to safety of sanitation workers:

- ULB to conduct survey to identify any person engaged or employed in manual scavenging within its jurisdiction.
- Rehabilitation of the identified persons in the survey, as prescribed:
 - i. Person shall be given a photo ID, with details of his family dependents and one-time cash assistance
 - ii. Children entitled to education as per relevant state or central scheme.
 - iii. Allotted residential plot and financial assistance for house construction.
 - iv. One person from that family to be provided livelihood skill training
 - v. Provide subsidy or concessional loans for taking up alternative occupation on a sustainable basis.
 - vi. Provided legal and programmatic assistance as the State or Central Government may notify.
- Use of appropriate technological appliances for cleaning of sewers, septic tanks and other spaces to eliminate the need for manual handling of excreta in the process of cleaning.
- **Provision of the 44 items of protective gear and safety devices** (mentioned in the Rule 4 of Prohibition of Employment as Manual Scavengers & their Rehabilitation Rules, 2013) by the employer to the employee engaged for cleaning of sewers and safety tank.
- **Following of safety precautions** before a person is engaged in the cleaning of sewer or a septic tank:
 - i. There shall be a minimum of three employees present all the time, one of whom shall be a supervisor.
 - ii. The atmosphere within the confined space shall be tested for oxygen deficiency and toxic and combustible gases.
 - iii. Before starting the cleaning, it is determined if the sewer serves any industries nearby to anticipate any hazardous atmosphere that may be encountered.
- **Life Insurance policy of at least Rs. 10 lakh for the person assigned for cleaning of sewer and septic tanks;** premium for which shall be paid by the employer

Refer - <http://legislative.gov.in/sites/default/files/A2013-25.pdf>

The Union Ministry of Environment, Forests and Climate Change (MoEFCC) notified Solid Waste Management Rules (SWM), 2016.

MINISTRY OF ENVIRONMENT, FOREST AND CLIMATE CHANGE

NOTIFICATION

New Delhi, the 8th April, 2016

S.O. 1357(E).—Whereas the draft of the Solid Waste Management Rules, 2015 were published under the notification of the Government of India in the Ministry of Environment, Forest and Climate Change number G.S.R. 451 (E), dated the 3rd June, 2015 in the Gazette of India, part II, Section 3, sub-section (i) of the same date inviting objections or suggestions from the persons likely to be affected thereby, before the expiry of the period of sixty days from the publication of the said notification on the Solid Waste Management Rules, 2015 in supersession of the Municipal Solid Waste (Management and Handling) Rules, 2000;

And whereas, copies of the said Gazette were made available to the public on the 3rd June, 2015;

And whereas, the objections or comments received within the stipulated period were duly considered by the Central Government;

Now, therefore, in exercise of the powers conferred by sections 3, 6 and 25 of the Environment (Protection) Act, 1986 (29 of 1986) and in supersession of the Municipal Solid Waste (Management and Handling) Rules, 2000, except as respect things done or omitted to be done before such supersession, the Central Government hereby makes the following rules for management of Solid Waste, namely:-

Clause 15 . Duties and responsibilities of local authorities

- (zd) ensure that the operator of a facility **provides personal protection equipment** including uniform, fluorescent jacket, hand gloves, raincoats, appropriate footwear and masks to all workers handling solid waste and the same are used by the workforce

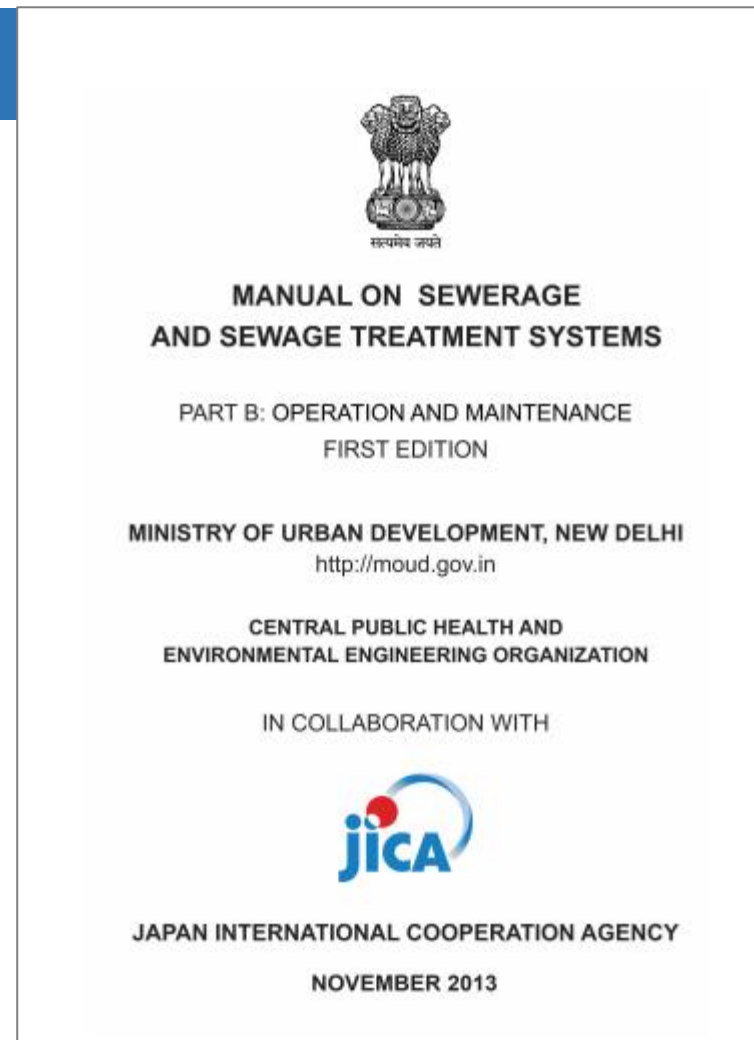
Refer - <http://www.indiaenvironmentportal.org.in/files/file/Solid%20Waste%20Management%20Rules,%202016.pdf>

Chapter 9: Occupational Health Hazards And Safety Measures

	Personal Protection	Protective Devices
1	Head Protection	Hard hats
2	Face and Eye protection	Goggles, face shields, protective creams
3	Hands and lower arms	Protective sleeves, gloves, finger pads
4	Body	Diver suit/ aprons
5	Legs and feet	Shoes
6	Ear protection	Earpads/ earplugs
7	Respiratory protection	Mask

CPHEEO manual prescribes using protective devices. It also mentions use of safety belt, portable ventilators, safety fences and safety signs wherever required.

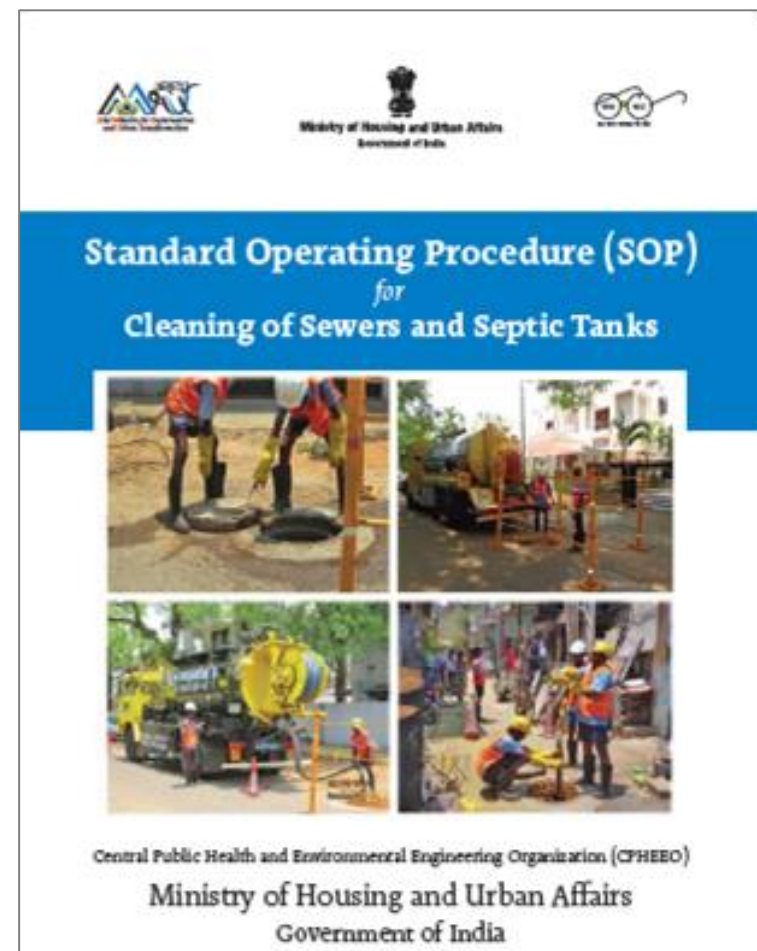
Refer - http://cpheeo.gov.in/upload/uploadfiles/files/operation_chapter9.pdf



IS 11972, CPHEEO manual and SOP released by MoHUA emphasize on using mechanical sewer cleaning equipment for O&M of wastewater infrastructure

- **When it is beyond the capability of machines** – trained sanitation workers, properly equipped and authorized should only be employed under supervision of designated authority
- Fatal accidents among people tasked to enter septic tanks/sewers have been reported due to:
 - Not observing laid down safety procedures
 - Lack of training
 - Not wearing proper protective equipment required
 - Lack/ absence of supervision

Refer - <http://cpheeo.gov.in/upload/5c0a062b23e94SOPforcleaningofSewersSepticTanks.pdf>



3.4 Guidelines | Emergency Response Sanitation Unit

Section 7 of Prohibition of Employment as Manual Scavengers & Rehabilitation Act, 2013

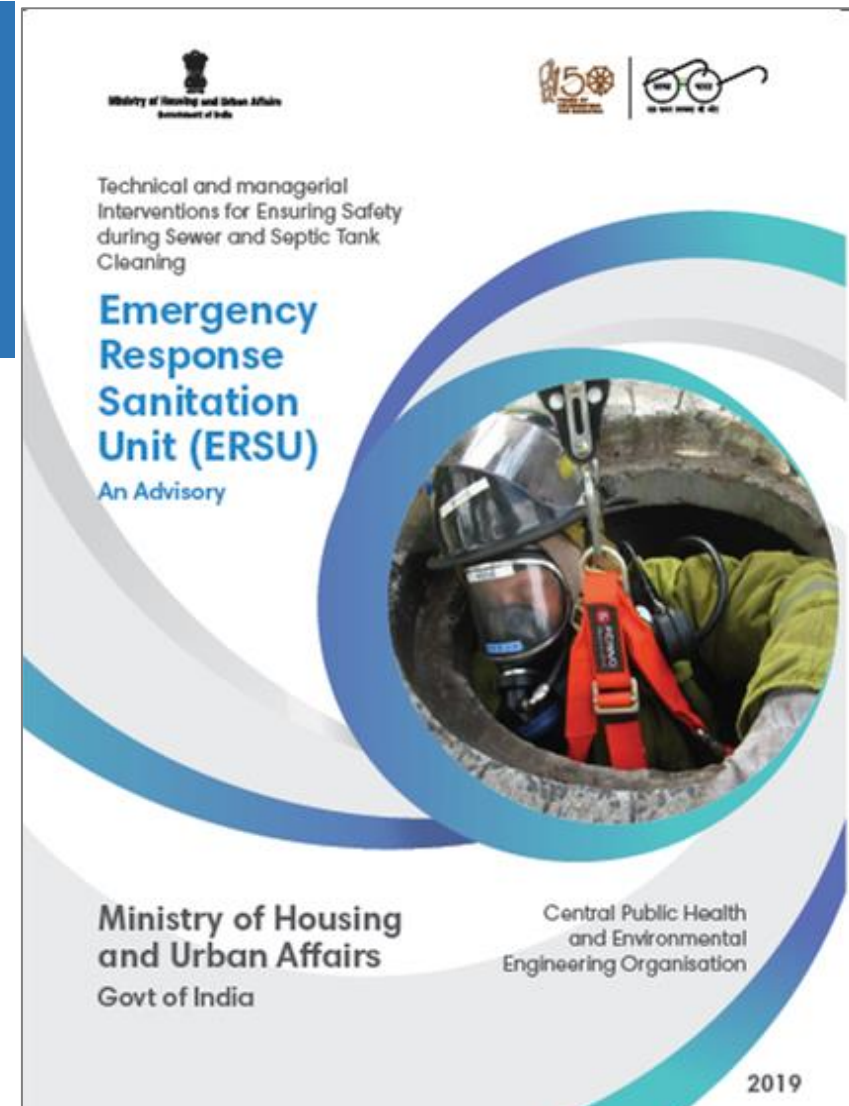
‘No person, local authority or any agency shall engage or employ, either directly or indirectly any person for hazardous cleaning of a sewer or a septic tank.’

In the event that mechanical cleaning of sewer/septic tanks does not work and human entry is required, it should be done through an Emergency Response Sanitation Unit (ERSU)

MoHUA issued a notification in 2019 to set up ERSUs

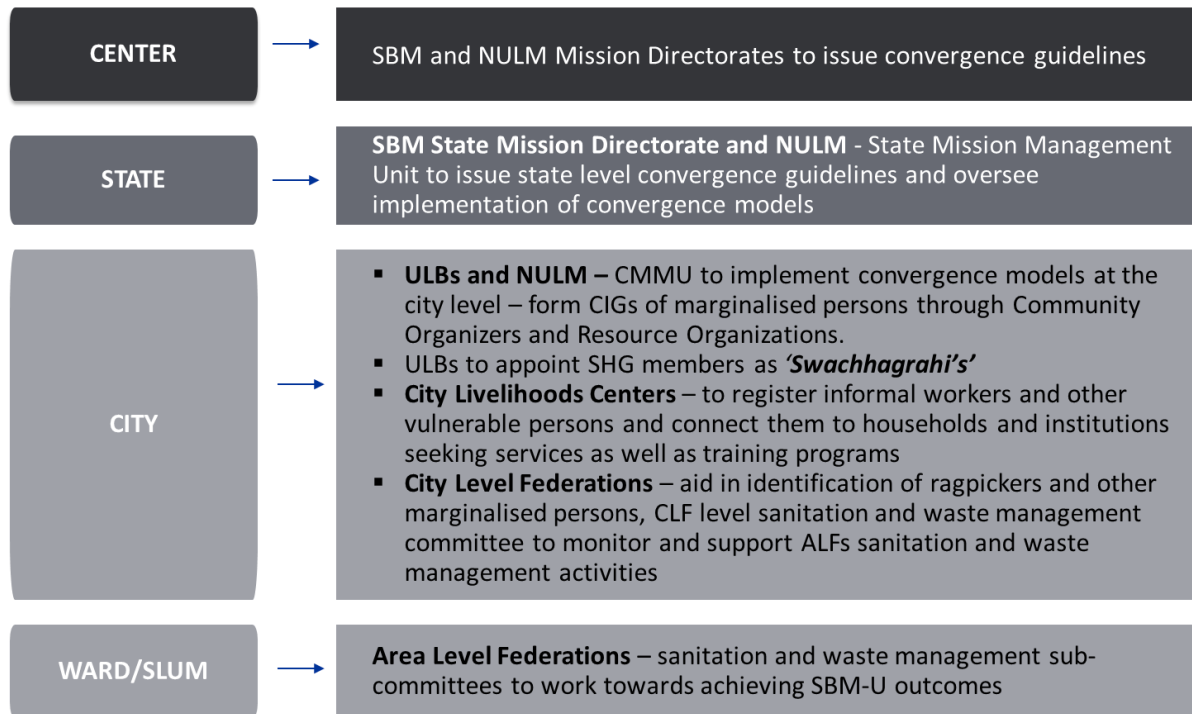
The notification asks ULBs to:

1. Set up ERSUs
2. Undertake IEC campaign to educate employers and citizens about provision of Prohibition of Employment as Manual Scavengers & their Rehabilitation Act, 2013 and hazardous cleaning of sewers and septic tanks
3. Promote mechanised cleaning
4. Issue directions to file FIR against employers in cases of hazardous cleaning of sewer/septic tanks




Refer -https://www.sudawb.org/uploads/events/SBM%20ERSU%20Book_Final.pdf

3.5 Guidelines | SBM and DAY-NULM Convergence Guidelines




Refer - https://nulm.gov.in/PDF/NULM_Mission/SBM_NULM_Convergence_Guideline.pdf




**EMPOWERING MARGINALIZED GROUPS -
CONVERGENCE BETWEEN SBM AND DAY-NULM**

March 2018

Deendayal Antyodaya Yojana-
National Urban Livelihoods Mission



Ministry of Housing
and Urban Affairs
Government of India

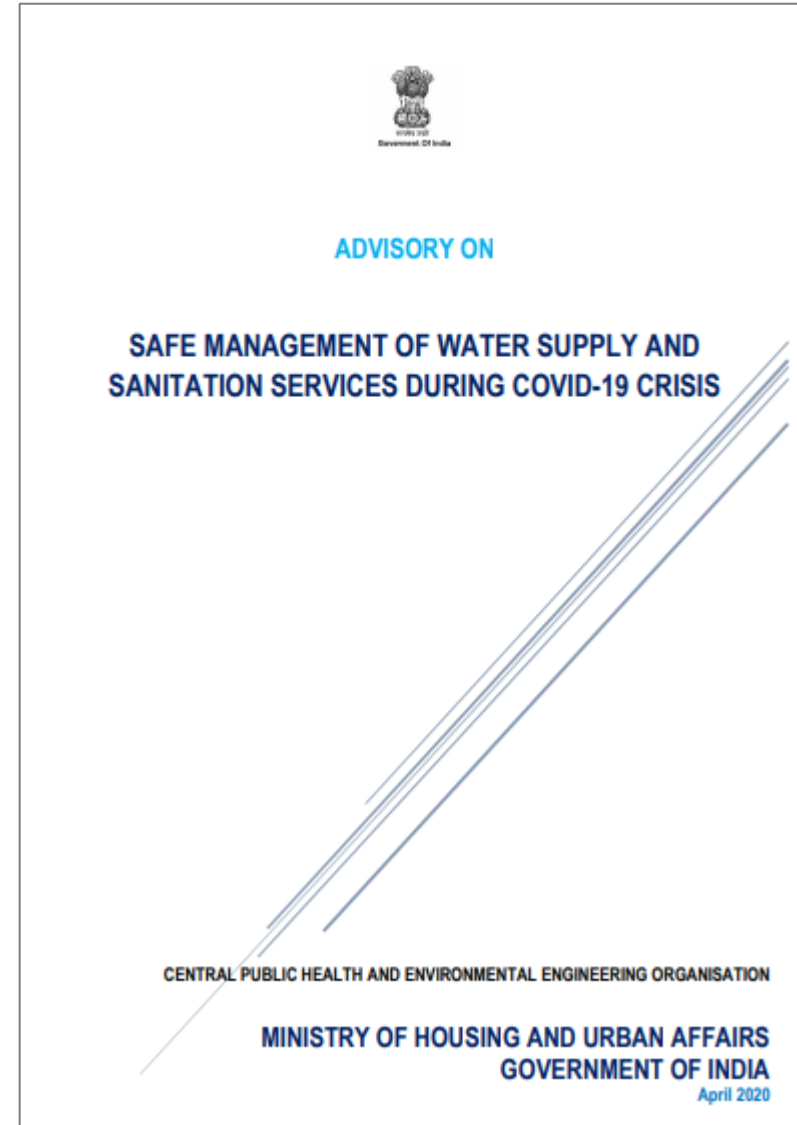


स्वच्छ
भारत
एक कदम स्वच्छता की ओर

3.6 Guidelines | COVID 19 related guidelines by MoHUA

- Sanitation workers in India are particularly vulnerable to water and sanitation related risks and are at the frontline of the essential services including sanitation, solid waste management, etc. Therefore, their safety and welfare must be accorded highest priority by ULBs and other urban utilities. Proper PPE gear to be provided and their use should be encouraged.
- Personal protective equipment (PPE) includes protective outerwear, gloves, boots, long-sleeved gown, goggles or a face shield, and a mask.

Refer - <http://mohua.gov.in/pdf/5edf84915e23aCOVID%2019%20-%20Advisory%20on%20Water%20and%20Sanitation%20Services.pdf>



4

What should ULBs do for safety of sanitation workers?

4. What should ULBs do for safety of sanitation workers?

A

Regulation of sanitation work

4.1 Enumeration of sanitation workers

4.2 Empanelment of private service providers

4.3 Adoption of standard operating procedures

4.4 Mechanization of sanitation work

4.5 Prohibition of manual scavenging

4.6 Setting up an ERSU

B

Training

4.7 Training of sanitation workers

4.8 Capacity building of ULB staff

C

Provision of entitlements

4.9 Service level benefits for sanitation workers

4.10 Health and safety of sanitation workers

4.11 Social security benefits for sanitation workers and their families

D

Enablers

4.12 Grievance redressal system for sanitation workers

4.13 Sensitizing citizens

4.14 Recognition of sanitation workers

4

What should ULBs do for safety of sanitation workers?

A. Regulation of sanitation work

4.1 Enumeration of sanitation workers

ULB should maintain records of all sanitation workers engaged in their jurisdiction either directly or via contractors or engaged informally.

a. Need of enumeration

The first step is to know how many sanitation workers* are currently engaged in the city. ULB should conduct survey of all sanitation workers and assess extent of linkage to government schemes. Following the survey, all workers should be registered with the ULB.

Registering sanitation workers engaged in performing sanitation jobs in the city will aid the ULBs in planning for PPE provision- what type of PPEs that should be provided to each sanitation worker category, the sizes and numbers of each PPE to be provided, replenishment of PPEs plan etc. .

b. How can the survey be carried out?

In order to carry out the survey and registration process, ULBs can reach out to sanitation workers by either their own sanitation staff or by engaging:

- NULM teams stationed at the state departments
- Self-help groups/ common interest groups formed under NULM program in their cities
- Local organizations working with sanitation workers

* Sanitation workers include workers engaged across the solid and liquid waste management value chains.

c. Information to be captured in the survey

The survey form should ask for the following information from the sanitation workers

- Personal details
Name, address, information about dependents
- Details about the sanitation work
Types of sanitation jobs done, wage received, modality of engagement etc.
- Aadhar card to eliminate any duplicacy in the registration process
- Access to social security schemes
 - Access to health care - Ayushman Bharat/ State specific health card
 - Access to insurance – PM/ Atal Pension Yojana
 - Access to other social security schemes – Pradhan Mantri Jan Dhan Yojana
- Membership of any SHG

Refer annexure B for sanitation workers survey form

4.2 Empanelment of private service providers

All sanitation work should be regulated by the ULB or through agencies empaneled by the ULB. For empanelment, following steps should be followed:

1. Publish notice asking all private contractors to register/empanel with the ULB

The ULB should issue a public notice asking all private contractors engaged in desludging of septic tanks and emptying of soak pits to register themselves with the ULB. Such registration is mandatory for carrying out operations in the city. Unregistered contractors should be penalized.

2. ULB should issue details, terms & conditions of empanelment on their portals

When empaneling contractors, ULBs should ensure that the contractor has adequate staff and equipment for carrying out the work. ULB should specify the validity of registration of private contractors upon empanelment and contractors should re-register after the specified period.

3: Training for de-sludging and emptying of septic tanks and soak pits

The ULB should ensure that all staff engaged by them directly or through private contractors is adequately trained in standard operating procedures and safety related aspects.

Refer – 1. Participant handbook for desludgers

<https://umcasia.org/assets/Handbook-for-Desludging-Operator-English.pdf>

2. Training handbook on PPEs

<https://umcasia.org/assets/Training-of-sanitation-workers-on-use-of-PPEs.pdf>

Annexure 4: Application Form for the License of Collection, Transportation and Disposal of Septage in Telangana

1. Name of the Applicant: Mr./Mrs.

 2. Nationality: Indian Other:
 3. Address: Regd. Office:

 Head Office:

 4. Telephone No.:(O) Mobile No.:
 Email id:
 5. Registration No. of Vehicle:
 6. Pollution Certificate of the Vehicle valid up to:
 7. Insurance No. and Date valid up to:
 8. Fitness of the Vehicle valid up to:
 9. Whether Vehicle is Fitted with GPS: (Yes/No)
 10. Details of the Vehicle (Model, Type, Capacity, Leak-proof, Odour, Spill-proof, having proper Vacuum/Suction and Discharging Arrangement (relevant Document Proof may be enclosed),
 11. Processing Fee for License: Rs.1000/- (Non-refundable)
 D.D. No.: Date: Bank:
 12. I/We certify that information given by me/us in column 1 to 11 are true to the best of my knowledge and belief. I also certify that I have read and understood the attached terms and conditions 1 to 13 and agree to abide by them. I agree that if any information given by me is found wrong, the application for license will be liable for cancellation at any time.

Paste
Self Attested
Recent Passport Size
Photograph

Signature(s) of Applicant(s)

No. of documents attached:

Date:

Source: FSSM Policy Telangana

Model clauses for any contract

To ensure safety of sanitation workers, a typical contract by ULB should include the following points :

a. Scope of work

1. Provide required equipment & devices
2. Use of safety devices and equipment like gas monitor
3. Safe transport and disposal of solid and liquid waste

b. Provision of cleaning equipment and vehicles

The contractor will be required to provide for, and operate cleaning equipment and vehicles and also provide all the necessary materials for maintenance of these

c. Capacity building

1. Orientation on their rights and entitlements
2. Training on SOPs
3. Training on use, O&M and safe disposal of PPE

d. Access to entitlements

1. Registration/ ID card
2. Paid leaves
3. Regular health check-up
4. Facilitating linkage with existing schemes

e. Provision of safety equipment for staff

1. No worker will come into physical contact with the fecal sludge, during emptying or otherwise.
2. Each worker should be given, and be wearing, safety equipment. For instance:
 - i. Safety goggles or glasses with side splash protection
 - ii. Dust mask that fits over nose and mouth
 - iii. Clean rubber gloves
 - iv. Dedicated body suit
 - v. Footwear like gumboots or safety shoes
 - vi. Battery operated torch
3. The Contractor also needs to provide workers access to clean water, soap, disposable paper towels, and a first aid kit in the workstation/ office.

Source: Format adapted from Model Bid document available on www.pas.org.in

Leading practice

Empanelment of Desludgers in Warangal

After Greater Warangal Municipal Corporation (GWMC) passed a resolution on FSM regulations, licenses were made mandatory for fecal sludge operators/truck owners.

Empanelment of fecal sludge operators was done through open notification from GWMC for 3 FSTPs; while unlicensed operators were barred and penalties were imposed on unlicensed desludging operators.

Further, training was provided on safe/protective desludging practices. A service agreement has been designed for service providers.

File No.HLTH-GEN/20/2016-SR AST1 HLT HOF

PROCEEDINGS OF THE COMMISSIONER (FAC) :: GREATER WARANGAL MUNICIPAL CORPORATION

Present: Sri Shahid Masood, B.Com.

Roc.No.HLTH-GEN/20/2016/Permit-03/2016 Dated:27-10-2016.

Sub: Greater Warangal Municipal Corporation – Public Health Branch – License for collection, Transportation and disposal of septage - Orders - Issued.
Ref: Your application dated 01/09/2016

-000-

ORDER:

In accordance with all the terms and conditions of the By-laws / Regulations, Municipal Corporation Act/Rules, the special license conditions accompanying this license and applicable rules and laws of Government of Telangana, permission is hereby granted to.

Shri. Dilli Sampath Rao S/o. Ramana is hereby authorised to undertake desludging of the septic tanks and pits from the individual households, institutions, commercial entities and to transport for disposal at a designated site as notified by GWMC duly following the "Operative Guidelines on Septage Management (Collection, Transportation Treatment and Disposal) in Greater Warangal Municipal Corporation (GWMC) - 2016".

Municipal Health Officer
Greater Warangal Municipal Corporation

To
Copy to the Deputy Commissioner-II (Sanitation), GWMC
Copy submitted to the Commissioner, GWMC for favour of kind information.
Copy submitted to the Hon'ble Mayor, GWMC for favour of kind information.

Received Copy
EST

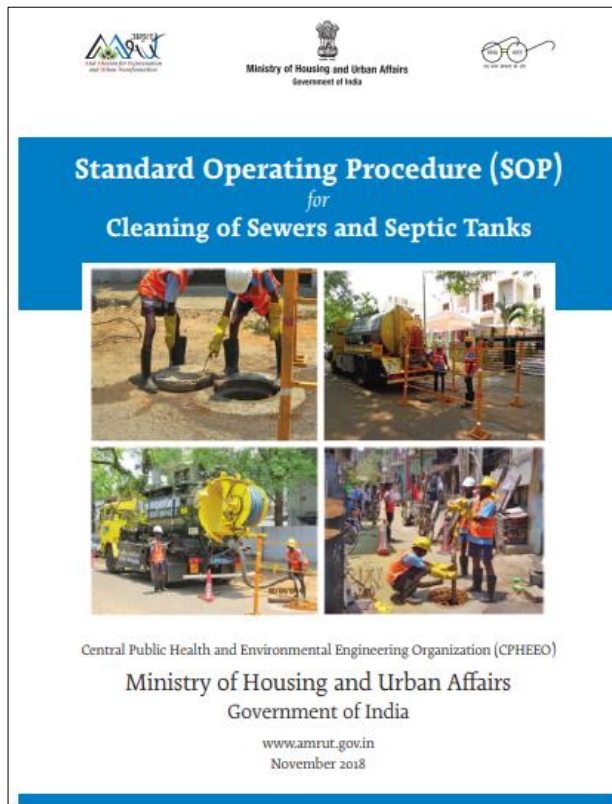
Signature valid

Digitally signed by SADANAJA
SADANAJA
Date: 2016.10.27 14:49 IST
Reason: I am the author.
License: Pk9-2016

4.3 Adoption of standard operating procedures

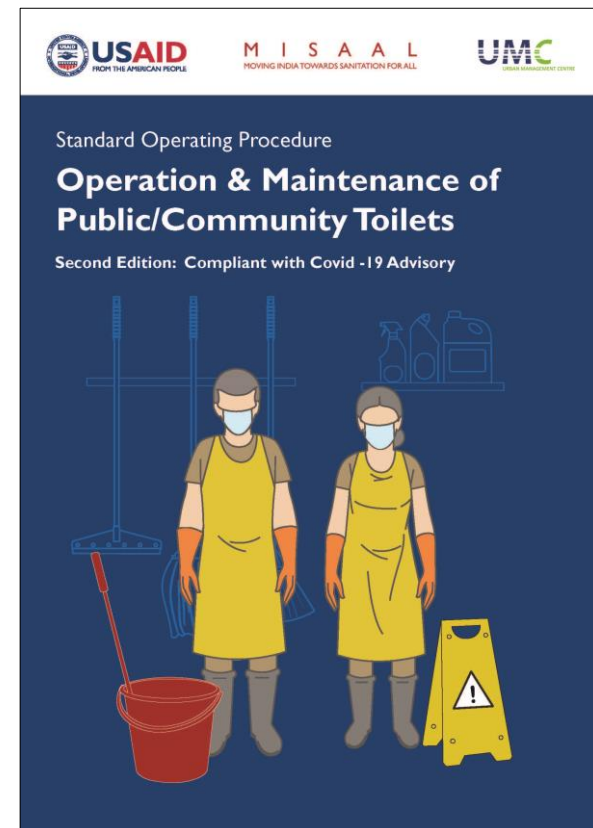
ULBs should adopt standard operating procedures for all sanitation jobs. The ULB staff and the sanitation workers should be trained to follow the standard procedures while performing their tasks.

You can refer to the SOP for Cleaning of Sewers and Septic Tanks and Operation and Maintenance of Public/Community Toilets Manual for clear step-by-step procedures to be followed by the service providers.



Refer-

<http://164.100.228.143:8080/sbm/content/writereaddata/AMRUT%20SOP%20Book%20Final.pdf>



Refer - https://umcasia.org/assets/SOP-for-OM-of-PT-CTs_English_Final_2nd-Edition_Spread.pdf

4.4 Mechanization of sanitation work

- The first step towards safety in sanitation work is elimination of risk by limiting the need of human contact with fecal matter. ULBs should procure machines to eliminate manual cleaning of septic tanks and sewers.
- Along with desludging, there have been numerous innovations like Bandicoot, Sewer croc, jetting machines for cleaning of public conveniences to reduce direct contact of workers with fecal matter
- ULBs should consider the following selection criteria for procurement or renting of the appropriate vehicle:

Criteria for selection of appropriate vehicle

- Road widths/ condition/ terrain
- Quantity of fecal sludge and septage generated
- Financial resources available
- Availability of skilled human resources to operate and maintain the vehicles
- After sale service/ skill for repair of the vehicle
- Method of desludging – (will affect the number of vehicles)
- The demand for vehicles can be calculated by calculating the septage generation, as shown in the next page



Source – <https://currentaffairs.adda247.com/guwahati-gets-manhole-cleaning-robot-bandicoot/>



Source – <http://www.sanitor.in/SewerCrocandRoboticCameraSystem.html>

Leading practice

Mobilization of sanitation workers to adopt mechanization

The Dalit Indian Chamber of Commerce & Industry (DICCI), Telangana chapter developed a road map for transforming manual scavengers and their dependents into entrepreneurs and at the same time ensuring elimination of direct contact with fecal matter.

134 Sanitation workers involved in scavenging practices were motivated to quit manual scavenging and instead use machinery and equipment for providing sanitation services. With help of DICCI, these workers prepared project proposals, applied for cheaper loans and procured vehicle.

With handholding and support of DICCI, these workers participated in tendering process and have been given contract by HMWSSB to clean septic tank and sewer network. This is a successful model of manual scavengers turning into entrepreneurs.



Calculate the estimate desludging demand in the city

Mechanization of desludging is a critical component to eliminate manual scavenging. Each ULB should have adequate no. of desludging vehicles to be able to meet the demand of septage management. These vehicles could be owned by the ULB or can be available through empanelled desludgers. ULBs can use the following method to calculate the estimated septage generation in the city.

The ULB needs to have the following data for calculating the demand

1. Population
2. Total households (HHs)
3. HHs having toilets with septic tanks
4. No. of community/ public toilets having septic tanks
5. Septic tank cleaning cycle for HHs (In years)
6. Septic tank cleaning cycle for CT/PT (in days)
7. No. of working days in a year
8. No. of trips possible per emptying vehicle per day (trips/day/vehicle)

1 Calculating no. of tanks to be emptied in a day

- HHs toilets connected to septic tank/ cleaning cycle for HHs = _____
- CTs connected to septic tank/ cleaning cycles for CTs = _____

2 Calculating no. of trucks required

- No. of tanks to be emptied in a day/ No. of trips per day= _____

3 Calculating volume of septage to be treated

- Average volume of HHs and CTs septic tanks * No. of tanks to be emptied in a day = _____

Refer – Fecal Sludge and Septage Management: An Orientation Module <https://scbp.niua.org/?q=content/fssm-orientation-module-part-b-learning-notes>

4.5 Prohibition of Manual Scavenging



- Under the section 7 of Prohibition of Employment as Manual Scavengers & their Rehabilitation Act, 2013 - **‘No person, local authority or any agency shall engage or employ, either directly or indirectly any person for hazardous cleaning of a sewer or a septic tank.’**
- In 2014, the Supreme Court has ordered ULBs to provide **compensation of Rs. 10 lakh each to families of all deceased manual scavengers** since 1993.
- MoHUA had issued a notification to set up ERSU (2019), it directs to file **FIR against employers in cases of hazardous cleaning of sewer/septic tanks** (where hazardous cleaning is manual cleaning without using PPEs and under no supervision).

4.6 Setting up an ERSU

- Under the section 7 of Prohibition of Employment as Manual Scavengers & their Rehabilitation Act, 2013 - **‘No person, local authority or any agency shall engage or employ, either directly or indirectly any person for hazardous cleaning of a sewer or a septic tank.’**
- The main objective of the Emergency Response Sanitation Unit (ERSU) is to **provide professional, well trained, motivated and appropriately equipped workforce for the maintenance and management of sewers**

and septic tanks, thereby eliminating the deaths caused by entry of workers into sewers and septic tanks without proper PPEs & training and nonadherence to security protocols.

- The ULBs should set up an ERSU with the following members to ensure that only authorized sanitation workers enter sewer/ septic tank under the supervision.

Composition of ERSU



State/UT
Government



RSA

- Responsible sanitation authority (RSA) - single authority for ensuring safe and successful sewer/ septic tank entry**
- Staff for ERSU will be arranged by the RSA : a headquarter and a 24x7 response contact number



ERSU



PSSO

- ERSU engages a team of Sewer Entry Professionals (SEPs)
- Professionally trained and equipped Private Sanitation Service Organizations (PSSOs) may also be empaneled by the ERSUs



SEP/pSEP
1. Authorized entrant
2. Topman/ attendant

4

What should ULBs do for safety of sanitation workers?

B. Training of sanitation workers and ULB staff

4.7 Training of sanitation workers

Training of sanitation workers is essential to ensure that they practice the safety guidelines as per standards. ULBs should conduct trainings periodically.

1: ULBs should prepare a training calendar for sanitation workers

Both technical skills (related to safety, standard procedures and use of equipment) and soft skills (communication, negotiation skills etc.) are required on the job. Hence, ULBs should adopt a quarterly training calendar to enhance the capacity of sanitation workers. The training calendar will guide the ULB to conduct training in an organized manner and enable the sanitation workers to participate in an effective manner.

Safety related training	Soft Skills	Technical skills
Potential hazards, Rules for risk management at workplace	Work ethics and etiquettes	For all categories of sanitation workers - Desludgers, drain cleaners, street sweepers, door-to-door waste collectors, FSTP/STP operators, community toilet/ public toilet cleaners <ul style="list-style-type: none"> Standard operating procedures for collection, storage, transport, treatment and disposal of waste Best practices in respective sanitation jobs
PPE– use and maintenance	Working effectively with coworkers	
Immunization, health and safety	Digital literacy , Financial literacy	
Emergency planning, Components of first aid box	Entrepreneurship	

2: ULBs should regularly organize training of SWs and ULB on various aspects of sanitation

Following standard procedures at work is critical for preventing accidents and occupational diseases. Thus, ULBs should organize training workshops to help and encourage the workers to upgrade their skill sets. ULBs may engage NGO and local CSOs having credible experience of working with and training sanitation workers. Separate budget must be earmarked for ensuring smooth conduct of training sessions. These should also include sanitation workers engaged by contractors.

National skill development corporation provides training programmes for:

1. Certification of existing skills
2. Upgradation of skills and certification

4.7 Training of sanitation workers

3. Certification of existing skills through **Recognition of Prior Learning (RPL)** program

ULBs should organize RPL training programs to promote certification of existing skills of the sanitation workers. It is usually a training program of 2-5 days wherein participants receive certification upon completion. Skill Council for Green Jobs provides RPL training on the following sanitation jobs.

- Safai Karamchari
- Wastepicker
- Manager- Waste Management
- Recyclable Waste Collector & Segregator
- Wastewater Treatment Plant Helper
- Wastewater Treatment Plant Technician

4. Upgradation of skills and certification through **NSDC approved quality packs**

ULBs should organize trainings for sanitation workers to develop new skills. Qualification Packs approved by National Skill Development Corporation are available for different sanitation jobs including:

1. Desludging operator
2. FSTP O&M Technician
3. Septic Tank technician
4. Safai Karamchari
5. Waste Picker
6. Helpers at treatment plants and community toilets

Visit: <https://skillindia.nsdcindia.org/qplistings>



QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR GREEN JOBS

What are Occupational Standards (OS)?

➤ OS describe what individuals need to do, know and understand in order to carry out a particular job role or function

➤ OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

Contact Us:
Skill Council for Green Jobs,
CBIP Building, Malcha Marg, Chanakyaपुरी
New Delhi – 110021
Ph. 011- 41792866

E-mail:
info@sscjj.in



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Introduction

Qualifications Pack- Desludging Operator

SECTOR: GREEN JOBS

SUB-SECTOR: Waste Management

OCCUPATION: Operation & Maintenance

REFERENCE ID: SGJ/Q6403

ALIGNED TO: NCO-2015/9613.0500

Brief Job Description: The Desludging Operator, also known as Sludge Emptier is an individual, who is responsible for emptying, transport and disposal of faecal sludge from the septic tank to desludging site / Faecal Sludge Treatment Plant. He /She has to operate pumps, suction hoses and other machinery/equipment to empty the septic tank and appropriately dispose the sludge. Desludging Operator would further specialize as an entrepreneur, he/she would be trained to venture into desludging services for managing Faecal Sludge.

Personal Attributes: The Individual is expected to be physically fit and should be able to work across various location/site conditions. He/ She should be self-motivated and able to produce good quality work. He/ She must have good communication skill, team spirit, be courteous and polite. He should be efficient in working with proper planning skills.

4.8 Capacity building of ULB staff

Capacity building of ULB staff is crucial so that they understand the safety measures that should be practiced and can ensure compliance of the same.

ULBs should mandate its staff to take up 3 e-courses per quarter

SBM e-learning platform has a total of 179 modules on various aspects of sanitation. Users receive certification upon completion of courses. ULBs should make it mandatory for staff to complete minimum three number of courses per month.

Course 123: Prevention of Manual Scavenging in cities



Course 208: Mainstreaming Waste Pickers in SWM, PMC_UMC



Course 209: Mainstreaming Waste Pickers in SWM, PMC_UMC



Course 703: Fecal Sludge Treatment Plant in Devanahalli



SBM e-learning portal

9 SERIES 179 MODULES
301 LESSONS 165 QUIZZES

Refer – <https://swachhbharat.azurewebsites.net/#/>

4

What should ULBs do for safety of sanitation workers?

C. Provision of entitlements

4.9 Service level benefits for sanitation workers

1. Provision of PPEs

- **Sanitation workers should use suitable PPEs for performing their work. PPEs should be procured based on the requirement for different categories of sanitation work. Sanitation workers should be trained on the use and maintenance of PPEs so that PPEs are used effectively.**
- **ULBs should ensure that there are changing and bathing facilities where the workers can wear and remove PPEs and they can ensure their personal hygiene. Lockers for storing PPEs should also be provided.**

a. Why are PPEs essential ?

PPE safeguard health of workers by minimizing their exposure to hazards that can cause serious workplace injuries and illness.

These injuries and illnesses may result from contact with chemical, radiological, physical, electrical, mechanical, or other workplace hazards. PPE include items such as gloves, safety glasses, safety shoes, helmets, masks or respirators, or coveralls, vests and full body suits

b. Whose responsibility is to provide PPEs?

As per the Prohibition of Employment as Manual Scavengers & their Rehabilitation Act 2013, it is the duty of the employers, either ULB or a private agency, to provide PPEs to sanitation workers.

The ULBs should provide PPEs to sanitation workers engaged by them irrespective of modality of engagement. The ULBs should also ensure that private contractors provide PPEs to the sanitation workers engaged by them. To facilitate enforcement of Prohibition of Employment as Manual Scavengers & their Rehabilitation Act 2013 and smooth monitoring of private agencies, the ULB should empanel all private service providers and ascertain adoption of standard operating protocols to ensure safety of sanitation workers. Please refer section 4.2 for empanelment procedure.

1.2..1 Procurement of PPEs for different sanitation jobs

1.2.2 Training for sanitation workers on the use, maintenance, storage and safe disposal of PPEs

1.2.3 Provision of handwash stations and changing facilities at the workplace

1.2.4 Timely replenishment of damaged PPEs

4.9.1 Provision of PPEs

c. Procurement of PPEs for different sanitation jobs

Each sanitation job requires protection against different set of risks and hazards. The Prohibition of Employment as Manual Scavengers & their Rehabilitation Rules 2013, CPHEEO guidelines and advisory prescribe various PPEs. ULBs should ascertain total number of sanitation workers under each category of sanitation work and procure relevant PPE accordingly.



Nitrile Gloves – 13” in length



Particulate Mask with a nose clip



Cotton sun hat



Safety Goggles with or without strap.



Nitrile Gloves – 18” in length



Particulate Mask with a nose clip



Comfortable shoes without steel toe



PVC water proof apron



High visibility reflective jacket



Barrier Cone & Caution Board



Comfortable shoes without steel toe



PVC water proof apron

PPEs for street sweeper, informal waste picker, domestic waste collector, institutional waste collector and workers at waste processing facility

PPEs for CT/PT cleaner and latrine cleaner

4.9.1 Provision of PPEs

c. Procurement of PPEs for different sanitation jobs



Thigh waders with attached boots



Nitrile Gloves – 18” in length



Particulate Mask with a nose clip



Barrier Cone & Caution Board



Nitrile Gloves – 13” in length



Particulate Mask with a nose clip



Safety helmet made of polypropylene co-polymer with air vent, chin strap, headband and sweatband



Barrier Cone



Safety goggles with straps



Safety helmet made of polypropylene co-polymer with air vent, chin strap, headband and sweatband



Comfortable shoes without steel toe



PVC water proof apron

PPEs for drain cleaners

PPEs for FSTP/ STP operators

4.9.1 Provision of PPEs

c. Procurement of PPEs for different sanitation jobs



Safety helmet made of polypropylene co-polymer with air vent, chin strap, headband and sweatband



Full face respirator



PVC water proof apron



Nitrile Gloves – 18” in length



Gumboots without steel toe



Caution board



Barrier Cone



First aid kit

PPEs for desludgers (mechanical)

4.9.1 Provision of PPEs

c. Procurement of PPEs for different sanitation jobs



Safety helmet and head lamp



SCBA

Breathing apparatus with modular airline supply trolley system



Diver's suit and gum boots



Nitrile Gloves – 18” in length



1. Barrier cone
2. Caution board
3. Search light



1. Gas monitor
2. Air compressor and blower



Safety tripod set with nylon rope ladder, body harness and safety belt



1. Emergency medical oxygen resuscitator kit
2. First aid kit
3. Life guard pad

PPEs for sewer line cleaners

4.9.1 Provision of PPEs

d. Training for use and maintenance of PPEs

If the PPEs are not used properly, they will be ineffective in protecting users from likely accidents or infections. Improper use can make the users prone to accidents and hinder work speed. To prolong the life of PPE and avoid frequent wear and tear, PPEs should be cleaned and stored properly. PPE should also be safely disposed so that they do not lead to any contamination of surrounding environment.

Thus, it is essential that all sanitation workers are trained in the following.

- How to wear PPEs?
- How to remove PPEs?
- Do's and Don'ts of using PPEs
- How to disinfect PPEs after work?
- How to store and maintain PPEs?
- How to safely dispose damaged PPEs?

The Government of Telangana has issued a guidelines on “PPE for sanitation work forces” instructing the ULBs to ensure the safety and well being of sanitation workers. The guideline outlines the types of PPE required for different categories of sanitation workforce in a pictorial format. It details material specification and provides an indicative list of PPE manufacturers and vendors.

To access the advisory, please check <https://cdma.telangana.gov.in/1/coir/Grid.aspx> (Serial no. 40 in the circulars and proceedings tab)



Training of Sanitation Workers on use of Personal Protective Equipment

Refer annexure A for PPE handbook

4.9.1 Provision of PPEs

e. Provision of handwash stations

From a rapid assessment study conducted in June 2020, 80% of sanitation workers do not have access to handwashing and changing facilities at their workplace. In absence of it:

1. They are not able to maintain their personal hygiene
2. They do not have access to water and soap to clean their PPEs after work
3. Especially female sanitation workers do not have access to changing rooms after their shifts.

ULBs should ensure there are facilities of washing and changing for the sanitation workers at their workplace. There should be provisions for lockers for workers to store their PPEs. ULBs could make these provisions at the muster station/ ward offices where the sanitation workers typically go to mark their attendance or certain PTs near their workplace.



Low-cost portable foot-operated hand washing facility

Source: <https://www.tribuneindia.com/news/ludhiana/foot-operated-handwash-stations-find-many-takers-89666>



Changing facility for sanitation workers

Source: https://en.wikipedia.org/wiki/Changing_room

4.9.1 Provision of PPEs

f. Periodic replenishment of PPEs

Different PPEs last for different time duration depending on their quality, usage, maintenance etc. The ULB should maintain a register of PPE distribution and ensure PPEs are periodically replenished or provided timely in case of damage, either by ULB or by private employer. ULBs can follow the advised replenishment frequency* as mentioned in the adjacent table.

PPE	Frequency of replenishment
Gloves	At least once in 2 months
Shoes	At least twice a year
Eyewear	At least twice a year
N95 Mask	At least once in 7 days
Apron	At least twice a year
Helmet	At least once a year
Wader suit	At least once a year
Gumboots	At least twice a year

*Note: The replenishment frequency is suggestive and will vary across various categories and models of PPEs

Sample estimation: Annual cost of PPE for a deslugger

PPE	Quantity required per year	Cost per unit (in Rs.)	Total cost (in Rs.)
Gloves	12	95	1140
Gumboots	2	200	400
Eyewear	2	80	160
Mask	48	45	2160
Helmet	1	320	320
Total cost per worker			4180

Cost per worker per month is Rs. 348 or Rs. 12 per day

Leading practice

PPE provision in Warangal

The Greater Warangal Municipal Corporation (GWMC) has a total of 2754 sanitation workers. GWMC provided PPEs to all permanent and outsourced sanitation workers instead of relying on private contractors. Additionally, they have been successful in identifying common problems in the usage of PPEs and have resolved them using various strategies as listed in the table below. It has resulted in:

- High morale of sanitation workers due to GWMC's initiatives
- Increased trust between administration and sanitation workers
- No COVID-19 cases reported amongst sanitation workers as of 10 Aug 2020.

Challenge	Solution
Disposable gloves were not reaching the workers timely	Workers were given reusable, washable gloves that could last 3 months
Workers were using kerchiefs instead of provided surgical masks	Workers were given cloth masks stitched by local SHGs
Workers were not changing out of work clothes once reaching home	Workers will receive 2 sets of work uniforms each.



4.9.2 Minimum wages for sanitation workers & EPF


Minimum Wages

- The Minimum Wages Act, 1948 mandates payment of minimum rates of wages fixed by the Government to the employees engaged in the notified scheduled employments by the concerned employers
- All the states issue their own list of scheduled employments
- States like Tripura, Bihar, Telangana, Jharkhand, Himachal Pradesh, Gujarat, Kerala, already have a separate category of sanitation workers in their respective schedules
- **There should be a separate category of sanitation work in the list of schedule employments to ensure sanitation workers get a minimum wage**
- **Once the state notifies minimum wages for sanitation workers, ULBs should ensure its enforcement for all workers engaged through their contractors as well**

Employees' Provident Fund

- **ULBs should ensure that the benefits of EPF are extended to the sanitation worker as per the provisions of Employees' Provident Funds Act, 1952 (19 of 1952).**

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TRIPURA GAZETTE

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EXTRAORDINARY ISSUE

Agartala, Thursday, June 25, 2020 A. D., Asadha 4, 1942 S. E.

PART—I— Orders and Notifications by the Government of Tripura,
The High Court, Government Treasury etc.

**GOVERNMENT OF TRIPURA
LABOUR DEPARTMENT**

No.F.87 (1)-LAB/ENF/MW/89/3212-25 Dated, Agartala the 3rd June 2020.

NOTIFICATION

*In continuation of this Department's Notification No.F.87 (1)-LAB/ENF/MW/89/ 2970-83 dated 4th June,2019 and in furtherance of the aforesaid Notification, the State Government hereby revises the Variable Dearness Allowance (VDA) on the basis of 6-monthly average Consumer Price Index Numbers for the period of six months commencing from 01-07-2019 and ending on 31-12-2019 over the previous 6-monthly average viz ~~4811~~ over ~~4788~~ average Consumer Price Index for the workers engaged in the employment of " **Sufai Karmachari** " in Tripura as under and directs that the Variable Dearness Allowance shall be payable **with effect from 01-04-2020** by the employers to the workers/employees employed in the aforesaid employment as per the following schedule :*

SCHEDULE

Average Increase of CPI	Category of workers	Minimum basic wages (per day)	Previous VDA	Present VDA	Total minimum rates of wages (3+4+5)
1	2	3	4	5	6
26	SafaiKarmachari	Rs 704.00	Rs 19.15	Rs 1.11	Rs. 224.00 per day

4.9.3 Insurance & disability support

Health insurance

Sanitation workers are exposed to hazardous situations on a daily basis; it makes them and their families vulnerable to health hazards.

- **ULBs should provide for health insurance for sanitation workers**
- **Premium of the health insurance should be borne by the ULB**
- **Sanitation workers should be linked to national schemes such as Jeevan Jyoti Yojana/ PM Suraksha Yojana**

Life insurance

- **Prohibition of Employment as Manual Scavengers and their Rehabilitation Act, 2013 asks employers to provide a life Insurance policy of at least Rs. 10 lakh for the person assigned for cleaning of sewer and septic tanks. Its premium shall be paid by the employer**
- **Considering the hazardous nature of sanitation work, sanitation workers should be covered with life insurance**
- **ULBs should provide for life insurance for sanitation workers**
- **Premium of the life insurance should be borne by the ULB**

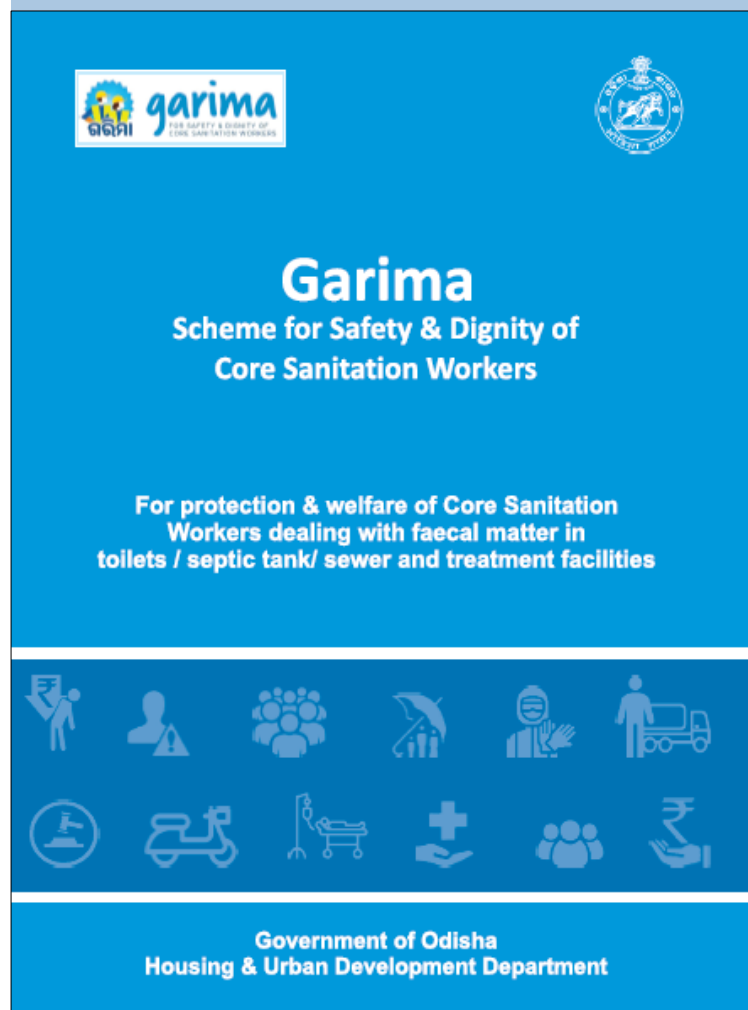
Disability support

- **Sanitation workers are prone to injuries and infections which may lead to partial and permanent disability**
- **ULBs should provide for compensation through ex-gratia payment**

Leading practice

Garima Scheme in Odisha

The Government of Odisha has launched a scheme for safety and dignity of sanitation workers on 11th September 2020. The main Components of the scheme include the following:



The poster features the Garima logo (GQRI) and the Government of Odisha emblem. The text reads: "Garima Scheme for Safety & Dignity of Core Sanitation Workers" and "For protection & welfare of Core Sanitation Workers dealing with faecal matter in toilets / septic tank/ sewer and treatment facilities". At the bottom, it says "Government of Odisha Housing & Urban Development Department". The poster also includes a row of 12 icons representing various aspects of the scheme: a person with a document, a person with a warning sign, a group of people, an umbrella, a person in a mask, a person with a cart, a scale of justice, a motorcycle, a person with a stretcher, a medical cross, a group of people, and a hand holding a coin.

IDENTIFICATION & ENUMERATION OF CORE SANITATION WORKFORCE

SOCIAL SECURITY BENEFITS FOR SANITATION WORKERS & THEIR FAMILIES

- Health & life insurance
- Education grant for brighter future of children
- Support for pucca housing
- Enhancing mobility through two-wheeler support

FINANCIAL & SERVICE LEVEL BENEFITS

- Special category of wages
- Risk and hardship allowance
- EPF and post-retirement benefit
- Reduced working hours
- Disability support
- Making alternative livelihoods accessible

SKILL DEVELOPMENT & TRAINING OF SANITATION WORKERS

SAFE WORKING CONDITIONS

- Appropriate PPEs and mechanised cleaning
- Standardised contracts for empowering sanitation workers
- Mandatory registration of private service providers

4.10 Health and safety of sanitation workers

What can the ULBs do to ensure the well-being of sanitation workers?

1. Provide regular health check-ups

(At least twice a year and this should be frequent in COVID- 19 pandemic context)

- If necessary, provide vaccinations against tetanus, leptospirosis fever and so on.
- Tie up with Primary Health Centers and maintain health records for all sanitation workers.
- Include sanitation workers engaged by contractors as well

2. Mental well being to be checked

- Ensure the mental well being of workers through periodical check-ups organized by the ULBs.

Following should be examined in a health check up:

- Examine medical history
- Examine subjective symptoms and other objective symptoms
- Check height, weight, vision and hearing ability
- Chest X-ray examination
- Blood pressure measurement
- Check for anaemia
- Check for liver functions
- Check for lipids in blood
- Check blood sugar level
- Urine analysis
- Electrocardiogram analysis

Refer: http://cpheeo.gov.in/upload/uploadfiles/files/operation_chapter9.pdf

4.11 Social security benefits for sanitation workers & their families

Linkage with government schemes

There are a number of existing government schemes for the benefit of sanitation workers and their families.

- ULBs should map the sanitation workers against the government schemes they are eligible for. This has also been encouraged by the Swachh Survekshan 2021
- Based on the eligibility of the workers, ULBs should link sanitation workers to existing schemes so that they are able to access their entitlements

The ULBs can do the following to link workers with relevant government schemes.

1. Organize camps where officers of relevant schemes put up their stalls. They should assist sanitation workers in registering for various schemes
2. Use IEC for building awareness about the date of organizing camp and inviting all sanitation workers to attend the camp
3. Engage community groups / self help groups to mobilize sanitation workers and participate in the camp
4. Ensure sanitation workers on contract are included



National social & financial safety schemes



U-LEARN: Urban Livelihood e-Learning and Resource Network

The Ministry of Housing and Urban Affairs (MoHUA) is leading a paradigm change in the lives of urban poor through the Deendayal Antyodaya Yojana-National Urban Livelihoods Mission (DAY-NULM).

The U-Learn e-learning portal aims to build capacities of all functionaries of the DAY-NULM Mission (NMMU, SMMU, CMMU, Community Organisers, Community Resource Persons, Resource Organizations, members of Area Level Federations and Self Help Groups and for elected and executive officials of urban local bodies. The U-Learn portal will also serve as a knowledge portal for NGOs and research organizations working in urban poverty and livelihoods sector.

The DAY-NULM work force is highly mobile and they need a learning solution which they can carry with them. Technology-aided learning can help training the DAY-NULM field teams who are mostly out-of-office.

U-LEARN is a one stop place to refer guidelines, advisories case studies on DAY-NULM. U-LEARN is more than just watching a presentation on a computer screen. Through mobile phones, viewers can use a lot of learning content such as easy to understand tutorials in the form of videos, case studies on leading practices, and other reference documents. On viewing the tutorial and successful completion of the quizzes, the viewers will also receive certificates from MoHUA.



Tutorial 14: Shehri Sahbhagita Manch



TUTORIAL 11: Ab Hamari Awaaz Suni Jayegi (Our voice will be heard)

Source: <https://www.u-learn.in/>

4

What should ULBs do for safety of sanitation workers?

D. Enablers

4.12 Grievance redressal system for sanitation workers

- Under the Prohibition of Employment as Manual Scavengers and their Rehabilitation Act, 2013, State governments are required to designate an authority for taking up grievances of sanitation workers and ensuring their rights are protected
- Currently 8 states have Safai Karamchari Commissions to safeguard the interests of sanitation workers
- Haryana State Commission for Safai Karamcharis has launched an online portal in June 2020 for resolving grievances and complaints of sanitation workers. The commission works with various bodies including the urban local bodies and public health department to ensure sanitation workers get their entitlements like ex gratia payment, EPF etc.
- **ULBs should ensure that there is a platform for sanitation workers to raise their issues and that their grievances are redressed in a time bound manner**

The screenshot shows the website for the Haryana State Commission for Safai Karamcharis. The header includes the commission's name and logo, along with a 150th anniversary logo for Mahatma. The navigation menu contains: Home, About Us, Act/Notification, Schemes for Welfare, Complaints, Gallery, and Contact Us. The main content area is titled "Complaint" and contains a form with the following fields:

- Name of Complainant* (Text input: Enter Name of Complainant)
- Date of Complaint (Text input: 21-09-2020)
- Email (Text input: Enter Email Address)
- Mobile Number* (Text input: Enter Mobile Number)
- State* (Dropdown menu: Haryana)
- District* (Dropdown menu: Select Option)
- Tehsil* (Dropdown menu: Select Option)
- Town* (Dropdown menu: Select Option)
- Working for Department* (Dropdown menu: District Elementary Education)
- Gender* (Dropdown menu: Male)
- Union* (Radio buttons: Yes, No - No is selected)
- Complainant Employment Detail* (Dropdown menu: Contractual)
- Postal Address* (Text input: Allow only space,comma,dot,numbers and alphabets)

Below the form is a section for "Complaint Description".

4.13 Sensitizing citizens

Create public awareness about engaging registered desludging services only

Citizen participation is essential in ensuring delivery of safe sanitation work.

1. ULBs should sensitize citizens to take services from only registered service providers

1. ULBs should take up IEC campaigns to sensitize citizens about the hazardous nature of sanitation work
2. There should be a dedicated enquiry number for all sanitation services
3. Citizens should have a platform to report any unsafe sanitation work being practiced in the city

2. ULBs should use several media platforms to spread awareness about registered desludging services being provided in the city

1. Put information of all the registered service providers on the ULB website
2. Provide contact information of the local registered sanitation provider at the back of the bills – property tax, water tax etc.

Table 1: Tariff by category

Category	Connected Load (kVA)	Rate/ Unit (₹)	Monthly fixed charges / ₹ (₹)
Domestic	Up to and including 5 kW	4.50	75.00
Domestic	More than 5 kW & upto 15 kW	4.50	95.00
LTP-AB	Agricultural / Residential	3.30	10.00

Table 2: Tariff by category (continued)

Category	Rate / Unit (₹)	Monthly Minimum charges / BHP (₹)
LTP-AB	3.30	10.00

Table 3: Consumption Trend (Units)

Month	Consumption (Units)
May-17	561
Mar	206
Jun	274
Nov	533
Sep	781
Jul	885

Consumer Grievance Redressal Forum (CGRF) Notice:
 Customers not satisfied with the resolution of their complaints may approach the CGRF with their grievance. The address and contact details are as under:
 The Chairman, Consumer Grievance Redressal Forum (CGRF),
 Torrent Power Limited, Plug Point Narapura, Ahmedabad-380013. Phone: 079-25622801 Extn. 5360, Fax: 079-27692222 Extn. 5870 | Email: consumerforum@torrentpower.com
 Timings: 11:00 AM to 5:00 PM on all working days.

Electricity Ombudsman Notice:
 Customers not satisfied with the resolution provided by the Consumer Grievance Redressal Forum may approach the Electricity Ombudsman. The address and contact details are as under:
 Electricity Ombudsman, Barrack No. 2, Polytechnic, Anandwad, Ahmedabad- 380015.
 Email: ombudsman@perc.in.org

Payment Options:
 Shree Medical, 22, Mahatma Soc., New Paldi Road
 Meno Corporation, B-6F-01, Park Street Co-operative Society Ltd - 4, 499 New School, New India
 Ketan Soni, 48/A, J.C. Purohit Park, Shakti Park, Mansal, New Wadi
 Mahesh Joshi, Shop no 6 Hare Krishna Apt., Karamagar, Bhubhar Bridge
 Shree Raju Services, 308, Nishi Van, New Wadi

24x7 HELPLINE / ૨૪x૭ હેલ્પલાઇન
 2255 1912 / 6655 1912

For emptying your septic tank,
 Ketan Soni | Mahesh Joshi
 98980 12345 | 90999 54321

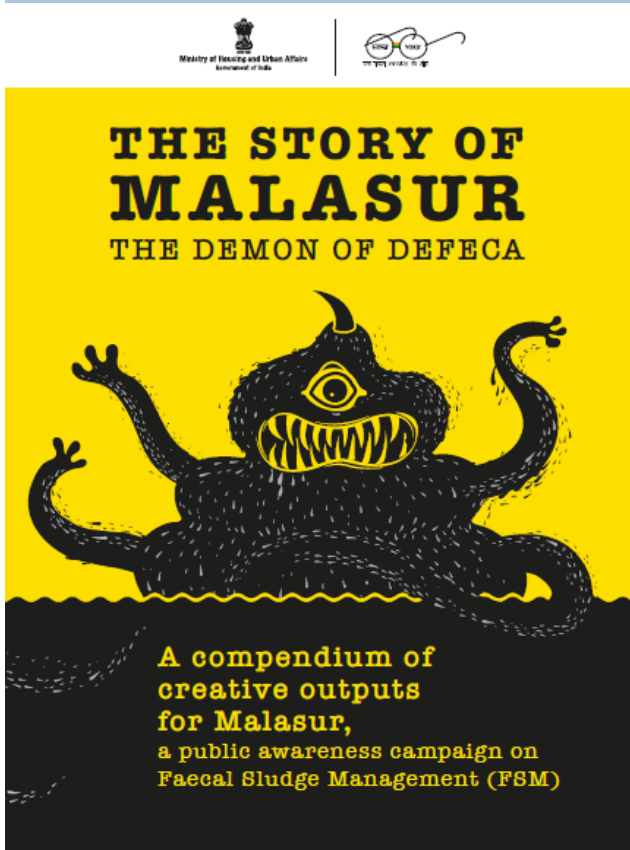
Contact details of service provider at the back of the bill by a ULB in Gujarat

Source: Faecal Sludge and Septage Management: An Orientation Module

<https://scbp.niua.org/?q=content/fssm-orientation-module-part-b-learning-notes>

Leading practice

Malasur Campaign for awareness on safe sanitation



Source: https://cdn.cseindia.org/attachments/0.64201700_1592642559_malasur-toolkit.pdf

Photo credit: BBC Media Action, ASCI

4.14 Recognition of sanitation workers

Often, sanitation work goes unnoticed by the public. ULBs should acknowledge the importance of sanitation workers and the services they provide. Providing appreciation to the best performing sanitation workers can boost the morale of sanitation workers and create a better working condition.

1. ULBs should set the criteria of performance assessment

ULBs should set the criteria of performance assessment and inform the sanitation workers to build a healthy competition among them. It can include:

- Punctuality
- Regular use of PPEs
- Delivery of quality work within deadline

2. ULBs should incentivize performance

ULBs can incentivize performance of workers by giving them cash rewards, vouchers, awards or displaying the names of well-performing sanitation workers on appreciation boards.

Leading practice

Vouchers to best performing sanitation workers in the city of Indore

In a bid to appreciate citizens spreading awareness and maintaining cleanliness in the city, Indore Municipal Corporation launched the distribution of “Swachh Card”. This card has points which can be redeemed every month in shopping malls, restaurant, movie halls, salon, medicine stores and other shops.

Launched in 2019, the Card is distributed to sanitation workers who provide critical services of cleaning Public toilets, door-to-door waste collection etc.



Source: <https://indoreswachhcard.com/>

Leading practice

Felicitation of sanitation workers by Greater Hyderabad Municipal Corporation

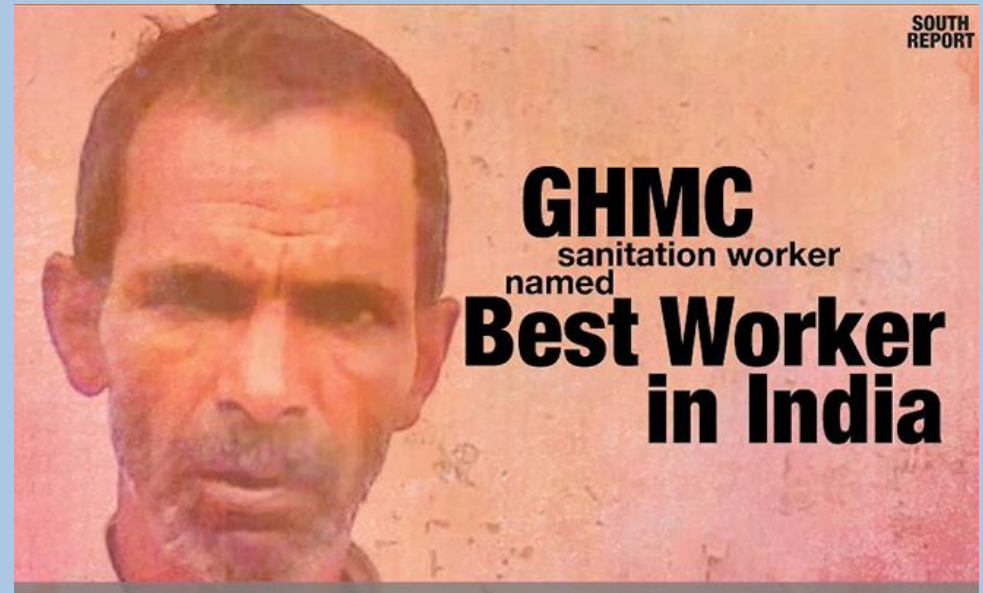
Under Swachh Bharat Mission, ULBs were asked to nominate best sanitary workers based on their performance. T. Venkaiah, a sanitation worker with the Greater Hyderabad Municipal Corporation (GHMC) was named as one of the three “Best worker in India” by the Ministry of Urban Development in 2016.

Additionally, GHMC celebrates first Saturday of each month as ‘Good Practice Day’. The event is attended by citizens, elected representatives and ULB officials. Sanitation workers who ensure the city remains clean and NGOs working in the same direction are felicitated.

It encourages the workers and the organisations to continue working to keep the initiatives takes under Swachh Bharat Mission running.

These initiatives have helped the public acknowledge the work of sanitation workers. People have begun to know the workers in their local areas by their name and the workers have reported more respectful behavior from the public.

Source: <https://swachhbharat.azurewebsites.net/#/course/170/item/1599>



5

Provisions to be ensured during Covid-19 pandemic

5. Provisions to be ensured during Covid-19 pandemic

- Thermal screening, regular health check up
- No deduction of wages and provision of additional pay in case of increased work responsibilities
- Physical distancing while training, attendance, work etc.
- Link sanitation workers to CT/ PTs to ensure they have access to soap/ sanitizer and hand washing facilities
- Transportation support during lockdowns
- Provision of adequate PPEs, especially gloves and masks
- Provision of quarantine facility for sanitation workers and their family, in case of contracting Covid-19
- ULBs should utilize untied grants under the 15th FC, AMRUT and other possible sources for supporting sanitation workers and related expenses
- Capacity building of ULB officials for implementation of protocols and guidelines



For further comprehensive resources on Covid-19 pandemic management, refer to this guidebook at https://scbp.niua.org/sites/default/files/1_covid19_safe_sanitation_practicesL_Highlighted_0.pdf

IEC material on safety of sanitation workers during Covid- 19 pandemic

Hi, I am Raghu. My wife, Sushma and I work as caretaker of a community toilet in our ward.
I know that like us, many of you are also providing these services to citizens during this Covid-19 pandemic. And that's why I would like to share some safety tips with you to protect you from the Novel Corona Virus....

Disclaimer: These instructions are not SOPs for regular work but intended to highlight additional safety measures to be taken by sanitation workers

Before leaving home for your work, you must

1. Wear full sleeve and full-length clothes
2. Cover wounds with water-proof band-aid
3. Carry the Emergency pass issued by ULB
4. Carry water and soap to wash hands
5. Gloves, mask, apron, shoes (If mask is unavailable, then use a clean cloth in 2-3 layers to cover nose and mouth)
6. Carry extra set of clothes

When you reach the workplace, you must

1. Wash hands with soap for at least 20 secs
2. Wear PPEs as per recommendations
3. Draw circles outside the toilet block to make users maintain distance
4. Clean the toilet block by wearing PPEs
5. Instruct users to maintain distance of at least 4 feet & to wash their hands with soap after using toilet
6. Collect user charges while wearing gloves
7. Clean and disinfect frequently touched objects and surfaces.
8. Wash hands with soap before having any food

When you finish your work

1. Remove PPEs
2. Wash hands and face
3. Change clothes and put all in a bag
4. Wear mask/cloth and return to home
5. Before meeting anyone in the family, first wash clothes and PPEs with soap and hang them in a sunny dry place

Contact a doctor immediately if you have any cough/fever or running nose

Let's conquer the virus by ensuring our safety

Safety and Dignity to Sanitation Work | Urban Management Centre with support from BMGF | manvita@umcasia.org

வாரியம், நான் மகேஷ், நான் நகராட்சிக்கு STP ஆபரேட்டராக வேலை செய்கிறேன். இந்த கோவிட்-19 தொற்றுநோய்களின் போது உங்களில் பலர் குடும்பங்களுக்கு இதுபோன்ற சேவைகளை வழங்குகிறார்கள் என்பது எனக்குத் தெரியும். அதனடிப்படில் நான் உங்களைப் போன்றவர்களை வரவேற்கிறேன். உங்களைப் பாதுகாக்க சில பாதுகாப்பு உதவிகளுக்கு உங்களை உங்களுக்குள் பகிர்ந்து கொள்ள விரும்புகிறேன்...

பொதுமக்கள் இதை அறிவதற்காக வழங்குகிற பணிக்கு உங்கள் சொந்த அலுவலகங்களில் இருந்து உங்களைப் பாதுகாப்பதற்காக உங்களைப் பாதுகாக்க உங்களுக்கு உதவுகிறது.

உங்கள் வேலைக்காக விட்டை விட்டு வெளியேறுவதற்கு முன், நீங்கள் கட்டாயம்

1. முழு கை மற்றும் முழு நீள ஆடைகளை அணியுங்கள்
2. காயங்களை நீர்ப்புகா பிளாஸ்டிக் மூலம் மூடுங்கள்
3. இடைவெளியில் தண்ணீர் மற்றும் சோப்பின் கைகளை கழுவுங்கள்
4. கூடுதல் ஆடைகளை எடுத்துச் செல்லுங்கள்
5. பலரும் ஒன்றாக பயணம் செய்தால் எதிர் எதிர் திசையில் இடைவெளி விட்டு அமருங்கள்
6. ULB வழங்கிய அவசரகால பாலை எடுத்துச் செல்லுங்கள்

நீங்கள் பணியிடத்தை அடையும்போது, நீங்கள் கண்டிப்பாக

1. குறைந்தது 20 விநாடிகள் சோப்பின் கைகளை கழுவு வேண்டும்
2. தேவையற்ற பொருட்களைத் தொடுவதைத் தவிர்க்கவும்
3. அணைத்து PPEகளையும் அணியுங்கள் (கைப்பை, முகமூடி / துணி, கவசம், ஷீ)
4. முகம், மூக்கு, வாய், கண்களைத் தொடுவதைத் தவிர்க்கவும்
5. வேலை செய்யும் தளத்திற்கு ஒன்றாக பயணிக்கும்போது பாதுகாப்பான தூரத்தை பராமரிக்கவும்

உங்கள் வேலையைத் தொடங்கும்போது, பின்வரும் வழிமுறைகளைப் பின்பற்றவும்...

1. உடன் பணிபுரிவாரோடு உட்கார் நேர்ந்தால், பாதுகாப்பான இடைவெளி விட்டு அமருங்கள்
2. உயர் தொழு மேற்பரப்புகளை கிருமி நீக்கம் செய்யுங்கள் - ஒவ்வொரு 2-4 மணி நேரத்திற்கும் ஒரு முறை தண்ணீர் குழாய்கள், படிக்கட்டு தடைவாள்கள், கதவு கைப்பிடிகள் போன்றவற்றை கிருமி நீக்கம் செய்யுங்கள்
3. மலம் கசுடு பெறும்போது எச்சரிக்கையுடன் மாநிரியை சேகரிக்கவும்
4. கழிவுகள் எதேச்சையாக பட்டால் கண், மூக்கு மற்றும் முகத்தை கழுவு வேண்டும்
5. கழிவுகள் ஏதும் சித்தி விழுந்திருந்தால் கண்ணாடிப் பவுடரை தெளிக்கவும்
6. சாப்பிடுவதற்கு முன்பும் மற்றும் பின்னும் சோப்பினால் கைகளை நன்கு கழுவுங்கள்
7. தேவையற்ற பொருட்களைத் தொடுவதைத் தவிர்க்கவும்

உங்கள் பணி தளத்திற்கு நீங்கள் திரும்பும்போது

1. கைகளையும் முகத்தையும் கழுவு வேண்டும்
2. PPE களை அகற்றவும்
3. துணிகளை மாற்றி அணைத்தையும் ஒரு பையில் வைக்கவும்
4. முகமூடி / துணி அணிந்து விட்டிருக்கும் திரும்புங்கள்
5. குடும்பத்தில் யாரையும் சந்திப்பதற்கு முன், முதலில் துணிகளையும் பிடித்துக்களையும் சோப்பின் கழுவி, வெயிலில் உலர்த்தி இடத்தில் தொங்க விடுங்கள்

உங்களுக்கு இடமில் / காய்ச்சல் அல்லது மூக்கு மூக்கு இருந்தால் உடனடியாக மருத்துவரை தொடர்பு கொள்ளுங்கள்

நமது பாதுகாப்பு உறுதி செய்வதன் மூலம் வரவேல் செய்வோம்

தாய்மை பணிக்கு பாதுகாப்பு மற்றும் கண்ணியம் BMGF ஆதரவுடன் நகர்ப்புற மேலாண்மை மையம் | manvita@umcasia.org தமிழ்நாடு நகர்ப்புற சுகாதாரப் பணிகள் உறுதுணைத் திட்டம் : bnussp@iis.ac.in

नमस्ते, मैं महेश हूँ। मैं और मेरी पत्नी, लीला एक ठेकेदार के साथ काम करते हैं जो नगरपालिका के लिए घर-घर से कचरा संग्रह सेवा प्रदान करता है। मुझे पता है कि हमारी तरह, आप में से कई इस कोविड-19 महामारी के दौरान नागरिकों को ये सेवाएं प्रदान कर रहे हैं। और यही कारण है कि मैं आपको नोबल कोरोना वायरस से बचाने के लिए कुछ सुरक्षा युक्तियां आपके साथ साझा करना चाहता हूँ।

डिस्क्लेमर: ये निर्देश अलग-अलग काम के लिए नहीं हैं। आपको अपने 32279 संपन्नता कार्यकर्ताओं द्वारा उद्देश्य को पूरा करने में मदद करने के लिए साझा करना है।

अपने काम के लिए घर से निकलने से पहले, आपको चाहिए

1. पूरी आरतून और पूरी सबई के कपड़े पहनें
2. घाव पर जल रोधक बैंड पेड लगाएं
3. नगरपालिका द्वारा जारी इमरजेंसी पास ले जाएं
4. हाथ धोने के लिए पानी और साबुन लें जाएं
5. दस्ताने, मास्क, एपन (यदि मुखौटा उपलब्ध नहीं है, तो अपने नाक और मुँह को ढकाने के लिए 2-3 परतों में एक साफ कपड़े का उपयोग करें)
6. एक जोड़ी कपड़े साथ रखें

जब आप कार्यस्थल पर पहुंचते हैं, तो आपको अवश्य

1. कम से कम 20 सेकंड तक साबुन से हाथ धोएं
2. अनावश्यक वस्तुओं को छूने से बचें
3. दस्ताने, मास्क / कपड़ा, एपन, जूते पहनें (पीपीई)
4. चेहरा, नाक, मुँह, आंखें छूने से बचें
5. कार्य स्थल पर एक साथ यात्रा करते समय सूचित दूरी बनाए रखें

जब आप अपना काम शुरू करते हैं, तो इन चरणों का पालन करें...

1. गेट खोलने के लिए हॉर्न बजाएं
2. नागरिकों से न्यूनतम 4 फीट की दूरी रखें
3. नागरिकों से अपना कचरा वाहन या आपके ड्रम में सीपैकने के लिए कहें
4. नंगे हाथों से इंटरफिन और कचरे को न छुएं
5. जब तक आपको नगरपालिका द्वारा सूचित नहीं किया जाता है तब तक क्वार्टाइन किए गए घर से कचरा इकट्ठा न करें
6. नागरिकों से एक अलग बैग में मास्क और दस्ताने का निपटारा करने के लिए कहें
7. कूड़े कचरे को उठाने के लिए शीट / पैन का उपयोग करें
8. तार स्वच्छ कचरे को उठाने समय अतिरिक्त सावधानी बढ़ें, यानि आइसोमेट्रिक बरतें

जब आप अपने मूल ट्रांसफर स्टेशन / वाई कार्यालय इत्यादि पर लौटते हैं तो

1. सुरक्षा उपकरण निकालें
2. चेहरे और सभी को एक बैग में रख दें
3. कपड़े बदलें और पहनें और घर लौटें
4. मास्क / कपड़ा परिवार में किसी से मिलने से पहले, कपड़े धुएँ में सूखें स्विच पर लटकाने दें
5. आइयू, सुरक्षा सुनिश्चित करके वायरस पर विजय प्राप्त करें
6. सुरक्षा और स्वच्छता कार्य के लिए गरिमा | BMGF के समर्थन से अर्बन मेनेजमेंट सेंटर द्वारा | manvita@umcasia.org

A series of posters to raise awareness on safety of sanitation workers during COVID is available on <https://umcasia.org/covid-19-resources/>

6

Swachh Survekshan 2021

6. Swachchh Survekshan 2021 - Indicators for sanitation workers' safety

With an objective to encourage cities to improve urban sanitation, Ministry of Housing and Urban Affairs (MoHUA) conducts annual 'Swachh Survekshan' survey for rating the cities.

The sixth edition of the survey includes various indicators targeted specifically for improving safety of sanitation workers.



6. Swachchh Survekshan 2021 - Indicators for sanitation workers' safety

1

Benefits extended to all sanitary workers

(60 marks)

1.1 Link them with government schemes (at least 3)

Refer 4.1, 4.10

1.2 Provide Personal Protective Equipment (PPE)

Refer 4.8.1

1.3 Give recognition to sanitary workers

Refer 4.13

2

Capacity building of sanitation workers and ULB staff

(30 marks)

2.1 Train sanitary workers

Refer 4.6

2.2 Train ULB staff

Refer 4.7

3

Registration, training & monitoring of de-sludging operators, sewer maintenance staff

(55 marks)

3.1 Register private desludging operators

Refer 4.2

3.2 Train all desludging staff

Refer 4.2

3.3 Ensure desludging vehicles' capacity meets the demanded capacity

Refer 4.4

3.4 Inform citizens about registered desludging services

Refer 4.12

3.5 Ensure manual entry into sewers/ septic tanks is not practiced

Refer 4.5

7

Annexures

A. PPE handbook

B. Sanitation worker survey form



Training of Sanitation Workers on use of Personal Protective Equipment



Topics covered

- Introduction
- PPEs for different sanitation jobs
- Order of wearing the PPEs
- Process of wearing and removing the PPEs
- Order of removing the PPEs
- Safe Disposal of PPEs
- Maintaining Hand Hygiene

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Purpose of the handbook

We have made this handbook to guide sanitation workers on the correct use of personal protective equipments (PPEs). It includes the correct process of donning & doffing PPEs, its maintenance as well as disposal.

It covers PPEs for the following category of sanitation workers:

1. Street sweepers
2. Door to door waste collectors
3. Public & community toilet cleaners
4. Open drain cleaners
5. Fecal sludge treatment plant and sewage treatment plant operators
6. Desludgers (mechanical)



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Source: <https://umcasia.org/whatwedo/wash/?preview=true>

Introduction

- You, as a sanitation worker, are exposed to occupational health and safety hazards. The work involves risk of coming in contact with hazardous biological and chemical agents
- PPEs are a crucial barrier between you and disease-causing agents at the work site
- It has been observed that the usage of PPEs is low. Fellow sanitation workers of yours have shared major reasons for this- wearing PPE causes discomfort, reduces efficiency to perform work, involves additional cost and maintenance



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Introduction

- Due to the COVID-19 pandemic, everyone has started wearing masks regularly. Even though it was uncomfortable, we have developed a habit in order to protect ourselves. Similarly, there is a need to make the habit of using other personal protective equipment as well
- Workers in other industries who work in difficult situation like yours also wear PPEs for their protection. For example, miners, construction workers etc. Hence, even after the study is completed, continue using PPEs during work-hours
- It might take some time to get used to working while wearing PPEs. But it will protect you from injuries and diseases. Your safety and good health is of prime importance



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A. PPE handbook

PPEs for different sanitation jobs

Street sweepers and door to door waste collectors

 Particulate Mask with a nose clip	 Nitrile Gloves – 13” in length	 PVC water proof apron
 Comfortable shoes without steel toe	 High visibility reflective jacket	 Cotton sun hat

Common/ public toilet cleaners

 Safety Goggles with or without strap	 Nitrile Gloves – 18” in length	 Particulate Mask with a nose clip
 PVC water proof apron	 Comfortable shoes without steel toe	 High visibility reflective jacket

PPEs for different sanitation jobs

Open drain cleaners







 Particulate Mask with a nose clip	 Nitrile Gloves – 18” in length	 Safety helmet
 Thigh waders with attached boots	 High visibility reflective jacket	 Safety goggles with straps

Sewage treatment plant/ Fecal sludge treatment plant operators

 Safety helmet	 Nitrile Gloves – 18” in length	 Particulate Mask with a nose clip
 PVC water proof apron	 Gumboots without steel toe	 High visibility reflective jacket

PPEs for different sanitation jobs

Desludgers (mechanical)

 Respirator	 Nitrile Gloves – 18” in length	 Safety helmet
 Gumboots without steel toe	 High visibility reflective jacket	 Safety goggles with straps

A. PPE handbook

Order of wearing PPEs before starting work

Please ensure that your PPEs are clean before wearing them

 Put on apron	 Put on mask	 Put on goggles
 Put on gloves	 Wear boots/ wader suit	 Wear helmet

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Apron

<p>While wearing</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  Wash your hands before putting apron </div> <div style="text-align: center;">  Pull the apron over your head and fasten the strap at the back of your waist </div> <div style="text-align: center;">  </div> </div>		
<p>While working</p> <div style="text-align: center;">  Do not touch the apron while handling the waste </div>	<p>While removing</p> <div style="text-align: center;">  Remove the apron with gloved hands </div>	
<p>Taking care of PPE</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  Wash the apron with soap/detergent after completion of work </div> <div style="text-align: center;">  Dry it in shade. Do not store wet apron </div> </div>		

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Mask

<p>While wearing</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  Wash your hands before putting mask </div> <div style="text-align: center;">  Hold the mask, first the top side where metal piece or stiff edge is </div> <div style="text-align: center;">  Secure the loops, ties or elastic behind your ears or around your head </div> </div>		
<p>While wearing</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  If there is a metallic or wire piece, press it to fit the shape of your nose </div> <div style="text-align: center;">  Cover your nose and mouth fully and minimize the amount of gaps </div> </div>		<p>While working</p> <div style="text-align: center;">  Do not touch the mask while using it. If you touch it, wash your hands right away </div>
<p>While removing</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  First remove the gloves, then with clean hands remove the mask </div> <div style="text-align: center;">  Take off the mask from behind by holding the loop, ties or elastic </div> </div>		<p>Taking care of PPE</p> <div style="text-align: center;">  If possible, put the mask in sun after use </div>

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A. PPE handbook

Goggles

While Wearing



1 Wash your hands before putting safety goggles



2 Place over face and eyes and adjust to fit

While working



3 Do not touch goggles with dirty hands



4 Flush eyes with water for at least 15 minutes if waste splashes into your eyes



5 Always report any eye injury, no matter how trivial

While Removing



6 Remove your gloves before removing the goggles. Ensure that your hands are clean while removing the goggles

Taking care of PPE



7 Store safety goggles in a cover or a clean and dry place to avoid scratching, falling or being stepped on

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Gloves

While wearing



1 Clean hands before putting on gloves



2 Dry hands before putting on gloves



3 Do not touch your face when wearing gloves

While removing



4 Grasp the outside of one glove at the wrist. Do not touch your bare skin



5 Remove the second glove by pulling your fingers inside the glove at the top of your wrist



6 Continue pulling the glove down bringing the inside out

Taking care of PPE



7 Wash your gloves after work with soap/detergent and dry them



8 Store gloves in a clean and dry place



9 Do not use gloves if they are damaged

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Helmet

While wearing



1 Wear the helmet right way round. Tighten the headband



2 Tighten the chin strap so that there are no chances of the helmet falling



3 Do not wear the helmet in direct sloping up or down manner

While working



4 Do not touch the helmet with dirty hands

While removing



5 Check the helmet regularly for any signs of damage

Taking care of PPE



6 Regularly clean your helmet with a wet cloth. Rinse with water and use mild soap if required



7 Do not store the helmet in direct sunlight or near hot surfaces

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A. PPE handbook

Wader Suit

<p>While wearing</p>  <p>Clean your feet before wearing the wader suit.</p>	<p>While working</p>  <p>Do not touch urethra waders with bare hands.</p>	
<p>While removing</p>  <p>After work, remove the wader suit with gloved hands.</p>	<p>Taking care of PPE</p>  <p>Do not use brushes or abrasive cloths to clean the inside of your waders.</p>	
<p>Taking care of PPE</p>  <p>Rinse your waders off with clean water after use.</p>		 <p>Hang the waders either upside-down or lay them flat to dry. Do not store your wet waders.</p>

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Gumboots

<p>While wearing</p>  <p>Clean your feet and dry them before wearing the gumboots.</p>	<p>While working</p>  <p>Do not touch your gumboots with bare hands.</p>
<p>While removing</p>  <p>After work, remove your gumboots with gloved hands.</p>	<p>Taking care of PPE</p>  <p>Do not use brushes or abrasive cloths to clean the inside of your gumboots.</p>
<p>Taking care of PPE</p>  <p>Clean your gumboots with water after completion of the work.</p>	<p>Taking care of PPE</p>  <p>Dry them in shade.</p>

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Order of removing PPEs after work

Please clean your PPEs after work and ensure they are dry before storing them



- Remove boots with gloved hands
- Remove helmet
- Remove apron
- Remove gloves
- Remove goggles
- Remove mask

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A. PPE handbook

While using PPEs, always ensure

1 To keep gloved hands away from face

2 To avoid touching or adjusting other PPE while working

3 To limit surfaces and items touched

4 To keep the PPEs out of reach of children. Do not let children play with the PPEs

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Disposing PPEs

• You should always throw discarded PPEs in bio-medical bins (yellow coloured bins)

• If the bin is not available, please wrap your used PPE properly in a bag, mark it with red colour and throw it in a dustbin

• Please wash your hands after disposing the PPE



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How to maintain hand hygiene?

Always clean hands with soap and water or sanitizer at these critical times

- When you reach your work-station
- Before you start wearing PPEs, especially mask and gloves
- During breaks, especially before you are going to drink tea or water and have food
- After your break is over
- After you remove all PPEs, especially mask and gloves
- After changing work clothes
- After reaching home



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B. Sanitation worker survey form

This is an indicative form and may be modified by ULBs to fit their needs.

Survey Form / Self-Identification Form- Sanitation Worker

1. **Name of the applicant:** Mr/Ms
2. **Address:**
 - a. **Name of slum/ society/ govt. colony**
 - b. **Ward No.**
 - c. **House/ plot no.**
 - d. **Landmark**.....
3. **Ownership status:** **Own** **Rented**
4. **Number of years of stay in the locality:**
5. **Aadhar ID:**
6. **Telephone/ Mobile No.:**
7. **Email Id:**
8. **Age:**
9. **Gender:** Male/ Female/ Transgender
10. **Social background:** SC/ ST/ OBC/ General/ Others

B. Sanitation worker survey form

11. **Education Status:** Not Literate/Class 1-7/ Class 8-12/ Diploma or Technical Education/ Graduate/ Post-graduate

12. **Economic category:** APL/ BPL/ U. Poor/ Others, Specify _____

13. **Do you have a bank account?** Yes/ No

If yes, please share the following details:

a. **Bank name:**

b. **Account No.:**

c. **IFSC code:**

d. **Branch name:**

14. **Do you or any family member have a smartphone (android phone)?** Yes/No

15. **Do you or any family member have internet service in your phone?** Yes/No

16. **Are you covered under any health or life insurance scheme?** Yes/ No

If yes, which scheme are you registered with:

a. Ayushman Bharat Pradhan Mantri Jan Arogya Yojana

b. Employees Service Insurance

c. Biju Swasthya Kalyan Yojana

d. Other schemes

17. **Does your family have the following?**

a. **APL Ration Card** (Yes/ No)

i. If yes, what is the APL ration card no.? _____

b. **BPL Ration Card** (Yes/ No)

i. If yes, what is the BPL ration card no.? _____

c. **Antyodaya Ration Card** (Yes/ No)

i. If yes, what is the Antyodaya ration card no.? _____

B. Sanitation worker survey form

18. Do you have a caste certificate? Yes/ No

a. If yes, what is the certificate no.? _____

19. Do you have a motorized two-wheeler? Yes/ No

20. What sanitation related work do you perform?

S. No.	Type of sanitation work	Please tick mark against all the relevant options	Avg. wages earned per day (in Rs.)	No. of years of experience	Type of Employment (Permanent/ Contractual/ Daily Wage/ <u>Jajmani</u>)- Choose one	Employer (Central government/ ULB/ private contractor/ private institution/	No. of days employed
1	Desludging of onsite sanitation systems						
2	Sewerage network maintenance						
3	Open drain cleaning						
4	Operation and maintenance of sewage treatment plants/ faecal sludge treatment plants						
5	Operation and maintenance of public and community toilets						
6	Street Sweeper						
7	Door-to-door waste collector						
8	Dry latrine cleaner						
9	Rag/ waste pickers						
10	Any other sanitation category						

B. Sanitation worker survey form

21. Are you engaged in any alternate non-sanitation livelihoods too? Yes/ No

a. If yes, please share what and since how long?

22. Dependent family members

S. No.	Name	Gender (M/F/T)	Age (as on x.x.2020)	Marital Status code	Relationship with Applicant Sanitation Worker of the HH (code)	Education Qualification code	Current Occupation code	Monthly Income (Amt. in Rs.)	Requirement if any, for			Are you covered by any Insurance? (Y/ N)
									Education	Skill Training	Loan for any work	

Codes: Marital Status: 1. Married 2. Unmarried 3. Divorced/Widow

Relationship: 1. Father 2. Mother 3. Brother 4. Sister 5. Grandfather 6. Grandmother 7. Father-in-Law 8. Mother-in-Law 9. Self 10. Son 11. Daughter 12. Wife 13. Husband 14. Others (Specify)_____

Education: 1. Illiterate 2. Primary 3. Middle 4. Secondary 5. 10+2 6. Graduate and above 7. Diploma

Occupation: 1. Agricultural Labour 2. Housewife/husband 3. Student 4. Farmer 5. Wage Labourer 6. Self-employed 7. Permanent Sanitation worker in Government 8. Contractual/Casual Sanitation Worker 9. Other Service/Job 10. Others (specify).....

23. Are you or any family members part of any SHG/ CIG/ sanitation workers' group? If yes, please specify the name of SHG

.....

Signature/ thumb print of the sanitation worker

Date

Name of enumerator

Signature

Additional Resources

1. Central Public Health And Environmental Engineering Organisation (CPHEEO) (2020) “Advisory on Safe Management of Water Supply and Sanitation Services During Covid-19 Crisis”, Available at: <http://mohua.gov.in/pdf/5edf84915e23aCOVID%2019%20-%20Advisory%20on%20Water%20and%20Sanitation%20Services.pdf>
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11. WaterAid India (2019) “The hidden world of sanitation workers in India”, Available at: <https://www.wateraidindia.in/sites/g/files/jkxoof336/files/the-hidden-world-of-sanitation-workers-in-india.pdf>



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