



Training Program for Sanitation Worker Safety and Dignity

In Viramgam, Mansa, Becharaji cities of Gujarat

25th August – 03rd September, 2025

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List of abbreviations

CT	- Community Toilet
CWAS	- Center for Water and Sanitation
IEC	- Information, Education, and Communication
MCC	- Material Collection Center
MRF	- Material Recovery Facility
PEMSRA	- Prohibition of Employment as Manual Scavengers and their Rehabilitation Act, 2013
PPE	- Personal Protective Equipment
PT	- Public Toilet
SBM	- Swachh Bharat Mission
UMC	- Urban Management Centre

1. Background

Sanitation workers are one of the most marginalized and vulnerable groups within the urban workforce. Despite their indispensable role in maintaining public health and hygiene, they often face unsafe working conditions, social stigma, and limited access to welfare measures. The enactment of The Prohibition of Employment as Manual Scavengers and their Rehabilitation Act, 2013 (PEMSRA) has provided a legislative framework to eliminate hazardous practices and safeguard their dignity and rights. However, in many small and medium-sized towns, these provisions have not been translated into consistent practice due to gaps in awareness, training, and implementation.

To address these challenges, the Center for Water and Sanitation (CWAS), CRDF–CEPT University in collaboration with the local governments of Viramgam, Mansa and Becharaji organised capacity building programs for sanitation workers in each town. The training was supported by Urban Management Consulting Pvt. Ltd. (UMC). The program aimed to enhance occupational safety, improve health and hygiene practices, raise awareness of rights and entitlements, and strengthen operational knowledge across the solid and liquid waste management value chains.

The trainings were conducted in a batch size of 40-50 sanitation workers. A four-day capacity-building workshop was organized in Viramgam from 25th to 29th August 2025, attended by a total of 178 sanitation workers (approximately 45 participants per day). Followed by two-day workshop held in Mansa on 1st and 2nd September 2025, with 87 sanitation workers participating in the training. One day training was conducted in Becharaji on 3rd September for 60 sanitation workers.

2. Training approach and methodology

The training program was designed to be worker-centric, practical, and inclusive, ensuring relevance to the everyday realities of sanitation workers. Its primary objectives were to enhance awareness, strengthen workplace safety, and reinforce the dignity of workers while contributing to systemic improvements in urban sanitation services.

The structure of the program integrated theoretical training with an emphasis on practical demonstrations, enabling participants to understand safe procedures and implement them effectively in their daily work. The content was developed to be accessible across varying literacy levels using simple language, visual aids, and role-based instructions. Interactive methods, including group discussions, question-and-answer sessions, and participatory exercises, encouraged active engagement and supported retention of knowledge.

Practical demonstrations formed an essential component of the training, covering the correct use of personal protective equipment, basic first aid, and safe handling of equipment. To reinforce key messages, Information, Education, and Communication (IEC) materials such as posters and leaflets were distributed, providing workers with visual references for continued use. Contextual examples drawn from the daily work environment further ensured that the training was directly applicable to participants' experiences.

Pre- and post-training assessments were conducted to measure knowledge gained, while feedback sessions enabled workers to share insights and highlight challenges.

Key features of the training included:

Localized and Contextual Training Delivery	Sessions were conducted in the Gujarati language with real-life, relatable examples to ensure clarity, ease of understanding, and direct applicability to participants' daily work.
Use of Visual and Pictorial Materials	Posters, leaflets, and other visual aids were used to support workers with varying literacy levels and enhance long-term recall
Job-Specific Training Modules	Modules were tailored to align with specific job responsibilities, ensuring practical relevance
Interactive Participation	Group discussions, Q&A sessions, and collaborative exercises encouraged active involvement and knowledge sharing.
Hands-on Practice	Practical demonstrations focused on the correct use of Personal Protective Equipment (PPE), basic first-aid, and safe equipment handling.
Pre and Post Assessments	Pre- and post-training assessments were carried out to measure knowledge improvement and track outcomes

Overall, the training approach and methodology fostered inclusivity, participation, and practical application. By combining awareness-building, skill development, and continuous evaluation, the program enhanced worker safety, promoted behavioural change, and contributed to the creation of safer and more dignified sanitation services.



3. Training program conducted across all three cities

A total of 325 sanitation workers participated in the training programs conducted across Viramgam, Mansa, and Becharaji in Gujarat from 25th August 2025 to 3rd September 2025. The participants included both solid waste workers and liquid waste workers, with job roles encompassing street sweeping, sewer and septic tank cleaning, drain maintenance, door-to-door waste collection, Community Toilet (CT)/Public Toilet (PT) cleaning, and work at Material Recovery Facility (MRF)/ Material Collection Center (MCC).

The overall gender distribution was approximately 60% female and 40% male. The training followed a framework comprising five key stages - pre-assessment, theoretical sessions, practical demonstrations, post-assessment, and certification. This framework provided a systematic approach to capacity-building, ensuring that workers were not only introduced to essential concepts but also equipped to apply them in their daily work.

3.1. Pre-Training Assessments

The training began with pre-training assessments to understand participants' knowledge, awareness, and practices across key areas such as their work and services, occupational health and safety, and legal entitlements. These assessments helped trainers identify gaps and tailor the sessions to participants' specific needs. Participants were assessed on their familiarity with the Swachh Bharat Mission (SBM), understanding of waste segregation at source, and awareness of the tools and equipment required for their job roles. Questions also explored their knowledge of daily responsibilities, task prioritization, and the broader role they play in maintaining cleanliness and hygiene in their work areas.

The assessment further evaluated participants' awareness of health risks associated with sanitation work, including exposure to pathogens, chemicals, and musculoskeletal stress. Their knowledge and use of PPE, understanding of role-specific PPE requirements, consistent usage, and hygiene practices were also examined. Preventive measures such as vaccinations, safe waste handling, and other safety practices were explored to identify gaps between awareness and actual practice.

Legal rights and entitlements were another focus, including participants' understanding of the PEMSAR Act, 2013, welfare schemes, social and financial benefits, and basic financial literacy such as banking, savings, and digital payments.



Insights from the pre-training assessment enabled trainers to customize the content, reinforce safety practices, and provide clear guidance on rights and entitlements. This ensured the training was relevant, practical, and directly applicable, enhancing participants' knowledge, safety awareness, and ability to access welfare benefits effectively.



3.2. Technical Training Sessions

The technical training sessions were designed to build knowledge, increase awareness and connect broader concepts to the everyday realities of sanitation work. These sessions were divided into eight structured modules, each focusing on a key aspect of sanitation worker safety, dignity, and empowerment:

- **Module 1: Introduction of Participants & Training Objectives** – This module created a participatory environment by encouraging workers to introduce themselves, share their expectations, and collectively understand the purpose of the training. It helped break initial barriers and built a sense of ownership in the learning process.

Let's get to know each other

1
તમારો સાથી
શોધો, તમારા
સાથીને જાણો!!!

2
એક બીજાનો
પરિચય બધાને
આપો



Learning Outcomes of the Training

Outcome 1

Able to better understand the socio-economic and occupational hazards faced in sanitation work as per job roles.

સેનિટેશન ની કામગીરી માં આવતા સામાજિક-આર્થિક અને વ્યવસાય લક્ષી જોખમો ને વધારે સારી રીતે સમજવા માટે થઈ.

Outcome 2

Equipped with technical knowledge on legal provisions on manual scavenging.

મેન્યુવલ સ્કેવેજિંગ ના કાયદાકીય માળખા ને વધારે સારી રીતે સમજવા અને જાણવા ના હેતુ થી.

Outcome 3

Able to build awareness of sanitation workers on their rights and entitlements.

સેનિટેશન કર્મચારી ને તેમના અધિકારો અને હક અંગે જાગૃતિ અને જાણકારી આપવા બાબતે.

- **Module 2: Decoding the Condition of Sanitation Workers** – This module highlighted the realities of sanitation work by discussing the different job roles workers perform in solid and liquid waste management. It emphasized the challenges and risks they face in their daily tasks, providing a context for why training and safety are essential.

Challenges of liquid and solid waste workers

Urban Management Centre CWAS CRDF

- **Module 3: Legal Provisions around Sanitation Work** – This session simplified complex legal frameworks, such as the PEMSAR Act, 2013, to highlight the rights, protections, and dignity sanitation workers are entitled to under the law.

હાથેથી સફાઈ કરવી – ભારત માં એ કાનૂની ગુનો છે.

Prohibition of Employment as Manual Scavengers and their Rehabilitation Act, 2013

- સફાઈ માટે મશીન નો ઉપયોગ કરવો.
- નોકરી કે કામ આપનાર એજ, સફાઈ કામદારને બધાજ કામ ના રક્ષણાત્મક સાધનો અને સવામતી ઉપકરણો આપવાના રહેશે.
- કોઈ પણ સફાઈ કામદારે રક્ષણાત્મક સાધનો અને સવામતી ઉપકરણો નો ઉપયોગ કર્યા વગર સેન્ટિક ટેન્ક અથવા તો ગટર ની સફાઈ કરવી નહીં.
- હાથેથી સફાઈ કામદારોના પુનર્વસન માટે
 - એક વખત 40,000 રૂપયા ની ગ્રાન્ટ.
 - રહેઠાણ માટે ના ઘર ખરીદવા માટે આધાર.
 - શિષ્યવૃત્તિ બાળકો માટે.
 - કામ કરતાં ક-મરણ થાય તો રૂપયા 30,00,000 નું વળતર.

Urban Management Centre CWAS CRDF

- **Module 4: Health and Safety at Workplace** – This module focused on occupational health and safety, with practical guidance on the correct use of PPE, safe handling of equipment, and precautions while working in hazardous environments such as sewers and septic tanks. It reinforced the importance of following safety protocols to protect both workers and their families.



- **Module 5: Job Role–Wise Dos and Don'ts** – Here, specific practices were detailed for different job categories, such as drain cleaning, desludging, sewer maintenance, waste collection, and operation and maintenance of treatment plants. Workers learned what to do and what to avoid in each role to ensure safety and efficiency.

Ensure usage of Personal Protective Equipment (PPE)

Waste Processing Unit in-charge should ensure that all sanitation workers are wearing all PPEs during work.
 વેસ્ટ પ્રોસેસ ડેવલપમેન્ટ યુનિટના in-charge, એ ખાતરી પૂર્વક ધ્યાન રાખવું, કે બધાજ સેનિટેશન કામદારો PPE કીટ પહેરેલ હોય.

Service Provider is responsible for providing and replacing PPE.
 સર્વિસ પ્રોવાઇડરની જવાબદારી છે, કે PPE કીટ પૂરતી કરે અને તેની બદલી કરી આપે



Mask



Gloves



Florescent vest



Shoes







Source: UNICEF, 2021

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- **Module 6: Essential (Soft) Skills** – Recognizing that sanitation workers also need life skills beyond technical training, this module introduced communication skills, financial literacy, teamwork, and problem-solving abilities. These skills help workers handle conflicts, manage finances, and build confidence in their daily lives.

What are SOFT SKILLS? સોફ્ટ સ્કિલ્સ શું છે?

To enhance the qualities, abilities, and skills related to personality, attitude, and behavior of a person

વ્યક્તિત્વ, વલણ અને વર્તન સંબંધિત ગુણો, ક્ષમતાઓ અને કુશળતા વધારવી



Soft skills are not formal or technical knowledge

સોફ્ટ સ્કિલ એ ઔપચારિક કે ટેકનિકલ જ્ઞાન નથી.

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- **Module 7: Rights and Entitlements** – This session made workers aware of various welfare schemes, insurance programs, and social benefits available to them, ensuring they are informed about and able to access the support they are rightfully entitled to.

Social welfare schemes સામાજિક કલ્યાણ યોજનાઓ

 Pradhan Mantri Awaas Yojana Housing support to eligible rural families.	 Pradhan Mantri Ujjwala Yojana LPG connections in the name of women in BPL households.	 Saubhagya Scheme Electricity connections to all remaining unelectrified households	 Pradhan Mantri Jeevan Jyoti Bima Yojana One-year life insurance scheme
 Atal Pension Yojana Monthly pension to subscribers; open to all bank account holder	 e-Shram E-shram card Supports in availing social security benefits of different govt. welfare schemes	 Pradhan Mantri Jan Dhan Yojana Access to financial services	 Pradhan Mantri Jan Arogya Yojana Health insurance

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- **Module 8: Health, Hygiene, and Nutrition** – The final module promoted personal hygiene, infection control measures, and healthy dietary practices. Workers were encouraged to maintain cleanliness, both at work and home, and adopt nutrition practices that improve their overall well-being and immunity.



Together, these modules formed the theoretical foundation of the training pedagogy. They provided workers with the knowledge, awareness, and confidence needed to understand their rights, follow safe practices, and view their work as both dignified and essential to society.



3.3. Practical Training

The third component emphasized experiential learning, allowing participants to apply concepts in simulated or real-life situations. Trainers conducted live demonstrations on the correct use of PPE, guiding workers step-by-step in wearing gloves, masks, helmets, boots, and safety harnesses. Emphasis was placed on the proper sequence of wearing and removing PPE to prevent contamination, checking for damage, ensuring correct fit, and safely cleaning or disposing of equipment.



Participants identified and selected the PPE most relevant to their specific job roles. They also engaged in hands-on practice, where they donned PPE, performed supervised mock drills, and enacted role-plays of workplace scenarios.

By linking theory to practice, this component strengthened technical competence and confidence, ensuring sanitation workers could consistently adopt safe practices in their daily work.



3.4. Post Training Assessment

The post-training assessment evaluated the learning outcomes and practical improvements resulting from the training. It measured participants' increased awareness and confidence in performing sanitation tasks, including proper use of tools and equipment, waste segregation, daily responsibilities, task prioritization, understanding of occupational risks, correct and consistent use of PPE, hygiene practices, and knowledge of legal rights and entitlements, covering welfare schemes, social and financial benefits, and basic financial skills like banking and digital payments.

Results showed enhanced confidence, improved practical skills, and greater awareness of safety and rights, helping trainers gauge the effectiveness of the training and identify areas needing further reinforcement.





3.5. Certification

In the conclusion of the training, every participant was awarded a certificate of participation. This not only acknowledged their involvement but also served as a formal recognition of the knowledge and skills gained during the sessions.



4. Insights from the Training Program in Viramgam

A four-day capacity-building workshop was organized in Viramgam from 25th to 29th August 2025, attended by a total of 178 sanitation workers (approximately 45 participants per day). 70% were women and 30% men, reflecting the predominance of women in street sweeping and door-to-door waste collection roles. 75% of participants were solid waste workers engaged in primary collection and sweeping activities. 6% were deployed at Material Recovery Facilities (MRF) and Micro Composting Centres (MCC), while the remaining 19% were involved in liquid waste management, including septic tank and drain cleaning operations. Supervisors also participated, ensuring a balanced representation of both workforce and management perspectives.



For a majority of participants, this was the first formal training they had attended. Prior to the sessions, most had limited understanding of the correct use and significance of Personal Protective Equipment (PPE). Through step-by-step demonstrations and practical exercises, participants not only gained awareness but also developed confidence in using PPE appropriately and consistently.

4.1. Observations based on the pre-assessment

During the pre-assessment stage, it was observed that a majority of participants were familiar with the nature of their work and daily responsibilities, reflecting their deep engagement and practical experience in service delivery. However, only a smaller section demonstrated an understanding of occupational health and safety practices, indicating limited exposure to structured safety training.

Awareness of legal rights and welfare entitlements emerged as the area with the least familiarity. Most workers had not previously received clear information about the protections and benefits available to them under existing laws and schemes.



4.2. Training approach and worker engagement

The training in Viramgam adopted a blended methodology, integrating theoretical instruction with practical, hands-on activities. This participatory approach enhanced engagement and motivation among workers. Participants expressed that the sessions were highly relevant to their daily tasks and contributed to their personal safety and professional growth.

Discussions revealed several recurring issues:

- **Limited or irregular supply of PPE**, with most workers reporting they had received protective gear only once, and its use was discontinued over time.
- **Lack of orientation and follow-up**, leading to inconsistent or incorrect PPE usage.
- **Better compliance** among MRF staff, where PPE use was integrated into daily operations.

A notable example shared by a female sanitation worker illustrated that even when PPE was distributed, it was often ill-fitted or unsuitable for specific work roles, underscoring the disconnect between supply and effective utilization.



Workers also expressed a keen interest in learning about welfare entitlements for themselves and their families, emphasizing that such information was rarely disseminated to them. Despite their willingness to adopt safer practices, challenges such as limited access to PPE, absence of replacement mechanisms, entrenched unsafe habits, and weak supervisory enforcement were highlighted. These findings underscore the need for regular refresher trainings, institutional monitoring, and adequate resource provision to sustain behavioral change.

Peer learning and group motivation emerged as valuable outcomes of the training, as workers were encouraged to adopt safer practices after observing their colleagues. The use of Information, Education and Communication (IEC) materials—posters, flipbooks, and audio-visual tools in local languages—proved effective in reinforcing messages and ensuring long-term retention.



4.3. Observations based on the post training

Awareness about work and services showed a marked improvement, with most participants demonstrating a much clearer understanding of the scope and significance of their own roles within the sanitation system.

Knowledge of occupational health and safety strengthened considerably, as workers actively engaged in demonstrations, mock drills, and hands-on exercises on the correct use of PPE and safe work practices. These sessions helped them internalize key safety protocols and apply them confidently in their daily routines.

Awareness of legal rights and welfare entitlements increased notably, with participants showing greater curiosity and confidence in understanding government schemes related to insurance, social security, and other worker benefits.



Together, these developments reflected the strong learning capacity of sanitation workers and underscored the effectiveness of interactive, practical, and context-based training approaches.

Recognition and certification At the end of the training, certificates were distributed to the participants by team members from supervisor and the SBM officer along with the UMC and CWAS. Receiving the certificates was a moment of pride and encouragement for the sanitation workers, as they expressed feeling valued and appreciated for their participation.

5. Insights from the training program in Mansa

A two-day workshop was held in Mansa on 1st and 2nd September 2025, with 87 sanitation workers participating in the training. Around 45 workers attended each day, with women making up 60% of participants, many of whom have been working in street sweeping and door-to-door waste collection for over twenty years. Their dedication was acknowledged by the President, committee members, Chief Officer, and Sanitary Inspector of the Mansa Municipality who praised their contribution in helping Mansa achieve 19th national rank and 9th state rank in Swachh Survekshan. About 80% of participants were solid waste workers handling daily cleaning, 17% worked in liquid waste management, including septic tank and drain cleaning, and 3% were engaged in MRF and MCC operations. Supervisors also took part in the workshop, adding their perspective and making the sessions more inclusive and meaningful for everyone.



5.1. Observations based on the pre-assessment

The pre-training discussions in Mansa revealed that sanitation workers are highly committed to their duties and maintain a strong sense of community responsibility. However, most participants had received very limited exposure to structured training opportunities. While they were aware of the importance of their daily work, the discussions highlighted notable gaps in their understanding of occupational risks, legal protections, and available welfare entitlements. The pre-assessment further confirmed these patterns.



- Many workers displayed familiarity with their work processes and demonstrated some understanding of workplace safety measures,
- only a smaller proportion were aware of their legal rights or the institutional mechanisms designed to support their welfare.

These observations clearly indicate that, although sanitation workers in Mansa possess deep practical knowledge and dedication to their roles, there remains a significant need to strengthen their awareness of legal provisions, social security schemes, and institutional support systems. The findings underscore the importance of ensuring that future trainings give equal emphasis to rights and entitlements, alongside reinforcing safe work practices.

5.2. Training approach and worker engagement

The Mansa training sessions adopted an interactive and participatory approach, integrating theoretical inputs with practical demonstrations and open dialogue. The emphasis was on promoting two-way learning and building mutual respect between workers and municipal officials. An important highlight was the discussion on the Manual Scavenging Prohibition Act, where sweepers expressed a desire to share this knowledge within their communities and groups, particularly with those still engaged in unsafe desludging practices. This peer-to-peer transfer of information emerged as a powerful tool for extending the training's impact beyond the municipal workforce. Workers noted that although PPEs had been distributed in the past, these were largely standardized rather than role-specific.

Many women participants highlighted that ill-fitting PPE often caused discomfort, leading to irregular or discontinued use. This underscored the need for gender-sensitive and task-appropriate equipment, coupled with practical guidance on its correct usage. By the end of the program, participants expressed that the training gave them a clearer understanding of the link between protective equipment, legal rights, welfare entitlements, and their own health and dignity.

Many shared that they enjoyed the interactive approach, which made them feel heard and respected. They also expressed pride in contributing to Mansa's achievements, reinforcing their motivation to adopt improved practices in their daily work. The workers also expressed pride in their contribution to the city's achievements, connecting their everyday efforts with Mansa's reputation as a proactive municipality. This reinforced their sense of dignity and strengthened their motivation to adopt improved practices.



5.3. Observations based on the post training

The post assessment in Mansa demonstrated a clear progression in the knowledge and awareness of sanitation workers. Post-training results showed a significant improvement across all areas.

- There was a noticeable deepening of awareness regarding their own roles and services, with most participants now showing clear comprehension of the value and scope of their work.
- Understanding of occupational health and safety practices also showed remarkable progress, as nearly all workers were now able to recognize potential workplace hazards and articulate appropriate preventive measures.
- Awareness related to legal rights and welfare entitlements, though comparatively moderate, also showed substantial growth, with a majority of participants expressing confidence in their ability to access institutional and policy-level support mechanisms.



The substantial improvement in awareness of health and safety underscores the training's success in equipping participants to address immediate occupational risks more effectively. Similarly, the enhanced understanding of legal provisions reflects growing empowerment and confidence among workers to seek redressal and support. Overall, the post-training outcomes indicate that the program not only filled critical knowledge gaps but also strengthened the participants' sense of professional dignity, security, and agency.

5.4. Recognition and certification



At the closing ceremony, certificates were distributed, and the presence of senior officials lent a sense of institutional respect to the workers' efforts. Many participants shared that this was the first time their contributions were formally recognized in such a manner, which made them feel both valued and visible. The training not only addressed immediate knowledge gaps but also set the tone for more inclusive and responsive sanitation governance in Mansa, where the needs of workers are considered alongside infrastructure and service delivery.

6. Insights from the training program in Becharaji

A training program was organized on 3rd September for the sanitation workforce Becharaji Gram Panchayat. A total of 60 sanitation workers participated, with 65% women and 35% men. About 70% of the participants were engaged in solid waste management. The remaining 30% were involved in liquid waste management and drain cleaning activities. The program was conducted in the presence of the Sarpanch and Talati, whose participation added importance to the occasion. The Sarpanch highlighted the need for responsible community behavior, urging residents to cooperate with the sanitation workforce for effective waste management. He also assured workers of direct support for grievance redressal, which helped strengthen mutual trust and accountability. The training not only addressed technical aspects of sanitation work but also emphasized workers' rights, occupational safety, and dignity of labor, making it a holistic capacity-building exercise.

6.1. Observations based on the pre-assessment

The pre-assessment of sanitation workers in Becharaji revealed limited baseline awareness across key thematic areas. The pre-assessment of sanitation workers in Becharaji revealed comparatively lower levels of awareness across key areas when assessed alongside Mansa and Viramgam.

- Limited understanding of roles and responsibilities, with only a small portion of workers demonstrating clarity about the scope of their work.
- Low awareness of occupational health and safety practices, reflecting minimal exposure to structured training.
- Very limited familiarity with legal rights and welfare entitlements, suggesting inadequate dissemination of information and institutional guidance.
- Irregular or negligible provision of PPE, with workers reporting that safety equipment was supplied only occasionally, particularly during large temple events.
- Socio-economic challenges, including extremely low wages, absence of formal employment contracts or payslips, lack of health coverage for nearly half of the workforce, and irregular supply of tools—often compelling workers to purchase their own equipment.
- Strong willingness to adopt safer practices, as participants expressed readiness to use PPE regularly if adequate and timely support were provided.

These insights underscore the need for targeted capacity-building interventions, improved access to safety equipment, and consistent institutional support to enhance worker welfare and occupational safety in Becharaji.



6.2. Training approach and worker engagement

The training in Becharaji provided an opportunity for sanitation workers and local leadership to come together, fostering learning, dialogue, and recognition of the workforce's contributions:

The Sarpanch and Talati set a positive tone, emphasizing responsible community behaviour and assuring workers they could approach him with job-related concerns, building trust and recognition. For most workers, this was their first formal training session, and they participated with openness and enthusiasm, though they were less aware of their rights, entitlements, and safe work practices compared to Mansa and Viramgam. Workers highlighted challenges such as lack of systematic PPE provision, low wages, absence of health coverage, and having to purchase basic tools themselves, increasing occupational risks. The session provided valuable information on health and social security schemes, encouraged candid discussion of concerns, and led to a shift in attitude toward PPE use, with workers willing to adopt safety gear if consistently supplied. Overall, the training revealed significant unmet needs among the sanitation workforce, served as a platform for dialogue with leadership, and highlighted the importance of ongoing awareness-building and stronger support systems.



6.3. Observations based on the post training

The post-training assessment conducted in Becharaji demonstrated a marked enhancement in the knowledge and awareness levels of sanitation workers across all thematic areas.

- Enhanced understanding of roles and responsibilities, with participants showing clearer recognition of their work's importance to public health and community well-being.
- Substantial progress in occupational health and safety awareness, as workers exhibited a stronger grasp of safe work practices, proper use of personal protective equipment (PPE), and preventive health measures.
- Improved awareness of legal rights and welfare entitlements, reflecting greater familiarity with government schemes, health insurance provisions, and social security benefits.
- Increased readiness to adopt PPE regularly, provided that its supply is consistent and suited to their work requirements.
- Heightened interest in accessing welfare and insurance benefits for themselves and their families, indicating growing confidence in engaging with institutional systems.

- Positive influence of local leadership participation, which reinforced the importance of safety, welfare, and legal awareness, motivating workers to take the sessions seriously.



In conclusion, sanitation workers in Becharaji emerged from the training better informed, more safety-conscious, and more aware of their rights and entitlements. However, sustaining these gains will require regular follow-up, reliable provision of PPE, and continued institutional support to embed the learnings into daily practice.

6.4. Recognition and certification



The training concluded with the distribution of certificates to all participants, formally acknowledging their involvement. The gesture not only acknowledged their efforts but also motivated them to apply the knowledge and skills gained during the training in their day-to-day work.

7. Recommendations and Way Forward

To ensure that sanitation worker safety trainings are impactful, sustainable, and lead to long-term improvements in working conditions, several measures must be undertaken in a systematic and institutionalized manner.

Regular and Institutionalized Training

Trainings should be an ongoing part of sanitation service delivery rather than one-off events. ULBs, urban development authorities, and other implementing agencies should institutionalize capacity-building programs by creating a training calendar and integrating it into their regular operations. Refresher sessions, conducted quarterly or bi-annually, will help workers retain knowledge, reinforce safe practices, and stay prepared for emerging risks. For many participants the training program was their first in-depth exposure, highlighting the need for a systematic and sustained approach.

Include decision-makers and supervisors into training programs

Occupational safety can only be sustained when commitment exists at every level of the system. Therefore, it is essential to extend training beyond frontline sanitation workers to include ULB officials, engineers, and supervisors. Equipping decision-makers with knowledge on safety standards, worker entitlements, and the role of mechanization ensures that institutional policies, resource allocation, and operational practices consistently prioritize worker welfare and safety. By fostering accountability across leadership and workforce alike, safety becomes an integral and sustained component of sanitation service delivery.

Strengthening workplace safety through systemic measures

Capacity-building must be complemented with systemic reforms to create a safer and more dignified working environment. This includes:

- Mechanization of sanitation work to reduce human exposure to hazardous conditions.
- Provision of adequate and job-specific PPE.
- Development and enforcement of model employment contracts to safeguard worker rights.
- Strong monitoring and enforcement mechanisms to ensure compliance with safety standards.

Conduct exposure visits and peer learning

Facilitating exposure visits to peer cities where good practices in occupational safety and worker welfare are being effectively implemented can significantly enhance learning outcomes. Such opportunities allow sanitation workers to observe real-life examples, interact with their counterparts, and gain motivation from seeing how similar workers are trained,

protected, and dignified in other contexts. Peer-to-peer learning in a practical setting strengthens confidence and encourages the adoption of best practices.

Conduct mandatory health check-ups

ULBs should organize mandatory health check-ups for all sanitation workers at least once every six months. These check-ups must include a defined set of minimum health parameters relevant to occupational risks. Linking salary disbursement to the submission of half-yearly health check-up reports will promote compliance and ensure that the workforce remains physically fit to carry out their duties safely.

Organize entitlement camps to provide worker welfares benefits

ULBs should organize camps to facilitate access to national and state welfare schemes. At a minimum, sanitation workers should be enrolled in health and insurance schemes such as PMJAY, PMSBY, and PMJJBY, ensuring a safety net for themselves and their families. The institutional responsibility to guarantee access to at least three to four entitlements per worker should be clearly established and monitored.

Provision and Monitoring of PPE

It is essential to ensure the continuous provision of adequate PPE for all sanitation job roles, recognizing the varying risks faced by desludging operators, solid waste handlers and other sanitation workers. Each worker should be equipped with at least two to three complete sets of PPE suitable for their specific tasks. Municipal budgets must allocate funds for PPE procurement, distribution, monitoring of use, and timely replenishment, ensuring uninterrupted protection for all workers.

Strengthening Information, Education, and Communication (IEC) and Awareness Activities

Campaigns, street plays, wall paintings, and local radio or television messaging should be used to raise awareness within communities about the dignity of sanitation work and the importance of safe practices. Such activities not only reduce stigma but also generate respect for sanitation workers. Parallel awareness efforts directed at workers reinforce training inputs, encourage the consistent use of PPE, and promote adherence to safety protocols.

Sustainable improvements in sanitation worker safety require a dual focus equipping workers with knowledge and skills through periodic trainings, and strengthening systemic mechanisms that guarantee their dignity, protection, and welfare. Institutionalizing trainings, ensuring provision of PPE, promoting health and social security coverage, and building community awareness together form a comprehensive framework for safeguarding the workforce. When sanitation workers feel valued, protected, and supported, their morale and willingness to adopt safety protocols improve significantly, ultimately contributing to safer, healthier, and more resilient urban environments

Annexures

Annex- A: Training Agenda

Training Program for Urban Sanitation Workers in three cities of Gujarat

Tentative Agenda for the training program (9.30 A.M to 5.45 P.M)

Session	Content to be covered	Mode of Delivery	Duration
Day 1			
Welcome and Registration of the participants			30 mins (9.30-10.00)
Session 1.	Introduction of participants	Ice Breaking activity	30 mins (10.00-10.30)
Session 2.	Training objectives and pre assessment (show of hands / pictorial assessment)	Presentation + Interaction +	30 mins (10.30-11.00)
Session 3.	What are the legal provisions around manual scavenging and sanitation work Legal framework: PEMSR Act 2013	Presentation + Interaction	30 mins (11.00-11.30)
Tea Break			11.30-11.45
Session 4	Across all Job Roles Health and safety at workplace PPE, safety devices, and equipment Maintenance of PPE	Presentation + PPE Game Exercise of donning & Doffing	1 hr 15 mins (11.45- 13.00)
Lunch Break			13.00- 14.00
Session 5.	Job Role wise – Dos and Don'ts and Use of Equipment O&M of CT/PT	Presentation + Interaction	1 hr 15 mins (14.00- 15.00)

	Desludging / Emptying of Septic tanks / Pits Solid Waste Management- Collection/ Segregation/ Handling of waste Sewer Line Cleaning O&M of STPs/FSTPs Drain Cleaning (Entrepreneurship in sanitation work- Concept of Entrepreneurship and Sanitation Entrepreneurship opportunities)		
Session 6.	Essential (soft) skills Communication skills Digital Literacy Financial Literacy	Presentation + Interaction	20 mins (15.00- 15.20)
Session 7.	Rights and Entitlements of Sanitation Workers (under the NAMASTE and other Govt. Schemes)	Presentation + Games	1 hr (15.20- 16.20)
Tea Break			16.20-16.30
Session 8.	Health, Hygiene, and Nutrition for sanitation workers and their families	Presentation + Games	30 Mins (16.30-17.00)
Session 9.	Feedback, post-training assessment		20 mins (17.00-17.20)
Session 10.	Closing remarks and Certificate distribution		30 min (17.20-17.50)

Annex-B: Participants list - Viramgam

Workshop for Building Skills, Safety, and Dignity of Sanitation Workers

Date: 25/8/2025

Attendance Sheet

Sl. No.	નામ	હોદ્દો / કામ	સહી
1	અમરકાંત ઝામર	અમરકાંત ઝામર	અમરકાંત ઝામર
2	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
3	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
4	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
5	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
6	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
7	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
8	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
9	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
10	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
11	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
12	અમરકાંત ઝામર	" "	અમરકાંત ઝામર

Sl. No.	નામ	હોદ્દો / કામ	સહી
13	અમરકાંત ઝામર	અમરકાંત ઝામર	અમરકાંત ઝામર
14	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
15	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
16	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
17	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
18	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
19	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
20	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
21	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
22	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
23	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
24	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
25	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
26	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
27	અમરકાંત ઝામર	" "	અમરકાંત ઝામર
28	અમરકાંત ઝામર	" "	અમરકાંત ઝામર

Figure 1 Participants list – Viramgam.day -1

	નામ	હોદ્દો કામ	સહી
29	કિરેશના. રામચંદ્રાણ કલસીયાઈ	મે ડુ મે...	
30	ગુડામલ દલામલ	મે ડુ મે...	
31	કુંડુલેન મુલમલ	મે ડુ મે...	
32	મુમલેન પિંચમલ	મે ડુ મે...	
33	મુમલેન કિરેશનામલ		કેવિતા
34	મુમલેન મુલમલ		manish
35	મુમલેન દલામલ		મોહ
36			

37	મુમલેન રામચંદ્રાણ કલસીયાઈ	મે ડુ મે...	મે ડુ મે...
38	ગુડામલ રામચંદ્રાણ કલસીયાઈ	મે ડુ મે...	મે ડુ મે...
39	કુંડુલેન મુલમલ	મે ડુ મે...	મે ડુ મે...
40	મુમલેન મુલમલ	મે ડુ મે...	મે ડુ મે...
41	મુમલેન મુલમલ	મે ડુ મે...	મે ડુ મે...
42	મુમલેન મુલમલ	મે ડુ મે...	મે ડુ મે...
43	મુમલેન મુલમલ	મે ડુ મે...	મે ડુ મે...
44	મુમલેન મુલમલ	મે ડુ મે...	મે ડુ મે...

45	મુમલેન રામચંદ્રાણ કલસીયાઈ	મે ડુ મે...	મે ડુ મે...
46	ગુડામલ રામચંદ્રાણ કલસીયાઈ	મે ડુ મે...	મે ડુ મે...
47	કુંડુલેન મુલમલ	મે ડુ મે...	મે ડુ મે...
48	મુમલેન મુલમલ	મે ડુ મે...	મે ડુ મે...
49	મુમલેન મુલમલ	મે ડુ મે...	મે ડુ મે...
50	મુમલેન મુલમલ	મે ડુ મે...	મે ડુ મે...
51	મુમલેન મુલમલ	મે ડુ મે...	મે ડુ મે...
52	મુમલેન મુલમલ	મે ડુ મે...	મે ડુ મે...
53	મુમલેન મુલમલ	મે ડુ મે...	મે ડુ મે...
54	મુમલેન મુલમલ	મે ડુ મે...	મે ડુ મે...
55	મુમલેન મુલમલ	મે ડુ મે...	મે ડુ મે...
56	મુમલેન મુલમલ	મે ડુ મે...	મે ડુ મે...
57	મુમલેન મુલમલ	મે ડુ મે...	મે ડુ મે...
58	મુમલેન મુલમલ	મે ડુ મે...	મે ડુ મે...
59	મુમલેન મુલમલ	મે ડુ મે...	મે ડુ મે...
60	મુમલેન મુલમલ	મે ડુ મે...	મે ડુ મે...

Figure 2 Participants list – Viramgam.day -2

19	ନାମ	ପ୍ରା. 25/5/24	ସ୍ଥାନ
20	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
21	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
22	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
23	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
24	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
25	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
26	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
27	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
28	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ

29	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
30	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
31	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
32	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
33	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
34	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
35	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
36	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
37	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
38	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
39	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
40	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
41	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
42	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
43	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ
44	ନା. 25/5/24	ପ୍ରା. 25/5/24	ସ୍ଥାନ

વિરામગામ
ગ્રામ

નંબર	નામ	હોદ્દો / કામ	સહી
45	અંજુબા સુવર્ણ સીંચણ	અંજુ સુવર્ણ	21/05/21
46	અંજુબા મણીબેન બેન	"	"
47	અંજુબા મણીબેન બેન	"	"
48	અંજુબા મણીબેન બેન	"	"
49	અંજુબા મણીબેન બેન	"	"
50	અંજુબા મણીબેન બેન	"	"
51	અંજુબા મણીબેન બેન	"	"
52	અંજુબા મણીબેન બેન	"	"
53	અંજુબા મણીબેન બેન	"	"
54	અંજુબા મણીબેન બેન	"	"
55	અંજુબા મણીબેન બેન	"	"
56	અંજુબા મણીબેન બેન	"	"
57	અંજુબા મણીબેન બેન	"	"

Figure 3. Participants list – Viramgam day -3

Annex-C: Participants list – Mansa

Workshop for Building Skills, Safety, and Dignity of Sanitation Workers

Date: _____

Attendance Sheet

નંબર	નામ	હોદ્દો / કામ	સહી
1	અંજુબા મણીબેન બેન	અંજુ સુવર્ણ	
2	અંજુબા મણીબેન બેન	"	
3	અંજુબા મણીબેન બેન	"	
4	અંજુબા મણીબેન બેન	"	
5	અંજુબા મણીબેન બેન	"	
6	અંજુબા મણીબેન બેન	"	
7	અંજુબા મણીબેન બેન	"	
8	અંજુબા મણીબેન બેન	"	
9	અંજુબા મણીબેન બેન	"	
10	અંજુબા મણીબેન બેન	"	
11	અંજુબા મણીબેન બેન	"	
12	અંજુબા મણીબેન બેન	"	

	નામ	હોદ્દો / કામ	સહી
13	વાઘેલા સીતાબેન પરચીનરાવ	સહાયક કમ્પાઉન્ડર	
14	વાઘેલા રુકાબાબેન કુતુબા	11 11	
15	વાઘેલા પરમાબેન દરેશભાઈ	11 11	
16	વાઘેલા દામોદરભાઈ મહેતા	11 11	
17	વાઘેલા પાંચાલભાઈ રામચંદ્રભાઈ	11 11	
18	વાઘેલા દેવદાસભાઈ રામચંદ્રભાઈ	11 11	
19	વાઘેલા મહેતાભાઈ ગોપાલભાઈ	11 11	
20	વાઘેલા રાધિકાબેન મહેતાભાઈ	11 11	
21	વાઘેલા રાધિકાબેન મહેતાભાઈ	11 11	
22	વાઘેલા દેવદાસભાઈ રામચંદ્રભાઈ	11 11	
23	વાઘેલા ભરદવાજભાઈ ભરદવાજ	11 11	
24	વાઘેલા જયભાઈ મહેતાભાઈ	11 11	
25	વાઘેલા મીનાબેન કુતુબા	11 11	
26	વાઘેલા દેવદાસભાઈ રામચંદ્રભાઈ	11 11	
27	વાઘેલા વાસુદેવભાઈ ભુવેશભાઈ		
28	વાઘેલા રાજેશભાઈ મોહિતભાઈ		

	નામ	હોદ્દો / કામ	સહી
45	વાઘેલા ગોપાલભાઈ	ગ્રાહકભાઈ	
46	પરમાર પ્રદીપભાઈ	ગોવિંદભાઈ	
47	વાઘેલા રમેશભાઈ	રમેશભાઈ	
48	દામા મહેતાભાઈ	મહેતાભાઈ	
49			
50			
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60			

Figure 4 Participants list

Annex-D: Participants list – Becharaji

Workshop for Building Skills, Safety, and Dignity of Sanitation Workers

Date: _____

Attendance Sheet

Sl. No.	નામ	હોદ્દો/કામ	સહી
1	નંંગા ઉષાબેન મલોશભાઈ	સડાઈ કામદાર	ઉષાબેન મલોશભાઈ
2	નંંગા રૂચાબેન પોડાભાઈ	સડાઈ કામદાર	
3	નંંગા રૂચાબેન મધાભાઈ	11	મંચી-ડાંગ -
4	નંંગા શિલાબેન રૂચાભાઈ	11	નંંગા શિલાબેન
5	નંંગા રૂચાભાઈ રૂચાભાઈ	11	
6	નંંગા જશબેન નંંગાભાઈ	4	
7	નંંગા રૂચાબેન રૂચાભાઈ	11	
8	નંંગા રૂચાભાઈ રૂચાભાઈ	11	મંચી-ડાંગ
9	નંંગા રૂચાભાઈ રૂચાભાઈ	11	રૂચાભાઈ
10	નંંગા રૂચાબેન રૂચાભાઈ	11	
11	નંંગા રૂચાબેન રૂચાભાઈ	11	
12	વાલી રૂચાભાઈ રૂચાભાઈ	11	રૂચાભાઈ

Sl. No.	નામ	હોદ્દો/કામ	સહી
13	વાલી ગોમતીબેન રૂચાભાઈ	સડાઈ કામદાર	ગોમતીબેન
14	વાલી રૂચાબેન રૂચાભાઈ	11	રૂચાભાઈ
15	નંંગા રૂચાબેન રૂચાભાઈ	11	
16	નંંગા રૂચાબેન રૂચાભાઈ	11	
17	નંંગા રૂચાબેન રૂચાભાઈ	11	
18	નંંગા રૂચાબેન રૂચાભાઈ	11	મંચી-ડાંગ
19	નંંગા રૂચાબેન રૂચાભાઈ	11	રૂચાબેન રૂચાભાઈ
20	નંંગા રૂચાબેન રૂચાભાઈ	11	રૂચાબેન રૂચાભાઈ
21	વાલી રૂચાબેન રૂચાભાઈ	11	રૂચાબેન રૂચાભાઈ
22	વાલી રૂચાબેન રૂચાભાઈ	11	રૂચાબેન રૂચાભાઈ
23	નંંગા રૂચાબેન રૂચાભાઈ	11	
24	નંંગા રૂચાબેન રૂચાભાઈ	11	
25	નંંગા રૂચાબેન રૂચાભાઈ	11	
26	વાલી રૂચાબેન રૂચાભાઈ	11	
27	નંંગા રૂચાબેન રૂચાભાઈ	11	
28	નંંગા રૂચાબેન રૂચાભાઈ	11	

	નામ	હોદ્દો / કામ	સહી
29	વાલ્મીકી સંગીતાબેન વિશ્વભાઈ	સફાઈ કામગીર	
30	વાલ્મીકી સુભાષાબેન કૌતિભાઈ	"	
31	સોલંકી રાધાબેન રાજુભાઈ	"	સોલંકી H.R.
32	ભંડારી ભાસ્કરભાઈ નરેશભાઈ	"	ભંડારી ભંડારી
33	ભંડારી નરેશભાઈ ખેડાભાઈ	"	
34	ભંડારી રાજાબેન અમરભાઈ	"	દેસાએન
35	ભંડારી પારાબેન ચંદુભાઈ	"	
36	ભંડારી ધર્મશાહબેન ચંદુભાઈ	"	
37	ભંડારી ચંદુભાઈ યુનીભાઈ	"	
38	ભંડારી અમરભાઈ યુનીભાઈ	"	
39	ભંડારી પૂષ્પાબેન પુશાભાઈ	"	
40	ભંડારી શ્યામબેન યુનીભાઈ	"	
41	ભંડારી કમલભાઈ અમ્મચામ	"	
42	ભંડારી રશ્મિભાઈ નરેશભાઈ	"	
43	ભંડારી ભાસ્કરભાઈ દિનેશભાઈ		
44	ભંડારી કુંવરબેન ભાસ્કરભાઈ		રશ્મિભાઈ
45	ભંડારી રાજાબેન રમેશભાઈ	સફાઈ કામગીર	
46	ભંડારી કમલભાઈ વિદુલભાઈ	"	
47			કમલભાઈ વિદુલભાઈ
48	ભંડારી ચંદુભાઈ શ્યામભાઈ	"	
49			
50	વાલ્મીકી રમેશભાઈ રમેશભાઈ	"	
51	વાલ્મીકી ચંદુભાઈ રમેશભાઈ	"	
52	ભંડારી મધુભાઈ હસંવતભાઈ	"	
53			
54	ભંડારી કમલભાઈ અશોકભાઈ	"	રમેશભાઈ
55	વાલ્મીકી ચંદુભાઈ પરસોત્તમભાઈ	"	
56	વાલ્મીકી અમરભાઈ કમલેશભાઈ	"	
57			
58			
59			
60			

Figure 5 Participants list



CENTER FOR WATER AND SANITATION

The Center for Water and Sanitation (CWAS) is a part of CEPT Research and Development Foundation (CRDF) at CEPT University. CWAS undertakes action-research, implementation support, capacity building and advocacy in the field of urban water and sanitation. Acting as a thought catalyst and facilitator, CWAS works closely with all levels of governments - national, state and local to support them in delivering water and sanitation services in an efficient, effective and equitable manner.