



Institutionalizing FSSM services in Wai Municipal council

October 2020

CWAS CENTER
FOR WATER AND
SANITATION

CRDF CEPT RESEARCH
AND DEVELOPMENT
FOUNDATION

CEPT
UNIVERSITY



Contents

Summary

1 Study context, objectives and approach

2 WMC structure and staffing

3 Roles and responsibilities

4 Reporting and monitoring mechanisms

5 Key observations and suggestions

Annex



Contents

Summary

1 Study context, objectives and approach

2 WMC structure and staffing

3 Roles and responsibilities

4 Reporting and monitoring mechanisms

5 Key observations and suggestions

Annex

Need for the study

Wai Municipal Council (WMC), with support from Center for Water and sanitation, CRDF, CEPT University, has become India's first city to implement scheduled emptying of septic tanks at 3 years emptying cycle along with treatment of collected septage at a dedicated Faecal Sludge Treatment Plant (FSTP). The emptying service is provided through a private contractor appointed by WMC. The FSTP is constructed and operated by Tide Technocrats through grants from Bill and Melinda Gates Foundation (BMGF). Wai is also one of the eight global cities under the Citywide Inclusive Sanitation (CWIS) programme of BMGF.

Wai is a small city in Satara district of Maharashtra. Its functions and staff structure is determined as per the The Maharashtra Municipal councils, Nagar panchayats and Industrial townships Act, 1965. Its sanitation department provides various sanitation related services such as solid waste management, drain cleaning, cleaning and maintenance of community and public toilets, to its citizens. Under Faecal Sludge and Septage Management (FSSM) plan, Wai introduced scheduled septic tank emptying and faecal sludge treatment services since 2018

Institutionalizing these services into the day-to-day operation of WMC will need some restructuring of their human resources. Further, it will require redefining roles and responsibilities of existing staff and setting up of efficient monitoring and reporting mechanism. As Wai is one of the first cities in the country to provide scheduled desludging, the systems required to provide this service and monitor it will require some capacity building of sanitation workers and others involved in the operation.

This study is aimed to enable WMC to provide FSSM services in a sustainable manner. It will also provide lessons for many cities like Wai across the state and nation in their journey of providing scheduled desludging services.



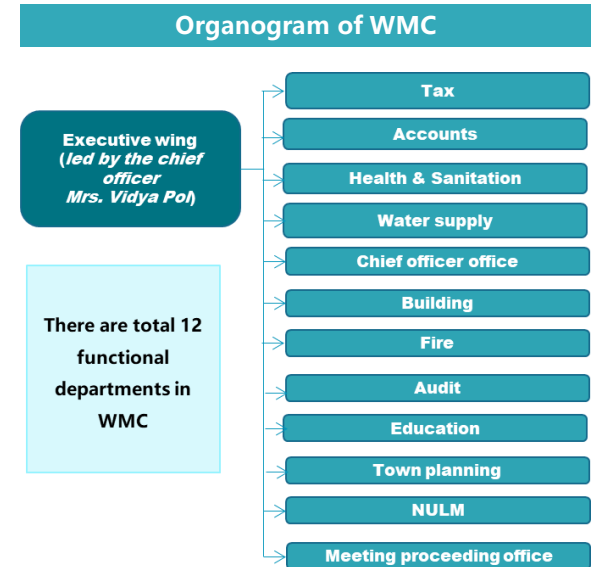
Key areas for assessment:

In order to understand FSSM services delivery by the municipal council, it is important to identify 'who' can undertake 'what' responsibilities and 'how'. The following three areas are identified for a detailed assessment :

- 1) Existing staffing structure of WMC, with a particular focus on the sanitation department
- 2) Roles and responsibilities of executive wing (staff at sanitation department) and elected wing
- 3) Existing reporting and monitoring mechanisms for FSSM and other sanitation related services

1. Staffing details of WMC

- The executive wing of WMC led by the Chief Officer (CO) performs the day-to-day operations of the Municipal Council. Their staffing structure is governed by Directorate of Municipal Administration (DMA) in reference to section 76(1) and (2) of the Maharashtra Municipal Councils, Nagar Panchayats and Industrial Township Act, 1965. (MMCNPIT Act,1965)
- While comparing the recruited staff with the sanctioned staff of Wai as per the government resolution (GR) by the DMA, it was found that of the total staff that needs to be provided to WMC as a class C city, around 63% of the sanctioned posts have been filled and 37% are vacant. Duties of departments with no or less staff for class 3 are often performed by staff from other departments and for class 4 staff contracting services / contract workers are being engaged.
- While assessing the staffing pattern in the sanitation department, it was found **that the overall staff is adequate as per the staffing pattern provided by DMA.**



2. Roles and responsibilities

- Roles and responsibilities of class 3 officers appointed by DMA are identified by DMA, although, CO can add to those roles and responsibilities. Roles and responsibilities of other officers and staff (other than CO) are identified by the standing committee and experienced members of the respective departments. They are finally approved by the CO.
- A detailed assessment of roles and responsibilities related to FSSM activities of different staff members at sanitation department was carried out. Based on the key findings, some of the responsibilities related to the monitoring and implementation of the FSSM activities have been suggested:

Decision Makers

- **Chief officer:** The CO oversees overall monitoring of sanitation activities. However a more detailed review needs to be undertaken by CO
- **Elected Representatives:** The elected representatives are well aware of the overall FSSM activities going on in the city. However, they, and especially the sanitation committee, can be involved more in awareness activities of scheduled emptying, monitoring of the emptying operations in their ward and also treatment operations.

Implementers, operation and management:

- **Sanitation Engineer and Sanitary Inspector (SI):** The engineer currently has limited involvement in monitoring FSSM related activities whereas the sanitary inspector mainly reviews the daily emptying operations. There is scope of systematically involving both of them in monitoring the



Staff at sanitation department in WMC

Organogram of sanitation department



2. Roles and responsibilities

emptying and treatment operations by training them to use SaniTab/Sanitrack dashboard (mobile based apps created to monitor the service) , monitoring the FSTP dashboards and reviewing the quality check reports shared by the FSTP operators and reporting to the CO on regular basis for FSSM operations. Support for capability building for the same will be provided by CEPT team.

- **Sanitary Supervisors:** Currently, sanitary supervisors are mainly involved in monitoring operations of SWM. They can be further involved in monitoring the on ground scheduled emptying operations and report to the SI on daily basis about the challenges and progress
- **Sanitary workers:** They are mainly involved for service provision related to street sweeping and drain cleaning. They need to be involved for supporting monitoring of scheduled emptying operations and reporting to 'mukadam' (Supervisor) in case of any challenges.
- **SHG's/Community based organisations:** They can be involved and trained to monitor and create awareness about scheduled emptying operations. They can report to the SI / Sanitary supervisor on daily basis about the activities that have been undertaken and challenges if any.

3. Reporting and monitoring mechanism for FSSM related activities

A robust reporting and monitoring mechanism helps to keep the system running smoothly and enables achievement of desired result. To understand the existing monitoring mechanism, a detailed assessment was carried out in terms of the forms and formats used, frequency of monitoring and reporting, existing issues in reporting and monitoring and how can that be redressed. Based on the assessment, following are the key finding and suggestions:

- **Scheduled emptying operations by private service provider – Sumeet Facilities:**
 - Sumeet Facilities' on-ground staff daily reports on septic tanks that have been emptied, although they lack in reporting the overall progress/ challenges faced in day-to-day operations to WMC. It is suggested that they should report daily to the Sanitary Inspector (SI) on progress and challenges of the day and also share next day's work plan with the SI and Engineer.
 - The senior staff of Sumeet Facilities need to engage regularly with CO and Sanitation department to review the progress/challenges in emptying operations. Such interactions can resolve issues and help improve operations.
- **Septage treatment operations by private service provider – Tide Technocrats:** During the assessment, it was found that the treatment operations were not regularly reported to WMC. This is important as WMC is expected to manage the FSTP when Tide hands over the facility to WMC. Some of the key suggestions are as follows:
 - Tide Technocrats need to submit daily manifest forms regarding the septage that is being brought at the FSTP. They need to also share the progress/ challenges that are being faced on daily basis with the SI and Engineer.
 - The fortnightly reports need to be submitted as per the agreed time schedule, with various details on operations and maintenance carried out at FSTP, quality of treated waste water (WW) and septage and reuse details.
 - The senior team of Tide Technocrats need to engage with WMC on regular basis and update the executive and elected officials on FSTP operations.



Contents

Summary

1 Study context, objectives and approach

2 WMC structure and staffing

3 Roles and responsibilities

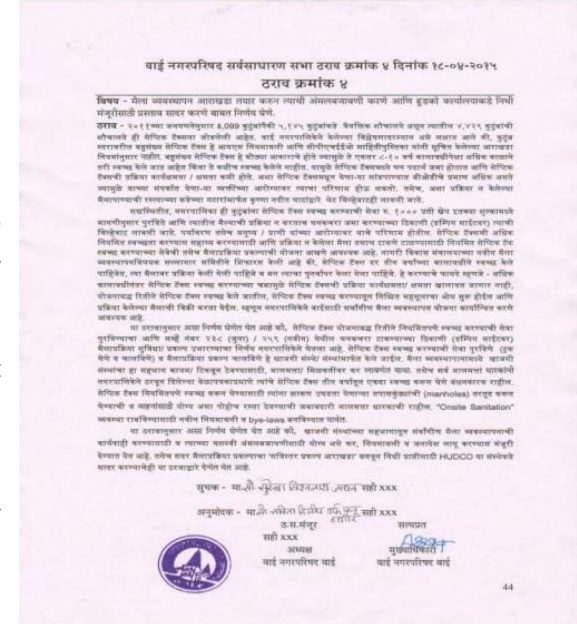
4 Reporting and monitoring mechanisms

5 Key observations and suggestions

Annex

Wai Municipal Council has already institutionalized FSSM service delivery through various council resolutions and tenders. Through these, it is providing, a first of its kind, scheduled septic tank emptying service to its citizens and treating the septage at the 70 KLD FSTP

- Wai is a small city in Satara district of Maharashtra, with a population of 43,000 (2019).
- WMC with support from Center for Water and Sanitation (CWAS), CEPT University has become India's first city to implement scheduled emptying of septic tanks along with treatment of collected septage at a dedicated FSTP.
- WMC has passed council resolutions for carrying out citywide scheduled emptying, for engaging private sector for providing FSSM services, levying sanitation tax to finance the FSSM services and allocate land for FSTP.
- WMC has a performance based contract with a private contractor, selected through a government tendering process for providing scheduled emptying services.
- The sanitation department at WMC has to monitor the septic tank emptying and treatment services in addition to the other services provided by the department. Institutionalizing these new FSSM services may need some restructuring of human resources, changes in roles and responsibilities and setting up efficient monitoring and reporting mechanism
- Since Wai has pioneered scheduled desludging, there are no lessons to be drawn from other cities. Wai has to serve as a role model for other cities that intend to provide scheduled desludging. This study aims to help WMC in providing the services in a sustainable manner and act as a torch bearer for many cities across the state and nation in their journey of providing schedule desludging services.



Objectives of study . . .

- To assess key processes of the municipal council and draw learnings and identify gaps, if any.
- To develop a framework in which FSSM services can be institutionalized within the Wai Municipal Council.
- To identify measures for resolving the identified issues and improving the ongoing processes.

The study identified organizational structure and processes in WMC through discussions with the WMC officials and identified options to institutionalize FSSM services



Identifying key processes of WMC

To institutionalise FSSM services within WMC, assessment was done for key areas such as staffing pattern, recruitment processes, roles and responsibilities performed and monitoring and reporting mechanisms for services.



Assessing and understanding the process through discussion with stakeholders

Based on the discussion with the WMC officials, key processes were mapped in detail to study the stakeholders involved in these processes, forms and formats used, frequency of reporting and monitoring, etc.



Suggestions to institutionalise the FSSM services within the existing structure of WMC

From the analysis, roles and responsibilities for the officials and staff members of WMC as well as the private operator were identified – for planning, implementation, reporting and monitoring the FSSM service.



Contents

Summary

1 Study context, objectives and approach

2 WMC structure and staffing

3 Roles and responsibilities

4 Reporting and monitoring mechanisms

5 Key observations and suggestions

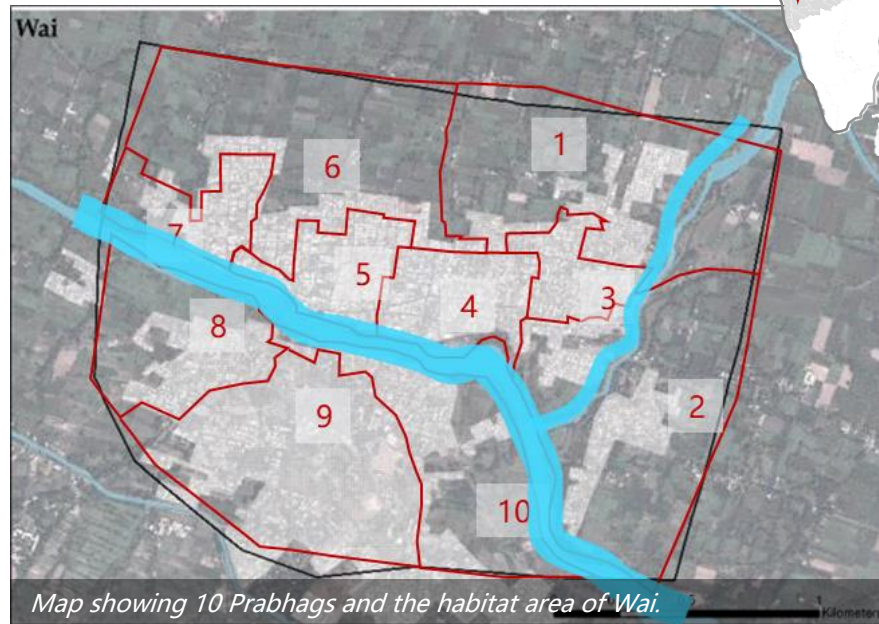
Annex

Wai, a small town in Maharashtra is moving towards universal access to sanitation

- Wai is classified as 'C' class municipal council as per the 'Maharashtra Municipal Councils, Nagar Panchayats and Industrial Townships Act, 1965.
- Wai is known for its Ghats on the banks of River Krishna and around 250 temples. It is a holy pilgrimage town and an old Buddhist settlement

Demographic details of Wai

C Class Municipal Council	
District	Satara
Location	95km south of Pune; 35km from Satara
Area	3.54 sqkm
Population (2019)	43,000
Households	8,991
Literacy Rate	81%
Slum population	4%
Toilet Coverage	85%

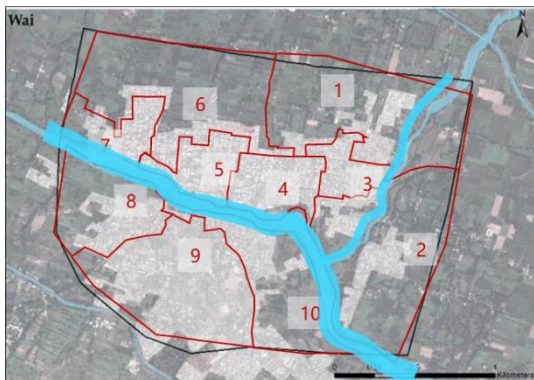


Wai is governed by an elected municipal council which is aided in its day-to-day operations by the executive wing . . . (1/2)

Elected Wing

Wai Municipal Council
(led by the president Mrs. Pratibha Shinde)

10 Administrative & 10 Electoral Wards
(led by 2 Councillors per ward)



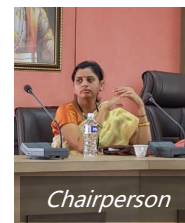
**President of the council, chairperson of all subject committees along with few councillors form a standing committee.*

Source: WMC

- **The elected wing** consists of elected officials called nagarsevaks/councillors, led by the Council President. Each of the 10 wards elect two municipal councillors.
- Section 65 (MMCNPIT Act,1965) states that “Every ‘C’ Class Council shall appoint a Standing Committee and may appoint such Subjects Committees 1[(including a Women and Child Welfare Committee)] as it may deem, necessary. Thus unlike larger councils, where a Sanitation Committee is mandatory, for smaller councils it is discretionary. In Wai the councilors have formed form 5 committees for different subjects : health and sanitation, water supply, planning and development, women and child welfare and education with a chairperson for each committee. These committees have authority to plan and approve proposals. The sanitation committee is chaired by elected women representative, Mrs Vanarse
- It is also mandatory for all the councillors to participate in the general body meeting (GBM) which is responsible for legislation and financial approvals



President



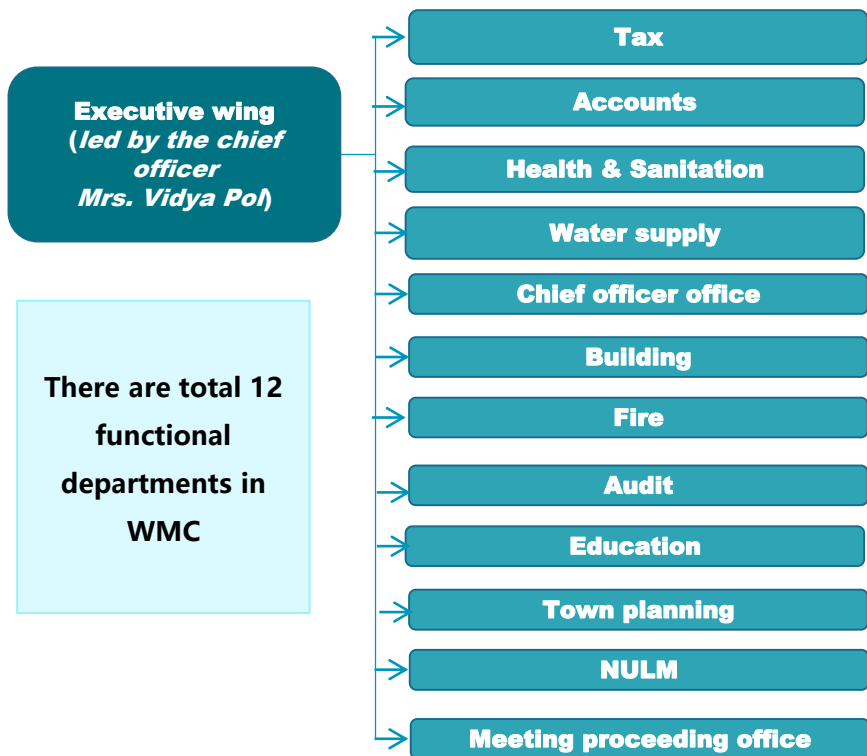
Chairperson



Councillors

Wai is governed by the elected municipal council which is aided in its day-to-day operations by the executive wing . . . (2/2)

Executive Wing



There are total 12 functional departments in WMC

- **The executive wing** is the bureaucratic team, led by Chief Officer (CO) and performs duties as defined in the Municipal act of 1965.
- The CO is supported by officers and staff members working under different departments such as health and sanitation, water supply, tax etc.
- As per the Municipal act of 1965, powers and duties of these officers and servants of the Council are to be specified by the Standing Committee* from time to time.



Chief officer



Sanitation Department

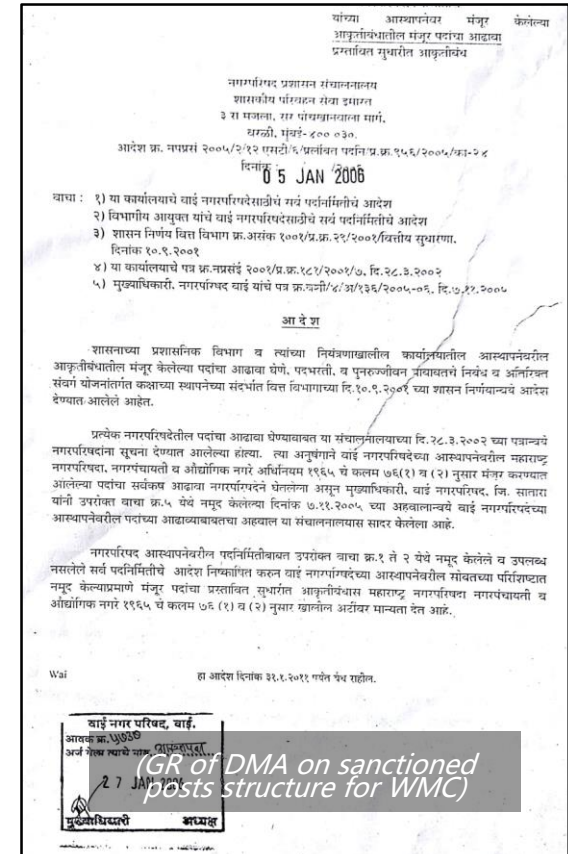
Source: WMC

The staffing for various departments under WMC is governed by DMA . . .

Officer/staff	Class	Appointed by
Chief officer	class 2	State government through MPSC exams
All the other officers and staff working under CO in different departments of WMC	class 3	Directorate of Municipal Administration (DMA) or District Selection Committee (DSC).
	class 4	Municipal Council from the eligible candidates recommended by the District Employment and Self-employment Office, District Social Welfare Office and by publishing the vacancy in news paper.

- Class 2 posts are gazetted and selected by **Maharashtra Public Service Commission**. A gazetted officer is a government official who is working as a public servant in a higher rank. This is a transferable post and officer may be posted anywhere in the state.
- Class 3 are non-gazetted officers who are employed with the government but in non-supervisory roles: example includes – Clerks, typists, office superintendent. The number of Class 3 and 4 posts are approved for municipal council by the **Directorate of Municipal Council (DMA)** in reference to section 76(1) and (2) of the Maharashtra Municipal Councils, Nagar Panchayats and Industrial Township Act, 1965.

*Order No. DMCA 2005/2/12 ST/6/Pending Post Creation/P.No.956/2005/W-24 (05 Jan 2006)



DMA has instructed procedures to be followed for recruitment under executive wing . . (1/2)

As per the GR by DMA dated 05 Jan 2006* and the new amendments, the **permanent posts** of the Municipal Council that go vacant can be filled as per the priority given below.

- a. Internal Recruitment:** Appointment of a member for a certain post from already recruited staff within the municipal council. As per the GR , internal recruitments are to be prioritized over new recruitments. Following are the ways for internal recruitments:
1. To classify employees on temporary posts to parallel permanent posts
 2. Through promotions
 3. Internal recruitment from among employees.
- b. New Recruitment:** If it becomes clear that it is not possible to fill the vacant posts of the Municipal Council establishments through internal recruitment, in such situations, the Municipal Council can carry out new recruitment as given below,. This can b done only after approval of the District Collector.
1. From the additional cell of Government
 2. Special Cases: Appointment as per recommendation of the Lad-Page committee that recommended giving priority to the legal heirs or sons/daughters of the conservancy staff while recruiting employees for this department. (upon approval of the District Collector)
 3. Direct Recruitment: As per the procedure prescribed by the Government (the vacant posts of Class 3) have to be filled in from the eligible candidates recommended by the Directorate of Municipal Administration and District Selection Committee and the vacant posts of Class 4 have to be filled in by the Municipal Council from the eligible candidates recommended by the District Employment and Self-employment Office, District Social Welfare Office.

**Order No. DMCA 2005/2/12 ST/6/Pending Post Creation/P.No.956/2005/W-24 (05 Jan 2006)*

DMA has instructed procedures to be followed for recruitment under executive wing . . (2/2)

In case of direct recruitment of class 3 and class 4 staff in WMC, following process is followed:

Class 3

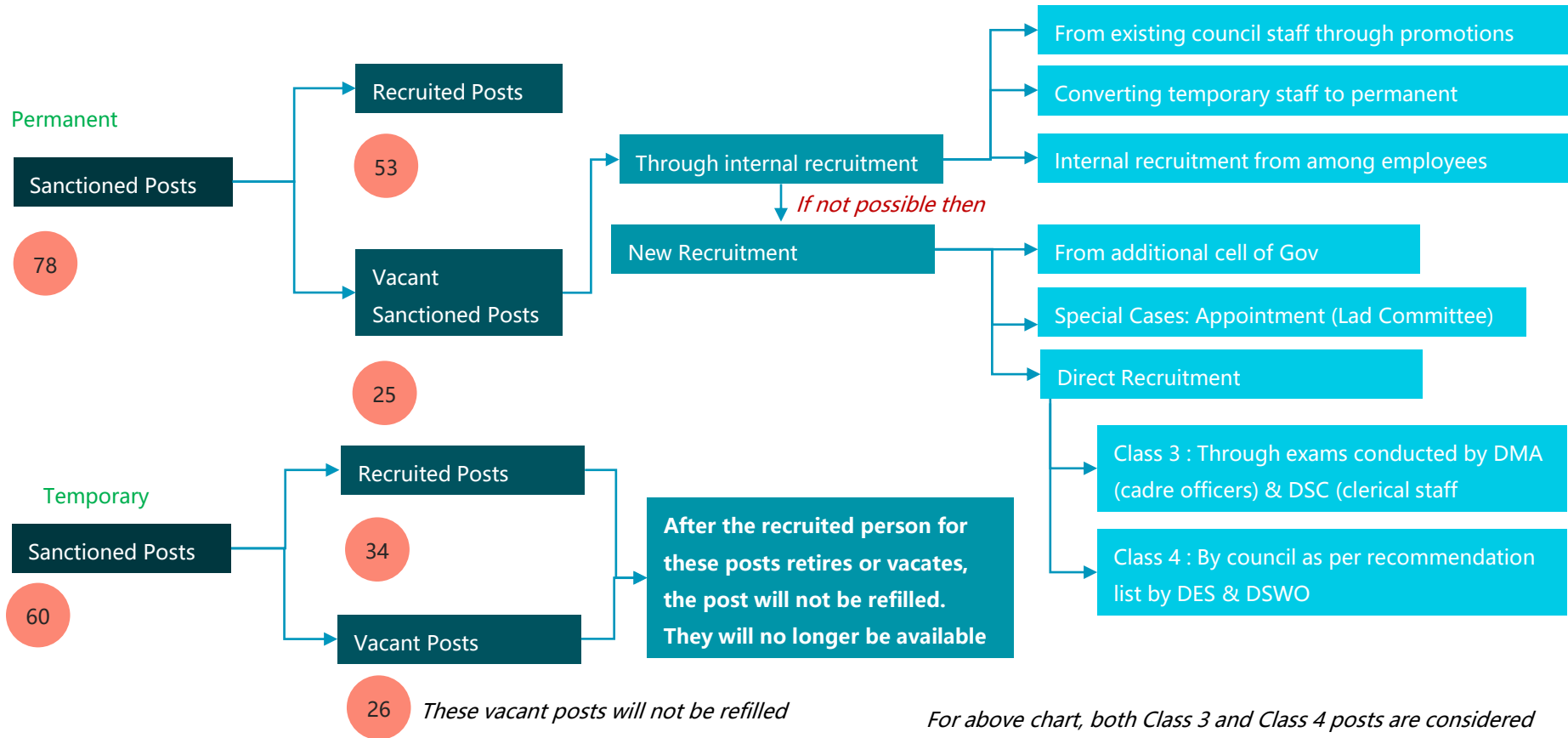
- The class 3 cadre officers are appointed by Directorate of Municipal Administration(DMA) whereas the clerical staff is appointed by District Selection Committee(DSC). In case of vacancies, municipal council has to convey it to DMA/DSC.
- DMA/DSC conducts examination for selection of candidates all over the state. The news and information about the examination is published in the newspapers and online portal (www.mahapariksha.gov.in)
- After the results are declared, posting in the Municipal councils is done as per the merit list.

Class 4

- The class 4 staff is appointed by the Municipal Council from the eligible candidates recommended by the District Employment and Self-employment Office, District Social Welfare Office and by publishing the openings in news paper.
- In case of vacancy, municipal council has to publish the openings in news paper (for all categories) and get the list of recommended candidates from District Employment and Self-employment Office, District Social Welfare Office (for NT, SC, OBC categories). In case of Wai, these offices are in Satara.
- Municipal council then conduct written/oral exams all applicants.
- The shortlisted candidates are further interviewed and the list of selected candidates is sent to DMA office for approval.

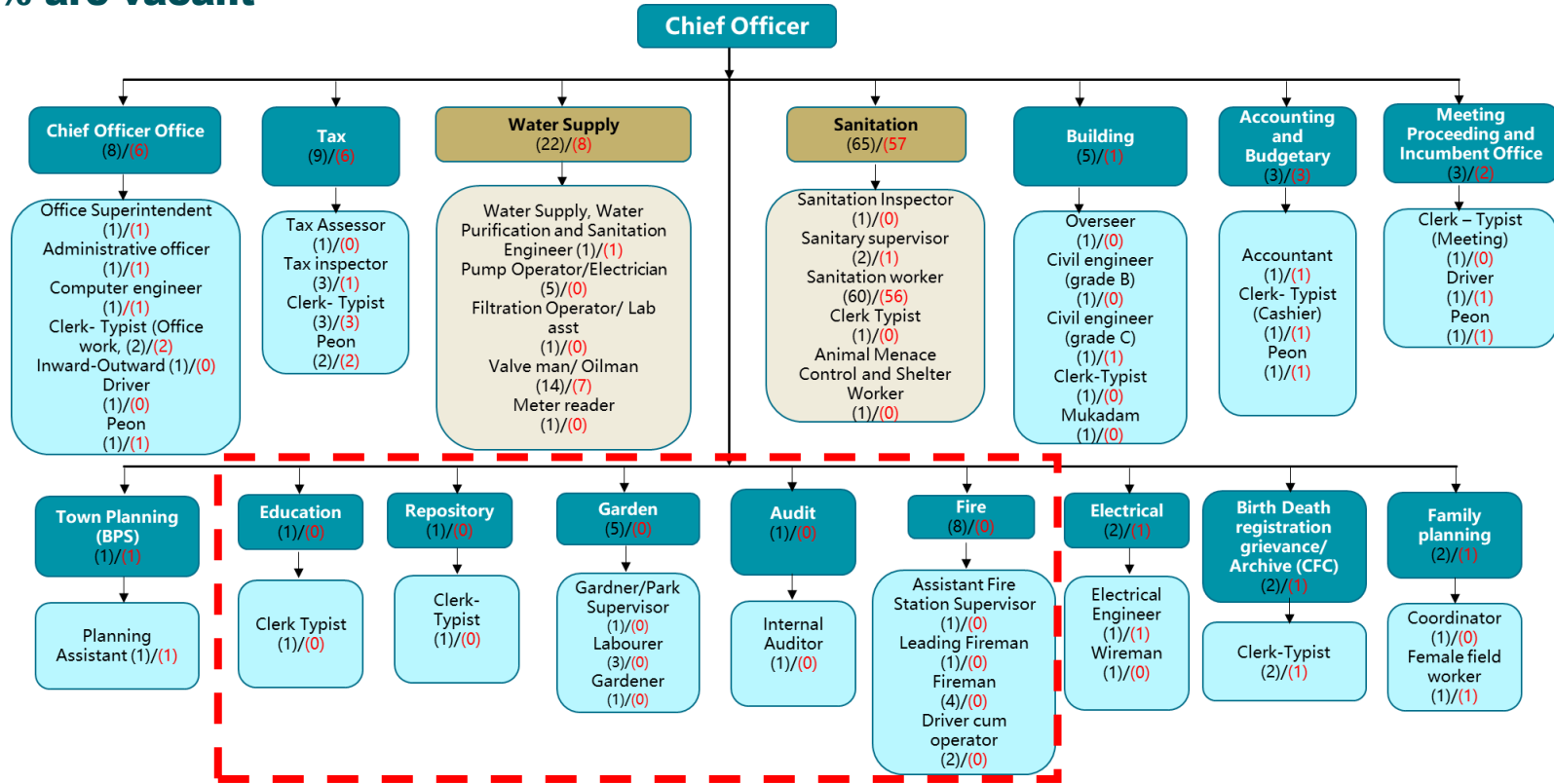
When the post of class 3 cadre officer (appointed by DMA) is vacant temporarily (due to leave) for a period of more than a 4-5 days and there is a need to fill this position given the urgency of their responsibility, the CO may send a letter to DAO (District Administration Officer) office, requesting them to fill the place. In this case, DAO can give an additional charge to a person of same cadre from nearby municipal council temporarily.

Summary and status of recruitment process for executive wing in Wai . . .



Approval from DMA is required for recruitment of all the staff

Organogram of approved and filled positions. 63 % of the sanctioned posts have been filled and 37% are vacant



(X) Denotes sanctioned posts
 (X) Denotes recruited sanctioned post

Note : Refer Annex A for Department wise details of Permanent and Temporary sanctioned posts

Duties of departments with no staff are performed by other departments. E.g. Sanitation department performs duties of fire department.

There is adequate staff in Sanitation department, however the key position of SI and supervisor is managed by persons as additional charge from other department . . .

Sanitation department

Sr. No.	Designation	Permanent Posts				Temporary Posts				Working	Remark
		Sanctioned*		Recruited***	Vacant***	Sanctioned**		Recruited	Vacant		
		Class 3	Class 4			Class 3	Class 4				
1	Sanitary Inspector	1	0	0	1	0	0	0	0	1	The working sanitary inspector is clerk from tax department
2	Sanitary supervisor	0	2	1	1	0	0	0	0	3	Out of 2 permanent posts, only 1 is recruited. The other 2 sanitary supervisors are recruited as sanitary workers, but working as supervisors
3	Sanitary worker	0	31	31	0	0	29	25	4	56	Out of the 56, 43 workers work on field while the remaining are involved in routine office work
4	Clerk Typist	0	0	0	0	1	0	0	1	1	Appointed through contract
5	Animal Menace Control and Shelter Worker	0	0	0	0	0	1	0	1	0	
6	Water Supply and Sanitation Engineer	1	0	1	0	0	0	0	0	1	Recently filled this post (recruited in 2018)

Even if the permanent sanctioned posts of SI and Sanitary supervisor are vacant, staff has been temporarily appointed to carry out their duties. CO reserves the right to undertake these internal recruitments. GB's permission is not required for the same.

**Permanent sanctioned posts : After the appointed person for these posts retires or vacates the position, it can be refilled.*
***Temporary sanctioned posts: After the appointed person for these posts retires or vacates, they cannot be refilled. The post will no longer be available.*
****The recruited and vacant posts: Current status of staff availability in WMC*

As per MSWM guidelines, there is a need in Wai to have a Sanitary Sub-inspector and supervisors to support the SI for daily activities. But for this, DMA approval is needed.

Comparing the staffing pattern with other standards (for sanitation department)

Current population of Wai = 43000*

			Staffing pattern for SWM for towns below 1 Lakh population
	Actual staff in Wai	Order from DMA* (Staffing for sanitation department in Wai)	Municipal Solid Waste Management (MSWM) manual (MoUD) (2016)**
Junior Engineer	1	1	1 experienced Junior Engineer, (if the population is more than 50,000 or in places with high floating population)
Chief Sanitary Inspector or as Sanitary Officer			1 qualified sanitation diploma holder or Chief Sanitary Inspector or as Sanitary Officer (if the population is more than 50,000)
Sanitary Inspector	1	1	1 qualified Sanitary Inspector (per 50,000 population)
Sanitary Sub-inspector			1 qualified Sanitary Sub-inspector (per 25,000 population)
Sanitary Supervisor	3	2	1 Sanitary Supervisor (per 12,500 population)
Sanitary Worker	56	Permanent - 31 Temporary - 29	
Clerk Typist	0	Temporary - 1	
Animal Menace Control and Shelter Worker	1	Temporary - 1	

*Order No.DMCA 2005/2/12 ST/6/Pending Post Creation/P.No.956/2005/W-24 dated 5 Jan 2006 and amendments

** Manual on Municipal Solid Waste Management – 2016; <http://cpheeo.gov.in/cms/manual-on-municipal-solid-waste-management-2016.php>

After comparing with the standards, a new post of **Sanitary sub-inspector can be created and two more sanitary supervisor can be added.** However, as per the clause 76. (1) of the Maharashtra Municipal Council Nagar Panchayat and Industrial Township Act 1965, a Council can only create posts with the approval of **the Director, Directorate of Municipal Administration (DMA)**



Contents

Summary

1 Study context, objectives and approach

2 WMC structure and staffing

3 Roles and responsibilities

4 Reporting and monitoring mechanisms

5 Key observations and suggestions

Annex

Roles and responsibilities of the Executive wing - Sanitation Department . . .

Sanitation department

Chief officer

Mrs. Vidya Pol

Sanitary Inspector

Mr. Gunvant Khopade. Graduate, Age: 53

(1 sanctioned, 1 working (additional charge), 1 vacant)

Sanitary Supervisor

One is graduate, other 2 are educated till 10th grade,

Age range: 35 to 45

(2 sanctioned, 3 working (2 additional charge), 1 vacant)

Sanitary workers

Few are graduate, others are educated till 10th grade,

Age range: 30 to 45

(60 sanctioned, 56 working (on field 43), 0 vacant)

Water supply department

Water Supply and Sanitation Engineer

Ms. Kranti Waghmale Graduate, Age: 24

(1 sanctioned, 1 working, 0 vacant)

- ❑ **The sanitation department** manages sanitation related activities in the city such as solid waste management, faecal sludge management, street sweeping, drain cleaning etc. They also perform duties of street light department and fire department.
- ❑ All these activities in the department are headed by the Sanitary Inspector (SI) under the supervision of the chief officer.
- ❑ There are 3 sanitary supervisors under the SI, who monitor the day to day working of the sanitary workers and report to the SI.
- ❑ There are 60 sanctioned posts for sanitary workers (permanent + temporary) which are all occupied. Out of the 56, 43 workers work on field and the remaining are involved in routine office work.
- ❑ A water supply, waste water and sanitation engineer was recruited in 2018 . The engineer is expected to work for projects related to both water supply and sanitation.
- ❑ **Roles and responsibilities of class 3 officers appointed by DMA are identified by DMA, although, CO can add to those roles and responsibilities. Roles and responsibilities of other officers and staff (other than CO) are identified by the standing committee and experienced members of the respective departments. They are finally approved by the CO.**

Various sanitation services and other services in WMC are provided by the sanitation department either through own staff or private vendors . . .

	Services	Provided by
Service provided by own staff of sanitation department and partially through contract		
1	Drain cleaning, Street sweeping, Picking up dead animals	Own staff and workers through labour contract
2	Emptying of septic tanks of CTs and PTs	Helpers from own staff and driver through contract
3	Firefighting services	Driver of WMC and Firemen through contract
Services provided through private operator/contractor		
4	Door – to – door collection of solid waste	Labour contract
5	Cleaning and maintenance of CTs and PTs	Nirmal bhara and SEVA foundation
6	Emptying of Septic tanks of all properties	Sumeet Facilities
7	Treatment of septage	Tide Technocrats
8	Street light repairs	Contractor (Shiv shambho)
9	Drain cleaning (if only incase of large number of drains are to be cleaned/need based)	Not fixed
10	Spraying of insecticides (seasonal)	Not fixed



The Chief officer (CO) performs duties and functions as per the Municipal act of 1965

Sanitation department

Chief officer

Mrs. Vidya Pol

Sanitary Inspector

Mr. Guntant Khopade. Graduate, Age: 53

(1 sanctioned, 1 working (additional charge), 1 vacant)

Sanitary Supervisor

One is graduate, other 2 are educated till 10th grade,

Age range: 35 to 45

(2 sanctioned, 3 working (2 additional charge), 1 vacant)

Sanitary workers

Few are graduate, others are educated till 10th grade,

Age range: 30 to 45

(60 sanctioned, 56 working (on field 43), 0 vacant)

Water supply department

Water Supply and Sanitation Engineer

Ms. Kranti Waghmale Graduate, Age: 24

(1 sanctioned, 1 working, 0 vacant)

Responsibilities:

- **Supervise the financial and executive administration of the Council** and perform duties and functions as per the municipal act of 1965
- Take **steps** to give **effect to all the decisions or resolutions** of the Council;
- Supervise the accounts and registers of the Council;
- **Prepare budget estimates** and submit them to the Standing Committee;
- **Report to the President and the Committee concerned all cases** of fraud, embezzlement, theft or loss of Municipal money and property;
- **Exercise supervision and control over the acts and proceedings of all the officers** and servants of the Council
- **Delegation of duties and powers** to the officers and staff at the municipal council.



Chief officer, WMC

From the executive wing, the CO is the key person to plan, approve and monitor all sanitation related activities including FSSM. The CO reviews the FSSM activities from macro level.

Source: Maharashtra Municipal Councils, Nagar Panchayats and Industrial Township Act, 1965

Sanitary Inspector's main responsibility is to keep the sanitation services operational in the city , monitor and redress complaints related to sanitation . . .

Sanitation department

Chief officer

Mrs. Vidya Pol

Sanitary Inspector

*Mr. Guntant Khopade. Graduate, Age: 53
(1 sanctioned, 1 working (additional charge) , 1 vacant)*

Sanitary Supervisor

*One is graduate, other 2 are educated till 10th grade,
Age range: 35 to 45
(2 sanctioned, 3 working (2 additional charge), 1 vacant)*

Sanitary workers

*Few are graduate, others are educated till 10th grade,
Age range: 30 to 45
(60 sanctioned, 56 working (on field 43), 0 vacant)*

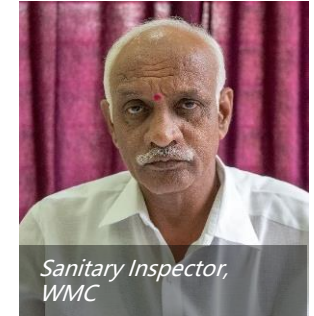
Water supply department

Water Supply and Sanitation Engineer

*Ms. Kranti Waghmale Graduate, Age: 24
(1 sanctioned, 1 working, 0 vacant)*

Responsibilities:

- **Contract Management of 7 service contracts**
- **Float different tenders** related to sanitation such as contracts for drain cleaning, solid waste management (SWM), spraying of insecticide to control spread of epidemics
- **Monitor activities of Sanitary Supervisor**
- **Random visits to the different areas** of the city to check the cleanliness
- **Co-ordinate service of 14 ULB vehicles** – 1 Suction emptier, 11 SWM (*10 ghantagadi, 1 compactor*), 1 Fire brigade, 1 Water tanker
- **Upload sanitation related data on relevant portals.** Respond to the mails
- **Attend sanitation related trainings, workshops and meetings** along with CO
- **Report to the CO** of ongoing tasks and issues if any.



Contracts managed by SI

- CT/PT maintenance (3 yrs)
- Schedule Desludging (3 yrs)
- Driver for all municipal vehicles (3 yrs)
- Spraying insecticides (to control epidemic or dengue)
- Street light maintenance (1 yr)
- Labour contract (1 yr)
- Staff to operate fire brigade (1 yr)

The SI reviews the emptying operations. However it difficult for him to monitor daily on-ground FSSM activities as he has to handle many other tasks

Source: Discussion with staff at WMC

Sanitary supervisor manages and monitor the sanitation workers under them for their assigned tasks and report back to SI . . .

Sanitation department

Chief officer

Mrs. Vidya Pol

Sanitary Inspector

*Mr. Gunvant Khopade. Graduate, Age: 53
(1 sanctioned, 1 working (additional charge), 1 vacant)*

Sanitary Supervisor

*One is graduate, other 2 are educated till 10th grade,
Age range: 35 to 45
(2 sanctioned, 3 working (2 additional charge), 1 vacant)*

Sanitary workers

*Few are graduate, others are educated till 10th grade,
Age range: 30 to 45
(60 sanctioned, 56 working (on field 43), 0 vacant)*

Water supply department

Water Supply and Sanitation Engineer

*Ms. Kranti Waghmale Graduate, Age: 24
(1 sanctioned, 1 working, 0 vacant)*

Responsibilities:

- **Assign tasks to the workers** under each supervisor. The details of the same are available in Annex B
- **Visit their assigned areas daily** to monitor the activities of **sanitary workers (SWM)**.
- **Report to SI** after the task is accomplished.
- **Maintain the record of work undertaken by the sanitary workers.**



Sanitary Supervisors, WMC



Sanitary Supervisors, WMC

The 3 sanitary supervisors monitor activities of all 40 sanitary workers mostly for SWM, they are not actively involved in any monitoring of FSSM activities. As they are present on field daily, they can be involved in monitoring and quality assurance of FSSM services.

Note: Refer Annex B for details on staff monitored by sanitary supervisor

Source: Discussion with staff at WMC

Sanitary workers are the actual service providers to the citizens and they report back to the supervisor once the task is complete. . . (1/2)

Sanitation department

Chief officer

Mrs. Vidya Pol

Sanitary Inspector

*Mr. Guntant Khopade. Graduate, Age: 53
(1 sanctioned, 1 working (additional charge), 1 vacant)*

Sanitary Supervisor

*One is graduate, other 2 are educated till 10th grade,
Age range: 35 to 45
(2 sanctioned, 3 working (2 additional charge), 1 vacant)*

Sanitary workers

*Few are graduate, others are educated till 10th grade,
Age range: 30 to 45
(60 sanctioned, 56 working (on field 43), 0 vacant)*

Water supply department

Water Supply and Sanitation Engineer

*Ms. Kranti Waghmale Graduate, Age: 24
(1 sanctioned, 1 working, 0 vacant)*

Source: Discussion with staff at WMC

Responsibilities:

- Road sweeping and collection of solid waste
- **Cleaning of septic tanks of community toilet (CT) and public toilets (PT) and drains**
- Field work in case of disasters
- Picking up dead animals in the city
- Work as helpers at the garbage compactor vehicle.
- Grass cutting near the drains whenever required
- Cutting the tree branches whenever is necessary.
- Driver of the fire brigade vehicle.
- Work at crematorium etc



The sanitary workers work on field daily from 7am to 11pm and 2pm to 6pm for street sweeping and drain cleaning. They can take up responsibility of on-field monitoring of emptying operations and report it to their Sanitary supervisor on a daily basis.

Sanitary workers are the actual service providers to citizens, and they report back to the supervisor once the task is complete. . . (2/2)

Additional Workers : Labor Contract of WMC

- Along with own staff of sanitary workers (temporary and permanent posts), sanitation department has deployed additional staff through a labour contract to undertake various tasks.
- Under this contract, the contractor is expected to provide labor along with necessary material/ equipment for a period of one year.
- The number of labourers provided by the contractor is 40
- Below are the details of the task undertaken by these labourers:

No. of Labourers	Work details
10	Drivers for solid waste collection vehicles.
10	As helpers on solid waste collection vehicles.
17	Sweepers who undertake road sweeping, drain cleaning.
2	Helpers at Crematorium
1	Helper at CO's bungalow



- These labourers are selected by the contractor based on the skills required for the particular task

WSS engineer is responsible for implementation of various WSS schemes in WMC . . .

Sanitation department

Chief officer

Mrs. Vidya Pol

Sanitary Inspector

*Mr. Gunvant Khopade. Graduate, Age: 53
(1 sanctioned, 1 working (additional charge), 1 vacant)*

Sanitary Supervisor

*One is graduate, other 2 are educated till 10th grade,
Age range: 35 to 45
(2 sanctioned, 3 working (2 additional charge), 1 vacant)*

Sanitary workers

*Few are graduate, others are educated till 10th grade,
Age range: 30 to 45
(60 sanctioned, 56 working (on field 43), 0 vacant)*

Water supply department

Water Supply and Sanitation Engineer

*Ms. Kranti Waghmale Graduate, Age: 24
(1 sanctioned, 1 working, 0 vacant)*

Responsibilities:

- **Implementation of water supply and sanitation related schemes**
- **Provide technical assistance** during entire process (*assist higher authorities with necessary data*)
- **Review and process tenders and contracts**
- Monitor and take follow up of on going works
- Report to CO and conduct regular field visits.
- Attend sanitation related workshops and meetings with CO.



Sanitation Engineer, WMC

The engineer has been recruited in Dec 2018, since then there has been limited involvement from her on FSSM activities. There is a huge scope for her to get involved for monitoring and technical aspects for FSSM.

Source: Discussion with staff at WMC

One of the important responsibilities of the President of WMC is to watch over the executive administration of the council . . .

PRESIDENT, Wai Municipal Council

(Mrs. Pratibha Shinde)

CHAIRPERSON, Sanitation Committee

(Mrs. Rupali Vanarse)

10 Prabhags, each divided into 2
electoral wards

20 NAGARSEVAKS/WARD COUNCILORS for

for 10 Electoral Wards

(10 female and 10 male)

Responsibilities:

- Preside at all meetings of the council and regulate the conduct of business at such meetings
- **Watch over the financial and executive administration of the Council;**
- **Exercise supervision and control over the acts and proceedings of Chief Officer of the Council in matters of executive administration** and in matters concerning the accounts and records of the Council; and
- Furnish to the State Government or the Director or the Collector or any other Government officer authorized by the State Government from time to time, such reports, returns or records as may be prescribed by rules or as may be called for at any time by the State Government, the Director, the Collector or such officer.



The president is aware of the macro FSSM activities going on in the city, but she can be further engaged in the overall FSSM activities going on in Wai.

Source: Maharashtra Municipal Councils, Nagar Panchayats and Industrial Township Act, 1965

Along with other responsibilities, the chairperson of Sanitation Committee looks into the sanitation related issues and projects of WMC . .

PRESIDENT, Wai Municipal Council
(Mrs. Pratibha Shinde)

CHAIRPERSON, Sanitation Committee
(Mrs. Rupali Vanarse)
10 Prabhags, each divided into 2 electoral wards

20 NAGARSEVAKS/WARD COUNCILORS for 10 Electoral Wards
(10 female and 10 male)

Responsibilities:

- She is also ward councilor and **elected as chairperson for sanitation committee**
- **The chairperson, and two elected members form the sanitation committee.**
- **This committee has rights to make decisions** regarding minor works **costing up to 50,000** (which may not require GB's permission) related to sanitation department.
- The SI addresses the issues to the chairperson
- **Monitors on-going sanitation related activities**



Sanitation committee chairperson, WMC

The chairperson of sanitation committee is aware of macro FSSM related activities going on in Wai and CEPT team has oriented her about FSSM. However there is a scope to increase her involvement.

Source: Discussion with staff at WMC

Elected councilors represent their wards in the day-to-day functioning of the council. . .

PRESIDENT, Wai Municipal Council
(Mrs. Pratibha Shinde)

CHAIRPERSON, Sanitation Committee

(Mrs. Rupali Vanarse)
10 Prabhags, each divided into 2
electoral wards

20 NAGARSEVAKS/WARD COUNCILORS for
for 10 Electoral Wards
(10 female and 10 male)

Responsibilities:

- **Resolve** ward level **problems of people**
- In case of major issues, **propose the topic in GB meeting for everyone's approval**
- Compulsorily attends monthly GB meeting, budget meeting, and standing committee meeting
- Any major projects can be implemented after **president, CO and all councilors approval**
- Attend **training and workshops**



The elected representatives are aware of macro FSSM activities going on in the city, and are involved in awareness activities related to scheduled emptying in their ward. They can get involved in monitoring of the emptying operations in their ward and they can also be made more aware about treatment operations

Source: Discussion with staff at WMC



Contents

Summary

1 Study context, objectives and approach

2 WMC structure and staffing

3 Roles and responsibilities

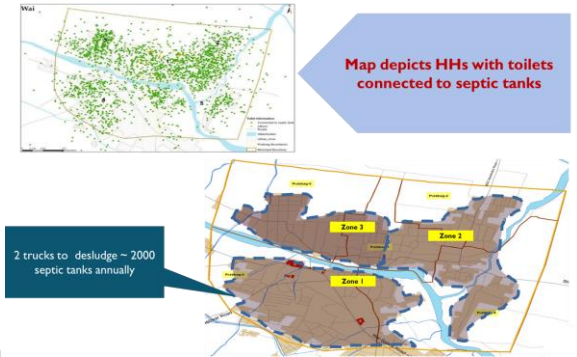
4 Reporting and monitoring mechanisms

5 Key observations and suggestions

Annex

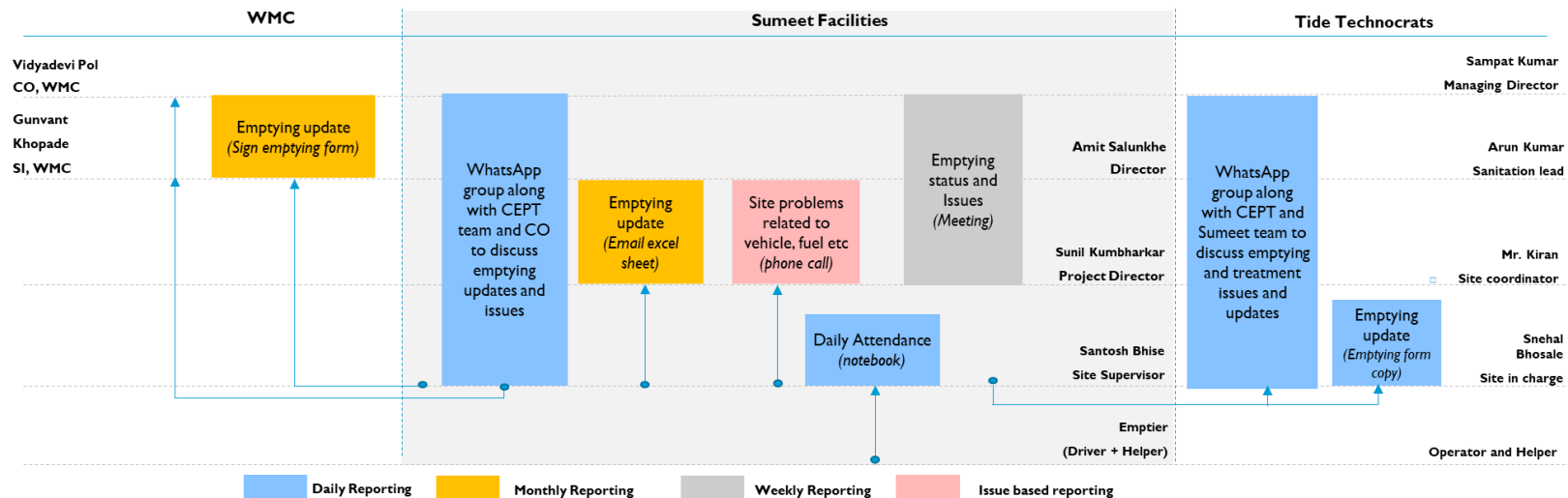
Scheduled septic tank emptying service in Wai is provided by Sumeet Facilities

- **Sumeet Facilities private Ltd.**, a company based in Pune, is appointed in Wai for provision of scheduled emptying service through a **competitive tendering process**
- Through a service based contract, the company has to desludge a total of 6000 septic tanks in 3 years. Their operations in Wai has commenced from **May 2018**
- The company has deployed **two trucks in the city with capacity of 3000L** each. Each truck is operated by a driver and a helper.
- For this service, Sumeet is expected to **report** to WMC in the following matter:
 1. Keep a record of the daily emptying receipt and submit it towards the end of month along with the bill and emptying report.
 2. Submit fortnightly report on the households not willing to empty the septic tanks or are unavailable.
- Whereas, WMC would **monitor** the service in the following manner:
 1. Random inspection to check whether the contractor is adhering to safety and manual scavenging regulations,
 2. Monitor movement of truck to check discharge of septage on undesignated sites.
 3. Conduct sample survey of the emptied properties and cross-check it with the emptying receipt/report submitted by Sumeet Facilities.
 4. Check for the households unwilling/unavailable to empty their tanks,
 5. Direct the emergency emptying cases to the contractor .



Sumeet Facilities report to WMC through paper based formats and WhatsApp group...

- **Details of every emptying** are captured by Sumeet Facilities in a **form, copies of which are submitted to WMC, household and at the FSTP**. The site supervisor of Sumeet Facilities gets the copies of WMC signed by the SI once in a month and submits to WMC along with the bill. The copies to be submitted at the FSTP are shared on daily basis to their site in charge.
- The site supervisor of Sumeet Facilities also maintains the daily attendance of the driver and helper.
- The site supervisor approaches the project director for resolving the site issues and emails them the emptying record on monthly basis.
- Based on the reporting from the site supervisor, the project director of Sumeet Facilities update their director on weekly basis in a meeting.
- **A WhatsApp group of Sumeet Facilities along with WMC and CEPT team** is also formed, on which updates and issues of emptying operations are discussed on daily basis. CO and SI of WMC are also part of this group and are updated accordingly.
- The site supervisor also updates the Tide team about the daily trips to the Wai FSTP on an independent WhatsApp group for FSTP operations.



Apart from paper-based forms, WMC is equipped with tools like Sani-Tab dashboard to monitor the emptying operations, although it is not optimally used by WMC currently..

Emptying form copy

WMC's copy

Private operator's copy

Treatment plant's copy

Property holder's copy

Collection and transport record form Serial No: _____

I. Details of Waste Generator

- Name
- Address
- Property Tax Number
- Type of Building: Individual house / Apartment / Commercial complex / Other (specify)
- Site (for Septic tank cover open / Yes / No)

II. Identification of Waste

- Volume _____ Liters
- Type: Septic Tank
- Septic tank cover placed back on Septic tank: Yes / No
- Septic tank cleaned: Yes / No
- Any kind of deficiencies, missing papers or fittings, improper manholes or access covers, any other cracks or damage observed: _____

The undersigned being duly authorized does hereby certify to the accuracy of the nature and type of fecal sludge and septage collected and transported.

Date: _____ Time: _____ Name and Signature - Property holder: _____

III. Details of Human Excretion Collector

- Name of Driver
- Parent
- Vehicle License No.
- Truck Capacity
- Empty On Date
- No. of trips taken to empty the septic tank: _____

The above described waste/collector was picked up and handed by me to the disposal facility named below and was discharged. I certify that the foregoing is true and correct.

Name and Signature of authorized transporter agent and title: _____

IV. Acceptance by the Municipality's authorized FSTP

The above transporter delivered the described fecal sludge and septage to this treatment facility and it was accepted. The waste was composted with solid waste or other kinds of waste. YES / No

Septage (kg) _____

No. of trips (indicated on the RFP for this form) _____

Septage received at treatment plant: Date: _____ Time: _____ Volume: _____ Liters

Name and Signature of authorized treatment plant operator (operator and title): _____

NOTE: SUBJECT TO THE TERMS AND CONDITIONS OF THE MUNICIPALITY



SaniTab app and Dashboard

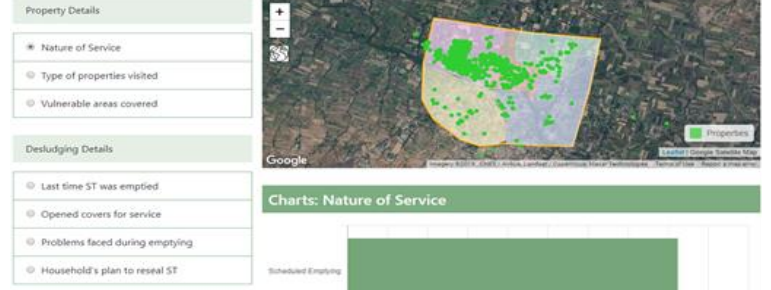


CONSOLIDATED PROGRESS REPORT



SaniTab Dashboard

SPATIAL VIEW



Emptying form captures details of household, septage received, emptying truck and acceptance by the FSTP in-charge

Monthly form to be filled by private operator

Sr. No.	Property number	Property address and contact	Date of cleaning	Access cover placed (Y/N)	Septic tank cleaned (Y/N)	Septage received at treatment plant (Y/N)	Contaminated waste (Y/N)
1							
2							
3							
4							
5							

Scheduled emptying operations are monitored by SI and there is a need to increase the engagement of WMC – Sumeet team for improved reporting and monitoring ...

To further understand the role and responsibilities of different stakeholders for various activities, a detailed analysis was carried out using RACI matrix

Responsibility details	Role of participants											
	WMC					Sumeet Facilities				Tide Tech	CEPT	Citizens
	CO	SI	Sanitary supervisor /workers	Engineer	Elected member (councillors)	Director	Project Director	Site supervisor	Emptier (Driver and elper)	Site in charge		
1		C	I				CA	R				
2		C	I			I	C	A	R	I		I
3							I	A			A	R
4						I	AC	R			AR	
5		R				A	R				AR	
6								R				

Feedback in form of Sanitab survey is currently captured and monitored by CEPT representative. WMC can take up this activity

No roles played by WMC official and worker for on-ground monitoring

Only SI is involved in monitoring from WMC. Other official can also be involved in the process

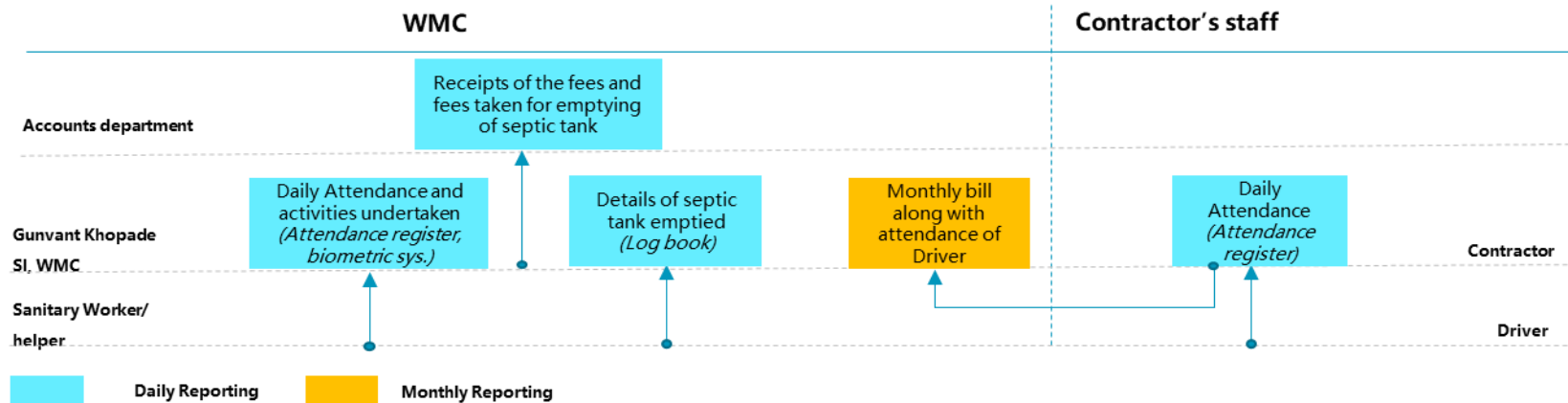
Higher level's of Sumeet are not engaging with the Chief officer and sanitation dept on regular basis to review the progress/challenges in operations.

There is no monitoring done by Sanitation supervisor/worker for emptying services

Responsible – Who is completing the task.
Accountable – Who is making decisions and taking actions on the task(s).
Consulted – Who will be communicated with regarding decisions and tasks.
Informed – Who will be updated on decisions and actions during the project

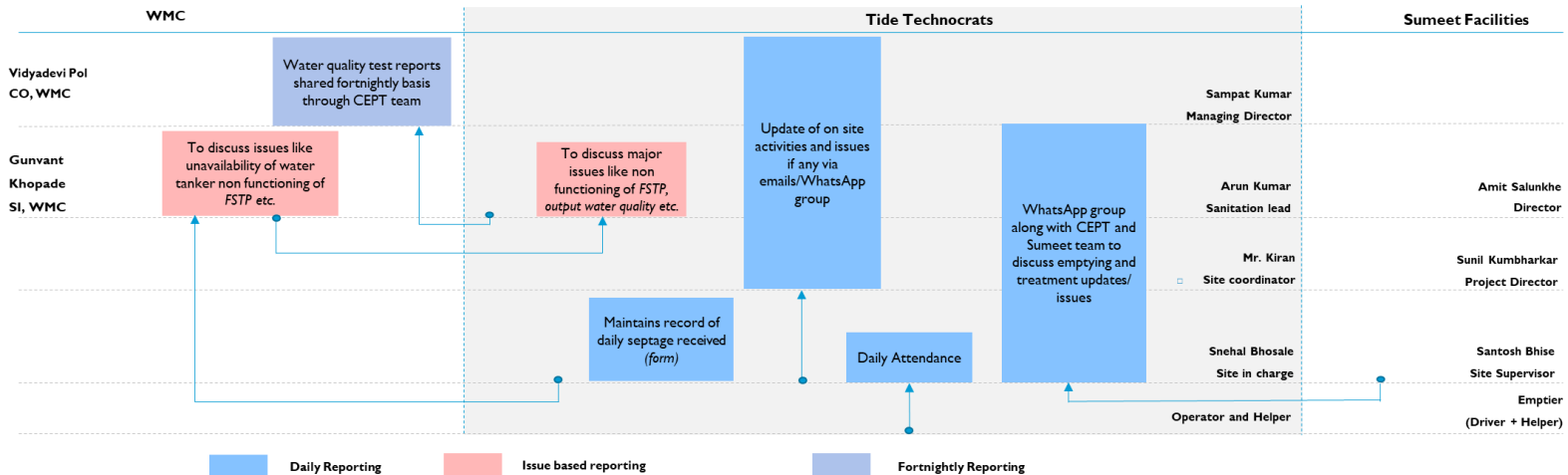
Reporting for septic tank emptying operations by WMC's truck is through attendance and log books (paper based) and it is monitored by SI..(1/2)

- **WMC owns one septic tank emptier vehicle** which is operated by one driver and three helpers.
- WMC's emptier vehicle is used for emptying the septic tank of CT and PTs and properties outside of municipal limit.
- The helpers are from WMC's own staff (sanitary workers), where as the driver is appointed on contract basis.
- The **helpers report to the SI daily** and sign on the attendance register with sanitation department. WMC's biometric system also maintains the attendance of these helpers.
- Daily attendance of the driver is maintained by the private contractor in a separate register. The contractor submits the attendance record along with the bill to WMC by the end of every month. The **driver also maintains a log book** to enter details of daily emptying.
- Both, the attendance register and log book are kept in WMC and available to SI for checking the record.



For the FSTP operations, Tide Technocrats report to WMC through fortnightly reports, although, there is not enough monitoring by WMC...

- The site in charge of Tide maintains a **daily attendance record and PPE usage of helpers and operator**.
- The site-in-charge fills a **manifest form to record the daily septage received**. She also maintains record of the emptying form copy received from Sumeet Facilities.
- She sends a **daily update email to their entire team** about on-site activities, septage intake from HHs and CT/PT.
- **Tide team has a WhatsApp group with members of WMC, Sumeet team and CEPT** to share daily update of operations and discuss site issues, if any.
- Tide team is **expected to share fortnightly report regarding FSTP operations and water quality test to WMC**. Although, currently this report is not shared on regular basis.
- In case of any delay or non working of FSTP operations, Site in-charge informs SI and Sumeet team's supervisor.
- At present, there is not sufficient monitoring from WMC regarding the functioning of FSTP and whether the FSTP is meeting the overall quality standards



Manifest form and fortnightly reports are submitted by Tide Technocrats to report on FSTP operations to WMC...

Manifest form

FORM No. TTPL/WAI/01

FORM TO BE FILLED BY WAI FSTP OPERATOR

1. Identification of Waste: *septage*

A. Volume: *2500 ltrs.*

B. Type: a. Septic Tank ✓ b. Others

C. Source: a. Residential ✓ b. CT/PT

2. Details of Waste Generator

a. Name: *Mangal Vishwas Mandhare*

b. Phone Number: *8605884226*

c. Address: *130 A Nawechi Vad, Wai*

d. Pin: *412803*

3. Details of Transporter

a. Company Name: *sumeet facilities*

b. Permit: *MH1A25713*

c. Vehicle License

d. Pump out Date: *11/01/18*

4. Desludging period

In time: *1:30* Desludging starts - *2:35*

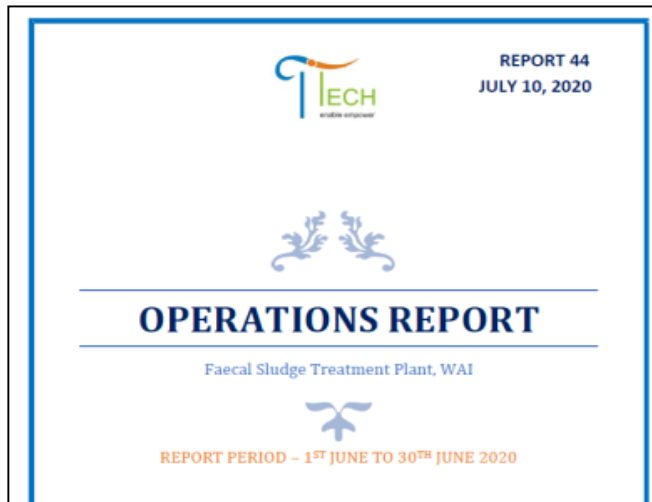
Out time: *2:50* Desludging ends - *2:45*

Disposal Date: *11/18* Amount Collected:

Signature of Site In charge

Manifest form captures details about quantum of septage, septage generator, transporter and the desludging period are recorded. It is filled by Site In charge.

Fortnightly reports

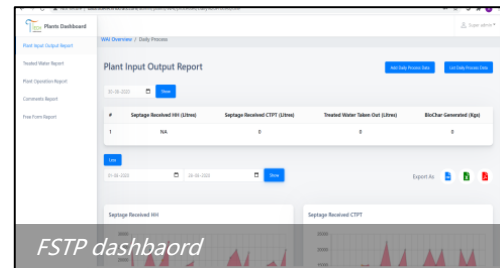


The report captures the septage load that has been received at the plant – category wise (HHs septage and CT/PT septage load, quality test results, operations time, use of chemicals, visitors if any etc.

Online systems



Online quality monitoring system



FSTP dashboard

There are online systems to capture the outlet quality of treated effluent and also to monitor the overall operations of FSTP. However this is internal to Tide as of now

There is a need for regular reporting from Tide team on FSTP operations and regular monitoring by WMC officials...

To further understand the role and responsibilities of different stakeholders for various activities, a detailed analysis was carried out using RACI (Responsible, Accountable, Consulted, Informed) matrix

	Responsibility details	Role of participants										
		WMC				Tide Technocrats					Sumeet Facilities	CEPT
		CO	SI	Engineer	Elected councillors	Managing Director	Sanitation lead	Site coordinator	Site in charge	Operator and helper	Site supervisor	
1	Conducting daily treatment operations		C			I	C	C	A	R	I	
2	Monitoring of the overall FSTP operations – quality checks, reuse of bio-char and water, online quality monitoring etc.					I	C	A	R			
3	Reporting WMC about day-to-day operations											I
4	Reporting WMC about overall operations											

WMC is not actively monitoring the operations on day-to-day basis. Currently they are assisted by CEPT in the process

SI at WMC is consulted only in case of issues. They are not informed about daily performance

Tide team is expected to share fortnightly report regarding FSTP operations to WMC. Although, currently this report is not shared on regular basis.

Responsible – Who is completing the task.

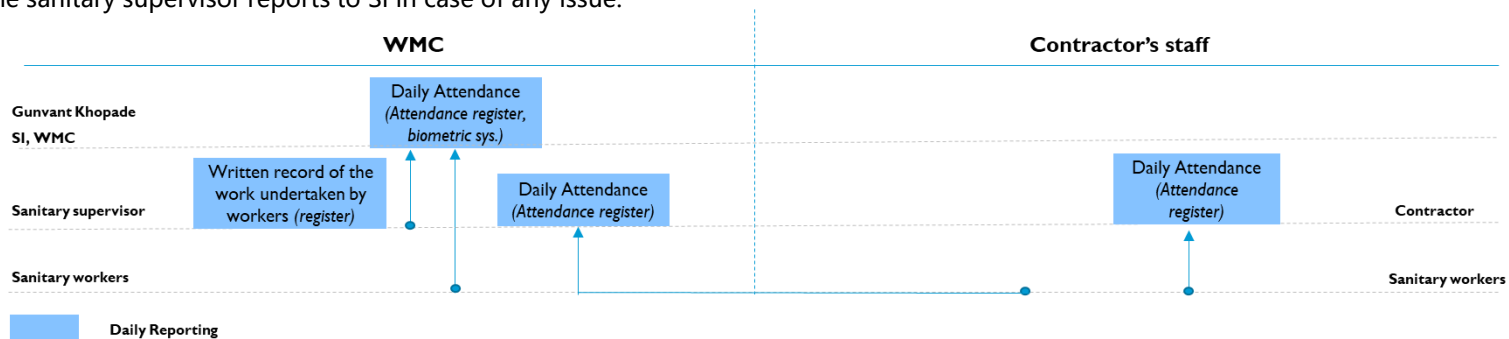
Accountable – Who is making decisions and taking actions on the task(s).

Consulted – Who will be communicated with regarding decisions and tasks.

Informed – Who will be updated on decisions and actions during the project

Services of D-D collection of solid waste, drain cleaning, street sweeping, picking up dead animals are primarily monitored by sanitary supervisors where they pay visits to their respective zones..

- These services are provided by WMC's own staff (sanitary workers and sanitary supervisors) and partially by labour contract staff. The service of D-D collection of solid waste is entirely provided through labour contract
- The sanitary workers work on field daily from **7am to 11pm and 2pm to 6pm** for D-D collection, street sweeping and drain cleaning. Before starting their work in the morning and afternoon, they visit WMC and mark their attendance in the register kept at the sanitation department. For workers through labour contract, a separate attendance register is maintained. Sanitary supervisor visits on field to get their entry in the register. The contractor also maintains the record of their attendance.
- The attendance register of WMC also has a column on work undertaken. However, the staff do not always enter their activities in it.
- The **sanitary worker's work is monitored by the sanitary supervisors and SI**. The sanitary supervisors pays a visit in their designated area daily to monitor the work, whereas the SI pays a random visit.
- The sanitary supervisors keep a record of the work done by the workers. This record is not checked by anyone on day-to-day basis, although, it helps them during their work related inquiry from councilors or higher officers.
- The sanitary supervisor reports to SI in case of any issue.



Reporting of sanitary workers and supervisors is in paper based formats and mostly in the form of attendance ...

Attendance register for Sanitary workers/drivers and sanitary supervisors in WMC

Name of employee	Reporting time (morning)	Employee's signature	Details of the work done	Rest time	Total time of work done	Time of leaving from work	Employee's signature	Details of work done during overtime	Hours of overtime work	Leave/ Holiday	Date of leave given due to overtime work

Signature of Sanitary Supervisor

Reporting of SWM related activities of sanitary workers and supervisors is **mostly through attendance**. Even if the format of register is elaborate, information in all fields is not added on daily basis .

Register with Sanitary supervisor with record of work undertaken by workers

Name of Sanitary workers	Work done

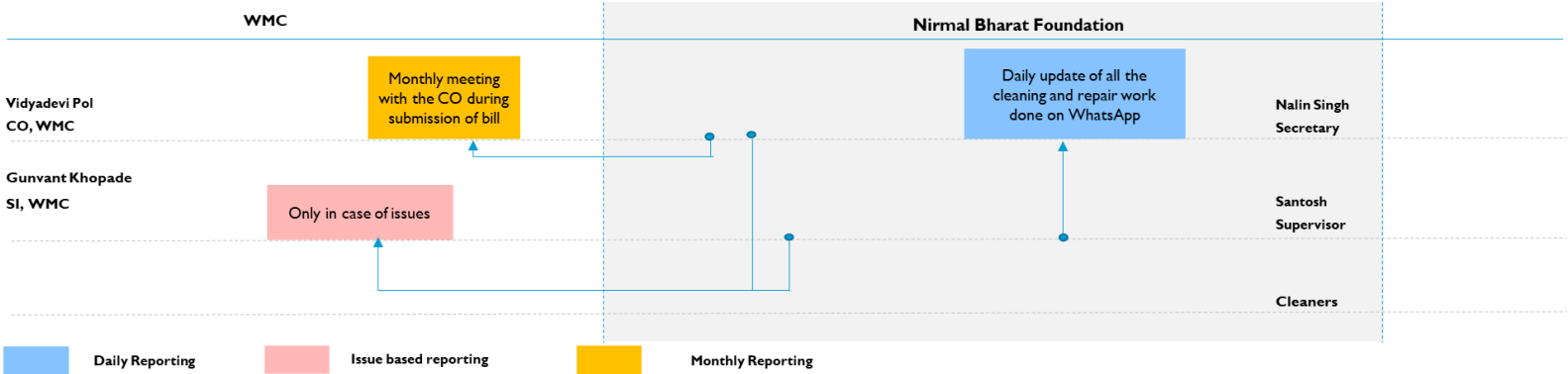
Sanitary supervisors maintains their own record of daily activities. This record is not checked by anyone on day-to-day basis, although, it helps them during their work related inquiry from councilors or higher officers. **These formats can be modified to capture additional details related to monitoring of emptying, PPE usage by workers.**

There is a huge scope of involvement of sanitary supervisor and sanitary workers in FSSM for their respective zones as they are monitoring SWM services.

The community and public toilet cleaning is monitored by the SI, although there is no reporting by the private operator on day-to-day basis...

Nirmal Bharat Foundation

- In Wai, there are 27 community toilets (CT) and 3 public toilets (PT) out of which all the community toilets and one PT is operated and maintained by Nirmal Bharat Foundation.
- The organisation has appointed 9 cleaners in the city who regularly clean the CTs and PT. These cleaners are monitored by a supervisor based in Wai. The person keeps a regular check over the work done by the cleaners.
- The supervisor reports to the secretary of the organisation in Pune. He sends photos of the toilets repaired/cleaned to the secretary on daily basis on WhatsApp.
- **Based on the work done during the month, the secretary submits a report to WMC along with the bill.** This report includes name and location of toilets cleaned, details of the repair work undertaken, contact details of all the cleaners and the locations where they work etc. During the submission of bill, the secretary meets the CO for discussion of operations and issues if any.
- The **supervisor/secretary report to the SI only in case of issues.**



Operation and maintenance of the other public toilets that do not require any reporting to WMC..

Reporting and monitoring of of PT at bus stand

- The PT within the premise of MSRTC bus stand is maintained by Sulabh foundation. Since its operation and management is done by the state transport authority, they are not required to report to WMC.

Reporting and monitoring of PT at Dane bazar

- The PT in the Danebazar market is operated and maintained by Seva foundation as per the Build Operate Transfer (BOT) contract signed by them with WMC for 25 years.
- The foundation has appointed a caretaker at the toilet who collects the user fee as well as cleans the toilets seats.
- For any issue regarding the operations, the person contacts to the foundation team based in Pune.
- Being a BOT contract, the caretaker or the members of the foundation are not required to report WMC regularly.

Monthly report along with the bills submitted by the private contractor...

Monthly report of cleaning, repair and maintenance of all CTs and PTs submitted by Secretary of Nirmal Bharat

Nirmal Bharat Foundation
Social Service Organisation
S. No. 131/K, Flat No. 104, Ruby Building, Sejra Park, Hyderabad, Pune - 411 028. Mob: 9422336493

provide a "Shut and Clean Environment" is our Motto.

Ref. No. : NB/34/2019-20 Date: 01/07/2019

प्रति,
मा. मुख्याधिकारी यो.
वाई नगरपरिषद, वार्ड
जिल्हा सातारा.

विषय :- सार्वजनिक शौचालयाची देखभाल व दुरुस्तीबाबत
माहे जुन २०१९ चे बिल.

संदर्भ :- आपला कायदेशि आ.क्र. वशि.२२/कायदेशि/००५/
२०१८-१९

अ.नं.	कामाचा तपशील	एकूण दिवस	रकम
१.	नगरपरिषदेच्या हद्दीतील सार्वजनिक शौचालयाची दैनंदिन साफसफाई, देखभाल व दुरुस्तीबाबत.	माहे जुन २०१९ (०१-०६-२०१९ ते ३०-०६-२०१९)	२,४८,५५९/-
१.	सार्वजनिक शौचालय ठिकाण-युनिट-३५	एकूण दिवस - एक महिना	
२.	सार्वजनिक शौचालय ठिकाण-युनिट-३५	दिवस-२०५	
३.	न.पा. शाळा	दिवस-२४	
४.	न.पा.शौचालय, भुतारी, न.पा.शाळा इ. ठिकाणचे स्वच्छतेचे काम (०१-०६-२०१९ ते ३०-०६-२०१९)		
	पुढील एक महिना करण्यात आलेल्या कामाचे बिल	एकूण	२,४८,५५९/-

(कामेचे अंदाज अद्वैताळीस हजार पांचवे एकामान फक्त)

वाई नगरपरिषद, वार्ड
जिल्हा सातारा
1 JUL 2019

आपला विश्वासू,
Nirmal
Secretary
Nirmal Bharat Foundation

Nirmal Bharat Foundation
Social Service Organisation
S. No. 131/K, Flat No. 104, Ruby Building, Sejra Park, Hyderabad, Pune - 411 028. Mob: 9422336493

provide a "Shut and Clean Environment" is our Motto.

Ref. No. : Date :

प्रति,
मा. मुख्याधिकारी यो.
वाई नगरपरिषद, वार्ड
जिल्हा सातारा.

यापेकडे सविनय सादर....

विषय :- नगरपरिषदेचे सार्वजनिक शौचालयाची देखभाल व निरकोट दुरुस्तीबाबत.

माहे जुन २०१९ मधील दिनांक ०१-०६-२०१९ ते ३०-०६-२०१९ पर्यंत एकूण एक महिना नगरपरिषदेचे सार्वजनिक शौचालये व भुतारीची देखभाल दैनंदिन साफसफाई, स्वच्छतेची कामे बिलिंग पावडर, फिनेल, ऑसिड इ. मटेरियल वापरून चांगल्या प्रकारे केलेले आहे.

तसेच माहे जुन २०१९ मधील सार्वजनिक शौचालयाची दुरुस्तीची कामे खालीलप्रमाणे करण्यात आली त्याचा तपशील.

अ.नं.	दिनांक	शौचालयाचे नाव	केलेल्या कामाचा तपशील
१	०५/०६/२०१९	शिवाजी उद्यान	ब्लेचिंग काम
२	१०/०६/२०१९	पाचगणी नाका	दरवाजे दुरुस्ती
३	१४/०६/२०१९	सिध्दनाथ बाई	लाईटचे काम व दरवाजे रिपेअरींग
४	१८/०६/२०१९	पोलीस चौकांसमोर	दरवाजे दुरुस्ती
५	२२/०६/२०१९	समानभुमी	ब्लेचिंग मीटर स्टार्टर बसविले
६	२५/०६/२०१९	आजिंक्यनगर	दरवाजे दुरुस्ती
७	२७/०६/२०१९	भगवत मठ	लाईटचे काम
८	३०/०६/२०१९	केसरबाग पाणवट	दरवाजे रिपेअरिंग

वरीलप्रमाणे माहे जुन २०१९ मधील न.पा.चे सार्वजनिक शौचालयाचे देखभाल व दुरुस्तीचे काम चांगल्या प्रकारे केले आहे.

आपला विश्वासू,
Nirmal
Secretary
Nirmal Bharat Foundation

Nirmal Bharat Foundation
Social Service Organisation
S. No. 131/K, Flat No. 104, Ruby Building, Sejra Park, Hyderabad, Pune - 411 028. Mob: 9422336493

provide a "Shut and Clean Environment" is our Motto.

Ref. No. : Date :

दैनंदिन अहवाल

प्रति,
मा. मुख्याधिकारी यो.
वाई नगरपरिषद, वार्ड
जिल्हा सातारा.

विषय :- नगरपरिषदेचे सार्वजनिक शौचालयाची देखभाल व दुरुस्ती करणीबाबत.

माहे जुन २०१९ मधील दिनांक ०१-०६-२०१९ पासून ते ३०-०६-२०१९ पर्यंत एकूण एक महिना नगरपरिषदेचे सार्वजनिक शौचालयाची देखभाल व दुरुस्ती कामे, दैनंदिन साफसफाई, स्वच्छतेची कामे, बिलिंग पावडर, फिनेल, ऑसिड वापरून खालीलप्रमाणे न.पा.चे मुकादम यांचे नियंत्रण व देखरेखीखाली दैनंदिन करण्यात आली आहेत.

अ.नं.	दिनांक	शौचालय तपशील	मुतारी तपशील	कामची वेळ	एजन्सो सुपरवायझर स्थळी		
१	१/६/२०१९	३५	२०५	१०	२४	स.७.०० ते ११.०० दु. ४.०० ते ६.००	
२	२/६/२०१९	३५	२०५	१०	२४	स.७.०० ते ११.०० दु. ४.०० ते ६.००	
३	३/६/२०१९	३५	२०५	१०	२४	स.७.०० ते ११.०० दु. ४.०० ते ६.००	

Monitoring for various sanitation contracts under WMC and possible involvement of stakeholders to strengthen monitoring . . . (1/2)

Services	Current monitoring undertaken by WMC officials and staff of sanitation contracts	Proposed involvement of WMC staff/SHGs/CBOs for monitoring of sanitation contracts
Service provided by own staff of sanitation department and partially through contract		
Drain cleaning, Street sweeping, Picking up dead animals	<ul style="list-style-type: none"> SI monitors the overall work done by sanitary worker through Random field visits Sanitary supervisors monitor the on-field operations by paying regular field visits 	(Monitoring is adequate)
Emptying of septic tanks of CTs and PTs	<ul style="list-style-type: none"> SI monitors the overall performance. Records of the emptying is maintained by the emptier in log book 	<ul style="list-style-type: none"> Driver could be further involved and trained to capture the details of CT/PT septic tank emptying service in Sanitab
Services provided through private operator/contractor		
Door – to – door collection of solid waste	<ul style="list-style-type: none"> SI monitors the overall work done by sanitary workers through Random field visits Sanitary supervisors monitors the on-field operations by paying regular on-field visits 	(Monitoring is adequate)
Cleaning and maintenance of CTs and PTs	<ul style="list-style-type: none"> SI monitors the overall performance. Although on-ground performance is not monitored 	<ul style="list-style-type: none"> Like SWM services, Sanitary supervisors should be involved in monitoring the on-field operations by paying regular on-field visits to the CTs and PTs in their wards. Community based organisations/SHGs residing near the CTs/PTs can be involved for monitoring and regular report to WMC

Monitoring for various sanitation contracts under WMC and possible involvement of stakeholders to strengthen monitoring . . . (2/2)

Services	Current monitoring from WMC	Staff from WMC who are/can be involved for monitoring of service
Emptying of septic tanks by Sumeet facilities	<ul style="list-style-type: none"> SI monitors the overall performance. Although on-ground performance is not monitored. 	<ul style="list-style-type: none"> Sanitary supervisors can be involved in monitoring of on-ground service by using SaniTab. SHG's/Community based organisations can be involved and trained for this activity Sanitation Engineer can be involved to review overall emptying operations using Sanitab dashboard
Treatment of septage by Tide Technocrats	<ul style="list-style-type: none"> SI monitors the overall performance. Although on-ground performance is not monitored. 	<ul style="list-style-type: none"> SI and Sanitation Engineer can be involved to review the treatment operations through field visits, fortnight reports, online dashboard etc.

'Adhava' (review) meeting conducted by CO could be regularized further and FSSM activities could be added to it...

- In order to supervise and control over the acts and proceedings in the council, the chief officer conducts '**Adhava' (review) meetings** in the council.
- These meetings are carried out separately for each department or could also be a joint meeting for all the departments.
- These meetings generally happen in a discussion mode, where the CO asks for the updates of on-going activities or issues to the staff.
- These meetings are mostly attended by departments heads and their assistants. For the sanitation department, the meeting is attended by the SI and his assistant.
- It generally happens once in 1-2 months.

These meeting could be further leveraged for **updating the CO on the FSSM related activities** as well.



Most discussed points with Sanitation department :

- What all work is done by different staff members of the department
- Discussion on which work should be on priority
- Council level resolutions to be passed for sanitation activities
- Discussion related to applications from the citizens
- Status of bills of contractors and their payment status
- Tenders to be processed and status of tenders
- Status of other official subjects
- Discussions on Covid response

Proposed areas and formats for SI to report CO during the Adhava meeting . . . (1/2)

Sanitary inspector can monthly update CO for the following activities:

1. Monthly performance report for various services provided by sanitation department

department: This could be a monthly report with key performance indicators for all the services provided by sanitation department

2. Monthly complaint redressal report of sanitation department:

A monthly report of analysis of all the complaints received by sanitation department could be done and reported to CO. This could involve details such as total number of complaints received by sanitation department, service wise categorization of complaints, area-wise categorization of complaints, total complaint resolved etc.

3. Billing status for various sanitation related contracts:

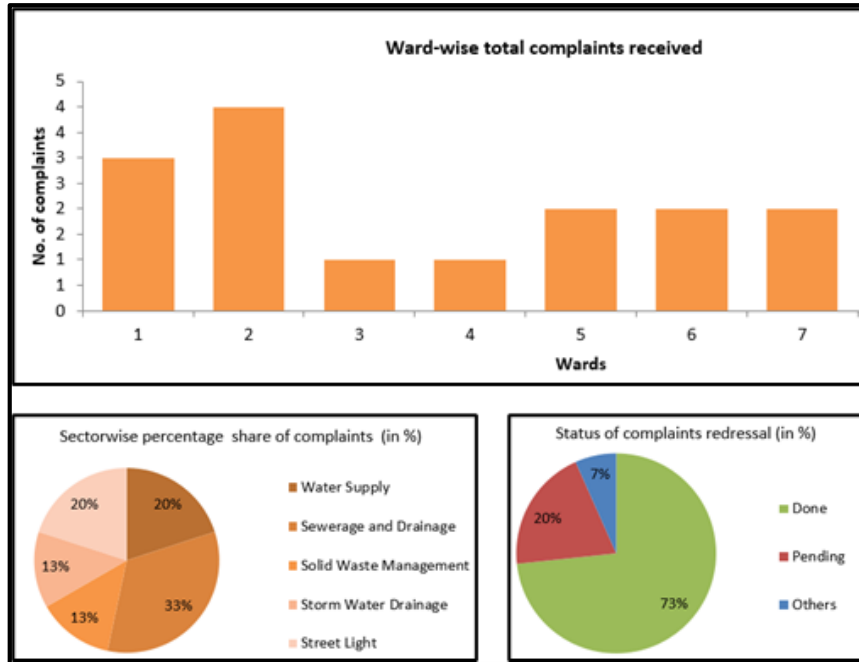
This could be in the form of google forms. Key signatory authorities will clear the bill at their level, which would then be automatically updated in the system. This would then help to generate a report which will help CO to know the overall status of bills of different contractors.

1. Monthly key performance for various services provided by sanitation department

1	Solid Waste Management (D to D Collection to Segregation)	
1	Total D-to-D waste collected	
2	Total waste segregated	
3	Issues/comment	
2	Road Sweeping	
1	Name of the areas Sweeped	
2	Stretch of road swepted (in Km)	
3	Issues/comment	
3	Drain cleaning	
1	Total length of drains cleaned (in kms)	
2	Issues/comment	
4	Emptying of septic tanks of all properties	
1	Total septic tanks to be cleaned this month	
2	Total septic tanks actually cleaned	
3	Total septage received	
4	Issues/comment	
5	Treatment of septage	
1	Total septage received at the station	
2	Total septage treated	
3	Total septage reused	
4	Issues/comment	
6	Street light repair	
1	Total number of lights repaired/replaced	
2	Issues/comment	
7	Fire extinguised	
1	Total number of calls for Fire truck	
2	Issues/comment	

Proposed areas and formats for SI to report CO during the Adhava meeting . . . (2/2)

2. Monthly complaint redressal report of sanitation department



3. Simple google forms and dashboard to track billing

Bill Invoice

After the bill is submitted to the Inward department fill out the following form.
* Required

Contractor name *

- Avinash Ranjane
- Sai Suppliers
- Nirmal Bharat Foundation
- Sumeet Facilities
- E.B. Enviro Biotech

Bill invoice number *

Your answer _____

Duration of bill - start date

Date
dd-mm-yyyy

Duration of bill - end date

Date
dd-mm-yyyy

Submit



Contents

Summary

1 Study context, objectives and approach

2 WMC structure and staffing

3 Roles and responsibilities

4 Reporting and monitoring mechanisms

5 Key observations and suggestions

Annex

Key Findings from the assessment . . . 1/3

Staffing

- The overall staff is adequate in Sanitation department as per the staffing pattern provided by DMA.
- However, there is a possibility of having Sanitary sub inspector and additional two posts of sanitary supervisor as per Municipal Solid Waste Management guidelines of CPHEEO

Roles , Responsibilities and monitoring at ULB level

ULB team :

- **Sanitation Engineer** : The engineer is mainly involved in review and implementation of capital works for WSS , however there is a need to get her involved in review of operations for sanitation and specifically on scheduled emptying and the technical and quality aspects of treatment operations
- **Sanitary Inspector** : The inspector is involved in review of emptying operations, however there is a need to involve him in review of FSTP operations
- **Sanitary Supervisor** : They are mainly involved in monitoring operations of SWM, there is a need to involve them to monitor the on-ground scheduled emptying operations and report to the SI on daily basis about the challenges and progress.
- **Sanitary workers** : They are mainly involved for service provision related to street sweeping and drain cleaning. They need to be explored for supporting the scheduled emptying operations and reporting to supervisor in case of any challenges

Note: Refer Annex C for more details on Proposed activities to be taken up by different stakeholders for improving reporting and monitoring of emptying operations

Key Findings from the assessment . . . 2/3

Roles , Responsibilities and monitoring at ULB level

Decision makers

- **Chief officer** : The chief officer is involved in macro monitoring of sanitation activities, however a more detailed review needs to be undertaken by CO through regular review meetings with stakeholders or through Adhava meeting , as Wai is being looked at as a model city which has demonstrated how scheduled emptying needs to be done.
- **Elected Representatives** : The elected representatives are aware of macro FSSM activities going on in the city, but the elected wing and especially sanitation committee can be involved in awareness activities of scheduled emptying, monitoring of the emptying operations in their ward and also made aware of treatment operations

Monitoring and reporting by Private sector :

Sumeet :

- Sumeet ground staff daily reports on septic tanks that have been emptied, but they need to also share the progress/ challenges, and next day's work plan with the SI and Engineer.
- They should also follow-up with households not willing to empty/are unavailable and submit the list to WMC if still not emptied after 15 days
- The higher level's of Sumeet need to engage with the Chief officer and sanitation dept on regular basis to review the progress/challenges in emptying operations, so that an improvement action plan can be prepared and implemented. This activity needs to be institutionalized and carried out at least once every month

Note: Refer Annex C for more details on proposed activities to be taken up by different stakeholders for improving reporting and monitoring of emptying operations

Key Findings from the assessment . . . 3/3

Monitoring and reporting by Private sector :

Tide Technocrats :

- Tide Technocrats need to submit the daily manifest forms regarding the septage that is being brought at the FSTP, this is not being practiced at present.
- They also need to also share the progress/ challenges that are being faced on daily basis with the SI and Engineer.
- The fortnightly reports are not being submitted as per time schedule, this needs to be submitted on time with various details on operations and maintenance carried out at FSTP, quality of treated WW and septage and reuse details.
- Tide team should train and give access to the WMC officials on use of the online quality meter system and the FSTP dashboard that has been setup by Tide team for internal monitoring.
- The higher level's of Tide Technocrats team needs to engage on regular basis to share update with elected and executive wing regarding the upgradations or activities that are being carried out at FSTP. This activity needs to be institutionalized and carried out at least once every month

Note: Refer Annex C for more details on proposed activities to be taken up by different stakeholders for improving reporting and monitoring of emptying operations

Key recommendations and capacity building efforts required for institutionalization of FSSM in WMC daily operations . . . (1/4)

1. Involvement of Sanitation engineer and Sanitary inspector for scheduled emptying and FSTP operation activities

Scheduled emptying :

- **Training them to use the SaniTab / Sanitrack dashboard** on daily/weekly basis to review performance of Summet and preparing action points for improving performance and share with CO

Treatment :

- **Capacity building of SI and Engineer** to understand the technology process and technical aspects of the FSTP
- Supporting them to **understand the fortnightly reports** shared by Tide for FSTP operations and capacitate them to raise follow up questions based on reports that have been shared.
- Training them to look at the Wai FSTP dashboard prepared by Tide Technocrats

Note: Refer Annex D for more details on proposed roles and responsibilities for these stakeholders.

Key recommendations and capacity building efforts required for institutionalization of FSSM in WMC daily operations . . . (2/4)

2. Involvement of Sanitary supervisor to monitor the on ground scheduled emptying operations and report to the SI on daily basis about the challenges and progress

- **Training of Sanitary Supervisor** to help them understand what scheduled emptying operations are going on in the city
- Delineate the wards to monitor scheduled emptying operations as per their wards under SWM
- Support them in **verifying cases of emergency cases** and **following up of households not willing to empty** the septic tank as per the list submitted by Sumeet team
- Capacitate them to talk with HHs that are not willing to desludge as per schedule and understand the reasons from them
- Training supervisors to **use the SaniTab / SaniTrack App**, so that they can report on daily progress of emptying to SI and prepare a format to report on challenges encountered during operations
- Training of supervisors to maintain the daily PPE usage and replacement register of sanitation workers

3. Involvement of Sanitary workers to monitor the on-ground scheduled emptying operations and report to the supervisor on daily basis about the challenges

- Training of sanitary worker of the delineated scheduled emptying zone regarding the points they need monitor or challenges that they need to report to the supervisor on daily basis for eg. : Emergency cases of emptying, non-functioning of trucks, PPE usage by Sumeet operators, spillage of septage on ground etc.

Note: Refer Annex D for more details on proposed roles and responsibilities for these stakeholders.

Key recommendations and capacity building efforts required for institutionalization of FSSM in WMC daily operations. . . (3/4)

4. Involvement of Chief officer and Elected wing in creating awareness of FSSM activities and review of emptying and treatment operations

Chief officer

- Engage with CO to **regularly use the SaniTab / SaniTrack dashboard** to review progress of emptying operations and discuss with senior team at Summet
- Support in **organize monthly/bimonthly review meetings** for both **scheduled emptying** and **FSTP operations**
- The **review of FSSM operations** to be made part of the '**Adhava**' (**review**) **meetings** of WMC. Also explore **app based/ online monitoring dashboard** for the same

Elected representative and Sanitation committee :

- **Training** of **elected representatives** on **scheduled emptying** and **treatment operations** going on in Wai
- **Involvement** of **Sanitation committee** and **councilor** where scheduled desludging is going in **monthly/bimonthly review meetings with CO, Sumeet and Tide**
- **Supporting** the **councilor** of the **delineated** scheduled emptying **zone** to **raise awareness** about **scheduled emptying** in their ward and for **monitoring** the emptying operations

5. Involvement of SHG's/Community based organizations for monitoring and awareness of FSSM activities

- They can be **involved** and **trained** to **monitor** and create **awareness** about **scheduled emptying operations**. They can **report** to the **SI / Sanitary supervisor** on **daily basis** about the activities that have been undertaken and challenges if any.

Key recommendations and capacity building efforts required for institutionalization of FSSM in WMC daily operations. . . (4/4)

6. Improving engagement of Sumeet and Tide team - onground and senior staff with WMC officials

Sumeet:

- Support supervisor of Sumeet to **share daily progress of desludging** against target with SI / Engineer
- Training supervisor to share **challenges of operations** with **SI/Engineer** on **weekly basis in a documented format**
- Training of Sumeet supervisor to **use the SaniTrack app** (if required)

Tide:

- **Engage with Tide team to support in training of SI and engineer** on the **FSTP process** and **technology details**.
- Tide team to **daily submit the manifest form** of septage load taken. This can also be attached with the manifest form that Sumeet is using.
- Tide team to **submit the fortnightly** reports on regular basis to WMC council with the details requested by WMC
- Tide team to train and give access to the WMC officials on use of the online quality meter system and the FSTP dashboard that has been setup

Overarching:

- Organize **monthly/bimonthly review meetings** of **Sumeet and Tide team with WMC officials** to discuss on **challenges** and **next steps** on improving operations including discussion on any new infrastructure that is required / planned.



Contents

Summary

1 Study context, objectives and approach

2 WMC structure and staffing

3 Roles and responsibilities

4 Reporting and monitoring mechanisms

5 Key observations and suggestions

Annex

Annex A : Department wise staffing details of WMC.. (1/4)

Sr. No.	Designation	Permanent Sanctioned Posts*		Recruited***	Vacant***	Temporary Sanctioned Posts**		Recruited	Vacant
		Class 3	Class 4			Class 3	Class 4		
Garden Department									
1	Garden/Park Supervisor	1	0	0	1	0	0	0	0
2	Labourer	0	0	0	0	0	3	0	3
3	Gardener	0	0	0	0	0	1	0	1
City Sanitation Department									
1	Sanitary Inspector	1	0	0	1	0	0	0	0
2	Mukadam (Sanitary supervisor)	0	2	1	1	0	0	0	0
3	Sanitary worker	0	31	31	0	0	29	25	4
4	Clerk Typist	0	0	0	0	1	0	0	1
5	Animal Menace Control and Shelter Worker	0	0	0	0	0	1	0	1
Building Department									
1	Overseer	0	0	0	0	1	0	0	1
2	Civil engineer (Grade-B & Grade pay 4300)	1	0	0	1	0	0	0	0
3	Civil engineer (Grade-C & Grade pay 4200)	1	0	1	0	0	0	0	0
4	Clerk-Typist	1	0	0	1	0	0	0	0
5	Mukadam (Sanitary supervisor)	0	0	0	0	0	1	0	1

***Permanent sanctioned posts :** After the appointed person for these posts retires or vacates the position, it can be refilled.

****Temporary sanctioned posts:** After the appointed person for these posts retires or vacates, they cannot be refilled. The post will no longer be available.

*****The recruited and vacant posts:** Current status of staff availability in WMC

Annex A : Department wise staffing details of WMC.. (2/4)

Sr. No.	Designation	Permanent Sanctioned Posts		Recruited	Vacant	Temporary Sanctioned Posts		Recruited	Vacant
		Class 3	Class 4			Class 3	Class 4		
Town Planning (Building Permission Department)									
1	Planning Assistant (Grade-C & Grade pay 4300)	1	0	1	0	0	0	0	0
Electrical Department									
1	Electrical Engineer (Grade-C & Grade pay 4200)	1	0	1	0	0	0	0	0
2	Wireman	1	0	0	1	0	0	0	0
Fire Department									
1	Assistant Fire Station Supervisor (Grade-C & Grade pay 2800)	1	0	0	1	0	0	0	0
2	Leading Fireman	1	0	0	1	0	0	0	0
3	Fireman	0	4	0	4	0	0	0	0
4	Driver cum operator	2	0	0	2	0	0	0	0
Water Supply Department									
1	Water Supply, Water Purification and Sanitation Engineer (Grade-C & Grade pay 4200)	1	0	1	0	0	0	0	0
2	Pump Operator/Electrician	1	0	0	1	4	0	0	4
3	Filtration Operator/ Lab asst	0	1	0	1	0	0	0	0
4	Valve man/ Oilman	0	1	0	1	0	13	7	6
5	Meter reader	0	0	0	0	1	0	0	1

***Permanent sanctioned posts :** After the appointed person for these posts retires or vacates the position, it can be refilled.

****Temporary sanctioned posts:** After the appointed person for these posts retires or vacates, they cannot be refilled. The post will no longer be available.

*****The recruited and vacant posts:** Current status of staff availability in WMC

Annex A : Department wise staffing details of WMC.. (3/4)

Sr. No.	Designation	Permanent Sanctioned Posts		Recruited	Vacant	Temporary Sanctioned Posts		Recruited	Vacant
		Class 3	Class 4			Class 3	Class 4		
Tax Department									
1	Tax Assessor (Grade-B & Grade pay 4300)	1	0	0	1	0	0	0	0
2	Tax inspector (Grade-C & Grade pay 2800)	3	0	1	2	0	0	0	0
3	Clerk- Typist	3	0	3	0	0	0	0	0
4	Peon	0	1	1	0	1	0	1	0
Chief Officer Office (Establishment)									
1	Office Superintendent (Grade-B & Grade pay 4300)	1	0	1	0	0	0	0	0
2	Administrative officer (Grade-C & Grade pay 2800)	1	0	1	0	0	0	0	0
3	Computer engineer (Grade-B & Grade pay 4300)	1	0	1	0	0	0	0	0
4	Clerk- Typist Office work	2	0	2	0	0	0	0	0
5	Clerk- Typist Inward-Outward	1	0	0	1	0	0	0	0
6	Driver	1	0	0	1	0	0	0	0
7	Peon	0	1	1	0	0	0	0	0
Meeting Proceeding and Incumbent Office									
1	Clerk – Typist (Meeting)	1	0	0	1	0	0	0	0
2	Driver	1	0	1	0	0	0	0	0
3	Peon	0	1	1	0	0	0	0	0

***Permanent sanctioned posts :** After the appointed person for these posts retires or vacates the position, it can be refilled.

****Temporary sanctioned posts:** After the appointed person for these posts retires or vacates, they cannot be refilled. The post will no longer be available.

*****The recruited and vacant posts:** Current status of staff availability in WMC

Annex A : Department wise staffing details of WMC.. (4/4)

Sr. No.	Designation	Permanent Sanctioned Posts		Recruited	Vacant	Temporary Sanctioned Posts		Recruited	Vacant
		Class 3	Class 4			Class 3	Class 4		
Birth Death registration grievance/ Archive Department (CFC)									
1	Clerk Typist	1	0	1	0	1	0	0	1
Accounting and Budgetary department									
1	Accountant (Grade-C & Grade pay 4200)	1	0	1	0	0	0	0	0
2	Clerk- Typist (Cashier)	1	0	1	0	0	0	0	0
3	Peon	0	1	1	0	0	0	0	0
Repository Department									
1	Clerk-Typist	1	0	0	1	0	0	0	0
Family planning Department									
1	Coordinator	0	0	0	0	1	0	0	1
2	Female field worker	0	0	0	0	1	0	1	0
Education Department									
1	Clerk Typist	0	0	0	0	1	0	0	1
Audit Department									
1	Internal Auditor (Grade-C & Grade pay 4200)	1	0	0	1	0	0	0	0
TOTAL		35	43	53	25	12	48	34	26

***Permanent sanctioned posts :** After the appointed person for these posts retires or vacates the position, it can be refilled.

****Temporary sanctioned posts:** After the appointed person for these posts retires or vacates, they cannot be refilled. The post will no longer be available.

*****The recruited and vacant posts:** Current status of staff availability in WMC

Annex B : Break up of staff monitored by the three sanitary supervisor in WMC . . .

1.Dilip Pawar	2.Rahul Gade	3. Umesh Kambale
Labour contract- 5 sweepers	Labour contract- 6 sweepers	Labour contract- 6 sweepers
WMC- 12 sanitary workers	WMC- 14 sanitary workers	WMC- 14 sanitary workers
Out of 12: 1 is on garbage compactor as a helper. 11 sweepers	Out of 14: 1 is on garbage compactor as a helper. 3 are on desludging vehicle as helpers. 1 is at Songirwadi crematorium. 1 is at Tax department for collection. 8 sweepers	Out of 14 sweepers: 1 is on garbage compactor as a helper. 1 is driver on Fire brigade vehicle. 1 is for dengue survey. 11 sweepers

ULB vehicle details



The helpers and drivers are through WMC's own staff or labour contract

The sanitary supervisor is expected to monitor activities of all the workers assigned under them, however, they monitor activities related to only SWM.

Source: Discussion with staff at WMC

Annex C : Proposed activities to be taken up by different stakeholders for improving reporting and monitoring of emptying operations . . .

Responsibility details	Role of participants											
	WMC					Sumeet Facilities				Tide Tech	CEPT	Citizens
	CO	SI	Sanitary supervisor/ workers	Engineer	Elected member (councillors)	Director	Project Director	Site supervisor	Emptier (Driver and helper)	Site in charge		
1		CI					CA	R				
2		CI				I	C	A	R	I		I
3	I	A	R	I			I	A				R
4	I	A	R		I	I	AC	R				
5	CI	A		R	I	A	R					
6						CI	R					

WMC staff shall be trained and involved for using Sanitab and monitoring data over dashboard

WMC officials to play active role in monitoring on ground activities

WMC staff shall be trained and involved for using Sanitab and monitoring data over dashboard

Involve the higher-ups of Sumeet to regularly meet WMC officials to review the progress/challenges in operations.

Responsible – Who is completing the task.
Accountable – Who is making decisions and taking actions on the task(s).
Consulted – Who will be communicated with regarding decisions and tasks.
Informed – Who will be updated on decisions and actions during the project

Annex C : Proposed activities to be taken up by different stakeholders for improving reporting and monitoring of treatment operations . . .

	Responsibility details	Role of participants										
		WMC				Tide Technocrats					Sumeet Facilities	CEPT
		CO	SI	Engineer	Elected councillors	Managing Director	Sanitation lead	Site coordinator	Site in charge	Operator and helper	Site supervisor	
1	Conducting daily treatment operations		C			I	C	C	A	R	I	
2	Monitoring of the overall FSTP operations – quality checks, reuse of bio-char and water, online quality monitoring etc.	C	A	R	I	I	C	A	R			
3	Reporting WMC about day-to-day operations					I	C	A	R			I
4	Reporting WMC about overall operations					IC	R					

WMC official should monitor the treatment operations regularly. CEPT team can support WMC in understating the technical aspects and processes

Tide team to report WMC regularly about the daily operations. They can submit the manifest form of septage load taken to WMC regularly

Tide team to submit the fortnightly reports on regular basis to WMC council with the details requested by WMC

Responsible – Who is completing the task.
Accountable – Who is making decisions and taking actions on the task(s).
Consulted – Who will be communicated with regarding decisions and tasks.
Informed – Who will be updated on decisions and actions during the project

Annex D : Proposed FSSM related roles and responsibilities for WMC staff . . (1/4)

Sanitary Inspector

Current role and responsibility	Proposed role and responsibility	Capacity building required
<ul style="list-style-type: none"> • Contract Management of 7 service contracts • Float different tenders related to sanitation such as contracts for drain cleaning, SWM, spraying of insecticide to control spread of epidemics • Monitor activities of Sanitary Supervisor • Random visits to the different areas of the city to check the cleanliness • Co-ordinate service of 14 ULB vehicles – 1 Suction emptier, 11 SWM (<i>10 ghantagadi, 1 compactor</i>), 1 Fire brigade, 1 Water tanker • Upload sanitation related data on relevant portals. Respond to the mails • Report to the CO of ongoing tasks and issues if any 	<ul style="list-style-type: none"> • Involvement of Sanitary inspector for scheduled emptying and FSTP operation activities 	<p>Scheduled emptying :</p> <ul style="list-style-type: none"> • Training them to use the SaniTab / Sanitrack dashboard on daily/weekly basis to review performance of Summet and preparing action points for improving performance and share with CO <p>Treatment :</p> <ul style="list-style-type: none"> • Capacity building of SI and Engineer to understand the technology process and technical aspects of the FSTP • Supporting them to understand the fortnightly reports shared by Tide for FSTP operations and capacitate them to raise follow up questions based on reports that have been shared. • Training them to look at the Wai FSTP dashboard prepared by Tide Technocrats

Annex D : Proposed FSSM related roles and responsibilities for WMC staff . . (2/4)

Sanitation Engineer

Current role and responsibility	Proposed role and responsibility	Capacity building required
<ul style="list-style-type: none"> • Implementation of water supply and sanitation related schemes • Provide technical assistance during entire process (<i>assist higher authorities with necessary data</i>) • Review and process tenders and contracts • Monitor and take follow up of on going works • Report to CO and conduct regular field visits. • Attend sanitation related workshops and meetings with CO. 	<ul style="list-style-type: none"> • Involvement of Sanitation engineer for scheduled emptying and FSTP operation activities 	<p>Scheduled emptying :</p> <ul style="list-style-type: none"> • Training them to use the SaniTab / Sanitrack dashboard on daily/weekly basis to review performance of Summet and preparing action points for improving performance and share with CO <p>Treatment :</p> <ul style="list-style-type: none"> • Capacity building of SI and Engineer to understand the technology process and technical aspects of the FSTP • Supporting them to understand the fortnightly reports shared by Tide for FSTP operations and capacitate them to raise follow up questions based on reports that have been shared. • Training them to look at the Wai FSTP dashboard prepared by Tide Technocrats

Annex D : Proposed FSSM related roles and responsibilities for WMC staff . . (3/4)

Sanitary Supervisor

Current role and responsibility	Proposed role and responsibility	Capacity building required
<ul style="list-style-type: none"> • Assign tasks to the workers under each supervisor. • Visit their assigned areas daily to monitor the activities of sanitary workers (SWM). • Report to SI after the task is accomplished. • Maintain the record of work undertaken by the sanitary workers. 	<ul style="list-style-type: none"> • Involve them to monitor the on-ground scheduled emptying operations and report to the SI on daily basis about the challenges and progress 	<ul style="list-style-type: none"> • Training of Sanitary Supervisor to help them understand what scheduled emptying operations are going on in the city • Support them in verifying cases of emergency cases and following up of households not willing to empty the septic tank as per the list submitted by Sumeet team • Capacitate them to talk with HHs that are not willing to desludge as per schedule and understand the reasons from them • Training supervisors to use the SaniTab / SaniTrack App, so that they can report on daily progress of emptying to SI and prepare a format to report on challenges encountered during operations • Training of supervisors to maintain the daily PPE usage and replacement register of sanitation workers

Annex D : Proposed FSSM related roles and responsibilities for WMC staff . . (4/4)

Sanitary Worker

Current role and responsibility	Proposed role and responsibility	Capacity building required
<ul style="list-style-type: none"> • Road sweeping and collection of solid waste • Cleaning of CT/PT septic tanks and drains • Field work in case of disasters • Picking up dead animals in the city • Work as helpers at the garbage compactor vehicle. • Grass cutting near the drains whenever required • Cutting the tree branches whenever is necessary. • Driver of the fire brigade vehicle. • Work at crematorium etc 	<ul style="list-style-type: none"> • Involvement of Sanitation workers to monitor the on ground scheduled emptying operations and report to the supervisor on daily basis about the challenges 	<ul style="list-style-type: none"> • Training of sanitation worker of the delineated scheduled emptying zone regarding the points they need monitor or challenges that they need to report to the supervisor on daily basis for eg. : Emergency cases of emptying, non-functioning of trucks, PPE usage by Sumeet operators, spillage of septage on ground etc.

Suggested Citation :

CWAS, CEPT University. (2020). *Institutionalizing FSSM services in Wai Municipal council*. Wai, Maharashtra

About us

The Center for Water and Sanitation (C-WAS) at CEPT University carries out various activities – action research, training, advocacy to enable state and local governments to improve delivery of services.



pas.org.in
cwas.org.in



pas@cept.ac.in



[pas_project](#)



[pas.cept](#)



pas.org.in/web/ceptpas/pas-e-news
Sign up: tiny.cc/pasenews