



सत्यमेव जयते

Ministry of Housing and Urban Affairs
Government of India

SC-IAP

SUSTAINABLE CITIES
INTEGRATED APPROACH PILOT IN INDIA



REPORT ON

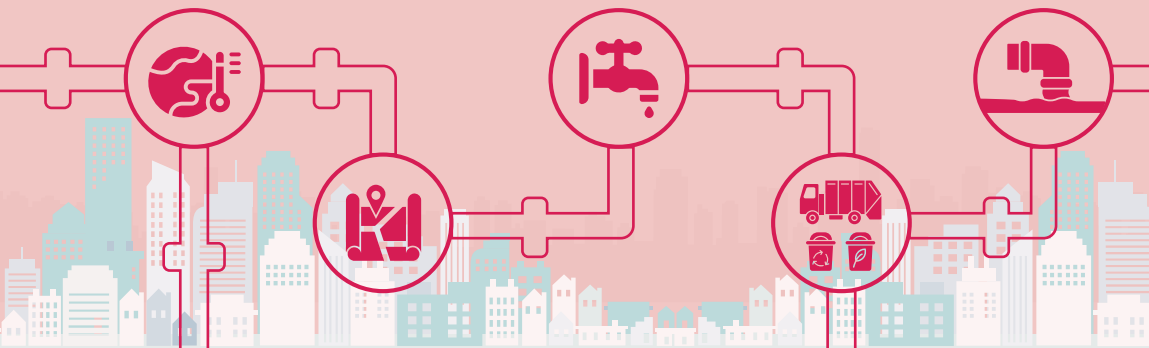
Capacity Building Workshop

For Urban Local Body Officials



Jaipur, Rajasthan

October 2022



UNITED NATIONS
INDUSTRIAL DEVELOPMENT ORGANIZATION



National Institute of Urban Affairs



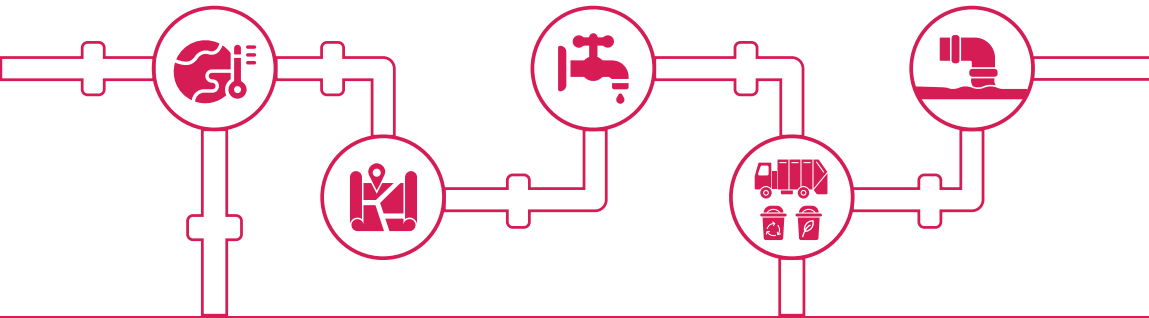
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Ministry of Housing and Urban Affairs
Government of India

REPORT ON

Capacity Building Workshop

For Urban Local Body Officials

Jaipur, Rajasthan
October 2022



Submitted to
United Nations Industrial Development Organization

Task:
**Conducting Capacity Building Workshop for 5 Pilot Cities
For Senior officials, Mid officials and Ground Functionaries
of Jaipur**

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List of Abbreviations and Acronyms

CSR	Corporate Social Responsibility
C&D	Construction and Demolition
DPR	Detailed Project Report
EPF	Employee Provident Fund
ESI	Employees' State Insurance
FSSM	Faecal Sludge and Septage Management
FSTP	Faecal Sludge Treatment Plant
GEF	Global Environment Facility
GHG	Greenhouse gas
IUWM	Integrated Urban Water Management
JMC	Jaipur Municipal Corporation
NGO	Non-Governmental Organization
NIUA	National Institute of Urban Affairs
NSKFDC	National Safai Karamcharis Finance and Development Corporation
O&M	Operations and Maintenance
PHC	Primary Health Centre
PPE	Personal protective equipment
SC-IAP	Sustainable Cities Integrated Approach Pilot
SWAPT	Solid Waste – Appropriate Technologies
SWM	Solid Waste Management
TANA	Training and Assistance Need Analysis
TOT	Training of Trainers
ULB	Urban Local Body
UNIDO	United Nations Industrial Development Organization
WASH	Water, Sanitation and Hygiene
WSUD	Water Sensitive Urban Design

Capacity Building Workshop for
ULB Officials
of
Jaipur, Rajasthan

Senior and Mid Level Officials

14th – 15th September 2022

Quick Overview



10
Sessions



08
Speakers



45
Participants

Venue
Rajasthan
Institute Of Public
Administration,
Jaipur

Introduction



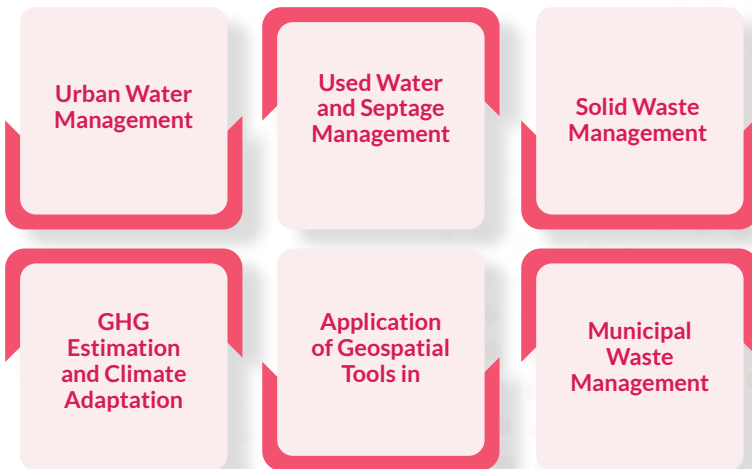
Overview

The Global Environment Facility (GEF) launched the Sustainable Cities Integrated Approach Pilot (SC-IAP) to help cities address the challenges posed by mega-trends (urbanization, rising middle class and population growth) of global environmental degradation in an integrated manner. UNIDO is one of the specialized agencies assisting countries in accessing GEF SC-IAP set aside funds, primarily building on the country allocations the focal areas of climate change and chemicals and waste. The SC-IAP programme currently engages 28 cities in 11 developing nations. UNIDO-GEF projects under this initiative include the Sustainable Cities Integrated Approach Pilot in India.

The United Nations Industrial Development Organization (UNIDO) implements the SC-IAP programme in India along with the Ministry of Housing and Urban Affairs (MoHUA). The core objective is to build resilience in five pilot cities – Jaipur, Bhopal, Mysuru, Vijayawada and Guntur. Three main components for implementation of the project are- Integrating sustainable urban planning and management strategies, Identification of investment projects and technology demonstrations that encourage the development of low carbon urban infrastructure and Partnerships and Knowledge management platform.

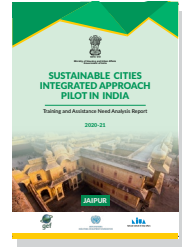
Role of NIUA

The main role of NIUA is to undertake the implementation of Component 3– Partnerships, Knowledge Management and Capacity Building. Under Component 3, NIUA has developed training modules for capacity building of officials from the municipal corporation's (ULB's) of the five pilot project cities. Five training modules have been developed based on the results of the Training and Needs Assessment conducted from February 2020 to August 2020 for ULBs of the five cities:



Training and Assistance Need Analysis (TANA)

The Training and Assistance Need Analysis (TANA) is designed and developed in coordination with UNHABITAT and UNIDO. The TANA assessed the current status of the five cities in the field of sustainability, with particular reference to water, sanitation and solid waste management. The results were shared with UNIDO and UNHABITAT for review, approval and finalization.



In most of the cities, out of the three sectors, the decision makers rendered more priority to solid waste management followed by wastewater and water management. This is primarily because they feel that the system is able to provide regular supply to all residents to fulfil their daily needs. When asked about areas of concern, they stressed on the need to build capacity to operate and maintain existing systems. However, on deeper probing, they agreed that training on better management and conservation focusing on integrated urban water management will be of value.

Training Modules

Training modules for senior and mid officials of ULBs (Jaipur, Vijayawada, Guntur, Mysuru and Bhopal) have been developed. These are on the following topics - Solid Waste Management, Used Water and Septage Management, Urban Water Management, Climate Adaptation and Application of Geospatial Tools in Municipal Waste Management. They have been developed by NIUA in close coordination with UNIDO and UNHABITAT, and are based on the results of TANA. NIUA has synergized the experience of practitioners and subject experts to develop the pedagogy and the modules for relevant stakeholders. These modules have been finalized in coordination with experts and officials from cities.

A set of Training of Trainers (TOT) Modules and Handbook are developed based on the findings of Training and Assistance Need Analysis that was conducted for the front line workers & ground functionaries. Based on the TOT's, workshop for ground functionaries were designed and delivered in each city.



The soft copies can be accessed at <https://niua.in/resources-and-waste/project/sciap>

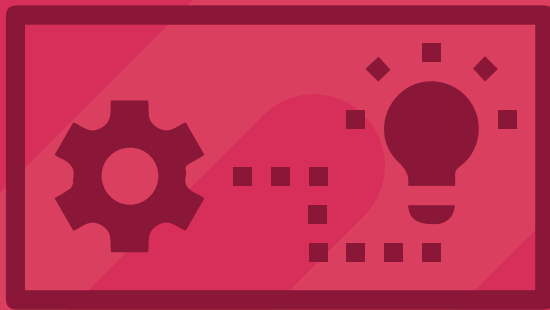
Capacity Building Workshops

Based on the training modules developed, capacity building workshops were organized in all the five cities under this project. Trainings were given to officials of the Urban Local bodies (ULB's) in different sectors viz., solid waste management, used water management and urban water management. Training programs were organized in two groups, one for mid and senior level ULB officials and other ground functionaries. Experts from different fields delivered presentations on various topics based on the knowledge requirements as per the training need analysis.

This report elaborates on the three-day capacity building workshop conducted from 14th to 15th September 2022, at Jaipur for mid and senior level officials of the Jaipur Municipal Corporation (JMC). It includes the format of the workshops, profile of participants from different departments, profile of the resource persons, group activities, and the consolidated feedback from participants regarding the workshop along with impact evaluation.

Similar workshops have been conducted for the ULB officials of Vijayawada, Guntur, Bhopal and Mysuru in the respective cities. The training programme outcomes from all these cities will be scaled up to 25 Indian cities, which share similar scale and complexity of issues in implementing sustainable strategies.

1 Workshop Sessions



Workshop Sessions

A two-day capacity building workshop was conducted for the mid and senior level officials from the Jaipur Municipal Corporation (JMC) on 14th and 15th of September 2022. The training was conducted at HCM-RIPA (Harish Chandra Mathur Rajasthan State Institute of Public Administration) in Jaipur. A total of 46 participants attended the training from various departments of JMC. Technical sessions based on the training modules developed were delivered for Solid Waste Management on Day 1 and Used Water and Septage Management on Day 2.



Day 1: Solid Waste Management



Figure 1: Welcome Note

Day 1 of the workshop started with inaugural session. The session was facilitated by Ms. Paramita Datta Dey (Head of Resources & Waste Team and team lead of SCIAP project at NIUA) who welcomed the participants on behalf of NIUA and UNIDO.

She briefed about the SCIAP project in India and the capacity building activities under the component 3 of the project. The key note address was delivered by Mr. Mukesh

Kumar (Deputy Commissioner, Health) who addressed the participants and explained the importance of training sessions apart from the day-to-day work. This was followed by a Vote of Thanks by Mr. Sameer Saraswat, Urban Technology and Investment Specialist, representative from UNIDO. He detailed out the various components of the project and explained the need for integrated planning approach

The inaugural session set the tone for the workshop, which was followed by the technical sessions delivered by experts from the solid waste management sector. The technical sessions were based on the topics covered in the training module on Solid Waste Management (SWM) developed by NIUA.



Figure 2: Vote of Thanks



Figure 3: Key Note Address

The first technical session was conducted by Ms. Zigisha Mhaskar, solid waste management expert. The session was on 'City-wide strategy and Planning for SWM'. It covered in detail the entire process of long- term, mid-term and short-term planning for SWM at the city scale – from baseline assessment, to visioning exercise and target setting, strategy formulation and selection of technologies, and lastly the framing of the strategy plan. Stakeholder engagement was emphasized as an essential element that is cross cutting throughout the planning process presented. The outcome of this training is for the officials to understand the SWM strategy and action plan formulation process for a city. Additionally, it will help them get an overview of the stakeholder engagement process in the planning and implementation of the said plan.



Figure 4: Technical Session on City-Wide Strategy and Planning for SWM

The presentation was followed by group exercises where the participants were divided into four groups namely, A- Segregation, B- Processing, C- Collection & Transportation and D- Others. An initial task given was to identify the challenges in each component for Jaipur city. It was followed by activities to develop vision for the city on each component and strategies to be taken up immediately, for short-term, mid-term and for long-term.



Figure 5: Group Exercise on Developing Strategies



Figure 6: Group Exercise on Identifying Challenges

The second session was on 'Integrated Decentralised Solid Waste Management Approach' by Mr. Ajay Sinha, CEO – Feedback Foundation. He briefed about centralized and decentralized solid waste management while highlighting the importance of decentralized approach.



Figure 7: Technical session on Integrated Decentralised Solid Waste Management Approach

He presented the case study from Dehradun where integrated decentralized solid waste management approach was successfully implemented in ward 100. The procedures involved in setting up a sanitation park in Nathuwala and the various process and activities being carried out within the park were elaborated. He also pointed out how effectively waste can be reused.

The following session was delivered by Ms. Paramita Datta Dey, Head – Resources and waste, NIUA, on Role of Information, Education and Communication (IEC) in waste management. She elaborated on the case study of Solid Liquid Resource Management (SLRM) centre in Ambikapur and how community engagement helped the city to showcase a successful solid waste management model. She elaborated on how the model was scaled up in Chhattisgarh. She explained guidelines detailed out in the National Behaviour Change Communication Framework for Garbage Free Cities (as part of SBM 2.0)



Figure 8: Technical Session on Role of IEC in Waste Management

The fourth session was on E-waste and Plastic waste management by Ms. Himani Tiwari, Coordinator - CMAR, Directorate Local Bodies, Government of Rajasthan. She briefed about how E-waste and plastic waste are harmful, how they differ from other categories of waste and required more careful steps for their treatment.



Figure 9: Technical Session on E-waste and Plastic Waste Management

The last two sessions were delivered by Mr. Pradeep Khandelwal, Chief Engineer (Retd.) – EDMC (East delhi Municipal Corporation). The session on construction and demolition (C&D) waste management discussed about the composition of C&D waste, it's estimation and processing. He also explained the key policies and guidance documents available for C&D wastes with reference to Indian context. He further elaborated on the case study of

C&D waste scenario in Delhi highlighting the experience in setting up and operating C&D waste plants located across the city.



Figure 10: Certificate Distribution

The following session was on 'Management of legacy waste – challenges, solutions and case studies'. In this session, Mr. Khandelwal explained challenges and solutions in management of legacy waste through the case of Delhi. He explained the impact of legacy waste, the policy framework, methodology for dumpsite remediation and processing of legacy waste.

On day 1, the programme concluded with the distribution of certificates to all the participants



Figure 11: Technical Session on C&D Waste and Legacy Waste Management

Day 2: Used Water and Septage Management

The second day of the capacity building workshop covered sessions on Used Water and Septage Management. A total of 20 participants attended Day 2 of the workshop. This included officials from the used water departments of JMC.

Day 2 was kicked off by the NIUA team with a recap of the previous day's sessions through a short interaction with the participants. The recap session was followed by the technical sessions delivered by experts from the WASH (Water Sanitation and Hygiene) sector. The technical sessions were based on the topics covered in the training module on Used Water & Septage Management developed by NIUA.

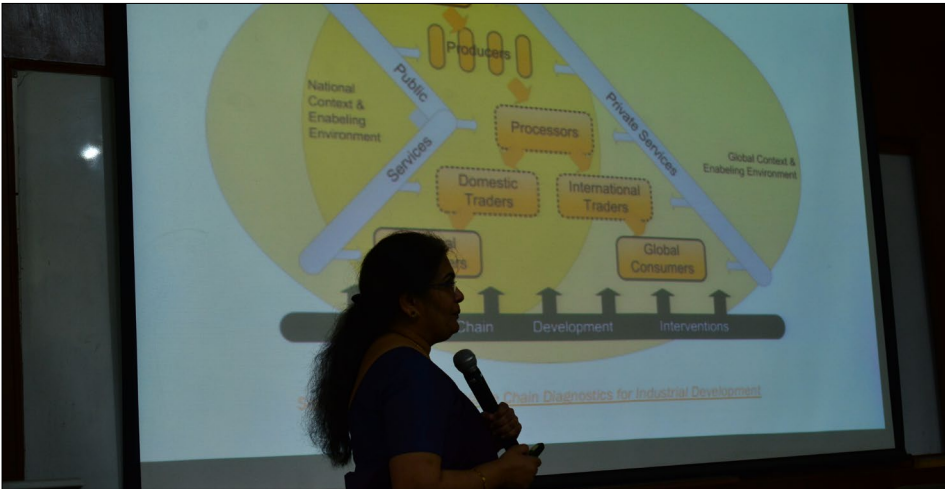


Figure 12: Technical Session on Used Water Management

The first session was conducted by Ms. Girija K Bharat, Director- Mu Gamma Consultants Pvt Ltd. The session covered various aspects of Used water management including a brief overview of value chain components and a case study of safe reuse of treated or used water. She explained about various steps in the value chain analysis, viz., value chain mapping, value chain analysis, planning and implementation and performance measurement. She also highlighted the necessity of reuse of treated or used water for a sustainable future. This was elaborated through showcasing case studies of Surat and Chennai.



Figure 13: Technical Session on Innovative Technologies in Waste Water Management

The next session was on Innovative Technologies in waste water management delivered by Ms. Nupur Bahadur, Senior Fellow and Head – NMCG-TERI CoE (National Mission for Clean Ganga – The Energy and Research Institute Centre of Excellence) on Water Reuse in Water Resources Division, TERI. She started the session by giving insights on gaps and challenges in industrial and municipal wastewater treatment. She detailed out how Tadox (TERI Advanced Oxidation Technology) provides efficient treatment of used water. She explained the process, its applications and the intangible benefits of using this technology. She also mentioned different case studies of using this technology in various parts of the country.

The last two sessions of the day were delivered by Mr. Pawan Kumar Jha, Founder director – MARC (Mesophilic Aerobic Rapid Composter) India. In his first presentation on Faecal Sludge and Septage Management (FSSM) – Technologies, he introduced the value chain of FSSM along with the characteristics of faecal sludge/ septage. He explained various technologies that can be adopted for the treatment of solid- liquid and liquid wastes. He also mentioned about various combinations of technologies.



Figure 14: Technical Session on FSSM Technologies

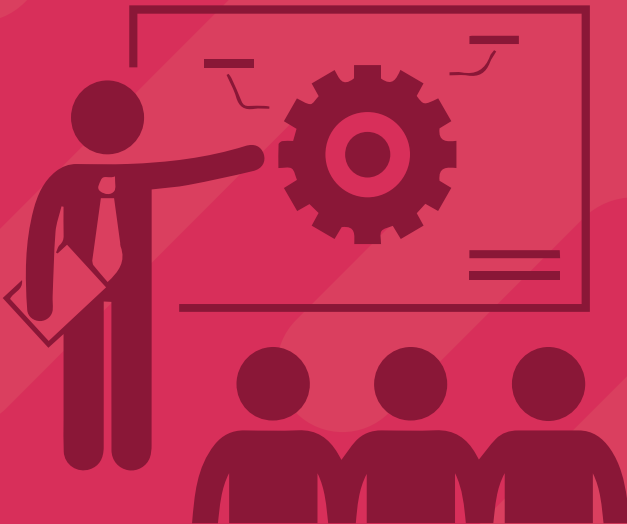
In the last session on Discussion on Preparing and Appraising DPRs (Detailed Project Report) and O&M (Operation and Maintenance) related Challenges, he spoke about general and engineering components of DPR. He also briefed about the different components for the operation and maintenance of various technologies used for used water treatment.

Finally, the day concluded with the distribution of certificates to all the participants



2

Participants of the Workshop



Participants of the Workshop

Around 45 participants attended the workshop over the duration of two days. The participants were mid and senior level officials from the waste water and solid waste management departments of Jaipur Municipal Corporation. The list for the participants is attached in Annexure 2.

For the day 1 of the workshop around 25 people attended from the solid waste management department of JMC. On the second day, around 20 participants from used water management department attended the training.

Table 1: Number of participants attended

Jaipur Municipal Corporation	Day 1: Solid Waste Management	Day 2: Used Water and Septage Management
Male	25	20
Female	0	0
Total	25	20



Figure 15: Group photographs - Participants and Resource persons

3

Resource Persons for the Workshop



Resource Persons for the Workshop

Resource persons who were invited to deliver lectures and conduct technical sessions at the workshop were practitioners from the WASH sector with hands on experience in the field. This included consultants, experts from government organizations, companies and NGOs. The sessions included both theoretical as well as practical examples, demonstrations, exhibited videos, group exercises and discussions. Detailed profiles of the resource persons are enclosed in Annexure 3.



Paramita Datta Dey



Zigisha Mhaskar



Ajay Sinha



Himani Tiwari



Pradeep Khandelwal



Girija K Bharat



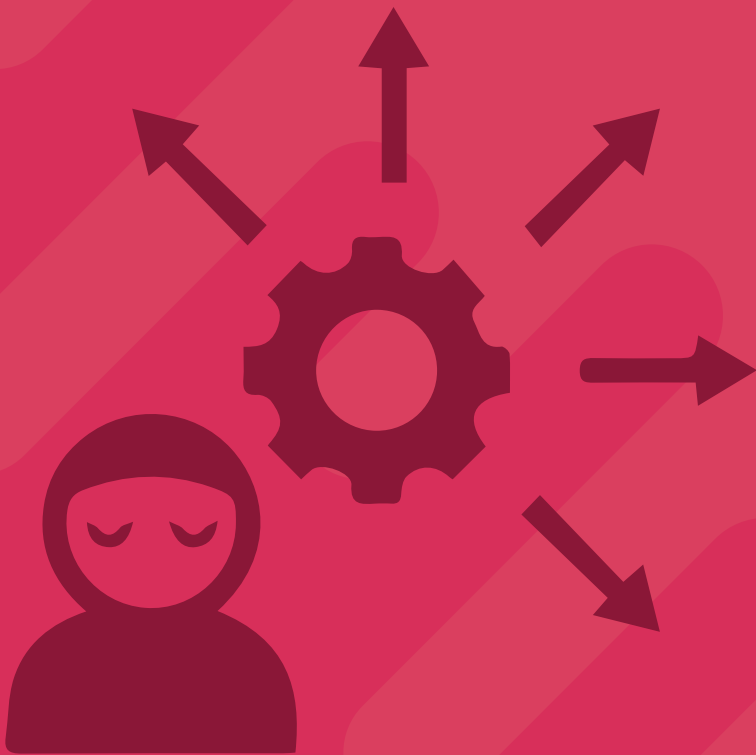
Nupur Bahadur



Pawan Jha

4

Workshop Outcome



Workshop Outcome

The aim of the training program was to enhance the knowledge level of the officials in the sectors of solid waste management and used water management. To evaluate and understand the impact of the two-day workshop, forms were distributed among the participants viz., one feedback form and two learning progress evaluation forms.



Figure 16: Participants Feedback

Feedback Form

The participants were asked to provide their feedback on the workshop. This was done with the help of a standardized feedback form across all workshops. The goal of this exercise was to understand the overall experience of the attendees as well as to assess the quality of the sessions delivered.

As per the feedback received, around 60% of the participants found the training extremely useful. Overall, more than 90% of them found the sessions useful.

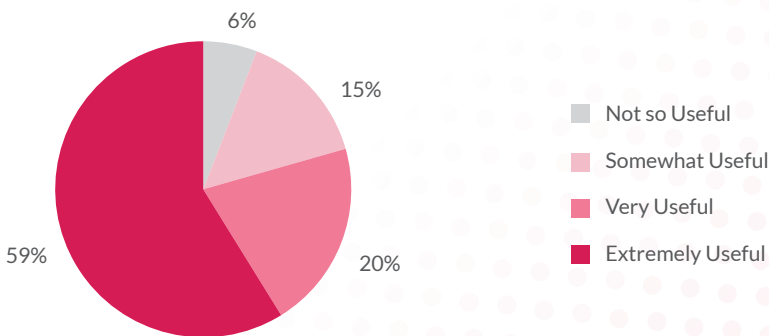


Figure 17: Overall usefulness of the workshop

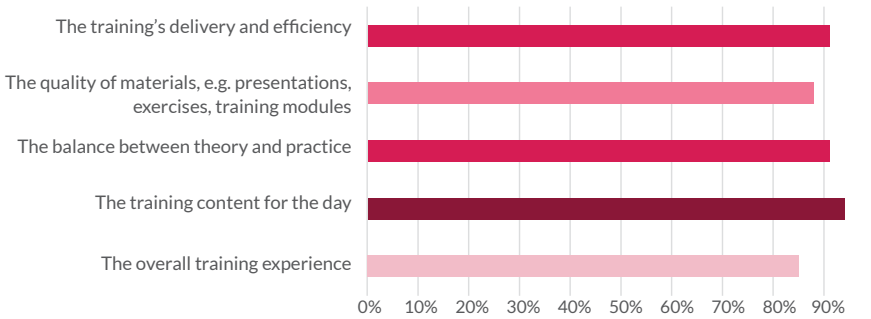


Figure 18: Analysis of Participants' Feedback for Various Components of the Training Workshop

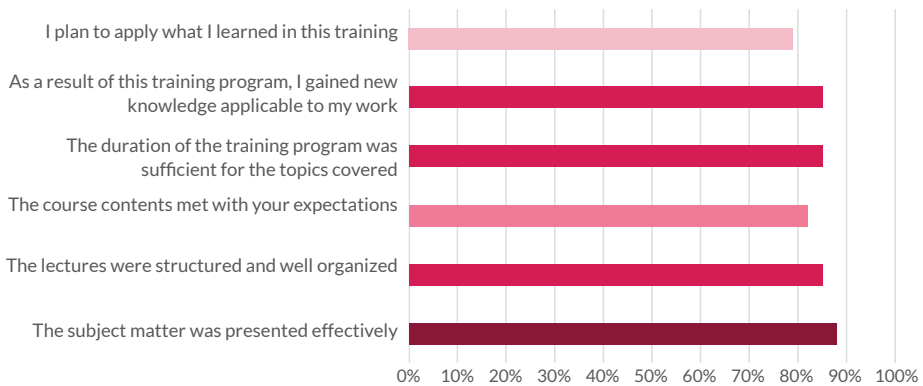


Figure 19: Analysis of Participants' Feedback for Material and Content of the Workshop

Learning Progress Evaluation Form

The pre and post workshop questionnaires were designed to assess how the training improved the participants' knowledge on various topics covered during the two-day sessions. The analysis of this showed there was a positive change in the knowledge level of participants in all the sectors

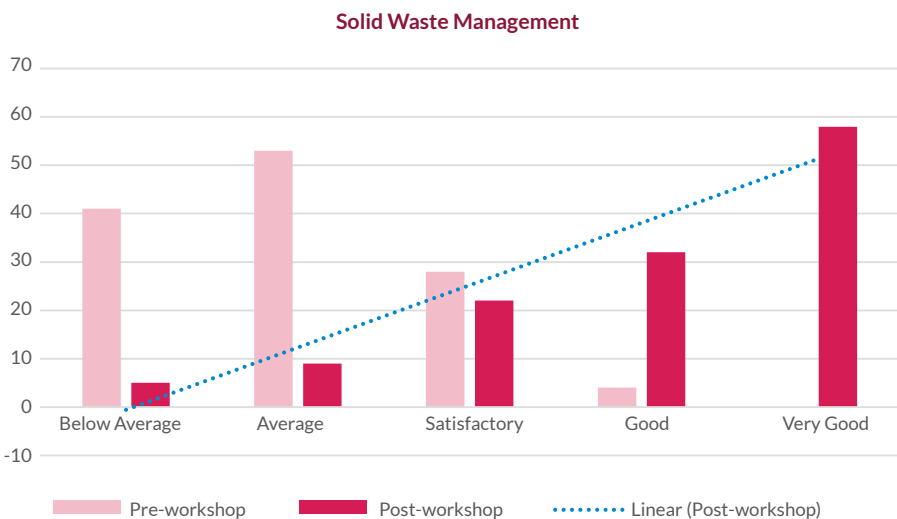


Figure 20: Evaluation of Pre and Post Workshop Learnings for Day 1

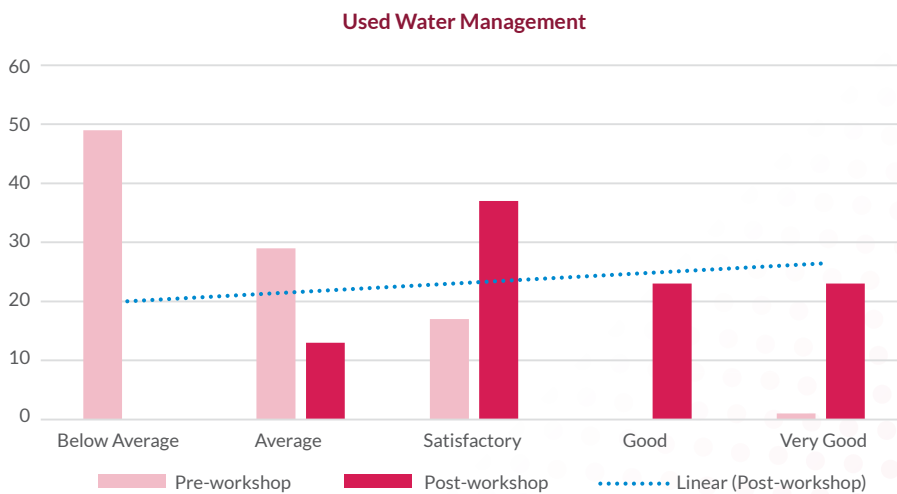


Figure 21: Evaluation of Pre and Post Workshop Learnings for Day 2

5

Wayforward

The next step would be to provide technical assistance. This will be given based on the requirements in various sectors viz., used water and septage management and solid waste management.





Capacity Building Workshop for
ULB Officials
of
Jaipur, Rajasthan

Ground Functionaries

12th – 13th September 2022

Quick Overview



09
Sessions



02
Speakers



28
Participants

Venue
Rajasthan State
Institute of Public
Administration, Jaipur

Introduction



Overview

The Workshop on “Sustainable Cities Integrated Approach Pilot in India (SCIAP) was organized for the Ground Functionaries” on 12th & 13th September, 2022 at (HCMRIPA) Rajasthan State Institute of Public Administration, Jaipur, India.

The workshop was organized by the National Institute of Urban Affairs in collaboration with the Waste Management and Research Centre, All-India Institute of Local Self Government, Mumbai. The Workshop was organized for 34 participants for the Ground Functionaries/ Frontline Workers at HCMRIPA, Jaipur.

All participants attended thematic presentations and subsequent discussions organized on first and second day i.e., 12th September 2022 & 13th September 2022. The first & second day of the workshop included different thematic lectures and presentations by subject specialists on following thematic subjects:

- Social Security Provisions and Schemes for Ground Functionaries
- Enhancing Leadership Skills in Ground Functionaries and Creating an Inclusive Work-place
- Occupational Health and Safety of Ground Functionaries

Details of Participants

The workshop was attended by 34 participants including 26 frontline workers from Jaipur Municipal Corporation (JMC), 2 Officers & 6 RIPA Officials.

Table 1: Number of Participants Attended

Date	Female participants	Male participants	Total
12 th September 2022	2	22	24
13 th September 2022	2	26	28



Figure 1: Group Photograph

Expectation Mapping

At the beginning of the training, a brief introduction and a brief about the work were asked from the participants as a part of icebreaker session for the training. The expectations from the workshop were also asked from the sanitation workers at the starting of the training. Some of the expectations that the participants mentioned are as follows:

- Information regarding various government schemes and their benefits
- Health related hazards and safety measures to be considered at the workplace
- The mechanisms available to address their complaints and grievances
- Methods to manage work related stress

After the participants communicated their expectations, the trainer discussed the purpose of the workshop. The main objective of the day was clearly explained to the participants



Figure 2: Setting the Expectation from the Workshop



1

Enhancing Leadership for Frontline Workers to Create an Inclusive Workplace



Workshop Sessions

Session 1: Importance of Self Identification

It was an icebreaker session between the trainer and the ground functionaries. The session started off as an introductory session where the trainer introduced the on the Importance of Self-Identification. She discussed on enhancing communication skills for dealing with the co-workers and the communities. Participants were also asked to speak about their views on enhancing their leadership skills and qualities.



Figure 3: Technical session on Self Identification

Roles and responsibilities, importance of their daily functioning were explained. e.g., their role in keeping the city clean and garbage free since most of them were garbage collectors, separators, vehicle operators, supervisors and drain cleaners.

The importance of having an identity which gives dignity and respect to the work done by them for improving the environment for the community was also discussed. The major part of their dignity and respect was attributed to the uniform worn by them. Hence the importance of keeping themselves healthy and safe was stressed. She also highlighted ground functionaries as an important part of the healthcare system and important role played by them during COVID19. The community services rendered by them were also appreciated by the trainer. The hard work put in by them from early morning, when people are not even awake.

Dr. Palkar also stated that participants need to understand the need for the training and learn about each other's work and be proud of their contributions to the well-being of the city. She emphasized on the role and the importance of the work by ground functionaries

and how they act as a backbone for achieving the goals of their respective cities towards waste management.

During the session, ground functionaries shared their work experience and contribution of their work to the well-being of the city. Ground functionaries shared about work span, occupation and the overall cleanliness works that they take part in the field of sanitation. Ground functionaries stated that safety is one of the key concerns in their work areas and they stated the difficulties faced as a frontline worker. They also shared the positive as well as negative experiences faced during their day-to-day work.



Figure 4: Interactive Session with the Participants

Session 2: Gender Sensitization

Gender Sensitization is the teaching of gender sensitivity and encouragement of and encouragement of behavior modification through raising awareness of gender equality concerns. The importance of gender sensitization was explained to the participants by Dr. Palkar. She also discussed on the various roles played by women and men at a city level.



Figure 5: Session on Gender Sensitization

Dr. Palkar stated that in our society the roles of men, women and others are changing. Awareness on Gender Sensitization was created for both male and female to unfold their leadership potential. She also stressed about the need for gender equality where workers do not look down upon each other due to gender. Gender sensitization is extremely important as it helps employees feel valued and care for within organization.

Questions regarding their preconceived notion about the roles ascribed to genders were discussed and clarified. Pictorial charts depicting about gender equality was also shown to the participants.



Figure 6: Session on Gender Equality by Depicting Pictorial Charts

Session 3: Stress Management

A session on stress management was conducted to help the participants with the ways to deal with work-related stress. In this session, Dr. Palkar explained about stress relieving measures that could be adopted by the participants. A few of them were demonstrated. e.g., Breathing, relaxation exercises were told to them, cultivation of hobbies were told to them, positive interaction with friends, families, yoga and meditation.



Figure 7: Session on Stress Management



2

Social Security - Provisions, Schemes & Programmes and PPEs



Workshop Sessions

Session 1: Introduction to Social Security

Well-designed social security measures are required for the conservancy workers to help in improving productivity, contributing to labour relations and to achieve socio-economic developments.

Mr. Awate stated that creating awareness for the social security provisions and schemes that were existing on ground are important. Participants were unaware of the schemes and how to avail/ access the schemes. The securities/ betterment of health, family life was explained to them and method of accessing various schemes to them was also explained.



Figure 8: Session on social security schemes

Session 2: Benefits of various social security schemes

In this session, Mr. Awate explained the laws and benefits of social security schemes/ programmes in India, various schemes for the families. He further explained on the scheme, Employees' State Insurance (ESI) to the participants wherein he discussed the following aspects:

- Employer and Employee contribution to Employees State Insurance (ESI), provisioning of primary, secondary and tertiary care through ESI and other empanelled hospitals to insured workers and their families.
- Periodical payments to insured workers as sickness benefits after the receipt of sickness certificate by medical practitioner.
- Periodical payments for confinement rising out of pregnancy or miscarriage for insured women workers, for disablement rising of injury sustained during work or while commuting for work or contracting disease which can be ascribed to the occupation, for dependents in case of death rising out of injury during work.

- Vocational rehabilitation for permanently disabled workers.
- Physical rehabilitation
- Old age medical care for the workers at the premium of INR 120/-.

He also explained several benefits for the frontline workers under various legislations such as National Urban Health Mission, SWM Rules 2016, National Safai Karmacharis Finance and Development, Code on Social Security 2020.

He further discussed General documents required for accessing various social security schemes which are as follows:

- Aadhar Card including your address.
- PAN Card
- Bank Account details
- Occupational identity card (rarely needed)

E-Shram Card, Unique Account Number (UAN) for EPF, E-Pehchan Card for ESI.

He concluded his session by stating that these general documents and the details should not be given to unauthorized personnel and never disclose these details on phone to anyone and also its grievances, mechanisms and legislations.

Session 3: Legislation for Frontline Workers



Figure 9: Session on Legislations for Frontline Workers

In this session, Mr. Awate showed a video on Safai Mitra Suraksha Challenge to the participants and explained the scheme on Safai Mitra Suraksha Challenge by Government of India to the participants.

He also discussed several initiatives taken by the Government of India such as:

- Prohibition of Employment as Manual Scavengers and their Rehabilitation Act & Rules, 2013
- Manual on Sewerage & Sewage Treatment Systems 2013
- Standard Operating Procedure (SOP) for Cleaning of Sewers and Septic Tanks 2018
- IS 11972 – 2002: Code of Practice for Safety Precautions to Be Taken When Entering a Sewerage System

Session 4: Familiarising with Personal Protective Equipment (PPE)

In this session, Mr. Awate discussed various measures for PPE for the Ground Functionaries and the importance of PPE in their work areas. He stated that Workers handling human waste or sewage should be provided proper PPE, training on how to use it, and hand washing facilities.

He explained the importance of washing hands with soap and water immediately after removing PPE.

The following PPE are recommended for workers handling human waste or sewage:

- Goggles: to protect eyes from splashes of human waste or sewage.
- Protective face mask or splash-proof face shield: to protect nose and mouth from splashes of human waste or sewage.
- Liquid-repellent coveralls: to keep human waste or sewage off clothing.
- Waterproof gloves: to prevent exposure to human waste or sewage.
- Rubber boots: to prevent exposure to human waste or sewage.



Figure 10: Session on Personal Protective Equipment

3

Occupational Health and Safety



Workshop Sessions

Session 1: Occupational Health

In this session, Dr. Palkar stated that Ground Functionaries and Sanitation Workers are involved in various tasks across the sanitation value chain which includes cleaning toilets, septic tanks, sewer lines, drains, desludging wherein they also come in direct contact with the species. Hence, there is a high rate of prolonged illness and mortality rate because of the work they are engaged in.

The various injuries, disorders they are prone to were explained to them along with the causes, preventive measures to be taken to avoid these commonly reported diseases, skin infections, urinary tract infection, menstrual disorders due to stress, back and joint injuries, cough, respiratory illness, vector borne diseases, parasites. Vectors, fatigues, stress, etc., puncture, joints, bites by snakes, rodents which can be prevented by wearing good size, quality of gloves.



Figure 11: Session on Occupational Health

Dr. Sajeevani Palkar also discussed the problems due to poor sanitation such as:

- Poor hygiene and sanitation at personal, household and community levels
- Contaminated food and water
- Lack of occupational health and safety at work
- Inadequate control of health-related matters at ports of entry
- Lack of control of disease vectors and parasites
- Poor housing and settlements
- Inadequate handling of disaster and emergencies
- Contaminated environment as a result of inadequate liquid and solid waste management.

Session 2: Safety Measures for the Sanitation Workers

The last session was a combined session on safety measures. The immediate first aid emergency and medical facilities were also stressed upon. Importance of maintaining the contact number of nearby Govt Hospitals/ Govt. Dispensaries, importance of proper healthcare facilities during medical emergencies and importance of proper immunization for preventable diseases were discussed. Proper Exercise, pronation, supination and the basic measures to be taken in case of overall pronation/ supination, proper footwear. Annually medical check-up was recommended to the participants.



Figure 12: Session on Safety Measures

Demonstration and videos on handwash and hygiene were shown to the participants in order to stress the importance of hygiene. The session also dealt with preventive measures and the precautions to be taken to avoid the occupational hazards faced by the Ground Functionaries. Discussions with the participants regarding the measures that could be commonly taken by them, showed a positive response.



Learnings from the Workshop



The training sessions were interactive where participants were able to share their opinion regarding various aspects of their daily work. They were able to express their concerns as well. As sanitary workers who keep the city clean, they emphasized how respect and recognition play an important role in their daily work.

The women workers expressed their concerns regarding the gender stereotype and inequality they face at the workplace. They also expressed their lack of knowl regarding various benefits that they are entitled to receive.

The overall feedback of the workshop is that the participants are happy about the content and training. They have attained a more positive and better outlook towards their daily work activities.



Figure 13: Session on Feedback

Senior and Mid Level Officials

Annexures



Annexure 1: Agenda of Workshop

DAY - 1 Solid Waste Mangement (14th September, 2022)	
Time	Details
10:00 – 10:15	Registration
10:15AM – 10:20AM	Welcome Note and Context setting <i>Paramita Datta Dey</i>
10:20AM – 10: 30AM	Keynote Address <i>Mukesh Kumar (Deputy Commissioner, Health)</i>
10:30AM – 10:40AM	Vote of Thanks by Representative from UNIDO <i>Sameer Saraswat</i>
10:40AM – 11:45AM	Technical Session I – City-wide strategy and planning for SWM (Group Exercise) <i>Zigisha Mhaskar & NIUA Team</i>
11:45AM – 12:00AM	TEA BREAK
12:00PM – 12:45PM	Technical Session II - Role of IEC in Waste Management <i>Paramita Datta Dey</i>
12:45PM – 1:30PM	Technical Session III - Integrated Decentralised SWM Model (Sanitation Park) -Nathuawala, Dehradun <i>Ajay Sinha</i>
1:30PM – 2:00PM	LUNCH
2:00PM – 2:30PM	Technical Session IV - E-waste management, Plastic waste management <i>Himani Tiwari</i>
2:30PM – 3:30PM	Technical Session V - Construction and Demolition Waste Management <i>Pradeep Khandelwal</i>
3:30PM – 3:45PM	TEA BREAK
3:45PM – 4:45PM	Technical Session VI - Management of legacy waste – Challenges, Solutions and Case Studies <i>Pradeep Khandelwal</i>
4:45PM – 5:00PM	Feedback and Certificate distribution

DAY – 2 Used Water Management (15th September, 2022)

Time	Details
10:00 – 10:15	Registration
10:15AM – 10:30AM	Recap and Context setting <i>Paramita Datta Dey</i>
10:30AM – 11:30AM	Technical Session I - Used Water Management <ul style="list-style-type: none"> ● Brief overview of value chain components ● Safe Reuse of Treated or Used Water - Case Study Surat and Chennai <i>Girija Bharat</i>
11:30AM – 11:45AM	TEA BREAK
11:45AM – 1:00PM	Technical Session II - Innovative Technologies in Waste Water Management <i>Nupur Bahadur</i>
1:00PM – 2:00PM	LUNCH
2:00PM – 3:30PM	Technical Session III - Faecal Sludge and Septage Management - Technologies <i>Pawan Jha</i>
3:30PM – 3:45PM	TEA BREAK
3:45PM – 4:45PM	Technical Session VI Discussion on Preparing and Appraising DPRs (Used Water) O&M related Challenges <i>Pawan Jha</i>
4:45PM – 5:00PM	Feedback and Certificate distribution

Annexure 2: List of participants

The list of participants who attended the training on Solid Waste Management on 14th September 2022

Sl. No	Name of the Person (Sri/Smt./Ms./Dr.)	Designation
1	Mukesh Kumar	DC - Health
2	Dinesh Jedia	Chief Sanitary Inspector
3	Mahesh Kumar Bajiya	Chief Sanitary Inspector
4	Prem Singh vaid	Chief Sanitary Inspector
5	Ram Kishore Gupta	Chief Sanitary Inspector
6	Virendra Kumar	Chief Sanitary Inspector
7	Bhagchand Shrimal	Chief Sanitary Inspector
8	Suresh Kumar	Chief Sanitary Inspector
9	Dinesh Kumar	Sanitary Inspector
10	Kahnaiya Lal	Sanitary Inspector
11	Kishan Topiya	Sanitary Inspector
12	Mukesh Patun	Sanitary Inspector
13	Ram Chandra	Sanitary Inspector
14	Ram Lal	Sanitary Inspector
15	Ramesh Chand	Sanitary Inspector
16	Ramesh Chandra Meena	Sanitary Inspector
17	Sajjan Parche	Sanitary Inspector
18	Uttmachand	Sanitary Inspector
19	Lalchand	Sanitary Inspector
20	Suraj Kumar	Sanitary Inspector
21	Suresh Dabodiya	Sanitary Inspector
22	Bhagchand	Sanitary Inspector
23	Prakash chand	Sanitary Inspector
24	Ashok	Sanitary Inspector
25	Suraj	Sanitary Inspector

The list of participants who attended the training on Used water and Septage Management on 15th September 2022

Sl. No	Name of the Person (Sri/Smt./Ms./Dr.)	Designation
1	Anil Chordia	Assistant Engineer
2	Prashant Gandhi	Assistant Engineer
3	Satish Kalyani	Chief Sanitary Inspector
4	Bhagwan Das	Chief Sanitary Inspector
5	Ram Charan	Chief Sanitary Inspector
6	Ramesh Chand Meena	Sanitary Inspector
7	Ram Lal	Sanitary Inspector
8	Brijmohan	Sanitary Inspector
9	Bhivarav	Sanitary Inspector
10	Rajesh	Sanitary Inspector
11	Rajiv	Sanitary Inspector
12	Shivcharan	Sanitary Inspector
13	Mukesh Bival	Sanitary Inspector
14	Mahavir	Sanitary Inspector
15	Mukesh/ Puran	Sanitary Inspector
16	Mahesh	Sanitary Inspector
17	Suresh	Sanitary Inspector
18	Banwarilal Bairwa	Sanitary Inspector
19	Pawan Jajotar	Chief Sanitary Inspector
20	Abid Hussain	Chief Sanitary Inspector

Annexure 3: Profiles of Resource Persons

<p>Zigisha Mhaskar Solid Waste Management Expert</p>	<p>Ms. Zigisha Mhaskar is a Masters in Planning, undergraduate in architecture, with twenty three years of experience in diverse sectors of urban issues. She has over 12 years of experience of working in solid waste management in urban areas. She has extensively worked in government sector, primarily in water and sanitation, environment, housing, city development plans, and urban policy. As a Program Manager of an International NGO, she has successfully managed programs in solid waste management, community participation, affordable housing, community sanitation, health of waste pickers and micro-planning in Pune. She has worked with US government organizations on housing and environment projects for four years, and has exposure to international projects.</p>
<p>Pradeep Khandelwal Chief Engineer (Retd.), EDMC</p>	<p>Mr. Pradeep Khandelwal has 38 years of professional experience. He has recently retired as Chief Engineer in East Delhi Municipal Corporation (erstwhile Municipal Corporation of Delhi), where he has worked for more than 35 years. He did his B. Tech in Civil Engineering from REC Kurukshetra in 1983 and post graduation in the field of Environmental Engineering & Science from IIT Delhi in the year 2003. He has worked in various fields like planning, monitoring, execution, and management of various projects. He has been proactively involved in projects associated with the development and management of urban facilities, including solid waste management, in various capacities. He has been to Japan, Denmark, Malaysia, Singapore, Thailand, Brazil, Colombia, and the USA for technical visits.</p>
<p>Dr. Himani Tiwari Coordinator CMAR, DLB, Government of Rajasthan</p>	<p>Dr. Himani Tiwari is a Water and Sanitation Specialist with around 20 years of experience in capacity building and training programs. She is currently working as Coordinator of CMAR (City Manager's Association Rajasthan), Directorate of Local Bodies, Government of Rajasthan. She holds a PhD degree in Agricultural Sciences in the area of Occupational Health and Extension. Prior to this she worked as WASH specialist at Indian Institute of Health Management Research.</p>
<p>Ajay Sinha CEO, Feedback Foundation</p>	<p>Mr. Ajay Sinha has over 30 years of development sector experience with exclusive experience of 20 years in the WaSH sector. His experience includes guiding policy development, designing and operationalizing large scale reform projects, monitoring and evaluation systems and knowledge management processes within organizations and across development projects. He has facilitated more than 2000 training programs and workshops on ODF, Jal Jeevan Mission and Solid Waste management in 25 states in India, Nepal and Papua New Guinea supported by the WSP-SA, The World Bank, UNICEF and other multi-lateral agencies.</p>

<p>Dr. Girija K Bharat Director, Mu Gamma Consultants Pvt Ltd.</p>	<p>Dr Girija K Bharat, Director, Mu Gamma Consultants Pvt Ltd. has about 25 years of experience in conducting research on Water Supply and Sanitation, Water Quality Assessment, Water Resource Management and Environmental Management. She was a Fellow and Area Convener of Water Resources Division of TERI till February 2015. Prior to joining TERI, she was a Presidential Scholar at George Mason University, Virginia, USA, where she has conducted innovative research on Persistent Organic Pollutants (POPs). She has also been a Scientist in Central Institute of Mining and Fuel Research, CSIR.</p>
<p>Dr. Nupur Bahadur Senior Fellow & Head of NMCG-TERI CoE on Water Reuse in Water Resources Division, TERI</p>	<p>Dr. Nupur Bahadur is Senior Fellow & Head of NMCG-TERI CoE on Water Reuse in Water Resources Division, TERI. She is Vice-Chairman, International Water Association (IWA)-India; Program Committee Member, Singapore International Water Week and Member, Consultative Group of Experts (CGE) Committee formed by CPCB, MoEFCC, GoI for preparation of BREF/COINDS document and environmental permits/ standards for the textile sector. She is the Inventor of TERI Advanced Oxidation Technology (TADOX®) to treat Municipal Sewage and highly polluting Industrial Wastewater. She obtained Ph.D. in Chemistry from IIT Roorkee in 2005 and her 22 years of professional experience involves work in Advanced Oxidation Nanotechnology for wastewater treatment, achieving ZLD and enhancing water reuse.</p>
<p>Dr Pawan Jha Founder Director, MARC India</p>	<p>Dr Pawan Jha has over 30 years experience and expertise in developing sustainable technologies, their implementation, monitoring & evaluation, training and capacity building in the fields of on-site sanitation, septage management, biogas from human wastes and other wastes, decentralized waste water treatment, solid wastes management, in urban and rural areas in India and abroad. Prepared the book- Technological options for Septage and Faecal Sludge Management: A handbook for rural areas and small cities in India. Worked as the Senior Technical Specialist (FSM, SLWM & toilet technology) with the PWC, Gurugaon, for the World Bank Project to provide Technical Support to the states of Uttar Pradesh, Bihar and Jharkhand, India, in implementation of Swachh Bharat Mission -Rural (SBM-G), program of the Ministry of Drinking Water and Sanitation, Government of India.</p>

Annexure 4: Feedback from Participants

Feedback forms were distributed among the participants to assess the outcome of workshop.



Sustainable Cities Integrated Approach Pilot in India (SCIAP) Component 3: Partnerships, Knowledge Management & Capacity Building

Capacity Building Workshop For ULB Officials (यूएलबी अधिकारियों के लिए क्षमता निर्माण कार्यशाला) Jaipur (जयपुर)

on

Solid Waste Management | ठोस अपशिष्ट प्रबंधन

Date: 14th September, 2022 | 14 सितंबर, 2022

Feedback Form | प्रतिपुष्टी फ़ॉर्म

Name of the Participant _____ (Optional)
प्रतिभागी का नाम (वैकल्पिक)

Name of the Municipal Corporation _____ (Mandatory)
नगर निगम का नाम (अनिवार्य)

1. How useful was the workshop for you? कार्यशाला आपके लिए कितनी उपयोगी थी?

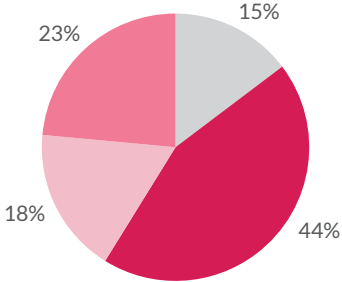
- Extremely Useful
अत्यंत उपयोगी
- Very Useful
बहुत उपयोगी
- Somewhat Useful
कुछ हद तक उपयोगी
- Not so Useful
इतना उपयोगी नहीं

2. How would you rate the following workshop components from 1-5? (where 1 is Average and 5 is Excellent) आप निम्नलिखित कार्यशाला घटकों को 1-5 से कैसे आंकेंगे? (जहाँ 1 औसत है और 5 उत्कृष्ट है)

Workshop Components कार्यशाला के अवयव	1 Average औसत	2 Satisfactory संतोषजनक	3 Good अच्छा	4 Very Good बहुत अच्छा	5 Excellent उत्कृष्ट
The overall training experience समग्र प्रशिक्षण अनुभव					
The training content for the day दिन के लिए प्रशिक्षण सामग्री					
The balance between theory and practice सिद्धांत और व्यवहार के बीच संतुलन					
The quality of materials, e.g. presentations, exercises, training modules सामग्री की गुणवत्ता, उदा। प्रस्तुतियाँ, अभ्यास, प्रशिक्षण मॉड्यूल					

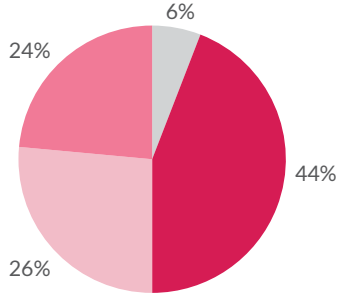


Feedback forms were filled out by the participants and they have answered questions regarding various workshop components - technical sessions, course contents, lecture delivery, and the application/implementation of gained knowledge. The following graphs depict the overall feedback received for said components over the two-day capacity building program.



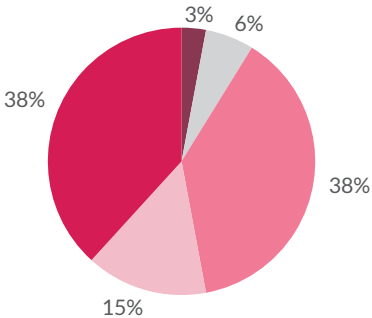
■ Satisfactory ■ Very Good ■ Excellent ■ Good

The overall training experience



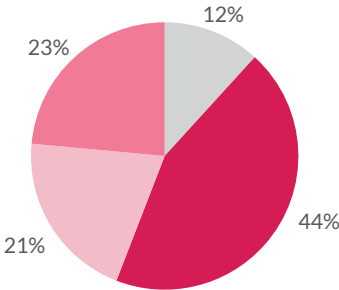
■ Satisfactory ■ Very Good ■ Excellent ■ Good

The training content for the day



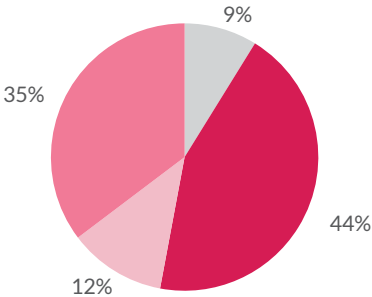
■ Average ■ Satisfactory ■ Very Good ■ Excellent ■ Good

Balance between theory and practice



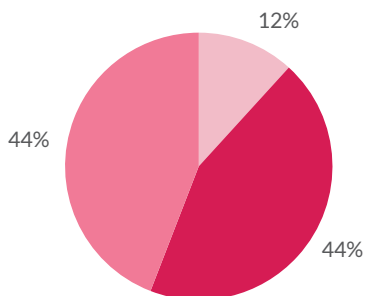
■ Satisfactory ■ Very Good ■ Excellent ■ Good

Quality of materials



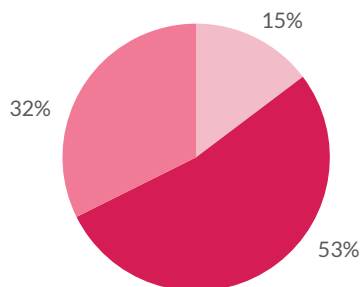
■ Satisfactory ■ Very Good ■ Excellent ■ Good

Training delivery and efficiency



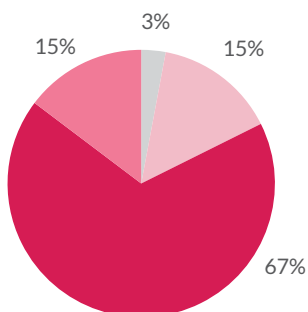
Very Good Excellent Good

Subject matter was presented effectively



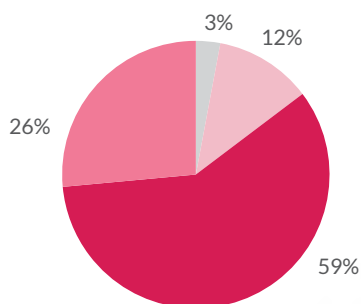
Very Good Excellent Good

Lectures were structured and well organised



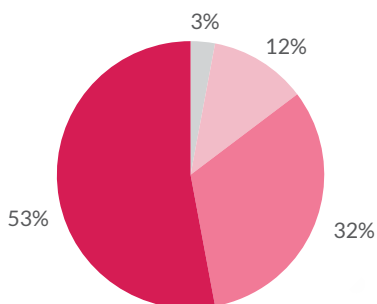
Satisfactory Very Good Excellent Good

Course contents met with your expectation



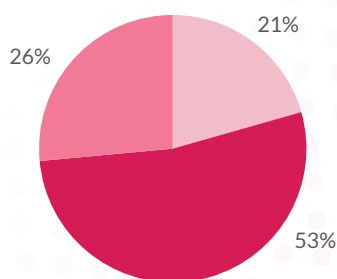
Very Good Excellent Good

Duration of the training program was sufficient



Satisfactory Very Good Excellent Good

Gained new knowledge



Very Good Excellent Good

I plan to apply what I learned in this training

Annexure 5: Learning Progress Evaluation Forms

To evaluate the learning progress, pre-workshop and post-workshop forms were distributed among the participants to assess the impact of training on each topic covered. The learning progress evaluation forms given for solid waste management is shown below.



Sustainable Cities Integrated Approach Pilot in India (SCIAIP) Component 3: Partnerships, Knowledge Management & Capacity Building

Capacity Building Workshop For ULB Officials (यूएलबी अधिकारियों के लिए क्षमता निर्माण कार्यशाला)

Jaipur (जयपुर)

on

Solid Waste Management | ठोस अपशिष्ट प्रबंधन

Dates: 14th to 15th September, 2022 | 14 से 15 सितंबर, 2022

Learning Progress Evaluation (सीखने की प्रगति का मूल्यांकन)

Dear Participant!

We kindly request you to answer the following questions so that we will be able to measure and report the learning effect of our capacity building program. You will be asked the same questions again after the workshop.

प्रिय प्रतिभागी!

हम आपसे निम्नलिखित प्रश्नों के उत्तर देने का अनुरोध करते हैं ताकि हम अपने क्षमता निर्माण कार्यक्रम के सीखने के प्रभाव को मापने और रिपोर्ट करने में सक्षम हो सकें। कार्यशाला के बाद आपसे फिर वही प्रश्न पूछे जाएंगे।

Name (नाम) : _____

Designation (पद) : _____

Rate your knowledgeable about: इसके बारे में अपने जानकार को रेट करें:	1 Average औसत	2 Satisfactory संतोषजनक	3 Good अच्छा	4 Very Good बहुत अच्छा	5 Excellent उत्कृष्ट
City-wide strategy and planning for SWM (Group Exercise) एसडब्ल्यूएम (समूह अभ्यास) के लिए शहर-व्यापी रणनीति और योजना					
Role of IEC in Waste Management अपशिष्ट प्रबंधन में आईईसी की भूमिका					
Integrated Decentralised SWM Model (Sanitation Park) एकीकृत विकेन्द्रित एसडब्ल्यूएम मॉडल (खच्छता पार्क)					
E-waste management, Plastic waste management - Innovative practices in India ई-कचरा प्रबंधन, प्लास्टिक कचरा प्रबंधन - भारत में अभिनव अभ्यास					
Construction and Demolition Waste Management निर्माण और विध्वंस अपशिष्ट प्रबंधन					
Management of legacy waste - Challenges, Solutions and Case Studies विरासती कचरे का प्रबंधन - चुनौतियाँ, समाधान और केस स्टडी					

Pre-workshop Questionnaire
प्री-वर्कशॉप प्रश्नावली

Thank you for your valuable feedback!
आपके बहुमूल्य फीडबैक के लिए शुक्रिया!



Sustainable Cities Integrated Approach Pilot in India (SCIAP)
Component 3: Partnerships, Knowledge Management & Capacity Building

Capacity Building Workshop For ULB Officials
(यूएलबी अधिकारियों के लिए क्षमता निर्माण कार्यशाला)
Jaipur (जयपुर)

on

Solid Waste Management | ठोस अपशिष्ट प्रबंधन

Dates: 14th to 15th September, 2022 | 14 से 15 सितंबर, 2022

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Name (नाम) : _____

Designation (पद) : _____

Rate your knowledgeable about: इसके बारे में अपने जानकार को रेट करें:	1 Average औसत	2 Satisfactory संतोषजनक	3 Good अच्छा	4 Very Good बहुत अच्छा	5 Excellent उत्कृष्ट
City-wide strategy and planning for SWM (Group Exercise) एसडब्ल्यूएम (समूह अभ्यास) के लिए शहर-व्यापी रणनीति और योजना					
Role of IEC in Waste Management अपशिष्ट प्रबंधन में आईईसी की भूमिका					
Integrated Decentralised SWM Model (Sanitation Park) एकीकृत विकेन्द्रीकृत एसडब्ल्यूएम मॉडल (सच्छता पार्क)					
E-waste management, Plastic waste management - Innovative practices in India ई-कचरा प्रबंधन, प्लास्टिक कचरा प्रबंधन - भारत में अभिनव अभ्यास					
Construction and Demolition Waste Management निर्माण और विध्वंस अपशिष्ट प्रबंधन					
Management of legacy waste – Challenges, Solutions and Case Studies विरसती कचरे का प्रबंधन - चुनौतियाँ, समाधान और केस स्टडी					

Post-workshop Questionnaire
कार्यशाला के बाद की प्रश्नावली

Thank you for your valuable feedback!
आपके बहुमूल्य फीडबैक के लिए शुक्रिया!

Annexures



Annexure 1: Agenda of the workshop

Day I – 12 th September, 2022			
Module	Time	Topic	Speakers
	9.30am-10.00am	Registration	WMRC – AILSG Team
Orientation	10.00am – 10.15am	Introduction	Mr. Kaustubh Parihar Project Associate, NIUA, New Delhi Mr. Samir Saraswat Representative, UNIDO
Key Note	10.15am - 10.40am	Inaugural	Municipal Commissioner Jaipur Municipal Corporation
	10.40am – 10.45am	Vote of Thanks	
10.45am – 11.00pm		Tea Break	
Module 1	11.00am – 1.00pm	Leadership Skills for Frontline Workers to Create and Inclusive Workplace	Dr. Sanjeevani Palkar Former Dy. Executive Health Officer, BMC & Sr. Associate Faculty, WMRC - AILSG
Break for Lunch			
Module 2	2.00pm to 4.00pm	Social Security, Provisions Schemes programmes, Personal Protective Equipment & Laws Pertaining to Ground Functionaries	Mr. Pundlik S. Awate Sr. Associate Faculty, WMRC- AILSG, Former Chief Engineer (SWM), BMC.

Day II – 13 th September, 2022			
Session	Time	Topic	Speakers
Module 3	10.00am – 12.00pm	Occupational Health and Safety of Ground Functionaries	Dr. Sanjeevani Palkar Former Dy. Executive Health Officer, BMC & Sr. Associate Faculty, WMRC- AILSG
	12.00pm – 1.00pm	Open Forum : Question &Answers	
Discussion	1.00pm to 1.30pm	Closing Remarks	Ms. Paramita Datta Dey Head (Resources and Waste) & Programme Lead (SCIAP), NIUA, New Delhi

Annexure 2: List of participants

Sr. No	Name of the Participant	Designation
1	Shri. Saroj	Safai Karmachari
2	Shri. Pradeep Dulgach	Safai Karmachari
3	Shri. Rakesh	Safai Karmachari
4	Shri. Rahul Harijan	Safai Karmachari
5	Shri. Sohan Singh Mina	Safai Karmachari
6	Shri. Akash Kumar Meena	Safai Karmachari
7	Shri. Subhash Meena	Safai Karmachari
8	Shri. Bharat Lal Meena	Safai Karmachari
9	Shri. Ashok Meena	Safai Karmachari
10	Shri. Mukesh Meena	Safai Karmachari
11	Shri. Omprakash Meena	Safai Karmachari
12	Shri. Pramod	Safai Karmachari
13	Shri. Manish	Safai Karmachari
14	Shri. Nitin	Safai Karmachari
15	Shri. Mahendra Kumar	Safai Karmachari
16	Shri. Sukhlal Meena	Safai Karmachari
17	Shri. Harkesh Meena	Safai Karmachari
18	Shri. Siyaram Gujar	Safai Karmachari
19	Ms. Abhilasha	Safai Karmachari
20	Shri. Rakesh Gadhwal	Safai Karmachari
21	Shri. Jaymishan Meena	Safai Karmachari
22	Shri. Preamsingh	Safai Karmachari
23	Shri. Ramesh	Safai Karmachari
24	Shri. Ashok	Safai Karmachari
25	Shri. Dilip	Safai Karmachari
26	Mr. Dilkhush Meena	Safai Karmachari





Resources and Waste



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