



Ministry of Housing and Urban Affairs  
Government of India

# SC-IAP

SUSTAINABLE CITIES  
INTEGRATED APPROACH PILOT IN INDIA



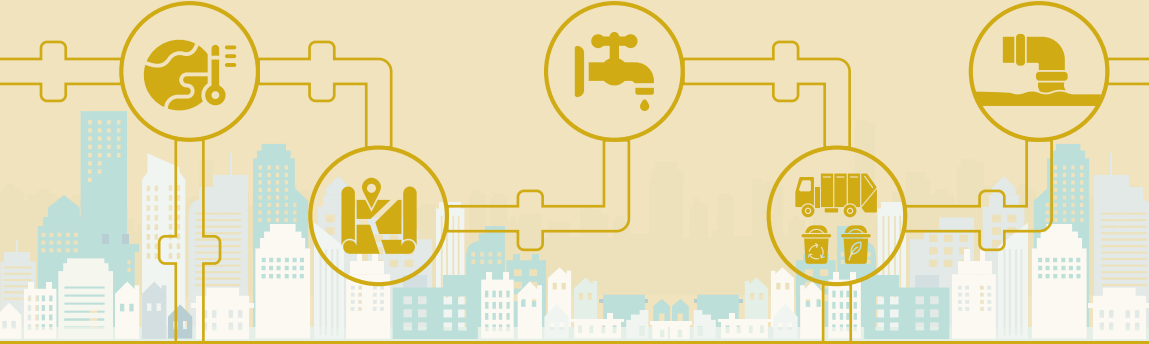
REPORT ON

# Capacity Building Workshop

## For Urban Local Body Officials

Vijayawada and Guntur, Andhra Pradesh

October 2022







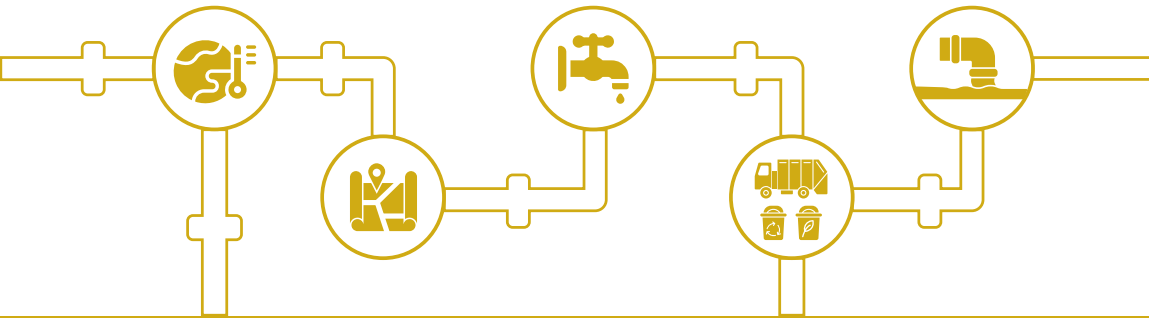
सत्यमेव जयते  
Ministry of Housing and Urban Affairs  
Government of India

REPORT ON

# Capacity Building Workshop

## For Urban Local Body Officials

Vijayawada and Guntur, Andhra Pradesh  
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 Vijayawada and Guntur**

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## List of Abbreviations and Acronyms

CSR	Corporate Social Responsibility
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
GMC	Guntur Municipal Corporation
IUWM	Integrated Urban Water Management
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
VMC	Vijayawada Municipal Corporation
WASH	Water, Sanitation and Hygiene
WSUD	Water Sensitive Urban Design

*Capacity Building Workshop for*

# **ULB Officials**

*of*

*Guntur and Vijayawada,*

*Andhra Pradesh*

Senior and Mid Level Officials

26<sup>th</sup> to 28<sup>th</sup> July 2022



# Quick Overview



**21**  
Sessions



**09**  
Speakers



Venue  
Lemon Tree Premier,  
Vijayawada

**207**  
Participants

# Introduction



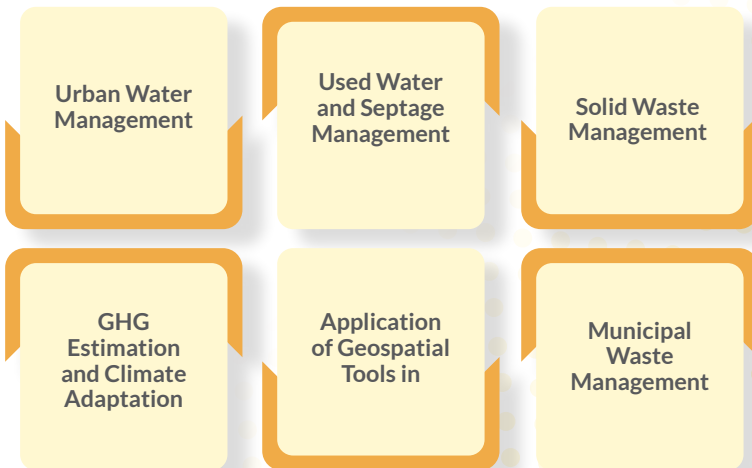
# Overview

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.

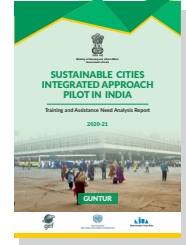
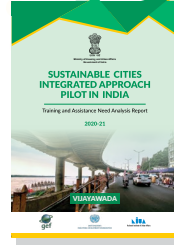
## Role of NIUA

The primary 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)

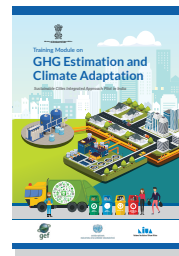
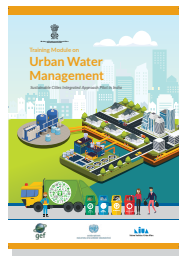
The Training and Assistance Need Analysis (TANA) is designed and developed in coordination with UNHABITAT and UNIDO. The TANA assessed the current status of the five cities in the field of sustainability, with particular reference to water, sanitation and solid waste management. The results were shared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

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://niu.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 26th to 28th July 2022, at Vijayawada for mid and senior level officials of the Vijayawada Municipal Corporation (VMC) and Guntur Municipal Corporation (GMC). 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 Mysuru, Bhopal and Jaipur 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.

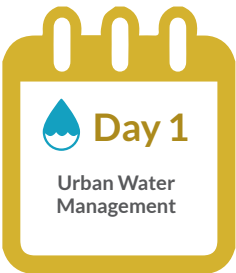
# 1 Workshop Sessions





# Workshop Sessions

A three-day capacity building workshop was conducted for the mid and senior level officials of the Vijayawada Municipal Corporation (VMC) and Guntur Municipal Corporation (GMC) from 26th to 28th July 2022. The training was conducted at Lemon Tree Premier at Vijayawada. A total of 207 participants attended the training from various departments of VMC and GMC. Technical sessions based on the training modules developed by NIUA were delivered for Urban Water Management, Solid Waste Management and Used Water and Septage Management.



## Day 1: Urban Water Management

The first day of the capacity building workshop covered sessions on Urban Water Management. A total of 71 participants attended Day 1 of the workshop. This included officials from the water and waste water departments of VMC and GMC.

The workshop was set in motion with a brief orientation session by Ms. Paramita Dutta Dey (Head, Resources & Waste Team, NIUA and Team Lead, SC-IAP Project) about the SC-IAP project in India and the capacity building activities under the component 3 of the project. The key note address was delivered by Mr. PV Ramana Rao, Urban Technology and Investment Specialist, representing UNIDO. The orientation session set the tone for the workshop, which was followed by the technical sessions delivered by experts from the water sector.

The technical sessions were based on the topics covered in the training module on Urban Water Management developed by NIUA to supplement the training activities of ULB officials.



Figure 1: Inaugural address by Team Lead-SCIAP

The first technical session was on 'Integrated Urban Water Management (IUWM) in India' and was conducted by Dr. Victor Shinde, Lead of the Water & Environment Vertical at NIUA. The session emphasized on the need for IUWM in India and the difference between traditional water management and IUWM. Using the narrative of Delhi, the IUWM process was covered in detail from diagnosis to engagement to strategy formation to institutionalization. Strategies for demand management, water sensitive urban design, and nudging citizen behaviours were elaborated.



Figure 2: Technical Session on Integrated Urban Water Management

The second session was on 'Drinking Water Security in Urban Odisha', conducted by Mr. Chinmaya Tripathi, Environmental Engineer, Water Corporation of Odisha. The session elaborated on the current drinking water scenario and challenges, questions that ULBs should address, and changes in water policy that have positively impacted the drinking water situation in Odisha. The importance of enabling policies, institutional reforms, and programmes like 'Jalasathi' was also emphasised during the session. The latter part of the session was on 'Drink from Tap Mission (24x7 basis)', wherein the need for 24x7 water supply, the steps cities can take to ensure the same and the significance of smart water management was highlighted. The case of Puri, showcasing a successful model of India's first city drinking straight from tap was also discussed.



Figure 3: Session on Drinking water security and Drink from Tap Mission

The following session was on 'Water Sensitive Urban Design (WSUD)', conducted by Ms. Vishakha Jha, Sr. Environment Specialist, NIUA. This session covered the concept of WSUD - benefits, areas of application, and examples from different site conditions and scales. This session included a fun group exercise wherein the participants were divided into 7. Each group was given a set of site conditions as discussed in the session, and participants were asked to identify different WSUD elements that are applicable to each site condition.



Figure 4: Participants engaged in group activity on Water Sensitive Urban Design

The next session covered the topic of 'Water Demand Management' conducted by Dr. Uday Bhonde, Project Coordinator at NIUA. This session also involved a group exercise where participants were asked to identify structural and non-structural measures of water demand management for their respective municipal corporations. Lastly, a discussion with participants on practical aspects of project management wrapped up the first day's workshop.



Figure 5: Participants presenting results of group exercise on Water Demand Management



## Day 2: Used Water & Septage Management

The second day of the capacity building workshop covered sessions on Used Water & Septage Management. A total of 70 participants attended Day 2 of the workshop. This included officials from the water and waste water departments of VMC and GMC.

Day 2 started with a recap of the previous day's sessions by the NIUA team, through a short interaction with the participants. It was followed by technical presentations made by WASH sector specialists. The technical sessions were based on the topics covered in the training module on Used Water & Septage Management developed by NIUA.

The first set of sessions were conducted by Mr. Dhawal Patil, Director of Saniverse Environmental Solutions. These sessions covered various aspects of used water and septage management – policies and legislations, value chain components, treatment technologies, O&M related challenges, and case studies from Indian cities implementing effective strategies. This was followed by a detailed discussion on preparing and appraising Detailed Project Reports (DPRs).



Figure 6: Technical Session on Used Water & Septage Management

The subsequent set of sessions were conducted by Mr. Praveen Nagaraja, Program Manager at WASH Institute. These were interactive sessions on 'Business Ecosystem Models' for used water reuse and across Faecal Sludge and Septage Management (FSSM). The session on business models for used water reuse started with giving the participants a brief overview of the current status of reuse of waste water in India and its untapped potential. Further, a few case studies showing successful business models for used water reuse in different sectors were presented.

This was followed by a group activity wherein the participants were divided into groups of 8-9 people. Each group was assigned one of the following areas – Agriculture, Aquaculture, Industrial use, on-site waste water reuse, CSR Model, and inter-sectoral water exchange and was required to develop a business model for waste water reuse in their assigned area. The groups identified different cost components – such as O&M costs, infrastructure, etc. and developed a revenue generation flow chart for their respective areas. Finally, the total expenditure and revenue for each group was calculated to determine the feasibility of the business models.



Figure 7: Interactive session on 'Business Ecosystem Models'

The session on business ecosystem models across FSSM involved a role play activity, where a group of participants were assigned different roles (commissioner, sanitary inspector, etc.) and were asked to read out a problem situation to the rest of the participants. Following this, the participants collectively identified the problems posed in the given situation – such as improper disposal, increased load on FSTP, profit margin of private trucks, delay in service delivery to households, etc. Solutions for each of these problems were then discussed along with citing of examples.



Figure 8: Participants Engaged in Group Activity on Business Ecosystem Models for Used Water Reuse & FSSM

The last session of the day 'Estimating GHG emissions for used water treatment technologies' was conducted by Mr. Pravinjith KP, Managing Director – Ecoparadigm Environmental Strategies. This session started with a brief overview of the internationally accepted GHG Protocol for quantifying (accounting and reporting) GHG emissions. The session covered the methodology for calculating GHG emissions for different treatment technologies based on a list of common input data required. The participants were then asked to perform a basic calculation of GHG emissions based on provided criteria of population, sewerage per capita and treatment technology used. The objective of this exercise was for the participants to be able to identify which technologies or combination of technologies are suitable for their respective contexts.

To conclude the day one and two, certificates were presented to all the attendees of the two days by Mr. Pravinjith KP.



Figure 9: Certificate Distribution for Day 1 and Day 2

### Day 3: Solid Waste Management

The third day of the capacity building workshop covered sessions on Solid Waste Management. A total of 70 participants attended Day 3 of the workshop. This included officials from the solid waste management departments of VMC and GMC.

The Day 3 began with a brief orientation session by the NIUA team and a round of participant introductions. The technical sessions, which were presented by professionals from the solid waste and sanitation sector, came after the orientation session. The technical sessions were based on the topics covered in the training module on Solid Waste Management (SWM) developed by NIUA.

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 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 involvement was emphasised as a crucial, cross-cutting component of the planning process. The goal of this course is to help the authorities comprehend how a city's SWM strategy and action plan are created and to gain a general understanding of how stakeholders were involved in the development and execution of the specified strategy.





Figure 10: Session on 'City-wide Strategy and Planning for SWM'



Figure 11: Group Activity for 'City-wide Strategy and Planning for SWM'

The second session was on 'Circular Economy in dry waste management and business models', conducted by Ms. Sunitha Jayaram – Program Director, Saahas. The session elaborated on the types of dry waste, dry waste value chain, dry waste processing, and the challenges of recycling. Various dry waste management interventions and business models were also discussed. The following session was on 'Integrating waste pickers for sustainable

solid waste management'. In this session, the current scenario regarding waste pickers in the SWM system and the key requirements for their integration were discussed. Various case studies showcasing successful models of integration of waste pickers in the SWM value chain were also presented.



Figure 12: Session on Waste Management and Climate

The last set of sessions were conducted by Mr. Pravinjith KP, Managing Director – Ecoparadigm Environmental Strategies. In the session 'Waste management and Climate Change', the topics of SW-APT tool for GHG estimation from SWM and DPR formulation were covered. SWAPT (Solid Waste Appropriate Technologies) developed by Ecoparadigm provides technical and professional means to evaluate decisions of different waste treatment options in India like relative impact of these systems on economic, environmental, climatic, and social aspects. In the session the use of SWAPT to calculate GHG emissions from SWM was explained. This session also included the DPR preparation process wherein elements of a good DPR, common mistakes in formulation of DPR, technical aspects in preparation of DPR, and use of technical scrutiny checklist were discussed.

The following session was on 'Management of legacy waste – challenges, solutions and case studies'. The challenges and solutions in management of legacy waste through the case of Vijayawada was explained. The current scenario in Vijayawada was presented in terms of - total solid waste generated, sources of waste, SWM process followed, and technologies adopted. Based on this, possible solutions such as bio-mining, bio-remediation, and leachate & land fill management were discussed. The last technical session for the day was on 'E-waste management in India; and it covered the e-waste scenario in India in terms of the informal and formal recycling scenario, technologies adopted, and the way forward.

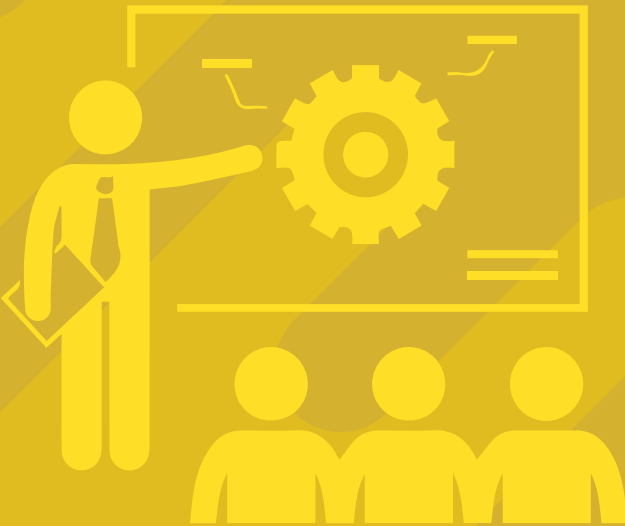
To conclude the day, certificates were presented to all the attendees of the day by Mr. Venkata Ramana Rao, Representative from UNIDO.



Figure 13: Certificate Distribution

# 2

## Participants of the Workshop



## Participants of the Workshop

About 200 participants attended the workshop over the duration of three days. The participants were mid and senior level officials from the water, waste water and solid waste management departments of Vijayawada Municipal Corporation and Guntur Municipal Corporation. Lists of nominations received from VMC and GMC are enclosed in **Annexure 2**.

Table 1: Day-wise number of Participants for Vijayawada

Vijayawada Municipal Corporation	Day1: Urban Water Management	Day2: Used Water Management	Day3: Solid Waste Management
Male	30	29	32
Female	7	4	4
Total	37	33	36

Table 2: Day-wise number of Participants for Guntur

Guntur Municipal Corporation	Day1: Urban Water Management	Day2: Used Water Management	Day3: Solid Waste Management
Male	30	29	29
Female	4	4	5
Total	34	33	34

For Day 1 and Day 2 of the workshop on urban water and used water management respectively, a common set of participants attended the workshop on both days. This included Superintending Engineer, Executive Engineers, Deputy Executive Engineers, Assistant Executive Engineers, and Ward Amenities Secretaries.



Figure 14: Group Photographs - Participants and Resource Persons



For Day 3 of the workshop, participants were from the solid waste management departments of both the corporations. This included Chief Medical Officer of Health, Associate Medical Officer of Health, Sanitary Supervisors, Deputy Executive Engineers, Assistant Executive Engineers, Sanitary Inspectors, Ward Amenities Secretaries, and Ward Sanitation and Environment Secretaries.



Figure 15: Group photographs - Participants



# 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.



Victor Shinde



Vishakha Jha



Chinmay Tripathi



Pravinjith KP



Dhawal Patil



Praveen Nagaraja



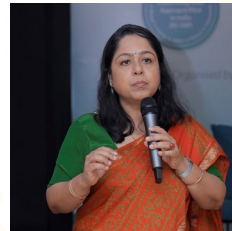
Victor Shinde



Zigisha Mhaskar



Uday Bhonde



Paramita Dutta

# 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 participant's viz., one feedback form and two learning progress evaluation forms.

## Feedback Form

The goal of the feedback form was to understand the overall experience of the attendees as well as assess the quality of the sessions delivered.

As per the feedback received, around 40% of the participants found the training extremely useful. Overall, almost 90% of them found the sessions to be useful.

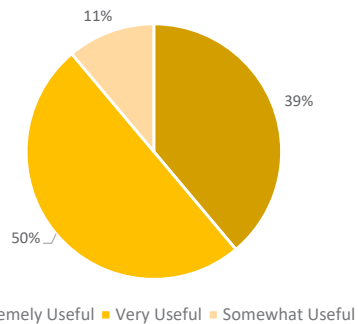


Figure 16: Overall Usefulness of the Workshop

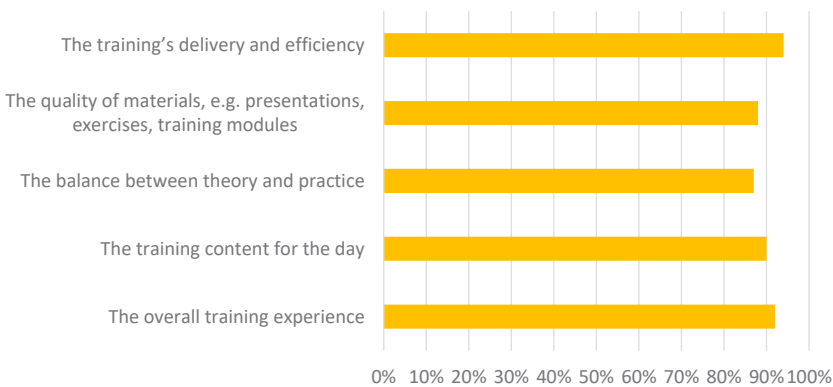


Figure 17: Analysis of Participants' Feedback for Various Components of the Training

### Workshop Material & Content

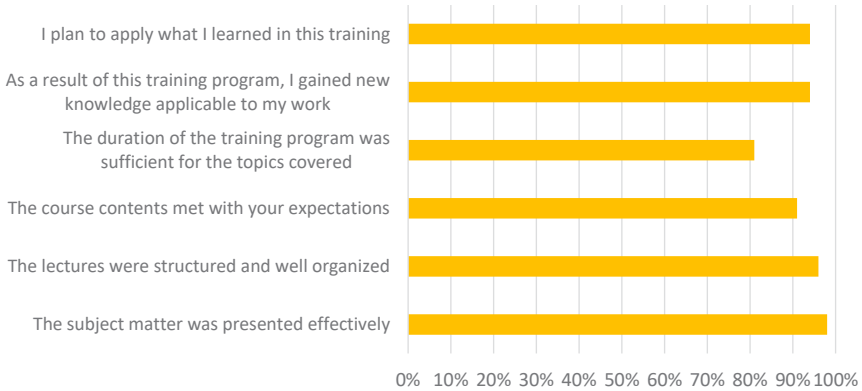


Figure 18: Analysis of Participants' Feedback for Material and Content of the Workshop

## 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.

### Day 1:

#### Urban Water Management

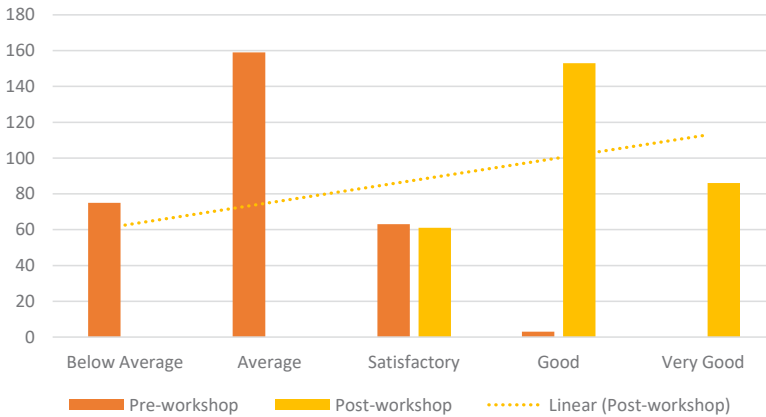


Figure 19: Evaluation of Pre and Post Workshop Learnings for Day 1

### Day 2:

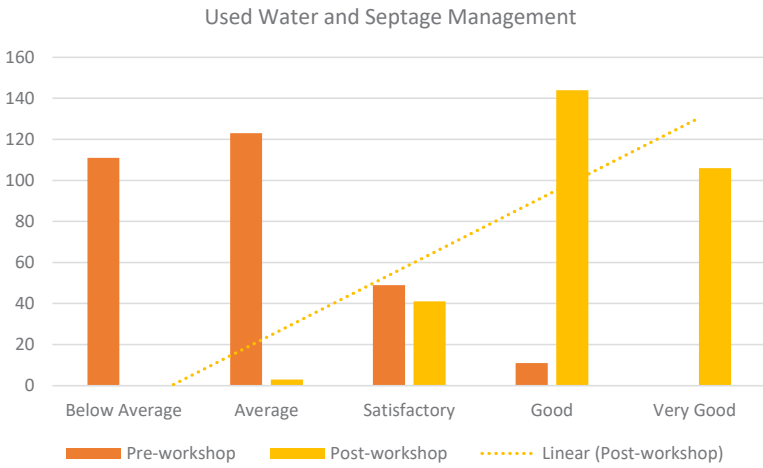


Figure 20: Evaluation of Pre and Post Workshop Learnings for Day 2

### Day 3:

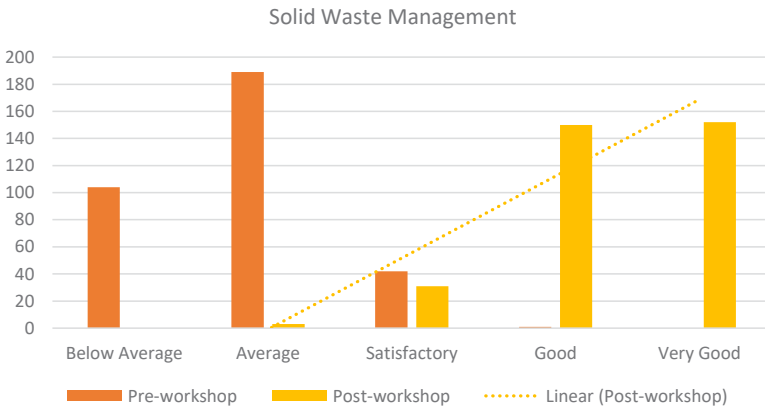


Figure 21: Evaluation of Pre and Post Workshop Learnings for Day 3

# 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, solid waste management and urban water management.





# BUILDING WORKSHOPS OFFICIAL

New Delhi

2019

*Capacity Building Workshop for*

# **ULB Officials**

*of*

**Guntur,**

**Andhra Pradesh**

**Ground Functionaries**

30<sup>th</sup> June – 2<sup>nd</sup> July 2022

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# Quick Overview



**14**  
Sessions



**09**  
Speakers



Venue  
Jashuva Vignana  
Kendram, Guntur

**40**  
Participants

# Introduction



## Overview

The Workshop for Ground functionaries under the “Sustainable Cities Integrated Approach Pilot Project in India (SCIAP) was organized by the National Institute of Urban Affairs in partnership with the Dalit Bahujan Resource Centre. The workshop was held from 30th to 2nd July 2022 at Jashuva Vignana Kendram in Guntur, Andhra Pradesh, India.

40 sanitation workers (frontline workers) attended the workshop from Guntur Municipal Corporation. Of these 40 participants, 21 were male staff working as Side Drainage Canal Cleaners and 19 were female staff working as Pushcart and Door-to-door collectors at Guntur Municipal Corporation (GMC). The workshop registration details are attached in Annexure.

## Details of Participants

Table 1: Details of Participants

Date	Number of female participants	Number of male participants	Total
30 <sup>th</sup> June 2022	19	21	40
1 <sup>st</sup> July 2022	18	20	38
2 <sup>nd</sup> July 2022	18	20	38

The workshop began with a welcome note by the trainer, Mr Ch. Samuel Anil Kumar. He briefly explained the goal of the workshop and the expectations from the participants. Later, an introductory session was held where all the resource persons, participants, the NIUA team, and other fellow participants introduced themselves.



Figure 1: Overview of the Workshop

## Expectation Mapping

The trainer asked the sanitation workers about their expectations from the workshop. Some of the expectations that participants mentioned were as follows:

- Awareness about the government schemes available for them
- Safety precautions to be followed at the workplace
- Grievance redressal mechanism i.e. procedure to find solutions to their problems.
- Leaves and other benefits they are entitled to.
- How to keep surroundings clean

Overall, the workshop schedule was in-line with the expectations of the participants. Then the schedule of the three days workshop was briefed to the participants and all the participants were requested to be present on all three days of the workshop. A copy of the workshop schedule is enclosed in Annexure.



Figure 2: The Trainer Briefing the Participants

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





# 1

## Enhancing Leadership for Frontline Workers to Create an Inclusive Workplace



# Workshop Sessions

## Session 1: Importance of Self-Identification

Mr Kumar started the first session on “Importance of Self-Identification” by asking individual participants about the importance of their role in keeping the city clean. At first, participants said that they are doing this job for their livelihood and had not thought about it beyond that. When the trainer clearly explained how he identifies himself with the job he does, participants got an understanding of self-identification. Then all the participants actively engaged in the discussion and many shared opinions on their role in keeping the city clean. Most of the sanitation workers expressed pride in the role they play in keeping the city clean. Workers started to relate to the work more enthusiastically. The trainer stressed the importance of the work of sanitation workers and how they stand as the backbone of municipal work in the city. They are the essential force without which the entire city will be in chaos, he added. One of the sanitation workers said that *‘they start their work at 5 am to ensure that all others could start their work normally from 9 am onwards.* He expressed his pain and said that even though the work they do is very essential for the proper functioning of everyday activities, those who are doing such activities are largely ignored by society.

The trainer with the help of group facilitators started an activity to form groups. Six different colour stickers were pasted on the back of all the participants by choosing coloured stickers randomly. Participants with the same coloured stickers were formed into six different groups. This resulted in three ‘six’ member groups and three ‘five-member groups. He and the present group facilitators then asked each of the participants in each different group about the work they do. The details such as their name, their occupation, the number of years they had been working as sanitation workers and their contribution to the life and well-being of life were noted down on six different coloured charts.

All the women participants said that they work as ‘pushcart’ and ‘door-to-door’ collectors and said that their job was to collect waste from individual households and municipal waste bins. The majority of the male participants said that they work as ‘side canal drainage cleaners’ and their job was to clean side drainage canals and ensure no blockages are formed. Male and female sanitation workers said that their work is very essential for the proper functioning of the city. The session highlighted the role played by sanitation workers in maintaining the city. Female participants shared about the hardships they encounter as sanitation workers. Male participants discussed their problems.

At the end of the session, the trainer stressed the prominence of wearing the uniform given to them and having an identity. All the participants vowed to wear aprons whenever they are at the workplace.



## Session 2: Awareness – building regarding various provisions and laws

Dr G Umamaheswararao started the second session with the help of a power-point presentation translated into the regional language. Since some of the sanitation workers were non-literates, he read out aloud the important points of the power-point presentation making the session more interactive.



Figure 3: Session on Building Awareness on Various Provisions, Schemes and Laws

At first, he asked participants about their awareness of the benefits, if any, that they had been receiving from their employers. To this question, most of the sanitation workers, both male and female, said that they do not have complete information about the Provisions, Acts and Schemes available to them. He initially clarified to the participants who are considered frontline workers. Then, he started explaining Solid Waste Management Rules 2016. According to this rule, he added that an employer should give workers an occupational identity card. He then informed the participants about the guidelines of the mission and Swachh Bharat Abhiyaan Survekshan Guidelines and Occupational Safety Health Code 2020. When asked whether regular health checks are conducted for them, most of the workers replied 'No'. The trainer sensitized the participants that they have a right to get regular health checkups from their employers.

Then the trainer briefed about 'The Code on Social Security 2020' and highlighted the healthcare benefits that the sanitation workers are entitled to. He mentioned about sickness and insurance benefits in case of injuries and deaths at the workplace. He then talked about 'The Occupational Safety Health Code 2020' which mandates the provision of safety kits for all frontline workers at the workplace. He said that it is the responsibility of their employer to provide them with clean drinking water, changing/restrooms, and toilets for all genders at the workplace.

He has also discussed the scholarships available for children of sanitation workers and about pension schemes, and provident fund facilities available for the sanitation workers. The trainer informed the participants that it is the responsibility of their employer to provide them training on any work-related skill upgradation. He informed the sanitation workers about the housing and educational loans available. He asked the participants to get registered in e-Shram portals to avail the partial disability coverage of Rs.1, 00,000 and permanent disability coverage of Rs.200,000 for all frontline workers who are not covered under ESI.

Further, he explained the norms pertaining to the work of sanitation workers and specified to them that it is not their responsibility but the responsibility of the generators to segregate the waste. He informed the sanitation workers about the procedure to resolve grievances of sanitation workers and whom to approach to raise a complaint for resolving their problems. At the end of this session, he once again stressed to the participants that it is the responsibility of their employer to provide all necessary safety gear for all the workers at the workplace.

### **Session 3: Enhancing Communication Skills for Social Mobilisation and Community Engagement**



Figure 4: Enhancing Communication Skills for Social Mobilisation and Community Engagement

This session started with playing videos of successful women working as sanitation workers in other parts of the country. After each video was played, it was translated into the regional language i.e. Telugu so that the participants could understand the contents of it. In all, three videos were played to motivate participants at the workshop. Two local community leaders from the city, who had been working for the welfare of the sanitation workers, were also invited to share their experiences. Participants felt highly motivated to see one among them becoming a leader and solving the issues of the community.

## Session 4: Gender Sensitization

A session on gender sensitization was conducted to break the age-old traditional gender norms and sensitize sanitation workers on gender issues. In this session, a video of female sanitation workers and a video of female workers engaged in the de-sludging operation were shown to participants. Along with this, pictures of men engaged in cooking, and taking care of children were shown to them. Trainers gave a couple of examples about how women have been doing extremely well in different occupations that were done by only males in earlier times. Some men and women were surprised to see women working as vehicle drivers. All of them laughed when the trainer showed them the images of men doing household chores. This followed a brief discussion with the male and female participants. While the male participants expressed doubt about the abilities of women performing 'risky' jobs, the female participants felt happy to see some of the women breaking the gender stereotypes and felt highly motivated. Some of the women showed enthusiasm to become leaders. And few of the women expressed their apprehension and said that most of the men feel jealous and hence may not be willing to work under a women's leadership. Contradicting this view, the majority of the men present there responded and said that they welcome women leadership and do not have any kind of apprehensions to work under a female head.



Figure 5: Session on Gender Sensitization

## Session 5: Stress Management

A session on stress management was conducted to help the participants with ways to deal with work-related stress. The trainer Dr B Ramanamurthi initially asked all the participants about what participants generally like to do in their free time. Then the trainer personally explained how he spends his free time stimulating other participants to share their opinions. Most of the male sanitation workers said that they spend their free time watching TV and playing videos or games on smartphones. At the workplace, the male workers said that they usually chitchat with their fellow workers. Most of the female workers replied that they usually do not get much free time at home, as they are either engaged in daily household chores or in taking care of their younger children. They further added that doing it generally relieves their stress. And at the workplace, they said that they usually spend their free time with a tete-tete with their fellow workers.



Figure 6: Session on Stress Management

Day Two: Module 2

# 2

## Occupational Health and Safety





## Workshop Sessions

The second day started with a brief recap of the activities and discussions conducted on day one.

### Session 1: Familiarising with Personal Protective Equipment (PPE)



Figure 7: Familiarising with Personal Protective Equipment (PPE)

Day two began with the session on familiarising PPEs with all the participants present at the workshop. Mr Alladi Deva Kumar, the trainer displayed several PPE safety gears at once to the participants and showed some pictures of the safety gears. He then quizzed participants about each of the safety gear he displayed. While the majority of the participants could guess the name of the safety gear correctly, a few of the safety gear was very new to them. Women workers said that they do not use most of the safety gear that is shown to them and they just use masks, aprons and hand gloves. The male workers said that they also do not use most of the safety gear either because they are not provided to them or because it is difficult to work by wearing them.

The trainer then invited some of the participants randomly to touch and feel safety gear. While showing each safety gear to the participants, he asked the participants about their use of it. To this question, most of the male participants were able to answer correctly. Few women participants could not identify some of the exhibits shown to them. When asked what is the use of wearing a safety helmet at the workplace, many participants could not answer it correctly. When the trainer asked sanitation workers if would they like to wear safety gear, if their employer provides it to them, almost all said that they would use it, without any hesitation.

## Session 2: Introduction and Group Building

The session was based on activity. The trainer Dr N Praveen Kumar and the group facilitators kept eight copies of five different fruits in two separate bowls. Each participant was asked to pick one picture of the fruit from the bowl. As there were 38 participants for this task, two fruit images were left in the bowls. All participants who had chosen the same picture of fruit were grouped. This resulted in three eight-member groups and two seven-member groups. Participants were then asked to share their names and occupation with fellow members of the group. All the groups present there engaged actively in the task.



Figure 8: Session on Group Building of the Participants

## Session 3: Understanding Why Workers Do Not Like to use PPE

The session began with the trainer for the session, showing each of the PPE gears to the participants and asking them what they are and why they are used for. He then asked the participants about the difficulties, if there are any, in wearing the safety gear given to them. To this question, the majority of the participants said that they do not get sufficient safety equipment in the first place. The trainer modified the question and asked the workers if they have any issues with the safety gear that are given to them. The women workers said that they are given just hand gloves, masks and florescent aprons. And they said that do often wear safety gear without fail. However, a few female workers said that wearing hand gloves makes their task a bit difficult and hence they usually avoid wearing them. They said that they are more comfortable performing their tasks with bare hands. A few male workers also expressed a similar opinion and said that the safety gears given to them cause hindrance while they are working. A male worker added that the safety gears such as hand gloves and gumboots are not sturdy enough and often are torn off after first or second use.



Figure 9: Distribution of PPEs

The trainer asked sanitation workers about what would happen if they do not wear safety gear and perform their tasks at the workplace. To this, some said that they might get skin allergies if they do not use safety gear. Few others said that they might catch a fever and get sick. When asked whether they are willing to tolerate little discomfort for better health in the end, almost all the participants unanimously said yes. The trainer then compared the risks and benefits of wearing the safety gear.



Figure 10: Session on Understanding the Use of PPEs



## Session 4: Informing Workers about the Usage of PPE



Figure 11: Session on Informing Workers About the Usage of PPEs

The session began with the trainer Mr Krishna Kanth asking the participants to list out the general health issues the sanitation workers usually encounter at the workplace. Then he added some more health conditions, which the workers did not mention. Cuts, constipation, breathing issues, headaches, back pain, leg pains and skin allergies were the main health problems the sanitation workers listed. Then the master trainer explained to the participants the different types of hazards that workers are likely to get exposed to at their workplace. Both male and female workers mainly stressed breathing issues.

With the help of a power-point-presentation translated into a regional language i.e. Telugu, the trainer showed some images of sanitation workers injured at the workplace due to non-usage of PPEs. A few of them said that even they and their friends have had similar kinds of injuries in the past. To some of the images shown in the presentation, the sanitation workers were able to relate. When asked whether anyone of them or their acquaintances at the workplace was injured in the past by snake or other animal bites, a couple of them said yes. A male sanitation worker said that one of their co-workers was bitten by a snake in the past and was rushed immediately to a nearby hospital. A woman sanitation worker also narrated a similar incident. Workers said that they occasionally witness rats and snakes while they are at the workplace. The trainer then asked the participants do they know where is the local PHC (Primary Health Centre) in the locality where they are working in. Many of the participants said that they know about the exact location of the PHC near their workplace.

However, they said that they do not have any contact number of the medical staff working there. The trainer asked them to make a note of the contact number of medical staff working in the nearby PHCs to their work or residing places and share the number with their fellow workers. Then trainer explained the first aid procedures to be followed in case of injuries. Then he briefed about the benefits of wearing safety gear to all the participants.

The trainer then showed the participant a short video on how to properly wash their hands using a home-based soap or a handwash. For this, he invited a participant to volunteer for demonstrating how to properly wash hands with soap.

## Session 5: Retrospection and Winding Up

In the final session on the second day, the speakers summarized the topics discussed on the day and interacted with the participants. The participants clarified their doubts during this session. Then the trainer asked what the participants felt about the sessions of the day. Participants said that they learnt a lot about how to take care of their health and assured the trainer to wear safety gear from here onwards.



Figure 12: Winding Up of the Session

# 3

## Social Security Provisions and Schemes



# Workshop Sessions

The third day also began briefly by recapping the activities and discussions conducted on the second day of the workshop.

## Session 1: Introduction to Social Security

The first session began with Mr Krishna Kanth quizzing the participants about what they understood by the word 'social security'. To this, most of the participants replied that they do not have a clear understanding of the social security provisions available to them. A few of them said that social security means pension and provident fund and a few-replied ESI card.

Then the trainer conducted a small quiz with the participants. He started with the question "Is COVID-19 vaccination an extension of social security? If yes, why? If not, why?" To this question, workers said that providing vaccines to workers falls under social security. When the trainer further probed why the participants feel so, they did not have any clear answer. Some participants opined that providing vaccination is not a part of the social security scheme. To all such participants, the trainer explained that government, employer and employees, three are responsible and should contribute to social security.



Figure 13: Session on Introduction to Social Security

When asked whether providing occupational safety gear is an extension of social security, all the participants said unanimously 'yes'. Even though they said 'yes', they expressed doubt about whether their employers will provide them with all the necessary safety gear. When asked whether ration (subsidized food grains) given through the public distribution system

is a part of social security or not, few said that it falls under social security. However, many felt that it is not part of social security provided by the employer. The trainer then gave an example case of Bengaluru and Mysuru municipal corporations where sanitation workers are provided mid-day meals and specified the case to be counted as social security. This was helpful for sanitation workers to differentiate between the public distribution system and social security provided by the employer. When asked if was it mandatory for their employers to organise health camps for them regularly, many of the sanitation workers said yes. Few sanitation workers shared their experiences of attending such medical camps in the past. A sanitation worker felt that all such medical camps were of little to no use and pointed out that doctors behaved very rudely with them. All other participants, irrespective of gender, echoed with him and shared similar opinions.

When asked the question “Is skill up-gradation counted as social security?”, only a few workers felt that it is the responsibility of their employer to provide skill up-gradation training for them as a part of social security. Finally, when the trainer asked “Is housing part of social security?” the participants nodded yes to this question. However, when asked do they receive any rent allowance for the work they do, many said that they do not get any rent allowance. Mr Krishna Kanth ended the session by thanking all the participants for their active participation.



Figure 14: Session on Social Security



## Session 2: Quiz on Social Security Programmes

The entire session was a quiz session where the trainer asked a series of questions to the participants. First, Mrs Yasodhara asked the participants to name three social security program that the participants know. One male participant replied ESI, PF and pension. Then she asked about the key benefits of ESI. To which, some participants said that they do make use of ESI cards to get treatment from the nearby government and private hospitals, while others said that they do not use them. When asked if are they aware that they can take a loan from their Employee Provident Fund (EPF) money, all the participants said that they are not at all aware of this and often borrow money from money lenders when they are in dire need. To the question, 'which government agency provides loans for up-grading the work of the sanitation workers; one participant was able to answer the question and named it vaguely as Safai Karamcharis Corporation. The trainer corrected it to National Safai Karamcharis Finance & Development Corporation (NSKFDC). To the next question 'Who is responsible for the provisioning of occupational safety gear?' none said that it was their employer's responsibility. For the question, 'What all documents are required for enrolling in social security programmes?' Aadhar card, employee card, PAN card and bank account number were the main details the participants replied to. Mrs Yasodhara added a mobile number to the list, to which all the participants forgot to reply. Finally, she stressed the need to maintain standard names across all official documents and clearly explained the difficulties of having different names on different cards.



Figure 15: Quiz Briefing on Social Security Programmes

### Session 3: Snapshot of Social Security Schemes

The third session was on providing a snapshot of social security schemes to sanitation workers. The trainer shared the details about different social security schemes through a power-point presentation translated into a regional language i.e. Telugu. She provided a summary of schemes such as insurance, pension, savings, credit facility, training, health checkups and occupational safety gear. No sanitation workers were aware of the credit facility option available for them.

### Session 4: Application Process of Social Security Programmes

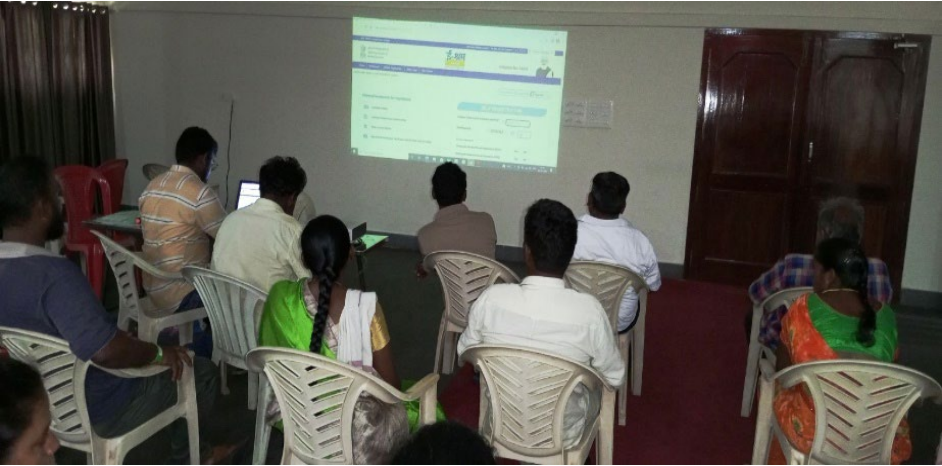


Figure 16: Session on Application Process of Social Security Programmes

In the fourth session, the trainer, Mr B Ramesh explained the application process for different social security schemes available for the frontline workers. All the participants present there were divided into five groups with each group having seven to eight members. A laptop with an internet connection connected to a projector was used to display the application procedure for all the participants. With the help of group facilitators, the trainer clearly explained the procedure to apply for various social security schemes. After this session, a valedictory and vote of thanks sessions followed to conclude the three days workshop.





# Learnings from the Workshop



1. Participants complained that most of the NGOs or government officials who visit them just give them PPEs only for clicking photographs. Afterwards, they said that officials take the same PPE gear and give it to other sanitation workers to click another photograph.
2. The workers said that they are scared to request or complain about their problems to higher authorities fearing loss of their jobs. They are scared to complain about any shortcomings to avoid becoming a target to the higher authorities.
3. To address the above, there needs to be an anonymous procedure to capture the needs/complaints of sanitation workers by strictly maintaining their anonymity.
4. The majority of the sanitation workers are more than willing to wear the safety PPE given to them. Albeit, the problem lies with the availability and quality of the PPEs given to them.
5. Some workers feel that safety gears given to them are of poor quality and are thus not at all useful for them.
6. All the workers said that they do not have a proper place to sit and have their food during break hours and are forced to sit in front of houses of people close to their workplaces. This depends entirely on the generosity of the individual house owners. They want the governments and their employers to provide them with a place to eat and take rest during their break time.



Figure 17: Learning from the Workshop

7. Toilets for all specially for women during mensuration and pregnancy.
8. Almost all the participants said that they do not want their children to become sanitation workers and for this sole reason, they said that they have been sending their children to good schools even though it is beyond their reach.
9. Sanitation workers are extremely unhappy with the way doctors behave with them during the occasional medical camps. The doctors, they say, give them general medicine even without touching them.
10. Sanitation workers want leaves for people who are seriously ill and people suffering from injuries without loss of pay.
11. Door-to-door collectors are finding it very difficult to keep them safe and blow the whistle at the same time to announce their coming into colonies. So, they want a recorded whistle announcement so that they do need not remove their masks to blow whistles.

## Feedback and Analysis

Two types of feedback were taken from the participants:

1. A written feedback form with questions and options to choose from. The trainers read questions for non-literate participants aloud and recorded their options.
2. Collective video feedback with the questions read aloud to all the participants.



Figure 18: Group Photograph of the Participants





*Capacity Building Workshop for*

# **ULB Officials**

*of*

***Vijayawada,  
Andhra Pradesh***

**(Ground Functionaries)**

14<sup>th</sup> June – 16<sup>th</sup> June 2022



# Quick Overview



**14**  
Sessions



Venue  
Press Club,  
Vijayawada

**06**  
Speakers



**35**  
Participants

# Introduction



# Overview

The Workshop for the Ground functionaries under the “Sustainable Cities Integrated Approach Pilot Project in India (SCIAP) was organized by the National Institute of Urban Affairs in partnership with the Dalit Bahujan Resource Centre. The workshop was held from 14<sup>th</sup> to 16<sup>th</sup> June 2022 at Press Club in Vijayawada, Andhra Pradesh, India.

Around 35 sanitation workers (frontline workers) attended the workshop from Vijayawada Municipal Corporation. Of these 35 participants, 21 were female staff working as Silt Workers in the Drainage department and 14 were male staff working as Sewer Workers in the Engineering department of Vijayawada Municipal Corporation (VMC). The workshop registration details are attached in Annexure – 7.

## Details of Participants

Table 2: Details of Participants

Date	Number of female participants	Number of male participants	Total
14 <sup>th</sup> June 2022	16	16	32
15 <sup>th</sup> June 2022	19	15	34
16 <sup>th</sup> June 2022	21	14	35

The workshop began with a welcome note by the trainer, Mr Alladi Deva Kumar. He oriented and enlightened the participants about the workshop and its role in creating awareness among marginalized communities. Later, an introductory session was held where all the resource persons, participants, the NIUA team, and other fellow participants introduced themselves.



Figure 19: Overview of the Workshop



## Expectation Mapping

The trainer asked the sanitation workers to express their expectations from the workshop. Some of the expectations of the participants were as follows:

- Awareness about the government schemes available for them
- Grievance redressal mechanism i.e. procedure to find solutions to their problems.
- Safety precautions to be followed at the workplace
- Leaves and other benefits they are entitled to.

Overall, the workshop schedule was in-line with the expectations of the participants. The schedule of the three days workshop was briefed to all the participants and all the participants were requested to be present on all three days of the workshop. The workshop schedule is enclosed in Annexure – 6.



Figure 20: Orientation Session of the Workshop

After the participants had communicated their expectations from the workshop, the trainer gave a brief about the purpose of the workshop. The main objectives of the workshop were provided to the participants and the objective of each session and day was presented before the participants.



# 1

## Enhancing Leadership for Frontline Workers to Create an Inclusive Workplace





# Workshop Sessions

## Session 1: Importance of Self-Identification

Mr Alladi Deva Kumar started the first session on “Importance of Self-Identification” by asking individual participants about the importance of their role in keeping the city clean. All the participants actively engaged in the discussion and few came forward and shared their role in keeping the city clean. However, most of the sanitation workers did not celebrate the role they play in keeping the city clean. When he started explaining the importance of sanitation workers’ role in maintaining the cleanliness of the city, they started to relate to the work more enthusiastically. He stressed the importance of sanitation work and said sanitation workers stand as the backbone of municipal work in the city. They are the essential force that helps to keep the city clean, he added. Sanitation workers start their work at 5 am to ensure that all others could start their work normally from 9 am onwards. Even though the work they do is very essential for the proper functioning of everyday activities, those who are doing such activities are largely ignored by society.

The trainer with the help of group facilitators started the activity of group formation. Five different colour stickers were pasted on the back of all the participants by picking up colour stickers randomly. Then all the participants with the same coloured stickers were formed into five different groups. This resulted in four ‘five-member groups and one ‘six-member group.

He and the present group facilitators then asked each of the participants in each different group about the work they do. The details such as their name, their occupation, the number of years they had been working as sanitation workers and their contribution to the life and well-being of life were noted down on five different coloured charts.

All the women participants said that they work as ‘silt workers’ and their job is to clean ‘drainage nalas’. The male participants said that they work as ‘sewer workers’ and their job is to clean up septic tanks and sewage tanks. Male and female sanitation workers said if all of them do not perform their duties even for a day, the city will be in chaos. The session was helpful to highlight the prominent role played by sanitation workers in keeping the city clean. In the same session, the female participants shared about the hardships they encounter daily at their workplace. Male participants discussed the difficulties they face while cleaning the sewage from work sites.

At the end of the session, the trainer stressed the prominence of wearing the uniform given to them by the sanitation department. All the participants vowed to wear aprons whenever they are at the workplace.

## Session 2: Awareness – building regarding various provisions and laws

Dr GUmamaheswararao started the second session with the help of power-point-presentation translated into the regional language. Since the majority of the sanitation workers were non-literates, he read out aloud the important points of the power-point-presentation and thus the session went more in an interactive mode rather presentation mode.



Figure 21: Awareness Building Regarding Various Provisions and Laws

In the beginning, he asked participants about their awareness of the benefits that they had been receiving from their employers. To this question, most of the sanitation workers, both male and female, said that they were not fully aware of the provision, Acts and schemes available to them. He first clarified to the participant who is considered a frontline worker. Then, he went on to explain Solid Waste Management Rules 2016. Under this rule, he informed the participants that their employer should give them an occupational identity card. Then he informed the participants about Swachh Bharat Abhiyaan, the Survekshan Guidelines, and the Occupational Safety Health Code 2020. When asked whether regular health checkups are conducted for them, most of the sanitation workers replied 'No'. The trainer emphasised to the participants that they have a right to get regular health checkups from their employers.

Then the trainer talked about 'The Code on Social Security 2020' and highlighted the healthcare benefits that sanitation workers are entitled to. He mentioned the sickness benefits and insurance benefits in case of workplace injuries and deaths. He then talked about 'The Occupational Safety Health Code 2020' which mandates the provision of safety kits for all frontline workers at the workplace. He said that it is the responsibility of the employer to provide clean drinking water, changing and restrooms, and toilets for all genders.

He has also discussed the scholarships available for children of sanitation workers, pension schemes, and provident fund facilities available for the sanitation workers. The trainer informed the participants that it is the responsibility of the employer to provide them training on any work-related skill upgradation. He informed the sanitation workers about the housing and educational loans available to them. He asked the participants to get registered in 'e-shram' portals to avail the partial disability coverage of Rs.1,00,000 and permanent disability coverage of Rs.200,000 for all frontline workers who are not covered under ESI.

Further, he explained the norms pertaining to the work of sanitation workers and specified to them that it is the responsibility of the generators to segregate the waste. He informed the sanitation workers about the procedure to resolve grievances of sanitation workers and whom to approach to raise a complaint to address their problems. At the end of this session, he informed the participants that it is the responsibility of the employer to provide all necessary safety gear for all the workers at the workplace.

### **Session 3: Enhancing Communication Skills for Social Mobilisation and Community Engagement**

This session began with playing video stories of successful women working in other parts of the country. After each video was played, it was translated into the regional language so that the participants could understand the contents of it. The main trainer translated the contents of all the videos for the participants. In all, three videos were played to motivate the participants present at the workshop. Two local community mobilisers who had been working for the welfare of sanitation workers in Vijayawada were also invited to this session to share their experiences. Participants felt motivated to see one among them becoming a leader and solving the issues of the community.



Figure 22: Enhancing Communication Skills for Social Mobilisation and Community Engagement

## Session 4: Gender Sensitization

To breakdown the traditional gender norms and stereotypes, a session on gender sensitization was carried out. In this session, a video of a female sanitation worker and a video of a female worker engaged in the de-sludging operation were shown to all the participants at the workshop. Along with this, pictures of men engaged in cooking, and taking care of children were also shown to the participants. Both the trainers gave several examples of women outshining men in different occupations. This followed a brief discussion with the male and female participants. While the male participants expressed doubt about the abilities of women doing the 'risky' jobs, the female participants were happy to see some of the women breaking the gender roles and felt highly motivated. Some of the women expressed interest to become leaders at the end of this session. And few of the women said that most of the men feel jealous and may not be willing to work under women's leadership. Contradicting this view, the majority of the men present there responded and said that they welcome woman leadership and do not have any kind of apprehensions to work under them.



Figure 23: Session on Gender Sensitization



## Session 5: Stress Management

A stress management session was held to help the participants how to deal with work-related stress. The trainer initially asked all the participants about what participants like to do in their free time. The trainer personally explained how he spends his free time encouraging other participants to share their opinion. Most of the male sanitation workers said that they spend their free time watching TV and smartphones. At the workplace, the male workers said that they chitchat with their fellow workers. Most of the female workers said that they usually do not get free time at home as they are engaged in daily household work and in taking care of their children. They further added that with this only they generally relieve their stress. And at the workplace, they said that they like talking to their fellow workers.



Figure 24: Session on Stress Management

Day Two: Module 2

# 2

## Occupational Health and Safety



# Workshop Sessions

The second day began briefly by recapping the activities and discussions conducted on the first day.

## Session 1: Familiarising with Personal Protective Equipment (PPE)

Day two began with the session on familiarising PPEs with all the participants present at the workshop. Mr Samuel Anil Kumar brought several PPE safety gears to show to the participants. He then quizzed participants about each of the safety gear he brought. While the majority of the participants could guess the name of the safety gear correctly, a few of the safety gear was very new to them. Women female workers said that they do not use most of the safety gear that is shown to them and they just use masks, aprons and hand gloves. The male workers said that they also do not use most of the safety gear either because they are not given to them or because it is difficult to work by wearing them.

Some of the participants were randomly invited by the trainer to touch and feel some of the safety gear. While showing each safety gear to the participants, he asked the participants about their use of it. To this question, most of the male participants were able to answer correctly. Few women participants could not identify some of the exhibits shown to them. When asked sanitation workers if would they like to wear safety gear if municipal authorities provide it to them, almost all said that they will use it.



Figure 25: Session on Familiarising on PPEs

## Session 2: Introduction and Group Building

The session was based on a couple of activities. The trainer Mr Samuel Anil Kumar asked five men and five women from the participants to volunteer for a task. The task was to find out leadership and coordination qualities in a group setting. Ten streaks of thread tied to a single stick were given to ten different volunteers. All the volunteers were asked not to move from the places assigned to them and were asked to stand in a circle. At the centre of the circle, an empty water bottle with an open lid was placed. The volunteers' task was to push the stick into the bottle placed at the centre with the help of threads tied to the stick that was handed over to each volunteer. And they had to do this task without moving from the places they were standing either by loosening or tightening the threads given to them. Five minutes were given for the volunteers to finish the task. And within a couple of minutes, the volunteers present there were able to push the stick inside the bottle. All the other participants along with the volunteers clapped at this achievement. He then explained how this task was accomplished within a short span of time. He credited this to the coordination work of the volunteers and the leadership role of a couple of volunteers present there. The participants realized the importance of coordination in a group task and promised to coordinate with their fellow workers at the workplace.



Figure 26: Session on Introduction and Group Building

Then the trainer placed pictures of five different fruits in two bowls and asked each participant to pick a picture of fruit from the bowl. Participants who got the same picture of fruit were grouped. This resulted in four seven-member groups and one six-member group. All the participants were then asked to share their names and occupation with fellow group members to get familiarised with each other's work.

### Session 3: Understanding Why Workers Do Not Like to use PPE

The session began with Dr B Ramanamurthi, the trainer for the session, showing each of the PPE gears to the participants asking them what they are and why they are used for. He then asked the participants about the difficulties, if there are any, in wearing the safety gear given to them. To this question, the majority of the participants said that they do not get sufficient safety equipment in the first place. The trainer modified the question and asked the workers if they have any issues with the safety gear that are given to them. The women workers said that they are given hand gloves, masks and florescent aprons. And they said that do often wear safety gear. However, a few female workers said that wearing hand gloves makes their task a bit difficult and hence they usually avoid wearing them. They said that they are more comfortable performing their tasks with bare hands. Male workers also expressed a similar opinion and said that the safety gears given to them cause hindrance while they are working. A few of the male workers added that the safety gear such as hand gloves and gumboots are not sturdy enough and often get torn off after first or second use.

The trainer then asked sanitation workers what would happen to them if they do not wear safety gear and perform their tasks at the workplace. To this, some said that they might get skin allergies if they do not use safety gear. Few others said that they might catch a fever and get sick. When asked whether they are willing to tolerate little discomfort for better health in the long term, almost all the participants said yes. The master trainer then compared the risks and benefits of wearing the safety gear.



Figure 27: Session on Understanding the Use of PPEs



## Session 4: Informing Workers about the Usage of PPE

The session began with the trainer asking the participants to list out the general health issues the sanitation workers usually encounter because of their work. Then he added some more health conditions, which the workers did not mention. Cuts, constipation, breathing issues, headaches, back pain, leg pains and skin allergies were the main health problems the sanitation workers listed. Then the trainer explained to the participants the different types of hazards that workers are likely to get exposed to at their workplace.



Figure 28: Session on PPEs

With the help of the power-point-presentation translated into the regional language i.e. Telugu, the trainer showed some images of sanitation workers injured at the workplace due to non-usage of PPEs. To some of the images shown in the presentation, the sanitation workers were able to relate. A few of them said that even they and their friends have had similar kinds of injuries in the past. When asked whether anyone of them or their acquaintances at the workplace was injured in the past by snake or other animal bites, all of them replied a straight 'no'. However, they said that they do occasionally see rats and snakes while they are at work. The trainer then asked the participants do they know where is the local PHC (Primary Health Centre) in the locality in which they are working. Many of the participants said that they know the exact location of the PHC near their workplace. However, they said that they do not have any contact number of the medical staff working there. The trainer



asked them to make a note of the contact number of medical staff working in the nearby PHCs to their work or residing places and spread the number among their fellow workers. To this, the participants send that they will get the number. The trainer explained the first aid procedures to be followed in case of injuries. The trainer explained the benefits of wearing safety gear to all the participants.

The trainer then showed the participant a short video on how to properly wash their hands using a home-based soap. He invited a participant to volunteer for demonstrating how to properly wash hands with soap. Finally, realizing the risks involved in working with bare hands, participants assured the speaker to wear all the safety gear if they are provided to them.

## Session 5: Retrospection and Winding Up

In the final session on the second day, the trainer summarized the topics discussed on the day and interacted with the participants. Further, the participants clarified their doubts during this session.



Figure 29: Winding Up of the Workshop

# 3

## Social Security Provisions and Schemes



# Workshop Sessions

The third day also began briefly by recapping the activities and discussions conducted on the second day.

## Session 1: Introduction to Social Security

The first session began with the trainer, Dr B Ramanamurthi quizzing the participants about what they understand of the word social security. To this, most of the participants replied that they do not have a clear understanding of the social security provisions available to them. A few of them said that social security means pension and provident fund.

Then the master trainer conducted a small quiz with the participants. He started with the question “Is COVID-19 vaccination an extension of social security? If yes, why? If not, why?” To this question, some said providing vaccines to workers falls under social security. When the trainer further probed why the participants feel so, they said that it is the responsibility of their employers to take care of their health. However, most of the participants felt vaccination was not to be part of the social security scheme. To all such participants, the trainer explained that government, employer and employee, all three are responsible and should make a contribution to social security.



Figure 30: Session on Introduction to Social Security

When asked whether providing occupational safety gear is an extension of social security, all the participants said unanimously ‘yes’. Even though they said ‘yes’, they expressed doubt about whether their employers will provide them with all the necessary safety gear. When asked whether ration (subsidized food grains) given through the public distribution system

is a part of social security or not, few said that it falls under social security. However, many felt that it is not part of social security provided by the employer. The trainer then gave an example case of Bengaluru and Mysuru municipal corporations where sanitation workers are provided mid-day meals and specified the case to be counted as social security. This was helpful for sanitation workers to differentiate between the public distribution system and social security provided by the employer. When asked if it was mandatory for their employers to organise health camps for them regularly, many of the sanitation workers said yes. Few sanitation workers shared their experiences of being part of such medical camps held in the past. Sanitation workers felt that all such medical camps were of little to no use and pointed out that doctors behaved very rudely with them.

When asked the question “Is skill up-gradation counted as social security?”, only a few workers think that it is the responsibility of their employer to provide skill up-gradation training for them as a part of social security. Finally, when the master trainer asked “Is housing part of social security?” the participants nodded yes to this question. However, when asked do they receive any rent allowance for the work they do, many said that they are not aware of any rent allowance. Mrs Yasodhara assuring to answer the questions asked in the session in the next session, ended the session.

## Session 2: Quiz on Social Security Programmes

The entire session was a quiz session where the trainer asked a series of questions to the participants. Ms Yasodhara asked the participants to name three social security the participants know. One male participant replied ESI, PF and pension. Then she asked about the key benefits of ESI. To which, some participants said that they do make use of ESI cards to get treatment from the nearby government and private hospitals, while others said that they do not use them. When asked if are they aware that they can take a loan from their provident fund (EPF) money, all the participants said that they are not at all aware of this and often borrow money from money lenders when they are in dire need. To the question, ‘which government agency provides loans for up-grading the work of the sanitation workers; one participant was able to answer the question and named vaguely it as Safai Karamcharis Corporation. The trainer corrected it to National Safai Karamcharis Finance & Development Corporation (NSKFDC). To the next question ‘Who is responsible for the provisioning of occupational safety gear?’ none said that it was their employer’s responsibility. For the question, ‘What all documents are required for enrolling in social security programmes?’ Aadhar card, employee card, PAN card and bank account number were the main details the participants replied to. Ms Yasodhara added a mobile number to the list, to which all the participants forgot to reply. Finally, Mrs Yasodhara stressed the need to maintain standard names across all official documents and clearly explained the difficulties in having different names on different cards.



Figure 31: Quiz on Social Security Programmes

### Session 3: Snapshot of Social Security Schemes

The third session on day three was on providing a snapshot of social security schemes to sanitation workers at the national and state level. The trainer shared the details about different social security schemes through a power-point presentation translated into the local language. She provided a summary of schemes such as insurance, pension, savings, credit facility, training, health checkups and occupational safety gear.



Figure 32: Session on Social Security Schemes



## Session 4: Application Process of Social Security Programmes

In the session, the trainer explained the application process for different social security schemes available for frontline workers. All the participants present there were divided into five groups with each group having seven members. With the help of group facilitators, the trainer clearly explained the procedure to apply for various social security schemes.



Figure 33: Session on Application Process of Social Security Programmes





# **Learnings from the Workshop**



1. Participants said that most NGOs or government officials give them PPEs only to click a photograph. Afterwards, they say, the officials take the same PPE gear and give it to other sanitation workers to click another photograph.
2. The workers said that they are scared to request or complain about their problems to higher authorities fearing loss of their jobs. They are scared to complain about any shortcomings to avoid becoming a target to the higher authorities.
3. To address the above, there needs to be an anonymous procedure to capture the needs/complaints of sanitation workers by strictly maintaining their anonymity.
4. The majority of the sanitation workers are more than willing to wear the safety PPE given to them. Albeit, the problem lies with the availability and quality of the PPEs given to them.
5. Some workers feel that safety gears given to them are of poor quality and are thus not at all useful for them.
6. All the workers said that they do not have a proper place to sit and have their food during break hours and are forced to sit in front of houses of people close to their workplaces. This depends entirely on the generosity of the individual house owners. They want the governments and their employers to provide them with a place to eat and take rest during their break time.
7. Almost all the participants said that they do not want their children to become sanitation workers and for this sole reason, they said that they have been sending their children to good schools even though it is beyond their reach.
8. Sanitation workers are extremely unhappy with the way doctors behave with them during the occasional medical camps. The doctors, they say, give them general medicine even without touching them.
9. Toilets for all specially for women during mensuration and pregnancy.



Figure 34: Group Photograph of the Participants



## Feedback and Analysis

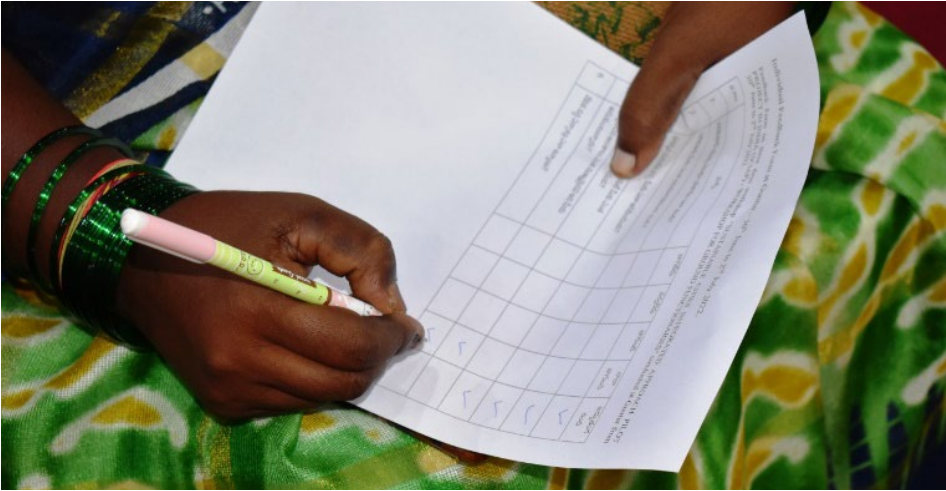


Figure 35: Participants filling the Feedback Forms

Two types of feedback were taken from the participants

1. A written feedback form with questions and options to choose from. The trainers read questions for non-literate participants aloud and recorded their options.
2. Collective video feedback with the questions read aloud to all the participants.



Senior and Mid Level Officials

# Annexures





## Annexure 1: Agenda of the Workshop - Guntur and Vijayawada

Time	Details
<b>DAY - 1 Urban Water Management (26<sup>th</sup> July, 2022)</b>	
9.00 AM - 9.15 AM	Registration
9.15 AM - 9.30 AM	<b>Welcome Note and Context setting</b> <i>Paramita Datta Dey</i>
9.30 AM - 9.45 AM	<b>Address by Representative from UNIDO</b> <i>Venkata Ramana Rao</i>
9.45 AM - 10.00 AM	<b>Address by Commissioner, VMC &amp; Commissioner, GMC</b> <i>Shri Swapnil Dinkar Pundkar, Smt Chekuri Keerthi</i>
10.00 AM - 11.00 AM	<b>Technical Session I - Need for Integrated Urban Water Management in India (Group Exercise)</b> <i>Victor R. Shinde</i>
11.00 AM - 12.00 PM	<b>Technical Session II - Water Sensitive Urban Design (Group Exercise)</b> <i>Vishakha Jha</i>
12.00 PM - 1.00 PM	<b>Technical Session III - Technological Interventions for urban water management</b> <i>Uday Bhonde</i>
<b>1.00 PM TO 2.00 PM</b>	<b>LUNCH</b>
2.00 PM - 2.30 PM	<b>Technical Session IV- Drink from Tap Mission</b> <i>Chinmaya Tripathi</i>
2.30 PM - 3.00 PM	<b>Technical Session V - Energizer on River Health Monitoring Using Macro Invertebrates</b> <i>Vishakha Jha</i>
3.00 PM - 3.45 PM	<b>Technical Session VI - Water Demand management (Group Exercise)</b> <i>Uday Bhonde</i>
<b>3.45 PM - 4.00 PM</b>	<b>TEA BREAK</b>
4.00 PM - 5.15 PM	<b>Technical Session VII - Practical Aspects of Project Management in urban water management</b> <i>Victor R. Shinde</i>
5.15 PM - 5.30 PM	<b>Wrap-up and Next Steps</b> <i>Victor R. Shinde</i>

Time	Details
<b>DAY – 2 Used &amp; Septage Management (27<sup>th</sup> July, 2022)</b>	
9.00 AM - 9.15 AM	Registration
9.15 AM - 9.30 AM	<b>Recap and Context Setting</b> <i>Paramita Datta Dey</i>
9.30 AM – 10:30 AM	<b>Technical Session I – Used water Management: Policies and Legislations, Brief overview of value chain components, Treatment Technologies, O&amp;M related Challenges, Case Studies from Indian Cities</b> <i>Dhawal Patil</i>
10.30 AM - 11.30 AM	<b>Technical Session II – Project Management - Discussion on Preparing and Appraising DPRs</b> <i>Dhawal Patil</i>
11.30 AM - 12.30 PM	Technical Session III - Business Ecosystem Models for Used water Reuse - Case Studies (Interactive session) <i>Praveen Nagaraja</i>
<b>12.30 PM TO 1.30 PM</b>	<b>LUNCH</b>
1.30 PM - 2.30 PM	<b>Technical Session IV- Septage Management- Policies and Legislations, Brief overview of value chain components, Treatment Technologies, O&amp;M Related Challenges, Case Studies from Indian Cities</b>
2.30 PM - 3.30 PM	<b>Group Exercise: Building Sanitation Systems (Effective Strategies)</b> <i>Dhawal Patil</i>
<b>3.30 PM – 3.45 PM</b>	<b>TEA BREAK</b>
3.45 PM - 4.45 PM	<b>Technical Session V – Business Ecosystem Models across faecal sludge &amp; Septage management- Case Studies (Interactive session)</b> <i>Praveen Nagaraja</i>
4.45 PM - 5.45 PM	<b>Technical Session VI - Estimating GHG emissions for Used water Treatment technologies</b> <i>Pravinjith KP</i>

Time	Details
<b>DAY – 3 Used &amp; Septage Management (28th July, 2022)</b>	
9.00 AM - 9.15 AM	<b>Registration</b> <i>NIUA Team</i>
9.15 AM - 9.30 AM	<b>Recap and Context Setting</b> <i>Paramita Datta Dey</i>
9.30 AM – 10:15 AM	<b>Technical Session I- Municipal Solid Waste Management Scenario in India: Latest amendments relevant to cities; Role of Information, Education &amp; Communication (IEC) in SWM</b> <i>Ajay Sinha</i>
10.15 AM - 11.00 AM	<b>Technical Session II – Project Management - Discussion on Preparing and Appraising DPRs</b> <i>Ajay Sinha</i>
11.00 AM – 12.00 PM	<b>Technical Session III- Circular Economy in dry waste management &amp; business models</b> <i>Sunitha Jayaram</i>
12.00 PM – 1.00 PM	<b>Technical Session IV- Management of legacy waste – Challenges, Solutions and Case Studies</b> <i>Pravinjith KP</i>
<b>1.00 PM TO 2.00 PM</b>	<b>LUNCH</b>
2.00 PM – 2.30 PM	<b>Technical Session V- E-waste management – Innovative practices in India</b> <i>Pravinjith KP</i>
2.30 PM – 3.30 PM	<b>Group Exercise- City-wide strategy and planning for SWM - Value Chain for SWM</b> <i>Zigisha Mhaskar &amp; NIUA Team</i>
<b>3.30 PM – 3.45 PM</b>	<b>TEA BREAK</b>
3.45 PM - 4.45 PM	<b>Technical Session VI- Waste Management and Climate Change- SW-APT tool for GHG estimation, DPR formulation</b> <i>Pravinjith KP</i>
4.45 PM – 5.15 PM	<b>Integrating Waste pickers for Sustainable Solid Waste Management - Case Studies</b> <i>Sunitha Jayaram</i>
5.15 PM – 5.30 PM	<b>Quiz and Feedback</b> <i>NIUA Team</i>

## Annexure 2: List of Participants

The list of participants of Guntur and Vijayawada who attended the training on Urban Water Management on 26th July 2022

Sl. No	Name of the Person (Sri/Smt./Ms./Dr.)	Urban Local Body	Designation
1	D. Srinivasa Rao	GMC	Superintending Engineer (FAC)
2	K. Santhi Raju	GMC	Executive Engineer
3	I. Srinivasa Reddy	GMC	Dy. Executive Engineer
4	Ch. Ramesh Babu	GMC	Dy. Executive Engineer
5	P. Kalyana Rao	GMC	Dy. Executive Engineer
6	Kum M. Anusha	GMC	Assistant Engineer
7	K. Setu Babu	GMC	Assistant Engineer
8	P. Naga Veni	GMC	Assistant Engineer
9	P. Venkateswara Rao	GMC	Assistant Engineer
10	SNMS Babar	GMC	Assistant Engineer
11	Kotari Naga Raju	GMC	Ward Amenities Secretary
12	Nadikoti Vinay Kumar	GMC	Ward Amenities Secretary
13	Sivapuram Raja Sekhar	GMC	Ward Amenities Secretary
14	Bharatham Anil Kumar	GMC	Ward Amenities Secretary
15	P. Madhusudhana Rao	GMC	Ward Amenities Secretary
16	Kamineneni Koteswara Rao	GMC	Ward Amenities Secretary
17	P. Naga Gopi	GMC	Ward Amenities Secretary
18	Venkata Sai Manikanta	GMC	Ward Amenities Secretary
19	Vijaya Sagar Popuri	GMC	Ward Amenities Secretary
20	M. Vijaynand	GMC	Ward Amenities Secretary
21	Nallapu Venugopala Rao	GMC	Ward Amenities Secretary
22	K. Rama Appala Naidu	GMC	Ward Amenities Secretary
23	SK Gafar	GMC	Ward Amenities Secretary
24	Putturi Daveed Reddy	GMC	Ward Amenities Secretary
25	Shaik Moulana	GMC	Work Inspector
26	Kochasla Srinivasa Rao	GMC	Work Inspector
27	NPB Joseph	GMC	Electrician
28	D. Sundara Rama Resh	GMC	EE
29	Sk. Md. Rafiq	GMC	Dy. Executive Engineer

Sl. No	Name of the Person (Sri/Smt./Ms./Dr.)	Urban Local Body	Designation
30	B Sivakumar	GMC	WAS
31	Haneef Mohd	GMC	Dy. Executive Engineer
32	K Bhanu Anivala Reddy	GMC	T.Work Supervisor
33	S Sai Sreekanth Reddy	GMC	Work Inspector
34	B Suneel Kumar	GMC	Assistant Engineer
35	N. Sivaji	VMC	Dy.EE (WS)
36	B. Ramakrishna	VMC	Dy.EE (WS)
37	S. Suhasini	VMC	Dy.EE (WS)
38	B. Rajesh	VMC	AEE (WS)
39	SK. Issar Ahmad	VMC	MAE (WS)
40	B. Venkata Basivi Reddy	VMC	MAE (WS)
41	T. Aruna Deva Kumar	VMC	MAE (WS)
42	G. Venkatesh	VMC	MAE (WS)
43	E. Nageswara Rao	VMC	MAE (WS)
44	Md. Razak	VMC	MAE (WS)
45	J. Bhanu Prasad	VMC	WAS
46	Ch. Vishnu Vardhan	VMC	WAS
47	Khaleel Basha	VMC	WAS
48	Gugulothu Kishore	VMC	WAS
49	Kilaru Venkata Krishna	VMC	WAS
50	Nadakuduru Narendra	VMC	WAS
51	J. Rajasekhar	VMC	WAS
52	P. Irshad Khan	VMC	WAS
53	M. Chaitanya	VMC	WAS
54	T. Mounica	VMC	WAS
55	A. Bharathi Lakshmi	VMC	WAS
56	M. Rani Sushma	VMC	WAS
57	P.N.U. Ravi Chand	VMC	WAS
58	Veeranki Sai Gopal	VMC	WAS
59	L. Siva Prasad	VMC	WAS
60	Yarramsetti Tejasri	VMC	WAS
61	Somalla Naga Sai Babu	VMC	WAS
62	Gollasapudi Mark	VMC	WAS

Sl. No	Name of the Person (Sri/Smt./Ms./Dr.)	Urban Local Body	Designation
63	K Narayan Murty	VMC	EE
64	J Srinivas	VMC	EE
65	V. Srinivas	VMC	Ge.Engineer II
66	P V Ramana Rao	UNIDO	Urban Tech. & Dev. Specialist
67	V. Harikrishna	WAYLUEWS	Assistant Manager
68	A Satyanarayan K	VMC	Executive Engineer
69	G Raviteja	VMC	WAS
70	KVN Virinchi	VMC	Consultant
71	MCS Patrudu	VMC	Dy.EE

The list of participants of Guntur and Vijayawada who attended the training on Used Water & Septage Management on 27th July 2022

Sl. No	Name of the Person (Sri/Smt./Ms./Dr.)	Urban Local Body	Designation
1	Sundara Rami Reddy	GMC	Executive Engineer
2	V V Konda Reddy	GMC	Executive Engineer
3	Sk. Mohmmad Rafiq	GMC	Dy. Executive Engineer
4	Ch.H.Siva Kumar	GMC	Dy. Executive Engineer
5	Haneef Mohammad	GMC	Dy. Executive Engineer
6	K. Ramu	GMC	Assistant Engineer
7	L.V. Durga Prasad	GMC	Assistant Engineer
8	A.S. Rambabu	GMC	Assistant Engineer
9	N. Ravi Kiran	GMC	Assistant Engineer
10	B. Suri Babu	GMC	Assistant Engineer
11	Suneel	GMC	Assistant Engineer
12	N Venkateswara Rao	GMC	Ward Amenities Secretary
13	B. Venkata Rami Reddy	GMC	Ward Amenities Secretary
14	D. Bharath Chandra	GMC	Ward Amenities Secretary
15	Pagadala Kondala Rao	GMC	Ward Amenities Secretary
16	M. Sravan Kumar	GMC	Ward Amenities Secretary
17	M. Ravi Teja	GMC	Ward Amenities Secretary
18	VVSS Chandra Sekhar	GMC	Ward Amenities Secretary
19	K. Veeranjanyulu	GMC	Ward Amenities Secretary



Sl. No	Name of the Person (Sri/Smt./Ms./Dr.)	Urban Local Body	Designation
20	Gali Kiran	GMC	Ward Amenities Secretary
21	N. Sai Krishna	GMC	Ward Amenities Secretary
22	D. Venkata Madhu	GMC	Ward Amenities Secretary
23	G. Ayyappa Swamy	GMC	Ward Amenities Secretary
24	K. James Paul	GMC	Ward Amenities Secretary
25	K Santhi Raju	GMC	EE
26	M Vijayanand	GMC	WAS
27	K Setu Babu	GMC	AE
28	P Venkatachal	GMC	AE
29	M Praneeth Kumar	GMC	WAS
30	K Sai Krishna	GMC	WAS
31	V Thulisa Nair	GMC	WAS
32	S Sai Sreekanth	GMC	Work Inspector
33	Sk. Md. Jani	GMC	WAS
34	N. Sivaji	VMC	Dy.EE (WS)
35	B. Ramakrishna	VMC	Dy.EE (WS)
36	B. Rajesh	VMC	AEE (WS)
37	B. Venkata Basivi Reddy	VMC	MAE (WS)
38	T. Aruna Deva Kumar	VMC	MAE (WS)
39	G. Venkatesh	VMC	MAE (WS)
40	E. Nageswara Rao	VMC	MAE (WS)
41	Md. Razak	VMC	MAE (WS)
42	J. Bhanu Prasad	VMC	WAS
43	Ch. Vishnu Vardhan	VMC	WAS
44	Khaleel Basha	VMC	WAS
45	Gugulothu Kishore	VMC	WAS
46	Kilaru Venkata Krishna	VMC	WAS
47	Nadakuduru Narendra	VMC	WAS
48	J. Rajasekhar	VMC	WAS
49	P. Irshad Khan	VMC	WAS
50	M. Chaitanya	VMC	WAS
51	M. Rani Sushma	VMC	WAS
52	P.N.U. Ravi Chand	VMC	WAS

Sl. No	Name of the Person (Sri/Smt./ Ms./Dr.)	Urban Local Body	Designation
53	Veeranki Sai Gopal	VMC	WAS
54	L. Siva Prasad	VMC	WAS
55	Yarramsetti Tejasri	VMC	WAS
56	Somalla Naga Sai Babu	VMC	WAS
57	Gollasapudi Mark	VMC	WAS
58	K Narayan Murty	VMC	EE
59	J Srinivas	VMC	EE
60	V. Srinivas	VMC	Ge.Engineer II
61	P V Ramana Rao	VMC	Urban Tech. & Dev. Specialist
62	V. Harikrishna	UNIDO	Assistant Manager
63	A Satyanarayan K	WAYLUEWS	Executive Engineer
64	G Raviteja	VMC	WAS
65	KVN Virinchi	VMC	Consultant
66	MCS Patrudu	VMC	Dy.EE

The list of participants of Guntur and Vijayawada who attended the training on Solid Waste Management on 28th July 2022

Sl. No	Name of the Person (Sri/Smt./ Ms./Dr.)	Urban Local Body	Designation
1	A Rambabu	GMC	Sanitary Supervisor-West
2	A Rambabu	GMC	Sanitation and Environment Secretary
3	A Somasekhar	GMC	Sanitary Inspector
4	B Durga Rao	GMC	Sanitation and Environment Secretary
5	B Tirumala Rao	GMC	Sanitation and Environment Secretary
6	Ch. Rajkumar	GMC	Sanitation and Environment Secretary
7	Ch. Ramesh	GMC	Sanitation and Environment Secretary
8	Ch. SrinivasaRao	GMC	Sanitary Inspector
9	G Issac	GMC	Sanitary Inspector I/c
10	G Jagadeesh Kumar	GMC	Sanitation and Environment Secretary
11	G Ramgopal	GMC	Sanitation and Environment Secretary
12	Gopu Srinivasa Rao	GMC	Sanitation and Environment Secretary
13	J V Srinivasa Rao	GMC	Sanitation and Environment Secretary
14	K Bikshal Babu	GMC	Sanitation and Environment Secretary

Sl. No	Name of the Person (Sri/Smt./ Ms./Dr.)	Urban Local Body	Designation
15	K Sambasiva Rao	GMC	Sanitation and Environment Secretary
16	K Subba Rao	GMC	Sanitation and Environment Secretary
17	K Veerasateesh	GMC	Sanitation and Environment Secretary
18	Khadar Masthan	GMC	Sanitation and Environment Secretary
19	L Siva Koteswara Rao	GMC	Sanitation and Environment Secretary
20	M Eswar Reddy	GMC	Sanitation and Environment Secretary
21	M Nageswara Rao	GMC	Sanitation and Environment Secretary
22	N Ananda Kumar	GMC	Sanitary Supervisor-East
23	N Madhusudhana Rao	GMC	Biologist
24	P Ayub Khan	GMC	Sanitary Inspector
25	P Ramesh	GMC	Sanitation and Environment Secretary
26	P Vijaya Lakshmi	GMC	Chief Medical Officer of Health
27	Parecharla Srinivas	GMC	Sanitation and Environment Secretary
28	Md Javad Basha	GMC	Sanitation and Environment Secretary
29	V Sanjeevi Naik	GMC	Sanitation and Environment Secretary
30	V Venkateswarlu	GMC	Sanitation and Environment Secretary
31	G. Ravinaik	GMC	Environment
32	G. Anil Kumar	GMC	SWM Expert
33	N.anandakumar	GMC	Sanitary Supervisor
34	Ravi.G	GMC	
35	Padmakar Prasad	VMC	DYEE
36	K. Yesupadam	VMC	AE
37	Dara Antony	VMC	Sanitary Inspector
38	Gurram Jamalaiah Babu	VMC	Sanitary Inspector
39	V. Chandra Sekhar Reddy	VMC	WAS
40	T. Eswar Kumar	VMC	WAS
41	Ch. Venkatesh	VMC	WAS
42	Ragi Prasanna Kumar	VMC	Lead Worker
43	K. Rajashekar	VMC	Lead Worker
44	P. Prasad	VMC	Lead Worker
45	R. Venkateswara Rao	VMC	Lead Worker
46	Ch. Madhava Rao	VMC	WSES
47	Oleti Venkatesh Babu	VMC	WSES

Sl. No	Name of the Person (Sri/Smt./Ms./Dr.)	Urban Local Body	Designation
48	Parupalli Prasad	VMC	WSES
49	Dirisenapu Raju	VMC	WSES
50	Paniseti Jyothi	VMC	WSES
51	Eagala Jayasri	VMC	WSES
52	Anantha Prasad	VMC	WSES
53	Putti Hemanth Kumar	VMC	WSES
54	Pamarthi Venkata Vasanthi	VMC	WSES
55	Prasanthi Kalluru	VMC	WSES
56	Kanukollu Yesuprabhu	VMC	WSES
57	Baji Shaik	VMC	WSES
58	Jampani Ratnakar	VMC	WSES
59	Gosu Gopi Raju	VMC	WSES
60	Uday Kiran Gunti	VMC	WSES
61	Karre Siva Rama Krishna	VMC	WSES
62	Turimella Abhishikth	VMC	WSES
63	Kunda Sathwik Maharshi	VMC	WSES
64	Pilli Ramakrishna	VMC	WSES
65	KVN Virinchi	VMC	Consultant
66	Dr. Sewa C Babik	VMC	AMOTT. I
67	R Griswara Rao	VMC	SS.3
68	M Ramesh Babu	VMC	SS-IV
69	K Siva Rama Prasad	VMC	SS-V
70	Dr. B. Sridevi	VMC	AMOH

## Annexure 3: Profiles of Resource Persons

<p><b>Dr. Victor Shinde</b> Team Lead, NIUA</p>	<p><b>Victor</b> has 17+ years of experience as a scientist and technical expert (water and environment) in nine countries in Asia and Africa. His areas of expertise include urban environmental management; integrated water resources management; water security enhancement; climate change adaptation in water sector; flood risk assessment; and M&amp;E frameworks for water and environmental sector. He leads this project that seeks to promulgate river sensitive development in Indian cities. He is also associated with the development of the Master Plan for Delhi-2041, leading the water and environment section. Prior to joining NIUA, Victor worked at the Asian Institute of Technology, Thailand where he developed a framework for river health assessment for the rivers in Thailand. He has published more than 30 articles through journal articles, conference proceedings, and book chapters. He has a PhD in Urban (Environmental) Management from Kyoto University Japan, Masters in Water Engineering and Management from the Asian Institute of Technology Thailand, and Bachelors in Civil Engineering from Karnataka University India. He has a penchant for writing and music, and has produced several original compositions over the years.</p>
<p><b>Dr. Uday Bhone</b> Project Coordinator NIUA</p>	<p><b>Uday</b> has 15+ years of experience in disaster risk reduction, climate change adaptation and urban water &amp; sanitation. His practical experience from previous assignments on the conjunctive water management, urban lake management, urban flood resilience and fostering innovations in urban WASH management, is relevant to develop the Urban River Management Plan (URMP), one of the core objectives of this project. Uday has prepared training modules, workbooks, compendium and a guidebook for the capacity building programmes of the municipality and para-statal agency officials to adopt sustainable urban water and waste water management practices. He has conducted trainings in Bangladesh, Sri Lanka and Rwanda on urban rainwater harvesting and decentralized sewage management. During his tenure as a researcher in academia, Uday has published several research papers in peer reviewed journals. Uday is Doctorate in Geology and currently pursuing his Post Graduate Diploma in Urban Planning and Development</p>
<p><b>Vishakha Jha</b> Sr. Environment Specialist, NIUA</p>	<p><b>Vishakha</b> is an urban strategist with transdisciplinary experience in designing, planning and implementing urban policies and programmes. She is currently working with the Master Plan for Delhi 2041 project for building enabling strategies for Delhi with special focus on the environment, climate change and water management.</p>
<p><b>Dhawal Patil</b> Director Saniverse</p>	<p><b>Dhawal Patil</b> has a M.Sc. In Hydrosience and Engineering from TU Dresden, Germany and has over 10 years of experience in the field of sustainable sanitation and water management. He has worked as sanitation specialist focusing non sewerd and sewerd sanitation for national and international development agencies such as GIZ India, ADB, UMC, ASCI, WaterAid etc. He also works as a lead trainer for organizations such as NIUA, WASH Institute, AILSG, CSE etc. Currently, he is providing technical consultancies on FSSM, Wastewater Management, River pollution abatement and its rejuvenation and Occupational Health and Safety to the state of Telangana, Jharkhand, Manipur, Odisha.</p>



<p><b>Praveen Nagaraja</b> Program manager, WASH Institute</p>	<p><b>Praveen Nagaraja</b> is responsible for delivering infrastructural solutions to sanitation problems. His area of interest is faecal sludge management with emphasis on treatment and its sustainability. He has hands-on experience in implementing various faecal sludge treatment plants in India and Nepal. He brings in experience of designing nature based and mechanised treatment plants for faecal sludge. His use of local knowledge and latest technical know-hows reduces the effort and costs in construction. The characteristics of his designs are low operating and maintenance cost, visually appealing system layouts, and reduced use of concrete. He has also developed FSM plans and operating models for various types and sizes of cities. He has experience working with international NGOs, multilateral development agencies, development banks and with various levels of Government. In addition to designing solutions, he is passionate about disseminating his learnings through various training and capacity building programs. In his role as a capacity building professional he has developed various training modules converting his rich field and research experience into knowledge products for government and private sector. He's currently developing a learning portal for scaling up capacity building for FSM in India.</p>
<p><b>Pravinjith KP</b> Managing Director Paradigm Environmental Strategies P Ltd</p>	<p><b>Pravinjith KP</b> has over 30 years' and 500+ project experience in Environmental Infrastructure, Waste Management, Renewable Energy, Climate Change and allied fields. He has been the lead and Project Management Head for waste management projects for 70+ cities of India (including Bangalore, Nashik, Varanasi, Rajkot, Shimla, Meghalaya, Pune, Jammu, Kochi, Coimbatore, Gwalior, Raipur, Sawai Madhopur, Sambhalpur, etc, spanning across India). His expertise ranges from concept to commissioning including planning and design of infrastructure for various projects of Recycling &amp; Recovery facilities, sewage management, solid waste management (municipal, hazwaste, e-waste), rainwater harvesting, renewable energy (Wind, Hydel, and Solar energy), and environmental impact assessment related projects. He was the Senior Technical Expert for policy making for Govt. of India and various other UN and Bilateral/ Multilateral agencies. He was responsible for the development of Data Base framework and Structure for CPCB and GSPCB (for Hazardous Waste) MoHUA (for Solid Waste). He was consultant for the planning and implementation of India's first informal to formal E-waste recycling enterprise in 2006.</p>
<p><b>Ajay Sinha</b> CEO, Feedback Foundation</p>	<p><b>Mr. Ajay Sinha</b> 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><b>Zigisha Mhaskar</b> Solid Waste Management Expert</p>	<p><b>Ms. Zigisha Mhaskar</b> 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><b>Sunitha Jayaram</b> Program Director, Saahas</p>	<p><b>Sunitha Jayaram</b> is a Program Director at Saahas, a not for profit organization which works in the field of solid waste management on the principles of Circular Economy. Established in 2001, Saahas is an organization that has a strong implementation focus and works with all stakeholders in the Solid Waste Management eco-system to establish scientific and holistic systems. Saahas works in urban as well as rural areas on all aspects of solid waste management from awareness and behavioural change, capacity building, providing technical inputs, monitoring and supervision support. Sunitha Jayaram is a computer science graduate from University of Madras and holds a Master's degree in Software Systems from BITS, Pilani. She has worked in Telecom domain for more than 12 years. With a keen interest to work in sustainability and solid waste management sector, she moved to Saahas in 2016 and has been working on design and execution of many rural and urban projects in the southern region. She manages multiple project teams and stakeholders for seamless program execution on the ground. Sunitha also has been involved in building capacities of Urban Local Body and Rural Local Body officials to streamline the SWM systems in their respective areas. She believes that planet earth is everyone's first home, and everyone shall take steps to protect it.</p>
<p><b>Chinmaya Tripathy</b> Environmental Engineer</p>	<p>Chinmaya Tripathy is an Environmental Engineer with more than 20 Years of experience in Water Sector with significant national and international exposure. He has been working closely with the Govt. of India, various State Governments in India, (Government of Odisha in Particular since last 10 years) and many bilateral agencies. He is the Project Manager for JICA assisted "Orissa Integrated Sanitation Improvement Project" in Cuttack and Bhubaneswar city which have a project cost of approx. INR 4000 Cr to strengthen the waste water collection, treatment and disposal system in both cities. Currently, Mr. Tripathy is working as the Resident Project Manager at WATCO. He is one of the Governing Board Member of Odisha Water Academy as a Sectoral Expert. Mr. Tripathy and has been a key member of the Mission in the project management from the Concept to the Commissioning of the Mission in Odisha. He will take us through the Odisha's water sector Journey from the Water Scarcity to Water Security in Urban Odisha.</p>

## Annexure 4: Feedback from Participants

Feedback forms were filled out by the participants on all three days of the workshop. They answered questions regarding various workshop components - technical sessions, course contents, lecture delivery, and the application/implementation of gained knowledge.



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

Capacity Building Workshop for ULB Officials  
Vijayawada and Guntur

on

URBAN WATER MANAGEMENT

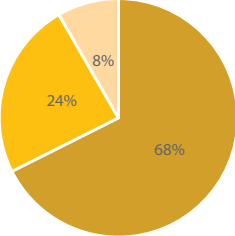
Day 1: 26<sup>th</sup> July, 2022

FEEDBACK FORM					
Name of the Participant _____					(Optional)
Name of the Municipal Corporation _____					(Mandatory)
1. How useful was the workshop for you?					
<input type="radio"/> Extremely Useful <input type="radio"/> Very Useful <input type="radio"/> Somewhat Useful <input type="radio"/> Not so Useful					
2. How would you rate the following workshop components from 1-5? (where 1 is Average and 5 is Excellent)					
Workshop Components	1 Average	2 Satisfactory	3 Good	4 Very Good	5 Excellent
The overall training experience					
The training content for the day					
The balance between theory and practice					
The quality of materials, e.g. presentations, exercises, training modules					
The training's delivery and efficiency					
To what extent do you agree to the following:	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The subject matter was presented effectively					
The lectures were structured and well organized					
The course contents met with your expectations					
The duration of the training program was sufficient for the topics covered					
As a result of this training program, I gained new knowledge applicable to my work					
I plan to apply what I learned in this training					



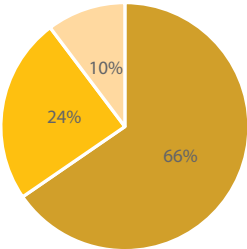
The following graphs depict the overall feedback received for said components over the three-day capacity building program.

The overall training experience



Very Good to Excellent Good Satisfactory

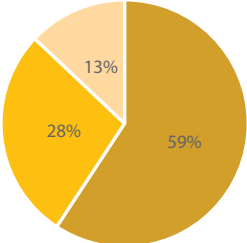
The training content



Very Good to Excellent Good Satisfactory

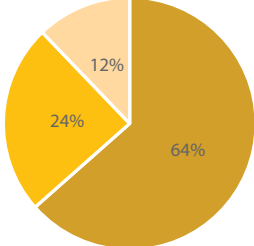
The quality of materials (presentations, exercises, training modules)

The balance between theory & practice



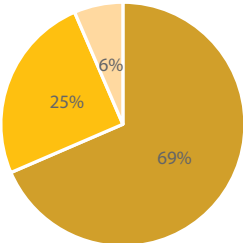
Very Good to Excellent Good Satisfactory

The quality of materials (presentations, exercises, training modules)



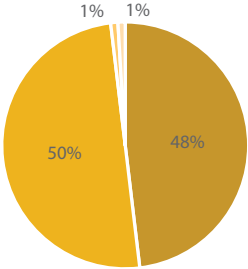
Very Good to Excellent Good Satisfactory

The training's delivery and efficiency



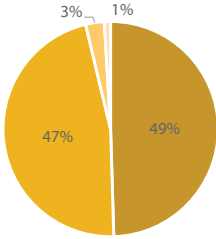
Very Good to Excellent Good Satisfactory

The subject matter was presented effectively

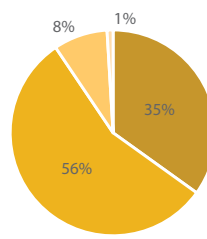


Strongly Agree Agree Neutral Disagree

The lectures were structured and well organized The course contents met with your expectations

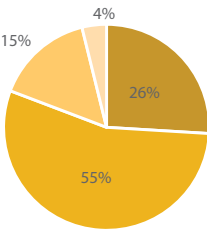


■ Strongly Agree ■ Agree ■ Neutral ■ Disagree



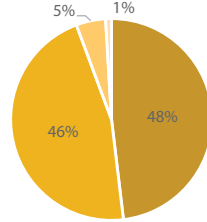
■ Strongly Agree ■ Agree ■ Neutral ■ Disagree

The duration for the training program was sufficient for the topics covered



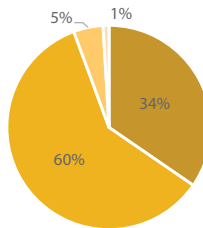
■ Strongly Agree ■ Agree ■ Neutral ■ Disagree

I gained new knowledge applicable to my work, as a result of this training program



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree

I plan to apply what I learnt in this training



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree

# 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 (SCIAP)  
Component 3: Partnerships, Knowledge Management & Capacity Building

Capacity Building Workshop For ULB Officials  
Vijayawada and Guntur

on  
Urban Water Management  
Dates: 26<sup>th</sup> – 28<sup>th</sup> July, 2022  
Venue: Lemon Tree Premier, Vijayawada

### Learning Progress Evaluation [Pre-workshop Questionnaire]

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.

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

Rate your knowledge about:	1	2	3	4	5
	Below Average	Average	Satisfactory	Good	Very Good
Integrated Urban Water Management					
Water Sensitive Urban Design					
Technologies for Non-Revenue Water					
Water Demand Management					
Project Management Tools in Urban Water Management					

Thank you for your valuable feedback!



Sustainable Cities Integrated Approach Pilot in India (SCIAP)  
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on  
Urban Water Management  
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Venue: Lemon Tree Premier, Vijayawada

### Learning Progress Evaluation [Post-workshop Questionnaire]

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.

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

Rate your knowledge about:	1	2	3	4	5
	Below Average	Average	Satisfactory	Good	Very Good
Integrated Urban Water Management					
Water Sensitive Urban Design					
Technologies for Non-Revenue Water					
Water Demand Management					
Project Management Tools in Urban Water Management					

Thank you for your valuable feedback!





# Annexures



## Annexure 6: Agenda for Ground functionaries workshop

### Guntur

#### Day - 1

Module 1- Enhancing Leadership for frontline workers to create an inclusive workplace				
S. No	Session	Time	Agenda	Resource Person
1	Registration	10.00 to 10.30 am	Registration	Mrs. V Vijaya Laxmi
2	Orientation Session	10.30 am to 11.00 am	Welcome Note & Introduction	Mr. Ch. Samuel AnilKumar
3	Session 1	11.00 am to 11.45 am	Importance of Self Identification	Mr. Ch. Samuel AnilKumar
<b>11.45 am to 12.00 pm - Tea Break</b>				
4	Session 2	12.00 pm to 1.00 pm	Awareness - building regarding various provisions and laws	Dr. G. Umamaheshwararao
<b>1.00 pm to 2.00 pm - Lunch</b>				
5	Session 3	2.00 pm to 2.45 pm	Enhancing communication skills for social mobilization and community engagement	Dr. G. Umamaheshwararao
6	Session 4	2.45 pm to 3.45 pm	Gender Sensitization	Dr. G. Umamaheshwararao
7	Session 5	3.45 pm to 4.05 pm	Stress Management	Dr. B Ramanamurthi
8	Session 6	4.05 pm to 4.30 pm	Feedback forms/ Testimonials	Dr. B Ramanamurthi

## Day -2

Module 2 - Occupational Health and Safety of Ground Functionaries				
S. No	Session	Time	Agenda	Resource Person
1	Registration and Revision Session	10.00 to 10.30 am	Registration and Recap	Mr. B Ramesh & Dr. N Praveen Kumar
2	Session 1	10.30 am to 11.00 am	Familiarizing with PPE	Mr. Alladi DevaKumar
<b>11.00 am to 11.15 - Tea Break</b>				
3	Session 2	11.15 to 11.45 am noon	Introduction and Group Building	Dr. N PraveenKumar
4	Session 3	11.45 to 12.45 pm	Understanding why workers do not like to use PPE	Mr. Alladi DevaKumar
<b>12.45 pm to 1.45 pm - Lunch</b>				
5	Session 4	1.45 to 2.30 pm	Informing workers about usage of PPE	Mr. K KrishnaKanth
6	Session 5	2.30 to 2.45 pm	Retrospection and winding up	Dr. N PraveenKumar
7	Session 6	2.45 to 3.15 pm	Feedback Forms / Testimonials	Mr. B. Ramesh

**Day - 3****Module 3 - Social Security Provisions and Schemes for Ground Functionaries**

S. No	Session	Time	Agenda	Resource Person
1	Registration and Revision Session	10.00 to 10.30 am	Registration and Recap	Dr. Ramesh and Dr.N Praveen Kumar
2	Session 1	10.30 to 11.00 am	Introduction to Social Security	Mr. K Krishna Kanth
<b>11.00 am to 11.15 - Tea Break</b>				
3	Session 2	11.15 to 12.00 am	Quiz on Social Security Programmes	Mrs. G Yasodhara
4	Session 3	12.00 to 1.00 pm	Snapshot of Social Security Schemes	Mrs. J. Nagalaxmi
<b>1.00 pm to 2.00 pm - Lunch</b>				
5	Session 4	2.00 to 3.00 pm	Application Process of Social Security Programmes	Mr. B. Ramesh
6	Session 5	3.00 pm to 3.15 pm	Valedictory Address	Mrs. J. Nagalaxmi
7	Session 6	3.15 pm to 3.30 pm	Vote of Thanks	Dr. N. PraveenKumar

# Vijayawada

## Day -1

Module 1- Enhancing Leadership for frontline workers to create an inclusive workplace				
S. No	Session	Time	Agenda	Resource Person
1	Registration Session	10.00 to 10.30 am	Registration	Mrs. J Manjula
2	Orientation Session	10.30 am to 11.00 am	Welcome Note & Introduction	Mr. Alladi Deva Kumar
3	Session 1	11.00 am to 11.45 am	Importance of Self Identification	Mr. Alladi Deva Kumar
<b>11.45 am to 12.00 – Tea Break</b>				
4	Session 2	12.00 pm to 1.00 pm	Awareness – building regarding various provisions and laws	Dr. G Umamaheshwararao
<b>1.00 pm to 2.00 pm - Lunch</b>				
5	Session 3	2.00 pm to 2.45 pm	Enhancing communication skills for social mobilization and community engagement	Dr. G Umamaheshwararao
6	Session 4	2.45 pm to 3.45 pm	Gender Sensitization	Dr. G Umamaheshwararao & Dr. N Praveen Kumar
7	Session 5	3.45 pm to 4.05 pm	Stress Management	Dr. G Umamaheshwararao
8	Session 6	4.05 pm to 4.30 pm	Feedback forms/ Testimonials	Dr. N Praveen Kumar

## Day - 2

Module 2 - Occupational Health and Safety of Ground Functionaries				
S. No	Session	Time	Agenda	Resource Person
1	Registration and Revision Session	10.00 am to 10.30 am	Registration and Recap	Mrs. B Deva Lakshmi & Dr. N Praveen Kumar
2	Session 1	10.30 am to 11.00 am	Familiarizing with PPE	Mr. Ch. Samuel AnilKumar
<b>11.00 am to 11.15 - Tea Break</b>				
3	Session 2	11.15 to 11.45 am	Introduction and Group Building	Mr. Ch. Samuel AnilKumar
4	Session 3	11.45 to 12.45 pm	Understanding why workers do not like to use PPE	Dr. B Ramanamurthi
<b>12.45 pm to 1.45 pm - Lunch</b>				
5	Session 4	1.45 to 2.30pm	Informing workers about usage of PPE	Dr. N Praveen Kumar
6	Session 5	2.30 to 2.45pm	Retrospection and winding up	Dr. N Praveen Kumar
7	Session 6	2.45 to 3.15pm	Feedback Forms / Testimonial	Dr. N Praveen Kumar



**Day - 3**

<b>Module 3 - Social Security Provisions and Schemes for Ground Functionaries</b>				
<b>S. No</b>	<b>Session</b>	<b>Time</b>	<b>Tentative Agenda</b>	<b>Resource Person</b>
1	Registration and Revision Session	10.00 to 10.30 am	Registration and Recap	Mrs. B Deva Lakshmi & Dr. N Praveen Kumar
2	Session 1	10.30 to 11am	Introduction to Social Security	Dr. B Ramanamurthi
<b>11.00 - 11.15 am - Tea Break</b>				
3	Session 2	11.15 to 12noon	Quiz on Social Security Programmes	Mrs. G Yasodhara
4	Session 3	12.00 to 1.00pm	Snapshot of Social Security Schemes	Mrs. G Yasodhara
<b>1 pm- 2 pm - Lunch</b>				
5	Session 4	2.00 to 3.00pm	Application Process of Social Security Programmes	Mrs. G Yasodhara
5	Session 4	3.00 to 3.15pm	Feedback forms/ Testimonials	Mrs. G Yasodhara
6	Session 5	3.15 pm to 3.30 pm	Valedictory Address	Dr. N Praveen Kumar
7	Session 6	3.30 pm to 3.45 pm	Vote of Thanks	Mrs. B Deva Lakshmi

## Annexure 7: List of participants for Ground functionaries workshop

### Guntur Municipal Corporation

S. No	Name	Designation
1	D. Parvathi	Pushcart
2	B. Usha	Pushcart
3	K. Rani	Pushcart
4	O. Parvathi	Pushcart
5	M. Deevena	Pushcart
6	S. Siva Sri	Pushcart
7	G. Sathyavathi	Pushcart
8	P. Sathyavathi	Pushcart
9	J. Sri Lakshmi	Pushcart
10	N. Adinarayana	Side Drainge Cleaner
11	U. Venkateswarlu	Side Drainge Cleaner
12	B. Prabhudas	Side Drainge Cleaner
13	K. Ramadas	Side Drainge Cleaner
14	K. Sivaiah	Side Drainge Cleaner
15	D. Naveen	Side Drainge Cleaner
16	M. Durga Prasad	Side Drainge Cleaner
17	N. Manikanta	Side Drainge Cleaner
18	A. Abraham	Side Drainge Cleaner
19	M. Muthyala Babu	Side Drainge Cleaner
20	B. Samson	Side Drainge Cleaner
21	B. Poorna Chandra Rao	Pushcart
22	P. Mangamma	Pushcart
23	K. Nagamani	Pushcart
24	A. Eswararao	Pushcart
25	A. Bala Krishna	Pushcart

S. No	Name	Designation
26	V. Adhi Laxmi	Pushcart
27	R Srinu	Side Drainge Cleaner
28	Nune Laxmi	Pushcart
29	B Venkat Rao	Pushcart
30	B Bhoopathi	Side Drainge Cleaner
31	K Sumalatha	Pushcart
32	B Venkatesh	Pushcart
33	M Adhi Laxmi	Pushcart
34	P Sudharshan	Side Drainge Cleaner
35	B Siva laxmi	Pushcart
36	T Estharu Rani	Pushcart
37	N Daniel	Pushcart
38	P Nagamani	Pushcart
39	B Durga Prasad	Pushcart
40	A Krishna Rao	Pushcart
41	A Nagaraju	Pushcart
42	R Varadamma	Pushcart

## Vijayawada Municipal Corporation

S. No	Name	Designation
1	G Balaji	Sewer Cleaner
2	N Narendra	Sewer Cleaner
3	K Hari Singh	Sewer Cleaner
4	J Jayaraju	Sewer Cleaner
5	P Nagaraju	Sewer Cleaner
6	M Nagaraju	Sewer Cleaner
7	P Bramhaiah	Sewer Cleaner
8	K Jaya rao	Sewer Cleaner

S. No	Name	Designation
9	G Mohan	Sewer Cleaner
10	B Mallaiah	Sewer Cleaner
11	K Nagaraju	Sewer Cleaner
12	V Jaya Jyothi	Silt Worker
13	K Udaya Jyothi	Silt Worker
14	P Dhanalaxmi	Silt Worker
15	K Jayamma	Silt Worker
16	V Uma	Silt Worker
17	P Kamala Kumari	Silt Worker
18	M Parvathi	Silt Worker
19	J Chinnamma	Silt Worker
20	N Nageswaramma	Silt Worker
21	K Sujatha	Silt Worker
22	N Amrutha	Silt Worker
23	S B Sarojini	Silt Worker
24	D Sirisha	Silt Worker
25	M Saramma	Silt Worker
26	M Rajani	Silt Worker
27	D Sarada	Silt Worker
28	T Ashok Kumar	Sewer Cleaner
29	N Ramesh kumar	Sewer Cleaner
30	P Srinu	Sewer Cleaner
31	K Harish	Sewer Cleaner
32	B Srinu	Sewer Cleaner
33	Y Vijay Lakshmi	Silt Worker
34	R Lakshmi Kumari	Silt Worker
35	K Rani	Silt Worker
36	Ch Usha rani	Silt Worker
37	G Lakshmi Bhavani	Silt Worker

## Annexure 8: Feedback form for Ground functionaries workshop

### Guntur

Individual Feedback Forms at Guntur – 30<sup>th</sup> June to 2<sup>nd</sup> July 2022.

Feedback Forms on three days workshop “SUSTAINABLE CITIES INTEGRATED APPROACH PILOT PROJECT IN INDIA (SCIAP) - WORKSHOP FOR GROUND FUNCTIONARIES” conducted at Guntur from 30<sup>th</sup> June to 2<sup>nd</sup> July 2022.

S. No	Response in Numbers	IR1	NR2	Poor	Fair	Good	Very Good	Excellent
1.	Overall impact of the workshop?	2	0	0	4	1	5	26
2.	How useful did you find the workshop?	1	0	0	2	3	12	20
3.	How did you find the presentation, facilitation and discussion?	1	1	0	2	6	8	20
4.	How useful did you find the resource material and handouts?	1	0	1	2	5	8	21
5.	Relevance of the topics discussed?	1	0	0	1	2	13	21
6.	Arrangements at the venue?	1	0	2	2	3	8	22

S. No	Response in Percentage	IR1	NR2	Poor	Fair	Good	Very Good	Excellent
1.	Overall impact of the workshop?	5.26	0.00	0.00	10.5	2.63	13.16	68.42
2.	How useful did you find the workshop?	2.63	0.00	0.00	5.26	7.89	31.58	52.63
3.	How did you find the presentation, facilitation and discussion?	2.63	2.63	0.00	5.26	15.79	21.05	52.63
4.	How useful did you find the resource material and handouts?	2.63	0.00	2.63	5.26	13.16	21.05	55.26
5.	Relevance of the topics discussed?	2.63	0.00	0.00	2.63	5.26	34.21	55.26
6.	Arrangements at the venue?	2.63	0.00	5.26	5.26	7.89	21.05	57.89

Note: The feedback form was translated into local language and was read aloud/given to sanitation workers at the workshop.

<sup>1</sup> Few participants marked more than one option for a question. All such responses are considered as invalid and marked as 'IR' (Invalid Response).

<sup>2</sup> NR indicates No Response or feedback to a question skipped.



## Vijayawada

### Individual Feedback Forms at Vijayawada – 14<sup>th</sup> to 16<sup>th</sup> June 2022.

Feedback Forms on three days workshop “SUSTAINABLE CITIES INTEGRATED APPROACH PILOT PROJECT IN INDIA (SCIAP) - WORKSHOP FOR GROUND FUNCTIONARIES” conducted at Vijayawada from 14<sup>th</sup> to 16<sup>th</sup> June 2022<sup>1</sup>

S. No	Response in Numbers	IR1	NR2	Poor	Fair	Good	Very Good	Excellent
1.	Overall impact of the workshop?	2	3	-	-	10	14	3
2.	How useful did you find the Workshop?	2	1	-	1	14	10	4
3.	How did you find the presentation, facilitation and discussion?	-	2	-	1	11	15	3
4.	How useful did you find the Resource material and handouts?	3	3	-	1	8	14	3
5.	Relevance of the topics discussed?	1	1	-	3	7	15	5
6.	Arrangements at the venue?	2	1	1	1	4	8	15

S. No	Response in Percentage	IR1	NR2	Poor	Fair	Good	Very Good	Excellent
1.	Overall impact of the workshop?	6.25	9.38	-	-	31.25	43.75	9.38
2.	How useful did you find the workshop?	6.25	3.13	-	3.13	43.75	31.25	12.50
3.	How did you find the presentation, facilitation and discussion?	-	6.25	-	3.13	34.38	46.88	9.38
4.	How useful did you find the resource material and handouts?	9.38	9.38	-	3.13	25.00	43.75	9.38
5.	Relevance of the topics discussed?	3.13	3.13	-	9.38	21.88	46.88	15.63
6.	Arrangements at the venue?	6.25	3.13	3.13	3.13	12.50	25.00	46.88

Note: The feedback form was translated into local language and was read aloud/given to sanitationworkers at the workshop.

<sup>1</sup> Three participants opted not to fill the feedback.

<sup>2</sup> Few participants marked more than one option for a question. All such responses are considered as invalid and marked as 'IR' (Invalid Response).

<sup>3</sup> NR indicates No Response or feedback to a particular question skipped







## Resources and Waste



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