



सत्यमेव जयते



National Action for Mechanized Sanitation Ecosystem (NAMASTE)

Standard Operating Procedure for Organizing Survey/Profiling Camp



Making cities work
for everyone

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1. Introduction

National Action for Mechanized Sanitation Ecosystem (NAMASTE) is a Central Sector scheme that is going to be jointly implemented by the Ministry of Social Justice & Empowerment (MoSJE) and the Ministry of Housing Urban Affairs (MoHUA). The implementing agency for the scheme is National Safai Karamcharis Finance & Development Corporation Limited (NSKFDC). NAMASTE scheme will be implemented across all 4861 ULBs (all Cities and Towns, including Cantonment Board (Civilian areas)).

2. Goal of the Scheme

The goals of the NAMASTE Scheme are follows:

- 2.1 To ensure the safety and dignity of sanitation workers in urban India by creating an enabling ecosystem that recognizes sanitation workers as one of the key contributors to the operations and maintenance of sanitation infrastructure.
- 2.2 To provide access to entitlements, and alternative livelihoods support through providing capital subsidy for procurement of sanitation related project under Swachchhta Udyami Yojana (SUY) scheme to reduce the vulnerabilities of sanitation workers and break the intergenerationality in sanitation work.
- 2.3 To bring about a behavior change amongst stakeholders towards sanitation workers and enhance demand for safe sanitation services.
- 2.4 To promote mechanized cleaning of sewer lines and septic tanks to curb hazardous cleaning and ensure zero sanitation deaths.

3. Target Group

The scheme focuses on Septic Tank and Sewer Cleaning Workers (SSW) providing services for cleaning of sewer and septic tanks through Emergency Response Sanitation Units (ERSUs). ERSU have to be constituted in major ULB of district for service in Urban and Rural areas.

4. Components of NAMASTE Scheme

4.1 Profiling of Sewer Entry Professionals/Septic Tank Workers (SSWs)

The scheme aims to digitally enumerate all SSWs employed by ULBs, parastatal agencies and empanelled Private Sanitation Service Organizations (PSSOs). The creation of first of its kind database of SSW profiles is critical for developing a strong base for the implementation of other components of NAMASTE scheme. The database will enable MoSJE, NSKFDC and MoHUA (including DAY-NULM and SBM 2.0) to reach the SSWs and their dependents and provide them with the necessary support for collectivization, skill building and linking with social and financial benefits. The ULB needs to prepare a list of SSWs on the payroll, employed by empanelled Private Sanitation Service Organizations. The list must be shared/uploaded on NAMASTE Website. The SSWs will then be digitally enumerated through a mobile app. The profile of SSW, including the details of their dependents and access to

various entitlements, would be uploaded on the NAMASTE portal during a camp organized at ULB level.

4.2 Health Insurance coverage of SSWs under PM-JAY

To provide safety nets to SSWs and their families in case they fall sick or meet with an accident; each SSW will be covered under the Ayushman Bharat- Pradhan Mantri Jan Arogya Yojana (AB-PMJAY), and premium for those SSWs who are not covered earlier shall be borne by MoSJE under NAMASTE after verification to avoid duplication.

4.3 Training of SSWs, Sewer Entry Professionals and Duty Supervisors

NAMASTE scheme will adopt a competency-based approach matching global standards for occupational health and safety training of SSWs, creating an ecosystem for delivering simulation-based training, practical assessments and certification. This also includes training of SSWs including Sewer Entry Professionals (SEPs) and training of other Sanitation Response Unit (SRU) members including Responsible Sanitation Authority and Duty Supervisors.

4.4 Capital Subsidy on Loans to SSWs for procurement of Sanitation Related Vehicles/ Equipments through Swachchhta Udyami Yojana

4.5 Provision of Personal Protective Equipment (PPE) for SSWs

NAMASTE aims at ensuring occupational safety of SSWs by providing them with PPE kit comprising of gloves, body suits, safety shoes, mask, safety goggles etc.

5. Organizing City-Level NAMASTE Camp

The ULB/Parastatal organizations shall organize a profiling camp for the enumeration of sewers and septic tank workers who are on the payrolls of ULBs, parastatals and the empanelled private sanitation service organization (PSSO). The ULB shall be responsible to provide basic sanitation profile of the city, including list of PSSOs and the list of SSWs employed by ULB (on the payroll, outsourced to empanelled PSSO).

5.1 Objective of the camp

- To create a detailed profile of septic tank and sewer cleaning workers (SSW) with the help of a digital questionnaire through a mobile app
- To facilitate the linkage of SSW with AB-PMJAY
- Awareness generation about NAMASTE Scheme components among primary stakeholders such as ULB and SSW

5.2 Outcomes of the camp

- Validated data base with detailed profiles of SSW updated on dedicated NAMASTE portal
- Awareness generation about NAMASTE Scheme components among primary stakeholders such as ULBs, PSSOs and SSWs

6. Role of ULB

The ULBs will be responsible for data collection for the socio-economic profiling of SSWs and their families through a Mobile App or through a Laptop. The ULB may choose to organize the NAMASTE Camp at more than one place in the city and on multiple days to ensure that all SSWs are able to attend the camp at their convenience and without loss of pay; for instance, at the ward offices,

ULB office premise or any other public space. The ULB will instruct PSSOs operating within their jurisdiction to inform the SSWs about the date, time and venue of the camp and ensure their participation during the Camp.

The role of the ULB in profiling of SSW is as follows:

- The ULB shall submit city profile, list of PSSOs operating in the city and basic details of SSWs employed by the ULB, parastatal agencies and PSSOs through NAMASTE Portal
- Nomination of designated officials for data collection and camp management
- Training of officials on the Survey app and for executing the digital survey. Mandatory attendance of ULB officials in the training of the survey app: NSKFDC will provide the login credentials to ULB officials and will also train the enumerators and ULB officials through webex (one day webinar). Further information about SoP of filling of forms will be explained simultaneously.
- Mobilization of SSW through IEC and PSSOs etc.
- Organize camp after finalizing date, venue and time of camp. Mandatory attendance of resource persons at profiling camp for conducting the profiling through mobile app/Laptop.
- Provision of seating arrangement and mobile with internet connection etc.
- Issue notification for complete attendance of SSWs in the camp
- Submission of NAMASTE camp report with details of venue, date and photos of camp etc.

7. Role of NSKFDC:

- Creation of Login IDs of ULB SPOC (Single Point of Contact)
- Training and Orientation of ULB SPOC on survey app and questionnaire
- Quality check of data entered through the mobile app
- Flag errors in data entry during data collection in camp mode
- Coordinate with ULB SPOC for the resolution of errors
- NSKFDC would circulate a training calendar and also create User ID and Password of ULB officials for profiling of workers on their mobile phones to carry out the survey

8. Steps of Organization of Camp

8.1 Pre-Camp Activities by ULB

- **Sharing city profile:** The ULB has to submit a city profile, a list of PSSOs operating in the city, basic details of SSWs including SEPs employed by the ULB, parastatal agencies and PSSOs in digital form to NSKFDC as a preparatory activity.
- **Finalization of camp date(s):** The dates of organizing the camp would be decided by ULB and intimated to the Ministry of Social Justice and Empowerment and the Ministry of Housing and Urban Affairs. After the date is finalized the ULB would issue a notification to ensure mandatory attendance of SSW on the payroll of ULB and engaged by PSSO as well as representatives of PSSO.
- The SSW must be informed about the required documents to be brought on the day of the camp.
 - Aadhar card/ Ration Card
 - Proof of Bank Account (passbook of bank account and cancelled Cheque)

8.2 Camp Management (On the day of the Camp)

8.2.1 Infrastructure for camp: ULBs must make adequate infrastructure available on the day of camps. These include but are not limited to:

- Speedy internet connection and Charging points for mobile/tablet
- A counter with resource person having android mobile/ tablet and the NAMASTE App installed on it. The ratio of deployment of Resource Person (RP) should be 1 resource person for ten SSWs (1RP:10 SSW)
- Organizing of camp as per SoPs.
- Standee/Banner about NAMASTE scheme.

8.2.2 Counters at the Camp

- **Registration Counter:** The registration of SSW should be facilitated through a dedicated counter created for registration. The ULB should depute one staff at the registration desk for taking attendance of SSW
- **Survey Counter:** The ratio of Resource Persons to SSW is 1 RP for profiling of ten SSW. The survey counter should have a dedicated staff to take photos of SSW and other required documents.

Responsibility of NSKFDC on Camp day

- **Help desk:** A centralized help desk would be created at the NSKFDC office for online and telephonic assistance with respect to any queries related to the survey app at the time of the survey. The phone numbers would be circulated to ULB so that they can reach out for assistance.
- **Error Flagging:** The help desk managed by NSKFDC would also ensure quality check of data collected and flag errors in data entry to the concerned SPOC of ULB so that the timely resolution can be done during data collection.

8.2.3 Reporting of the camp activities:

The nodal officer should upload a report of camp on NAMASTE Portal. The report would comprise of venue, date and time of camp, counters set up at the camp, number of applications at social entitlement counter, 2-minute video of survey counter, and photos of the camp.

9. A copy of the Survey form is attached as **Annexure**.

SURVEY QUESTIONNAIRE (For mobile app)

IDENTIFICATION OF SEWER AND SEPTIC TANK SANITATION WORKERS

National Action for Mechanised Sanitation Ecosystem (NAMASTE)

Ministry of Social Justice and Empowerment through National Safai Karamcharis Finance and Development Corporation (NSKFDC)

CONSENT FOR THE SURVEY

- This survey is being conducted by the Ministry of Social Justice and Empowerment, Government of India through National Safai Karamcharis Finance and Development Corporation (NSKFDC). The purpose of this survey is to check the eligibility under the **NAMASTE scheme**.
- The Scheme aims to provide occupational safety benefits and health insurance to the workers engaged in cleaning of septic tanks and maintenance of sewerage network for social security coverage. Dependents would be provided benefits as under scheme guidelines of NAMASTE.
- Your participation in this survey is voluntary. You may choose not to participate. You have the option not to answer any question which you feel uncomfortable answering, however this may lead to the form remaining unsubmitted.
- Your responses and personally identifiable information, such as, name, mobile number or ID cards and information about your family or employers will be kept confidential. No personal information will be made public or sold by the agencies. I give my consent to MoSJE, GoI, NSKFDC to collect and use this data as per the privacy policy.

Checkbox [Agree/ Disagree]

Select State	Drop Down	Select District	Drop Down	Select City	Drop Down
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Section A: General Information

1. **Name of the sanitation worker/ Safai karamchari:** *Text Entry*
2. **Father's Name:**
3. **Gender:** a) Male b) Female c) Transgender
4. **Date of Birth:** *Date picker*
5. **Mobile Number:**
6. **Alternative Contact No. (Family member):**
7. **What is your social background? (Single select)**
a) SC b) ST c) OBC d) Minority e) General f) Others _____

8. Address

Please mention your current address below:

House Number
Ward Number/ Basti Name:
Street Name/ Village Name:
Area Name/ Gram Panchayat
City/ Block Name:
District
State
Pin code

Have you migrated? a) Yes b) No

If yes, please enter your permanent address below:

House Number
Ward Number/ Basti Name:
Street Name/ Village Name:
Area Name/ Gram Panchayat
City/ Block Name:
District

State
Pin code

9. Are you at your residence when the survey is being conducted? a) Yes b) No
If yes, click to get geolocation: Geo-tagging button
10. Marital status: a) Single/Unmarried b) Married c) Widowed d) Divorced
11. What is your educational status?
 a) Not literate b) Functional literacy c) Till 5th Std d) Till 8th Std
 e) Till 10th Std f) Till 12th Std g) Diploma- Vocational h) Diploma- Professional
 i) Graduation j) Post-Graduation

Section B: Job Role Information

12. Are you engaged in any of the following activities?
 a) Cleaning of Septic tank
 b) Sewer Line Cleaning and Maintenance
 c) Both
13. What is your job role?[multiple select]
 a) Empty and clean septic tanks - manually
 b) Empty and clean septic tanks using a machine
 c) Clean the sewers and maintenance holes – manually
 d) Clean the sewers and maintenance holes using a machine
 e) Help the cleaner of sewer
 f) Help the cleaner of septic tank
14. When and where did you last clean a septic tank/sewer lines or Maintenance holes? Please note down the last two incidences
 i. Incidence 1
 Date: _____
 Ward no. of the septic tank: _____ Location of the septic tank: ____
 ii. Incidence 2
 Date: _____
 Ward no. of the septic tank: _____ Location of the septic tank: ____
15. Who has employed you to clean septic tanks/sewer or Machine holes?
 a) Directly by the government/ ULB or parastatal agency (like Jal Nigam)
Nudges for the enumerator- Municipal Corporation or Municipality or Central Government Institution or government Para-statal agency or cantonment board or NAC or autonomous body
 b) Self Help Groups
 c) Private contractor/ Private institution/ Private industries/ Educational institution except SHGs/ RWA
Hint for private industries: Railway Townships, etc.)
 d) Self-employed/ Informal/ casual Labour (manual cleaning)
 e) Self-employed (procured machines and provided services independently)
16. What is the modality of engagement with your current employer?
 a) Permanent b) Contractual
 c) NMR (Non-muster roll)- only employed by ULB d) Daily wager
17. Who is your Employer/ Supervisor? _____ Mobile no. of supervisor: _____
18. Please specify the number of average working days in a month: (0-31) _

19. Do you have any proof of employment? (Drop down, multiple select)

- a. Receipt of payment/ Salary slip
- b. Letter from the employer / ID card from the ULB/ private institution
- c. Letter from the SHG
- d. Service Book
- e. Job Contract
- f. No proof available

If “a” to “e” is selected, ask for a picture

20. How are you paid for the work you do? (Drop down, multiple select)

- a) Money transferred to bank account
- b) Cheque
- c) Paid in cash
- d) Paid in kind (clothes, food grain etc.)

21. What is your monthly income?

- a) Less than Rs. 5000
- b) Rs. 5001-10000
- c) Rs. 10001-15000
- d) More than Rs. 15000

22. Are you given paid/ sick leaves?

- a) Yes
- b) No

23. Are you covered under EPF?

- a) Yes
- b) No

24. Do you have insurance?

- a) Yes
- b) No

If the answer to 24 is “Yes,” then go to Q24.1 and 24.2. Else go to Q25

24.1. What is the type of insurance you have taken/ covered with?

- a) Health Insurance
- b) Life Insurance
- c) Accidental insurance
- d) Employees State Insurance Corporation (ESIC)
- e) Any Other, please specify_____

24.2 Who is paying for the premium? (Multiple select)

- a) Employer
- b) Self
- c) Both
- d) Others
- e) Don't know

Section C Part 1: Socio-Economic Information

25. How did you get into Sewer/Septic Tank Cleaning work? (Drop Down, multiple selections)

- a) Since my parents were also engaged in this work (inter-generational/ traditional)
- b) I wasn't born into a sanitation worker's family. But I was married into a sanitation worker's family.
- c) This was the only work that I could get
- d) To help a friend/ distant relative
- e) It is lucrative for livelihood
- f) Other, specify _____

26. Do you have the following: ?

Type of document	Yes	No	Enter ID no.	If yes, take a picture
Aadhaar card			Insert 12 digits of your Aadhar number	
PAN card			Insert PAN No.	
Voter card			Insert voter ID No.	Optional
Caste certificate				Optional
Bank account			Bank Name: IFSC code: Account no.:	

27. If you have a ration card?

- a) Priority Household Card Rice (PHHRICE)

- b) APL (Above Poverty line) ration card
- c) BPL (Below Poverty line) ration card
- d) Antyodaya (AAY) ration card
- e) Any other, please specify _____
- f) No card

Share a photograph of the Ration card.

(Click Picture of front and back pages)

28. What type of house do you live in? (Single select)

- a) Kutcha house
- b) Semi-pucca house
- c) Pucca House

29. Are you currently suffering from any disease?

- a) Yes
- b) No

If yes, go to Q. 29.1

29.1. If yes, what are you suffering from? (Drop down, multiple select)

- a) Diabetes
- b) BP
- c) Liver related
- d) Cancer
- e) Cardiac problems
- f) Skin diseases
- g) Respiratory disease
- h) TB
- i) HIV
- j) Mental illness
- k) Muscle pain
- l) Others, specify _____

30. Have you taken occupational safety training for cleaning sewer septic tank? Yes / No

31. Are you a member of SHG?

- a) Yes
- b) No

If yes, go to Q32, else skip to Q33

32. What are the economic activities pursued by SHG?

- a) Only activities related to savings and loan
- b) Livelihood activity, please specify which livelihood activity
 - i. Housekeeping
 - ii. Mushroom cultivation
 - iii. Cleaning of CT/ PT
 - iv. O&M of STP/ FSTP
 - v. O&M of MRF/ MCC
 - vi. Construction
 - vii. Dairy
 - viii. Poultry
 - ix. Tailoring
 - x. Others

33. Are you aware of loans provided for the procurement of sanitation machinery and vehicles?

- a) Yes
- b) No

34. Are you interested in any of the following economic activities related to sanitation to avail loans?

- a) Procurement of machines for cleaning septic tanks
- b) Procurement of machines for cleaning sewers
- c) Procurement of Vehicles for garbage collection
- d) Any other, please specify _____
- e) Not interested

If e,

a. Why are you not interested?

- a) Lack of knowledge on how to procure machines
- b) Lack of confidence to pay capital/ repay a loan
- c) Lack of enterprise management skills
- d) Lack of capital to procure machine
- e) Not Sure whether I will get the work
- f) Any other, please specify _____

35. Have you previously taken any loans from a bank?

- a) Yes b) No

If Yes,

a. Have you repaid the loan?

- a) Yes, completely
b) Yes, regular repayments
c) No
d) Default in repayment of some installments

If No,

b. What are the reasons?

- a) Health Issues (expenditure on illness)
b) Family Issues (expenditure on marriage, other social functions)
c) House Construction
d) Lack of skills to manage enterprise
e) Any other, please specify _____

36. Are you engaged in any alternate livelihoods too?

- a) Yes b) No

If Yes,

a. What kind of livelihood are you engaged in? (Dropdown, Multiple select)

- a) Street sweeping/ Waste picking/ any other sanitation work
b) Mushroom cultivation
c) Construction Laborer
d) Street Vending
e) Cottage industry
f) Agriculture Labour
g) Farming
h) Domestic worker
i) Piggery
j) Other, specify _____

37. Click an image of the sanitation workers (Click Picture)

Section C Part 3: Dependent Information

38. Do you have a family? a) Yes b) No

If yes,

a. How many members are in your family? (Household*) (Numeric value) _____

For each Family Member, Details: (excluding SSW)- Questions directed to Dependents

S. No.	Name of all family members (Starting from Head)	Relationship with you	Age	Sex (M/F)	Married (Yes/No)	Category (Senior citizens, Widow, Person with Disability, not applicable)	Level of Education (Drop Down as Q11)	Scheme you get benefit from (national) (Drop Down)	Scheme you get benefit from (state) (Drop Down)
1									
2									
3									
4									
5									
6									
7									
8									

9									
10									

Note:

Household: A household consists of all the people who occupy a housing unit using same kitchen. *(Source: Census of India)*

SSW Dependent Social Entitlement Grid (Individual Schemes)- Household Grid: This section contains questions related to the household members in the SSW family and access to social welfare schemes. Ask the respondent to list out all the members in his/her family, family members that live in the same house and share a kitchen

Section D: Interest in Alternate Livelihoods

(For both SSW and Dependents)

39. Would you be interested in taking:

a) Loan for self-employment

b) Training for self-employment/job c) Both