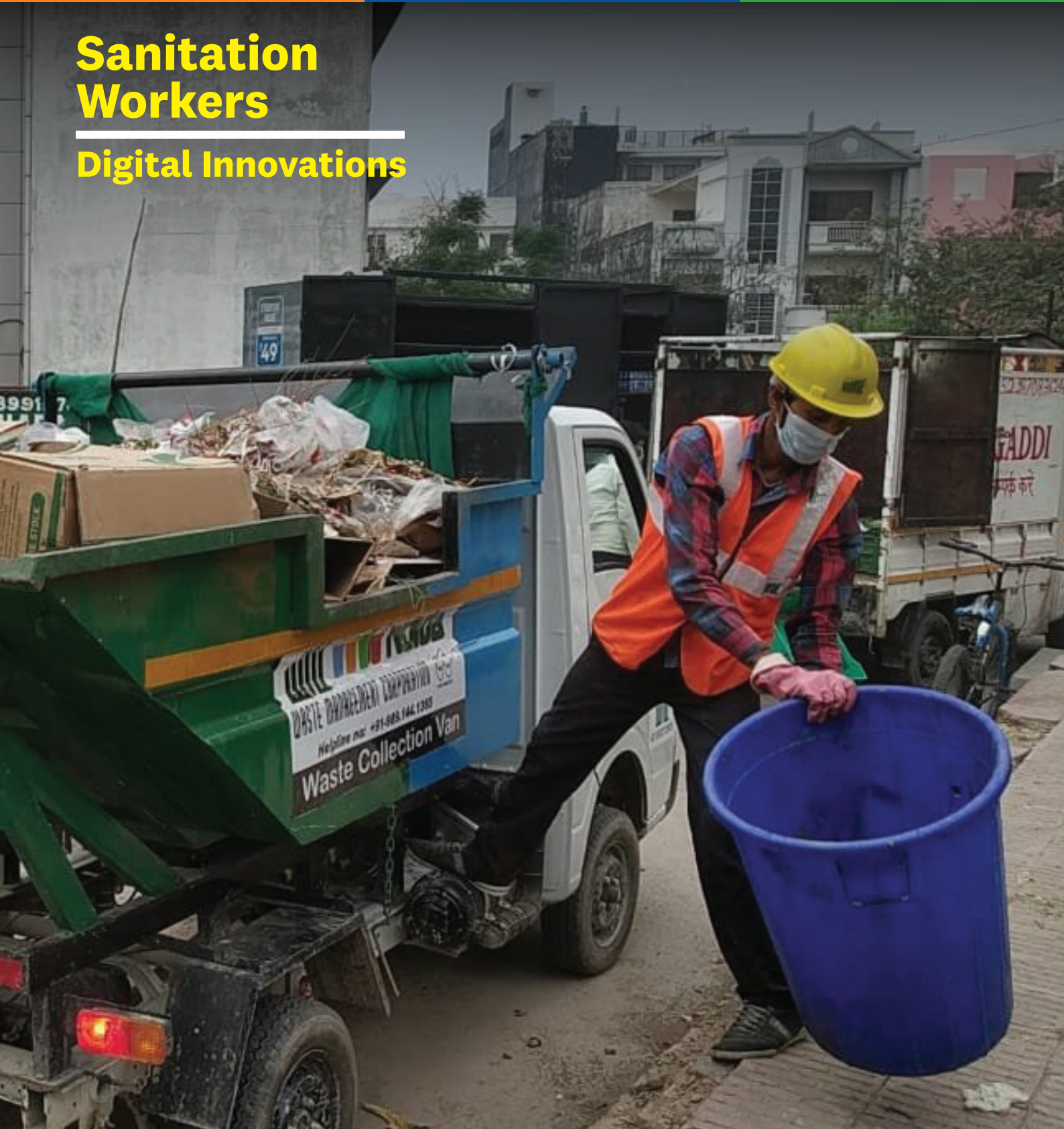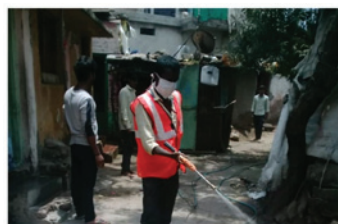# Swachhata Sandesh

A monthly newsletter of the Ministry of Housing and Urban Affairs (MoHUA), Government of India

Sanitation Workers

Digital Innovations

editorial

The launch of Swachh Bharat Mission-Urban (SBM-U) is an indication of the fact that the Indian Government is assisting cities with the help of State Governments to improve sanitation and Solid Waste Management (SWM) services. SWM has emerged as one of the foremost challenges not only because of environmental and aesthetic concerns but also due to the huge quantities generated annually. The latest available official data of solid waste generation from the Swachhata Sandesh Newsletter of the Ministry of Housing and Urban Affairs, Government of India is 1,48,945 metric tonnes per day in a total of 84,475 wards upto December 2019. According to this newsletter, a total of 62,657 wards have achieved a 100 percent practice of waste segregation at the household level in Indian cities. Whereas, 81,073 wards have achieved 100 percent door to door waste collection. It is important to note that Indian cities across the country are struggling with the increasing volume of waste. A large amount of waste is dumped in the open or in unscientific dumping sites.

Ministry of Housing and Urban Affairs (MoHUA), Government of India has taken various steps to improve the status of SWM in India so that the goal of 'Clean India' is achieved. Shri V.K. Jindal, Joint Secretary and National Mission Director-SBM (Urban) visited Ujjain (Madhya Pradesh) and Navi Mumbai (Maharashtra) during the period of 14-23 January 2020 to review the progress of SBM in these cities with the Standing Committee on Urban Development. Shri Jindal had a first-hand experience of a Smart Home Compost unit at the Navi Mumbai Municipal Corporation. He suggested promoting the 'Smart Compost System' on a large scale in Bulk Waste Generators. The SBM-U MIS project won the Computer Science Society of India's (CSI) e-Governance Award. SBM-U MIS project was selected in the first phase SBM-U MIS project was selected in the first phase where 32 projects were chosen. The projects were evaluated by a committee of experts assigned by CSI in Hyderabad. The Indore Municipal Corporation has given the task of garbage collection to three NGOs. In the first phase, these NGOs have started collecting dry waste from 22,000 households by paying Rs.2.5 per kg of waste to the house owner. The innovative 'Mo Khata' (my compost) program of Paradip Municipality has become a model for urban solid waste management in Orissa. Officials of 114 ULBs in the state are on a visit to the port town to learn the technique used in the program that aims to streamline waste management systems and utilize the organic waste to produce compost for agricultural use by farmers.

This newsletter brings news of such stories from different cities in India and showcases the progress of SBM, highlighting the champions and ambassadors of change. It also serves as a vehicle for promoting ground level practices and knowledge from those interested in making India clean and litter-free.

The Newsletter is available on the Mission website (http://swachhbharaturban.gov.in) and can be downloaded for further dissemination. The newsletter is an outcome of collective efforts made by states and cities. We thank them for their contribution and welcome suggestions for the forthcoming issues.

Editorial Team, Swachh Bharat Mission (Urban)

NAVI MUMBAI
Municipal Corporation (NMMC)

Navi Mumbai is a city of the 21st century. Despite undergoing massive infrastructural and residential development over the past few years, Navi Mumbai Municipal Corporation (NMMC) has shown incredible resolve when it comes to effective waste management and sanitation services. Today, when the entire country is fighting against the COVID-19 pandemic, NMMC has made sure that it not only takes care of the general cleanliness and medical norms, but also addresses an issue which often times than not is overlooked in our society – mental health.

NMMC is providing help in the form of clinical psychologists. These can be difficult times for all of us as we hear about spread of COVID-19 from all over the world, through television, social media, newspapers, family and friends and other sources. The fact that there is no treatment available as of now is especially daunting to the people who fall under vulnerable categories for the SARS-CoV-2 virus. The most common emotion faced by all is fear. It is to deal with this fear and anxiety that NNMC is providing free of cost consultation and addressing citizens' concerns. A separate call center has been established for them with a facility for doctors to even visit the concerned patient's house.

Going a step forward, NMMC is also providing tele psychiatry services. It has been observed that a pandemic situation can affect people in different ways. For some patients, even after they have recovered and are discharged, they have several fears. Some are worried about-facing discrimination, others are concerned about their family, some people are scared of a relapse, etc. Thus, to neutralize this psychological issue, NMMC has sought the telepsychiatry route. With this, psychiatrists are reaching out to patients undergoing COVID-19 treatment, cured patients and their affected families to heal the tear that coronavirus has left in their lives. This initiative will, in the coming days, form the foundation stone for Mental Health Policy for NMMC.

Along with this, the well-being of senior citizens is also a key priority for NMMC. Senior citizens have been the worst affected cases of COVID-19 because of a frail immune system and susceptibility to complications. To make their life as 'comfortable' as possible, NMMC in collaboration with an NGO has initiated special helpline numbers for senior citizens and the differently abled. For this, 15 volunteers have been engaged, who provide services like delivery of medicines, food, groceries, or any other request made by them over this helpline.

It is in times of crisis that some of the best innovations and the bravest actions take root. NMMC, through the support of its citizen and volunteers, are indeed putting their best foot forward even in times of an unprecedented crisis such as this. After all, what we change inwardly, will ultimately shape outer reality.vv

DIGITAL
INNOVATIONS
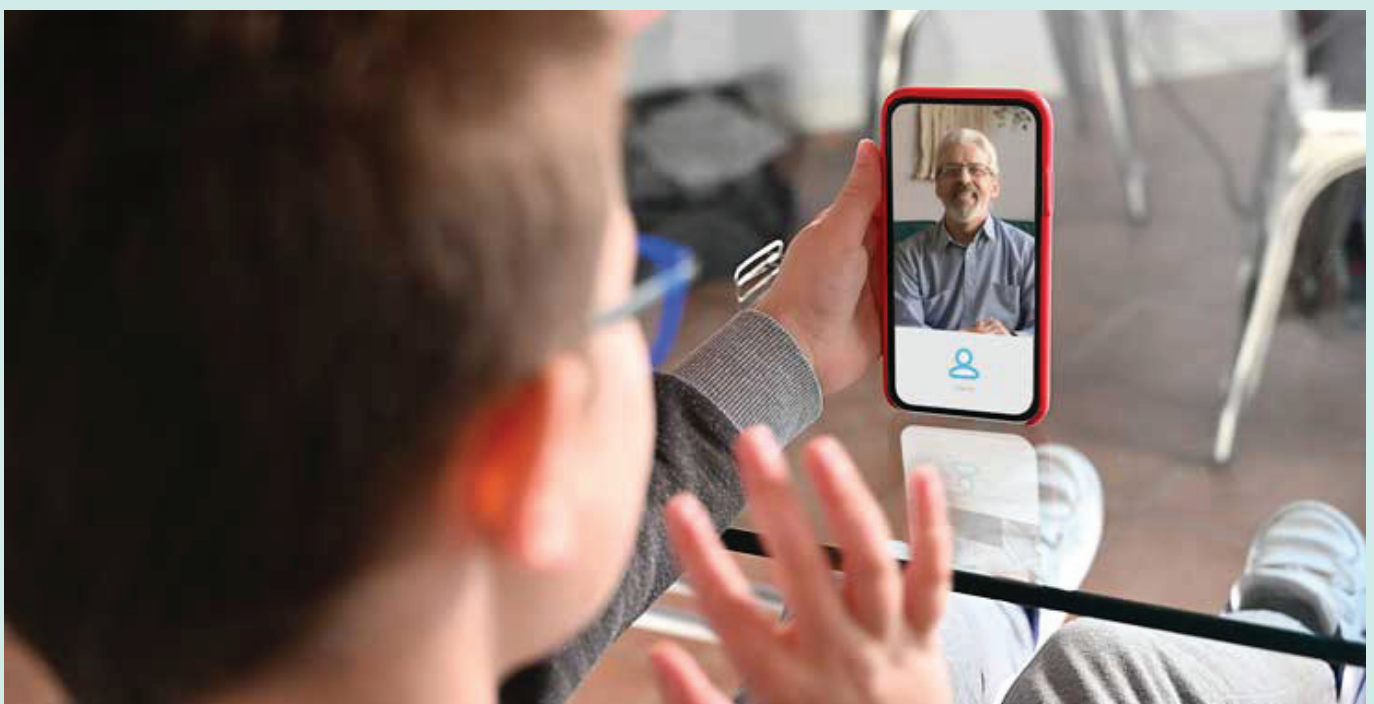
There is a digital element in almost every facet of human interest. The omnipresence and accessibility of software has changed the ever-evolving nature of innovation itself. Thus, it is only befitting that we would use digital innovations in our fight against the COVID-19 pandemic. Several states and urban local bodies have come up with their own digital solutions to control the spread of the virus and constantly monitor the situation. These solutions include smartphone applications, online health tests, Geographic Information System (GIS), electronic passes, and many more innovations. Some of these include –

JALANDHAR DISTRICT ADMINISTRATION 'ALLUZO - DELIVERING ESSENTIAL SERVICES'

District Administration of Jalandhar has launched an app via Alluzo and a WhatsApp based service to order essential services which are available on government prices. This enables people to order groceries and food items which are ultimately delivered at their doorstep.

NMMC BAZAAR APP

An effort to unite the citizens and the small shopkeepers and retailers at the same time avoiding assembly of persons thereby adhering to social distancing norms. The App boasts of several user-friendly features. Users can either select the seller of his choice and place the order directly or place an open order which can be accepted by any seller in that region. The mode of payment is left to the discretion of the buyer and the seller and goods are delivered directly to the doorsteps.

PCMC SMART SARATHI

Official mobile application and web portal of Pimpri Chinchwad Smart City Ltd.

COVID-19 SELF-ASSESSMENT TEST

An online health assessment test for citizens to determine the presence of symptoms.
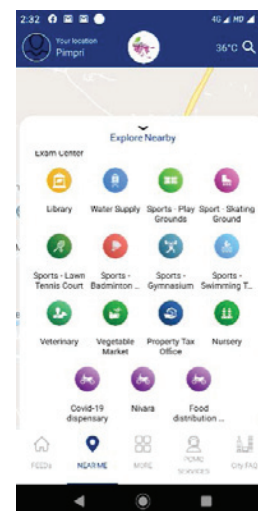
ENROLMENT OF VOLUNTEERS

Campaigns have been initiated to appeal to citizens so that they volunteer towards relief measures in order to control the COVID-19 outbreak

QUARANTINED MOVEMENT CHECK

Online engagement & survey with Quarantined patients is maintained with the intent of monitoring their geographic location

"NEAR ME" FEATURE

Shows nearby places like hospitals, government offices, markets etc. along with phone numbers to contact the same. It also displays nearby free food distribution centers & stay facilities for needy people and NGO's to refer to.

- Pimpri Chinchwad Mun Corp. - War Room
- Amdavad Mun Corp- Control Room
- Kanpur Mun Corp- Control Room
- Lucknow Mun Corp- Control Room
- Kerala – Designated Corona Cell
- BBMP and Hubli Dharwad – Developed Smart Control Rooms

Swachhata App - The Citizen Grievance Redressal Tool by MoHUA updated to Handle Queries Specific to COVID 19

The Swachhata App, the citizen grievance redressal tool by Ministry of Housing and Urban Affairs, has been modified in order to enable citizens to get their COVID-related complaints rectified by their respective ULBs. The App has been an extremely popular tool amongst citizens to get their cleanliness and sanitation related problems solved. Now, citizens can also register their COVID-19 related issues and queries using the new features.

However, it is futile to fight a war without a control room to monitor the events, advancements and changes that need to be made. Thus, another highlight that several states and urban local bodies have deployed is the COVID Control Room or War Room. These are 24*7 operational rooms that have been created to ensure that all questions and queries of citizens can be answered by professionals. For this several helplines have also been created This is extremely important, especially in a time as sensitive as this, when fake news dominates the online sphere. These rooms are also being used to monitor the quarantined areas and for the overall surveillance of the respective states and urban local bodies. Equipped with tools like GIS mapping, data analysis, etc. the control rooms have been set up to effectively manage the COVID situation.

COVID-19

The COVID-19 feature is an addition to the App and has no implication on the overall functioning of the application. This has been included to provide a uniform platform to people where they can get their issues resolved. In the COVID-19 update, MoHUA has introduced nine additional categories of complaints specific to COVID-19, these are:

- Request for Fogging/Sanitation during COVID-19
- Violation of Quarantine during COVID-19
- Violation of Lockdown during COVID-19
- Report Suspected case of COVID-19
- Request Food during COVID-19
- Request Shelter during COVID-19
- Request Medicine during COVID-19
- Request assistance for COVID-19 patient Transport
- Request Waste Pickup from Quarantine Area

Women's Day

Nuns of the Apostolic Carmel (AC) congregation utilized the lockdown period for stitching protective gowns for the doctors of St John's Hospital, Bengaluru.

Women of Achumba Self Help Group, Singjamei, Imphal Manipur have made masks to help prevent and contain the menace of COVID19.

Around 40000 women belonging to Self-Help groups in Amravati are making face masks for the State Government's plan of distributing 16 crore masks throughout the state of Andhra Pradesh. This is being done to curb the spread of COVID-19

In an act of supreme selflessness, a group of Swachhata Didis from Gharghoda, Chhattisgarh donated a day's salary from their honorarium

On 8th March, we celebrated International Women's Day 2020 with #EachForEqual as its theme. Women have played a pivotal role in ensuring the success of our Swachhata Journey. Be it sanitation or solid waste management, women have surmounted seemingly insuperable odds to safeguard a Swachh Bharat – for today and for the times to come.

Even today, as the entire country struggles to fight the clutches of COVID-19, several women are out on the frontlines, fighting the pandemic and saving lives. Our Swachhata Didis, doctors, nurses, our self-help group members, and countless other women are working shoulder to shoulder with their male counterparts to save the country from this calamitous virus.

We take the opportunity to salute the indomitable spirit of our women Swachhata Warriors and their relentless efforts to ensure a Swachh and Swasth Bharat.

Several Women SHGs and other NGOs have devoted their time and energy to creating and providing face masks to those who are not only fighting on the frontlines but also the regular public. The move has not only helped in protecting others but has also given livelihood opportunities to several women specially during the period of lockdown when most of them from the unorganised sectors have lost their jobs.

to the Chief Minister's Relief Fund. Women have played an inspirational role in leading the fight against COVID-19. There is no doubt therefore that empowered women and a clean and safe nation go hand in hand.

Heading

When there is a disease that spreads through contact with infected surfaces, sanitization and disinfection turn out to be the number one priority. States and Urban Local Bodies – both big and small have made use of their available resources to sanitize their respective areas of jurisdiction. The sanitization activities include cleaning of public places, fogging, spraying with 1% Sodium hypochlorite solution, use of Fire Tenders to spray the same solution over a larger area, tankers, motorized Shouldered Mounted Knapsack Teams (SMKTs), jetting/suction machines, etc.

The cleanest city of India, Indore, has turned to drones to sanitize the crowded areas of the city. Indore Municipal Corporation (IMC) has deployed two drones from private companies to sprinkle chemicals in such areas. IMC chose drones because they are faster and help in reducing human contact with potentially dangerous areas. These drones cover 2 to 2.5 acre in 10 minutes. A single drone can cover up 200,000 square metre area per day and can reach a height of 200 feet, while running the Global Positioning System (GPS).

The first city in Rajasthan to be declared ODF, Dungarpur (population<50000) has done exceptional work of containing the spread of the virus within its limited resources. Since the commencement of the lockdown, regular cleanliness and sanitization drives have been organised by the city council. These include the spraying of Sodium Hypochlorite and bleaching powder via SMKTs.

Helping the needy and vulnerable in times of crisis

In times of crisis, it is usually the poor and underprivileged sections of society which face the maximum brunt. In order to provide some comfort in these times of obvious discomfort,

several states and ULBs have come forward with initiatives to feed and shelter the needful.

One of the most impactful initiatives has been the Community Kitchen. These have been set up to prepare food and feed millions of poor people across the country. Several NGOs

have also volunteered to provide their services in the making and distribution of food packets.

All ULBs of Allapuzha have started Community Kitchen for migrant labourers and distributing food, serving over 2000 migrant labourers per day in total.

Sikh volunteers are preparing food in their community kitchen to distribute it among the needy at Bangla Sahib Gurudwara

Another problem that was faced was of sheltering not only the homeless and destitute people but also the migrant workers who had nowhere to go once the national lockdown was announced. For this, several governments have converted schools and other similar buildings into transit shelters for the indigent.

SDMC has converted 91 of its Government Schools into shelters to accommodate hundreds of homeless and migrant workers. They have also made a provision of free food to all those who have been housed in these shelters.

SNIPPETS

SECRETARY, MOHUA HOLDS A VIDEO CONFERENCE WITH STATES AND URBAN LOCAL BODIES TO DISCUSS PREPAREDNESS FOR COVID-19

Shri Durga Shanker Mishra, Secretary, Ministry of Housing and Urban Affairs (MoHUA) held a video conference (VC) with all States, Union Territories (UTs) and cities to address the COVID 19 crisis and discuss their preparedness in management of the same on 2nd April 2020. Also present at the VC was Shri V.K. Jindal, Joint Secretary and National Mission Director, Swachh Bharat Mission- Urban (SBM-U) who made a presentation on some of the best practices adopted by States and cities in their fight against COVID-19.

The primary objective of this video conference was to gauge the preparedness of several States and ULBs in the fight against COVID-19. They were requested to share their on-ground initiatives to tackle the pandemic. This exchange of information was especially fruitful as several simple and replicable initiatives were also discussed in the process.

Another important announcement that was made during the meeting was the new COVID-19 update that was added to the Swachhata App. The new update allows citizens to register their coronavirus related complaints on the same app.

The video conference was organized through the Remote Meeting Facility provided by the National eGovernance Division (NeGD) and was attended by over 98 participants comprising State Mission Directors, Municipal Commissioners, and nodal officers from States, UTs and Urban Local Bodies (ULBs).

ADVISORIES

In these difficult times, MoHUA has been promoting Scientific Solid Waste management. This is particularly important for the waste that is being collected from hotspots and quarantined households. Thus, in order to ensure that everyone is on the same page, MoHUA has issued advisories to help Urban Local Bodies.

The advisory is based on the following criteria -
1. Special cleaning of public places
2. Safe disposal of waste from quarantined households
3. Safe disposal of masks and other related waste from non-quarantined households and transported separately without mixing with normal household waste
4. Welfare and protection of Sanitary workers engaged in collection and transportation of COVID waste
5. Awareness and enforcement

- *Read More -* **https://drive.google.com/open?id=1p6JPPl7gWcLHnr3sxhtTE9aPlCRPUPr4**
- *Guidelines on disinfection of Public Places -* **https://drive.google.com/open?id=19sE2B_HRozIYL--fu5uN0TZ1O8VX0dtt**
- *Guidelines on safe disposal of waste from quarantined households -* **https://drive.google.com/open?id=1DMnI8u7XvLsCv8LkibexZbWmhjuchDyF**

SANITATION WORKERS
– THE FORGOTTEN FRONT

"THINGS WE DO, THAT OTHERS MAY LIVE"

Among the frontline workers battling the COVID-19 situation in our country, there is one class of workers that often goes unheeded. They are the most vulnerable of these frontline workers and despite this, they risk their lives day in and day out to ensure that we stay safe. These are our Sanitation Workers. These 50 lakh plus workers – who continue to work during the crisis – do so with the least job security and benefits of all frontline workers as government bodies look to outsource such tasks to private firms. Despite having all odds stacked against them, these Swachhata Warriors have continued to work with a smile on their face to help serve their other family – the country and all its citizens.

Ministry of Housing and Urban Affairs has regarded the health of sanitation workers as their topmost priority. To supplement this, MoHUA has issued several advisories and instructions to be followed by all Urban Local Bodies to ensure maximum safety for their workers.

The central advisory has been primarily divided into 3 broad categories.

A. Putting in Place a Standard Operating Procedure (SoP)
B. Specific Measures to be taken by Sanitation Workers
C. Personal Protective Equipment (PPE)/Safety Gears for Sanitation Workers and Choice of Disinfectant

To view the entire document, visit -
http://swachhbharaturban.gov.in/Circulars.aspx?id=kmzd5pfjzjs503wb

For other advisories visit - https://drive.google.com/drive/u/4/folders/1M3HNAOhzRW7VPc7Imd_yABz6eRJJksqT

Other than this, the States and ULBs have also ensured that there is no dearth of Personal Protective Equipment for their sanitation workers. These include nitrile gloves, masks, sanitizers, soaps, full-body suits for quarantined areas and hotspots, etc. They are also regularly carrying out free medical check-ups and symptom tests for the entire sanitation staff. This is being done to make sure no worker contacts the virus and if at all they do, they are taken care of swiftly and without much hassle.

The citizens too have been appreciative of the work our sanitation workers have been doing. In Nabha, residents showered flowers on a sanitation worker to show their respect. In several other ULBs, citizens have presented these workers with garlands, showing the regard they have for their work. We would urge all citizens to donate sanitizers and other PPE so that we can safeguard those who are protecting us. Resident Welfare Associations have started schemes where such donations can be made. Conclusively, it is important that we come together and raise the profile of sanitation workers so that they are regarded as heroes even after the pandemic ends. Because they too, just like our healthcare professionals were out there working tirelessly to help save lives. It is time for us to recognize this. It is about time we paid them their due respect.

SBM-U Mission Progress
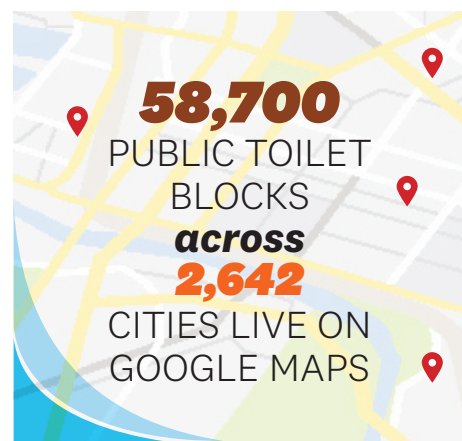
Solid Waste Management
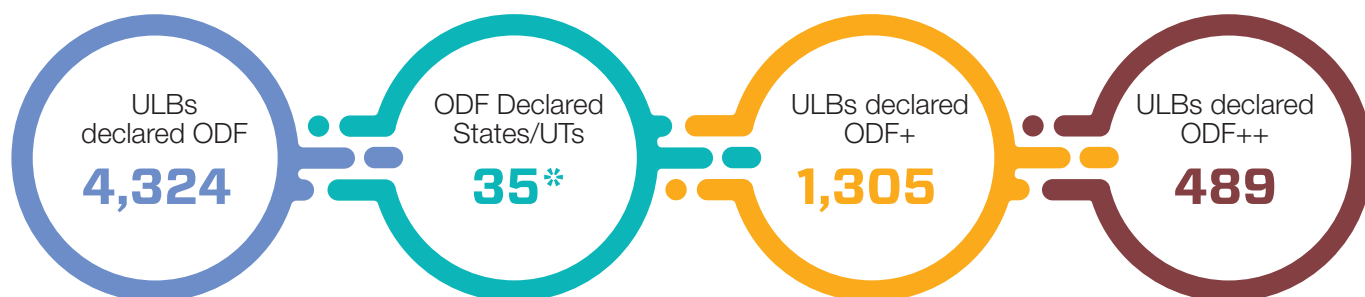
100% Door-to-Door Collection
81,535 wards (96.4%)

Waste Processing
65%

Total wards - 84,517

58,700 PUBLIC TOILET BLOCKS *across* **2,642** CITIES LIVE ON GOOGLE MAPS

Sanitation

ULBs declared ODF
4,324

ODF Declared States/UTs
35*

ULBs declared ODF+
1,305

ULBs declared ODF++
489

Total ULBs - 4,372

*Except 48 ULBs of West Bengal

Total Individual Household Latrines Constructed

66.25 lakh >100%

Total Community/ Public Toilets Constructed

6.22 lakh >100%

Star Rating for Garbage Free Cities

4 CITIES 1 Star Rating

56 CITIES 3 Star Rating

4 CITIES 5 Star Rating

कोरोना से है बचना
तो खुद को स्वच्छ रखना

अपने हाथों को
20 सेकण्ड्स तक
साबुन और पानी
से धोएं

हाथों की स्वच्छता करे
कोरोना वायरस से सुरक्षा