

## Case Study

# Community Driven Door to Door Garbage Collection, Monitoring & Payment System

## **A DEWAS MUNICIPAL CORPORATION INITIATIVE**



**PRERANA**  
Inspiring Peoples  
Initiatives



*“Why should we pay for garbage collection? Is it not the responsibility of municipal corporation to clean the city? are we not paying enough taxes to them to provide this service ...”* - this came as the usual response from households in April 2016 when the citizens of Dewas city were asked to pay user charges for door to door garbage collection initiative in the city.

Nevertheless, the determination of Dewas Municipal Corporation, regular awareness campaigns and persistent efforts from PRERANA (the NGO coordinating door to door garbage & user charge collection program), encouragement and support from public representatives (Mayor, MLA, Corporators and community leaders) have resulted in public acknowledgement of this important service and need to pay user charges for the same. As a result, by the end of December 2016 door to door garbage collection and citizens paying user charges for this service had been streamlined across all the 45 wards of Dewas city. Furthermore, **nine wards of the city had been made dustbin free while another 16 wards were in the process of same. Around Rs25,00,000 (Twenty Five Lakhs) had been collected as user charges from the households for door to door garbage collection.**

### ***Earlier situation of municipal solid waste collection in Dewas***



Just like any other city Dewas too was facing challenges emanating from the rapid population growth. Sight of overflowing dustbins, garbage dumped in empty plots and choked sewer lines were usual sights across the city. As per a survey by USAID India only in about 1% cases waste was collected by scheduled garbage collection system, about 4% of

the respondents disposed solid waste in drains and 54% in the open. Unauthorized garbage dumps were common phenomenon and the situation was worse around slum areas.

**Major challenges affecting DMC’s door to door garbage collection program**

1) Jagirdari system of sweepers dividing areas as their territories and not letting others, even garbage collection vehicles, collect garbage from their so called territories had been a major challenge.

2) Efforts towards systematic door to door garbage collection



fac**ed stiff resistance from a vast majority of sweepers** who used to earn money by collecting garbage from houses on hand carts and dumping/ burning on empty plots. A section of DMC workers and public representatives lobbied against changing old system and charging user fee from people. There were widespread negative remarks in the local media and series of *Dharnas* and demonstrations against this so called “illegal”



collection of charges for door to door garbage collection.

3) Many vehicles used by DMC for door to door garbage collection

were in very poor condition and were frequently under maintenance. As a result it was not possible to offer regular and timely door to door garbage collection services. In the initial stages people were not convinced that DMC would be able to regularize door to door collection and households refused to pay user charges.



4) DMC did not have sufficient vehicles to enable door to door collection from all the wards. Therefore, in the initial phases public refused paying user charges citing the system in other wards where no charges were being collected. Available vehicle were run in two shifts but household falling under second shift were not happy with the garbage collection in afternoon and did not pay for the service.

***It all started with a firm belief “together we can do it”...***

***“We, as citizens, would have to take responsibilities for our actions. Our individual decisions today would decide our collective future tomorrow. It is unimaginable to think of a “Clean Dewas” if we avoided our responsibilities by not paying user charges for door to door garbage collection system” – said Parmesh Jalote, Dy. Commissioner of DMC while starting off the door to door garbage collection program in 5 wards with PRERANA as the implementing agency in April 2016.***

He further added ***“Best part of the program is monitoring by the community itself and collection of user charges by door to door garbage collection agency so that community can hold the agency accountable (and chose not to pay user charges) if the services are not offered properly. This is the reason why DMC chose to work with an NGO this time, who could develop rapport with the community, create awareness among them on user charges and collect charges for good service.***



Furthermore, by transferring entire responsibility of door to door collection on the agency (including vehicle operation, maintenance, driver and sweeper payments) DMC is able to make heavy savings and run this program in only about 30% cost of what it used to spend earlier. DMC only pays Rs24/ household from its sources, remaining Rs30/ household is re-payment of collected user charges to the agency by DMC. If, in any month, the agency fails to collect user charges from at least 70% of the households in any ward DMC is not liable to pay user charge component for that ward in that month. In fact, if the user charges are increased to Rs60/ household this program can become a source of revenue generation for DMC”.

The project implementation involved detailed planning and intensive awareness drives across all wards in the city. PRERANA team undertook the following measures

- Door to door survey of all the households
- Assessment of actual status of garbage production by the households & outline of door to door garbage collection
- Intensive awareness campaigns involving door to door *jan jagran*, *rallies* and road shows
- Stakeholders consultations in all the wards involving all the stakeholders
- Formation and capacity building of Resident Welfare Associations (RWA)
- Intensive awareness drive with school children involving rallies, debates, presentations, drawing/essay competitions
- Organizing training programs for the residents as well as DMC workers
- Route planning for door to door collection and monitoring of daily garbage collection
- Public sensitization on user charges, collection of user charges and depositing with DMC
- Setting up a 24x7 complaint redressal system for door to door garbage collection issues



Gradually public representatives also joined the efforts and positive vibes about the programs started spreading. DMC purchased new vehicles for garbage collection and within three months program was extended to 25 wards, which further rose to cover all the 45 wards in December 2016.

Team from DMC and PRERANA made joint efforts to address various challenges that came along and ensured continuation of the program. RWAs were made an effective instrument to handle the issues at local level and played active roles in awareness generation and complaint redressal in their localities.



*“We never believed that this (door to door garbage collection) service would continue. Garbage vehicles are coming every day and our locality is much cleaner now. DMC is doing a good work, it is worth paying thirty rupees”*

Mrs. Pratima Tripathi, Housewife ward # 21 & an active RWA member

### ***Initial results from the program***

- General awareness on cleanliness and door to door collection has increased. School children have played major role in sensitizing their families.
- There have been marked improvement in the instances of sewage choking, dumping of waste in drains/ empty plots.
- There has been reduction in the number of stray animals feasting on garbage dumps in the city area.
- Health department has noted a decrease of around 40% in the cases of Malaria.
- Public in the wards not covered under door to door garbage collection program are demanding extension of the program in their areas also.

### **Program Outreach**

- around 62,352 households from 45 wards are being covered for regular door to door collection
- 3,873 commercial establishments are also covered
- 148 Resident Welfare Associations have been formed
- Around 6,000 school children from 54 schools of Dewas city have been covered under sensitization campaigns
- Around Rs25,00,000 (Twenty Five Lakhs) have been collected as total user fee until December 2016
- Around 70% establishments are paying user charges across 25 wards covered under the program, in the remaining 20 wards services have started in December. PRERANA is confident that citizens in those wards

### ***Future plans***

Initial success of the program has proved the applicability of citizens paying for door to door garbage collection services. DMC has defined the following things as utmost priority for 2017 to further enrich its municipal solid waste management program.

- Segregation of waste at source and collection, transportation and disposal of segregated waste
- Separate system for collection, transportation and disposal of construction waste
- Land filling at trenching ground in the scientific manner, and provision of composting

DMC says that this program has contributed to the development of a very rich database of the city which can be further linked to GIS map and aligned with the collection of charges for DMC’s other services e.g., water tax, property tax.

***“We are confident that citizens of Dewas would contribute to this service and we would make Dewas a model city for sustainable municipal solid waste management”***

*Himanshu Singh, Commissioner  
Dewas Municipal Corporation*