

To
All the Municipal Commissioners,
MA & UD Department,
Andhra Pradesh.

File No: 77(2)/SAC/COO(S)2016, Dt: 17.11.2018.

Sir / Madam,

Sub: SAC-Institute a system of monthly and annual awards for sanitary workers (safai mitras) under various categories-Reg

Ref: D.O.No.19/1/2017-SBM-I, dt: 12.11.2018, of Joint Secretary Mission Director, SBM.

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Attention is invited to the subject and reference cited.

Vide reference cited, the Joint Secretary & Mission Director of SBM has informed that the contribution of sanitary workers who help to keep cities clean and sanitary is critical factor. In order to recognize their efforts and motivate them to higher level of commitment it is being advised to institute a system of monthly awards for sanitary workers (Safai Mitras) under various categories (covering sanitation and solid waste management) by every ULB. The winners of these awards should be identified through a scoring system comprising a series of objective indicators.

ULBs may consider to have 6 categories of awards for cities. The awards categories along with the broad indicators are given in the Annexure. Note that the indicators are purely suggestive: cities may customize the indicators, marks and scoring to suit local conditions.

Therefore, all the cities are requested to take this initiatives and give award to sanitary workers every month. ULB may choose any one category (among categories A to E) each month to award a sanitary worker. The lifetime achievement award may be given on an annual basis. While the prize money for each award may be decided by the ULBs themselves, it should be around Rs.5000 per awardee and life time achievement award should be around Rs.10,000/-. The expenses for the awards may be met from the capacity building funds provided to each ULB under the SBM (U).

For any queries, it is requested to contact Director (MoHUA) and Additional Mission Director-SBM Urban-Shri Naveen Kumar Agarwal.

Therefore, all the Municipal Commissioners are requested to take up these initiatives and awards may be given to sanitary workers every month. The expenses for the awards may be met from the capacity building funds provided to each ULB under the SBM (U).

Yours faithfully,
D MURALIDHAR REDDY, IAS
MANAGING DIRECTOR

Encl: As above

Copy to the Director of Municipal Administration, MA & UD Department for information and necessary action.

Signature Not Verified

Digitally signed by D
Muralidhar Reddy
Date: 2018.11.20 12:35:44 IST
Reason: Approved



1944485/2018/JPM-PRO-SAC

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संयुक्त सचिव एवं मिशन निदेशक

V. K. JINDAL, ICoAS

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सत्यमेव जयते

भारत सरकार
आवासन और शहरी कार्य मंत्रालय
निर्माण भवनGOVERNMENT OF INDIA
MINISTRY OF HOUSING AND URBAN AFFAIRS
NIRMAN BHAWAN

नई दिल्ली-110011, तारीख 20

New Delhi-110011, dated the 20

D.O. No19/1/2017-SBM-I
12th November, 2018

Dear Mission Director,

In our journey towards "Swachh Bharat", Contribution of sanitary workers who help to keep our cities clean and sanitary, is critical factor. In order to recognize their efforts and to motivate them to higher levels of commitment, it is being advised to institute a system of monthly awards for sanitary workers ('Safai Mitras') under various categories (covering sanitation and solid waste management), by every Urban Local Body. The winners of these awards should be identified through a scoring system comprising a series of objective indicators.

Urban Local Bodies may consider to have 6 categories of awards for cities. The award categories along with the broad indicators are given in the Annexure. However, please note that the indicators are purely suggestive: cities may customize the indicators, marks and scoring to suit local conditions.

You are requested to inform all the cities of this initiative and encourage them to award their sanitary workers every month. ULBs may choose any one category (among categories A to E) each month to award a sanitary worker. The lifetime achievement award may be given on an annual basis. While the prize money for each award may be decided by the ULBs themselves, it should be around Rs 5000 per awardee and Life Time achievement award should be around Rs 10000/-. The expenses for the awards may be met from the capacity building funds provided to each ULB under the Swachh Bharat Mission (Urban).

For any query on this issue, you may contact Director (MoHUA) and Additional Mission Director-SBM Urban - Shri Naveen Kumar Agarwal (naveen.75@nic.in)

With regards,

Yours sincerely,

(V.K.JINDAL)

To - All State Mission Directors

Annexure: Suggested categories of awards and selection criteria

Suggested Categories of Safai Mitra Awards:

- A. **Safai Mitra of the month** – for excellence in - **Door-to-Door Collection**
- B. **Safai Mitra of the month** – for excellence in - **Street / Road Cleaning**
- C. **Safai Mitra of the month** – for excellence in - **Drain Cleaning**
- D. **Safai Mitra of the month** – for excellence in - **Transportation of Solid Waste (Driver)**
- E. **Safai Mitra of the month** – for excellence in - **Cleaning of Community Toilets/ Public**

Toilets/Urinals

- F. **Safai Mitra – the** **Life Time Achievement for work done in all / any of**

above (may be given annually).

Score based Selection Criteria

I. Common Parameters for all categories of Safai Mitras

S No	Parameter	Means of Verification
1	Attendance	
	Average monthly Attendance - present at field as per deployment plan of ULB, 100% Citizen complaint redressal within timelines of SLA/24 hours' maximum.	Aadhar linked biometric attendance system or similar system, manual attendance system, Complaint Redressal App/ Helpline Call Centre report and direct observation.
2	Safety & Responsible working	
	Use of proper PPE and safety measures like Mask & Gloves, Proper dress up, Identity card, Shoes.	<i>Direct observation at the time of attendance in field</i>

II. Particular Parameters for different categories of Safai Mitras:

A. Safai Mitra in Door-to-Door Collection (Segregated collection):

S No	Parameter	Means of Verification
1	Dedication to given duties	
	Good and dutiful behaviour and motivational to people, leading to Successful transformation of households to adopt source segregation.	Means of Verification: Dedicated public feedback register and direct observation at transfer station As per documented records
2	Social Responsibility	

	Helping elderly citizens/children in transferring garbage into collection vehicle	Dedicated public feedback register and direct observation at transfer station,
3	Commitment to Waste collection	
	Gone beyond call of duty in carrying out his/her duties covering all allotted households/beat area/ designated area on Sundays, Festival days and Holidays.	Aadhar linked biometric attendance system or similar system, GPS report, public feedback register and direct observation As per documented records
4	Community Engagement	
	Positive feedbacks on working and behaviour with fellow ULB staff and households/citizens.	Means of Verification: Dedicated public feedback register and direct observation. As per documented records.

B. Safai Mitra in Street / Road Cleaning:

S No	Parameter	Means of Verification
1	Dedication to sweeping duties	
	Effective and timely sweeping of designated roads/streets and maintaining dust-free, litter-free & garbage free road.	Dedicated public feedback register and direct observation As per documented records
2	Responsibility towards litter picking	
	Effective and timely litter picking of designated roads and maintaining it as litter- free road.	Dedicated public feedback register and direct observation As per documented records
3	Commitment to sweeping & litter picking	
	Gone beyond call of duty in carrying out his/her duties in road sweeping and litter picking in the designated area on Sundays, Festival days and Holidays.	Aadhar linked biometric attendance system or similar system, GPS report, public feedback register and direct observation As per documented records.
4	Community Engagement	
	Positive feedbacks on working and behaviour with fellow ULB staff and households/citizens.	Means of Verification: Dedicated public feedback register and direct observation As per documented records.

C. Safai Mitra in Drain Cleaning:

S No	Parameter	Means of Verification
1	Dedication to given duties	
	Effective and timely cleaning of designated drains and effective use of disinfectants	Dedicated public feedback register and direct observation As per documented records
2	Responsibility towards silt transportation	
	Timely lifting and transportation of silt in the designated vehicle.	Dedicated public feedback register and direct observation As per documented records
3	Commitment to Drain Cleaning	
	Gone beyond call of duty in carrying out his/her duties for drain cleaning and silt removal and its transportation on regular basis in the designated area on Sundays, Festival days and Holidays. Undertook special drain cleaning drive before monsoon.	Aadhar linked biometric attendance system, public feedback register and direct observation As per documented records
4	Community Engagement	
	Positive feedbacks on working and behaviour with fellow ULB staff and households/citizens.	Dedicated public feedback register and direct observation As per documented records.

D. Safai Mitra in Transportation of Solid Waste (Driver):

S No	Parameter	Means of Verification
1	Dedication to given duties	
	Operate Vehicle as per plan and coverage of designated area, without any speed and route violations.	Dedicated public feedback register, GPS report and direct observation As per documented records
2	Responsibility towards the Vehicle	
	Regular washing, oiling & greasing, servicing of the vehicle as per the schedule. Proper Mileage and no breakdown. Maintaining proper log book of the vehicle	Workshop records and reports of vehicle and direct observation As per documented records
3	Commitment to Waste Transportation	
	Gone beyond call of duty in carrying out his/her duties in waste movement, drain-silt removal and its transportation on regular basis in the designated area on Sundays, Festival days and Holidays.	Aadhar linked biometric attendance system, public feedback register and direct observation As per documented records
4	Community Engagement	
	Positive feedbacks on working and behaviour with fellow ULB staff and households/citizens.	Means of Verification: Dedicated public feedback register and direct observation As per documented records.

E. Safai Mitra in Cleaning of Community Toilets/ Public Toilets/Urinals:

S No	Parameter	Means of Verification
1	Dedication to given duties	
	Effective and timely cleaning of designated CT/PT/Urinals and effective use of disinfectants to keep them odour free.	Dedicated public feedback register, Electronic feedback devices, Indore 311 App/ City App and direct observation As per documented records
2	Social Responsibility	
	Maintaining properly water supply, light, taps, flush in good working conditions and in case of any breakage or damage getting it repaired within specified time with help of ULB concerned department.	Means of Verification: Dedicated public feedback register, Indore 311 App/ City App and direct observation As per documented records
3	Commitment to Waste collection	
	Gone beyond call of duty in carrying out his/her duties in CT/PT/Urinal cleaning and silt removal and its transportation on regular basis in the designated area on Sundays, Festival days and Holidays.	Aadhar linked biometric attendance system or similar system, public feedback register and direct observation

		As per documented records
4	Community Engagement	
	Positive feedbacks on working and behaviour with fellow ULB staff and households/citizens.	Means of Verification: Dedicated public feedback register and direct observation As per documented records.

F. Safai Mitra – Life Time Achievement for work done in all / any of the above Categories:

S No	Parameter	Means of Verification
1	Attendance	
	Attendance record without any instance of unauthorised absence, even if later regulated	As per documented records
2	Safety & Responsible working	
	No record of work related accident/hazard to self and others	As per documented records
3	Dedication to given duties	
	No adverse reports on work performance in the service records	As per documented records
4	Commitment to Work, Community Engagement and Social Responsibility	
	At least one record of work appreciation from ULB Officers /Members of Public/Citizens / Newspaper report.	As per documented records
5	Tie-Breaker	
	If several workers meet the criteria and compete for the same LTA award, selection may be made by poll among the workers of same category and the immediate supervisory category.	As per tie-breaker poll
	Max. total score in all Parameters	