

WORKSHOP
REPORT ON
“SUSTAINABLE
CITIES INTEGRATED
APPROACH PILOT
PROJECT IN INDIA
(SCIAP)-
WORKSHOP FOR
GROUND
FUNCTIONARIES”

30th June to 2nd July 2022,
Guntur, Andhra Pradesh,
India.

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Quick Overview

Date: 30th June – 2nd July 2022

Venue: Jashuva Vignana Kendram, Guntur

Number of Participants: 38 to 40

Number of Speakers: Nine

Total Number of Sessions: 14 (excluding inaugural, feedback, revision and valedictory sessions)

Introduction

The Workshop titled “Sustainable Cities Integrated Approach Pilot Project in India (SCIAP) - Workshop for Ground Functionaries” was held from 30th to 2nd July 2022 at Jashuva Vignana Kendram in Guntur, Andhra Pradesh, India.

Around 40 sanitation workers (frontline workers) attended the workshop from Guntur Municipal Corporation. Of this 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 – 1: List of Ground Functionaries.

Details of Participants

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

The workshop began with a welcome note by Mr. Ch. Samuel Anil Kumar, Program Manager, Dalit Bahujan Resource Centre (DBRC), Guntur. He briefly explained about the goal of the workshop and what is expected from the participants. He then introduced the DBRC team and shared briefly about DBRC’s role in creating awareness among marginalized communities. He further elaborated on DBRCs work with sanitation and waste pickers in Guntur. Next, all the available resource persons introduced themselves; all the participants introduced themselves to the team and to other fellow participants.

Expectation Mapping

Mr. Ch. Samuel Anil Kumar 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 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 planned programme schedule was matching 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 the three days of the workshop. A copy of workshop schedule is enclosed in Annexure – 2: Workshop Schedule.



After the participants communicated their expectations, Mr. Ch. Samuel Anil Kumar discussed about the purpose of the workshop. The main objectives of the workshop were provided to the participants and the objective of each individual day was clearly explained to the participants.

Day One: Enhancing Leadership for Frontline Workers to Create an Inclusive Workplace

Session-1: Importance of Self-Identification

Mr. Ch. Samuel Anil 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 have not thought about it more than that. When the trainer clearly explained how he identifies himself with the job he does, participants got an understanding about self-identification. Then all the participants actively engaged in the discussion and many shared opinion 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 with the work more enthusiastically. 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 proper functioning of everyday activities, those who are doing such activities are largely ignored by the society.

Mr. Ch. Samuel Anil Kumar 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 same coloured stickers were formed into six different groups. This resulted in three ‘six’ member groups and three ‘five’ member group¹.

Mr. Ch. Samuel Anil Kumar and the present group facilitators then asked each of the participant in each different group about the work they do. The details such as their name, their occupation, number of years they had been working as sanitation workers and their contribution to the life and wellbeing of life were noted down on six different coloured charts. Scanned copies of images of all of the charts are attached in the Annexure – 3.

All of the women present there said that they work as ‘pushcart’ and ‘door-to-door’ collectors and said that their job was to collect waste from individual households and from municipal waste bins.

¹ On day one, total 40 participants were present for the workshop. However, for the morning session, only 33 members were present. The remaining seven members joined the workshop later on.

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 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 a sanitation worker. Male participants discussed about their problems. Most of the participants who attended the workshop were outsourcing employees.

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



At first, he asked participants regarding the awareness about 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 for them. He initially clarified to the participants who is considered as frontline workers. Then, he started explaining about 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 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’. Here the master trainer Dr. Umamaheswararao added and said to the participants that they have a right to get regular health checkups from their employers.

Then Dr. G Umamaheswararao talked about ‘The Code on Social Security 2020’ and highlighted the healthcare benefits that the sanitation workers are entitled. He clearly mentioned about the 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 provision of safety kits for all frontline workers at workplace. He said that it is the responsibility of their employer to provide them clean drinking water, changing/rest rooms, and toilets for all genders at the workplace.

Then he discussed about the scholarships available for children of sanitation workers and about pension schemes, and provident fund facility available for the sanitation workers. Dr. Umamaheswararao 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.

Then G Umamaheswararao discussed about the norms pertaining to the work of sanitation workers and clearly specified to them that it is the not their responsibility but 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 who to approach to raise a complaint for resolving their problems. At the end of this session, he once again clearly stressed to the participants that it is the responsibility of their employer to provide all necessary safety gears for all the workers at workplace.

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

This session started with playing videos of successful women working a sanitation workers in other parts of the country. After each video was played, it was translated into the regional language immediately so that the participants could understand the contents of it. The main trainer translated the contents of all the videos to the participants in Telugu. In all, three videos were played to motivate participants at the workshop. **Two local community mobilisers 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 to sensitize sanitation workers on gender issues. In this session, a video of female sanitation workers and a video of female worker engaged in the de-sludging operation was shown to participants. Along with this, pictures of men engaged in cooking, and taking care of children were shown to them. Trainers gave 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 master 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, 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.

Session-5: Stress Management



A session on stress management was conducted to help the participants on ways to deal with work related stress. The main 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 to stimulate other participants to share their opinions. Most of the male sanitation workers said that they spend their free time by watching TV and playing videos or games on smartphones. At workplace, the male workers said that they usually gossip 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 they find happiness out of this. And at workplace, they said that they usually spend their free time by gossiping with the fellow workers.

Day Two: Occupational Health and Safety of Ground Functionaries

The second day started with a brief revision of the activities and discussions conducted on the day one. The master trainer personally talked with the participants who did not attend the workshop on first day. He briefly explained them what has all happened on the first day of the workshop.

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

Session one on day two began with Mr. Alladi Deva Kumar familiarising PPEs with all the participants present at the workshop. Mr. Alladi Deva Kumar 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 majority of the participants could guess the name of the safety gear correctly, few of the safety gears were very new to them. Women female workers said that they do not use most of the safety gears that are shown to them and they just use masks, apron and hand gloves. The male workers said that they also do not use most of the safety gears either because they are not given to them or because it is difficult to work by wearing them.



Master trainer then invited some of the participants randomly to touch and feel safety gears. While showing each safety gear to the participants, Mr. Alladi Deva Kumar asked the participants about the 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 safety helmet at workplace, many participants could not answer it correctly. When master trainer asked sanitation workers would they like to wear safety gears 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 an activity. The master trainer Dr. N Praveen Kumar and the group facilitators present there kept eight copies of five different fruits in two separate bowls. And 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 same picture of a fruit were grouped together. This resulted in three eight-member groups and two seven-member groups. Participants were then asked to share their name and occupation with fellow members of the group. All the groups present there engaged actively in the task.

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

The session began with Mr. Alladi Deva Kumar, the master 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 the difficulties, if there are any, in wearing the safety gears given to them. To this question, majority of the participants said that they do not get sufficient safety equipment in the first place. The master trainer modified the question and asked the workers if they have any issues with the safety gears 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 the safety gears without fail. However, a few female workers said that wearing hand gloves makes their task a bit difficult and hence they usually avoid wearing it. They said that they are more comfortable performing their tasks with bare hands. Few male workers also expressed 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 is teared off after first or second use.



Alladi Deva Kumar then asked sanitation workers what would happen if they do not wear safety gears and perform their tasks at workplace. To this, some said that they might get skin allergies if they do not use safety gears. Few others said that they might catch fever and get sick if they do not use safety gears while doing their work. When asked whether they are willing to tolerate little

discomfort for better health in the end, almost all the participants unanimously said yes. The master trainer then compared the risks and benefits of wearing the safety gears.

Session-4: Informing Workers about the Usage of PPE



The session began with the master trainer Mr. Krishna Kanth asking the participants to list out the general health issues the sanitation workers usually encounter at 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 the participants' different type of hazards that

workers are likely to get exposed at their workplace. Both male and female workers mainly stressed breathing issues.

With the help of a power-point-presentation translated into regional language Telugu, the master 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 kind 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, 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 nearby hospital. A woman sanitation worker also narrated similar incident. Workers said that they do occasionally witness rats and snakes while they are at workplaces. The master trainer then asked the participants do they know where is the local PHC (Primary Health Centre) in the locality that 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. Master 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. To this, all the participants said that they would do this task. Then master trainer explained about the first aid procedures to be followed in case of injuries. Then master trainer explained about the benefits of wearing safety gears to all the participants.

The master 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 a soap. Most of the participants did not showed any enthusiasm in this activity.

Session-5: Retrospection and Winding Up

In the final session on second day, the speakers summarized the topics discussed on the day and interacted with the participants. Participants raised some doubts during this session and the speakers patiently answered their queries. Then the master 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 speaker to wear safety gears from here onwards.

Day Three: Social Security Provisions and Schemes for Ground Functionaries

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

Session One: Introduction to Social Security

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

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, workers said that providing vaccine to workers falls under social security. When the trainer further probed why the participants feel so, they did not had any clear answer. Some participants opined that providing vaccination as not to part of social security scheme. To all such participants, the trainer explained that government, employer and employee, all the three are responsible and should contribute to social security.

When asked whether providing occupational safety gears is an extension of social security, all the participants said unanimously ‘yes’. Even though they said ‘yes’, they expressed doubt whether their employers will provide them all the necessary safety gears. When asked whether ration (subsidized food grains) given through 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 master trainer than gave an example cases of Bengaluru and Mysore municipal corporations where sanitation workers are provided mid-day meals for sanitation workers and clearly specified the case to be counted as social security. This was helpful for sanitation workers to differentiate between public distribution system and social security provided by the employer.



When asked was it mandatory for their employers to organise health camps for them on a regular basis, 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 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 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 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 do not get any rent allowance. Mr. Krishna Kanth ended the session by thanking all the participants for their active participation.

Session Two: Quiz on Social Security Programmes



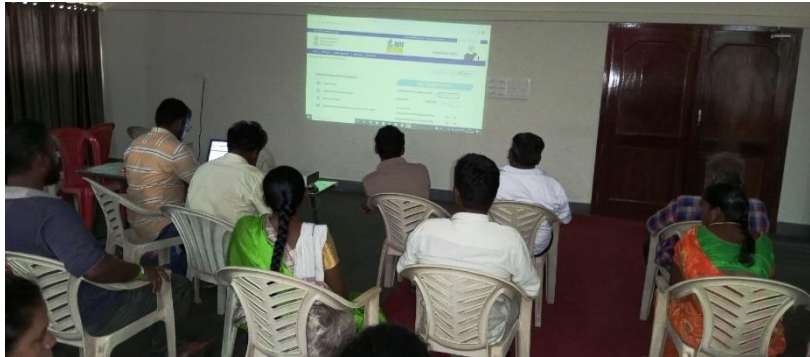
The entire session was a quiz session where the master trainer asked a series of questions to the participants and those who gave right answers were rewarded with claps by the everyone present there. First Mrs. Yasodhara asked the participants to name three social security the participants know. One male participant replied ESI, PF and pension. All the members present their clapped afterwards. Then she asked about the key benefits of ESI. To which, some participants said that they do make use of

ESI card to get treatment from nearby government and private hospitals, while others said that they do not use it. When asked are they aware that they can take 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 needs. 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. Master 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 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. Mrs. Yasodhara added mobile number to the list, which all the participants forgot to reply. Finally, Mrs. Yasodhara stressed about the need to maintain standard name across all official documents and clearly explained about the difficulties in having different names on different cards.

Session Three: Snapshot of Social Security Schemes

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

Session Four: Application Process of Social Security Programmes In the fourth session, master trainer Mr. B Ramesh explained about application process for different social security schemes available for the frontline workers. All the participants present there were divided in five groups with each group having seven to eight members. Laptop with internet connection connected to a projector was used to display the application procedure for all the participants. With the help of group facilitators present there, master 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.



Reflections/learnings of the Training team on the Three Days 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 worker to click another photograph.
2. The workers said that they are scared to request or complain about their problems to higher authorities fearing losing 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 the sanitation workers by strictly maintaining their anonymity.
4. 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 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 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. Sanitation workers want leaves for people who are seriously ill and people suffering from injuries without loss of pay.
10. Door-to-door collectors are finding it very difficult to keep them safe and blow whistle at the same time to announce their coming in colonies. So, they want a recorded whistle announcement so that they 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. The scanned copies of the feedback are attached in annexure – 4.
2. A collective video feedback with the questions read aloud to all the participants.

Photographs and Videos

- Main or important events/lectures/activities were photographed and are attached in a separate folder.
- Videos of individual testimonials of some participants were recorded
- Video of collective feedback of the participants on the effectiveness of workshop was recorded.

Annexures

Annexure – 1: List of ground functionaries

Annexure – 2: Workshop Schedule

Annexure – 3: Scanned images of charts mentioning contribution of the work of sanitation workers to the life and wellbeing of the city

Annexure – 4: Participants' Response to feedback questions

Annexure – 5: Video testimonials of participants

Annexure – 6: Collective feedback of the participants on the effectiveness of workshop

Annexure – 7: Selected video clippings taken at the workshop

Annexure – 8: Selected images taken at the workshop