Ministry of Housing and Urban Affairs

सत्यमेव जयते
Goverment Of India

Ministry of Social Justice and Empowerment

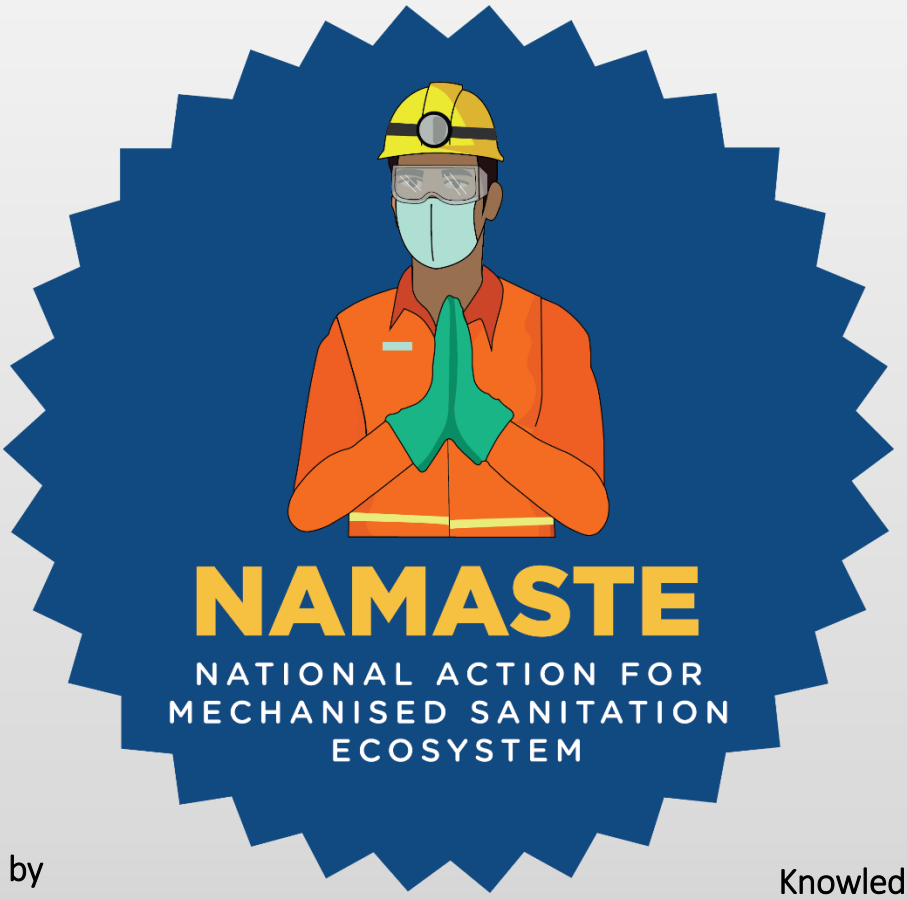
User Manual for Survey, Error Flagging and Validation

Under NAMASTE

Joint initiative of Ministry of Social Justice and Empowerment and

Ministry of Housing and Urban Affairs

As of 26th September, 2023



Prepared by

Knowledge Partner

Urban Management Centre

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Urban Management Centre

Urban Management Centre is a non-profit organization dedicated to building resilient systems for inclusive and equitable development. We work with governments to strengthen local governance and build lasting institutional structures. We also work directly with vulnerable people to ensure that they have the tools and support they need. Over the last 25 years, UMC and its teams have developed fundamental innovations in urban and rural development challenges such as performance assessment, capacity building and decentralized institutional strengthening. We have extensively supported to strengthen systems for ensuring safety and dignity of sanitation workers.

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Abbreviations

BMS- Beneficiary Management System

IEC- Information, Education & Communication

MoSJE- Ministry of Social Justice and Empowerment

MoHUA- Ministry of Housing and Urban Affairs

NAMASTE- National Action for Mechanized Sanitation Ecosystem

NSKFDC- National Safai Karmacharis Finance Development Corporation

OBC- Other Backward Classes

PMU- Project Management Unit

PSSOs- Private Sanitation Service Organizations

PMJAY – Pradhanmantri Jan Arogya Yojana

PPE- Personal Protective Equipment

RSA- Responsible Sanitation Authority

SSW- Sewer and Septic Tank Worker

SEP- Sewer Entry Professionals

SHG – Self Help Group

SRU- Sanitation Response Unit

SC- Schedule Castes

ST- Schedule Tribes

ULB- Urban Local Body

1. Who is this manual for?

This user manual is primarily designed for surveyors, validators and city NAMASTE nodal officers.

- Surveyors are responsible for conducting surveys of sewer and septic tank workers (SSWs). The manual will provide them with clear instructions and tips on asking appropriate questions and to suggest the most effective methods to conduct the surveys.
- Validator and City NAMASTE nodal officers are responsible to validate the data.

2. Introduction to NAMASTE Scheme

National Action for Mechanized Sanitation Ecosystem (NAMASTE) is a central sector scheme jointly implemented by Ministry of Social Justice and Empowerment (MoSJE) and the Ministry of Housing and Urban Affairs (MoHUA). National Safai Karmacharis Finance Development Corporation (NSKFDC) is the implementing agency for 'NAMASTE' scheme. The Scheme will be implemented for three years from FY 2023-24 to FY 2025-26 across 4861 ULBs of India. The scheme aims to bring the transition across all cities from manhole to machine hole through 100% mechanization of sewer and septic tank cleaning operations. The target group of the scheme is sewer and septic tank cleaning workers. This includes workers employed by urban local bodies (ULBs), parastatal bodies[1] and private sanitation service organizations. The interventions of NAMASTE scheme are as follows:

Profiling of SSWs: The scheme aims to create a comprehensive digital database of SSWs employed by ULBs, Parastatal agencies, private sanitation service organizations (PSSOs) and other private operators. This database will facilitate the provision of support, skill-building, and access to social and financial benefits for SSWs and their dependents.

Health Insurance coverage of SSWs under Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana (PMJAY): To provide a safety net for SSWs and their families in case of illness or accidents, each SSW who is not currently covered under the PMJAY, will be provided health insurance coverage under PMJAY. The cost of the premium will be borne by NSKFDC.

Training of SSWs and Duty Supervisors: The NAMASTE scheme will adopt a competency-based approach to provide occupational health and safety training to SSWs, including Sewer Entry Professionals (SEP), and other members of the Sanitation Response Unit (SRU). This includes Responsible Sanitation Authority (RSA) and Duty Supervisors.

Capital Subsidy on Loans to SSWs for Procurement of Sanitation-related Vehicles/ Equipment through Swachhata Udyami Yojana (SUY): NSKFDC will provide funding support to sanitation workers, self-help groups (SHGs) of SSWs, and PSSOs to procure sanitation equipment and vehicles under the Swachhata Udyami Yojana. SSWs and their dependents will also be eligible for capital and interest subsidies, in case banks provide loans at a higher interest rate. Handholding support will be provided to beneficiaries through empaneled agencies. It will be ensured that all loaners have Aadhaar seeded bank accounts.

[1] Parastatal bodies include water supply and sewerage boards and state public health & engineering departments/ offices

Provision of Personal Protective Equipment (PPE) for SSWs: The NAMASTE scheme aims to ensure the occupational safety of SSWs by providing them with PPE kits, including gloves, body suits, safety shoes, masks, safety goggles, etc.

State Namaste Coordinators: States/UTs would be authorized to engage PMU staff to support the Mission Director of the State for the implementation of NAMASTE in ULBs and coordination with NSKFDC.

IT infrastructure: A NAMASTE portal will be executed nationally to display data of empanelled service providers and SSWs at the ULB level and monitor the implementation of NAMASTE for tracking targets and achievements by the ULBs

IEC Campaign: IEC would be undertaken jointly by the ULBs & NSKFDC to spread awareness about the importance of the health and safety of SSWs and availing services through empaneled PSSOs.

This document is a training manual to ensure adoption of uniform and standard understanding of the Enumeration/ Survey and validation questions by all Surveyors as well as validators across urban India. This document provides a step-by-step guide for the entire Enumeration/ Survey and validation process covering all aspects. The manual also contains instructions on the usage of android-based mobile application Beneficiary Management System (BMS) under the NAMASTE portal.

3. Which workers are eligible to be enumerated?

- Sewer and septic tank workers who are engaged by the ULBs, parastatal agencies, self-help groups, and private sanitation service organizations (PSSOs) either their own staff or on contractual terms or as daily wager or non-muster roll.
- Workers with a proof of employment of working as sewer and septic tank workers.

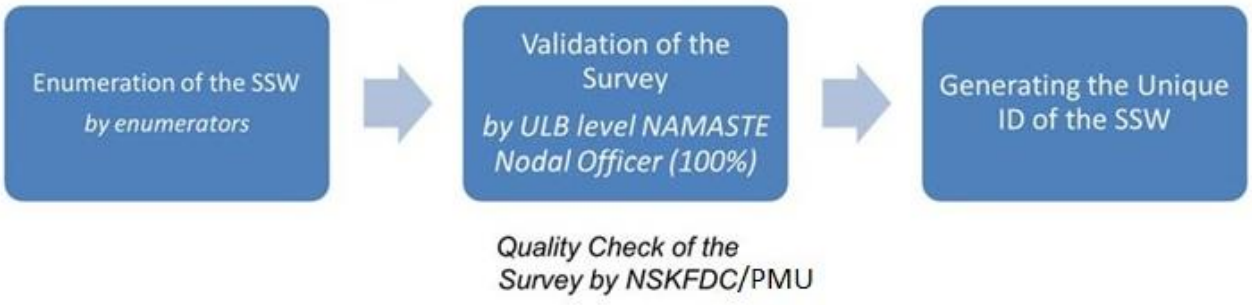
4. Need of Profiling SSW

The Prohibition of Employment as Manual Scavengers and their Rehabilitation Act (PEMSR),2013 prohibits manual scavenging and hazardous cleaning of sewers and septic tanks. As per National Commission for Safai Karamchari's (NCSK) across 24 States and Union Territories, 1055 sewer and septic tank-related deaths have taken place between 1993 and May 2023 due to hazardous cleaning of sewer and septic tanks. The sanitations sector is unregulated and sanitation service delivery happens through informal sanitation workers without access to Personal Protective Equipment (PPE) and safety devices. It is evident that identifying the sanitation workers and connecting them with entitlements has been a challenge as there is a lack of survey database. **Hence, it is important to create a national evidence base of sanitation workers to link workers and their families with NAMASTE scheme benefits.**

5. Process Flow of the Enumeration/ Survey

The Enumeration/ Survey of the SSWs will happen as follows:

1. ULBs will organize profiling camps for Enumeration/ Survey of SSWs.



2. The ULB will appoint Surveyors to enumerate SSWs in profiling camps.
3. The quality of all the surveys will be verified within 5 days of the profiling camps by the ULB NAMASTE Nodal Officer. The quality checks will include thorough checking and error flagging of all the surveys through the NAMASTE web portal.
4. NSKFDC will conduct a quality check of 10% of the surveys to confirm the authenticity of the data.
5. The errors flagged by the ULB NAMASTE Nodal Officer should be resolved by the Surveyors within 7 days from the day on which they are flagged. Surveyors must either call the worker to the ULB office or conduct field visits to rectify the errors.
6. Upon completion of error resolving, the ULB NAMASTE Nodal Officer will validate the SSWs within 7 days.
7. Once the process of validation is complete, a unique NAMASTE ID of SSWs will be generated.
8. **Troubleshooting:**
   a. **for the NAMASTE App:** Reach out to the UMC-NAMASTE helpdesk at **91-7600918348**
   b. **for any process related queries:** Reach out to the NAMASTE helpline at **011-26382478**

6. Surveyors

Surveyors could be any functionaries who are well-versed with engaging and connecting with sanitation workers' community. They could be DAY-NULM community organizers/ SBM animators or sanitary inspectors of the ULB.

The Surveyors will be provided with training by NSKFDC to make them familiarized with the survey app and questionnaire.

6.1. Role of the surveyor

- The enumerator will be responsible for digital profiling and registration of the SSWs
- During the camp the enumerator is expected to complete profiling of at least 10 SSWs every day and report the progress of survey to the ULB officials and NSKFDC on a regular basis.
- After error flagging, the enumerator must rectify all errors within a weeks' time

6.2. What an enumerator/surveyor needs for the profiling:

The profiling can be done wither through the NAMASTE mobile application or on the desktop application. For ease of taking photographs, it is recommended to use the mobile application.

SURVEY ON THE MOBILE APPLICATION

- Surveyors should have an Android smart phone along with its charger.
- Install the most recent version of the app from the Google Play store. If an update notification or pop-up appears while the app is already installed, update it.
- A user ID and password will be provided to use the application by the ULB. Press the app icon on the smartphone and log in.
- While conducting surveys on mobile phone ensure that it is fully charged, has a good internet connectivity, and should check for electric connection and charging points near the survey area.

Steps to improve the performance of the mobile device while conducting survey:

- Turn off Bluetooth and Wi-Fi when not in use.
- Do not leave an un-required apps running in the background. This will help conserve battery.
- Keep the phone on the silent mode.
- Disable the battery saver while conducting the survey, to avoid any issues with the survey app unless the battery level drops below 20%.
- While using the survey app, ensure that GPS location is turned on.
- How to turn on GPS location.
  - Unlock your phone.
  - Open the notification panel on your phone.
  - Search for “location” option in the notification panel by scrolling down/ sideways, whichever may be applicable.
  - Click on “location” option, this will activate the GPS/ location service on the device.

SURVEY USING DESKTOP APPLICATION

Requirements

- Latest Windows desktop/ laptop (no older version than Windows 10) along with its charger/electric connection and active internet connectivity.
- The latest and updated internet browser (Google Chrome version 115, /Mozilla Firefox version 72/ Microsoft Edge version 115) to be used for web-based survey portal.
- Webcam to capture image of the respondents.
- A user ID and password will be provided to use the survey portal by the ULB.
- Strong internet connection, access to electricity, and nearby electricity points from the desktop's location.
- Document scanner for uploading documents and images wherever required on the NAMASTE web portal.

Steps to improve performance of desktop/laptop computer while conducting survey:

- Turn off Bluetooth (if available) and Wi-Fi when not in use.
- Do not leave multiple tabs open while using the survey portal.
- Ensure that the laptop has gone through recent systems update request for smooth and efficient functioning of survey portal.

7. Guiding Principles for the Surveyors

No Promises to be made.

Do not make unrealistic promises to the respondents. Explain them about the scheme and the benefits associated with the scheme, and inform that while this survey will help in the enrolment for entitlements under the scheme, the appropriate department from the ULB will take actions for other needs.

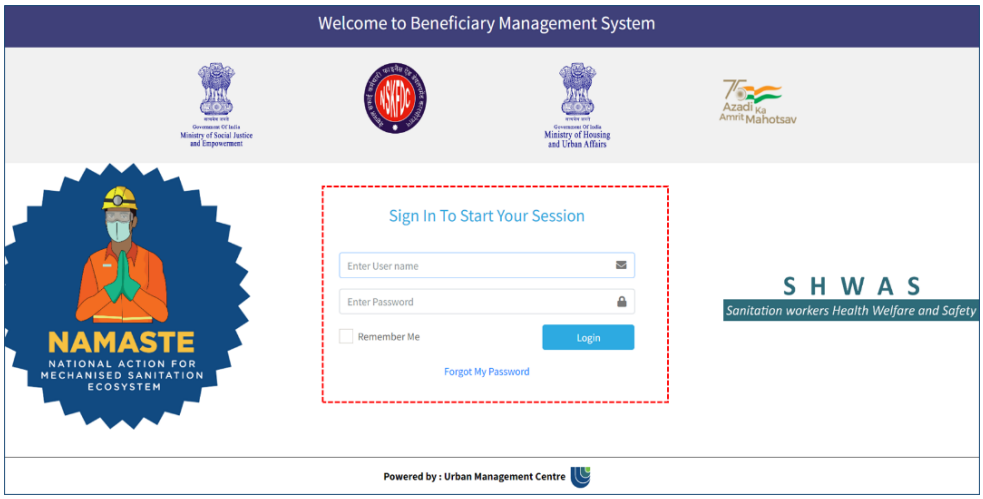
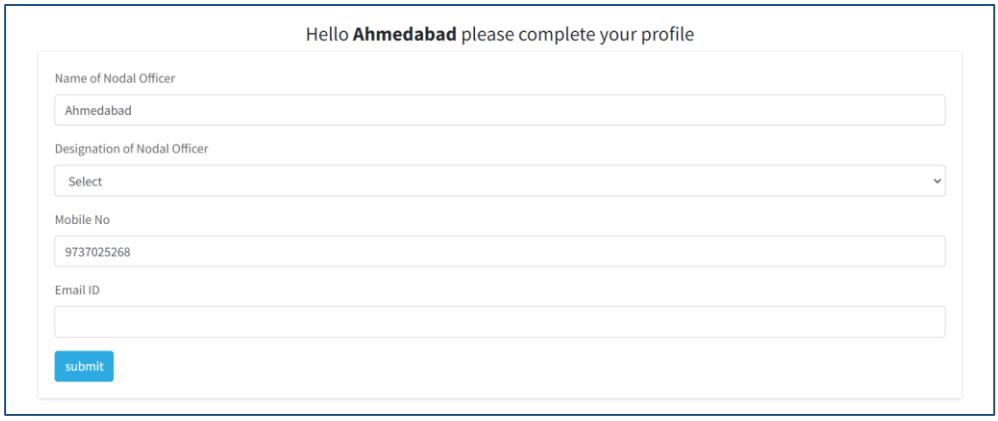
Empathy

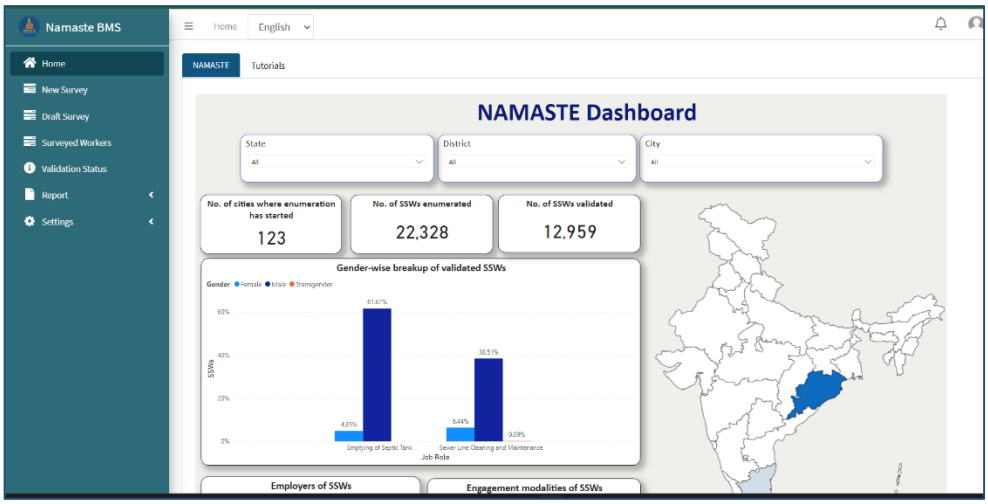
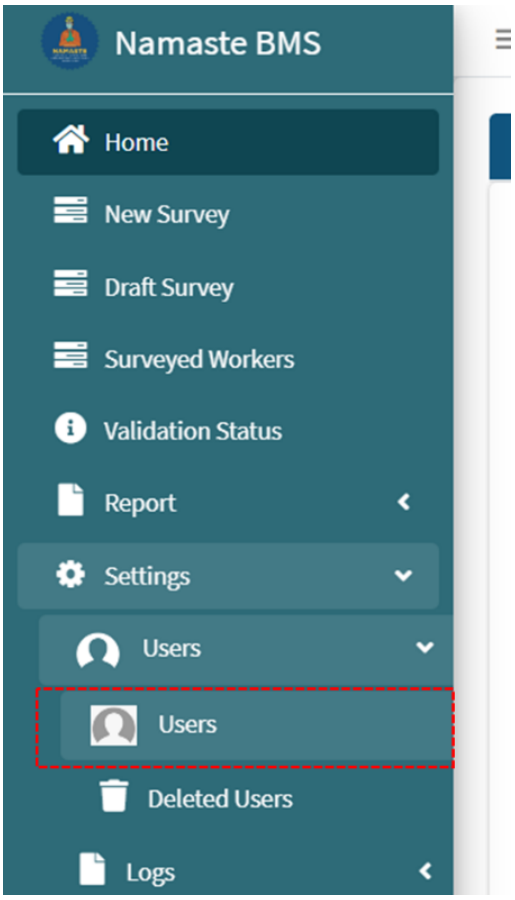
The survey includes capturing personal and sensitive information from the beneficiaries. The Surveyors should be mindful of this fact and respect their choices and decisions. Maintaining a polite and positive attitude for this survey is essential.

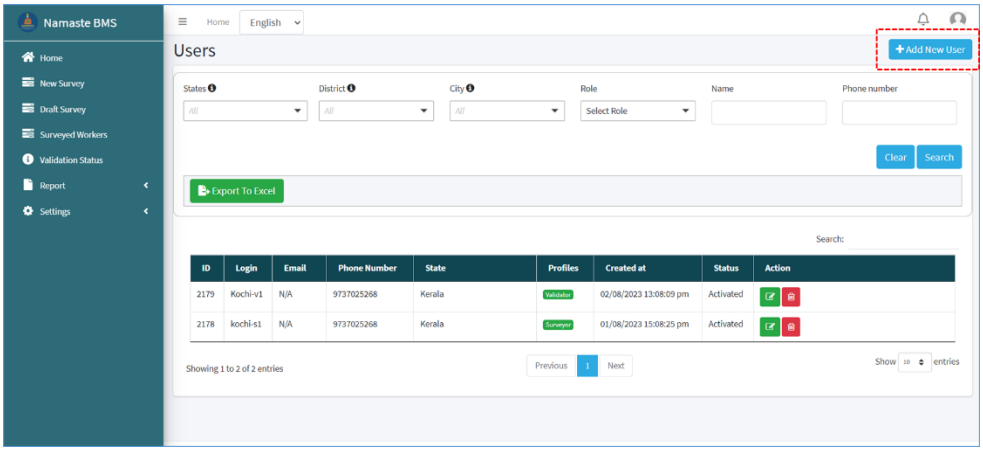
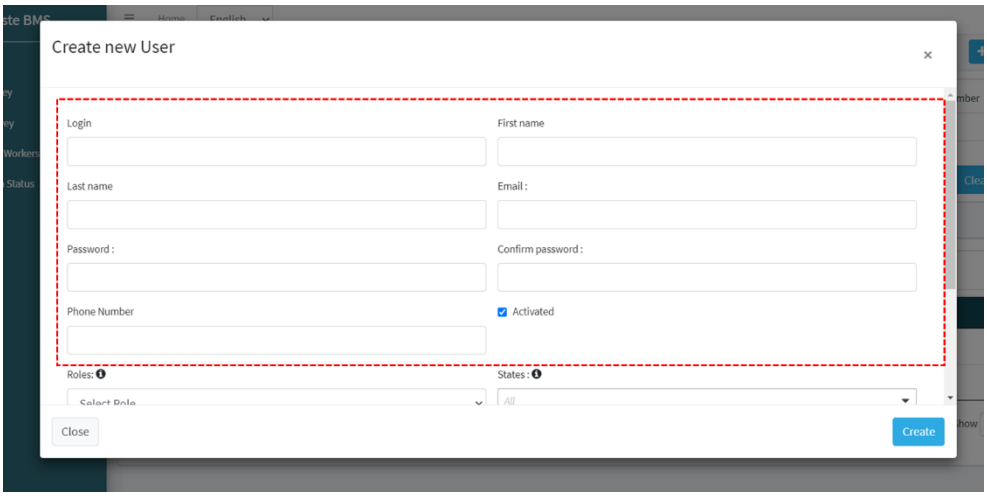
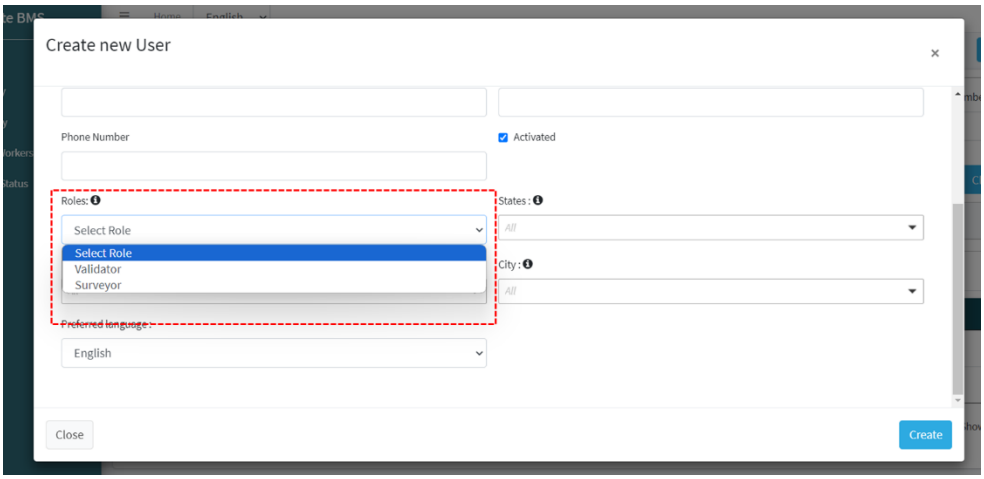
Privacy

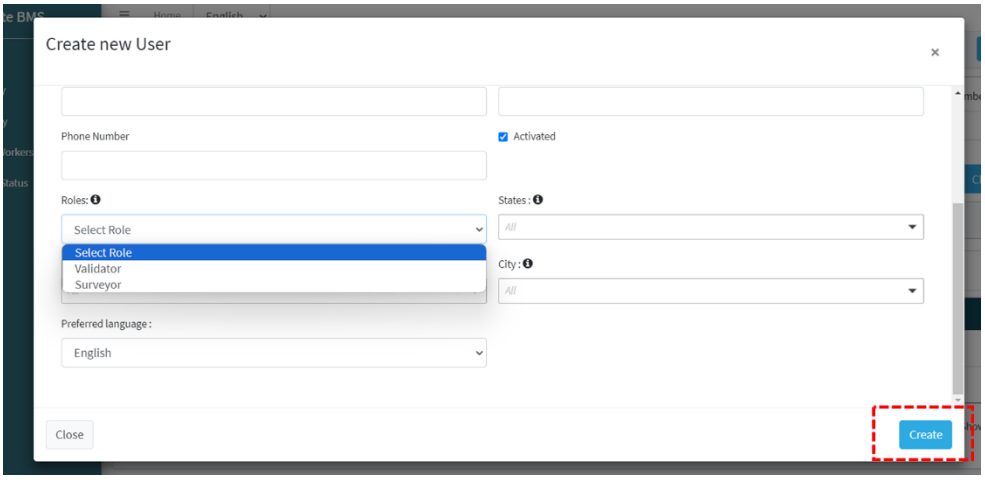
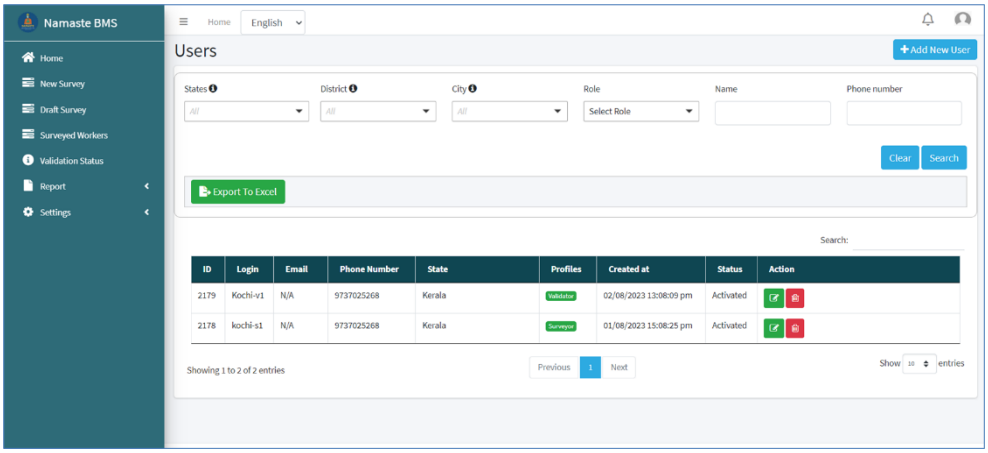
The Surveyors must respect the privacy of the data they collect, and it must be used only for profiling purposes. No leakage of photos or information will be tolerated.

8. How to create User Login

Sr no	Steps	Image
1	The Nodal officer must enter the login IDs and passwords provided by NSKFDC	
2	Nodal officer must complete their profile.	

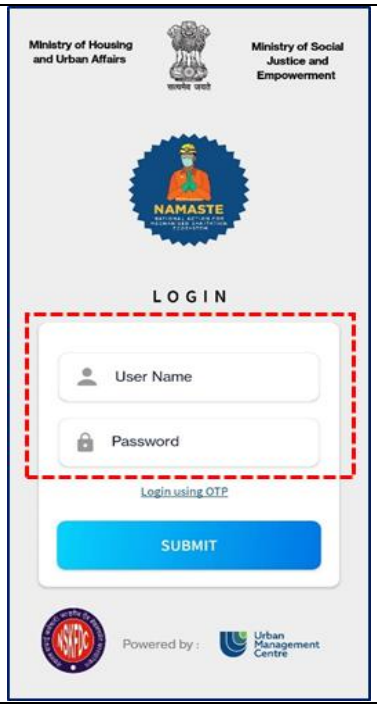
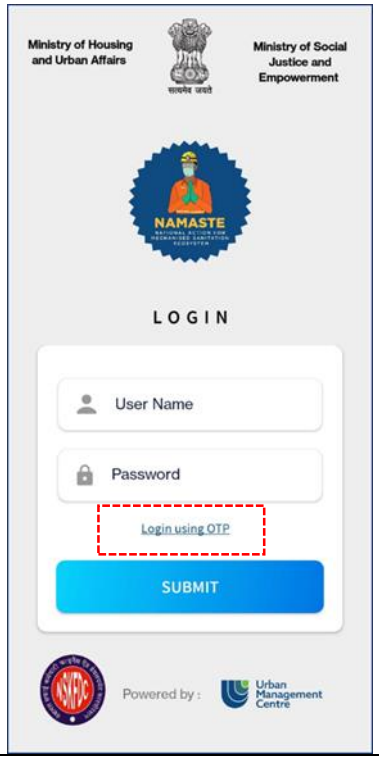
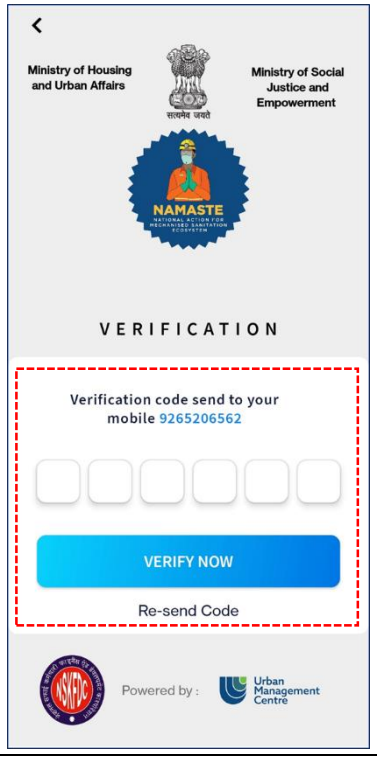
3	Nodal officers must create following IDs: Surveyors Validators	
4	To create users, click on “Users” under settings	

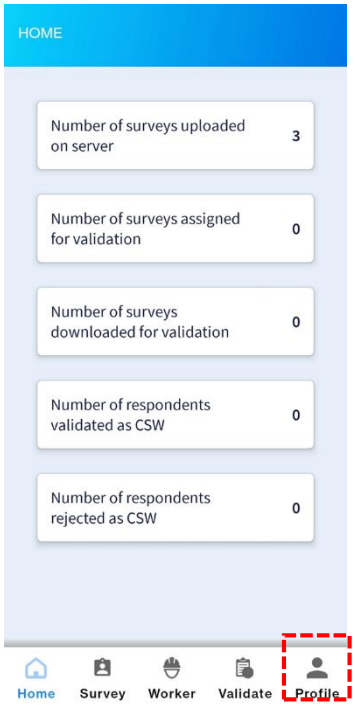
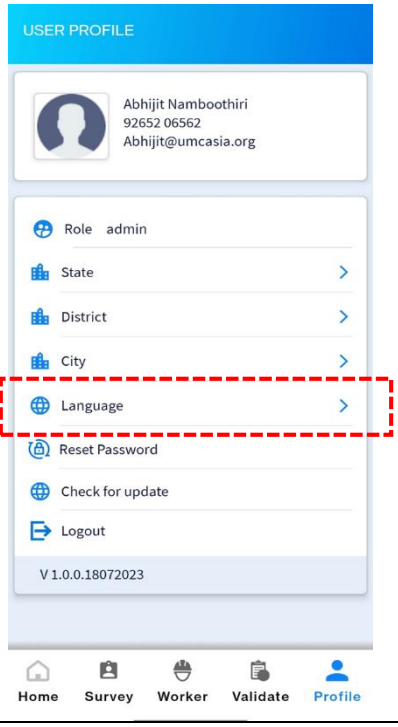
5	In Users page, all the ids created by the ULBs will be visible. To create “User”, click on “+ Add New Users”	
6	Fill in the necessary information . Keep the login IDs simple. Surveyor: (City name)–s1. *For e.g. “Kochi-s1”* Validator: (City Name)-v1 For E.g. “Kochi-v1”	
7	If the ID is created for surveyor select “**Surveyor**” For e.g. if the ID is “Kochi-s1”, then their role should be selected as “Surveyor	

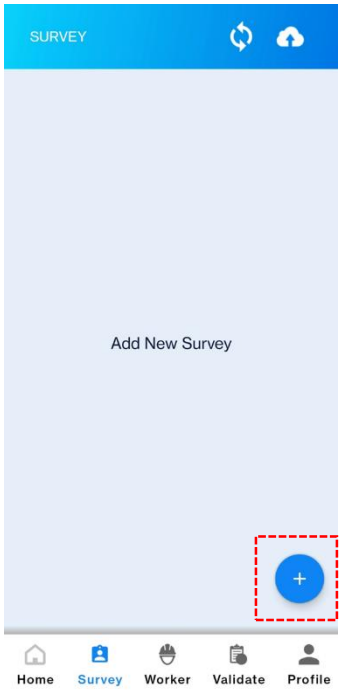
8	After entering all the information. Click on “Create”	
9	After user is created, the page will redirect to “User” page. There you will be able to see all the IDs created by the Nodal officer	

9. How to login and start the survey

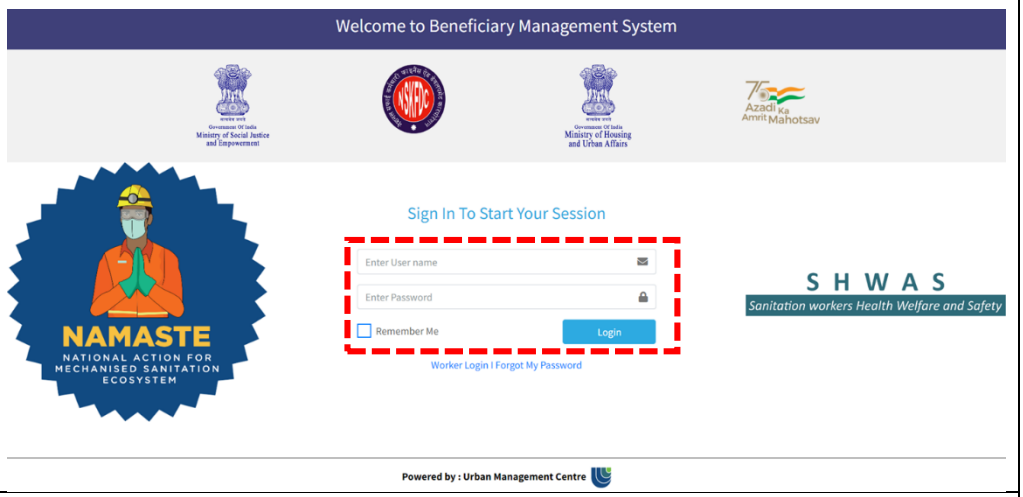
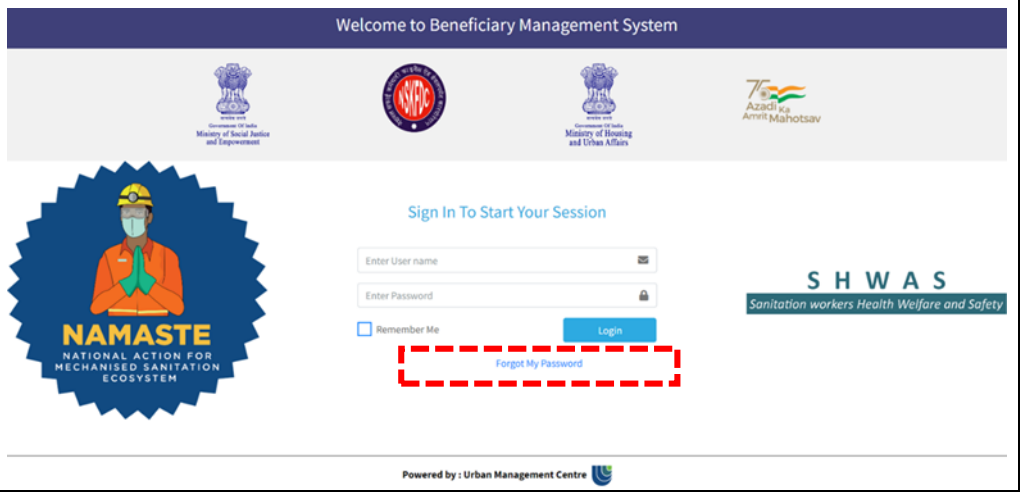
9.1. Login through mobile application

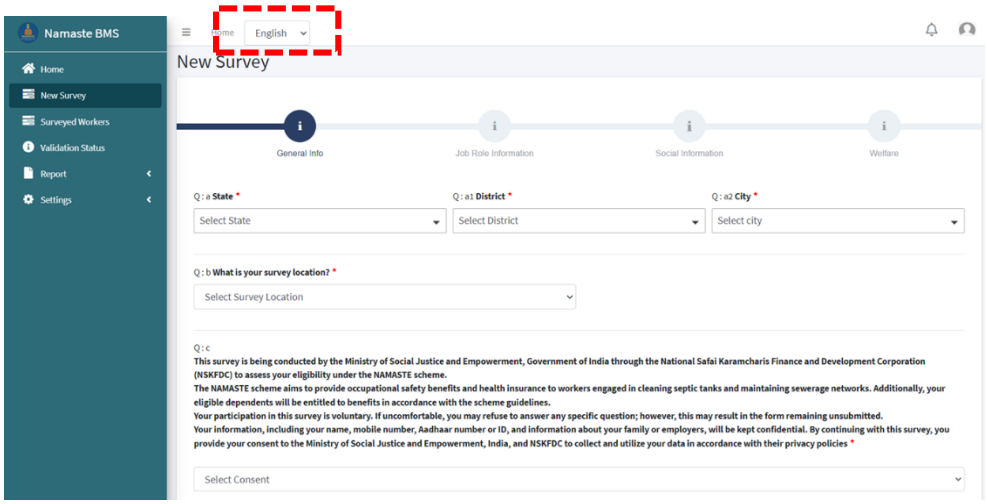
Sr no	Steps	Image
Login can be done in two ways		
1	**Login using user ID and password** Use Id and password as provided by the ULB NAMASTE Nodal Officer and tap 'Submit' to log in.	
2	Or **Login using One time password (OTP)** Use Id as provided by the Nodal Officer of the ULB. Click here, you will receive a 6-digit OTP on your Mobile number. Entre the OTP to login to the NAMASTE app	 

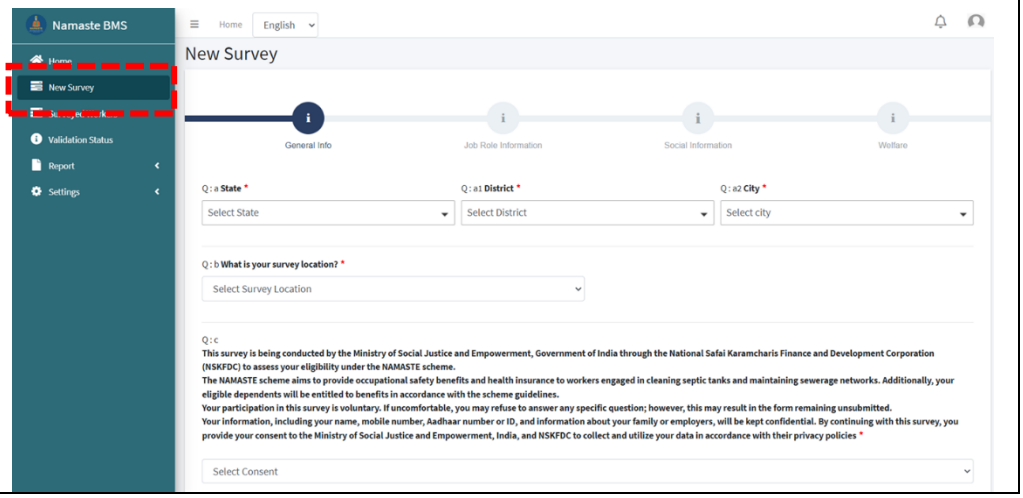
Change the language		
1	If the user wants the survey to be conducted in Hindi, click on “Profile” tab, and then click on “Language”. This will show a list of languages it is available in and select preferred language.	 

Start a Survey		
1	After logging in, you must go to the survey tab and start the survey. Press on “+” sign to start a new survey.	 

9.2. Login through desktop application

Sr no	Steps	Image
Login		
1	Use Id and password provided by the Nodal Officer of the ULB.	
2	If a user forgets their password, they can request a new one by providing their email ID.	

Change the language		
1	If the user wants the survey to be conducted in Hindi, click on tab as highlighted in the picture. This will show a list of languages it is available in and select preferred language.	

Start a new survey		
1	After logging in, proceed to the "New Survey" tab and begin the survey.	

PART- 1: Survey

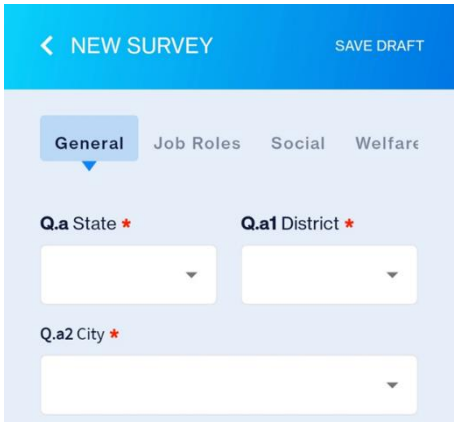
This section provides detailed guidance to Surveyors on asking questions as well as nudging with a few secondary questions to ensure that the accurate information is captured in the survey process.

10. Understanding the survey questionnaire

The survey form is broadly divided into 4 sections:

- Section A: General
- Section B: Job Roles
- Section C: Socio-Economic information
- Section D: Welfare Schemes

Section A: General Information of Sanitation Workers

Sr No	Question	Explanation
a.)		○ The State and the District shall be auto populated based on the login credentials provided. ○ Select city in which camp is being conducted.
b.)	**Survey Location** • Worker's residence • Profiling camp • Worker's workplace	○ If the survey is conducted at the worker's residence, select **"Worker's residence."** ○ If the survey is conducted at profiling camps, select **"Profiling camp"** ○ If the survey is conducted at the workers place of employment such as a STP/FSTP or a muster station, select **"Worker's workplace"**.
c.)	**Consent for the survey *** This survey is being conducted by the Ministry of Social Justice and Empowerment, Government of India through the National Safai Karamcharis Finance and Development Corporation (NSKFDC) to assess your eligibility under the NAMASTE scheme.	○ Read out the consent statement to the respondent in their native language and clarify the survey's objectives. Once that is done ask for the respondent's consent. ○ If the respondent agrees to participate, select **"Agree"** ○ However, if the respondent chooses not to participate, please click on **"Disagree"** ○ On disagreement of the respondent for the survey, inform him that his/her information will not be captured, and

	The NAMASTE scheme aims to provide occupational safety benefits and health insurance to workers engaged in cleaning septic tanks and maintaining sewerage networks. Additionally, your eligible dependents will be entitled to benefits in accordance with the scheme guidelines. Your participation in this survey is voluntary. If uncomfortable, you may refuse to answer any specific question; however, this may result in the form remaining unsubmitted. Your information, including your name, mobile number, Aadhaar number or ID, and information about your family or employers, will be kept confidential. By continuing with this survey, you provide your consent to the Ministry of Social Justice and Empowerment, India, and NSKFDC to collect and utilize your data in accordance with their privacy policies. *Checkbox [Agree/ Disagree]*	his/her form will not be submitted for further process. ○ Ask why the worker does not consent to the survey process.
1	**Name of the sanitation worker/ Safai Karamchari***	○ Provide the full name of the respondent in English, including their first name, middle name (if applicable), and last name. *(Check that the spelling of the name matches the information on their official government identification cards such as Aadhaar, PAN Card, Voter Card, etc. except Ration Card)*
2	**Father's/ Mother's Name***	○ Ask the respondent for their Father's/ Mother's name
3	**Gender*** a) Male b) Female c) Transgender	○ If the respondent does not identify as male or female select **"Transgender"**
4	**Date of Birth***	○ Ask the age of the respondent; (*check their Aadhaar card or any other ID proof to enter the correct age)* ○ Enter the age of the respondent from the date picker

		○ If the respondent is below 14 years of age, then submit the form. Only general information will be captured for the respondent below 14 years.
5	**Enter Mobile number**	○ Enter the 10-digit mobile number of the respondent preferably Aadhaar Card linked Mobile Number **(don't start with zero or +91)** *If the respondent doesn't have their personal mobile number, ask for a family member's mobile number*
6	**Alternate contact number**	○ Enter the 10-digit mobile number of any friend/ relative who can be contacted in case of emergency *Alternate contact number cannot be same as mobile number asked in Q5*
7	**Do you belong to a minority religion?** a) Yes b) No	○ If the respondent follows any religion other than "Hindu" select "**Yes"** ○ If the respondent follows Hindu Religion, select **"No"**
8	**What is your social background?** a) SC b) ST c) OBC d) General	○ If the respondent belongs to the Scheduled Castes (SC) select the **"SC option"** ○ If the respondent belongs to the Scheduled Tribes (ST) select the **"ST option"** ○ If the respondent belongs to the Other Backward Classes (OBC) select the **"OBC option"** ○ If the respondent does not belong to any of the reserved categories then select the **"General Option"**
9	**Please mention your current address**	○ ***Current Address*** *is where the respondent currently resides and can be reached out at the present time.*
9.1	**Address Box***	○ Mention the ○ **House Number, Landmark, Street Name** - *Enter the house number, landmark, and street name of the respondent's house*

		- *If there is no house number, write the street name and house no. with respect to a landmark, if any* - *Example of landmark – "3rd house to the left of the water tank"* o **Settlement/ Basti Name** - *If the respondent does not know the settlement/ basti name.2- 3 people to confirm the name of the settlement* o **Ward Number** - *identify the ward number of the settlement where the respondent live* - *for Eg. "Plot no. 3, Siddharth Nagar, near water tank"*
9.2	**City***	Select the city in which the respondent stays at present
9.3	**Block name**	If the respondent stays within the city limits, then entre the area name. If the respondent stays outside the city limits i.e. in an Peri urban area fill in the block name
9.4	**District**	The district list will be populated based on the selection made in Q "a" (at the start of the survey questionnaire), if the worker resides in the same district. If the worker resides in a different district than the survey location, select the appropriate district from the dropdown menu.
9.5	**State**	The state list will be populated, based on the selection made in Q "a" (at the start of the survey questionnaire) , if the worker resides in the same district.
9.6	**Pin code***	o Confirm the pin code with another respondent from the same area/ basti
10	**Is your permanent address the same as the current address? *** a) Yes b) No	**Permanent Address** is where the respondents original house or native location is *(Check for the permanent address of the respondent on any of the identity documents such as driving licenses, Aadhaar card, on electoral rolls etc.)*

		○ If the permanent address is the same as the current address, select **"yes"** ○ If the permanent address is different from the current address of the respondent, ask questions from 10.1 onwards
10.1	**State**	○ Select the state where the respondent native location is
10.2	**District**	○ Select the district where the respondent native location is
10.3	**City**	○ Select the city where the respondent native location is
10.4	**Address Box***	○ Mention the ○ **House Number, Landmark, Street Name** - *Enter the house number, landmark, and street name of the respondent's house.* - *If there is no house number, write the street name and house no. with respect to a landmark, if any* - *Example of landmark – "3rd house to the left of the water tank"* ○ **Settlement/ Basti Name** - *Check the name of the settlement on the board outside the settlement.* - *If there is no board, ask 2- 3 people to confirm the name of the settlement.* ○ **Ward Number** - *Identify the ward number of the settlement where the respondent lives and enter the ward number.* - *If the respondent stays within the city limits only then add the ward number*
10.5	**Block name***	○ If the respondent stays outside the city limits in a Peri urban area fill in the block name instead of ward number
10.6	**Pin code***	○ Confirm the pin code with another respondent from the same area/ basti
11	**Click to get geo location***	○ Ensure that location is turned on in the smart phone being used for survey

		○ Click 'get location.' The survey location will be captured.

Section B: Job roles and information- Septic Tank

A. Septic Tank Cleaning: Septic tank pits are constructed underground to collect faecal waste from the toilets of individual households/ society/ buildings, etc. They need to be emptied at regular intervals. The faecal sludge from septic tanks is removed from the septic tanks and taken to treatment plants for treatment.

12 A)	**Are you engaged in Septic tank cleaning? *** a) Yes b) No	○ Ask the respondent if they have been engaged in emptying of septic tanks. *Use the locally used terminology to ask. For e.g.: "खोलकुवा" in Gujarati.* ○ If the respondent is engaged in emptying of septic tanks, select **"Yes"** and continue with 13 A) *If they say no nudge them and ask if they have not cleaned it themselves but have helped any family member or friend in emptying septic tanks. If they have helped any family member or friend in emptying septic tanks, then select **"Yes".*** ○ If they are not engaged in emptying of septic tanks in any way, then select **"No"** and directly go to 12 B)
13 A)	**What is your job role? *** a) Empty and clean septic tanks – manually b) Empty and clean septic tanks using a machine. c) Help the cleaner of septic tank	○ Ask the respondent what work they exactly do while emptying septic tanks. ○ Do not give the options but wait for the respondent to describe the nature of their work. ○ Select one of the appropriate options. **a) Empty and clean septic tanks myself - manually**: If the respondent removes the waste (sludge) from the septic tank using equipment like buckets, rods, etc. and do not use a machine. They may or may not get inside the septic tank.

		b) Empty and clean septic tanks using a machine: If the respondent remove waste (sludge) from the septic tank using a desludging machine/ cesspool vehicle. They do not get inside the septic tank for cleaning it. **c) Help the cleaner:** If the respondent help in cleaning the septic tank using machine or manually. They may or may not get inside the septic tank.
14 A)	**Who has employed you to clean septic tanks? *** a) Payroll of the government/ ULB or parastatal agency (like Jal Nigam) b) Self Help Groups c) Private contractor d) Self-employed	○ Ask the respondent who has employed them for cleaning septic tanks? Select one option from the drop-down list **a) Payroll of the government/ ULB or parastatal agency (like Jal Nigam):** If the respondent is employed by a municipal corporation/ municipality/ central government institution/ TWAD/ CMWSSB/ Cantonment board b) **Self Help Groups:** If the respondent is employed by a self-help group. c) **Private contractor/ Private institution/ private industries:** If the employer is any private contractor or organization (but not a self-help group) d) **Self-employed:** If the respondent provides service independently
15 A)	**What is the modality of engagement with your current employer?** a) Permanent employee b) Contractual c) Daily wager	○ This question shall display only if in Q14 A) option "**Payroll of the government/ ULB or parastatal agency (like Jal Nigam)**" is selected ○ If the respondent has job security and is employed directly for a long-term period, select **"Permanent employee"** ○ If the respondent is employed for a contractual period (like 6 months, 1 year etc.) select **"Contractual"** ○ If the respondent gets paid on a daily basis select **"daily wager"**. (*Before categorizing a respondent as daily wager, check their job IDs. If they have a job ID, that*

		means they are employed contractually or permanently, not as a daily wager.)
16 A)	**Who is your Employer/ Supervisor?**	○ If the respondent is employed by "ULB", mention the full name of the supervisor ○ If the respondent is employed by "PSSO", mention the agency name ○ If the respondent is employed by "SHG", mention the name of the SHG
16.1	**Mobile number of Supervisor / Employer**	○ If the respondent is employed by "ULB" then enter the mobile number of the supervisor as mentioned in Q16A) ○ If the respondent is employed by "PSSO" and/or "SHG", then enter the mobile number of Owner/ or supervisor, they report to ○ If they do not have the contact number of the supervisor, just enter "9999999999"
17 A)	**On average, how many days in a month do you do this job?**	Ask the respondent and fill the no. of days they work in a month
18 A)	**Do you have any proof of employment?** a) Receipt of payment/ Salary slip b) Letter /ID from the employer c) Service Book d) Job Contract e) No proof available ***If "a" to "d" is selected, then ask 18.1 and 18.2***	○ Ask them what document they can provide to prove that they work in emptying of septic tank. Select from **"a to d"** *If the response is "No proof available" and the respondent is a permanent or contractual worker, then read out all the options and nudge them to check their smartphone for any image or pdf document from the employer. If the respondent finds it take picture of the proof available with them* ○ If the respondent doesn't have any type of the proof, select the **"No proof available"**
18.1	**How many pages/photo of proof do you have? *** 0-10 pages	○ Select no. of pages from the dropdown. *For example, the contract document may have 4 pages, select 4 from dropdown*
18.2	**Upload photo of proof*** Multiple image upload, based on number of pages Picture	○ Upload the exact number of pages/ photos as mentioned in the Q18.1 ○ Ensure that the picture is clear, and the information is readable
19 A)	**How are you paid for the work you do? ***	○ If the salary is credited to the respondent account directly through UPI, IMPS, NEFT

	a) Money is transferred to my bank account b) Cheque c) Paid in cash	then select **"Money is transferred to my bank account"** ○ If the salary is given in Cheque by the employer to the respondent, select **"Cheque".** ○ If the Salary is given in cash on daily/ weekly/ monthly bases, then select **"Paid in cash"**
20 A)	**What is your monthly Income?** a) Less than Rs. 5000 b) Rs. 5001-10000 c) Rs. 10001-15000 d) More than Rs. 15000	○ If they are **Permanent or contractual workers hired by ULB or PSSO**, verify the amount with the Pay slip or bank statement, if available ○ If they receive **daily wages,** ask their average daily wage earned only from sewer and septic tank cleaning. Multiply it with number of days they get work in the month
21 A)	**Are you given paid leaves? *** a) Yes b) No	○ Ask the respondent - If they don't go to work, are their wages deducted? ○ If their wages are not deducted, confirm by asking how many leaves they get in a year. If they can answer that, select **"Yes"** ○ If their salary/ wage is deducted for taking any leave select **"No"**
22 A)	**Are you covered under EPF? *** a) Yes b) No	○ Employees Provident Fund (EPF) is a scheme in which retirement benefits are collected. Under the scheme, an employee has to pay a certain contribution towards the scheme and an equal contribution is paid by the employer. The employee gets a lump sum amount including self and employer's contribution with interest on both, on retirement. ○ Ask the respondent if certain amount of money is debited from their salary for EPF and if they have an UAN number ○ If they have select **"Yes"** ○ If not select **"No"**
23 A)	**Do you have insurance? *** a) Yes b) No	○ Ask them if they have any insurance?
24 A)	*If answer to Q 23 A) is "yes", ask Q 24 A), else skip to Q 12 B)* **Type of insurance you have? ***	○ If the insurance provides coverage for medical expenses, including hospitalization,

	a) Health Insurance b) Life Insurance c) Accidental insurance d) Employees' State Insurance Corporation (ESIC) e) Others f) Don't know	medications, and preventive care, then select **"Health Insurance"** ○ If the insurance provides a financial payout to beneficiaries upon the insured's death. helping to replace lost income or cover expenses, then select **"Life Insurance"** ○ If insurance provides financial protection in the event of accidental injury, disability, or death., then select **"Accidental Insurance"** ○ if they have insurance coverage under ESIC select **"ESIC"** ○ Select **"Others"** if they have insurance coverage from other companies like LIC, cooperative bank etc. ○ More than one option can be selected if applicable ○ if they are not aware of the insurance company select **"Don't know"**
24.1	**Who is paying for the premium? (Multiple select)** a) Employer b) Self c) Both d) Other e) Don't Know	○ If the premium is paid by the contractor/ PSSOs select **"Employer"** ○ If the premium is paid by the respondent select **"Self".** ○ If the premium is paid by Employer and respondent, then select **"Both"** ○ If the premium is paid by somebody other than the employer or the respondent select **"Other"** ○ If the respondent is not aware about who pays the premium select **"Don't Know"**

Section B: Job roles and information- Sewer System

B. **A sewer system** is constructed to take wastewater from toilets to a central sewage treatment plant. The sewer lines are underground in a city. Maintenance holes (manhole) are the openings to the sewer lines from where its cleaning can be done. They are covered with lids.

12 B)	**Are you engaged in sewer line cleaning and maintenance?** a) Yes b) No	If the respondent is engaged in sewer line cleaning, select **"Yes"** and ask from Q 13 B) onwards. If they say "**No**"

		*Nudge: ask if they have not cleaned it themselves but have helped any family member or friend in emptying sewer tanks. If they have helped any family member or friend in emptying septic tanks, then select **"Yes".*** If they are not engaged in sewer line cleaning in any way, then select **"No"** and end the survey
13 B)	**What is your job role?** a) Clean the sewers and maintenance holes – manually b) Clean the sewers and maintenance holes using a machine c) Help the cleaner of sewer	○ Ask the respondent what work they exactly do while cleaning sewer lines or maintenance holes ○ Do not give the options but wait for the respondent to describe the nature of their work. ○ Select one of the appropriate options **a) Clean the sewers and maintenance holes – manually:** if they clean sewer line or maintenance hole using equipment like buckets, rods etc. They may be getting inside the maintenance hole to clean it. **b) Clean the sewers and maintenance holes using a machine:** If they clean sewer line using an auto rikshaw mounted grab bucket or by a jetting machine. **c) Help the cleaner**: If the respondent help in cleaning the sewer using machine or manually. They may or may not get inside the septic tank.
14 B)	**Who has employed you to clean sewer lines? *** a) Payroll of the government/ ULB or parastatal agency (like Jal Nigam) b) Self Help Groups c) Private contractor d) Self-employed	○ Ask the respondent who employs them for cleaning the sewer line/maintenance hole. Select one option from the drop-down list ○ **Payroll of the government/ ULB or parastatal agency (like Jal Nigam)**: If the employer is employed by municipal corporation/ municipality/ central government institution/ TWAD/ CMWSSB/ Cantonment board ○ **SHG:** If the respondent is employed by a self-help group ○ **Private contractor/ Private institution/ private industries:** If the employer is any

		private contractor or organization (but not a self-help group) ○ **Self-employed:** If the respondent provides service independently
15 B)	**What is the modality of engagement with your current employer? *** a) Permanent employee b) Contractual c) Daily wager	This question shall display only if in Q14 B) option "**Payroll of the government/ ULB or parastatal agency (like Jal Nigam)**" is selected ○ If the respondent has job security and is employed directly for a long-term period, select "**Permanent employee**" ○ If the respondent is employed for a contractual period (like 6 months, 1 year etc.) select "**Contractual**" ○ If the respondent gets paid on a daily basis select "**Daily wager**"
16 B)	**Who is your Employer/ Supervisor? *** Text Entry	○ If the respondent is employed by "**ULB**", mention the full name of the supervisor ○ If the respondent is employed by "**PSSO**", mention the agency name. ○ If the respondent is employed by "**SHG**", mention the name of the SHG.
16.1	**Mobile number of Supervisor / Employer*** *Mobile number, 10 digits*	○ Take the mobile number of the supervisor ○ If they do not have the contact number of the supervisor, just enter "**9999999999**"
17 B)	**On average, how many days in a month do you do this job? *** Numbers 0-31	Ask the respondent and fill the no. of days they work in a month
18 B)	**Do you have any proof of employment? *** a) Receipt of payment/ Salary slip b) Letter /ID from the employer c) Service Book d) Job Contract e) No proof available ***If "a" to "d" is selected in Q0, then ask Q0 and Q 0***	○ Ask them what document they can provide to prove that they work in the Sewer Line Cleaning and Maintenance. Select from "**a to d"** *If the response is "No proof available" and the respondent is a permanent or contractual worker, then read out all the options and nudge them to check their smartphone for any image or pdf document from the employer. If the respondent finds it take picture of the proof available with them* ○ If the respondent doesn't have any type of the proof, select **"No proof available"**

18.1	**How many pages/photo of proof do you have? *** 0-10 pages	○ Select no. of pages from the dropdown. *For example, the contract document may have 4 pages, select 4 from dropdown*
18.2	**Upload photo of proof*** Multiple image upload, based on number of pages selected in Q18.1. Picture	○ Upload the exact number of pages/photos as mentioned in the Q18.1. ○ Ensure that the picture is clear, and the information is readable
19 B)	**How are you paid for the work you do? *** a) Money is transferred to my bank account b) Cheque c) Paid in cash	○ If the salary is credited to the respondent account directly through UPI, IMPS, NEFT then select **"Money is transferred to my bank account"** ○ If the salary is given in Cheque by the employer to the respondent, select **"Cheque".** ○ If the Salary is given in cash after the work completed immediately or on daily/ weekly/ monthly bases, then select **"Paid in cash"** ○ If a respondent receives payment in more than one way, select all possible options. Example: Cheque and paid in cash
20 B)	**What is your Monthly Income?** a) Less than Rs. 5000 b) Rs. 5001-10000 c) Rs. 10001-15000 d) More than Rs. 15000	○ If they are **Permanent or contractual workers hired by ULB or PSSO**, verify the amount with the Pay slip or bank statement, if available ○ If they receive **daily wages,** ask their average daily wage earned only from sewer and septic tank cleaning. Multiply it with number of days they get work in the month
21 B)	**Are you given paid leaves? *** a) Yes b) No	○ Ask the respondent - If they don't go to work, are their wages deducted? ○ If their wages are not deducted, confirm by asking how many leaves they get in a year. If they can answer that, select **"Yes"** ○ If their salary/ wage is deducted for taking any leave, select **"No"**
22 B)	**Are you covered under EPF? *** a) Yes b) No	○ Employees Provident Fund (EPF) is a scheme in which retirement benefits are collected. Under the scheme, an employee has to pay a certain

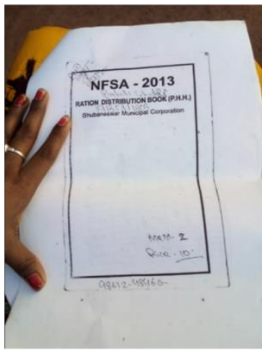
		contribution towards the scheme and an equal contribution is paid by the employer. The employee gets a lump sum amount including self and employer's contribution with interest on both, on retirement. ○ Ask the respondent if certain amount of money is debited from their salary for EPF and if they have an UAN number ○ If they have select **"Yes"** ○ If not select **"No"**
23 B)	**Do you have insurance? *** a) Yes *b)* No	○ Ask them if they have any insurance?
24 B)	*If answer to Q0 is "Yes" then ask from 0 onwards, else skip to Q 0* **Type of insurance you have? * (multi select)** a) Health Insurance b) Life Insurance c) Accidental insurance d) Employees' State Insurance Corporation (ESIC) e) Others f) Don't know	○ If the insurance provides coverage for medical expenses, including hospitalization, medications, and preventive care, then select **"Health Insurance"** ○ If the insurance provides a financial payout to beneficiaries upon the insured's death. helping to replace lost income or cover expenses, then select **"Life Insurance"** ○ If insurance provides financial protection in the event of accidental injury, disability, or death., then select **"Accidental Insurance"** ○ if they have insurance coverage under ESIC select **"ESIC"** ○ Select **"Others"** if they have insurance coverage from other companies like LIC, cooperative bank etc. ○ More than one option can be selected if applicable ○ if they are not aware of the insurance company select **"Don't know"**
24.1	**Who is paying for the premium? (Multiple select)** a) Employer b) Self c) Both d) Other *e)* Don't Know	○ If the premium is being paid by the contractor/ PSSOs select **"Employer"** ○ If the premium is being paid by the respondent select **"Self".** ○ If the premium is paid by the Employer and the respondent, then select **"Both"** ○ If the respondent is not aware about who pays the premium select **"Don't Know"**

Section C: Socio-Economic Information and Family Information

25	**Marital Status?** a) Single/Unmarried b) Married c) Widowed	○ If the respondent is not married select **"Single"** ○ If the respondent is married select **"Married"** ○ If the respondent's spouse died and the respondent did not remarry select **"Widowed"**
26	**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	○ Ask if the respondent went to school and questions about name of the school, locality of the school to cross check if the respondent attended school. ○ Select one option as per the respondent's educational status. ○ **"Not literate"** – If the respondent does not know how to read/write. ○ **"Functional literacy" -** If the respondent can read, write and understand information. For e.g. If they can sign a document, read and write text messages on the phone. ○ **"Till 5th standard"** – respondent completed education till 5th standard. ○ **"Till 8th Standard"**– respondent completed education till 8th standard. ○ **"10th Standard"** – respondent completed education till 10th standard. ○ **"12th Standard"** – respondent completed education till 12th standard. ○ **"Diploma Vocational"** – if they have completed any vocational training and received a certificate or have undertaken a diploma course. ○ **"Diploma Professional" –** if they have completed minimum 3 years of professional course and have received a certificate. ○ **"Graduation"**- if they have received a degree from college or university. ○ **"Post-Graduation"-** if they have received a post graduate degree from college or university.

27	**How did you get into Sewer/Septic Tank Cleaning work?** a) Family Occupation b) I was Married into a sanitation worker's family c) This was the only work available d) To help a friend/relative e) By personal choice f) Other, specify	Ask the primary reason why the respondent started performing in sewer/Septic tank cleaning job in their life *Nudge by asking about their family history, if the respondents' spouse, parents and children were or are currently involved in Sewer or Septic work* *Nudge about the occupation of their friends and relatives like uncle, aunt etc. and probe if any of them are SSWs and offered the respondent to join them for work.* *You may also ask if the respondent tried applying for various jobs which were not core sanitation work* o If the respondent's parents are also engaged in sanitation work and this led them to continue with the same work, select **"Family Occupation"** o If the respondent was not performing core sanitation jobs before marriage, but started doing so after marriage as the family they married into was already performing sanitation jobs Select **"I was married into a sanitation worker's family"** o If the respondent was looking for alternate livelihoods but could not find any other work due to factors like caste, education level etc. Select **"only work available"** o if the respondent started doing core sanitation work to assist a distant relative like uncle/aunt/friend/etc select **"To help a friend/relative"** o if the respondent feels it's a profitable source of livelihood select **"By personal choice"** o If they have any other answers, select **'Others'** and specify
28	**Do you have an Aadhaar card? *** a) Yes b) No c) Yes, but currently unavailable	o Ask the respondent if they have an Aadhaar card issued by the Government of India.

		○ If they say that an Aadhaar card has been issued to them and they have the card with them currently, select the option **"Yes"**. ○ If they have been issued the card but they don't have the card with them during the survey, select **"Yes, but not currently unavailable"** ○ If they have not been issued the Aadhaar card by the government, select **"No"**.
28.1	**Insert 12 Digit of Aadhaar number**	Please enter the 12 digits of the Aadhaar card
28.2	**Take a Photo of Aadhaar Card**	Take a photo of front page of the Aadhaar card
29	**Do you have any of the following ID cards? *** a) Driving License b) Voter ID Card c) Ration Card d) Caste Certificate	Ask the respondent whether they have any government issued other photo ID proof, as per the list. ○ If the respondent has any of the mentioned ID, then **select** appropriate ID. Things to remember while taking photograph of the documents/ID cards. ○ Always capture a photo in good light. Switch on the lights in the room if it is evening time or in case of heavy winds. ○ It is preferable if the background is stable and dark. ○ Place the document on the background. ○ Click the photograph of only one document at a time. ○ If the document keeps on moving due to the fan or wind, ask the respondent to hold down two opposite edges of the document. ○ The camera should be positioned such that all edges of the document are included in the photo frame. ○ Make sure to keep a distance of at least 1.5 feet to avoid unclear pictures. ○ Tap on the screen once to get the documents in focus. ○ Click on the shutter once without moving your hands. ○ Check if the photo is clear to read. ○ Click the picture again if it is blurred, cropped or illegible. If, Ration card is captured as the documentary proof, then ration card number is to be

		documented in case, not the ration distribution book. Ration card  Ration distribution book
29.1	**Front Page of the ID card***	Click the front page of the ID proof ○ The name and picture of the respondent will be considered as the front page of ID card/document. *If the respondent has a photocopy of the document, then the ID number must be clearly visible while taking the photo.*
29.2	**Back page of the ID card**	Click the back page of the ID proof ○ this is not mandatory as there might be proofs which would not have any information on the back of the card.
30	**Are you suffering from any diseases? *** a) Yes b) No	○ Ask them if they have any illness/ disease for which they have been taking medicine for more than a year, or for which a doctor has told them that medicine will continue for a long time – this comes under the category of a chronic illness
30.1	**If yes, what are you suffering from?** 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	○ Prompt some types of illnesses from this list to help them think, but you may not read out the entire list. Also check for any signs of the illness.

30.2	**Please specify any other disease/illness you are suffering from**	○ If they mention any other illness select **"Others, specify"** and specify the illness
31	**Have you taken occupational safety training for cleaning sewer/ septic tank?** a) Yes b) No	○ Ask the respondent details of the training where and when did they receive training, who trained them?, etc. to determine whether they have received trainings.
32	**Are you a member of SHG? *** a) Yes b) No	○ Self-Help Groups (SHGs) are groups of 10 to 20 women or men who come together to improve their living conditions by group savings and loans. These groups conduct regular meetings where the savings of the group is collected into a corpus fund, which is used to provide short-term loans to the members. After some time when the credit requirements of the members' increase, the SHG may approach to a bank for loan. ○ Ask the respondent if they are a member of SHG, if they say "**Yes**", then nudge whether they have received revolving fund. ask for the name of their SHG, and then determine whether to select "**yes**"
33	**Are you aware of loans provided for the procurement of sanitation machinery and vehicles? *** a) Yes b) No	Ask if the respondent knows of loans being provided by various schemes for procuring sanitary machinery and vehicles ○ If they are aware select **"Yes"** ○ If they aren't select **"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) Not interested	Ask the respondent if they would be interested in getting a loan.
34.1	**What are the reasons you are 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_____	If the respondent is not interested in availing the loan, ask them the reason for their unwillingness

34.2	**Please specify any other reason that you are not interested in**	Select **"f)"** if the respondent mentions any other reason than mentioned and please specify the reason
35	**Have you previously taken any loan from a bank?** a) Yes b) No	○ Ask if the respondent has taken a loan from a bank previously. ○ If they have then select **"Yes",** confirm that the loan is from a bank and not from a money lender ○ If not select **"No"**
35.1	**Have you repaid the loan?** a) Yes, completely b) Yes, regular repayments. c) No d) Default in repayment of some installments	Ask the respondent about the latest loan status. ○ Select **"Yes Completely"** if the loan is fully paid back, ○ Select **"Yes regular repayments"** if the respondent pays the loan at regular intervals which could be monthly, quarterly, every six months or as decided by the lender. ○ Select **"No"** if the respondent has not started loan repayments ○ Select **"Default in repayment of some installments"** if they have been consistent in paying the installments monthly but missed out on a month or two due to some unavoidable reasons.
35.2	**Why was the loan repayment not done?** 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) Other, please specify (text entry on selected)	Ask the respondent about why the loan repayment has not done yet ○ Select **"a)"** if the respondent has not been able to repay the loan due to expenses for treating themselves or family member costs resulting from a family member's illness. ○ Select **"b)"** if the respondent had to cover the expenses of a wedding/ social function taking place in their household, with all their earnings going towards that event. ○ Select **"c)"** if respondent was unable to pay due to expenses on construction of their house. ○ Select **"d)"** if they say that they don't earn enough or have profits to pay the instalment. ○ Select **"e)"** if the respondent could not repay the loan for some other purpose. Please specify the reason
36	**Are you engaged in any alternate (other than sanitation) livelihoods? *** a) Yes b) No	○ Ask if the respondent would like to earn income from other livelihood than being engaged only in sanitation work.

		○ Select "**yes**" if they would like to engage in any other kind of livelihood sources. ○ Select "**no**" if they would like to be engaged only in core sanitation work
37	**Click an image of respondent? ***	○ Click a clear, solo image of the respondent, with a clean background Things to remember while taking a photo of the respondent. ○ Always capture a photo in good light. Make sure that the light is facing the respondent. Switch on the lights in the room if it is evening time. ○ It is preferable if the background is not dark or messy. Look for a light, and clean background. ○ Ask the respondent to stand straight and look into the camera lens. ○ The distance between the camera and the respondent should be at least 1 meter (3 feet). ○ The photograph frame should contain the top of the head, the ends of both shoulders and the person's waist. ○ Keep the camera/phone at eye level. ○ Click on the shutter once without moving your hands. ○ Check if the photo is clear. ○ Click a picture again if it is blurred, dark or cropped.
38	**How many members are in your family? Please tell us the number of family members that live in the same house as yours and share a kitchen with you**	*In this section take information about the respondent's family that is living in the same household and sharing the kitchen with the respondent.* ○ If the respondent is a migrant and their family members are residing in village/city, then record their information as well ○ The number of members helps understand how many people we are going to enumerate as a part of the family. You can come back to this question and change the number at any point. ○ Help the worker count the number of family members.
38.1	**Name of family member (Starting from Head)? ***	○ Enter the full name of the family member

38.2	**What is their relationship to you? *** a) Father b) Mother c) Son d) Daughter e) Wife f) Husband g) Others (Specify) - Text entry on selection	○ Select the relationship of the family member to the respondent. E.g., they are the respondent's father, mother, son, daughter, wife or husband. ○ For any other relation with the respondent, select "Others, Specify". Specify the relation such as sister, in-laws, cousins, distant relatives, etc
38.3	**What is their gender? *** a) Male b) Female c) Transgender	○ Ask the respondent of what gender does the relative identify as? ○ Select the appropriate response from the dropdown.
38.4	**How old are they?**	○ Select the age of the family members in years from the dropdown.
38.5	**Category of family members** a) Widow b) Person with Disability c) None	Ask if the person living with the respondent is a **widow** or has **any disability**. If not select **"c"**
38.6	**Level of Education? *** a) Not literate b) Functional literacy c) 5th standard d) 8th standard e) 10th Standard f) 12th standard g) Diploma-Vocational h) Diploma-Professional i) Graduation j) Post-Graduation	○ Ask if the respondent whether their family member went to school. Ask questions about name of the school, locality of the school to cross check if the family attended school. ○ Select one option as per the respondent's response for the family members educational status. **Not literate** – If the family member does not know how to read and write. **Functional literacy -** If the family members is able to read, write and understand information, for e.g. if they are able to sign a document read and write text messages on phone. **Up to 5th standard** – respondent completed between till 5th standard. **Up to 8th Standard** – respondent completed 8th standard **10th Standard** – respondent completed 10th standard **12th Standard** – respondent completed 12th standard **Diploma Vocational** – if they have completed a certificate course on any special skills to develop expertise in a specific area of interest **Diploma Professional –** if they have completed minimum 3 years of professional course and have received a certificate

		Graduation- if they have received a degree from college or university. **Post-Graduation-** if they have received a post graduate degree from college or university.
39	**Have you or your family members availed any of the following benefits? (Multiple Select)** a) Pradhan Mantri Awas Yojana – Urban b) Pradhan Mantri Ujjwala Yojana c) Pradhan Mantri Suraksha Bima Yojana d) Pradhan Mantri Jeevan Jyoti Bima Yojana e) Entrepreneur Development Programme (EDP) f) Pradhan Mantri Shramyogi Maan Dhan Yojana g) Pradhan Mantri Kaushalya Vikas Yojana (PMKVY) h) Pradhan Mantri Daksh Yojana i) Swachhta Udhyami Yojana (MoSJE) j) Sanitation Workers Rehabilitation Scheme (MoSJE) k) Pre-Matric Scholarship (MoSJE) l) Top Class Scholarship Scheme for Schedule Castes (MoSJE) m) Free Coaching (MoSJE) n) Fellowship (PhD) (MoSJE) o) Overseas Scholarship (MoSJE) p) Post-Matric Scholarship (MoSJE) q) Ayushman Bharat Pradhan Mantri Jan Arogya Yojana r) Pradhan Mantri MUDRA Yojana s) Matru Vandana Yojana t) Janani Suraksha Yojana	○ This is to understand if the respondent is generally connected to any government schemes. ○ Ask the workers what all schemes they and/or their family members have availed, select the appropriate schemes.

		u) One Nation One Ration Card Scheme v) Atal Pension Scheme w) Indira Gandhi National Widow Pension Scheme x) Indira Gandhi National Disability Pension Scheme y) Indira Gandhi Old Age Pension Scheme	

This marks completion of the survey.

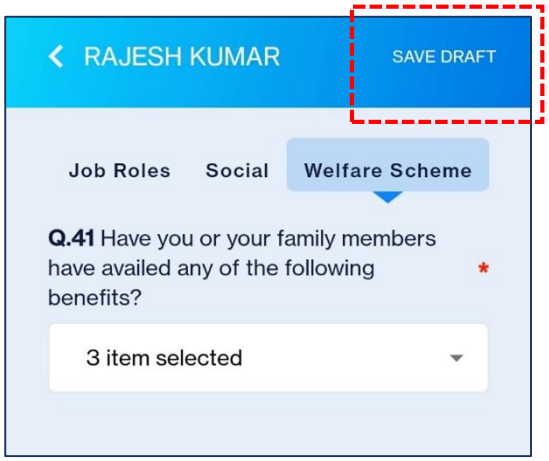
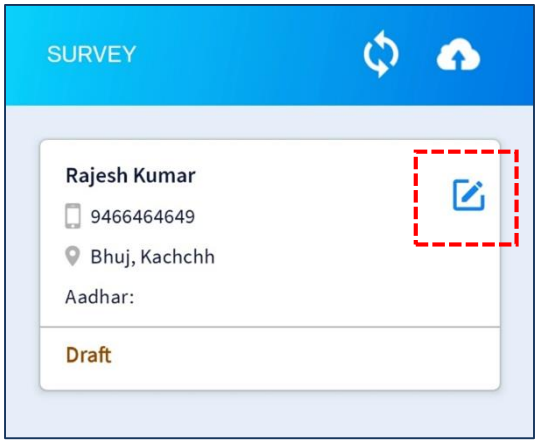
Note:

The instructions for filling each of the survey question remains the same as that specified for the mobile application. However, the below mentioned things need to be kept in mind while doing the survey from the web portal

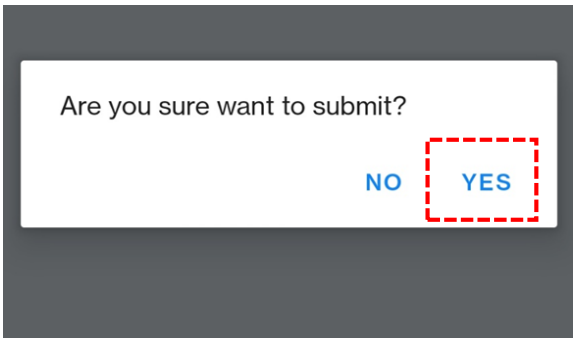
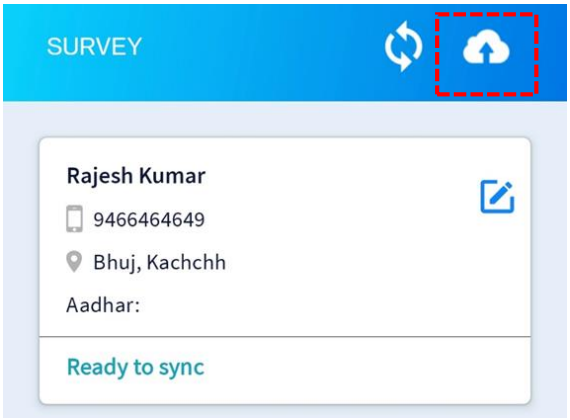
1) The geo tagging option has been disabled in the web portal

2) For uploading the photos wherever required the enumerator/surveyor must scan the documents through a scanner and use webcam to capture the respondent's image.

3) Scan the document provided by the respondent. Save the scanned page/s collectively in one folder. Click on Choose files > select the image/s > Click on open

1	**Click on "save draft" button in case you receive a call or need to do other work on phone.**	
2	**This option is useful for editing form in case the missing details are received from the workers** **Once details are received click on edit button to complete the survey**	

11. After survey completion

1	**"After completing all the sections at the end of the page, the user will be able to see a "Submit" button."**	
2	**Upon completion, a pop-up window will appear, requesting confirmation. If the user wishes to submit, they should click on "Yes."**	
3	**Once the survey has been successfully submitted, its status will display as "Ready to Sync."** The enumerator is required to press the sync icon located on the top right corner. After doing so, the survey status will change from **"Ready to Sync"** to **"Uploaded to server."**	

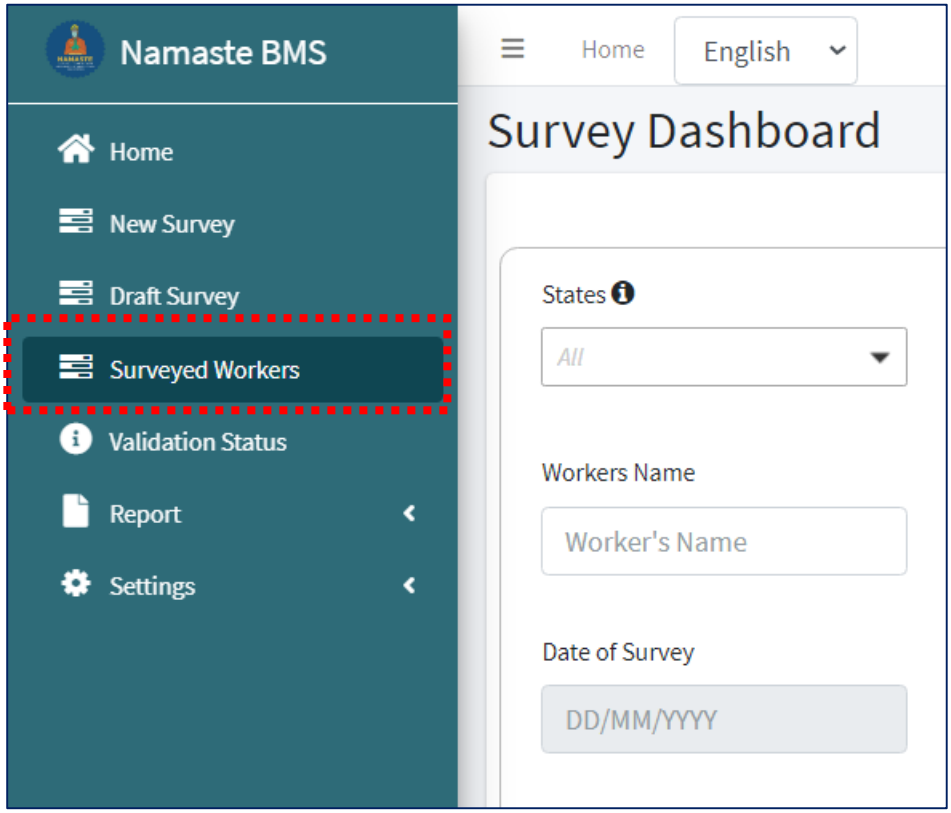
PART- 2: Error Flagging and Error Resolving

12. Error Flagging

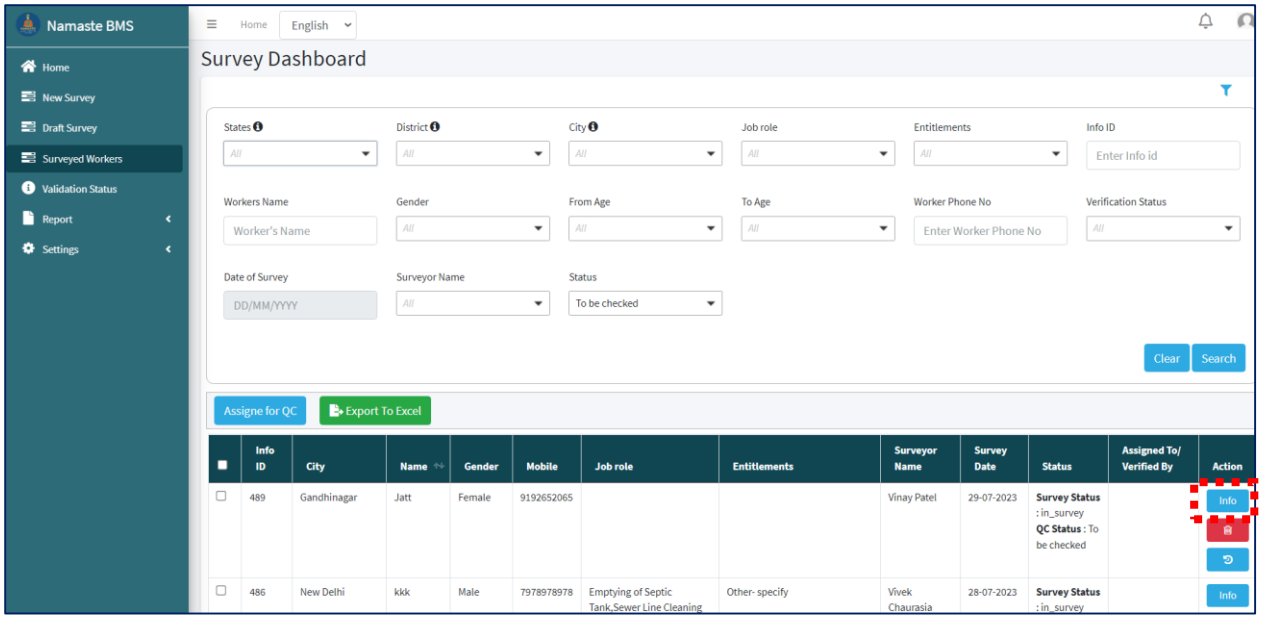
Error Flagging is the process of checking the data collected during survey and identifying critical errors which can have an impact on validation of survey respondents or determining their eligibility to access various schemes. check data collected by Surveyors in every survey and identify all errors. Each identified error will be flagged from the back end by the validator or city nodal person. It will be the responsibility of the enumerator to rectify the errors.

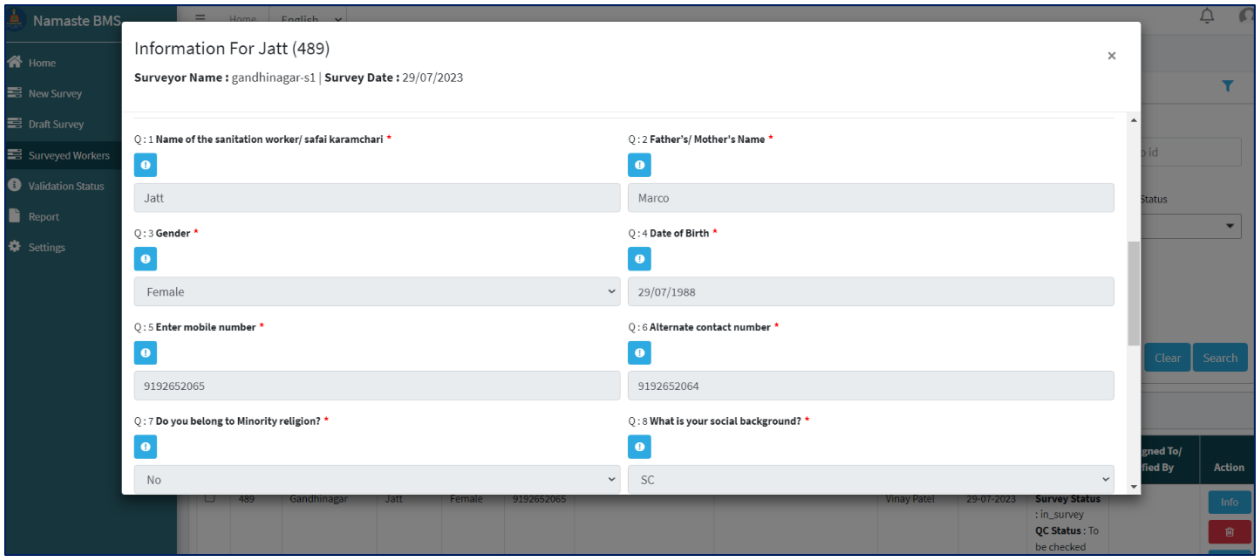
Follow the below steps mentioned to do error Flagging

1. Go to **"Surveyed workers"** page. This page will display all the surveys done by the Surveyors.

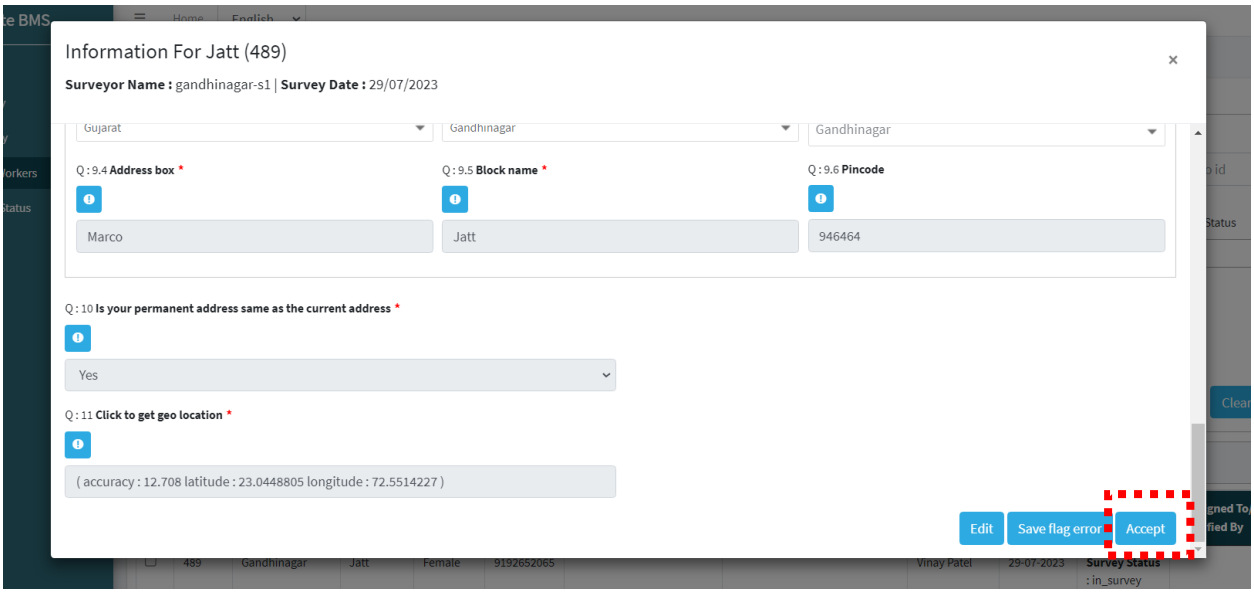


2. Click on "Info". This will show all the information filled by the Surveyors for the respective workers

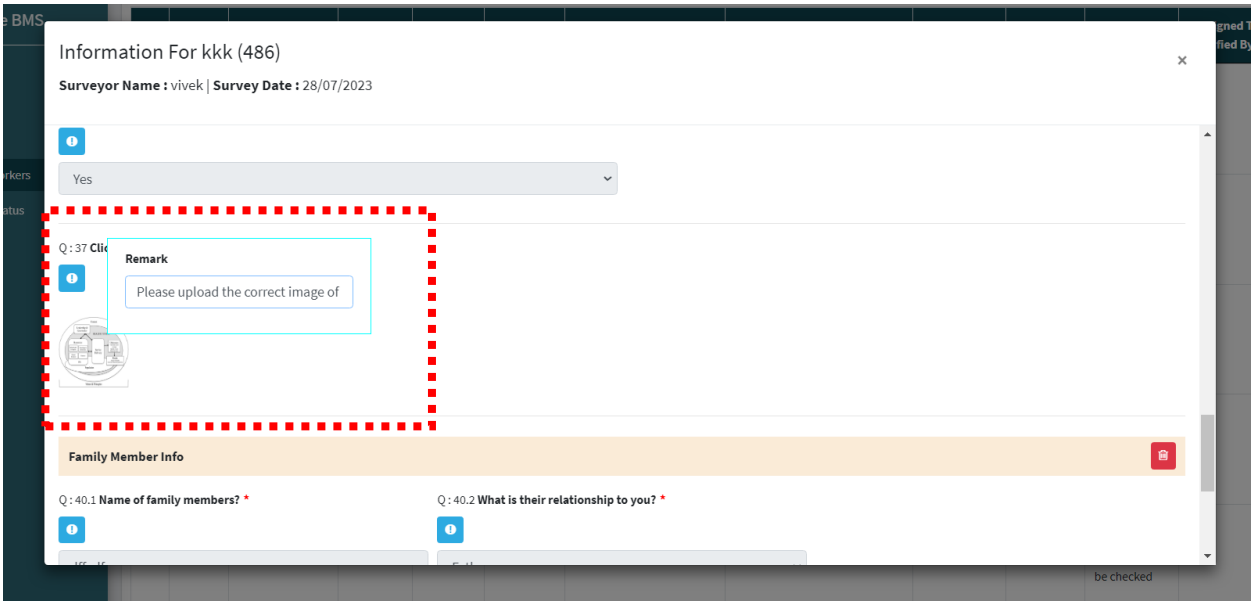




3. If there is no error in the form of enumerator, then click on "**Accept**"

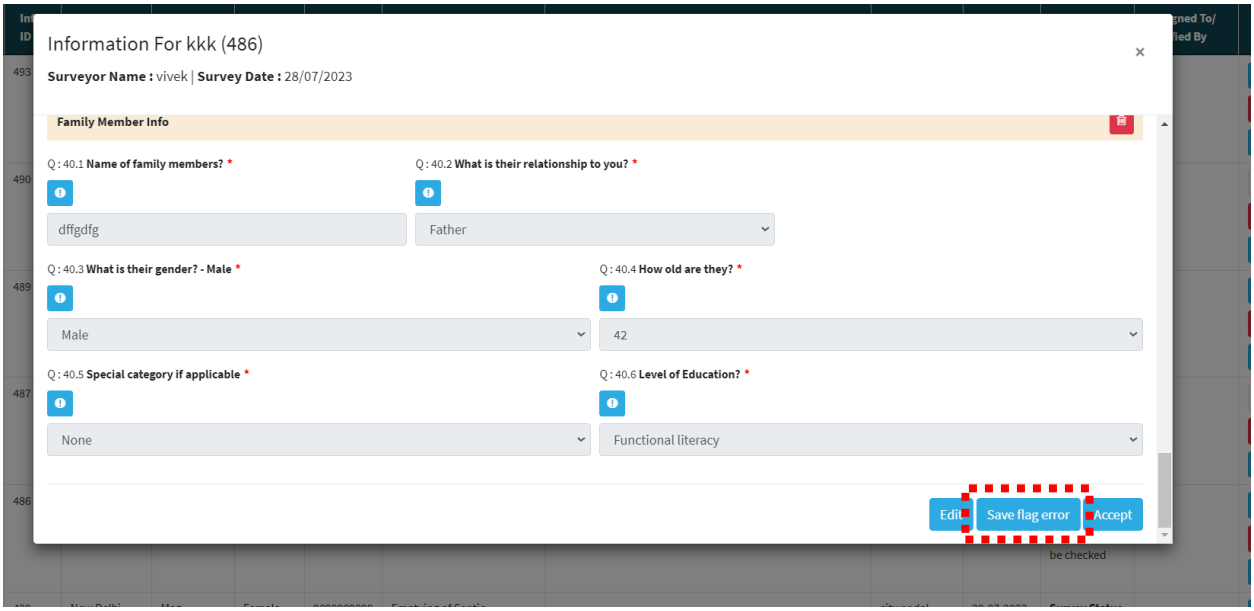


4. If there are any errors in the survey, then click on " **i** " and this will open up a pop up box to type in remarks

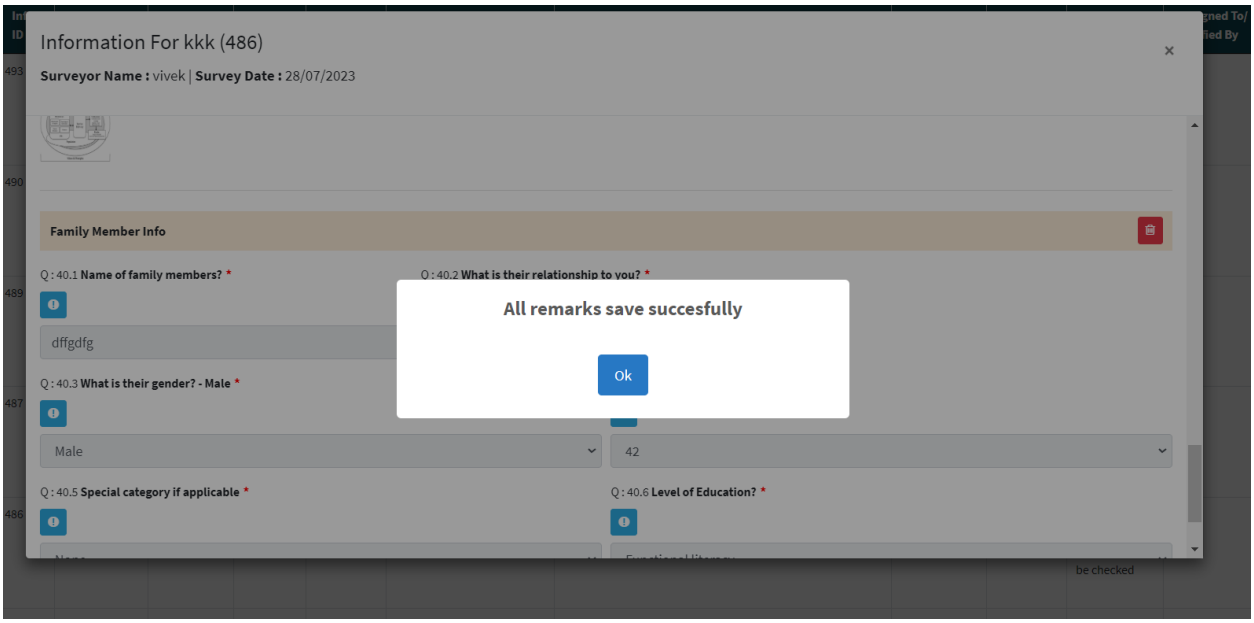


5. After entering the remarks, click on "Save" Button, by scrolling down on the pop up page

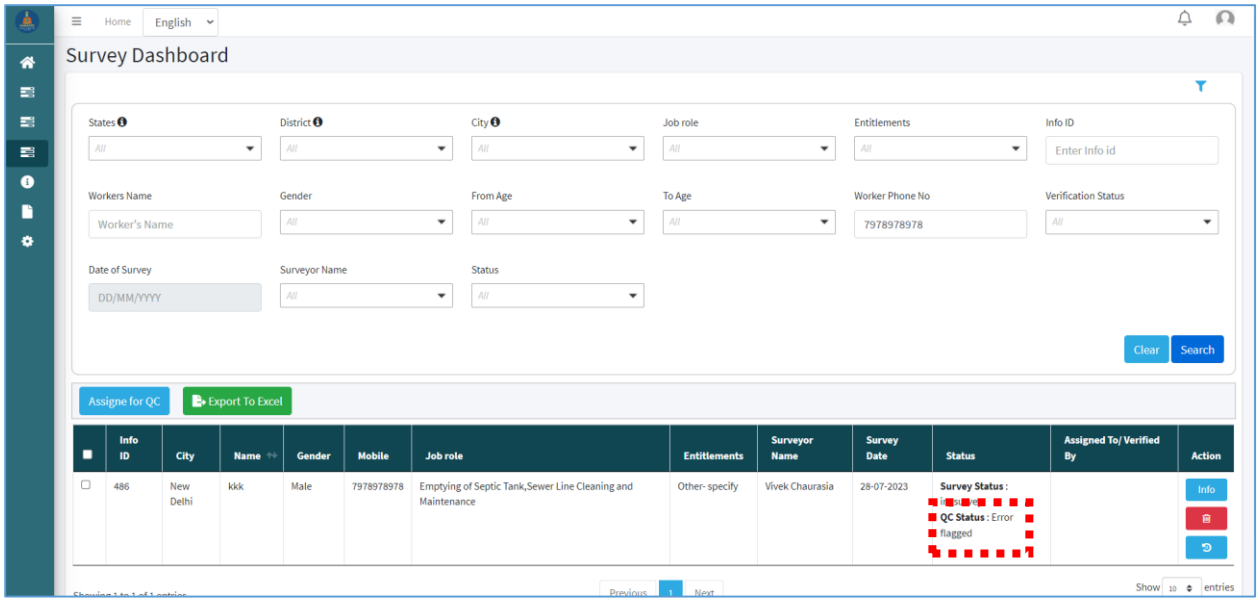
Note: please click on "Save", on each page, for eg. If you want to flag errors in "General" and "Social section", mark errors in "General" section and click "Save" and go to "Social section", mark errors and "click on "Save".



6. Pop up message of saying “All remarks saved successfully” will appear.



7. The status of the survey will change to “Error Flagged”

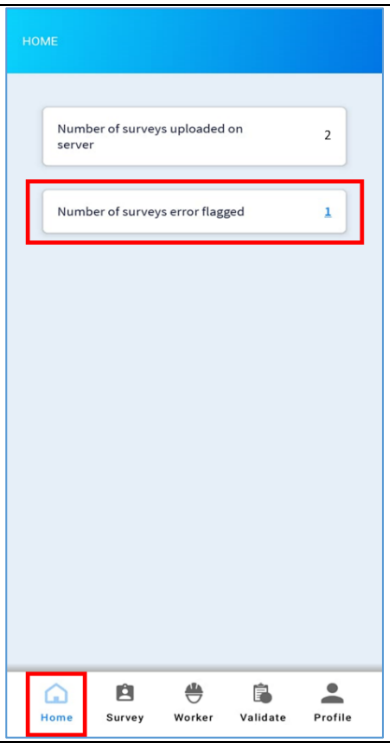
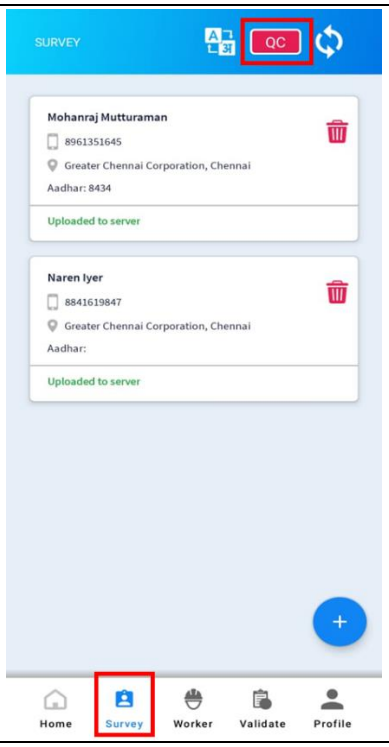


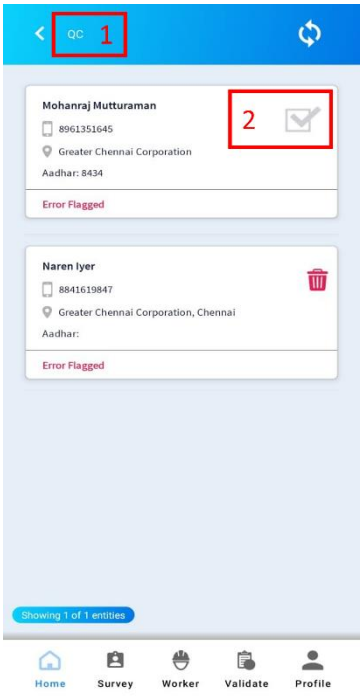
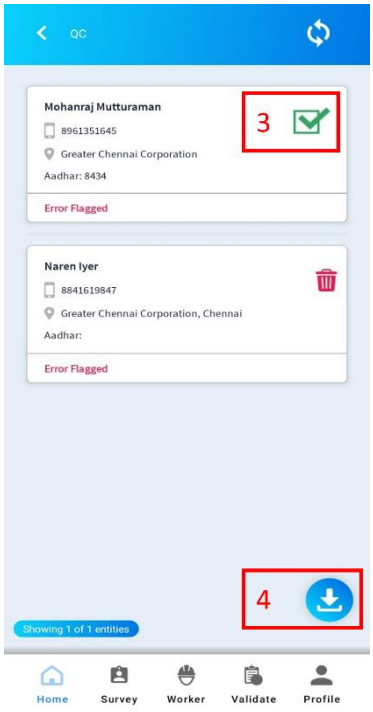
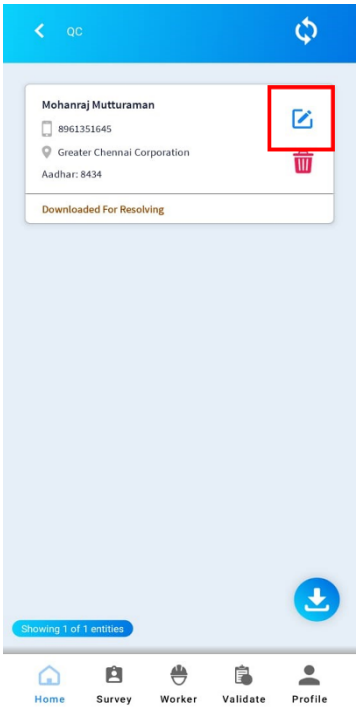
All the errors flagged will be sent to enumerator to resolve

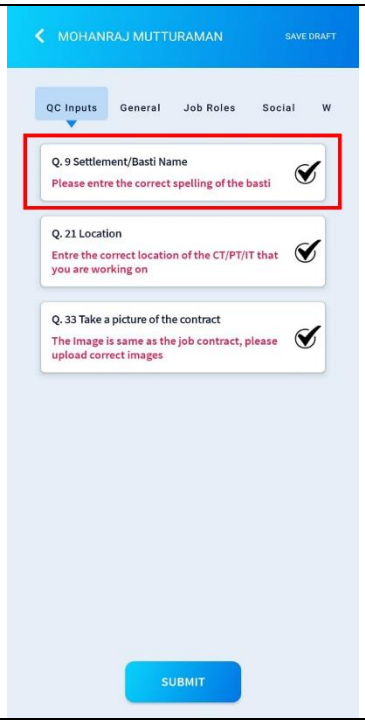
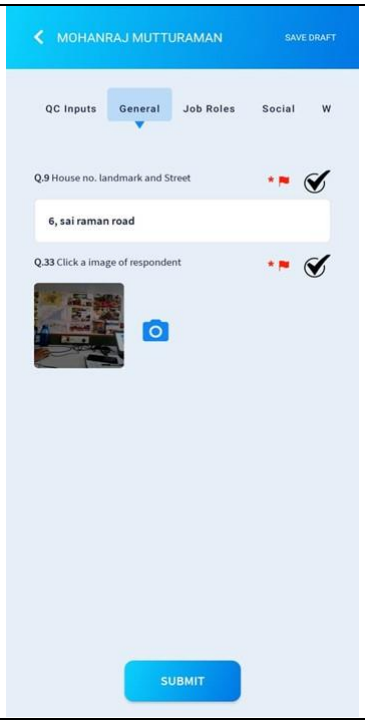
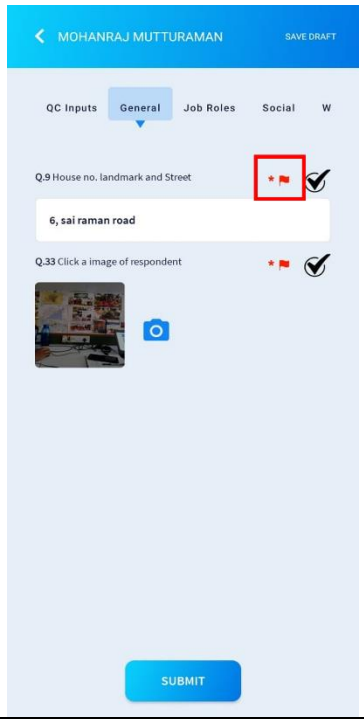
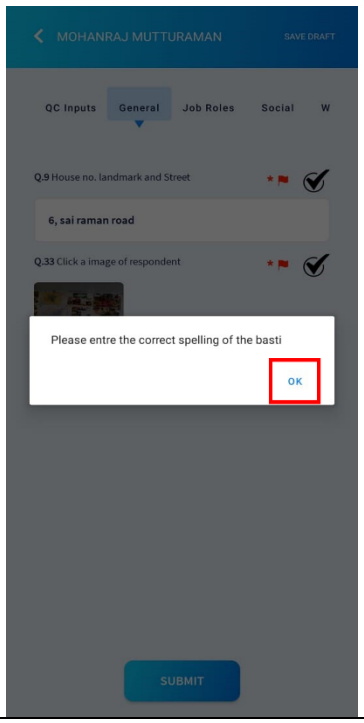
13. Error Resolving

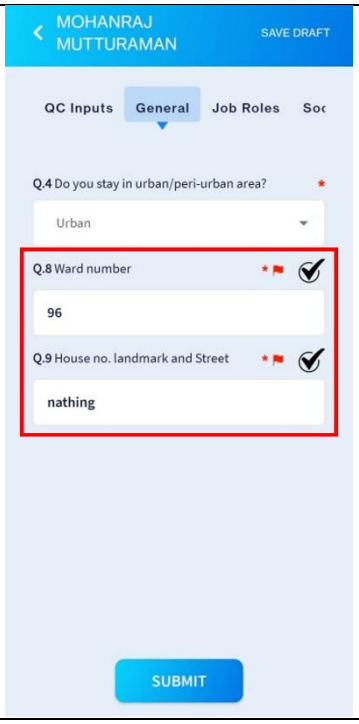
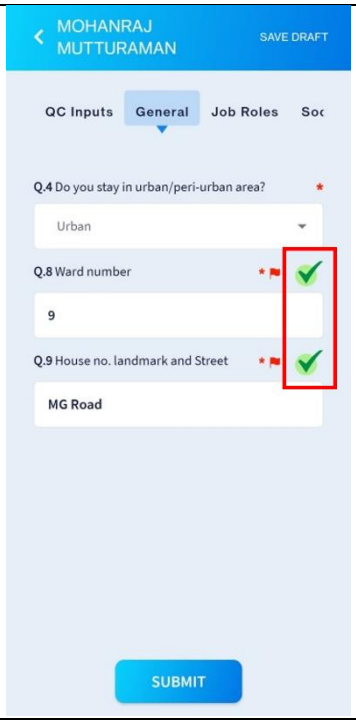
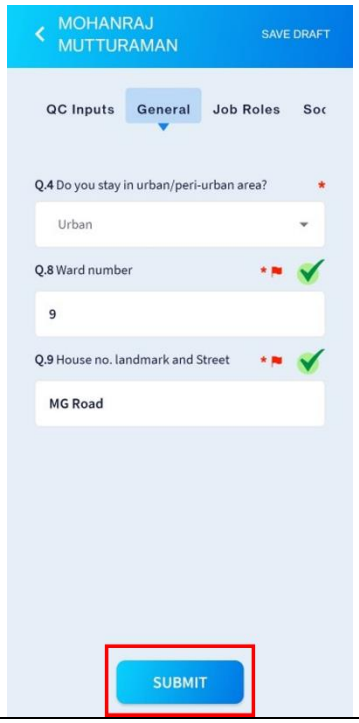
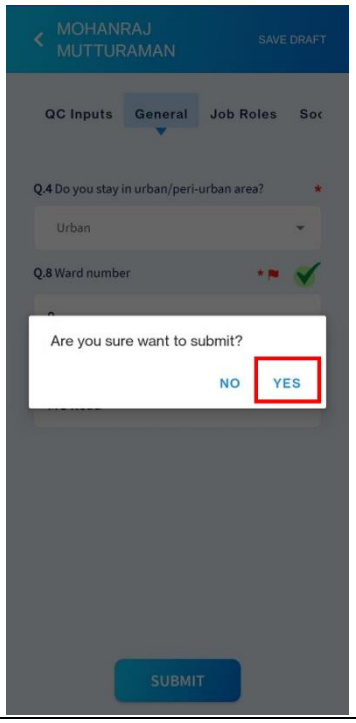
It is the responsibility of the enumerator to resolve all the errors flagged by the validator/ city nodal person. This process is called error resolving.

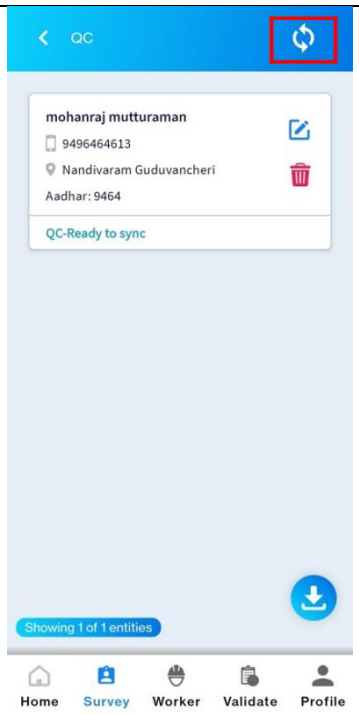
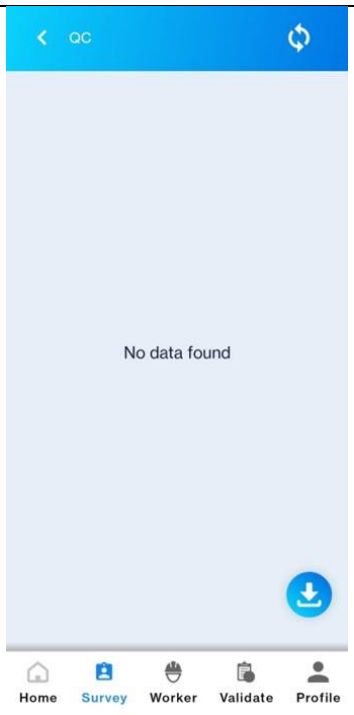
Follow the below steps mentioned to do error resolving

Sr no	Steps	Image
QC can be accessed in two ways		
1	Go to the **HOME page** and click on the underlined number displayed next to **"Number of surveys error flagged".** OR Go to **SURVEY** page and click on **QC option** given at the top right corner.	 

2	All errors flagged in the survey need to be corrected or resolved Step 1: The QC page will display all the surveys that are error flagged. Step 2: To select a survey for editing, click on the tick sign. Step 3: When the sign becomes green, a download option will be enabled. Step 4: Click on the download option	 
3	Once downloaded, the edit and delete button will be enabled. Click on the edit button to for rectifying the errors flagged After downloading, if there is any problem in the downloaded file (example: data is missing for some questions), the form can be “deleted” and downloaded again Step 5: The edit button opens a “QC Inputs” window within the survey. Only the questions that are flagged with error will be displayed.	

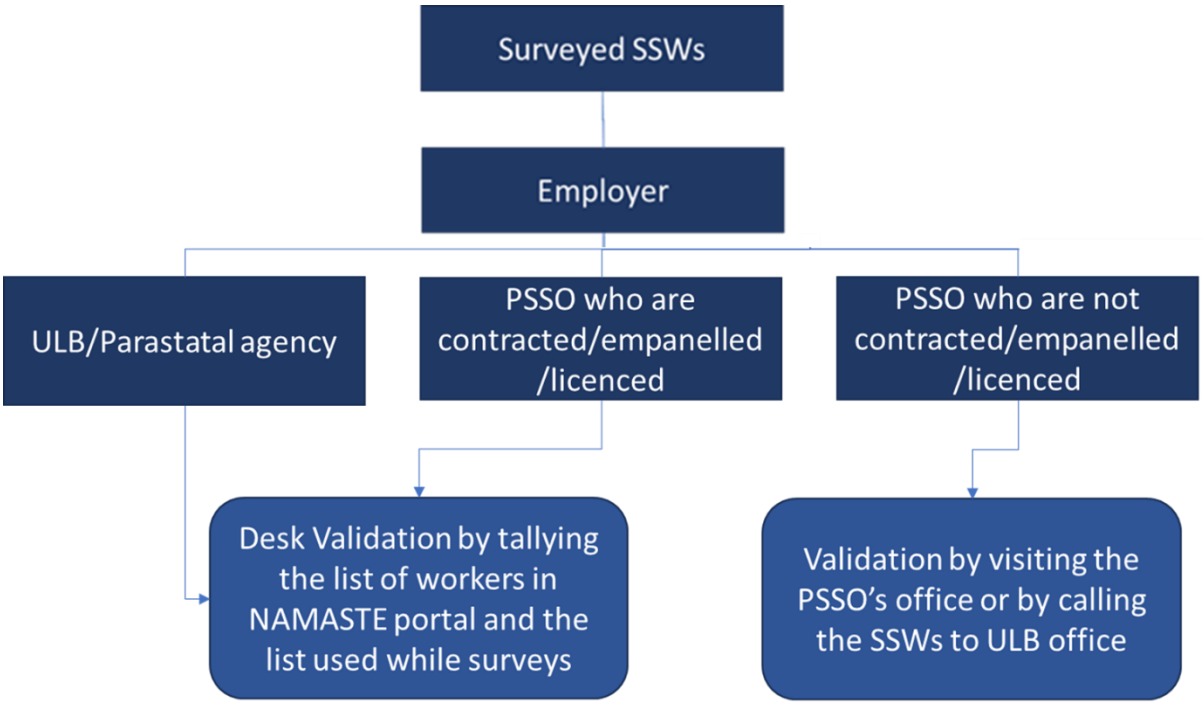
4	Step 7: Click on the flagged questions to open the window to edit/ rectify the answers.		
5	Step 8: Click on the red flag to get a prompt to read the comment or the reason for flagging the error. Step 9: After reading the comment, click on “OK” to proceed to edit		

6	Step 10: Edit the answers as per the comments and click on the tick mark to turn them green		
7	Step 11: Once all the errors are resolved, click on the “SUBMIT” button. Step 12: Select “YES” to the prompt that appears after clicking on “SUBMIT”		

8	Step 13: When back on QC page, click on the sync button. This will result in the survey being removed from QC section		

PART- 3: Validation

The Scheme guidelines state that Sewer and Septic Tank Workers (SSWs) are eligible for benefits under the scheme. To ensure that all SSWs receive these benefits, it is crucial to enumerate them and that survey is validated by the ULB and officially recognize them through the Urban Local Body (ULB). The validation process is managed by the ULB and serves the purpose of confirming if the surveyed workers are indeed SSWs.



Protocols for the validation process:

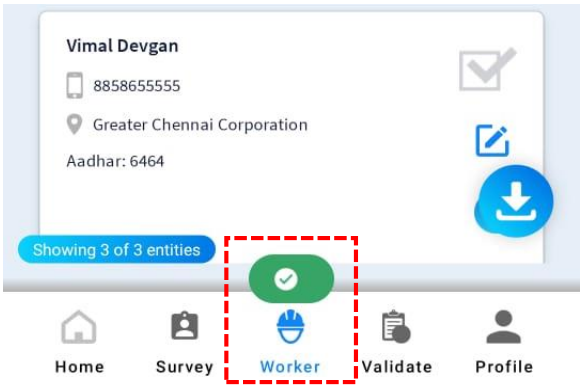
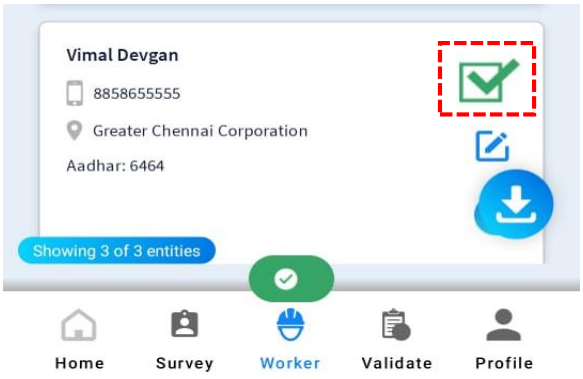
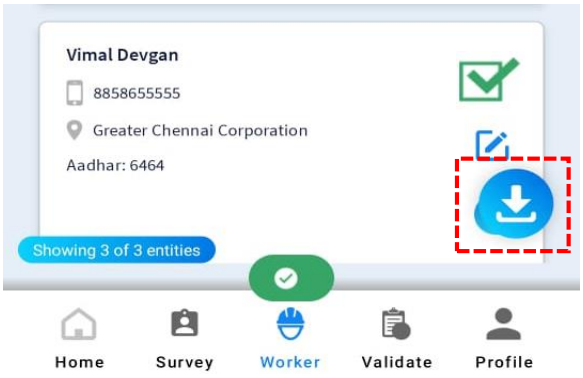
a) For SSWs that are employed by ULBs, parastatal agencies, PSSOs who have been contracted/ empaneled/ licensed by the ULB/ parastatal agencies and state-level departments

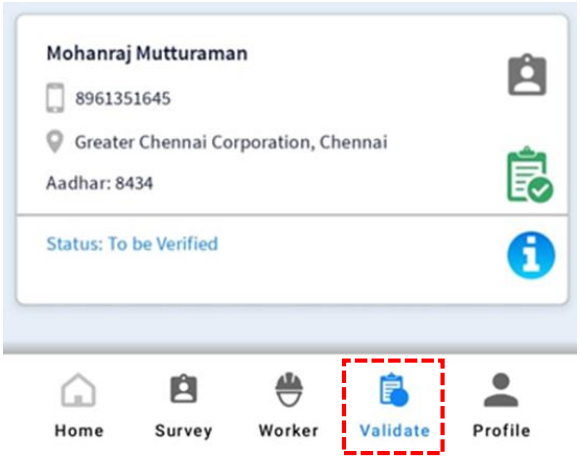
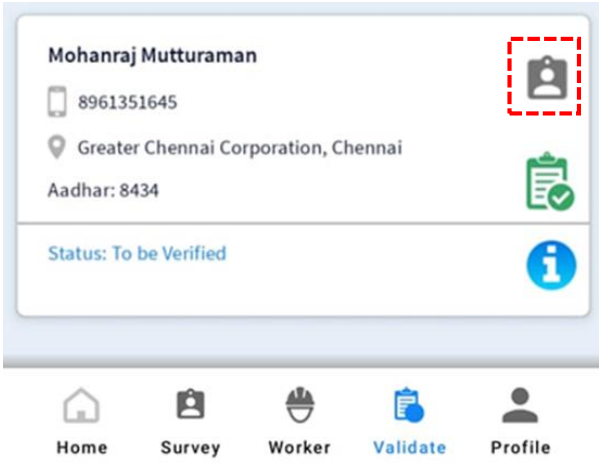
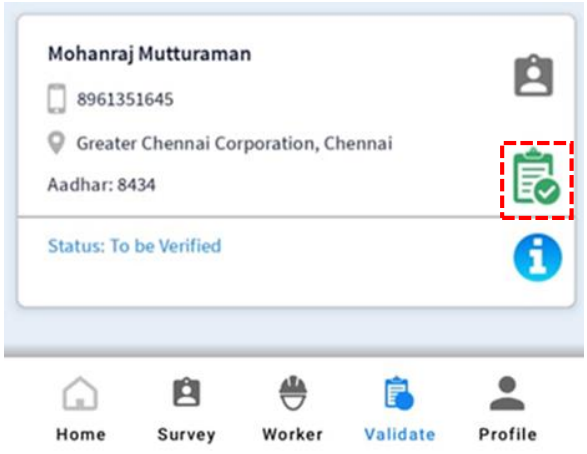
- Tally the SSWs on NAMASTE Portal with the SSWs list used for surveys and proceed with desk validation.
- If required, call the SSWs to the ULB office with relevant documents such as a salary slip, letter/ ID card from the employer, service book, and job contract.

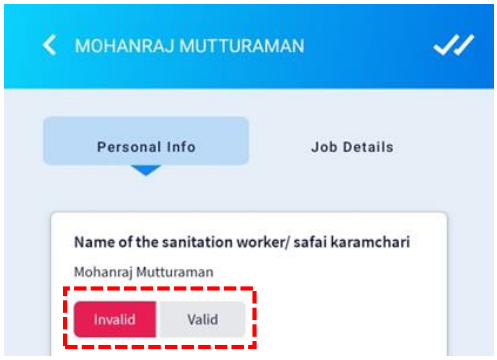
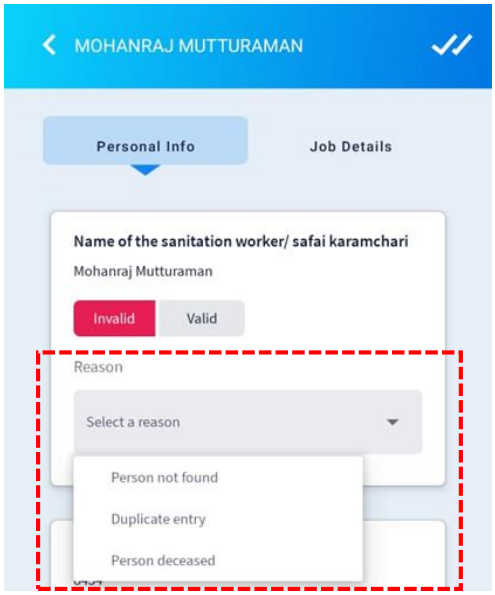
b) For SSWs that are employed by PSSOs and other private operators who are not empanelled by the ULBs/ parastatal agencies.

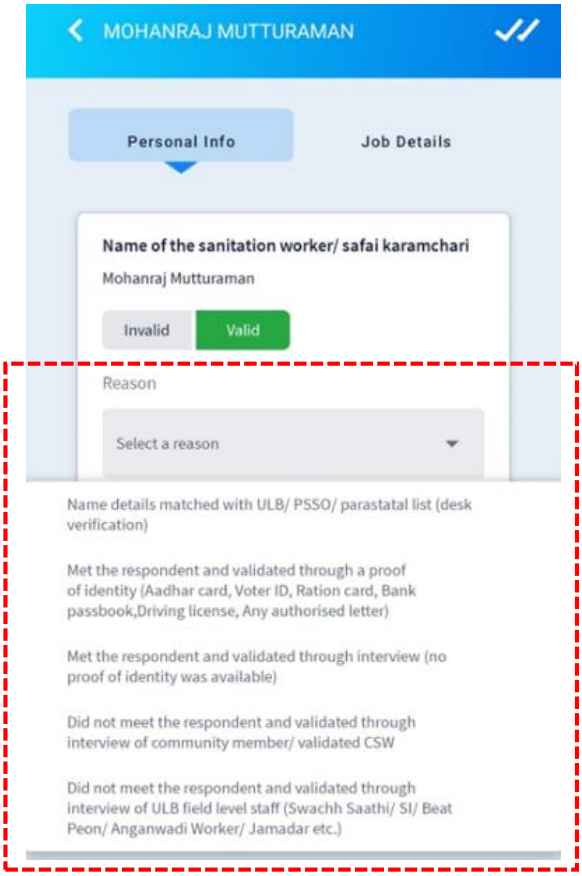
- Validate the SSWs at the office of the PSSO/ other private operator
- If required, call the SSWs to the ULB office with relevant proof of employment such as a salary slip, letter/ ID card from the employer, service book, and job contract.

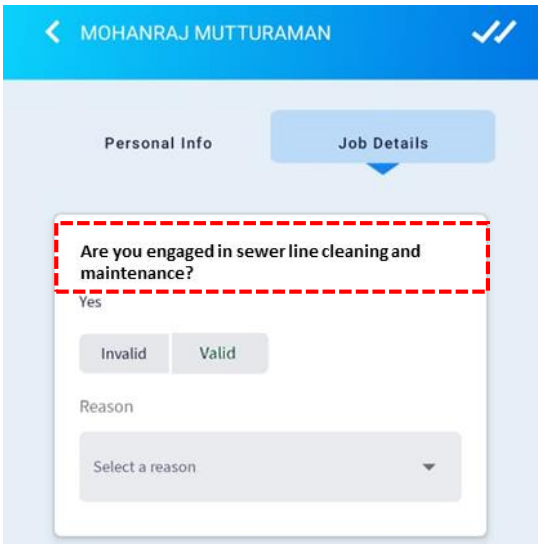
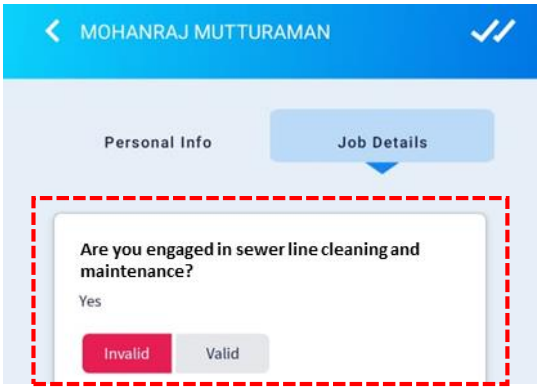
Follow the below steps to validate the SSWs using the NAMASTE App:

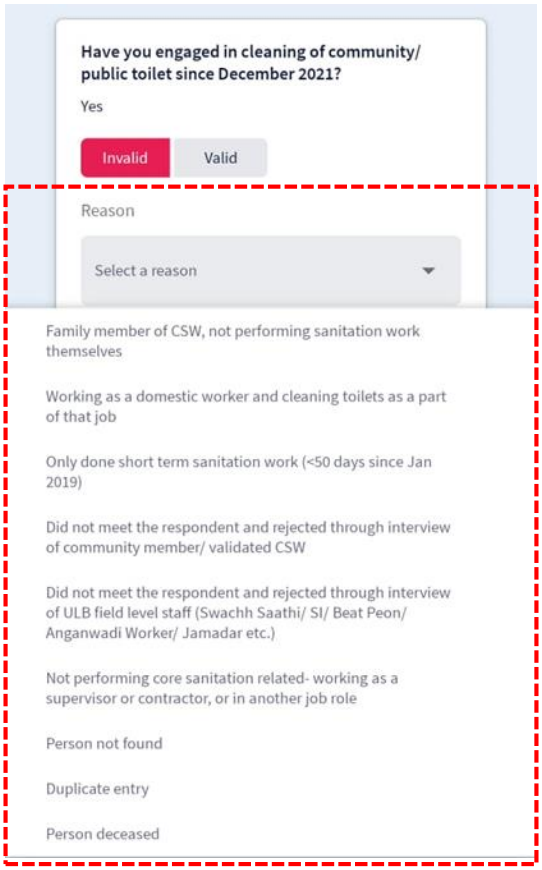
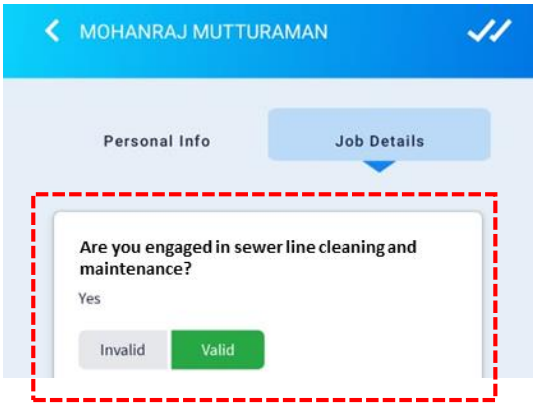
Sr no	Validation steps	Image
1	Click on **"WORKER"** to land on page with the entire list of workers that are assigned to the ULB staff.	
2	To validate the worker, click on the tick mark to make it green	
3	Click on the download button to enable the survey for validation	

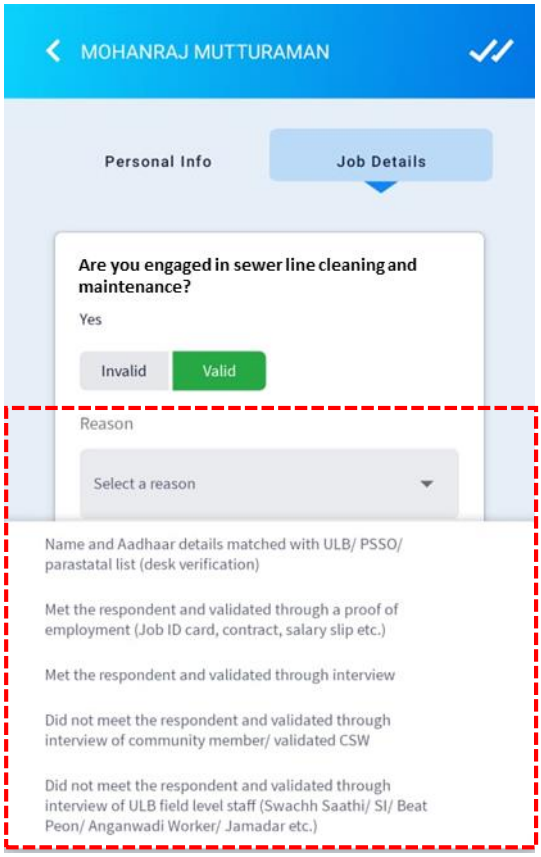
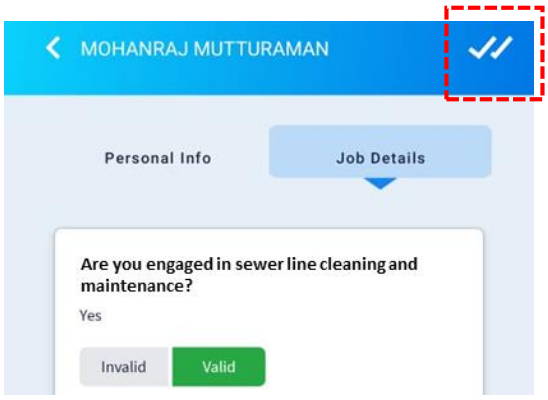
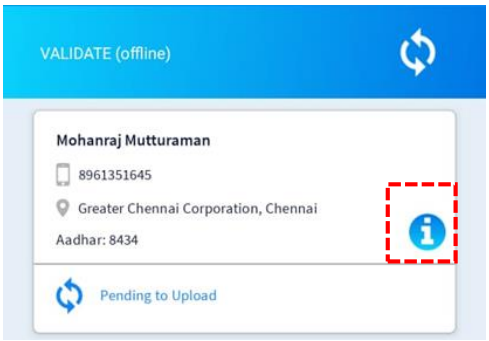
4	Click on **"VALIDATE"** tab to get to the page with all surveys that are downloaded for validation.	
5	Click on the image icon to see the picture of the worker.	
6	Click on notepad icon to validate the worker	

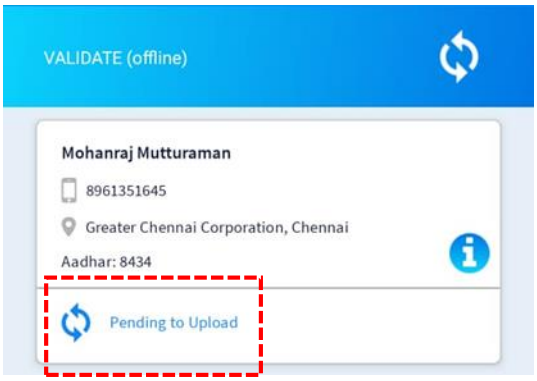
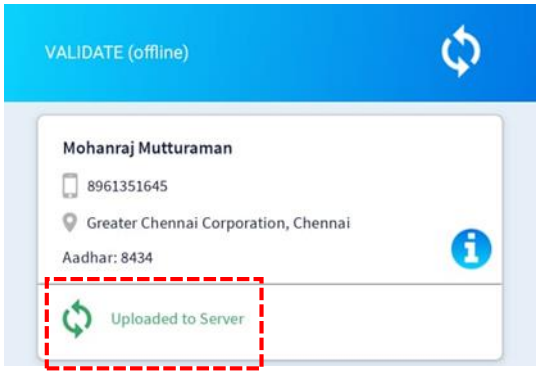
7	The worker will be validated based on two categories: **Personal Information and Job Role**	
8	Each question will have valid and invalid option with a set of reasons to select from	
9	Questions: **Name of the sanitation worker/ Safai Karamchari** **To invalidate** the workers, click on "Invalid"	
10	Select the appropriate reason from the drop down to invalidate (reasons mentioned below). • Person Not Found • Duplicate Entry • Person deceased	

11	Questions: **Name of the sanitation worker/ Safai Karamchari** **To validate** the workers, click on "Valid"	
12	Select the appropriate reason from the drop down to validate (reasons mentioned below). • Name details matched with ULB/ PSSO/ parastatal list (desk verification) • Met the respondent and validated through a proof of identity (Aadhar card, Voter ID, Ration card, Bank passbook, Driving license, Any authorised letter) • Met the respondent and validated through interview (no proof of identity was available) • Did not meet the respondent and validated through interview of community member/ validated SSW • Did not meet the respondent and validated through interview of ULB field level staff (Swachh Saathis/ SI/ Beat Peon/ Anganwadi Worker/ Jamadar etc.)	
13	Click on **"Job Details"** to enter that section.	

14	Of the 2 categories of Jobs captured in the survey, only the job role filled for the worker will be visible for validation.	
15	Questions: **Are you engaged in sewer line cleaning and maintenance?**	
16	**To invalidate** the workers, click on "Invalid" and then the drop down to find reasons to invalidate. Select the appropriate reason from the drop down (reasons mentioned below). • Family member of SSW, not performing sanitation work themselves • Working as a domestic worker and cleaning toilets as a part of that job • Only done short term sanitation work (<50 days since Jan 2019) • Did not meet the respondent and rejected through	

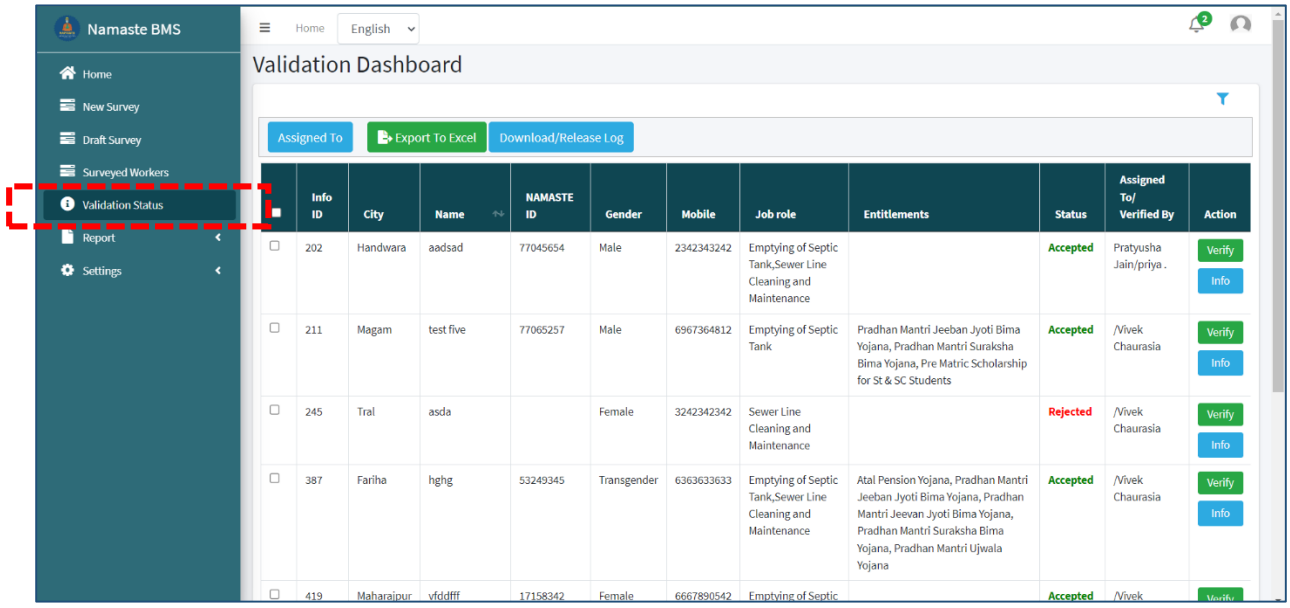
	interview of community member/ validated SSW • Did not meet the respondent and rejected through interview of ULB field level staff (Swachh Saathi/ SI/ Beat Peon/ Anganwadi Worker/ Jamadar etc.) • Not performing core sanitation related- working as a supervisor or contractor, or in another job role • Person not found • Duplicate entry • Person deceased	
17	Questions: **Are you engaged in sewer line cleaning and maintenance?**	
18	**To validate** the workers click on "Valid" and then the drop down to find reasons to invalidate. Select the appropriate reason from the drop down (reasons mentioned below). • Name and Aadhaar details matched with ULB/ PSSO/	

	parastatal list (desk verification) • Met the respondent and validated through a proof of employment (Job ID card, contract, salary slip etc.) • Met the respondent and validated through interview • Did not meet the respondent and validated through interview of community member/ validated SSW • Did not meet the respondent and validated through interview of ULB field level staff (Swachh Saathi/ SI/ Beat Peon/ Anganwadi Worker/ Jamadar etc.)	
19	Once validated or invalidated, click on the tick sign on the top right corner	
20	This will open the “VALIDATE (offline) page where the information of the workers can be viewed by clicking on the information icon	

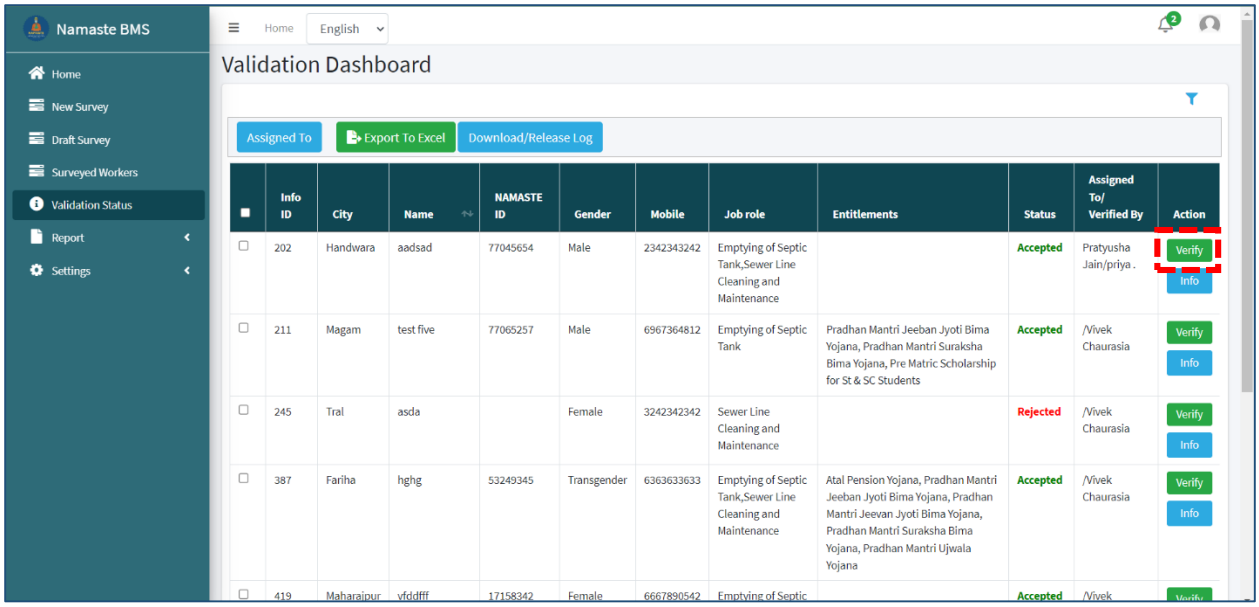
21	The surveys will display “Pending to Upload”. To upload them on server, click on the sync Button	
22	The surveys that are synced will display “Upload to Server”	

Steps to be followed for validation through desktop/laptop:

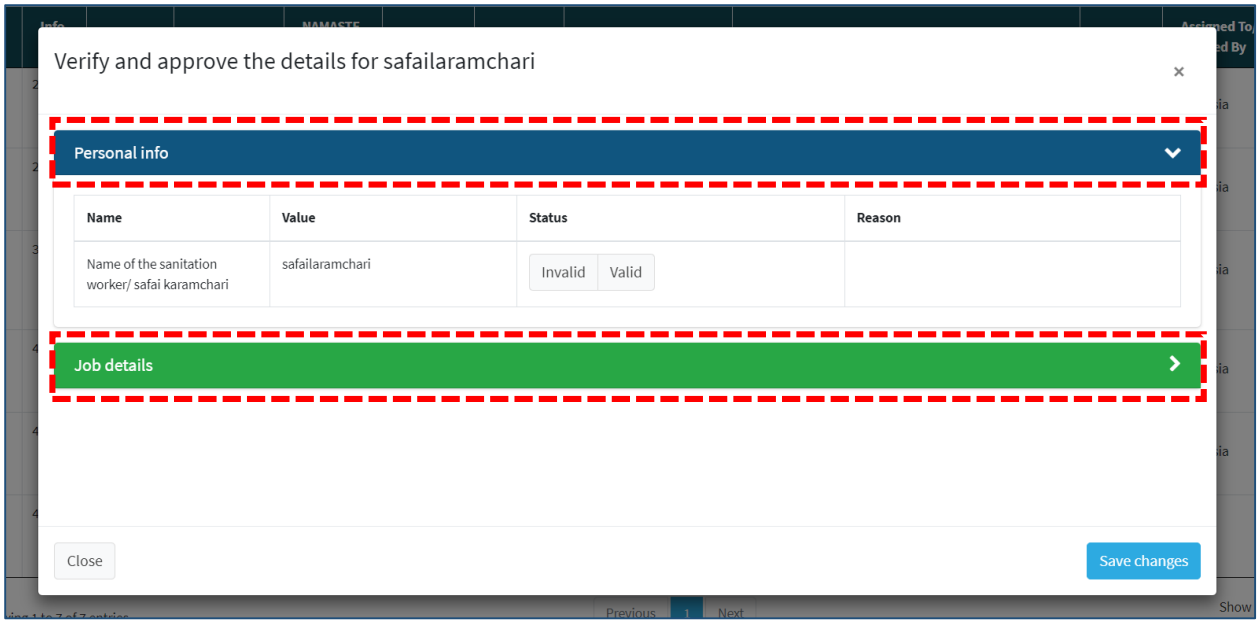
1 Click on **“Validation status”** page, this page will show all the surveys that have completed the error resolving stage and are ready to be validated by the ULB.



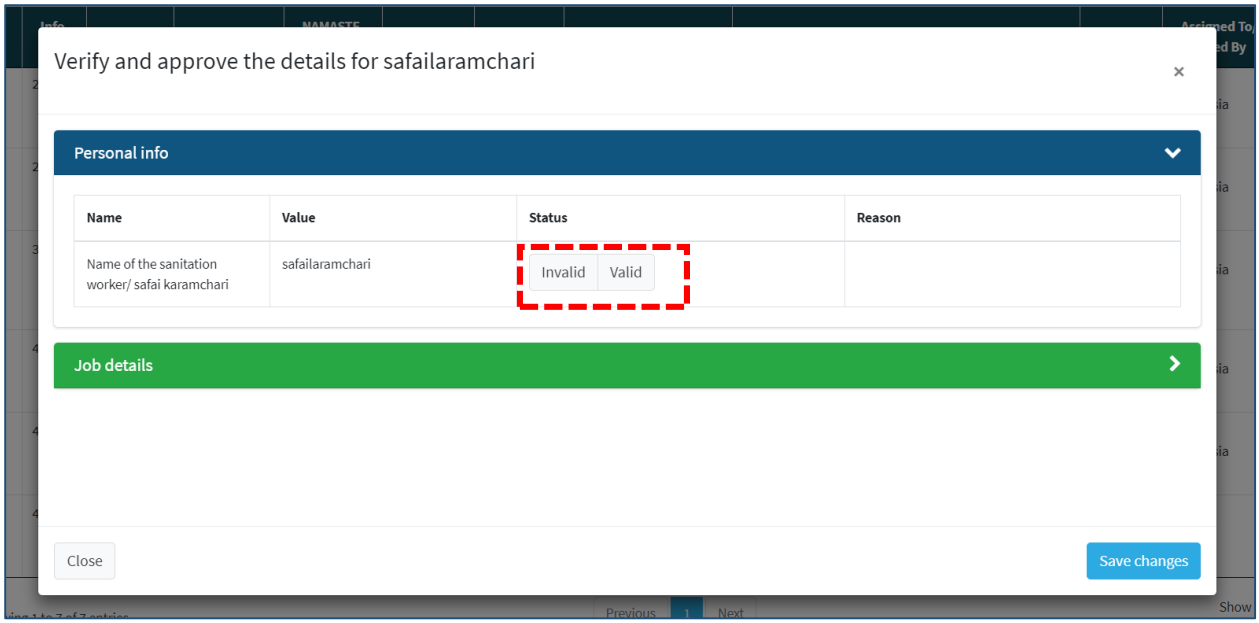
2 Click on **“verify”**



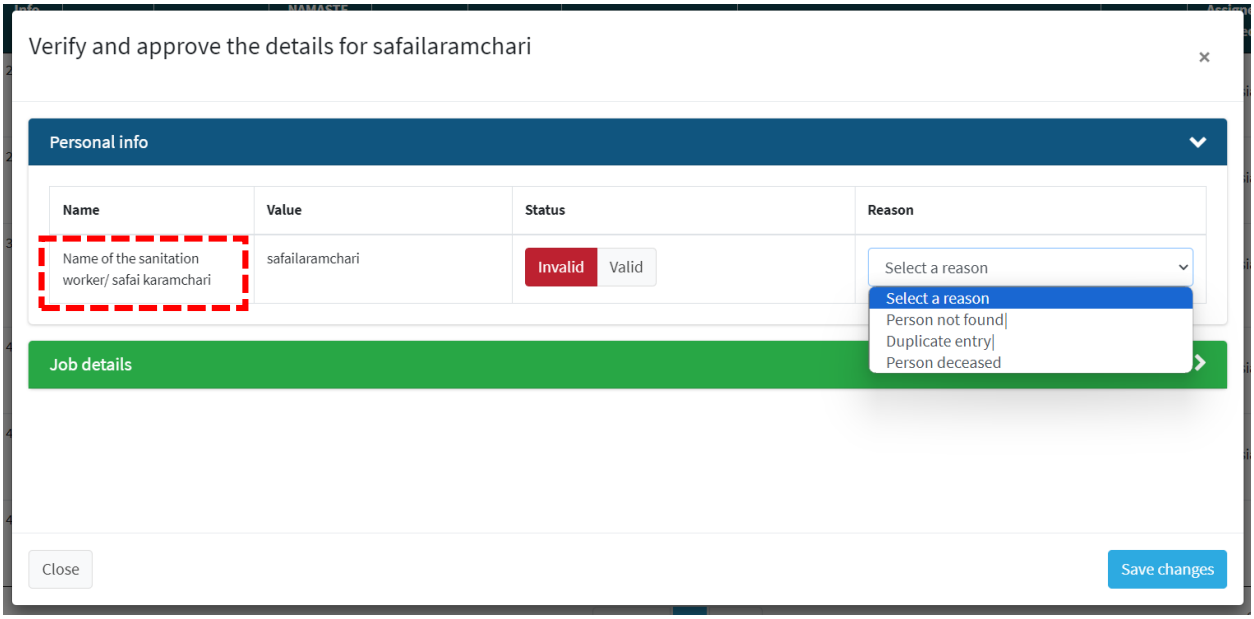
3 The worker will be validated based on two categories: **Personal Information and Job Role**



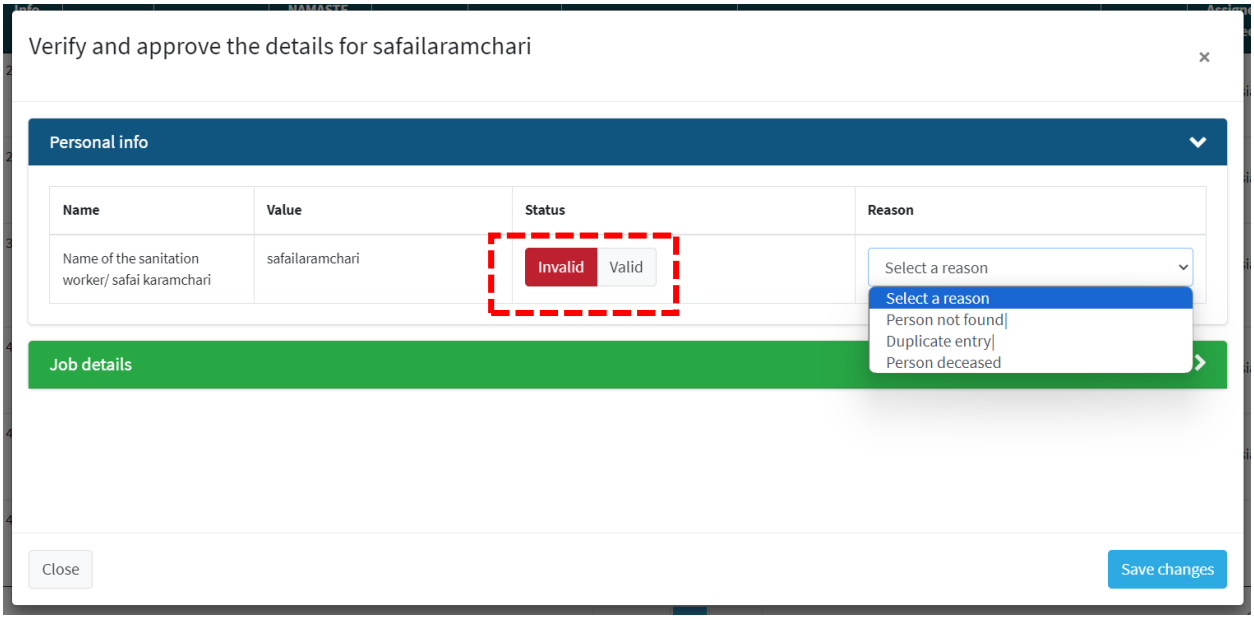
4 Each question will have valid and invalid option with a set of reasons to select from



5 **Questions**: Name of the sanitation worker/ Safai Karamchari

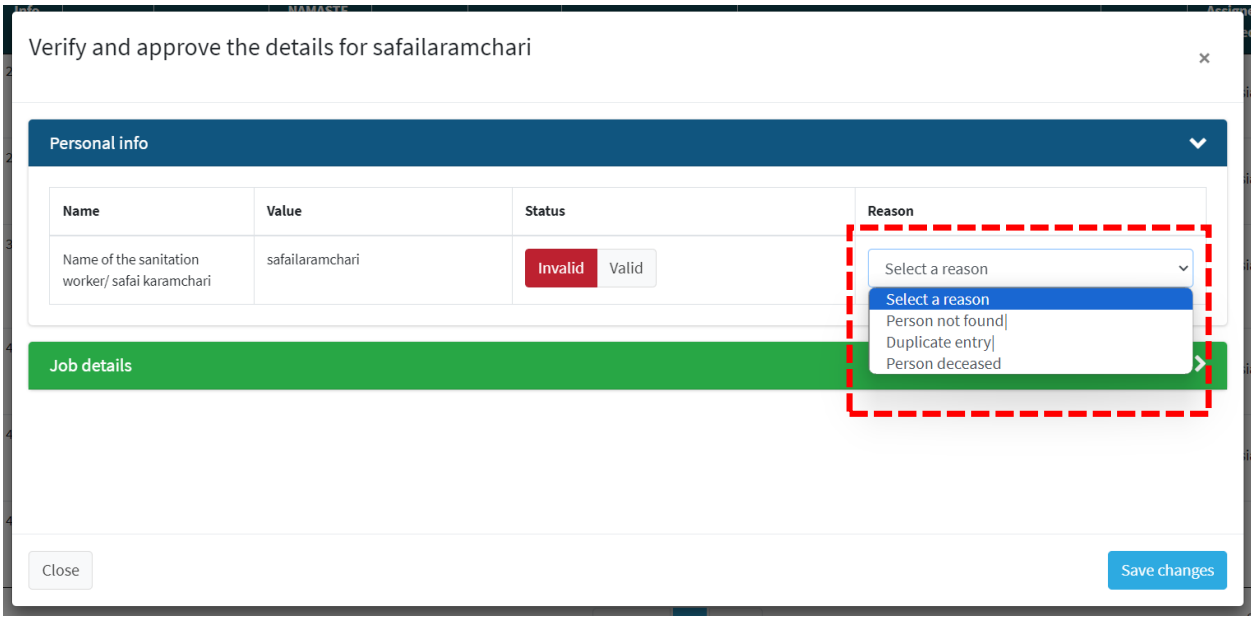


6 To invalidate the workers, click on "**Invalid**"

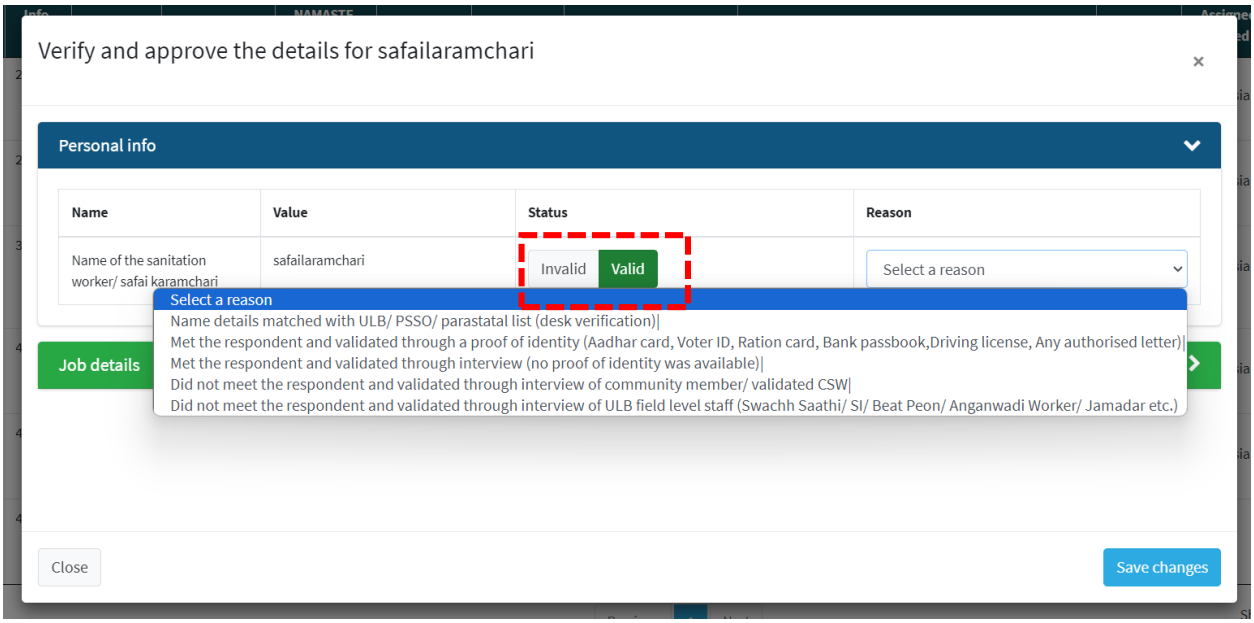


7 Select the appropriate reason from the drop down to invalidate (reasons mentioned below).

- Person Not Found
- Duplicate Entry
- Person deceased

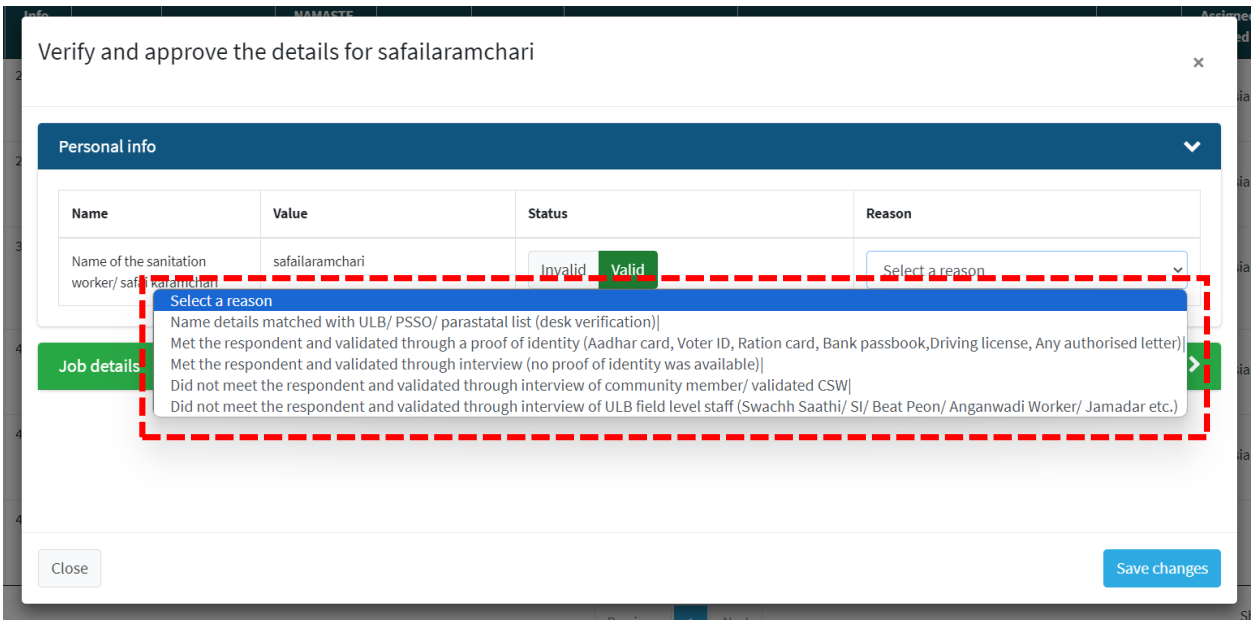


8 To validate the workers, click on "**Valid**"



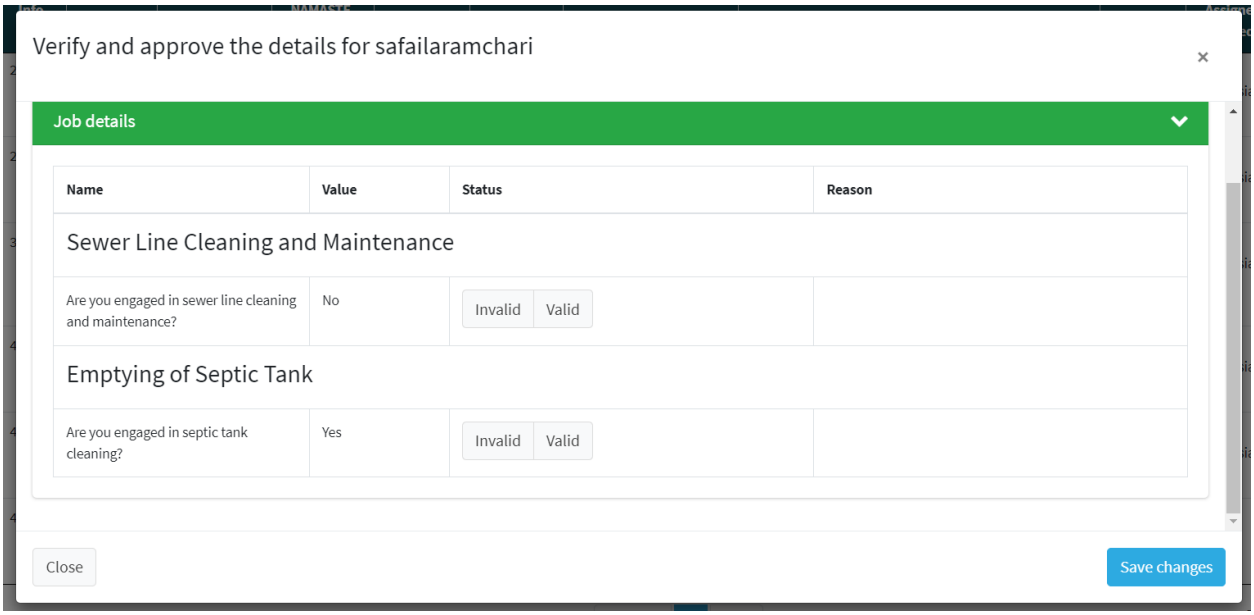
9 Select the appropriate reason from the drop down to validate (reasons mentioned below).

- Name details matched with ULB/ PSSO/ parastatal list (desk verification)
- Met the respondent and validated through a proof of identity (Aadhar card, Voter ID, Ration card, Bank passbook, Driving license, Any authorized letter)
- Met the respondent and validated through interview (no proof of identity was available)
- Did not meet the respondent and validated through interview of community member/ validated SSW
- Did not meet the respondent and validated through interview of ULB field level staff (Swachh Saathis/ SI/ Beat Peon/ Anganwadi Worker/ Jamadar etc.)



10 Click on **“Job Details”** to enter that section.

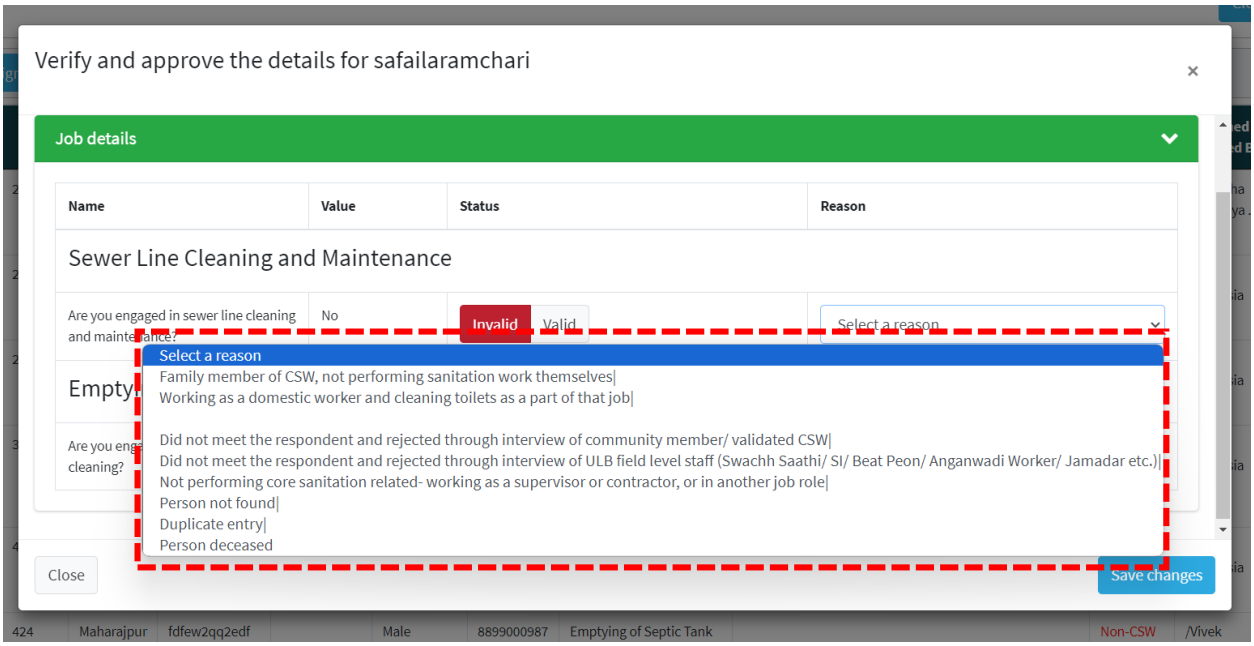
Of the 2 categories of Jobs captured in the survey, only the job role filled for the worker will be visible for validation



11 **Questions**: Are you engaged in sewer line cleaning and maintenance?

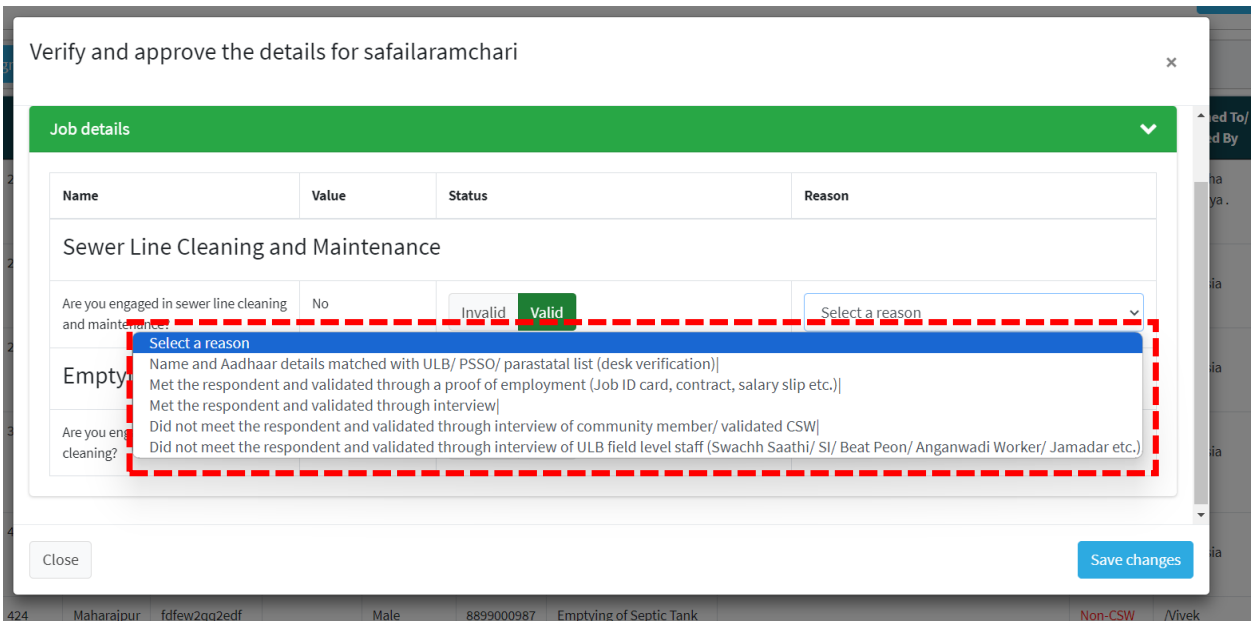
To invalidate the workers, click on “Invalid” and then the drop down to find reasons to invalidate. Select the appropriate reason from the drop down (reasons mentioned below).

- Family member of SSW, not performing sanitation work themselves
- Working as a domestic worker and cleaning toilets as a part of that job
- Did not meet the respondent and rejected through interview of community member/ validated SSW
- Did not meet the respondent and rejected through interview of ULB field level staff (Swachh Saathi/ SI/ Beat Peon/ Anganwadi Worker/ Jamadar etc.)
- Not performing core sanitation related- working as a supervisor or contractor, or in another job role
- Person not found
- Duplicate entry
- Person deceased

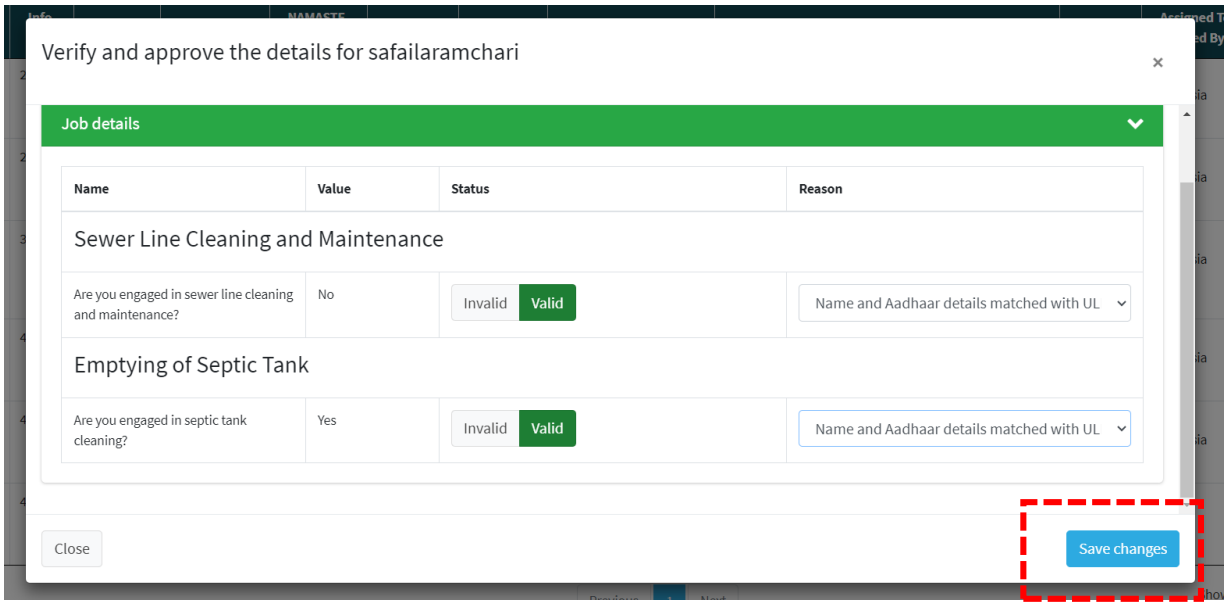


12 To validate the workers, click on "**Valid**" and then the drop down to find reasons to invalidate. Select the appropriate reason from the drop down (reasons mentioned below).

- Name and Aadhaar details matched with ULB/ PSSO/ parastatal list (desk verification)
- Met the respondent and validated through a proof of employment (Job ID card, contract, salary slip etc.)
- Met the respondent and validated through interview
- Did not meet the respondent and validated through interview of community member/ validated SSW
- Did not meet the respondent and validated through interview of ULB field level staff (Swachh Saathi/ SI/ Beat Peon/ Anganwadi Worker/ Jamadar etc.)

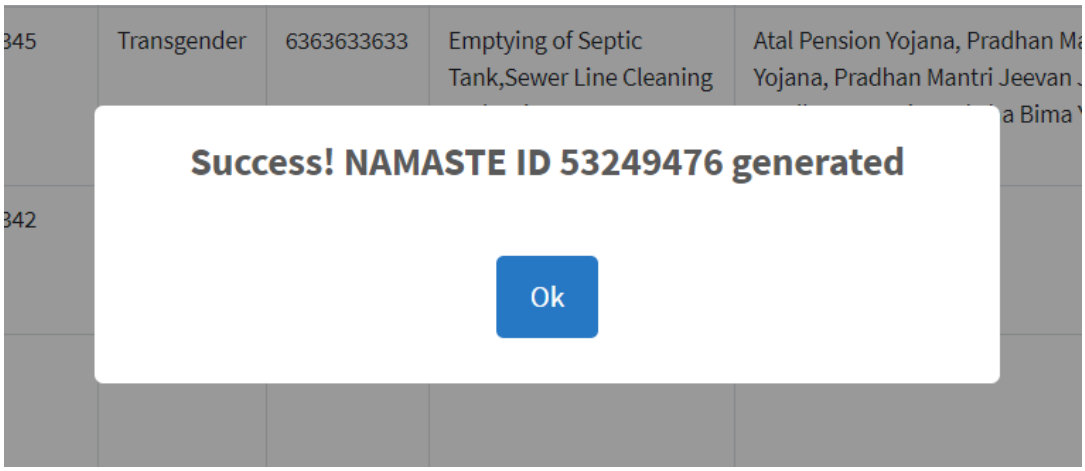


13 Click on “Save changes”



14 Success message will be displayed based on the validation status of the worker

- If the worker is a validated as SSW, then **NAMASTE ID** will be generated



- If the worker is validated as **rejected**, then the below message will be displayed

-------End of document-------

Prepared by

Knowledge Partner

Urban Management Centre

সুডা

রাজ্য নগর উন্নয়ণ সংস্থা

SUDA

STATE URBAN DEVELOPMENT AGENCY

"ইলগাস ভবন", এইচ-সি ব্লক, সেকটর-৩, বিধাননগর, কলকাতা ৭০০ ১০৬, পশ্চিমবঙ্গ।

"ILGUS BHAVAN", H-C Block, Sector-III, Bidhannagar, Kolkata 700 106, West Bengal

SUDA-14014(25)/1/2023-IT SEC(SUDA)-SUDA/ ৪৪৬০(১২৪) **Dated :**০৪/12/2024

From : Director, SUDA

To : 1. Chairperson, (All ULBs), Municipality/NAA
2. Municipal Commissioner, Kolkata Municipal Corporation
3. Commissioner, ...Municipal Corporation

Sub: Implementation of NAMASTE Scheme

Sir/Madam,

Pursuant to the directives issued by Ministry of Social Justice & Empowerment. Government of India, I am to state that National Action for Mechanized Sanitation Ecosystem **(NAMASTE)** with the objective of **ensuring zero sanitation deaths** thereby assuring safety and dignity of sanitation workers. This may be brought through:

- **Complete mechanization of sanitation ecosystem,**
- **Training of workers,**
- **Provision of PPE (Personal Protective Equipments) kits,**
- **Health insurance Coverage,**
- **Capital Subsidy on Loans to SSWs for Procurement of Sanitation-related Vehicles/ Equipment through Swachhata Udyami Yojana (SUY)**
- **IEC Campaign** to increase awareness among citizens to avail sewer/septic cleaning services only through **trained and empanelled sanitation workers.**

The scheme aims to bring the transition across all ULBs from manhole to machine hole through 100% mechanization of sewer and septic tank cleaning operations. **The target group of the scheme is sewer and septic tank cleaning workers.This includes workers employed by ULBs, parastatal bodies, private sanitation service organizations and other private operators.**

Copy of the communication as received from Govt. of India regarding Process, modalities, Standard Operating Procedure with fund flow mechanism under NAMASTE Scheme Guidelines are attached for your ready reference.

It may be mentioned here that, Survey will be conducted in phased manner :

- **First Phase :**ULBs within the **Districts North 24 Pgs, South 24 Pgs, Howrah & Hooghly**
  [Timeline for Survey : 9th December,2024 to 19th December,2024
- **Second Phase :** Kolkata Municipal Corporation and rest all ULBs of other Districts
  [Timeline for Survey : 20th December,2024 to 31st December,2024

Now, in connection with **proper profiling of SSWs through survey & uploading of the verified details in digital platform** following sub-activity are required to be taken by the ULBs with utmost priority :

2. Preparatory Activities:

a) **Selection of Nodal Officer &Surveyor :**ULB wise detailed list of Nodal Officer/Surveyor has already been sent to NSKFDC, GoI to access digital platform in connection with Profiling of SSWs.

b) **Uploading of City Profile & Profiling Plan :**City Profile & Profiling Plan has already been uploaded as per prescribed template provided by NSKFDC,GoI

c) **Identification of Validator:** The validators are responsible for validating the data. After resolving of error by the surveyor, the validator is required to validate the SSWs as"Valid" or "Invalid" based on personal information and job roles. ULB Nodal Officer is the validator but in case of a large ULB, the officers can nominate someone from the ULB to do the validation.

দূরভাষ: ২৩৫৮ ৬৪০৩/৬৪২১/৫৭৬৭, ফ্যাক্স : ২৩৫৮৫৮০০

Tel: 2358-6403/6421/5767, Fax: 2358-5800, E-Mail: wbsudadir@gmail.com

সুডা

রাজ্য নগর উন্নয়ণ সংস্থা

SUDA

STATE URBAN DEVELOPMENT AGENCY

"ইলগাস ভবন", এইচ-সি ব্লক, সেকটর-৩, বিধাননগর, কলকাতা ৭০০ ১০৬, পশ্চিমবঙ্গ।

"ILGUS BHAVAN", H-C Block, Sector-III, Bidhannagar, Kolkata 700 106, West Bengal

d) **Setting up of Profiling Camp :** ULB to organise Profiling Camp at ULB Office or at Borough Office (in case of Corporation) based on extent of SSWs are to be enumerated strictly following the SOP. Realistic assessment should be ensured with regard to number of Profiling Camp and required number of Surveyor and Validator as well.

Budget of the camp: The admissible cost of conducting these camps is Rs.2000/- for 25 enumerating upto 25 SSWs. This includes all cost towards pre-mobilisation activities, setting up of profiling camp, internet access, desktop, provision of any refreshment at the camp etc.

e) IEC activity for the survey for intimation to the SSWs well in advance :The scheme related beneficiaries are to be intimated in advance and all important documents **(ie, EPIC Card, Ration Card , Aadhaar Card, Bank Details , PAN Card, Caste Certificate , Mobile No etc.)** will be verified on the spot. IEC material for Hoarding, Banner, Poster & Sticker are to be printed and publicity should be given to ensure 100% coverage of the above-mentioned target group. Quantum of IEC material according to population criteria and extent of survey coverage, admissible amount towards IEC activity is enclosed, which will be released to ULBs in due course.

f) Training Programme : Field functionary engaged for the survey activities at ULB level will be trained by the ULB level Nodal Officer at the respective ULB.

3. Enumeration Phase &Uploading of details of SSWs in Digital Platform and verification thereof : The profiling can be done either through the NAMASTE mobile application or on the desktop application.

a) Surveyors to enumerate SSWs in profiling camps.

b) Quality checks of all surveys would be verified by the ULB Nodal Officer/validator. The ULB Nodal Officer can himself be the validator.

c) NSKFDC will conduct a quality check of 10% of the surveys to confirm the authenticity of the data.

d)The errors flagged by the Nodal Officer/Validator should be resolved by the Surveyors within 7 days from the day on which they are flagged.

e) Upon completion of error resolving, the Nodal Officer/Validator will validate the SSWs within 7 days.

f) Once the process of validation is complete, a unique NAMASTE ID of SSWs will be generated.

4. **Post Enumeration Phase :** Nodal officer should submit **'Work Completion' Certificate**" (prescribed template enclosed) after organizing camps to claim **reimbursement of Rs. 2,000/- for enumerating upto 25 SSWs profiled on the NAMASTE MIS.**

Since the entire process starting from enumeration phase to generation of NAMASTE UNIQUE IDs for SSW is completely based on Digital Tool ie. Desktop/Mobile Application, active invlovement of IT-Co-ordinators please be ensured.

You are therefore requested to kindly inform the Commissioner/Executive Officer of your ULB to strictly adhere to the above-mentioned guidelines for effective implementation of NAMASTE Scheme.

Thanking You,

Yours faithfully,

Enclo : As Stated

02-12-2021

Director, SUDA

দূরভাষ: ২৩৫৮ ৬৪০৩/৬৪২১/৫৭৬৭, ফ্যাক্স : ২৩৫৮৫৮০০

Tel: 2358-6403/6421/5767, Fax: 2358-5800, E-Mail: wbsudadir@gmail.com

সুডা

রাজ্য নগর উন্নয়ণ সংস্থা

SUDA

STATE URBAN DEVELOPMENT AGENCY

"ইলগাস ভবন", এইচ-সি ব্লক, সেকটর-৩, বিধাননগর, কলকাতা ৭০০ ১০৬, পশ্চিমবঙ্গ।

"ILGUS BHAVAN", H-C Block, Sector-III, Bidhannagar, Kolkata 700 106, West Bengal

SUDA-14014(25)/1/2023-IT SEC(SUDA)-SUDA /8860(128)/1(16) **Dated :3/12/2024**

Copy forwarded for information and necessary action to the :

1) Managing Director, National Safai Karmacharis Finance & Development Corporation (NSKFDC), Government of India
2) Special Secretary, Backward Classes Welfare Department
3) Managing Director, West Bengal Scheduled Castes, Scheduled Tribes & Other Backward Classes Development & Finance Corporation.
4) Commissioner, BCW & TD Directorate
5) District Magistrate, (All District) with a request to kindly instruct OCMA & PO-cum-DWO/DWO to monitor and superviseentire activities under NAMASTE
6) Mission Director,AMRUT
7) Additional Director, SUDA
8) Joint Director,SUDA
9) Deputy Director,SUDA
10) Executive Officer, All ULBs
11) Chief Engineer , Municipal Engineering Directorate (South) , Bikash Bhaban, Salt Lake
12) Chief Engineer , Municipal Engineering Directorate (North) , Bikash Bhaban, Salt Lake
13) Additional Chief Engineer, SD &SWM Sector, KMDA
14) CMPM,SUDA
15) Software Manager, SUDA
16) IT Co-ordinator, All ULBs

02.12.2024

Director,SUDA

SUDA-14014(25)/1/2023-IT SEC(SUDA)-SUDA /8860(128)/2(6) **Dated :3/12/2024**

Copy forwarded for information to the :

1) Sr. Economic Adviser, Ministry of Social Justice and Empowerment, Government of India
2) Joint Secretary (SBM), Ministry of Housing and Urban Affairs, Government of India
3) Director, Ministry of Housing and Urban Affairs, Government of India
4) P.S to the Hon'ble Minister-In-Charge, , UD & MA Department. Govt. of West Bengal.
5) Sr. P.S to the Secretary, UD & MA Department, Govt. of West Bengal.
6) PA to the Secretary, Backward Classes Welfare Department

02.12.2024

Director, SUDA

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