

# **STANDARD OPERATING PROCEDURES**

## **NATIONAL SURVEY OF MANUAL SCAVENGERS**

**NATIONAL SAFAI KARAAMCHARIS FINANCE AND DEVELOPMENT  
CORPORATION**

**MINISTRY OF SOCIAL JUSTICE AND EMPOWERMENT,**

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**1. BACKGROUND**

**1.1 Ministries of Housing and Urban Affairs and Drinking Water and Sanitation have, under Swachh Bharat Mission and other programmes,** identified the insanitary latrines and have taken action for their demolition or conversion by providing admissible assistance under the relevant Schemes. However, the number of manual scavengers identified so far is not commensurate with the number of insanitary latrines demolished/converted under Swachh Bharat Abhiyan. Further, NGOs working for the eradication of manual scavenging have also been raising from time to time that the manual scavengers who have left manual scavenging since 2013 have not been identified and provided assistance for their rehabilitation in alternate occupations.

1.2 The Ministry of Social Justice and Empowerment, in consultation with NITI Aayog, constituted a **Task Force** to conduct survey of manual scavengers in States through the National Safai Karamcharis Finance and Development Corporation (NSKFDC).

1.3 The objective of the survey is to identify the persons who were/are engaged in manual scavenging any time after the MS Act, 2013 came into force i.e. after 6<sup>th</sup> December, 2013. Further, survey would also ensure that all genuine manual scavengers, particularly those who have left manual scavenging, are identified, and at the same time, possibility of inclusion of non-genuine scavengers is minimized, if not eliminated.

1.4 As per Section 2(1)(g) of the MS Act, 2013 manual scavenger has been defined as under:

*“manual scavenger” means a person engaged or employed, at the commencement of this Act or at any time thereafter, by an individual or a local authority or an agency or a contractor, for manually cleaning, carrying, disposing of, or otherwise handling in any manner, human*

*excreta in an insanitary latrine or in an open drain or pit into which human excreta from the insanitary latrines is disposed of, or on a railway track or in such other spaces or premises, as the Central Government or a State Government may notify, before the excreta fully decomposes in such manner as may be prescribed, and the expression “manual scavenging” shall be construed accordingly;*

1.5 In the first phase, the proposed Survey would be conducted in urban and rural areas of selected 164 districts in 18 States. The survey would in this phase cover those engaged in or who were engaged in the following activities in 2013 or thereafter:-

- (a) Cleaning of dry latrines
- (b) Cleaning of open drains in which human excreta is flushed from insanitary latrines
- (c) Manual cleaning of single pits attached to toilets.

**1.6 National Safai Karamcharis Finance and Development Corporation (NSKFDC)** would appoint District Coordinators, preferably from among the workers of Safai Karamchari Andolan and Rashtriya Garima Abhiyan, the NGOs working actively for upliftment of sanitation workers, who are also part of Task Force. The District Coordinators could be given the task of survey of manual scavengers in one or more districts.

**1.7 Concerned Departments of each concerned State**, responsible for the survey of manual scavengers would nominate one State Nodal Survey Officer each, who would coordinate the survey of manual scavenger in urban/rural areas of the State. He would also be responsible for ensuring that the District nodal officers are appointed timely by the District Collectors. District level nodal officers for urban and rural areas would participate in the survey. They/their representatives will attend the survey camps and forward the survey forms and other reports.

## 2. ORGANISING SURVEY CUM IDENTIFICATION CAMPS

2.1 At the district level there would be district nodal officers for the Survey representing urban/rural areas. There would also be one District Coordinator at each district as authorized representative of NSKFDC.

2.2 The District Coordinator and the District Nodal Officers would prepare a list of the municipalities and Blocks in the district and plan for the survey.

2.3 The District Coordinator, in coordination with the district nodal officers, would identify locations for the Survey cum Identification Camps as per the geography of the district, so that the prospective manual scavengers from the whole district could be covered. There would be 3-4 camps in each district, as per requirement, which will be held over a period of two days. Local school, baratghar, block office etc. should be preferred for the venue of the Camps.

2.4 Once locations of the Survey cum Identification camps have been decided in a district, dates of holding the camps may be decided by the District Coordinator and the district Nodal Officers. There should be a gap of atleast two days between camps at two locations in a district so that atleast two clear days are available for mobilization of the prospective manual scavengers for bringing them to the camps with required documents.

2.5 After the locations and dates of holding Survey cum Identification camps have been finalized, the District Nodal Officer, through the State Nodal Officer send these details to NSKFDC so that advance funds could be released to the District Nodal Officer for organizing the Survey Camps. Thereafter, the efforts of giving publicity would start. The District Nodal Officer will have the pamphlets printed in local vernacular as per the approved text of publicity(**Annexure-I**). He would also arrange to publish advertisement in local newspaper in vernacular as per the approved text of advertisement (**Annexure-I**) Nodal officer would also give press release through the District Press Officer, for the local newspapers. Dates of camps may also be advised to NSKFDC in advance. This may be repeated as many time as found possible. Publicity would also be given through munadi in the bastis of the prospective manual scavengers.

2.6 Each District Coordinator can take the services of upto 10 mobilisers in a district, who would be persons from various locations in the district from among the manual scavengers/safai karamchari community. Generally there is staff below district level officers of the rural and urban areas and with the Social/SC Welfare Office. Staff of the rural/urban areas and Social/SC Welfare working with at the grass root level will contact the prospective manual scavengers and provide them information about the National Survey. Similarly, the mobilisers would also go village to village and in each area having prospective manual scavengers and inform and sensitize people of the area about the Survey cum Identification Camps being organized in the district. They would also find out any document having list of manual scavengers whether with the NGO or with the Distt. Admn. so that the persons in such lists who have not been identified as manual scavengers could be informed about the camp. They would also inform the community members about the venue, date and time of the Survey cum Identification Camp and request them to visit the same with the following documents:-

- (i) One passport size photograph
- (ii) Copy of Aadhaar Card
- (iii) Copy of Bank Pass Book
- (iv) Any document in support of their claim as manual scavenger.

2.7 The camp timings may be organized generally between 10 A.M. to 6.00 PM or as decided by the District authorities. The District Coordinator and the District Nodal officer or his authorized representative should reach the venue of the camp in time. At the venue of the camp arrangements may be made by the District Nodal Officer for:-

- (i) Two Tables, 10-25 chairs (as per anticipated requirement)
- (ii) Survey Forms in sufficient numbers as per anticipation.
- (iii) Stationery like papers, carbon papers, pens, stapler, gum etc.

The District Nodal Officer/Coordinator would be provided the format of the Survey Form (**Annexure-II**). Distt. Nodal Officer would arrange sufficient no. of copies of the survey form in vernacular. Unused stationery and Survey forms should be used on the next day of the Camp and during the subsequent camps to be held in other locations of the district. Unused forms after the completion of survey in a district

should be kept safe and handed over to the representative of NSKFDC, as may be directed.

### **3. Registration of Manual Scavengers**

3.1 On the basis of the publicity spread about the survey of manual scavengers in the district, Survey cum Identification camp would be held at the designated place and date. While the applicants would come to the Camp on the basis of information provided to them, the mobilisers of the District Coordinators and the field level staff of the urban/rural areas and Social/SC Welfare of the district level would also contact them personally or through phone message etc. on the days of the camps so that they come to the Camp for registration.

3.2 The District Coordinator and the Nodal Officer or his/her representative would interact with the person coming for registration as manual scavenger and assess whether he/she is to be registered as manual scavenger. This would include both oral and written evidence provided by them as also other known and prominent persons of their neighbourhood. If the team is satisfied that the person is a fit case for registration as manual scavenger, they will fill up the survey form for him/her and obtain required documents from him/her.

3.3 For filling up the Survey Form (**Annexure-II**) the following steps should be followed:

- Latest photograph of the applicant manual scavenger to be collected and pasted on the space provided on the form, with gum.
- Clean copy of Bank pass book and Aadhaar to be collected from the applicant after verification from originals.
- Name of the State and district to be filled in.
- Ascertain from the applicant whether he/she is living in rural or urban area.
- If the applicant is from urban area- write down name of the municipality and the ward number. Otherwise if the applicant is from rural area – write down name of Tehsil, Block and village.
- In column 1, name of the applicant should preferably be as per Bank Passbook

- In column 2, in case of married women, husband's name should be provided
- In column 3, complete address should be written
- In contact no. mobile no. should preferably be provided.
- Aadhaar No. as per copy of Aadhaar should be written carefully.
- In column 4, complete bank details in all four rows should be written from the copy of bank pass book, very carefully and checked again.
- In Column 5, for category of household, appropriate code should be written.
- In Column 6, if the applicant is still engaged in manual scavenging then '1' should be written, else if the applicant was engaged in manual scavenging in 2013 or thereafter, but not now, code 2 should be written.
- If code in column 6 is 2 (i.e. the applicant is not engaged in manual scavenging now), in column 7, the present occupation of the applicant and monthly income should be written.
- In column 8, code of type of manual scavenging the applicant is/was doing, as given in the form, may be written.
- In column 9, please give code 1 or 2, in response to the question whether any member of the family of applicant has already been identified as manual scavenger. Here family would mean husband/wife and their dependant children (particularly those not married).
- In column 9 (a) please write name of the family member already identified as manual scavenger.
- In column 9(b), please write the relationship code (codes are given in Form B).
- After the form has been filled the applicant manual scavenger would put his/her signatures, name and date thereon.
- After filling main survey form the District Coordinator (representative of NSKFDC) and the Distt. Nodal Officer or his/her representative would put their signatures, with name and designation and date confirming that they have verified the documents presented by the applicant and after their assessment they recommend that name of the applicant may be included in the list of manual scavengers.

- Survey team would also help in filling up of **Form- A**, as the applicant may not be able to fill it up independently. Please ensure that the applicant also puts his/her signatures on Form-A also.
- Survey team would also fill up the family details of the applicant as in **Form B**.
- In Form B, first the name of manual scavenger and his/her details would be written.
- In relationship with applicant manual scavenger, please write self.
- For other members of the family please write appropriate codes for Gender, Marital Status, Relationship with MS, educational/skill qualification and current occupation.

The forms may be filled preferably in Hindi or English. However, in case of filling up in vernacular, it will require to be got translated by the District Nodal Officer.

**3.4 The survey would take cognizance of the evidences**, including the following:

- (i) Existing instances of manual scavenging and the persons employed therein.
- (ii) Verification of self declarations made by manual scavengers or their representatives
- (iii) Any record of verified manual scavenger with any authority
- (iv) Data of Socio-Economic Castes Census (SECC) 2011
- (v) Verification of any photographic evidence/memorandum regarding manual scavenging given by any stakeholder to any authority
- (vi) Verification of any document with any authority/stakeholder suggesting that manual scavenging is being done or was being done any time after the commencement of the MS Act, 2013 i.e. after 6<sup>th</sup> December, 2013 by the applicant.
- (vii) Verification of any representation regarding prevalence of manual scavenging.

- (viii) Verification of list of insanitary latrines or manual scavengers provided by credible organizations working in this sector.
- (ix) Any other relevant source/method of ascertaining the existence of manual scavenging.
- (x) Declaration, if any, by individuals and local authority confirming that the persons concerned were involved in manual scavenging activities at the time of notification of the MS Act, 2013 or thereafter.

3.5 At the end of the two days camp, minutes of the camp would be prepared in duplicate as per the prescribed Proforma (**Annexure-III**) signed by the participating representatives of NSKFDC and Distt. Admn. A copy of the minutes of the camp alongwith the filled in Survey Forms would be handed over to the District Nodal Officer. Second copy of minutes would be retained by the District Coordinator. District Coordinator would also fill in details of the camp online at the google form on NSKFDC portal (link: <http://nskfdc.nic.in/content/home/ms-survey-2018>). Distt. Nodal Officer would, after completion of the survey in the entire district, would himself/herself or through appropriate district level officer, forward the same alongwith the minutes of the Survey cum Identification Camps to the NSKFDC, Delhi. A copy of the format of letter for forwarding of the Survey Forms to NSKFDC is given at **Annexure-IV**.

3.6 The survey forms alongwith forwarding letter will be sent to NSKFDC by the Distt. Nodal Officer (one copy will be carried by the Distt. Coordinator, the authorized representative of NSKFDC to Delhi) for digitization of data followed by uploading on the mssurvey.nic.in portal.

#### **4. Special precautions and considerations during the survey of manual scavengers.**

4.1 The survey form should be filled up neatly and carefully. No column should be left blank, in any case.

4.2 In case any person could not fill up the survey form on the designated days, his/her application may be filled up in the subsequent camp to be held, if any.

4.3 In case any person is unable to attend the camp due to physical disability, the District Coordinator would arrange to fill up his/her form at his/her doorstep.

4.4 No person involved in the Survey cum Identification Camp would indulge in any malpractice. Legal/punitive action would be taken against any person found involved in any corrupt practice.

4.5 There should be good coordination and understanding between the District Coordinator appointed by NSKFDC and the District Nodal Officers so that the survey is undertaken smoothly.

4.6 Main objective of the survey is to identify persons left during the surveys, whether they are at present involved in manual scavenging or not but were engaged in manual scavenging during 2013 or thereafter. Therefore, every effort should be made to identify all such persons. Over endeavour should be that no eligible person is left from identification, no matter some not eligible persons are included in the survey.