

Study on Social Security of Sanitary Workers, Jaipur, INDIA

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BACKGROUND

An estimated 1.2 million sanitary workers in the country are involved in the sanitation of our surroundings. The working conditions of these sanitary workers have remained virtually unchanged for over a century. In the context of Indian society sanitary worker comes under the urban informal and occupational hierarchy at lowest. A sanitary worker can be a person who is employ by Municipal Corporation or any private company for the collection, and disposal of garbage. Apart from the social atrocities faced by these workers, they are exposed to certain health problems by virtue of their occupation. These health hazards include exposure to harmful gases such as methane and hydrogen sulfide, cardiovascular degeneration, musculoskeletal disorders like osteoarthritic changes and intervertebral disc herniation, infections like hepatitis, leptospirosis and helicobacter, skin problems, respiratory system problems and altered pulmonary function parameters.

The study focuses on the social security as working conditions, health hazards and work practices of the sanitary workers which can be divided into permanent sanitary (those who are employed by Municipal corporation for garbage collection and disposal) workers and Contractual sanitary worker(those who employed by contractors of municipal corporation for the collection and disposal of garbage). In the study 'Social security of sanitary workers in Jaipur city' an attempt has been made to sensitize about the problems faced by these sanitary workers and how it can be prevented through effective measures like regular awareness programs, impart education regarding safer work procedures, use of personal protective devices etc.

1 The Present Scenario

The working conditions of the sanitary workers have remained virtually unchanged for over a century. Using only a stick broom and a small tin plate, the sanitary workers clear feces from public and private places baskets or other containers, which they then carry to bins grounds and disposal sites. A few, however, are provided with wheelbarrows or carts by the municipal authorities.

Apart from the social atrocities that these workers face, they are also exposed to certain health problems by virtue of their occupation. These health hazards include exposure to harmful gases, cardiovascular degeneration, musculoskeletal disorders, infections, skin problems and respiratory system problems.

2 Importance of the Study

It was realized by Centre for Development Communication (CDC) during 15 years of experience dealing with waste that not only managing waste is a big issue but the person who are dealing with waste or the human resource in the management of waste work they are equally entitled to have social security benefits in the country. CDC is concerned about generating waste and throwing out it from our home to other place but we never thought about the further picture of waste. This waste is the source of livelihood of 1% of the people on the earth who is dealing with waste. These people can be bin collector, sweeper, dumpsite collector etc.

The need of present study is to find out the condition of sanitary workers in Jaipur city regarding practices adopted during work and health practices. This study will give us the present picture of Jaipur sanitary workers which can be divided into:-Permanent sanitary workers and Contractual sanitary workers which will lead us for remedial actions if required.

3 Objective of the Study

Researcher has set the objective based upon the importance of study on social security of sanitary workers as follows:

- To find out the present practices of sanitary workers during work.
- To find out the responsibility of Public bodies towards its employee.
- To find out the practices adopted by private sector engaged in Jaipur city
- To find out the awareness among workers about their work place health hazards and health safety

4 Limitation of the Study

Though the study was conducted in scientific manner in Jaipur city, it was found certain limitations during the entire study as during the survey process, earlier CSWs were not ready to respond as per the scheduled interview was prepared as they feel tremendous fear from their supervisors and contractors to lose their job if they provide any further information about the contractor. To reduce the fear, trust building among the CSWs was done. Another major challenge was the language as during the interview most of them were not comfortable in Hindi. However, researcher has managed to gather the data by getting assistance from local person from sanitary worker's community.

5 Methodology

The following methodology has been used to gather the required data during the study. Sanitary workers have been interviewed exclusively for the purpose of gathering details on social security. Also, through the Focussed Group Discussions (FGD), researcher was able to interact with the group of sanitary workers and discuss and listen to them on their issues. This was done through the complete participation with the group members. Though the involvement was absolute in the data gathering, however, researcher made keen observation during the process.

The sanitary workers were randomly chosen from various areas of Jaipur city. During the data gathering it was explained to all interviewees that the information gathered would not be misused and would be only used for the academic purposes. Therefore they were encouraged to speak openly and truthfully. The 500 sanitary out of them 250 are permanent sanitary workers and 250 from contractual workers interviewed at a time varied from one to four, depending on the time available to conduct the interview. The workers supervisors were occasionally present and although this did not seem to represent much of a problem in most cases, there were occasions where researcher felt his presence prevented the interviewee from full expression.

The low educational standard of most of the sanitary workers meant that some of the questions often needed a long explanation and were still perhaps not fully understood by some. To try to overcome this problem some of the questions were amended so as to try and give clearer understanding. Another common problem was inconsistency in answers given. When this inconsistency was pointed out often they still could not explain what was correct. A common place researcher saw this happen was when researcher asked if all workers get provident fund, or minimum wages. Many of them answered that they do not get any such benefits though permanent sanitary workers get the PF. The quality of the data gathered depends on the truthfulness and understanding of workers interviewed. After conducting all the interviews, the data was aggregated and analysed.

In addition to the interviews information relating to the sanitary workers' working and social conditions was obtained through numerous observations. On several different occasions I went out with one of the supervisors in order to observe the workers collecting waste, sweeping, depositing waste and picking through the waste and working in drainage.

This gave researcher the opportunity to see at firsthand what the job involved and what the working conditions.

6 Demographics

Before going on to look at the social security of sanitary workers, it will first be useful to understand what social security is and how these workers covered under the constitutional provisions. In this study 250 permanent sanitary workers and other 250 were chosen from contractual workforce in Jaipur city.

7 Social Security of Waste Workers

Social security is primarily a social insurance program providing social protection, or protection against socially recognized conditions, including poverty, old age, disability, unemployment and others.the directive principal of Indian constitution say about social security as Article 41 {Right to work, to education and to public assistance in certain cases} “The State shall, within the limits of its economic capacity and development, make effective provision for securing the right to work, to education and to public assistance in cases of unemployment, old age, sickness and disablement, and in other cases of undeserved want.”

In Indian context the term social security for waste worker is not visible in spite of directive principals and various rights of our constitution. The picture of Indian waste worker defines that this segment of the society does not have access to the basic facility which required as per their livelihood option. From the present project we help the selected beneficiary to have better access of health facility, social importance, improved livelihood options, education etc. and a strong association to raise their voice on government level.

8 Responsibility of Municipal Corporation Towards Sanitary Workers

There are also some discretionary functions that are carried out by the Municipal Corporation. These include conducting surveys, public entertainment, organizing public receptions, public exhibitions, to construct and maintain museums, libraries, public parks and gardens, planning and laying of areas, construction of orphanages, leper homes, rescue home for women and street children, rest houses and many more. The welfare and well being of the municipal employees is also taken care of by the Municipal Corporation. The Municipal Corporation has to work hand in hand with the State Government for effective implementation of the various plans and programs that are set up for the welfare of the common people.

9 Responsibility of Contractors

As per the bid documents of municipal corporation contractors are responsible for society, environment and the human power involved in the implementation of contract. As in Jaipur municipality corporation bid document these are the conditions which contractors should follow

9.1 *Safety, Security and Protection of the Environment*

Contractor shall take all necessary precautions against pollution of drinking water, underground water if any pollution arises by contractors' activity its contractor's responsibility to clean up the effected are immediately, the contractors shall ensure that no trees or shrubs or waterside vegetation are felled or harmed.

9.2 *Fair Wages*

The contractor shall pay not less than fair wages/ minimum wages to labors engaged by him on the work as, revised from time to time by the government. In respect of all labors of all laborers, immediately or directly employed on the work, for the purpose of the contractor's part of this agreement, the contractor shall comply with or cause to be compiled with, contract labour regulation in regards to payment of wages, wage period, deductions, recovery of wages not paid and un authorized deduction, maintenance of wages registers, wages cards, publication of scale of wages and other terms of employment, inspection and submissions of periodical returns and all other matters of a like nature.

9.3 *Protective clothing and footwear*

The contractor shall provide protective clothing and equipments to all staff and labor engaged on the contract to the satisfaction of the employer and on his failure to do so the employer shall be entitled to provide the same and recover the cost from the contractor.

9.4 *First aid services*

The contractor shall at his/ her own cost provide first aid equipment to all his / her work site.

9.5 *Health and services*

The contractor shall make arrangement for the prevention of epidemic and all necessary and welfare requirements of staff and human resource involved.

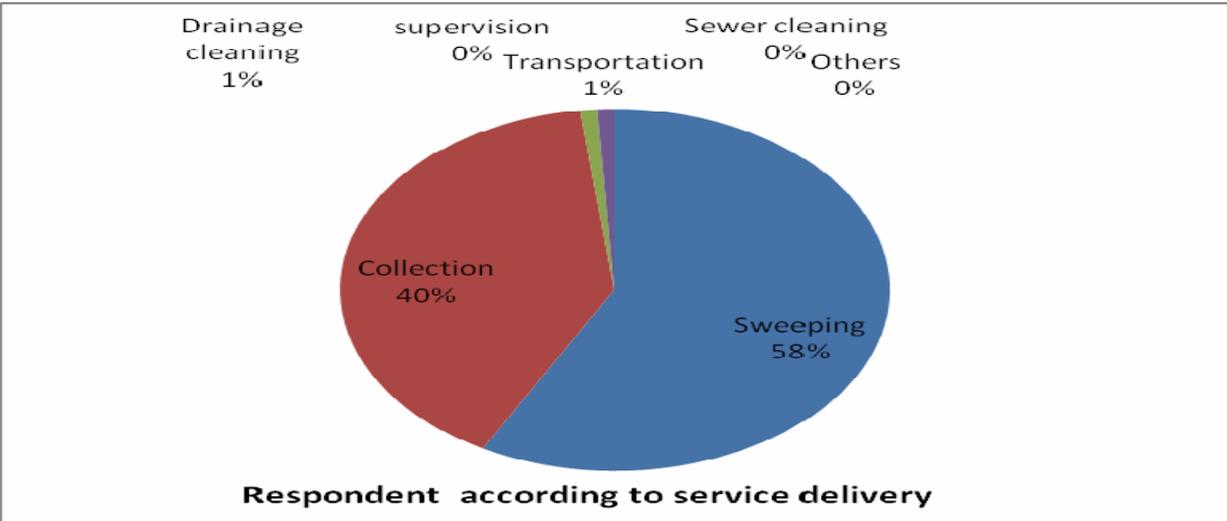
The contractor shall provide drinking water, sanitation at the work site for the staff and human resource involved in the contract work.

The contractor shall keep regard to all recognized festivals, religious and other custom, days of rest and in dealing with labor in his employment besides these responsibility contractor shall maintain all the records of labor as working hour, wages,

safety, health and welfare of persons, accidents records. At his or her own cost contractor shall create public awareness and displays necessary information as required by employer.

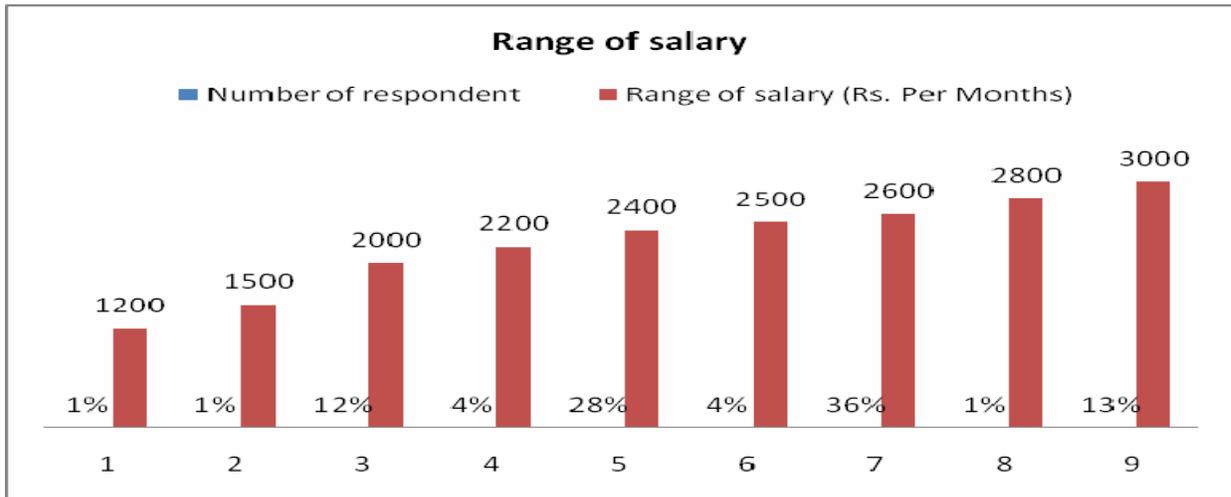
10 Results

Chart 1



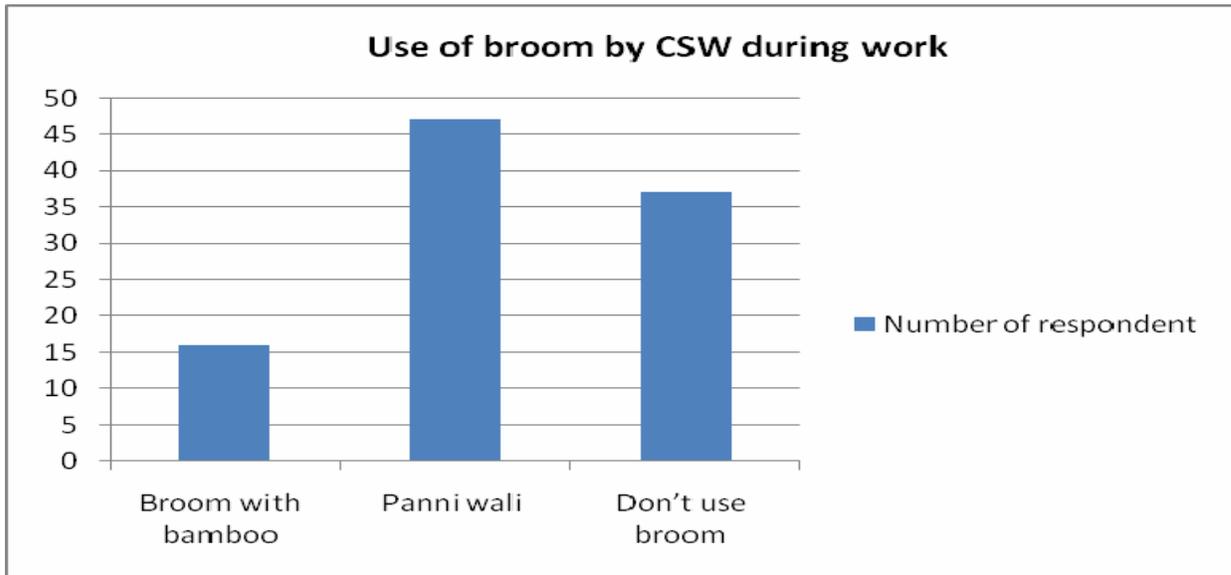
Above chart shows that (58%) the CSW involved in the work of sweeping and female CSW get priority for the work of sweeping and 40% CSW involve in the work of collection of waste. Collection of waste generally done by male CSW. In the diagram 57% CSW have to complete their work in two shifts in a day. The first shift starts from 6 am to 11am and second shift starts at 2pm to rest 43% have to finish their assigned work in at one stretch as per the direction of contractor. The analysis clearly indicates working hours of CSW. Generally contractor allots work to an individual 8 hours but in some case (5% of CSW) it finds that they work more than 8 hours in a day. Also, 57% of the CSW work full month (with any rest) or if the one day rest they has pay one wages from their salary and 43% of CSW get one day rest in a week. 39% Of the CSW get nothing except salary they have to buy broom from their salary and rest 61% get either broom, or hand cart for compilation of work.

Chart 2



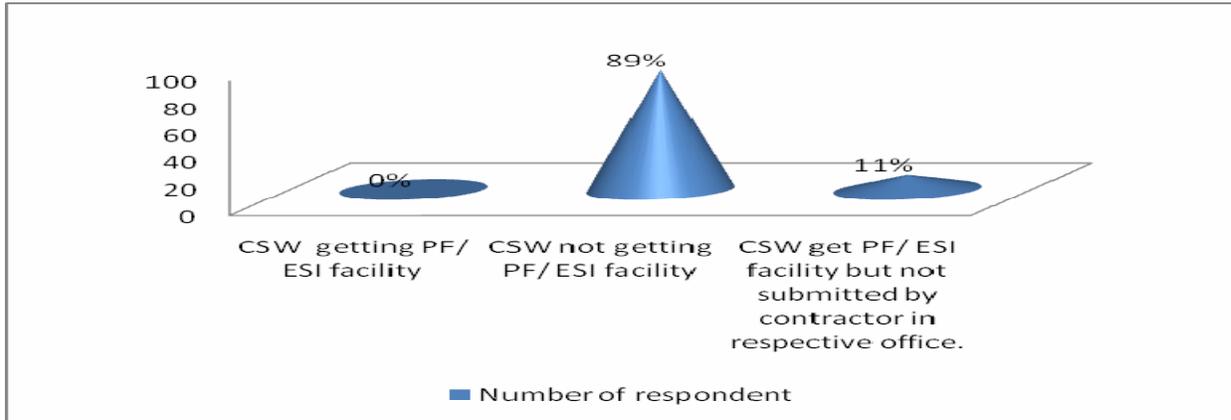
Present chart shows that 68% (28%+4%+36%) CSW get monthly salary from Rs. 2400 to Rs. 2600. As per the discussion CSW who get 2400 Rs per month they did not get any rest and they have to work for 8 hours daily. Only 34% contract sanitary workers use safety measures during work by their own, they generally use scarf, cap, Gamchha to save themselves from sun, dust and order of waste. Rest 66% does not use any precaution during work they feel that it is our daily work so at what extend we can use these measure now our body become habitual of all these.

Chart3



Present chart shows that 47% of contract sanitary worker use the broom of Pani wali (without bamboo) because they feel more comfortable with this broom, the width is very good, ease to handle, light weight, and appropriate in the paccka are as road etc. as per the requirement of work generally 2 broom required by one sanitary worker and it cost Rs. 60 /-. The worker who has to sweep in kachha area or has to clean drainage they use bamboo broom and the number is 16% and rest 37% do not use broom. During work they don't get the basic facility like toilet, drinking water and crèches. They use open place for toilet if it urgent of sanitation complex if it is in the particular area, but for drinking they get water from Pyaoo or they ask the shop keeper or residence of the area for water. If anyone have small baby than the sibling care or other relative should take care of the baby. None of the CSW is getting risk allowance and medical facility from the contractor. Contractors used to provide then salary through cash not by cheque or bank account. During work CSW does not face any kind of physical, mental or sexual abuse. If they have any problem than they first share with the supervisor if they feel that problem will not sort out they leave the Job.

Chart4



Present chart clearly indicates the number of CSW who are getting the benefit of PF and ESI. Charts clearly indicate that none of the CSW is getting the benefit of PF and ESI from the contractors and 11% of the CSW get cheated on the Name of PF and ESI from the Contractor. None of the CSW use safety measures as mask, gloves, sticks, boots during work because they did have these facility or they are not aware about use of these safety measures. None of the CSW has attended any training program or awareness camp. None of the CSW get safety measures during their work period from contractor or by Municipal Corporation. 55% of the CSW are suffering from any kind of work related health problems as back ache, respiratory, eye, cuts or infections. 72% of the CSW are addicted of any kind of drugs as jarda, tobacco, alcohol or bidi.

11 Focused Group Discussion (FGD)

First focused group discussion was organized with sanitary workers during the data collection to gather the truthful information. The topic of discussion was “Other benefit provided by Contractors to its contract sanitary workers”. It was a mixed group of CSW with 100 members 60 male and 40 female CSW. These are the basic point which comes during discussion. Through the FGD it came out that earlier they all were saying we did not get any facility from their contractor and he was deducting PF and ESIC amount from salary and they all are happily contributing because they have a saving for our future need. Each worker deducts Rs. 2500 from their salary. During mobilization meeting researcher came to know all the process of PF and ESI benefits. During meeting some of the contractors have accepted the fact that they do not deposit the PF in respective department.

They also informed that one time our contractor decided to give them information but he deducted money from our salary so they decided not to have uniform. If contractor will provide from his side than they required but if the money will be deducted from their salary they don't require the information. If all CSW get benefit of salary through we will be very thanks full to contractor or JMC if this would be mandatory and if they face problem they will learn to deal with bank. They never attended any training program or

awareness program. Contractor never provides Mask, gloves, boots, stick to the workers. Who want to use they has arrange it by own. On time they start planning for the same but will deduct the cost from our salary so we rejected this offer. If they have awareness about the safety measures and its benefit to their health they will sure adopt all the practices. We don't get Risk allowance or Medical benefit neither kind nor cash.

Another focused group discussion was organized. The topic on "Basic facilities provided by contractor during work" was discussed. It was a mixed group of CSW with 100 members 60 male and 40 female CSW. These are the basic point which comes during discussion

- CSW get salary 2400 per month only, except salary we did not get any other facility.
- No provision for leave.
- I day absent charge is 100 Rs. This will deduct from the salary.
- No provision for drinking water, toilets and crèches.
- If anybody raises voice they suspend that person from work.
- In the month of February they deduct 2 days amount for I absent.
- If they absent one day so they have to pay salary but next day they have to do the work of 2 day.
- None of the other benefit as PF, ESI, protective clothing is provided by Contractor.
- One of female CSW got accident during work before 2 months but she does not get medical facility or any type of compensation from the contractor. She was absent during her fitness period.
- None of the CSW is aware about their rights.

12 Observation

- During discussion it was found that all the participants openly discuss about the condition and women are also participating very enthusiastically in the discussion.
- Two workers started quarrelling about their work place and the group leader interferes and makes them relax. They have good group cohesion.
- They have tremendous fear to loss their job , if they speak any word for the contractor
- They do not easily trust to anyone.
- Generally the whole family will work on particular area which will provide them sense of security.
- They are very insecure about their future

- Most of them want permanent job in Municipal Corporation.
- They do their work very sincerely.

13 Findings

The findings of research study were very interesting as 100% permanent sanitary workers get Housing rent allowance (HRA) facility from the Jaipur Municipal Corporation(JMC). These sanitary workers do not get any risk allowance but only those who do some special work as sewerage etc. they get hard duty allowance from JMC. 77% of the permanent sanitary workers are illiterate Only 25% sanitary workers use safety measures during work by their own, they generally use scarf, cap, Gamchha to save themselves from sun, dust and order of waste. Rest 75% do not use any precaution while working as they feel that it is their daily work and our body has become habitual of all these. 36% of PSWs are suffering from work related health problems like back ache, pains in Joints, eyes problems and cutting and burning. 53% of sanitary workers use the broom of Pani wali (without bamboo). During work they don't get the basic facility like toilet, drinking water and crèches. If anyone have small baby than the siblings are the caretaker or other relative should take care of the baby. None (100 %) of the sanitary worker use safety measures as mask, gloves, sticks, boots during work because they did not get these facility or they are not aware about use of these safety measures. None of the sanitary worker has attended any training program or awareness camp.

The second part of the study was focused on the Contract Sanitary Worker (CSW) . Major findings of the study are 73% of CSWs are illiterate and maximum qualification of contract sanitary workers is Tenth standard. 57% of the CSW work full month (without any rest) or if they take one day rest one day wage is deducted from their salary and 43% of CSW get one day rest in a week. 39% of the CSW get nothing except salary they have to buy broom from their salary and rest 61% get either broom, or hand cart for compilation of work. 52% of sanitary workers have health problems and 42% feel that they are fit. Present chart shows that 68% CSWs get monthly salary from Rs. 2400 to Rs. 2600. As per the discussion, CSWs who get Rs. 2400 per month they do not get any rest and they have to work for 8 hours daily. 34% CSW use safety measures during work by their own, they generally use scarf, cap, Gamchha to save themselves from sun, dust and order of waste. Rest 66% does not use any precaution during work. 47% of contract sanitary workers use the broom of Pani wali (without bamboo) . During work they don't get the basic facility like toilet, drinking water and crèches.

None of the CSW is getting risk allowance and medical facility from the private sector. None of the CSW is getting the benefit of Provident Fund(PF) and Employees State Insurance(ESI) from the employer. 11% of the CSW were cheated by employer on the Name of PF and ESI from the Contractor. None of the CSW use safety measures as mask, gloves, sticks, boots during work because they do not get these facility and also that they are not aware about use of these safety measures. None of the CSW has attended any training program or awareness camp.

14 Recommendations for Permanent Sanitary Workers

Based upon the study the following recommendation can be made:

- JMC should organize awareness activities on their own for their sanitary workers or with the help other agencies which can create health awareness among the sanitary workers.
- JMC can organize free health check up camps for their employees and provide safety equipments such as Mask, gloves, sticks, boots, scarf's, long bamboo broom and wheel barrow to the sanitary workers ones in a years to make them realize about the importance of using these equipment.
- JMC should make a mandatory provision for their employees to use all the equipments during work.
- JMC should provide Uniform timely seasonal wearing especially with winter and rainy season wear because in these seasons sanitary workers face difficulty to deliver service
- As all the sanitary workers have some health risks because of their routine work JMC should provide Risk allowance to them as Maharashtra government has initiated the same

15 Recommendation for Under Contractor Sanitary Workers

- Being the principal employer it is the basic responsibility of Municipal corporation to strict ally monitor the ground practices.
- There should be mandatory provisions by principal employer in the tendering process for the following:
 - Payment to CSW by contractors should through bank account
 - Each contractor should follow PF and ESI act for the welfare of CSW
 - Contractor should provide protective clothing for each CSW on his or her own cost.
- Contractors or Municipal Corporation should organize free health check up camps for CSW and create awareness among all the sanitary workers regarding use of safety measures use of long broom, wheel barrow once in a year.
- Municipal Corporation should force contractor for including risk and medical allowances for CSW in the tender amount
- Municipality should create awareness among all the contract sanitary works about minimum wages, working hours and other benefits like compensation act etc. this will help in ensuring social security

16 Special Recommendation for Municipal Corporation

Being a principal employer it is the responsibility of municipal corporation to ensure the social security of sanitary workers who are directly or indirectly associated with the

corporation. Municipal Corporation should include all the recommendations in its tendering process and there should be a pre planned monitoring system for ensuring all the mandatory practices in practical.