

Case Study – Behavioural Change in Sanitary Worker

Date of field visit	
Author/ rapporteur	Shalini
Name of the district	Hyderabad
Name of the Partner	SaciWATERS
About the village (its approach from the main city, kind of people, type of houses)	Musheerabad is an oldest and most crowded commercial centre in Hyderabad located under central zone of Greater Hyderabad Municipal Corporation (GHMC) administration, Hyderabad city, Telangana. Almost all of these slum dwellers does a scrap business and houses and existing services constructed there are laid in 35-40 years back and some sewerage connections are during Nizam rule. The houses are semi pucca and roads are very narrow ranging between 2 feet to 9 feet.
Name of the person	Suresh
Name of the Village, City, State	Musheerabad- Bholakpur
Age / date of birth	32
Occupation	Sanitary Worker – Hyderabad Metropolitan Water Supply and Sewerage Board
Partner NGO associated	SaciWATERS
About the family - Number of family members Name and age for the family members Number of earning members	Suresh is living in a Bholakpur – Musheerabad area since his childhood and he has a family of 5 members including him i.e. his mother, wife and 2 children. He is the only earning member in the family and earning around Rs.11000/- per month.

<p>Background information (about his/her family, lifestyle, number of dependent members in the family, and so on)</p>	<p>The life of a sanitation worker is pathetic in our country. There are about five million people employed in sanitation work in our country with nearly two million of them working in 'high risk' conditions. They act as warriors to keep our cities clean and drains unclogged. The water and sewerage lines laid in these Musheerabd area in which the project is intervening is very old i.e. between 35-40 years old. Sewerage blocking/desilting and cleaning are the regular issues in these localities.</p> <p>This case study tries to capture the daily routine life of sanitary workers and a fruitful behavioural change among him after a capacity building program conducted by SaciWATERs with the support from WaterAid.</p>
<p>Challenges faced</p>	<p>Solid Waste Management (SWM) is one among the basic essential services provided by municipal authorities in the country to keep urban centres clean. The project team have organised a half day capacity building training program to water supply and sewerage board field staff on Water, Sanitation and Hygiene for the quality execution of water supply and sewerage works in urban centres focusing the areas of project intervention areas.</p> <p>During the program the team have introduced about the project goals, objectives and vision and asked the participants to share their daily life/ job responsibilities as a sewerage worker.</p> <p>Suresh, who is an employee of Hyderabad Metropolitan Water Supply and Sewerage Board expressed that “We work for 7 day week i.e. from Monday-Sunday, our day starts at 9 am in the office where we will be given a 4-5 complainants to address in the allotted localities. By 9.30 am we will be reaching our allotted areas to address and resolve the issues. The areas in which we are working have very narrow roads and sine the door to door garbage collection system is very poor people throws garbage like plastic bottles, glasses, clothes etc. in to the sewerage lines. Manual unblocking of sewers has to be done in these narrows lanes using iron rods, ropes since the automatic sewer jetting machines are not accessed in these lanes.</p> <p>When asked about the safety measures they take during the execution of work it is said that “80% of the sanitary workers (since most of them are contract employees) most of them were not provided with the safety tools like hand gloves, dress, helmet, torch etc. and they do the work with bare hands and legs. Sometimes we</p>

will be handling with toxic substances in sewers like electrical wires, sanitary pads, covers etc. which would frequently block the sewers and sewer jetting machines cannot be accessed in these lanes. So, they are preferring manual work (using iron rods) to clear these sewers. It is also said that the attitude of the community members towards the sewerage workers is very poor and they are treated very low.

During the program project team have capacitated the sewerage workers on WASH and explained that there might be a loss of human life due to unavailability of the safety measures such as face masks, hand gloves, etc. In the absence of this safety gear, they inhale toxic gases and die. They have to do it for their daily wages. This exposure leads to the spread of various skin diseases which passes onto their family members as well. A brain storming session was taken to the water supply and sewerage workers to create awareness and also to take up the behavioural change communication model pertaining to hygiene and cleanliness practice in their day to day work at different situations. They were also oriented on safety measures which has to be taken while handling the toxic substances/discharges and the impact of solid waste on health and environment.

As every single human life is precious to the country, with the support from WaterAid, SaciWATERS have provided a pair of hand glouses to sanitation workers to ensure the hand hygiene. After the 1 month of the capacity building training program on WASH, the project team have cross checked with the sanitary workers whether they are using a hand glouses or not. It was so happy to know that one of the sanitary workers who have capacitated on WASH especially on hand hygiene was using hand glouses during his execution of work. This simple behavioural change in sanitary worker wearing a hand glouses for hand hygiene would definitely bring the change in his health and attitude.

WASH situation:

- *What are the current facilities?*
- *Where do people collect water from?*
- *Where do they go to the toilet?*
- *Impacts of lack of WASH services on people's lives.*
- *What was the situation earlier?*
- *Is it better now? How?*

Solid waste management is very poor in these communities, collection of garbage is for every 3-4 days. Project team have capacitated and conducted a series of door to door campaigns on source segregation of waste to promote it at household level.

<p>Quotes/ important messages shared</p>	<ul style="list-style-type: none"> • Resource person Mazid Aslam-OSD-HMWSSB has oriented the sewerage and water supply workers to ensure safety precautions that has to be followed during the execution of work and requested the in charge to provide with all the protective gears and cleaning devices to the workers. • He has guided the sewerage workers who are cleaning the sewers manually should take an extra care about their health and highlighted that manual scavenging is prohibited and no one is allowed to get in sewer without their higher officials certification and their presence. • Many of the contract job holders in sewerage board said that they are not provided with any of the safety tools from the government but it was given only to permanent employees. • Few of them have also shared that there is an advantage in wearing hand glouses for protection and safety during the work but the other flip side is that handling of some of the concrete different materials would slip from hands by wearing hand glouses.
<p>Role of WaterAid or Partner NGO in his/her life</p>	<p>SaciWATERs team through BVM was able to orient and train the municipal workers of GHMC and HMWSSB field staff on WASH, SWM management, its uses, effects and impact on health and environment.</p>
<p>Future desires/ aspirations/ plans</p>	
<p>Achievements/ impacts on his/her life through this intervention</p>	<p>A simple behaviour change in sanitary worker wearing a hand glouses during the execution of sewage works manually have impacted his attitude towards hand hygiene.</p>
<p>Any other relevant information</p>	
<p>Please attach:</p> <ul style="list-style-type: none"> • Pictures with captions • Any other document/information 	<p>Format for caption of pictures: who + when + where + why</p>



Figure 1: Participants of the Training program of Municipal and HMWSSB workers on WASH held at Tallabasthi Community Hall, Musheerabad



Figure 2: Distribution of hand gloves to sanitary workers



Figure 3: Sewerage workers in the field wearing hand gloves

