

# **Directorate of Sanitation**



Capital Development  
Authority

## **STANDARD OPERATING PROCEDURE (SOP)**

**For**

## **Management of Sanitation Services in Islamabad**

The Gazette of Pakistan

Extraordinary  
Published by Authority

Islamabad, Thursday, June \_\_\_\_\_, 2008

Statutory Notification (S.R.O)

Government of Pakistan

Capital Development Authority Secretariat

Notification

Islamabad, the \_\_\_\_\_, 2008.

STANDARD OPERATING PROCEDURE (SOP) FOR MANAGEMENT OF SANITATION  
SERVICES IN ISLAMABAD 2008

In exercise of powers conferred by section 51 of the Capital Development Authority Ordinance, 1960 (Ordinance No. XXIII of 1960), read with section 49 thereof, the Capital Development Authority has been pleased to make following Regulation for formulization of a procedure for adequate measures for efficient Sanitation and solid waste disposal, not only to constitute key municipal function of the Capital Development Authority (CDA), but also because of its immediate importance for residents of Islamabad and long term implication for public health.

It is hereby formulated as under:

**1. Short title, commencement and application:**

- I. This Regulation may be called “***Standard Operating Procedure (SOP) for Management of Sanitation Services in Islamabad 2008***”.
- II. It shall be come into force at once.
- III. It shall apply to waste generators (residential, commercial, hospital / clinical / hazardous / industrial, debris, green / garden waste etc) and waste / sanitation service providers (collection, storage, transportation & disposal) or

on any person / agency who is directly / indirectly involved in solid waste management business.

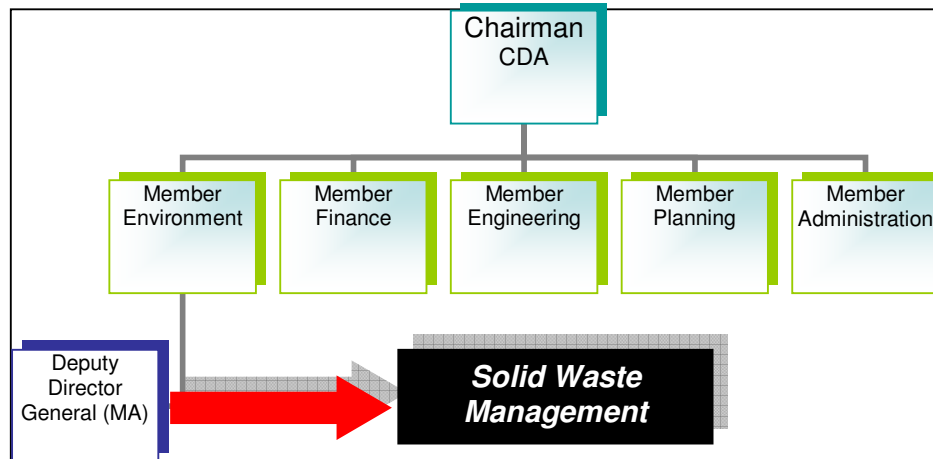
2. **Definition:** In this Regulation, unless there is anything repugnant in the subject or context:

- I. **Regulations** mean Islamabad Capital Territory Municipal Bye Laws, 1968 as amended from time to time; and specifically by the Islamabad (Upkeep of Cleanliness) Regulations 1979 as amended from time to time.
- II. **Government** means the Federal Government of Pakistan.
- III. **Authority or CDA** means the Capital Development Authority constituted under the Capital Development Authority Ordinance 1960.
- IV. **Islamabad Capital Territory (ICT)** means total area of Zone-I, Zone-II, Zone-III, Zone-IV & Zone-V of Master Plan of Islamabad.
- V. **Municipal Limits** means Zone-I of Master Plan of Islamabad.
- VI. **SOP** means Standard Operating Procedure.
- VII. **SWM** means Solid Waste Management.
- VIII. **Waste** means Solid Waste.

# 1. Introduction

The Capital Development Authority (CDA) has the responsibility for the overall planning, provision and supervision of public health services, covering adequate sanitation and garbage disposal within the territorial limits of the Islamabad Capital Territory (ICT). It also has the responsibility for the coordination of public health services with other relevant agencies. Within CDA, the Directorate of Sanitation has the functional responsibility for sanitation and management of solid waste within the municipal limits of Islamabad. This includes collection, transportation and safe disposal of solid waste collected from residential areas, commercial areas, open spaces etc. The organizational set up of the Authority is as under:

Figure 1: Organizational Structure of CDA



This Standard Operating Procedure (SOP) aims to institute better management, execution and monitoring practices as regards CDA's responsibilities for sanitation and solid waste management. This SOP is applicable to all aspects of work related to sanitation and solid waste management functions undertaken by CDA, except for management of industrial waste.

The SOP shall be effective immediately and shall govern the operations of the Directorate of Sanitation and in particular the Solid Waste Management Wing.

## 2. Objectives

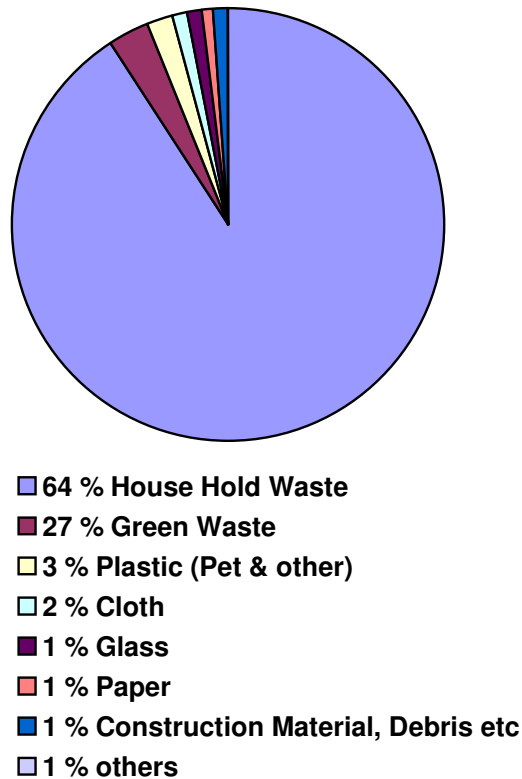
The objectives of this SOP are:

1. To define the roles and responsibilities of the Directorate of Sanitation as regards delivery of adequate sanitation and garbage disposal services in Islamabad.
2. Establish and lay out the procedures, standards and supervision systems for the operations of the Directorate of Sanitation.
3. Clarify the relationship between the various units/wings/directorates of the CDA in relation to improving the conditions of sanitation and garbage disposal.

### 3. Solid Waste Generation in Islamabad

The volume of solid waste generated within the municipal limits of Islamabad ranges between 500 ~ 550 metric tons per day<sup>1</sup>, with an average of 0.283 kg/capita/day to 0.613 kg/capita/day or from 1.896 kg/house/day to 4.29 kg/house/day with a particular trend of waste generation according to social and economic conditions values<sup>2</sup>. The waste generated is mixed type of solid waste and includes municipal / kitchen / green / domestic waste, commercial, building material and other scrap. Figure 2 shows the composition of waste matter generated in the municipal limits of Islamabad.

**FIGURE 2**



*Source: Waste Characterization Study for CDA's Project, CERES February 2006 (Annexure 'C')*

<sup>1</sup> Source: Waste Amount Survey in Islamabad. JICA October 2004 (Annexure 'B')

<sup>2</sup> Source: Guideline for Solid Waste Management – October 2005 by Pakistan Environmental Protection Agency

Data also shows that there is substantial variation in the quantum of waste generated from various sectors. Table 1 shows the sector wise average waste generation in Islamabad<sup>3</sup>.

**Table 1**

Sector	Amount of Waste	Sector	Amount of Waste
E-8	1.2 Tons / day	G-7	20.7 Tons / day
E-9	2.7 Tons / day	G-8	12.2 Tons / day
F-5	14.2 Tons / day	G-9	22.0 Tons / day
F-6	11.2 Tons / day	G-10	12.5 Tons / day
F-7 & E-7	19.3 Tons / day	G-11	5.7 Tons / day
F-8	23.6 Tons / day	I-8 / H-8	46.3 Tons / day
F-10	10.6 Tons / day	I-9 / H-9	7.2 Tons / day
F-11	6.1 Tons / day	I-10	37.1 Tons / day
G-5	1.3 Tons / day	I-11	85.8 Tons / day
G-6	82.8 Tons / day		

*Source: Waste Amount Survey in Islamabad, JICA/EPA October 2004*

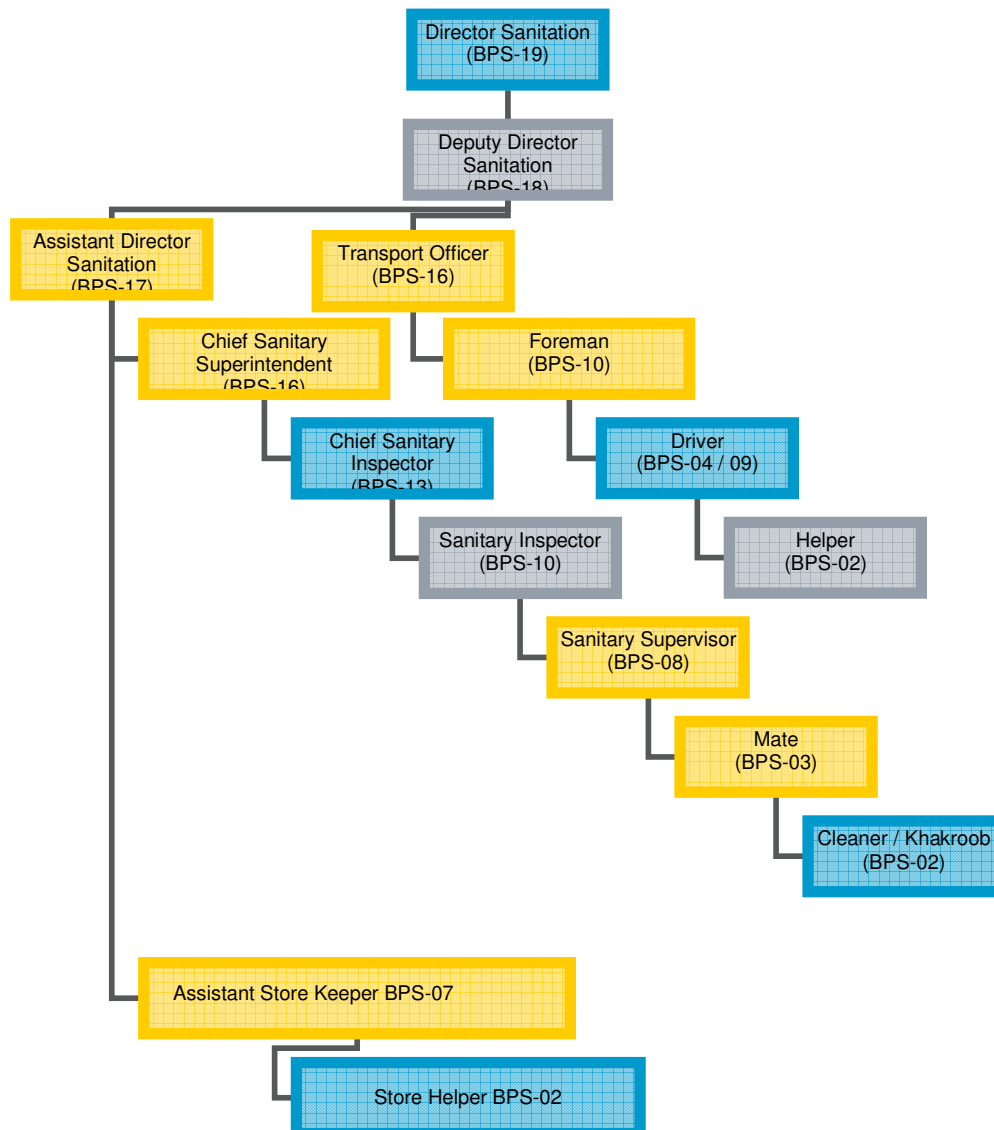
<sup>3</sup> Waste Amount Survey in Islamabad, JICA/EPA October 2004

## 4. Legal Framework

The operations of the Directorate of Sanitation are governed generally by the provisions of the Islamabad Capital Territory Municipal Bye Laws, 1968 as amended from time to time; and specifically by the Islamabad (Upkeep of Cleanliness) Regulations 1979 as amended from time to time (Annexure 'A').

## 5. Organization Structure of the Solid Waste Management Wing

The Solid Waste Management Wing has the following organizational structure:





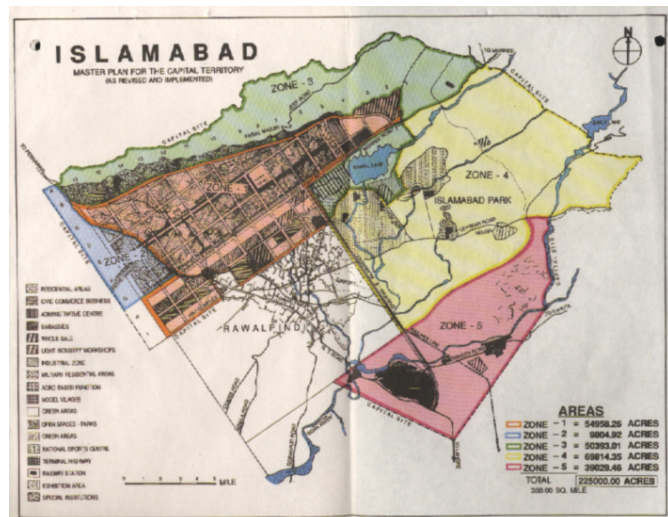
## 6. Functions

The functions of the Directorate of Sanitation are:

- a. General Cleaning within municipal limits; this includes sweeping, collection, transportation and final disposal of solid waste.
- b. Special cleanliness arrangements during VVIP visits, national / international conferences, special religious occasions, day of national importance etc.
- c. Special arrangements for removal of carcasses of sacrificed animals on the Eid ul Azha.
- d. Removal of dead bodies of animals.
- e. Shooting of stray / pie dogs.
- f. Clearance of nullahs / streams in coordination with Environment Wing & Directorate of Roads and Directorate of Maintenance, CDA.
- g. Issuance of notices / challans on littering and abuse of water.
- h. De-watering arrangements during monsoon.
- i. Monitoring / supervision for the smooth functioning of public toilets located in different sectors of Islamabad.

## 7. Jurisdiction of the Directorate of Sanitation

Directorate of Sanitation, CDA is providing sanitation services in the municipal limit of Islamabad i.e. Zone-I. The said Zone consists of residential sectors, commercial areas, institutional areas, industrial areas etc in D ~ I Series (see map). Each residential sector consists of four sub-sectors, each having a designated Class III (small markets), shopping area and one Markaz (Central Commercial area).



## 8. Spatial Division of Work

In order to ensure provision of efficient and well managed sanitation services, Zone-I of Islamabad, which falls within the spatial jurisdiction of the Directorate of Sanitation, is divided further into three zones, keeping in view the work load, resources available and the supervision requirements. This spatial division includes:

### **Zone – I:**

- 1) Bari Imam.
- 2) Constitution Avenue.
- 3) Aiwan-e-Sadar.
- 4) PM House.
- 5) Saidpur Village.
- 6) Blue Area.
- 7) Sectors = 06.
  - a) G-5, F-5, G-6, F-6, G-7 & F-7.
- 8) Public Places.
  - a) Daman-e-Koh, Pir Sohawa, Murghzar, Japanese Park, Shakar Parian etc.

### **Zone – II:**

- 1) Model Villages = 4.
  - a) Margalla Town, Shehzad Town, Rawal Town & Humak.
- 2) Sectors = 03.
  - a) I-8, I-9 & I-10.
- 3) Islamabad Highway, Police Lines & Garbage Containment Site in Sector H-10.
- 4) Public Places.
  - a) Rawal Lake Promenade etc.

### **Zone – III:**

1. Sectors = 07
  - a) G-8, F-8, G-9, G-10, F-10, G-11 & F-11.
2. Faisal Mosque.
3. Fatima Jinnah Park.

## 9. Establishment of Sanitation Teams

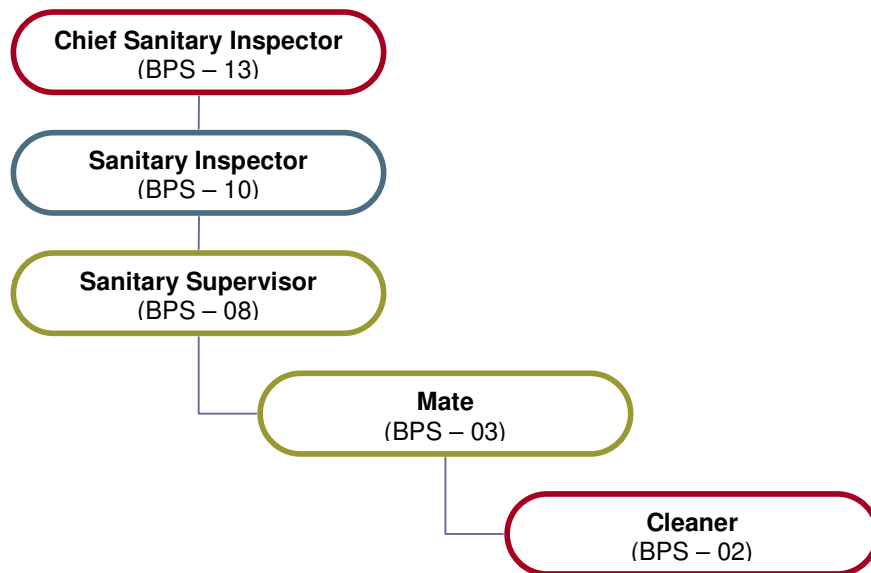
### a. Sanitation and Solid Waste Management Operations to be Assigned to Teams

In order to achieve optimal efficiency in its operations, the work of the Solid Waste Management Wing will be divided amongst clearly defined teams to be established at the Zone, Sector, Sub-Sector and Beat levels. These teams will be specific to every Zone, Sector, Sub-sector or Beat, as the case may be. The number, composition and size of the teams will be determined in view of and be commensurate with need and availability of human, technical and financial resources and shall be reviewed by the Director of Sanitation every month to ensure optimal deployment of resources.

#### Zonal Team

There shall be a Sanitation Team for every Zone and its composition shall be as given in Figure 3 below. There shall be one Chief Sanitary Inspector for every Zone, who shall be overall in charge of supervision of all teams in that Zone:

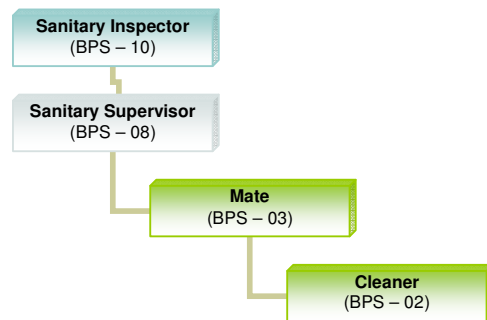
Figure 3: Composition of a Zonal Team



## **Sector Team**

There shall be a team for every Sector, consisting of:

- One Sanitary Inspector
- Five Sanitary Supervisors
- 10 Mates
- 150 Cleaners



## **Sub-Sector Team**

There shall be a team for every Sub-Sector consisting of:

- One Sanitary Supervisor
- 2 Mates
- 30 Cleaners (15 Cleaners per Mate)

## **Beat**

One Cleaner shall be assigned to every Beat. Each Beat shall consist of either a minimum of 150 small houses (20' x 40' to 30' x 60') or 75 large houses (30' x 70' to 80' x 120').

## 10. Roles and Responsibilities

### a. Officers

#### a) Director Sanitation

Serves as the Administrator of the Directorate and shall be responsible for:

- i. Monitoring the solid waste collection & disposal operation through on site or off site visits as detailed in the section on Supervision.
- ii. Also empowered vide CDA Service Regulation, 1992 & Revised Schedule of Financial Powers 2007 to deal with Administrative / Financial / Establishment matters of the Directorate.

#### b) Deputy Director Sanitation

- i. Monitoring the solid waste collection & disposal operation by on site or off site visits as detailed in the section on Supervision.
- ii. Also responsible for administrative, financial & Establishment matters as assigned or delegated to him from time to time under relevant rules.

#### c) Assistant Director Sanitation

- i. Monitoring of solid waste management operations as detailed in the section on Supervision.
- ii. Administrative, financial & Establishment matters as assigned or delegated to him from time to time under relevant rules.
- iii. Maintaining the whole record for staff detailing, distribution and placement of equipment.
- iv. Making necessary arrangements to cover deficiency in staff, equipment and machinery in the area.

#### d) Chief Sanitary Superintendent

- i. Field operations in a zone for solid waste management i.e. sweeping, door to door collection & transportation of solid waste

and its final disposal at landfill or any designated site for the purpose.

- ii. Handling administrative matters of field staff.
- iii. Maintaining the Zone and Sector-wise list of Chief Sanitary Inspector and Sanitary Inspectors as well as the Beat-wise list of Sanitary Supervisors, Mates & Cleaners.
- iv. Maintaining an inventory of all uniforms and equipment provided to the staff and also for the equipment placed in the area; a copy of this updated inventory is to be furnished to the Assistant Director on a monthly basis.

e) Transport Officer

- i) Overall incharge of transport wing, accountable for proper & efficient operation / maintenance of machinery of the Directorate.
- ii) Maintain the category wise vehicle record for maintenance etc.

**b. Staff**

a) Chief Sanitary Inspector

- i. Supervision in the specific Zone where he is assigned, for solid waste management operations i.e. sweeping, door to door collection of solid waste & its safe transportation and disposal at landfill site and administrative matters of field staff of his respective zone.
- ii. Maintaining the Sector-wise list of Sanitary Inspectors and Beat-wise list of Sanitary Supervisors, Mates & Cleaners
- iii. Maintaining an inventory of all uniforms and equipment provided to the staff and also for the equipment placed in the area. A copy of this updated inventory is to be furnished to the Chief Sanitary Superintendent on a monthly basis, for record.

b) Sanitary Inspector

- i) Cleanliness operations of a specific residential sector i.e. sweeping, door to door collection of solid waste & its safe transportation
- ii) Administrative matters of field staff.

- iii) Maintaining the Beat-wise list of Sanitary Supervisors, Mates & Cleaners
  - iv) Maintaining an inventory of all uniforms and equipment provided to the staff and also for the equipment placed in the area. A copy of the updated inventory list shall be submitted to the Chief Sanitary Inspector and Assistant Store Keeper on a monthly basis for record.
- c) Sanitary Supervisor
- i) Responsible for cleanliness operations of a specific sub-residential sector i.e. sweeping, door to door collection of solid waste & its safe transportation.
  - ii) Administrative matters of field staff.
  - iii) Prepare Beat-wise list of Cleaners and Mates including father name and NIC number. A copy of the same shall be provided to the Sanitary Inspector for record.
  - iv) Make and maintain the inventory of all uniforms and equipment provided to the staff and also for the equipment placed in the area. A copy of the updated inventory shall be submitted to the Sanitary Inspector for record.
- d) Mate
- i) Mediator between Supervisor & Cleaner at allocated residential sub sectors.
  - ii) Receives complaints & feed back for carrying out speedy cleanliness operation i.e. sweeping, door to door collection of solid waste and its storage at designated points for transfer to landfill site of his specified area.
  - iii) Physically checks the number and condition of the equipment provided to the cleaners and placed in the area.
- e) Cleaner
- i) Wear the uniform during duty hours.
  - ii) Use the equipment provided for the purpose and keeps it in proper and safe custody.

iii) Sweeps the streets, roads and door to door collection of all kind of solid waste and thereafter its storage at designated points for its transportation to final disposal site. Keep the area in tidy condition.

f) Foreman

- i) Responsible for repair maintenance of machinery and mechanical equipment used during cleaning operations.
- ii) Inspects the vehicles daily before departure & after arrival and monitors the operation of machinery & staff through daily on-site visits.
- iii) On site supervision of any repair / maintenance work and ensure the proper maintenance of vehicles.

g) Driver

- i) Operates the vehicles and other mechanical equipment
- ii) Collects the waste from the designated site.
- iii) Maintains the vehicle in good working condition & carries out daily inspection before operation.

h) Helper

- i) Assists the Driver in over all checking of vehicle before operation in the field.
- ii) Helps in loading waste mechanically into the vehicle.



## 11. Procedures & Mechanisms for Sanitation & Solid Waste Management

### a. Schedule of sanitation and cleaning activities

- I. Timings for street cleaning, collection of waste from residential / commercial areas shall be:
  - a. Summer  
06.30 A.M to 01.30 P.M (16<sup>th</sup> April to 15 October)
  - b. Winter  
07.00 A.M to 02.00 P.M (16<sup>th</sup> October to 15 April)
  
- II. Timings for Transportation of Garbage to Final Disposal Point  
08.00 A.M to 04.00 P.M.

### b. Attendance

- I. In the morning the entire staff shall gather sector wise, at designated attendance points as per scheduled time (Detail of Sector Wise Attendance Points is at Annexure 'D').
- II. Sanitary Supervisor shall maintain the attendance register at each sub sector level and mark the attendance of Mates & Cleaners. Within 10 minutes from the start of time for attendance, the Sanitary Supervisor shall fill the column by marking absent (A) or present (P) or leave (L) and mark his own attendance by signing.
- III. Sanitary Inspector shall counter sign each attendance register within 15 minutes of the attendance roll call.
- IV. Chief Sanitary Inspector shall randomly check the attendance of sectors in a specific Zone by counter signing the attendance register.
- V. Chief Sanitary Superintendent shall randomly check the attendance of sectors by signing the attendance register.
- VI. Director, Deputy Director & Assistant Director shall randomly check the attendance of sectors by counter signing the attendance register.
- VII. From 12.00 Noon to 12.30 P.M, the supervisory staff & sanitary workers shall assemble again in their respective sub sectors at the

attendance points for a second roll call. (Detail of Sub Sector Wise Attendance Points is at Annexure 'D').

- VIII. At closing hours, the entire staff shall gather sector wise, at designated attendance points as per scheduled time.
- IX. Till the 5<sup>th</sup> of every month, the Sanitary Supervisor and the Sanitary Inspector shall prepare an attendance report of the field staff & submit it to the Deputy Director Sanitation for further action.
- X. Disciplinary action shall be taken in accordance with CDA Service Regulation 1992 as amended from time to time.

### **c. General Street Cleaning Procedure**

- I. After attendance, all the staff i.e. Cleaner, Mate, Supervisor, Inspector shall proceed to their designated point of duty.
- II. First of all the Cleaners / Khakrobes shall sweep the main roads, streets, open areas & surroundings of garbage trolleys, skips etc in their respective Beats.
- III. After cleaning of main roads / streets, the Cleaners / Khakrobes shall collect solid waste from each household, business, commercial and open areas and then store it at a temporary storage point i.e. garbage trolleys & skips (large garbage containers).
- IV. The Sanitary Inspector, Sanitary Supervisor and Mates shall monitor and supervise the entire cleanliness operation of their specific areas.
- V. After 12.30 P.M, the sanitary workers shall proceed to attend left over work, if any, or to attend to complaints as communicated to them by their supervisors.
- VI. Beside this, they shall collect waste from unattended areas where the waste accumulates due to shortage of staff or absence of any sanitary worker who proceeds on leave.

### **d. Prescribed Frequency of Street Cleaning, Collection of Waste from Residential / Commercial Areas**

- I. Street cleaning, once a day from start of work till 09.00 A.m.
- II. Waste collection from residential areas, once a day 09.00 A.M to 12.00 Noon.

- III. Sweeping & waste collection from commercial areas in two shifts till 10.00 P.M.

e. **Special Cleaning Arrangements**

- I. During VVIP visits, national / international conferences, special religious occasions, days of national importance or in the event of a disaster or emergency, the sanitation staff shall perform their duties from dawn to dusk or as per requirement.
- II. Machinery & equipment shall be obtained from other formations of CDA.

f. **Transportation**

- I. Hydraulic Refuse Packers (Garbage Compacting Vehicles) & Skip Lifters shall collect the accumulated waste for transportation to final disposal site.
- II. Dump Trucks, Tractor trolleys shall collect green / garden waste, debris, building material or other scattered waste for transportation to final disposal site.

g. **Frequency for Transportation of Waste to Final Disposal Site.**

Transportation of waste collected from residential, commercial, public, open areas etc, once a day from 08.00 A.M to 04.00 P.M.

h. **Disposal**

The entire waste collected during the cleansing operation would be transported to designated final disposal site and would be disposed off as per instructions issued from time to time or as per policy of the Authority.

i. **Equipment**

- I. One garbage trolley / container of capacity 1.1 m<sup>3</sup> shall be placed at the cul-de-sac of each wide street having minimum width of 50 feet.
- II. Skips (large containers of 5-7 cubic yards) shall be placed in areas having small houses or highly populated at central location or at other conspicuous spots (Detail is at Annexure 'D').

- III. Every Cleaner / Khakroobe shall wear the uniform and be equipped with 01 broom, 01 spade, 01 wheel barrow etc; for sweeping, collection, transportation and disposal of solid waste.

j. **Store Material**

- I. A stock ledger shall be maintained by the Assistant Store Keeper for all the equipment procured and deployed in the field i.e. garbage trolleys, skips, wheel barrows, spades, liveries, walkie talkie sets, lime powder or any material procured by the Directorate of Sanitation.
- II. Store material and equipment would be issued on a written requisition of the user on prescribed form, counter signed by the Sanitary Supervisor, Sanitary Inspector, Chief Sanitary Inspector, Chief Sanitary Superintendent and duly approved by Assistant Director or Deputy Director, as the case may be.
- III. An inventory of all equipment i.e. garbage trolleys, skips, wheel barrows, spades etc deployed in the sector or required for use in the sector shall be maintained by the Sanitary Supervisor and Sanitary Inspector of the specific area and copy of the same shall be provided for record to the Assistant Store Keeper.

## 12. Supervision System

The detail of supervision mechanism shall be as provided below:

### I. Managerial Supervision

- a. *Director Sanitation* is the over all administrator and is responsible for smooth & efficient performance of the entire staff. He will:
  - i. Undertake field visits regularly.
  - ii. Organize a weekly meeting with field staff.
  - iii. Obtain and review reports from field formations and officers on requirements, shortfalls of resources (human, equipment and financial) and will ensure resolution of the problems to the extent possible at his end and will invoke the competence of superior officers where required.
  - iv. Monitor the working of the complaint management system and devise suitable ways of maintaining liaison with the public to receive feedback on performance.
- b. *Deputy Director Sanitation* will be responsible for smooth & efficient performance of the entire staff. He should make field visits and should have the meeting with field staff regularly. Get the reports on requirements, shortfalls etc in the field from Assistant Director Sanitation, Chief Sanitary Superintendent etc, adopt appropriate procedure for the solution and ensure the availability of equipment / material required in the field. Also maintain the liaison with residents for the complaints / suggestions.
- c. *Assistant Director Sanitation* should be responsible for field operation for solid waste management. He should make field visits and should have the meeting with sanitary inspectors on daily basis or as and when required. Get the reports on requirements, shortfalls etc in the field from Chief Sanitary Superintendent, Chief sanitary inspectors etc, adopt appropriate procedure for the solution and ensure the availability of equipment / material required in the field. Also maintain the liaison with residents for the complaints / suggestions.

- d. *Chief Sanitary Superintendent* being a field officer monitor the entire solid waste management operation, communicate short fall to the concerned in charge on walkie talkie for action. Also supervise the field operation in the week areas of special attention. Intimate to the higher ups for requirements, shortfalls etc in the field. Also maintain the close liaison with residents for the complaints / suggestions.

## II. Operational Supervision

### a. **Zone Supervision**

#### Chief Sanitary Inspector

- i) 50 % on-site supervision
- ii) Supervision of cleanliness operation in the zone limits i.e. sweeping, collection of waste, utilization of staff, machinery & equipment.
- iii) Cleanliness of public places, commercial areas etc.
- iv) Supervision timings are from morning attendance to completion of cleanliness operation.

### b. **Sector Supervision**

#### I. Sanitary Inspector

- i) 75 % Supervision
- ii) Supervision of cleanliness operation in sector limits i.e. sweeping, collection of waste, utilization of staff, machinery & equipment.
- iii) Cleanliness of public places, commercial areas etc.
- iv) Supervision timings are from morning attendance to completion of cleanliness operation.
- v) In addition to this supervision of garbage trolleys, skips etc and keep them in good condition and assurance of general information written on them for registration of complaints, timings for collection of waste etc.

### c. **Sub-Sector Supervision**

#### I. Sanitary Supervisor

- i) 100 % Supervision
- ii) Supervision of cleanliness operation in sub-sector limits i.e. sweeping of streets / roads/ open areas etc, collection of waste from residential /

commercial / open / public areas, utilization of staff, safe collection of waste for final disposal by garbage compactors, skip lifters, tractor trolleys etc.

- iii) Issuance of notices in the sub-sector limits on littering, abuse of water etc.
- iv) Supervision timings are from morning attendance to completion of cleanliness operation.
- v) In addition to this supervision of garbage trolleys, skips etc and keep them in good condition and assurance of general information written on them for registration of complaints, timings for collection of waste etc.

#### **d. Beat Supervision**

##### **I. Mate**

- i) 100 % Supervision
- ii) Supervision of cleanliness operation in specific team i.e. sweeping of streets / roads/ open areas etc, collection of waste, utilization of staff & wearing of uniform by staff, safe collection of waste for final disposal by garbage compactors, skip lifters, tractor trolleys etc. In addition to this supervision of garbage trolleys, skips etc and keep them in good condition and assurance of general information written on them for registration of complaints, timings for collection of waste etc.

### **Reporting System / Documentation of Supervision Reports.**

- a. The entire supervisory staff shall be equipped with a walkie talkie set for quick communication.
- b. All the shortfalls in the waste management operation shall be communicated directly to the concerned in charge or to the next subordinate on walkie talkie for quick remedial action.
- c. Chief Sanitary Superintendent submits report of supervision / progress / shortfall of work in the filed, in writing to Assistant Director Sanitation for intimation / necessary action / intimation to higher officers.
- d. Chief Sanitary Inspector submits report of supervision / progress / shortfall of work of zone in writing to Chief Sanitary Superintendent for intimation / necessary action / intimation to higher officers.

- e.** Sanitary Inspector submits report of supervision / progress / shortfall of work in sector in writing to Chief Sanitary Inspector for intimation / necessary action / intimation to higher officers.
- f.** Sanitary Supervisor submits report of supervision / progress / shortfall of work in sub-sector in writing to Sanitary Inspector for intimation / necessary action / intimation to higher officers.



### 13. Complaint Management System

- a. A complaint centre will be established in the office premises of Directorate of Sanitation.
- b. The complaint center will work in three shifts.
- c. A Sanitary Inspector BPS-10 will be the over all incharge.
- d. A Sanitary Supervisor BPS-08 will supervise each shift.
- e. One mate & five cleaners in each shift will perform duty for compliance to the emergent complaints.
- f. The Complaint centre will be equipped with help line number, computer, walkie talkie set etc. for receiving & communication of complaints.
- g. A small pickup will also be provided to the complaint center for transportation of staff, collection of waste etc.
- h. A date wise ledger, having information regarding complainant i.e. name, address with telephone number, nature of complaint & compliance signature by the area incharge will be maintained by the incharge of complaint cell.
- i. On receipt of any complaint through Sanitation Helpline Numbers, CDA web portal etc, the area inspector should be informed through walkie talkie for taking prompt action on such complaints.
- j. There after the concerned Inspector should report back after attending the complaint and signed the ledger.
- k. Incharge complaint center shall submit report regarding receiving of complaints, their compliance and the performance of the center on daily basis to the Deputy Director.

## 14. Public Awareness

- a. This Standard Operation Procedure (SOP) of Directorate of Sanitation will be publicized by printing for information & action.
- b. Sanitation Help line Number, Universal Access Number and Web Portal etc publicized through print, electronic and digital media to intimate the general public.
- c. Timings & frequency of collection of waste from garbage trolleys & skips should be written prominently on each garbage trolley & skip with sanitation help line number etc.