



Harpic World Toilet College

Annual Report (Phase 3)

2021



HARPIC WORLD TOILET COLLEGE

Aurangabad, Maharashtra

The logo of the Harpic World Toilet College has been created to inspire dignity and respect for Safai karamcharis of India. At its centre, a lotus has been placed. As a flower that blooms in mud, it signifies resilience. A medal has been placed at the heart of the lotus to symbolise deep honour and gratitude.



CONTENTS

01.	Message from our leaders	
02.	Executive Summary	
03.	SROI Evaluation: Harpic World Toilet College	
04.	Background	
05.	Approach for Phase 3	
06.	Implementation	
07.	Sustainability, Scalability & Advocacy	
08.	Impact	
09.	Monitoring & Evaluation	
10.	Awards & Acknowledgements	
11.	Staffing	
12.	Steps Ahead	

MESSAGE FROM OUR LEADERS

Our primary motivation is to create resilient, healthy and inclusive societies, in conformation with globally valued human rights as well as best principles and standards, within the country's sanitation development framework.

The removal of human excreta from public streets and dry latrines, cleaning septic tanks, gutters and sewers is called 'Manual Scavenging'. This practice is driven by caste, class and income divides and the lack of concern and reluctance on the part of various stakeholders under whose watch this age old practice prevails.

With the onset of Swachh Bharat Mission, certain amount of focus was given to the issue faced by sanitation workers in India, however it still remains unsolved to a great extent. The problem remains largely dissonant due to lack of awareness, law enforcement agencies and motivation to change. There is a dire need to solve the challenges faced by these sanitation workers and their rehabilitation and improving the status of their livelihood.

The Harpic World Toilet College came into being in 2018 to cater to the important needs of sanitation and safety workers. It started with the aim of improving the health and livelihood for 5,000 sanitation workers over a period of two years (2018-2020) and achieved it successfully, leaping into the third phase (2020-21). Harpic World Toilet College has been successful in training sanitation workers even during this pandemic and also creating Harpic entrepreneurs along with a community-owned sanitation enterprises. While a high-quality consortium has been responsible for the implementation and success of the Harpic World Toilet College, the ultimate aim is to create a replicable and scalable model of intervention that can ensure sustained, continuous and long-term impact by securing opportunities for scalability, via partnerships with the government as well as other organizations. Reckitt, like always strongly believes in a sustainable system with integrated approach towards the development of sanitation workers and make them more inclusive in this society along with giving them better livelihood opportunities.



Harpic World Toilet College is centred around well-structured methods and robust monitoring. It was successful in developing well formulated strategy and provided consistent efforts even during the wake of COVID-19 to the sanitation workers with the best skills, after training, easing their access to better livelihood and providing better employment opportunities.

Gaurav Jain
Senior Vice President,
South Asia, Reckitt

MESSAGE FROM OUR LEADERS

To address the persistence of sanitation work in India, we introduced a novel and global initiative in India i.e. the Harpic World Toilet College in 2018 and it epitomizes Reckitt's ethos of purpose led business for broader social good.

In 2015, Reckitt conceptualized the Dettol Banega Swasth India (DBSI) campaign, with the aim of fostering improvements in the sanitation and hygiene status of families and communities across rural and urban India. The rationale was to aid the Swachh Bharat Mission for universal sanitation coverage and making India open defecation free by 2020. Gradually, the ambit of Dettol Banega Swasth India broadened, to truly transform the sanitation and hygiene ecosystem in India and incorporate the resolutions of multiple issues like cleaning, lack of a bottom-up sanitation economy, misinformation around best practices etc.

The Harpic World Toilet College was started with the aim of providing training to 7,700 sanitation workers, with dignified livelihoods, by 2021, in order to eliminate the inhuman nature of the constant struggles and life-threatening circumstances that they are faced with, in their daily lives. Setting up the Harpic World Toilet College in Aurangabad was a crucial step towards addressing the prevalent issues of human rights violation and exploitation. It helps in achieving Reckitt's larger goal of contributing to broader social good by transforming the lives of marginalized communities.

In 2020, due to COVID-19 scenario Harpic World Toilet College changed training strategy from physical to online training and it has given us immense gratitude and conviction towards our ongoing efforts. In the coming years, we intend to further expand the ambit of Dettol Banega Swasth India, to improve the health outcomes of millions of people in our country. Our successes would not have been possible without the commitment of all our partners, who took ownership of different areas of action and came together to collaboratively contribute towards the upliftment of sanitation workers in India.



The Dettol Banega Swasth India campaign constantly strove to build a holistic and sustainable ecosystem, based on a flourishing economy for sanitation and hygiene. Our experiences and initiatives over the past three years have shown us the critical need for multi-stakeholder collaboration to eliminate the scourge of manual sanitation from the country, while achieving long-lasting and widespread change in society.

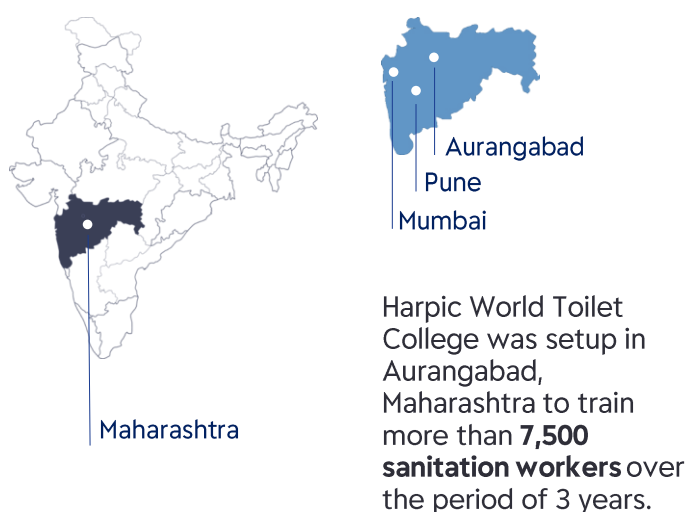
Sameer Gupta

Executive President
Jagran Peהל

EXECUTIVE SUMMARY

Harpic World Toilet College has helped in upskilling sanitation workers and improve their livelihoods through their training. In order to empower the community to access their rights and secure a discrimination-free livelihood, characterized by self-reliance, the Harpic World Toilet College aimed to transform the sanitation workers into Harpic Entrepreneurs.

Reach of the programme



Training



4,188

Number of sanitation workers mobilized



2,700

Number of people trained

Placement



2,674

Number of candidates placed



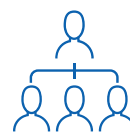
1.30

Lakh per annum – Average salary

Mobilization



Digital Reference



Peer to peer Information

Harpic World Toilet College has been successful even during the pandemic times to help the candidates through digital learning and online training modules. These candidates are referred through alumni's who take it as their responsibility towards Harpic World Toilet College to help these sanitation workers.

Training Outcomes



6,371.42%

Percentage increase in people with awareness on rights

Placement Outcomes



25.7%

Percentage increase in annual income of sanitation workers



99%

People changed their livelihoods from manual scavenging

Location wise training

For Phase 3 (2020-21)



1,404

In Aurangabad

506

In Pune

790

In Mumbai

Placement



278

Recruiting organisations as compared to 241 in 2019

449

Candidates placed in Government sector

2,188

Candidates placed in private sector

The Harpic World Toilet College has enabled the creation of harpic entrepreneurs and successful community-owned sanitation enterprises as well as provided sanitation workers with the necessary soft skills and knowledge to access alternative livelihood opportunities within a flourishing sanitation economy. In the first year of implementation, **Harpic World Toilet College trained 2,350 sanitation workers in Aurangabad. 2,344 candidates were successfully placed across the government and private sector, while a few became self-employed.** Similarly, in the second year of implementation, **2,650 sanitation workers were trained in Aurangabad, Pune and Mumbai.** In the third year, during the pandemic, **Harpic World Toilet College continued training via Digital Platform. In this running year Harpic World Toilet College trained 2,700 candidates with placement ratio 99.03% and a total of 278 recruiters that include national and local organizations** and companies like the Taj, Reliance, Tata Motors, and Unilever etc. COVID-19 relief fund was one of the most crucial measures taken to help improve the lives of sanitation workers.

Phase 4

7000+

Sanitation workers to be trained



Sanitation workers co-operative bank formation

100%

Placement for the trained workers



Establishing Centre of excellence

50+

SHGs to be formed along with a company formation



Implementation of advocacy and IEC/BCC activities

101

Stories of inspiration to be published



Digitization of curriculum and translation in local languages



Ravi Bhatnagar

Director, External Affairs & Partnerships – SoA, Reckitt

Dettol Banega Swasth India in collaboration with Harpic World Toilet Organization in Singapore has focused on fundamental issues related to sanitation workers and has empowered them to live a life with dignity and safety. Harpic World Toilet College has over the years developed an expertise in training these sanitation workers as well as making them aware of the healthier practices they can follow. Even during the pandemic, Harpic World Toilet College provided constant support through its COVID-19 relief fund and training through online mode along with health consultation for sanitation workers. We would like to thank our consortium partners and other stakeholders that helped us throughout the journey of this programme through their valuable support. We release this report with great honor and take pride in the success of the Harpic World Toilet College (HWTC) which was only possible with a proactive guidance of Jagran Peהל's and Reckitt's leadership.

With a strong and established base of **Harpic World Toilet College in Aurangabad (Maharashtra)**, we plan to expand the programme to more states in India such as **Punjab, Uttarakhand, Kerala, Tamil Nadu and Andhra Pradesh** to further reach more number of sanitation workers. Along with providing both online and offline trainings, the next phase will aim to cover the following activities:



SOCIAL RETURN ON INVESTMENT

This Social Return on Investment (SROI) study was conducted to assess the impact of this programme in terms of the employment, health and social transformation of sanitation workers and their communities. It helps in raising awareness around the challenges faced by the sanitation workers.

2018

7.9
Crores
Invested

- Training
- Cost of training
- In-kind contributions

Sanitation workers provide us with essential public services but at the expense of their dignity, safety, health and livelihood conditions. Although prohibited, there is a lack of proper training and equipment for the sanitation workers in India.

The Harpic World Toilet College programme, established by the Harpic World Toilet Organisation has taken a robust and adaptive approach to create better living standards for the sanitation workers in India. It has been efficiently working in successfully increasing the skills of these informal sanitation workers and providing them with an inclusive status in the community.

Implemented in Maharashtra by the NGO Jagran Pehel, the workers are trained in technical and safety skills, soft skills, health skills and water management in this 5-day course to enhance their skills. This course certifies enrolled candidates as professionals and provides them with employment opportunities. Apart from this, a variety of services are given to empower the candidates such as free health check-ups, safety kits, information about safe procedures and protection etc., and also make the fully aware of their rights under the Manual Scavenging Act.

The Social Return on Investment study helped in raising awareness and capturing the meaning and value of its socio-economic outcomes in monetary terms.



183.7

Crores of Total Social Value creation

2020



1:23

For every ₹1 invested in the Harpic World Toilet College delivers ₹ 23.20 of social value

INDICATORS OF CHANGE



98%

Increased dignity



91.6%

Increased appreciation at work



83.3%

Increased skill



75%

Reduced stigma



51.2%

Reduced spending on health



47%

Formal employment



44%

Increased income



36.8%

Increased savings



35.7%

Increased safety at workplace



22.2%

Decreased health issues

The Harpic World Toilet College supports the socio-economic value of upskilling and rehabilitating manual sanitation workers in India. Since India is far behind meeting its sanitation coverage needs (with 23% met in rural areas and 58% met in urban areas, according to WHO), interventions targeting sanitation are necessary. Hence, adequate and relevant capacity building opportunities are necessary to eliminate both the practice of unsafe sanitation work as well as social discrimination and stigma it causes. Despite the short length of the training, **the Harpic World Toilet College has created a substantial impact compared to other WASH-related programmes in India as can be seen in the above mentioned SROI findings.** It has targeted the under-served community of sanitation workers and invested in capacity building and skill training as opposed to constructing infrastructure. It aims to provide employment opportunities for candidates, enabling proper rehabilitation.

ALIGNMENT WITH SDGs

"2019 records highest deaths while cleaning sewer in last 5 years. Even by such understated estimates, the NCSK¹ identified 817 sewer workers deaths since 1993 from 20 states".²



Goal 1: No Poverty

Aims at providing sustained livelihood through its placements



Goal 3: Good Health and Well-being

The training helps the sanitation workers to learn safe techniques and benefits of using protective gear for their well being



Goal 6: Clean Water and Sanitation

The training helps in realising the importance of sanitation and staying healthy especially by drinking clean water



Goal 8: Good jobs and economic growth

Employment and safe livelihood is a key pillar of the programme



Goal 9: Industry, Innovation and Infrastructure

Entrepreneurship and involvement with SHGs



Goal 10: Reduced Inequalities

Harpic World Toilet College (HWTC) helps in providing dignified jobs and secure livelihood. COVID-19 relief fund caters to distressed candidates as well



Goal 11: Sustainable cities and Communities

Upliftment of sanitation workers and their community



Goal 17: Partnerships for the Goals

Involvement of various stakeholders to enrich the programme



India has pledged to meet the Sustainable Development Goals by 2030. The size and magnitude of the country entails that unless India meets the targets laid out under the SDGs, the world cannot achieve them either on a global level. Within this context, it is imperative to recognize that the prevalence of inhuman practice of sanitation work remains a key impediment for India to reach multiple SDGs. Some of these goals include:

The underlying interlinkages and complexities of the problem of sanitation workers in India imply that the issue of rehabilitation of sanitation workers must be urgently addressed.

Thus, the Harpic World Toilet College was conceptualized to uplift the quality of work of sanitation workers, removed from the inhumane hazards of manual scavenging and provide them with dignified livelihoods.

¹NCSK – National Commission for Safai Karamcharis

²Source: thewire.in: 50 people died cleaning sewers in the first six months of 2019
<https://thewire.in/labour/manual-scavenging-sewer-deaths-2019>

BACKGROUND

SANITATION WORK IN INDIA

The persistent prevalence of unsafe and inhuman practice of sanitation work in society is evident even today. Despite the passage of the Employment of Manual Scavengers and Construction of Dry Latrines (Prohibition) Act, 1993, there has not been much of shift in the quality of work and livelihood of sanitation workers in India. This legislation was refined under the Prohibition of Employment as Manual Scavengers and their Rehabilitation Act in 2013. Even after the promulgation of this legislation **12,742** sanitation workers have been identified in India.

However, the official figures of the numbers of manual scavengers in the country and their death rates have been challenged by various organizations, for being grossly under-representative. It is estimated that there are about 5 million full-time sanitation workers in the country, out of which 2.5 million routinely face occupation-based hazards. This highlights the lack of adequate enforcement and indicates that the state of sanitation workers continues to be a blind spot in Indian society, as measures to eliminate this inhuman practice have largely failed.



1993 – Manual Scavenging Act

- Prohibited employment of manual scavengers
- Banned construction of dry latrines and replacement of existing ones

2003 – Writ filed by SKA¹ and other

- Requires Government bodies to implement 1993 Act
- Prompted the SC to monitor legislative progress

2007 – SRMS³

- Focused on rehabilitation of manual scavengers
- Post 2013 Act focuses on self-employment and one time cash assistance

2011 – National Advisory Council Resolution

- Urged Central Government to enact new law to identify and rehabilitate manual scavengers and punish offenders

2013 – Manual Scavenging Act

- Widens definition of manual scavengers to include others coming in contact with faecal matter
- Attempts to fix accountability

2014 – Swachh Bharat Mission (SBM)

- Increasing access to sanitation, aim to end open defecation by 2019
- Likely to increase the number of workers for certain types of work (eg: school toilet cleaning)

2014 – NULM⁵ and Supreme Court order

- NULM to provide sustainable employment and income-generating opportunities to urban BPL youth.
- Supreme court orders to make manual scavenging illegal even in emergency situations
- Supreme court directs states to conduct identification surveys and rehabilitate all manual scavengers

2016 – New Municipal SWM Rules

- States to organise waste collectors and improve safety standards

2017 – Bio-toilets in Trains

- Rail budget included funds for bio-toilets in all coaches by 2019 to reduce matter on track

2018 – Establishment of Harpic World Toilet College in Aurangabad (Maharashtra)

³ Safai Karamchari Andolan

⁴ Scheme for Rehabilitation of Manual Scavengers

⁵ National Urban Livelihood Mission

CHALLENGES FACED BY SANITATION WORKERS



State of sanitation till date remains a blind spot



Multiple challenges are faced by sanitation workers on financial, health and social factors



Age old social barriers continue to be a key driver of issues related to unsafe sanitation work



Lack of technological substitutes are a major hindrance for improving lives of these workers



Inadequate safety equipment compels the workers to work to risk their lives by entering inhumane conditions.



Confinement within oxygen-deficient spaces, wherein the decomposition and fermentation of sewage produces noxious gas is a leading cause of death by asphyxiation



Prolonged exposure to these gases causes long-term neurological, cardiovascular, gastro-intestinal and dermatological impacts on the physical and mental health of workers

FACTORS DRIVING SANITATION WORK IN INDIA

Since 2014, multiple measures have been set in motion, with the aim of achieving the sanitation and hygiene goals in India, under the Swachh Bharat Mission. This flagship initiative by the government pledged to eradicate manual scavenging in India by 2019. However, the scourge of sanitation work cannot be addressed, without paying heed to a range of systemic factors that are constantly at play, in perpetuating the problem.

- Lack of availability of comprehensive data base and records
- Inadequate clarity and resources to ensure effective monitoring and imposition of penalties

- Lack of Incentive to change behaviour
- Cultural practices like caste discrimination

Lack of awareness among workers about the legal mandates

Lack of appropriate technological and development of innovative products as substitutes

Availability of cheap labor due to absence of alternative livelihood opportunities

Lack of effective business model and financial incentives for the contractors to provide better working environments, employment contracts and growth pathways to workers



The inhuman practice of cleaning manually, carrying, disposing or handling in any manner, human excreta from dry latrines and sewers, despite being banned 29 years ago, still persists in India. The Socio-Economic and Caste Census (SECC) released in 2015 states that there were around 18 million manual scavenging households in rural areas.

Article 21 of the Constitution guarantees **'Right to Life'** and that also with dignity. However, the sanitation workers are among the most disadvantaged communities in India with no source of sustainable livelihood. Despite the introduction of several mechanised systems for sewage cleaning, human intervention in the process still continues.

The need of the hour is to improve the standards of living and provide entrepreneurship to the sanitation and safety workers. The Harpic World Toilet College is working in a comprehensive manner and effective approach in reaching this goal step by step. It has successfully improved the livelihoods of workers and is continuing to work to secure the future of more liberated sanitation workers.



7,94,000

Sanitation workers identified in India after promulgation of "The Prohibition of Employment of sanitation workers and their Rehabilitation Act, 2013"



1,80,657

Number of household identified practicing manual scavenging in India

110

Workers were killed while cleaning sewers and septic tanks. Highest number of manual scavenging deaths in 2019

631

People have died in the past 10 years while cleaning sewers and septic tanks⁶



63,713

Households working as manual scavengers in Maharashtra

There are about 1.8 lakh households across India still engaged in manual scavenging, according to the Socio Economic and Caste Census 2011. Maharashtra has the highest number of manual scavengers at 63,713. 17 manual scavengers died in Maharashtra in 2020, which is the second highest toll in the country last year and none of the family members received any compensation. According to data released by the social justice ministry, Uttar Pradesh topped the list with 21 deaths.⁷ Hence, it is important to improve the conditions of sanitation workers especially in Maharashtra to begin with. The Harpic World Toilet College in Aurangabad, Maharashtra, was set up for training more than 7,500 sanitation workers over a period of three years. Aurangabad is one of the fastest growing Industrial Hub in Maharashtra with immense opportunities for jobs.



⁶Source: downtoearth.org.in: Sanitation workers on COVID-19 front lines. https://www.downtoearth.org.in/blog/waste/sanitation-workers-on-covid-19-front-lines-how-to-save-the-warriors-71640

⁷Source: RSSR: Sanitation workers amidst COVID-19 <http://rsrr.in/2020/09/01/sanitation-workers-amidst-covid/>



जागतिक शौचालय महाविद्यालय, औरंगाबाद



ABOUT HARPIC WORLD TOILET COLLEGE (HWTC)

In association with the World Toilet Organisation (Singapore) and Jagran Peהל, Reckitt along with Dettol Banega Swachh India programme laid down the foundation of the first Harpic World Toilet College in Aurangabad, Maharashtra. With more than 63,713 sanitation workers alone in Maharashtra, the Harpic World Toilet College focuses on those at the bottom of the pyramid of society and envisions the provision of dignified livelihoods to be provided to sanitation workers throughout India by improving the quality of their work, eliminating the inhumane nature and hazards that sanitation workers are exposed to.

Since its inception, the Harpic World Toilet College has been working extensively in this domain of improving the socio-economic status of sanitation workers. Currently, Harpic World Toilet College has successfully trained more than 5,000 sanitation workers and helped to secure sustainable employment opportunities for 100% of the candidates looking for jobs post training. This includes jobs in reputed and recognised national and local organisations. Harpic World Toilet College engages with a diverse group of stakeholders across different areas such as community mobilization, counselling, skill development, placement, knowledge creation and dissemination etc.

CONCEPTUAL CONSTRUCT OF THE PROJECT

Discrimination on the basis of caste and the demeaning nature of the jobs as perceived by the society puts the life of a sanitation worker in peril along with the hardships of working in an unsafe environment without and protection.

Their rehabilitation demands a comprehensive approach that moves beyond expanding opportunities for income generation or providing loans, by laying focus upon various aspects that can play a crucial role in securing the future of the next generation of liberated sanitation workers.

Entrepreneurship promotion in sanitation value chain through capacity enhancement and market linkages

Capacitating community to access their rights and entitlement

Employment linked vocational training, using ICT, technical skills, soft skills, career counselling and partnership development

Moving towards a discrimination free, secure livelihood for self-reliance

Hence, engagement with sanitation workers must be processed and done through a continuum approach that liberates them from the practice, while developing further linkages with alternative dignified livelihood opportunities through technical training, skilled upgradation, entrepreneurship and the motivation to learn better and become better.

Based on an overview of the different sanitation ecosystems and local market opportunities, Harpic World Toilet College (HWTC) attempted to demonstrate contextualised livelihood models and solutions, across the sanitation value chain, in three geographies: Urban, Semi-urban and Rural.

Harpic World Toilet College has developed a well-structured "Theory of Change" strategy for the program

Overall Impact

Improved livelihoods, health and safety for 5000 sanitation workers

Intermediate Outcomes

- Successful community owned sanitation enterprises
- Access to well-structured sanitation jobs

Programme Outputs

- Enterprise formation
- Market linkage activity
- Capacity building
- Workers trained in technical aspects
- Workers trained in soft skills
- Employment partnerships forged

Programme Activities

- Entrepreneurship + Partnership support
- Best-in-class training through use of in-person and ICT tools
- Partnership support

GLIMPSE OF PHASE 1 & 2

2018-19

- Partnership
- Strategy formation
- Location mapping
- Building Finalisation for college setup
- Content Development

1

2

- Harpic World Toilet College Setup
- Mobilisation of sanitation workers
- Brochure Development
- Demo room setup
- Selection of 1st batch
- Launch of Harpic World Toilet College (HWTC)
- Collaboration with Doctors

4

3

- Training of 2,350 sanitation workers Placements 100% Mobilisation of Self Help Group in Pune, Mumbai & Aurangabad.
- Selection of sanitation workers for Self Help Group

- Training of 100 batches Placements 100% Announcement of dissemination of machines by Shri Amitabh Bachchan on 2nd October

2019-20

- New strategy development
- Partnership
- Location Mapping in Pune, Mumbai, Aurangabad
- Collaboration with Aurangabad Doctors
- Registration of SHG
- Team Formation for new location
- Trained 2,850 candidates
- Introduction of Placement session

1

2

- Trained 3,350 sanitation workers
- Development of New MIS platform
- Introducing Doctor Voucher
- Machine Distribution
- Water Module development
- Introduction of Campus placements

4

3

- Trained 5,000 sanitation workers

- Trained 4,853 sanitation workers
- Placed 4,671 sanitation workers

IMPACT OF COVID-19

The inhumane practice of sanitation work is considered as the lowest and the most regressive activity. Even during the unprecedented humanitarian crisis that unfolded as the COVID-19 pandemic came into being, the inhuman practice of sanitation work continues as before. India is home to around 5 million sanitation workers who clean garbage, sewers and public toilets and are at risk of chronic diseases as they come in direct contact with toxic gases. This despite its continuity in the crisis, remains very less talked about.

During the current times of the pandemic, the risk of life for the sanitation workers is higher than before. As the virus is taking lives of a number of people, these workers continue to do their job as there is no replacement for them. They continue to work even in the dangerous virus struck areas only to earn a living with the most dangerous health hazards being faced by them. In Mumbai, for instance, at least 6,500 contract workers were employed by the Mumbai government but were not given any protective equipment or hazard pay.¹ These manual scavengers have been extremely vulnerable in the COVID-19 times, cleaning manholes with only simple manual tools and without any protective gear and hardly any wages for daily survival.

Equipment's such as masks, PPE Kits, etc. which should be provided to workers was not seen anywhere. Another issue that arose was that of a state of perplexity for these sanitation workers as the rate of employment fell for them as majority used to be employed on a contractual basis.

The initial days of the pandemic saw lack of policy proposals for the protection of sanitation workers resulting in the loss of a number of lives with no record of these deaths. Lack of social security, accountability, rehabilitation schemes and provision for healthcare left these workers helpless and begging for their last breath. They worked full time during the pandemic to ensure safety and basic needs for their family while exposing themselves to the deadly virus. This has led to the need of creating awareness about this practice and essentially provide modes of sustained employment with proper working gear for the same.



89.7%

Sanitation workers did not have any kind of health insurance.⁸



7,70,000

Number of manual scavengers identified by Human Rights groups.⁹



1,82,000+

Indians work as manual scavengers or sanitation workers according to Government's estimates



⁸Source: downtoearth.org.in: Sanitation workers on COVID-19 front lines.
<https://www.downtoearth.org.in/blog/waste/sanitation-workers-on-covid-19-front-lines-how-to-save-the-warriors--71640>

⁹Source: RSSR: Sanitation workers amidst COVID-19
<http://rsr.in/2020/09/01/sanitation-workers-amidst-covid/>

APPROACH OF HARPIC WORLD TOILET COLLEGE (HWTG) PHASE 3



STRATEGIES FOR THE NEW NORMAL

4,188

Stage 1: Number of people mobilized

2,843

Stage 2: Number of people registered for training

2,700

Stage 3: Number of people trained

2,674

Stage 4: Number of people placed

VISION:

To eliminate the inhuman and unsafe practice of sanitation work and improve the status of sanitation workers by helping them to lead dignified lives.

The pandemic came as a wave of despair for the sanitation workers as they lost jobs and their source of livelihood. During this pandemic, Harpic World Toilet College (HWTC) emerged as a saviour yet again with its new strategies that were focused on providing online training with digital modules. Like last year, this phase saw further mobilization of candidates who were trained as well as higher number of placements. These digital modules as well as online trainings have really helped the candidates during lockdown to focus on their trainings. The mobile application also made it easy for the staff to keep a check on the progress of the candidates. The COVID relief fund was a boon to help workers who had lost their jobs and needed immediate money.

TIMELINE AND TARGETS OF PHASE 3

Q1

- Social return on Investment analysed
- Covid-19 Emergency relief fund Distributed to 1250 sanitation workers. Total 62,50,000 fund transferred

Q2

- Digital Training Module developed
- Digital training platform and App designed
- 2-D animation training videos prepared

Q3

- Completed online training of 1500+ candidates
- Introducing online medical consultation

Q4

- Target of training 7500 sanitation workers
- Achieving 100% placements

Categories of metrics to measure success

Economic

- 3 Sustainable community-led Sanitation Start-Up sanitation solutions
- At least 1500 Sanitation Workers linked with dignified livelihood through upskilling
- At least 60% increase in HH income

Innovation

- Location & dynamics specific Entrepreneurial model demonstrated for upscaling
- Certified ICT tools for skill upgradation in latest sanitation technologies
- Blended resource partners for design for scale (Finance & Technology)

Social

- At least 1500 sanitation workers liberated and rehabilitated
- Community aware on the rights and entitlements under protective legislation

Health

- Decline in profession linked health hazard
- Lowering dependency on substance abuse
- Reduction in household expenses on hygiene and health related diseases

The COVID-19 induced indefinite lockdown came as a bane to everyone especially the sanitation workers. Most of them lost their jobs and only source income due to the pandemic. Harpic World Toilet College (HWTC) gave them hope to get back on their feet and provide better livelihoods to them. Phase 2 was conducted majorly during the pandemic involving in house training since everything was closed down. The current Phase 3 also involved most of the activities digitally like last year. However, a change in curriculum was seen which was a major step from previous phases. The entire curriculum became digital: e-curriculum with easy access for the trainees. The curriculum remained the same and portion on COVID-19 was added to it explaining the prerequisites required during the pandemic and safety precautions to be followed.

TESTIMONIAL

ONLINE TRAINING



Milind Khatri, 34
Housekeeper at Shri
Chatarpati Shivaji Market, Pune

“

Harpic World Toilet College (HWTC) gave me hope in my most distressed times during the pandemic. The online training course helped me get a job that pays double and is sufficient to sustain my family.

”

Milind left his education after passing class 10th exams and worked as a full time scavenger in Gultekdi area for 13 years. He used to clean sewers, drainage lines, chamber lines etc., without any protective equipment or gear. He remained in unhygienic conditions for long hours of the day, exposing himself to harmful gases.

The COVID-19 pandemic came as a bane in his life and he was left jobless with no source of income to feed his family and fulfill their basic needs.

An alumni of Harpic World Toilet College came to his rescue and asked Milind to do a digital training and complete his online training course at Harpic World Toilet College. Milind, on completion of his course was placed at Shri Chatrapati Shivaji Market as a Housekeeper. Now, he earns ₹11,500 every month which is double than what he used to earn previously.

TESTIMONIAL

SELF HELP GROUP TEAM



Husen Shiekh, 34
Lokmanya Nagar,
Pune

“

Harpic World Toilet College (HWTC) has taught me the importance of living a safe, healthy and good life with dignity. I feel lucky to have achieved certified technical training and to learn entrepreneurship with SHG team.

”

Husen, with a bad habit of drinking alcohol worked as a sewer cleaner and fought continuously with his wife and children regarding money. Irregular consumption of alcohol and working in unhygienic conditions he started getting weak.

After training with Harpic World Toilet College, he understood the bad effects of alcohol in life and workplace. He has finally started using protective equipment while working in unhygienic and unsafe environment.

Husen now has the membership of SHG Swachhata Mitra Bachat Get (Self-Help Group) and plays an active role in the SHG. He also receives training on new technological machines to run sanitation business.



PPE Kits given to candidates to help during COVID-19 pandemic.

IMPLEMENTATION

SELF HELP GROUPS

Unsafe sanitation work poses severe risks to the health and safety of the sanitation workers. Often, they work without any safety gear, using only bamboo/rods, despite the availability of machines that could mitigate the health hazards and indignity associated with sanitation work. Total three SHGs are registered in different locations in:

1. Aurangabad Swachhta Ratna Bachat Gat
2. Pune Swachhata Mitra Bachat Gat and
3. Mumbai Swachhata Sainik Bachat Gat

These all three SHGs are registered not only with Municipal Corporation but also with nationalized banks. Thus, Harpic World Toilet College helped the sanitation workers establish Self-Help Groups in order to facilitate the wide accessibility with technical knowledge and support via providing machines, which have approx. cost more than 1 Lakh. Also appointed Kam Foundation for supportive purpose. The manner in which these SHGs were created has successfully made their members independent and economically self-reliant. The conceptualization of the SHGs was undertaken with specific precautionary measures in place.

Process



To become a self-sustained entrepreneur in sanitation value chain and be a vehicle of change in the way the work is performed with dignity (End to end sanitation management start-up)

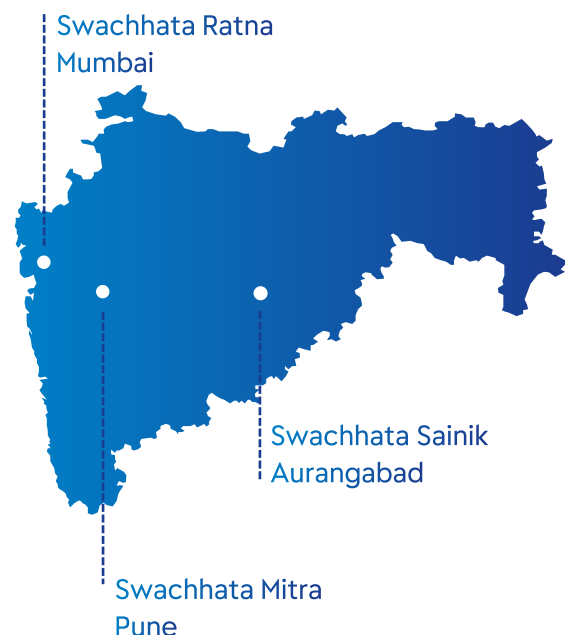


Increase level of safety along with providing them with better livelihood and ensure correct and safe usage of machines. Sanitation workers upskilled and linked to dignified livelihood in sanitation value chain



Company formation for SHGs

3 Registered SHGs



Rational for making SHG

On 2-Oct-2018 at the NDTV Cleanathona season 5, Shri. Amitabh Bachchan said that "The 'manual scavenger' was most disheartening and hurtful term to hear as they are given the most unbearable workstations of cleaning up the sewers of the city, they are sent down the drains containing the sewage and the filth of the city without any protective gear for safety. On understanding the availability of machines for such work he contributed 24 such machines to be given to these scavengers so that lives and the indignity of these workers can be saved.

To establish self help groups of sanitation workers to inculcate a habit of savings and be a vehicle of change in the way the work is performed to bring about dignity in work performed and increase level of safety. The rationale was that each SHG must instill amongst its members - Confidence, Cohesion and Cooperation.

KAMGR-GRABBING MACHINE

The machine is ideal for cleaning of sewer lines with depth (upto 20ft) and man-holes in narrow lanes. The machine is also capable of mechanically desilting man-holes through grab systems.



The machine is a special purpose machine built on a chassis, with adequate power backup



The machine is portable and can be carried around easily along with their rodding machines to the sites by the sanitation workers



The power can be used from the chassis to run the machine for de-choking

In addition to the above, the sanitation workers shall be able to carry out de-silting task without entering into the man-hole. Three Cambore machines were given to the SHGs in Pune, Mumbai and Aurangabad and there is a proposal to give these three KAMGR-Grabbing machines along with BS-IV Vehicle along with twenty-two Cambore machines as well.



On November 2018 Amitabh Bachchan (ambassador of Dettol Banega Swasth India) contributed machines to prevent the de-humanising work of these scavengers and give them the respect and dignity in society by gifting 25 small individuals machines and large truck to Brihan Mumbai Municipal Corporation.

This contribution was a step towards empowering and developing the mindset of these sanitation workers as well as help improve their knowledge of equipment's along with providing safe gear.

DIGITAL TRAINING MODULE

Going Digital in Phase 4

After completion of the first two year of the Harpic World Toilet College, multiple learnings and challenges were realized. Since the third phase saw the coming of the pandemic, new methods and approaches had to be involved in order to continue the process of training of sanitation workers even during the lockdown. Hence, Digital Training Modules were introduced to help the sanitation workers learn through online modules where they had recorded the lectures and sessions. It helped the workers overcome multiple challenges as well as find jobs during the pandemic to cover the financial stress at home. Researched on 89 different topics, the training course module covers content on newly developed water module, technical aspects and safety aspects in COVID-19 as well as associated soft skills.



Day 1

- Introduction to Harpic World Toilet College.
- Vision and Highlights of Harpic World Toilet College: definition of manual scavenging
- The Prohibition of Employment as Manual Scavengers and their Rehabilitation Act, 2013
- Changes in life of sanitation workers due to COVID-19



Day 2

- Information on COVID-19 and how to take precautions
- Symptoms and Preventions
- Arogya Setu App
- Ensuring nutrition
- Occupational Health Hazards- Physical, Biological, Chemical and Psychological Health Hazards
- Biomedical Waste Management
- Machines and Equipment.
- Safety at Workplace- Use of PPEs



Day 3

- Introduction to Toilet, Sanitation and Waste Management
- Opportunity in Sanitation sector
- Importance of Housekeeping.
- Types of Cleaning
- Standard Operating Procedure
- Importance of Surface Disinfectant & fumigation
- Protocols
- Cleaning products and its uses



Day 4

- Water, Sanitation and Health
- Sources of Water
- Use of Water
- Water Crisis
- Water Conservation
- Liquid Waste Management
- Faecal Sledge Management



Day 5

- Introduction to Soft skills-Self-analysis, Positive Attitude, Body language, Motivation, Stress and Anger Management, Teamwork, Leadership, Written and Communication skill, Mental Health
- Interview Preparation
- Employee disciplines and Benefits



2D Animation videos

To make the training more interesting, 2D animation videos were made with the help of Red Panda Entertainment. The above six pictures are some snapshots of the videos. Videos were prepared in both male and female voice and cover all the major topics

HARPIC WORLD TOILET COLLEGE (HWTC), MOBILE APPLICATION

Online platform for Digital Training

A website and an app for online training has been created with the help of E-Tech. This app is easy to use and is available on Playstore. This application has special features for administration purposes such as maintaining basic data, doctor consultation data and much more. After completion of the 5-day training process, the candidates are awarded certificates.



Step 1: Alumni Reference

Harpic World Toilet College alumni will refer community sanitation workers

- Target 500 sanitation workers & target i.e 10% of 5000 trained sanitation workers from reference from same country
- Web based application designed for reference.
- Rs. 50/- per referral to be credited to alumni, maximum upto 5 referrals



Step 5: Placement

- Tie-up with 350+ active placement Institute
- Placement period within 21 days after completion of training
- PPE Kits: As per COVID-19 scenario, protective suits distributed



Step 4: Training

Online training platform on mobile phone- Certified As Hygiene Workers

- Orientation to use platform for training before online classes.
- Training on mobile application with assessment for each day and pre test and post test
- Monitoring during training by Harpic World Toilet College team



Step 2: verification

Self verification by the registered students based on 7 parameters

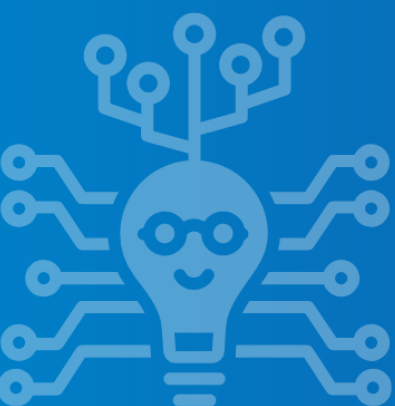
- Family Background
- Work experience
- Current employer
- Community Information
- Knowledge about sanitation work.
- Age group(18-35)
- Monthly salary(>4k-5k)

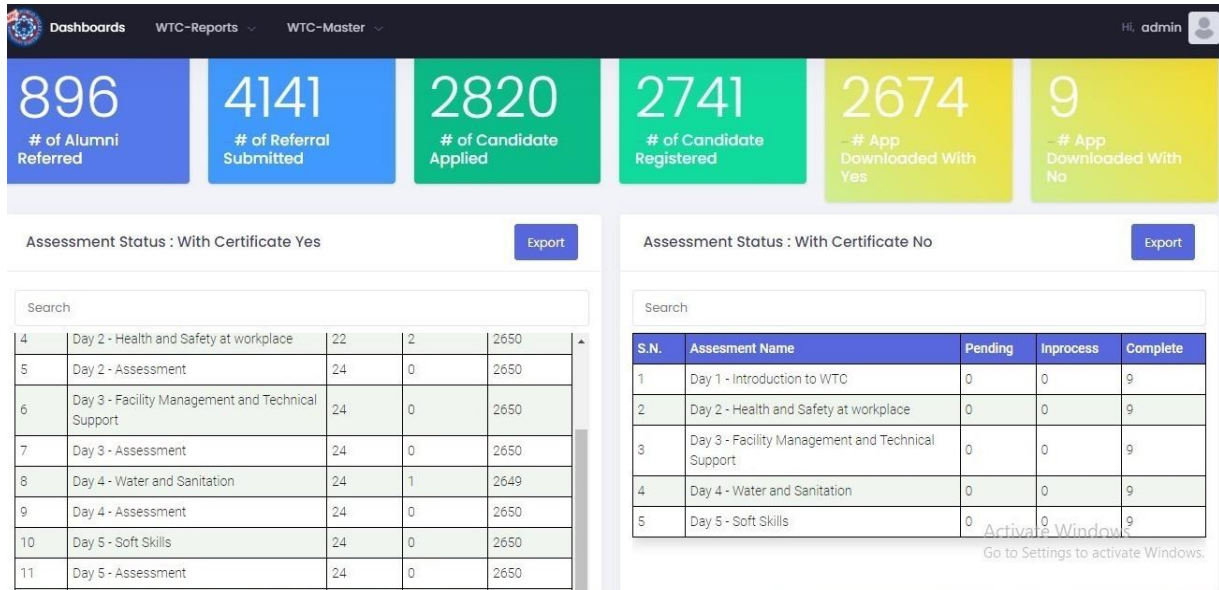


Step 3: Registration

Self registration by the student for online training

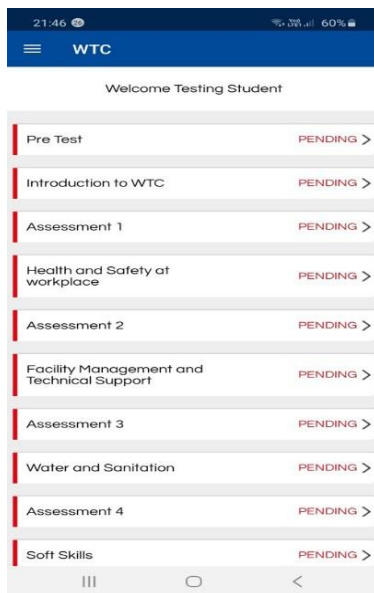
- Alumni to be credited with Rs. 50/- upon successful registration of student.
- Student to fill mandatory information.
- Student can download the application to start the digital training.





Certification

After completion of the 5-day training process, the candidates were awarded certificates.



HEALTH CONSULTATION

We appointed Dr. Amruta Vyaware for Online Medical consultation. Every Tuesday and Wednesday 9.30 AM-2: 00 PM appointed Doctor provide guidance on health issues.

Dashboards WTC-Reports

Student List(Pending Consultation) [Export](#)

S.N.	Name	Roll Number	Mobile	Location	Action
1.	Vijay Ramdas mote	100003	7888241648	औरंगाबाद	
2.	Rahul Pandurang Jadhav	100009	9975009756	Aurangabad	
3.	Hemant Sanjay Jadhav	100010	7028757064	Aurangabad	
4.	Siddharth Prakash Thorat	100011	7385308010	Ahmadnagar	
5.	Deepak mahadeo suryawanshi	100013	7972810558	औरंगाबाद	
6.	Sitabai aateraj landge	100014	7745824722	औरंगाबाद	
7.	Darmini halsebah mane	100015	0657004340	औरंगाबाद	

Items per page: 10 1 - 10 of 2400



COVID-19 EMERGENCY RELIEF FUND

India has been facing complete lockdown since March 25th 2020 and sanitation workers, the real heroes working in informal sector continued to work in order to gain financial means for the survival of their families. Many sanitation workers also lost their jobs and faced severe economic crisis and this forced them to start their previous work of drainage cleaning, sewer cleaning etc., Hence, in order to help the distressed sanitation workers during pandemic especially those who lost their jobs and daily source income, Harpic World Toilet College (HWTC) provided emergency fund to sanitation workers of Rs.5000/ Candidate to fulfil their families basic needs. We helped 1,250 sanitation worker for a total of Rs. 62,50,000.

Selection Criteria:



Should be
unemployed/
Irregular



Single earning
member



No. of family
members



1,250

Sanitation
workers reached



62,50,000

Total amount given
through the fund

To whomsoever it may concern

Sub: COVID-19 Emergency Relief Fund for students of Harpic World Toilet College, Aurangabad, Maharashtra

Jagran Pehel is a trust registered under the name of Shri Puranchandra Gupta Smarak Trust with corporate office situated at 9 & 11, Okhla Phase 3, Delhi – 110020

Reckitt is a company incorporated under The Companies Act, 1913 and having its corporate office at Plot No. 48, Sector – 32, Institutional Area, Gurgaon, 122001.

Reckitt as funding agency and Jagran Pehel as implementation partner are contributing INR 5,000 per person as COVID-19 Emergency Relief Fund to 1250 (person) sanitation workers, based on selection criteria. The intervention is planned to support students of Harpic World Toilet College during COVID-19 pandemic under the project World Toilet College, Aurangabad, Maharashtra, program of Dettol Banega Swasth India.

For transferring above mentioned fund we require the following documents:

- | | |
|----------------|-----------------|
| 1. Name | 5. Mobile No. |
| 2. Address | 6. Bank name |
| 3. Location | 7. IFSC Code |
| 4. Aadhaar No. | 8. Bank A/C No. |

NOTE: Jagran Pehel shall in its sole and absolute discretion, determine whether or not to proceed with all or part of the relief fund, determine the Relief fund date and determine whether to modify or change the terms of the relief fund, including without limitations, the form, structure and terms of any transactions to effect the relief fund (including the separation transactions, the capital allocation transactions and any other transactions provided for releasing fund) or the timing of and conditions to the consummation of the relief fund. Sanitation worker shall cooperate with Jagran Pehel in all respects to accomplish the relief fund and shall, at Jagran Pehel's direction, promptly take any and all actions reasonable necessary or desirable in Jagran Pehel sole and absolute discretion to effect the relief fund.

Warm Regards,

Sahil Talwar

(Jagran Pehel)

Jagran Pehel Letter for Emergency Relief Fund

TESTIMONIAL

COVID-19 RELIEF FUND



Mangesh Baburao Pakhare, 39
Employee at Harpic World Toilet College

“

I would forever be grateful to Harpic World Toilet College for helping me when I had lost all hopes with their kind donation and also for giving me hope to do better in life for myself and my family.

”

Mangesh used to be a sewer cleaner in Aurangabad, before joining the Harpic World Toilet College. He was eleven years old when his father died. Being the eldest amongst four siblings, the entire responsibility fell on him. Due to the hardship, he was not able to complete his studies and started working as a drainage cleaner just like his father. Mangesh became an alcoholic, went to work just once a week and started assaulting his wife at home. Fortunately, his wife came to know about Harpic World Toilet College and after her repeated insistence Mangesh applied. He completed his training and got placed at the Aurangabad Municipal Corporation. Slowly he quit all his addictions and got a job for Rs. 9000 and strived to become a better human being.

After the sudden rise in COVID-19, his work took a major step back. Recently, 19 people of the colony, where he lives, tested positive for corona and the entire slum was sealed. The savings he had sufficed for 1-2 months only, but then the conditions worsened. His 9 year old son was detected with Pneumonia. He went door to door asking for help but in vain.

He then took a loan from a money lender to pay the hospital bills. All hopes were lost, and the hospital demanded full payment in advance. Suddenly, Mangesh received a message of money deposit from the Harpic World Toilet College relief fund. Because of this small donation from the Harpic World Toilet College Mangesh was able to get his son discharged. He was also able to use some money for his son's medicines.

TESTIMONIAL

COVID-19 RELIEF FUND



Vishal Ashok Chandaliya
Gandhi Nagar, Aurangabad

“

The Relief fund of Harpic World Toilet College, helped Vishal to pay back his debtors and get back on his feet to look for new opportunities. Harpic World Toilet College gave him new hopes and aspirations to get ahead in life.

”

With total seven members in his family, the entire responsibility fell on Vishal's shoulder when his father died due to unsafe and unprofessional working habits in sanitation work. Vishal being illiterate, worked as a sanitation worker for eleven years. He accidentally met a mobilizer from Harpic World Toilet College team who encouraged him to complete his training at Harpic World Toilet College. After completing his training at Harpic World Toilet College, Vishal was placed in MGM Hospital as a housekeeper with a salary of ₹9000.

After working for one year and not being able to save money, Vishal lost his job due to the pandemic and was unsuccessful at finding a new job. With a worried and troubled mind on how to feed his family, Vishal met with an accident and severely injured his leg. His neighbours paid for his fees and medicines as he had no money. However, he received a message from his bank that his account was credited with ₹5000 deposited by Harpic World Toilet College Relief Fund.

To his relief, Vishal was able to pay back his neighbours and feed his family and was back on the road to find a new job with a stable mind.

SUSTAINABILITY, SCALABILITY, ADVOCACY

SUSTAINABILITY & SCALABILITY

The Harpic World Toilet College (HWTC) strove to ensure self-sustaining, continuous, scalable and long term impact, by ensuring that the overall program was economically viable, socially acceptable, and technically and institutionally appropriate. For this, the Harpic World Toilet College programme utilised two pathways of action:

01

Securing partnerships for economic and technical viability, with other stakeholders/ organisations having:



CSR focus on sanitation / rural Livelihood / skilling



Complementary business or social goals, such as need for upskilled labour



Complementary geographical focus

02

Seeking Partners for social Acceptability and institutional appropriateness, with Government program like Prime Minister's schemes such as:

- Pradhan Mantri Kaushal Kendra (PMKK)- Apex for training centre
- Pradhan Mantri Kaushal Vikas Yojana (PMKVY)- Training Subsidies for underprivileged
- Swachha Bharat Mission (SBM)
- Atal Mission for Rejuvenation and Urban Transformation (AMRUT)
- National Skill Development Council (NSDC)

ADVOCACY

On the Occasion of World Toilet Day, Harpic World Toilet College represents topic "Sanitation Workers Right to Dignity" on CNN News. Harpic World Toilet College has gained immense popularity on news and social media. The work done by the Harpic World Toilet College is appreciated everywhere and has motivated a lot of organisations to get involved in helping these sanitation workers to get a better livelihood and employment.



SOCIAL MEDIA OUTREACH: #WorldToiletCollege



1,819

Tweets and trended at No. 5



2,13,604

Users reached



1.5+

Million impressions across social media



2,800

Mentions on social media



Name: Pritam
Bio: Country Editor
Followers: 8.6K+



Name: Nikhil
Bio: Senior Sub Editor, Cricket News
Followers: 14.6K+



Name: Tannu Baba
Bio: Entrepreneur, B2B, PR, Digital Marketing
Followers: 5.2K+

Video Coverage

A **video** was created and published, which captured the highlights and key quotes of spokespersons from the launch event.



10:26 AM · Aug 23, 2018 · TweetDeck



India's first Harpic #WorldToiletCollege in Aurangabad is an attempt to improve socio-economic conditions of Sanitation workers in India. Dettol Harpic Banega Swachh India joined hands with World Toilet Organization to provide them with better employment opportunities through #skilldevelopment. Join us in our mission to provide their families a healthy and dignified future.

Harpic India Bhatnagar Ravi CMOMaharashtra Swachh Bharat Mission, India Indu Sharma



Print Coverage



IMPACT

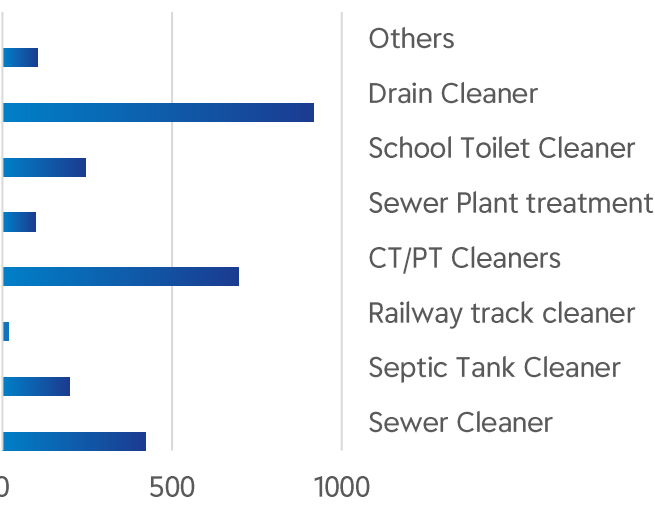
IMPACT

For every ₹1 invested in the Harpic World Toilet College delivers ₹23.20 of social value

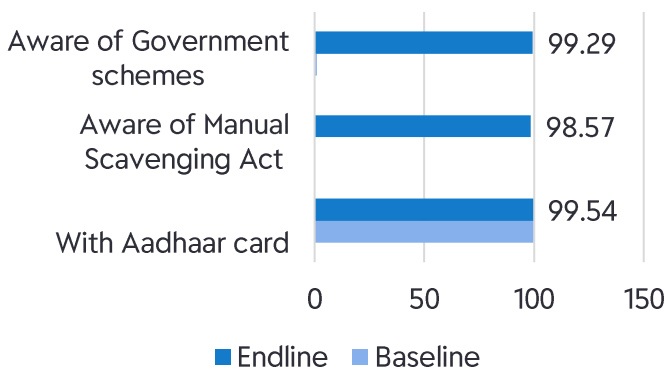
Achievements per year



Jobs before Training

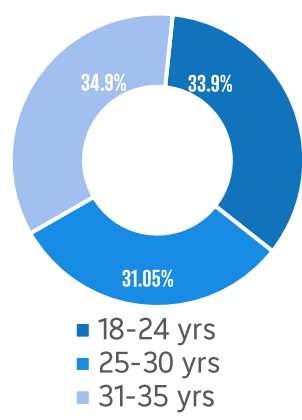


Percentage of people:

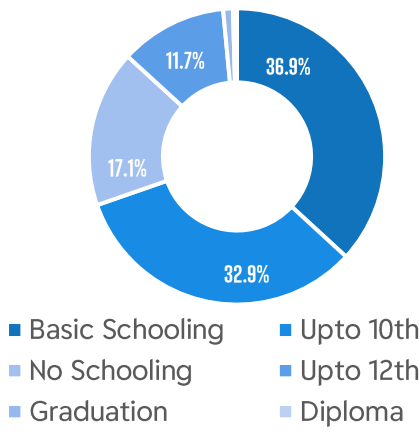


The sanitation workers after being trained at Harpic World Toilet College have become more aware about Government schemes and various Acts which are for their benefit. Better employment opportunities have improved their livelihood.

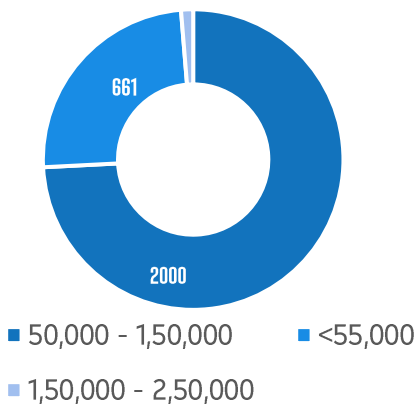
Age Distribution



Academic Qualification



Annual Household Income



Placement Matrix



2674

No. of people placed



99.03%

Placement Conversion Rate



278

No. of recruiters



680

Placement cost per trainee (in INR)



4.2/5

Average Company Rating of Student



Major Recruiters



Mobilization in Financial Year 2020-21

4188

Total Individuals reached

11.44 L

Total funds spent

64.46%

Rate of Conversion

1.6 Million

Campaign through Digital Reference

47 Millions

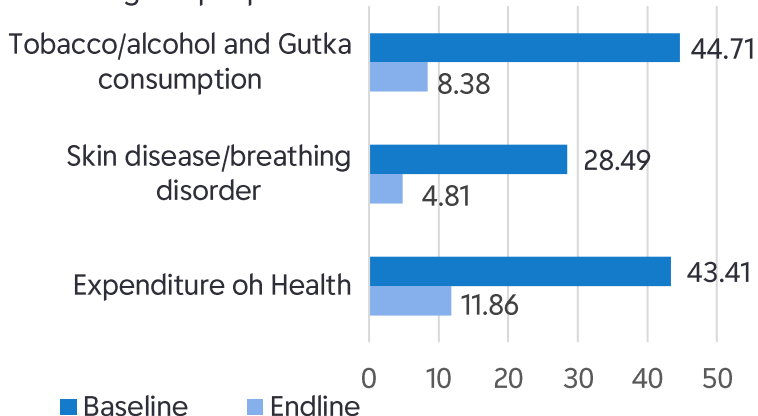
Total Investment

17.41 k

Per Capita Training Cost

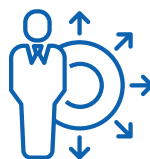
Social outcomes indicators

Percentage of people with:



Harpic World Toilet College has helped in bringing a social change and improvement in the lives of sanitation workers. The trainings have helped them realize the importance of living a healthy life devoid of any diseases for themselves and their family. After fulfilling their basic needs, their aim in life is to have a better livelihood for their families and have a stable employment which follows all safety precautions. Harpic World Toilet College has been successful in improving soft skills and technical skills of these workers. Awareness generation is an important aspect of the learning to help these workers realize their rights as well as the importance of working in a safe environment.

Student Feedback



4.8/5

Soft Skills



4.2/5

Technical Skills



4.7/5

Health & Hygiene Skills



LEARNINGS & CHALLENGES

Challenges

- Inadequate technical knowledge of sanitation worker
- One Time Password System for training.
- To reach actual target group.
- Unavailability of technical Gadgets especially in a Female sanitation Worker.
- Identify active placement agencies for placement.
- Lack of Motivation to complete training.
- Timing and its flexibility.
- There is huge gap in team's internal communication because of Covid-19 norms.

Learnings

- Sanitation Workers ecosystem.
- State of sanitation workers psychology in crucial situation
- Financial challenges faced by Sanitation worker in Pandemic situation
- Knowledge Graph pre and Post training
- Technical Aspects of Sanitation Worker.
- How to create employment opportunity in worst situation.

The Harpic World Toilet College, Aurangabad has been successful in first two year by implementation by providing secure livelihood opportunities to sanitation workers. During this Covid-19 pandemic situation, Reckitt and the partners are committed to leveraging the success in the third year of implementation as well by developing their skills and enabling them to pursue alternative livelihoods. This is first step in the larger endeavour of eradicating the scourge of sanitation work in India. Prolonged and widespread change across the country entitles that collective interventions be made in a manner that is evolutionary and sustainable. The Harpic World Toilet College is just a cog in the wheel of change. It seeks to ensure sustained, continuous and long term impact by securing opportunities for scalability via partnership with Government as well as other organization.



TESTIMONIAL

CERTIFIED TRAINING



**Ashok Pakhare,
Sathe Nagar,
Mankhurd, Mumbai**

“

I finally got a dignified job with the help of technical and certified training from Harpic World Toilet College (HWTC). I also received an appreciation award which instilled confidence in me to do better in life for my wife and family.

”

Ashok, living in Mumbai along with his mother and younger siblings, used to work as a cleaner of CT/PT with low wages. He had left his studies due to separation of his parents. His monthly salary used to be ₹4000 to ₹5000 but he was extremely unhappy and dissatisfied with the work. Due to low wages he faced issues regarding his marriage as well.

Ashoke had recently heard about Harpic World Toilet College and soon finished his training course. With the achievement of confidence and vigour, he was placed at CCF recruitment agency along with the support of Harpic World Toilet College staff and got a dignified job with safe sanitation and atmosphere. He achieved a significant amount of appreciation and an award from his company. He finally got married once he got the job and lived happily with his family.

TESTIMONIAL

COVID-19 RELIEF FUND



Pinky Vivek Jadhav
Ashok Nagar, Vashi
Naka, Mumbai

“

Harpic World Toilet College (HWTC) helped Pinky change her life by achieving technical and certified training from the Institute. And with COVID support amount, she was able to start small grocery business.

”

Pinky used to work as a cleaner of CT/PT in Mumbai slums with meagre income of ₹4000-5000 monthly which was very low for her and her family as she had separated from her husband. She used to remain sick due to unhygienic work place environment was clueless about safety gears.

On receiving training from Harpic World Toilet College in 2018-19, she started working as a housekeeper at ISS company in Mumbai and was able to fulfil her family requirements. However, she lost her job due to the COVID-19 pandemic and was left helpless. But the training had given her immense confidence to stand up on her feet and get a dignified job. She became a small businesswoman in her area by opening a grocery shop.

Pinky earns ₹12,000 to ₹15,000 every months and is also trying to get a job as a house keeper and plans to make her daughters run the grocery business.

MONITORING & EVALUATION

MONITORING & EVALUATION

Robust monitoring and evaluation (M&E) has been critical to success of Harpic World Toilet College, as it efficiently enabled the partners to monitor progress, document successes as well as identify and resolve implementation challenges. The monitoring and evaluation framework of Harpic World Toilet College included the following elements:



Real time data collection on implementation influence in a structural, consistent and transparent manner.



Regular M&E briefs influence of implementation process



Impact analysis

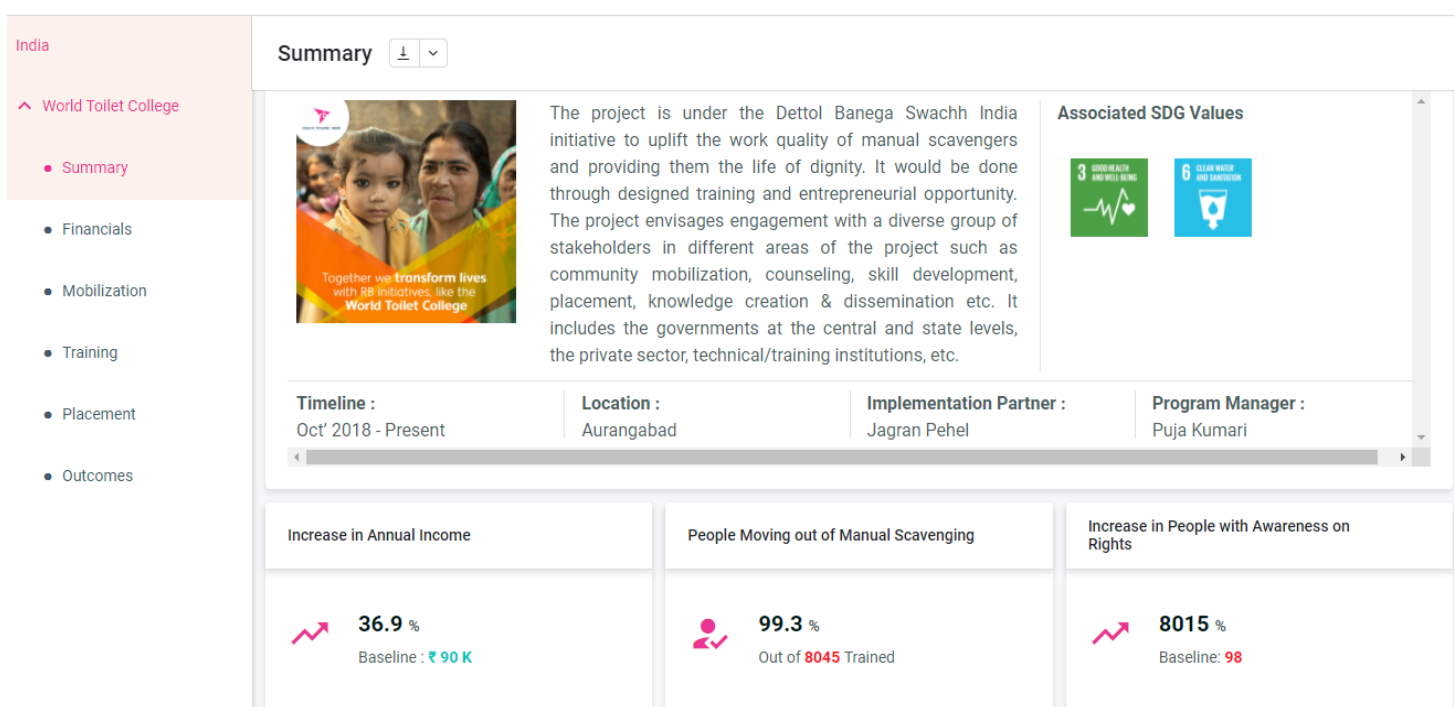


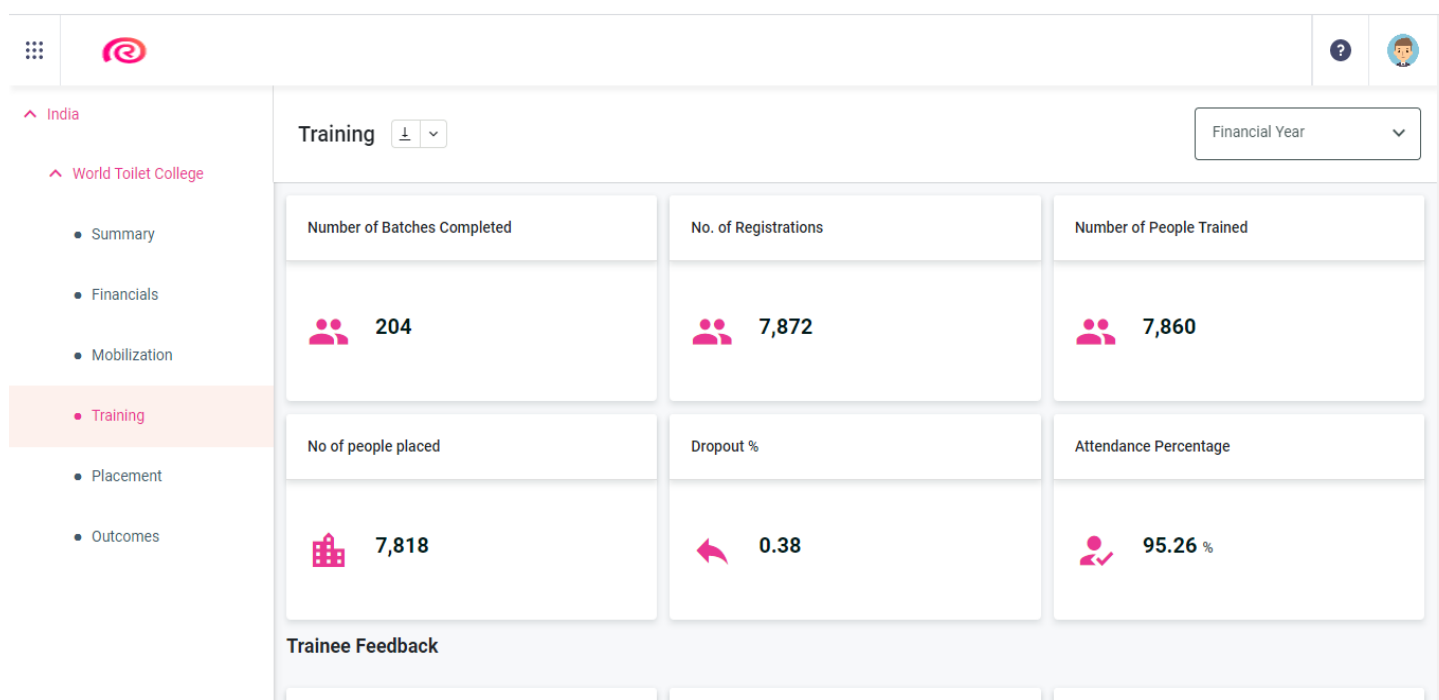
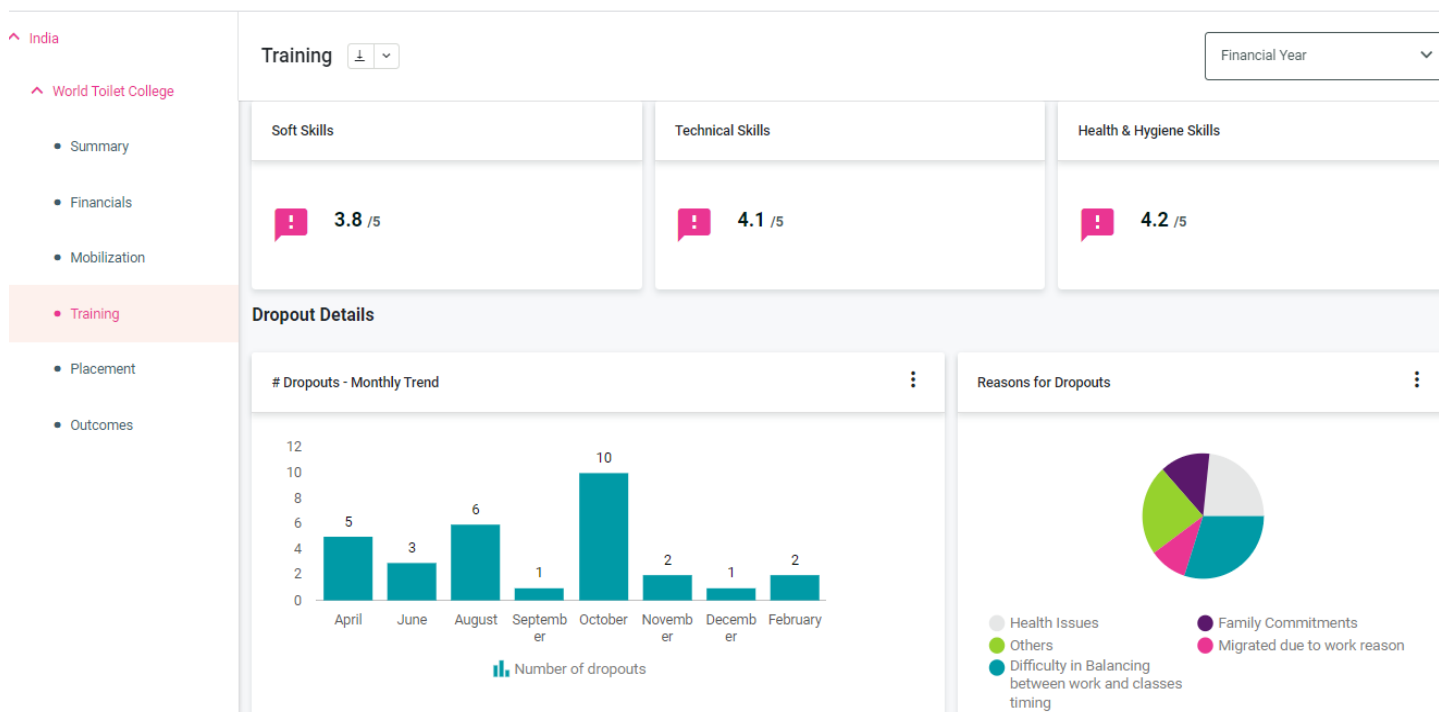
Deeper level analysis of strategy, effectiveness and communicate insights. Internally and externally

The following analysis could be done using this platform

- Placement status
- Number candidates placed
- Average salary offered
- Top 10 recruiters
- Recruiters rating for Students
- Socio Outcomes-Where we can get percentage of people get Aadhar card, aware about government schemes and aware of manual scavenging act.
- Health Outcomes-Total expenditure on health treatment, people who consume alcohol ,having skin disorder and breathing disorder

MIS Dashboard





For Harpic World Toilet College, Goodera has developed and launched live MIS dashboard for monitoring and evaluation. This dashboard is used to determine:

- Social outcomes
- Analysis for economical outcomes
- Analysis for health outcomes
- Overall data management

AWARDS & ACKNOWLEDGEMENT

AWARDS & ACKNOWLEDGEMENTS

Best Social Mobility Program

Harpic World Toilet College, Aurangabad was recognised as the **Best Social Mobility program** at the Future Fluent Global Summit, 2019



*Empowered lives.
Resilient nations.*



Recognition by Red FM

After being trained at the Harpic World Toilet College, the sanitation workers were accorded recognition by **Red FM in Aurangabad**, on November 19, 2018 recognised by the United Nations as World Toilet Day. They were invited to talk about the realities of the sanitation sector, how their lives changed after the training and what message they would like to convey to society about their presence.



On October 2, 2019 at Banega Swasth India event, Mr. Rakesh Kapoor contributed INR 50 lakhs in personal capacity and Mr. Laxmi Narasimhan contributed INR 5 Cr. on behalf of Reckitt.



Appreciation by the Aurangabad Municipal Corporation

Municipal Corporation Aurangabad

Solid Waste Management

Date: 27/03/2019

I, congratulate and appreciate Reckitt, India and Jagran Pehel for their initiative "Harpic World Toilet College, Aurangabad" towards dignifying the livelihood of sanitation workers and improve their livelihood and safety towards work.

The training program conducted by Harpic World Toilet College, Aurangabad for 5 days on soft skills and equipment's and safety training. This program motivates our sanitation workers towards health, hygiene, safety and good behaviour in workplace.

I hope and wish through your efforts to achieve the goal of dignifying livelihood of sanitation workers.

With appreciation and best wishes,

Assistant Commissioner
Solid Waste Management
Municipal Corporation Aurangabad

India Sanitation Coalition Awards at Swachh Bharat Mission



Mahatma Awards, 2019

Harpic World Toilet College demonstrated excellence and the highest standards of ethical conduct, integrity, civic and social responsibility



Aurangabad Municipal Corporation

Date: 27/09/2018

Subject: Training to Sanitation Workers/Staff by Harpic World Toilet College.

As per the letter, training to sanitation workers/staff of Aurangabad Municipal Corporation, we have received a list of the sanitation workers/staff of all the Zones. The list of the trainees is attached with this letter. As per the planned schedule of the training by The Harpic World Toilet College, we will issue letter to the concerned trainees to attend the training.

Executive Engineer
Drainage Department
Aurangabad Municipal Corporation
Copy: Hon. Additional Commissioner,
Aurangabad Municipal Corporation

Letter from the municipal corporations of **Aurangabad and Parbani** for partnership to train their sanitation workers at the Harpic World Toilet College.

TESTIMONIAL

ALUMNI REFERRAL



**Akash Hiranman Randive, Pune,
Supervisor at National Security
Services.**

“

Akash now educates his family and friends about importance of professional cleaning and has started saving for his future. He plans to become an entrepreneur and establish new contracts of cleaning in the market yard.

”

Akash comes from a family which was involved in the field of sanitation for the past three generations, but there was no awareness regarding proper, safe and professional methods of cleaning. He left his studies due to failing in class 12th and started his job as a sanitation worker.

Akash's father was continuously sick because of his unsafe working habits and environment and stopped working because of major illness. With his mother also in the same profession of cleaning, Akash felt that he had no option and at the age of 26, he continued his job as a sanitation worker. Due to the COVID-19 pandemic, he lost his source of daily income and was rendered jobless.

Yuvraj, an alumni of Harpic World Toilet College referred him for training at the Harpic World Toilet College. On completing his digital training, Akash was directly placed at National Securities and Services and was also promoted as Mokdam in his working area at Market Yard's Bhusari Department with a salary of ₹14,000 (PF and ESIC facilities included). Akash is now finally into professional cleaning with a sustainable career.

STAFFING

ON BOARD MEDICAL TEAM

Dr. Amruta Sarang Vyawhare

Visiting Doctor,
Harpic World Toilet College (HWTC)
Aurangabad, Maharashtra



Dr. Amruta is a visiting doctor at Harpic World Toilet College and is associated with the college since August 2019. She graduated from Maharashtra University of Health Science in 2008 and received her MBBS degree and later went to College of Physicians and Surgeons of Mumbai to complete her Diploma in anaesthesia in 2015.

For the past few years, she has been working in the public health ecosystem with diverse roles such as a Medical Officer, Anaesthesia Consultant and even had her own private practice.

She regularly visits Harpic World Toilet College and efficiently performs her role as a visiting doctor twice a week, every Wednesday and Friday. She helps the candidates facing any difficulty or health issues and remains in touch for future check ups as well. Her constant efforts even during the pandemic has tremendously helped the candidates in leading a safe a healthy lifestyle.

TESTIMONIALS OF RECRUITERS

01

Mr. Pravin Thakre

COO of Dr. Hedgware Rugnalaya



In our Hospital setup, housekeeping is an essential part of cleaning. Cleanliness has become an important and core element especially during COVID-19 and has to be done efficiently. Attitude, knowledge and skills are core elements involved in cleaning.

Harpic World Toilet College aids in enhancing cleaning along with incorporating latest concept of autonomy and maintenance in their training programme. The candidates trained by Harpic World Toilet College have set good examples for having the right attitude, knowledge and skills in cleanliness. Harpic World Toilet College is doing great work in sanitation and in improving the life of sanitation workers.



02

Mr. Nivrutti Ambildhage

Director,
Vikas Executive Services



The digital training of Harpic World Toilet College is doing a real change in the life of sanitation workers. Through online training programme of Harpic World Toilet College, there is a good opportunity for the sanitation workers for both training and placements. It is very well designed to focus on the gaps and needs of sanitation workers.

We have recruited many candidates in various malls & offices. All these candidates were satisfied about their work. Punctuality and behaviour is continuously followed by them. Before online trainings came into place, the drop out numbers were very high but these training have helped in improving the drop out rates. We are really thankful to be associated with Harpic World Toilet College and proud of the work done by the candidates.

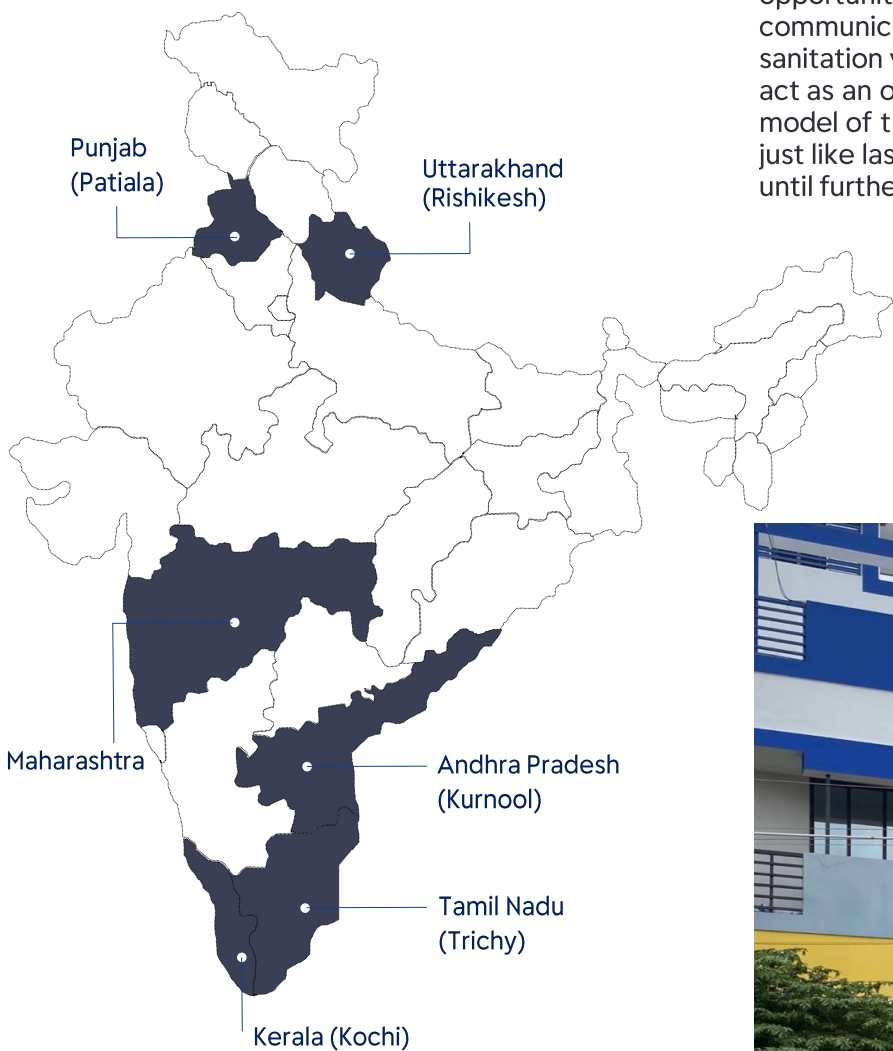


STEPS AHEAD

EXPANSION OF THE PROGRAMME

PHASE 4

Reach of these local organizations, will also let the programme extend to the last mile, and explore more opportunities. While the local agencies will communicate the training sessions to these sanitation workers, Harpic World Toilet College will act as an overall facilitator for the programme. The model of the programme will remain in online mode just like last year, following all the required protocol, until further notice to change the mode.



Maharashtra	3000	Sanitation workers to be trained
Kerala	3000	
Tamil Nadu		
Andhra Pradesh		
Punjab	1000	
Uttarakhand	Remaining	

Harpic World Toilet College (HWTC) began its program in the city of Aurangabad in Maharashtra and then moved to Pune and Mumbai providing training to sanitation workers for three years before the pandemic. During the pandemic the training was shifted to online mode to not hamper the learning and training of the sanitation workers. With the help of a well established platform in Maharashtra, in its next phase, Harpic World Toilet College targets on expanding its reach to more states in India. Harpic World Toilet Colleges shall be set up in Punjab, Uttarakhand, Kerala, Tamil Nadu, Andhra Pradesh and Maharashtra in 2021-22.

To manage the programme in these states, Harpic World Toilet College shall on-board partners for each of these states, who shall be responsible for overall on-ground implementation of the programme. Additionally, for the southern states, State Coordinator from Jagran Peהל/ Harpic World Toilet College shall also be placed in each district for hand holding support, as language sometimes becomes a barrier. The agencies on board/partners selected for on-ground work have demonstrated strong experience in the past years.



Harpic World Toilet College facility in Trichy, Tamil Nadu in association with Gramalaya

PROPOSED ACTIVITIES

Three – Dimensional approach

1. Digital – Physical training (ULB)
2. Self-Help Groups Company formation)
3. Sanitation workers co-operative bank formation



101 stories of inspiration



Harpic World Toilet College facility in Kochi, Kerala



Harpic World Toilet College facility in Trichy, Tamil Nadu



Training of 7000 + sanitation workers to empower them (online/offline)



Digitization and translation of available tools and curriculum in other local languages.



100% placement of trained sanitation workers



Formation of 50 Self Help Groups along with providing training to them as hygiene and sanitation barefoot warriors



Enterprise creation and SHG strengthening by making them self-reliant



Advocacy and IEC/BCC activities to be implemented in this phase



Establishing Centre of excellence for sanitation workers and their empowerment



101 success stories and stories of change depicting the success of the programme



Introduction of health cards for health benefits



Harpic World Toilet College facility in Patiala, Punjab

Establishment of company

In Phase-4 (2021-2022), company will be established for three Self Help Groups and registered under Section 25 of Companies Act, 1956 with the objective of creating entrepreneurs with dignified livelihood.

Members of SHGs will be trained through entrepreneurial development programme-upskilling in leadership, credit & banking linkages enterprise management, accounts & client handling.

Company will be a self- owned enterprise with psychosocial support, medical support, enterprise support, equipment support and livelihood support to break social barriers and lack of technological substitutes with upliftment of working conditions of the sanitation workers. Further, market linkages will be explored through mentoring & handholding support, credit & banking linkages, backward & forward linkages.

- Mapping market relevant jobs
- Entrepreneurial development program
- Identification, mobilization and psychosocial counselling
- Training in different job roles (soft skills)
- Life transformation
- Corporate tie-ups
- Market linkages

Impact Assessment: An overall impact assessment will be done through an external monitoring and evaluation agency and results will be widely disseminated after successful completion of Phase-4.



Establishment of Sanitation Worker's Cooperative:

A sanitation workers (alumni of Harpic World Toilet College) cooperative will be established for Aurangabad, Mumbai, and Pune. It will be registered under Maharashtra Cooperative Societies Act and/or licenced or deemed to be licenced under the Banking Regulation Act, 1949 (AACS) with the basic principle of bringing financial stability and creating financial sustainability among sanitation workers.

Alumni's of Harpic World Toilet College will be trained through Cooperative and Economical management Programme- in which upskilling leadership, credit, accounts handling, bank linkages, cooperative management etc. topics will be covered. Cooperative will be a self- owned financial institute of Harpic World Toilet College alumni and cooperative expert consultant will be hired for the same, enabling cooperative formation and registration.



Harpic World Toilet College facility in Patiala, Punjab

Partners for Phase 4



M&E
Associate



Digital platform
Associate



Government
Partner



Digital Video
Associate



Lead Partner



Founding
Partner

Training Associates



Partner for Punjab
– Hari Bhari



Partner for Trichy in Tamil Nadu

Gramalaya, established in 1987 has been working in the WASH and MHM sector for more than three decades with national level presence supported by Government, donors and corporate groups under CSR initiatives. Gramalaya, so far has trained more than hundred NGOs and MFIs all over India and NGOs from abroad.



Harpic World Toilet College facility in Rishikesh, Uttarakhand



Global Interfaith WASH Alliance

The Global Interfaith WASH Alliance (GIWA) is world's first initiative that is engaging the planet's many faiths as allies in efforts to create a world where every human being has access to safe drinking water, improved sanitation and proper hygiene.

NOTES

NOTES

