

# **Scheduled Emptying and Transportation of Faecal Sludge: Scope of Work and Contract Conditions**

## **I. Scope of Work for Emptying and Transportation**

### **1. Approach and work plan for carrying out scheduled emptying**

Contractor shall have to submit the approach, methodology and tentative work plan in consultation with ULB officials for 5 years to roll out the scheduled septic tank emptying service in the Urban Local Body (ULB). The work plan should also include tentative number of trucks with its sizes to be used by the bidder. For reference the map of the city and location of disposal of septage is provided in annexure \_\_\_\_.

### **2. Undertaking IEC activities to spread awareness about scheduled emptying.**

The Contractor will be required to print pamphlets containing information on the scheme for scheduled emptying highlighting the information as decided between the Contractor and the ULB. These pamphlets will be distributed to households/properties when the Contractor visits them and in areas where scheduled emptying needs to be undertaken.

### **3. Undertaking preliminary visits to households/properties at the beginning of every quarter:**

The Contractor will be required to undertake visits to each household/property after being given the schedule/target for emptying by the ULB. These visits will be undertaken at the beginning of the quarter and should contain the households/properties which are scheduled to be cleaned in that quarter. The Contractor needs to hand over the pamphlets, inform the households/properties about the scheduled emptying, and take details necessary for communication such as phone number among other things as deemed necessary by the Contractor. The contractor will also visit the households/properties at least two days prior to their schedule for emptying.

During the preliminary visit, the contractor shall ensure that the septic tanks are accessible and have proper access covers which are openable. In case access is not available, the contractor shall notify the same to the ULB and the household. It is the responsibility of the ULB to ensure that the septic tanks (Containment systems) in the households have proper access for emptying.

### **4. Non-disclosure of information**

The contractor shall not divulge or disclose to any third party any confidential information (including any personal data and sensitive personal data of the households/properties) communicated to or discovered by him in the course of carrying out the Services or use the same for any purpose other than to perform the Services without the prior written consent of the ULB officials and shall ensure that their employees shall do likewise. This clause shall continue to be binding on the Contractor and their employees notwithstanding the termination or expiry of this Contract.

### **5. Regular emptying of septic tank**

The contractor is required to empty approximately \_\_\_\_ number of septic tanks during a period of 5 years. Thus, the contractor is required to empty approximately \_\_\_\_ number of septic tanks per year.

- i. The Contractor shall build a database and a Management Information System (MIS) of the households in the Urban Local Body where the faecal sludge needs to be emptied. The data

needs to be updated as and when emptying is undertaken. The MIS should record information like the specification of the septic tank (containment system), date it is emptied, signs of leakages or cracks, access for emptying etc. The contractor shall share the updated database and MIS with the ULB at the end of every month.

- ii. The Contractor needs to prepare a route plan to attain the annual targets for emptying of septic tanks.
- iii. The Contractor shall be available to carry out and perform the Services and needs to visit the households/properties as per schedule between 7 am to 5 pm on all days except national public holiday
- iv. The contractor shall prepare an operating procedures and submit to ULB for approval. The approved operating procedures must be followed by the contractor.
- v. The Contractor must call each household/property at least two days before the scheduled visit.
- vi. The Contractor must visit each household/property as per the defined and agreed monthly based schedule/target.
- vii. If the household/ property is not available or not willing to empty the septic tanks during schedule emptying, then at least two attempts will be made by contractor in a gap of 15 days before reporting as 'unavailable' (not present at the house/property) or 'unwilling' (do not want to get their septic tanks cleaned). Contractor shall compile the list of households/ properties, which are not willing or not available to empty its septic tank and submit to ULB every fortnight.
- viii. The contractor will not bill or render an invoice or otherwise collect or attempt to collect any charges or fees from the Customer for the Services or any other tasks connected with the Services

#### **6. Use of safety gear for emptying of septic tanks**

- i. The cleaner and helper must wear safety equipment at all times while dealing with faecal matter.
- ii. No person should enter the septic tanks at any given point (as per The Prohibition of Employment of Manual Scavengers and their Rehabilitation Act, 2013), and emptying should be done only through the GPS mounted suction emptier truck.

#### **7. No damage to septic tanks and spillage while emptying:**

The Contractor must ensure that septic tanks are not damaged in the process of emptying and there is no spillage during emptying.

#### **8. Adequate emptying of septic tanks:**

While emptying of septic tanks, the Contractor must ensure that only 1-2 inches of faecal waste matter is left inside the septic tanks.

#### **9. Safe transport of faecal sludge without spillage**

- i. The Contractor should transport the collected sludge in mechanical suction emptier trucks only. There must be no spillage of the collected sludge.
- ii. In case there is any spillage, the faecal matter must be cleaned as soon as it is brought to the notice of the Contractor.
- iii. Only the faecal sludge should be discharged at the allocated treatment site.

#### **10. Emergency emptying:**

- i. As part of regular emptying, the Contractor is only required to empty the septic tank for the households/properties as per the schedule given by ULB.

- ii. ULB will direct the Contractor to empty the septic tank for the households/properties making request for an emergency emptying.

**11. Collected septage to be discharged only into the Faecal Sludge Treatment Plant (FSTP)**

- i. The contractor will discharge the collected septage only at the ULB's Faecal Sludge Treatment Plant which is located approximately \_\_ km from city center, which will be operated from 7:00 am to 6:00 pm.
- ii. The FSTP operator shall allow Private Desludging Operator (or Private Cesspool Vehicles Operators) to discharge in the facility free of cost. The Private Desludging Operator shall intimate the FSTP Operator about the desludging operation (including the source of the faecal sludge) atleast 2 days before the proposed desludging.

**II. Provision of suction emptier truck:**

- a) The Contractor will be required to provide for, and operate a GPS fitted suction emptier truck and also provide all the necessary materials for emptying of septic tanks. The contractor shall give the necessary access for monitoring to the ULB officials.
- b) The number of trucks and the appropriate sizes of trucks to be provided in the city is left to the discretion of the Contractor, and should be determined based on field visits conducted in the town before submitting bid documents.

**III. Provision of staff for operations:**

- a) The Contractor will provide at least 1 driver and 1 cleaner for each truck that will operate within the town limits.
- b) The Contractor will provide at least 1 supervisor to supervise operations, handle complaints and liaise with the ULB.
- c) The payment and all other requirements of the workers, including accommodation, would be handled by the Contractor.
- d) ULB will not be responsible for the activities of the staff employed by the Contractor and all liabilities and responsibility lies with the Contractor themselves.

**IV. Opening of a work station / office:**

The Contractor needs to open an office / work station which will be called the control centre, this centre will serve as a central point of coordination with the ULB and a site for registration of complaints by the residents of the town. The contractor shall have to develop SMS based alert system for sending messages to households/properties regarding their turn in schedule emptying plan. The contractor will also have a contact number where residents can register complaints through calling or through an SMS.

**V. Provision of safety equipment for staff**

- a) No worker will come into physical contact with the faecal sludge, during emptying or otherwise.

- b) Each worker who is involved in the emptying of septic tanks is required to be given, and be wearing, safety equipment which are given below:
  - i. Safety goggles or glasses with side splash protection;
  - ii. Dust mask that fits over nose and mouth;
  - iii. Clean rubber gloves;
  - iv. Dedicated work clothes with apron;
  - v. Work boots.
  - vi. Battery operated torch
- c) The Contractor also needs to provide workers access to clean water, soap, disposable paper towels, and a first aid kit in the work station / office.

## **VI. Statutory requirements for welfare of workers**

- a) The Contractor will be required to scrupulously follow all prevailing statutory regulations and shall be responsible to fulfil all the obligations specified by relevant Labour enactments, such as Contract labor (Regulation & Abolition) Act, 1970; Minimum Wages Act; Payment of wages Act; Payment of Bonus Act; Payment of Gratuity Act; ESI Act; Employees Provident fund and Miscellaneous Provision Act; Workman's compensation Act etc.
- b) The Contractor is bound to pay minimum wages as per the notification of Central / State Govt. whichever is higher to the Contractor labourers deployed under the Contract.
- c) The Contractor is required provide for a policy (Workmen Compensation Insurance Policy) to undertake the liability of Workman Compensation Act, 1923. The sum insured per labourer is to be calculated as "Monthly Wages x 12" for a year.
- d) The Contractor is required to provide an additional medi-claim policy which has an employee contribution of not more than 4.75% of monthly wage.
- e) The Contractor shall be directly responsible to the authorities for the compliance of all the provisions listed here and shall indemnify the ULB from any claim whatsoever arising on account of their failure to comply with the regulations and terms as set out herein. The ULB, as a principal employer, shall enforce the provisions of these Acts.
- f) The ULB will be privy of Contract with Contractor only. The ULB will provide instructions to the Contractor directly, and will not engage with, or be concerned with the conditions of employment of the workers as engaged by, and working for the Contractor. However, due to obvious security reasons, Contractor must ensure that the staff deployed by them adhere to all rules and regulations and security restrictions as prescribed by the ULB.

## **VII. Statutory requirements for suction emptier truck**

A motor vehicle which is roadworthy, complied with all statutory requirements, is less than 7 years old and capable of carrying and operating as vacuum/suction tanker truck should only be used.

## **VIII. Expected service standards, monitoring process and penalties:**

The Contractor will have to adhere to the service standards highlighted under the scope of work. If the service standards are not met as highlighted below, the following actions can be taken against the Contractor by the ULB:

- a) Inadequacies or inconsistencies in the use of safety gear for emptying septic tanks
  - i. Households/property owners, Contractor employees can complain in case manual scavenging is observed or the safety equipment outlined in this contract are not used. For action to be taken by the ULB, the complainant must provide pictorial proof.
  - ii. The ULB can conduct random inspections to ensure the Contractor is adhering to safety and manual scavenging regulations during emptying.
  - iii. In cases where manual scavenging is observed based on complaints by households / property owners or based on ULB inspections, a show cause notice would be served by the ULB and a meeting will be called to verify these complaints or observations. The minutes of such a meeting will be published and the decision of the ULB will be binding.
  - iv. In cases where manual scavenging is observed and verified, the Contract can be terminated.
  - v. In case of non-compliance with safety regulation, the Contractor will be given a warning by the ULB. If two or more such warnings are received within a quarter, the ULB can terminate the Contract.
- b) Faecal matter being discharged at non-designated sites
  - i. Contractor will be required to furnish signatures of the FSTP incharge to show that waste was deposited at the designated site as per a template approved by the ULB. The contractor shall maintain the record which shall be inspected by the ULB.
  - ii. The trucks will be monitored by the ULB via GPS.
  - iii. In cases where instances of discharge of waste at sites other than treatment facility is observed and verified by the Sanitation Inspector through physical checks, a fine of INR 5,000 will be levied for each instance.
  - iv. In case more than 3 such instances of non-designated site discharge is observed and verified, the services will be terminated.
- c) Inadequate regular emptying of septic tanks
  - i. The Contractor must collect signatures from all the households / property owners whose septic tanks are cleaned by the Contractor in the template approved by the ULB.
  - ii. The Contractor must inform ULB of all households/properties that are unwilling or unavailable to get their septic tanks cleaned, after having contacted them at least twice. This information has to be submitted by the Contractor to the ULB and it will be checked by ULB official.
  - iii. Households/properties who have been contacted twice, but have been verified as being unavailable or unwilling for septic tank emptying, will be included in the target.
  - iv. The Contractor must submit a report to the ULB at the end of each month to reflect number of septic tanks cleaned as per a template approved by the ULB.
  - v. Following the receipt of the monthly report, a designated ULB official will inspect a random sample of 'cleaned' households/properties.
  - vi. At the end of the month, the Contractor will be paid monthly contract value against submission of receipt and report that they have actually emptied the septic tanks as per the monthly target and discharged it at the designated treatment plant. If the contractor fails to submit this, proportionate payment would be deducted. For example, if the Contractor submits receipts of only 70% of the target households/properties that they have emptied in a month, they will receive 70% of the monthly Contract value.
  - vii. The ULB will compare the results of the sample survey and self-reporting, and in case of 1-20 instances of wrong reporting, INR 500 penalty will be charged per instance and if more than 20 instances of wrong reporting, a final warning and a notice would be given. If additional instances are found then the Contract can be terminated.

- viii. The survey by the ULB will be completed in 2 days at the beginning of every month.
  - ix. ULB will review the performance of contract after one year from commencement of operations, if the proportion of households/properties emptied is less than 70% of the defined target for year then the Contract will be reviewed by the ULB and the Contract can be terminated.
- d) Spillage during emptying
- i. Household/Property owners can report any grievances to the ULB.
  - ii. The Sanitation Inspector will review and if necessary, instruct the Contractor, in writing, to address the grievance within 24 hours.
  - iii. The Contractor will acknowledge the receipt of the complaint through his signature.
  - iv. In case of dispute, a designated ULB employee will inspect the grievance and take the final decision.
  - v. After each grievance is addressed, the Contractor will get a signature from the households/property owners stating the same.
  - vi. For each grievance not addressed, the Contractor will be charged INR 200 as penalty.
- e) Online Monitoring of scheduled emptying services
- i. The emptier trucks will be GPS-enabled for the purpose of monitoring the services.
  - ii. A web and mobile based application shall be developed by the contractor, and used for the purpose of monitoring the emptying services.
  - iii. On completion of provision of emptying services to the household, the operator will take the signature of the household on the mobile app to confirm that emptying services has been provided. Similarly, on disposal of the faecal sludge at the treatment facility, the staff of the treatment plant will also sign on mobile app on receiving the septage load. Hence this shall be recorded as the completion of an emptying cycle. This will be in addition to the hard copy manifest form that the household and the FSTP incharge will sign as per ULB approved template.
  - iv. The geolocation of the truck and timestamps captured on the app will be used to analyze the operator's performance.
  - v. The control centre will record a trail of all the above activities and it will display maps and MIS to generate reports. A dashboard on the web portal will display the key indicators of the data elements captured. The reports and dashboard templates will be developed in consultation with the ULB. These reports will be shared with the ULB on monthly basis along with bill submission.
- f) Septic tanks cleaned inadequately: Same as clause d.
- g) Spillage during transportation: Same as clause d