



Ministry of Social Justice and Empowerment	Ministry of Housing and Urban Affairs	Ministry of Panchayati Raj	Department of Drinking Water and Sanitation
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Standard Operating Procedure for Resource Organization (RO) for Waste Pickers Component under NAMASTE Scheme



ABBREVIATION

NAMASTE	National Action for Mechanized Sanitation Ecosystem
MoSJE	Ministry of Social Justice and Empowerment
MoHUA	Ministry of Housing and Urban Affairs
MoPR	Ministry of Panchayati Raj
DoDWS	Department of Drinking Water and Sanitation
NSKFDC	National Safai Karamcharis Finance and Development Corporation
SOP	Standard Operating Procedure
GP	Gram Panchayat
SHG	Self Help Group
DWCC	Dry Waste Collection Centre
NGO	Non-Governmental Organization
RO	Resource Organization
AB-PMJAY	Ayushman Bharat- Pradhan Mantri Jan Arogya Yojana
IEC	Information, Education, Communication
MRF	Material Recovery Facility
RRR	Reduce, Reuse and Recycle (Centre)
PPE	Personal Protective Equipment
JJM	Jal Jeevan Mission
SBM-G	Swachha Bharat Mission- Gramin
DPRO	District Panchayati Raj Officer
BDO	Block Development Officer
BRC	Block Resource Coordinator
DPM	District Project/Programme Manager

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Section 1: Introduction

National Action for Mechanized Sanitation Ecosystem (NAMASTE) is a Central Sector Scheme jointly implemented by the Ministry of Social Justice & Empowerment (MoSJE), Ministry of Housing and Urban Affairs (MoHUA), Ministry of Panchayati Raj (MoPR) and Department of Drinking Water and Sanitation (DoDWS). The National Safai Karamcharis Finance & Development Corporation (NSKFDC) is the implementing agency for the scheme. The NAMASTE scheme for Sewer and Septic Tank Workers (SSWs) has been under implementation since June 2023 and Waste Pickers (WP) has been added as third component in June, 2024.

NAMASTE Scheme aims to facilitate an inclusive SWM value chain through integration of waste pickers in the formalised workforce in urban as well as rural areas, so as to ensure a safe and decent working environment for the most vulnerable cohort.

A. Objectives of the Waste Picker Component under NAMASTE Scheme

- a. Recognizing and strengthening the contribution of waste pickers in waste collection, recovery & recycling.
- b. Providing them recognition, improved access to finance and relevant technologies along with a safe & sustainable work environment.
- c. Linking them with the social security and welfare schemes including provision of health insurance under Ayushman Bharat-Pradhan Mantri Jan Arogya Yojana (AB- PMJAY).
- d. Providing safe, dignified, and sustainable livelihoods by empowering them through various schematic and non-schematic interventions.

B. Intended Output

The intended output of the scheme is that the Waste pickers live a dignified life and work in a safe and sustainable environment. NAMASTE aims to achieve the following:-

- a. Enumeration, recognition and integration of Waste pickers in the Solid Waste Management value chain.
- b. Ensuring access to social security and welfare schemes based on the occupational identity of Waste pickers through following interventions:-
 - Empowerment and formalization of Waste pickers through the provision of health insurance, promotion of livelihood through organization of Waste pickers collectives, provision of PPE kits and enhancement of occupational safety through training.
 - Hand Holding the Waste pickers collectives through Resource

- Organizations (ROs) to enable them to manage DWCCs.
- Provide occupational skill upgradation and PPE Kits to Waste pickers to ensure their occupational safety.
 - Enhanced awareness among waste pickers regarding scheme benefits, required documents for profiling and designated profiling locations, along with their mobilization and behavioral change among citizens through worker and citizen centric IEC campaigns.

C. Target Group

The Solid Waste Management (SWM) Rules, 2016 define Waste Pickers as under:-

“Waste Picker means a person or groups of persons informally engaged in collection and recovery of reusable and recyclable solid waste from the source of waste generation, the streets, bins, material recovery facilities, processing and waste disposal facilities for sale to recyclers directly or through intermediaries to earn their livelihood.”

The scheme will cover both formal and informal waste pickers engaged in waste collection, segregation, recovery and processing at various points including households, streets, Material Recovery Facilities (MRFs), and waste disposal sites whether they sell/ dump recyclables directly or through intermediaries.

The scheme shall apply to the Waste Pickers defined as above under the SWM Rules 2016, handling municipal solid waste, including the following:

- Informal Waste Pickers working at streets, door to door, transfer stations, open dumpsites, landfill sites, waste disposal sites, material recovery facilities, waste recovery & recycling, repair facilities etc. and itinerant waste buyers.
- Informal Waste sorters working at waste processing/ waste recycling facilities.
- Informal workers/ sorters engaged in this activity for a minimum period of 6 months.
- Waste Pickers other than informal waste pickers (who are formally employed & getting PF/ ESI) working with ULBs/ Blocks/ GPs /Contractor or any other agency and engaged in waste collection/ sorting /processing etc.

The target group includes the following:-

Waste Pickers who will be included in the Profiling	
Waste Pickers	Waste Pickers of 18 Years and above having at least one Govt. issued valid ID (Aadhaar, Voter ID) Waste pickers working independently/ self-employed.
	Waste Pickers who are formally/ informally/ contractually engaged by ULBs/ Blocks, Gram Panchayats, Villages, NGOs, Institutions, Contactors or other Organizations at various solid waste management sites, plants, or facilities.
	Itinerant waste buyers who purchase recyclable materials directly from households, shops and businesses (<i>Called as Raddiwala, Kabadiwala, Bhangarwala, Patrawala or Paperwala, etc.</i>).
	Waste pickers involved in collection of waste (plastic, paper, e-waste, glass, metal, hair or any other solid waste) from door-to-door, bins, dumpsite, village periphery or any other place.
	Helpers of garbage collection vehicles informally/ formally engaged by Blocks/ GPs or other organizations.
	Waste pickers involved in sorting of waste and who sell collected waste periodically or regularly.
	Waste pickers working informally at streets, door-to-door, transfer stations, open dumpsites, landfill sites, waste disposal sites, material recovery facilities, waste recovery and recycling centers, repair facilities, SHG members (SHG involved in SWM Value Chain)
Waste Pickers (Formally Employed)	Waste pickers (who are formally employed & getting PF/ ESI) working with ULBs/ Blocks/ GPs/ Contractor or any other agency and engaged in waste collection/ sorting/ processing etc.
Waste Pickers who will not be included in the Profiling	
	Waste pickers below 18 years old
	Does not have Aadhaar or any government issued ID.
	Street sweepers
	Supervisors/ managers/ Owner of MRFs/ RRRs/ Scrap Dealer Shops / Segregation sheds shall not be profiled.

Scheme Benefits	
Waste Pickers (Informal Waste Pickers)	Eligible to all scheme benefits under Waste Picker Component of NAMASTE.
Waste Picker (Formally Employed)	Formal waste pickers may be provided suitable scheme benefits such as PPE Kits, Occupational Safety & Skill Upgradation Training etc. depending upon their present status and requirement

Note: To avail the benefits of the scheme, e-KYC is mandatory. This means Aadhaar must be linked to the mobile number of the Waste Picker.

D. Components of the NAMASTE Scheme

i. Profiling of Waste Pickers (Urban & Rural)

The scheme aims to create a comprehensive digital database of Waste pickers engaged by SHG/ Association, Municipality or its contractor, Local recycler (Kabadi Wala), scrap dealer or self- employed. The identification and profiling of Waste Pickers throughout the country will give them identity and due recognition by issuing them a Waste Pickers' occupational ID card to validated Waste Pickers.

ii. **Provision of Occupational Safety Training:** Occupational safety and skill upgradation training will be provided to the Waste Pickers validated under the NAMASTE scheme.

iii. **Provision of Personal Protective Equipment (PPE) for waste pickers:** PPE kits will be provided to the waste pickers validated under NAMASTE scheme.

iv. **Health Insurance coverage under Ayushman Bharat - Pradhan Mantri Jan Arogya Yojana (PMJAY):** Health insurance coverage under AB - PMJAY scheme will be provided to validated Waste Pickers and their family members under NAMASTE scheme.

v. Integration of Waste Pickers in the Municipal Solid Waste Management Value Chain:-

Waste Pickers collectives in the form of co-operatives and SHGs will be formed with the support of Resource Organisations (ROs) after their validation. The ULBs/ RLBs/ GPs will be pursued to allot Dry Waste Collection Centres (DWCCs) to Waste Pickers collectives on a long- term basis to enable them to set up a safe and sustainable workplace. The scheme will enable the handholding of Waste Pickers Collectives through Resource Organizations (ROs) to enable them to manage DWCCs.

vi. Capital Subsidy for DWCCs to procure Waste Collection

Vehicles: The DWCCs, managed by Wastepicker collectives, would be incentivized through upfront Capital Subsidy for procurement of Dry Waste Collection Vehicles for door-to-door collection of Dry Waste.

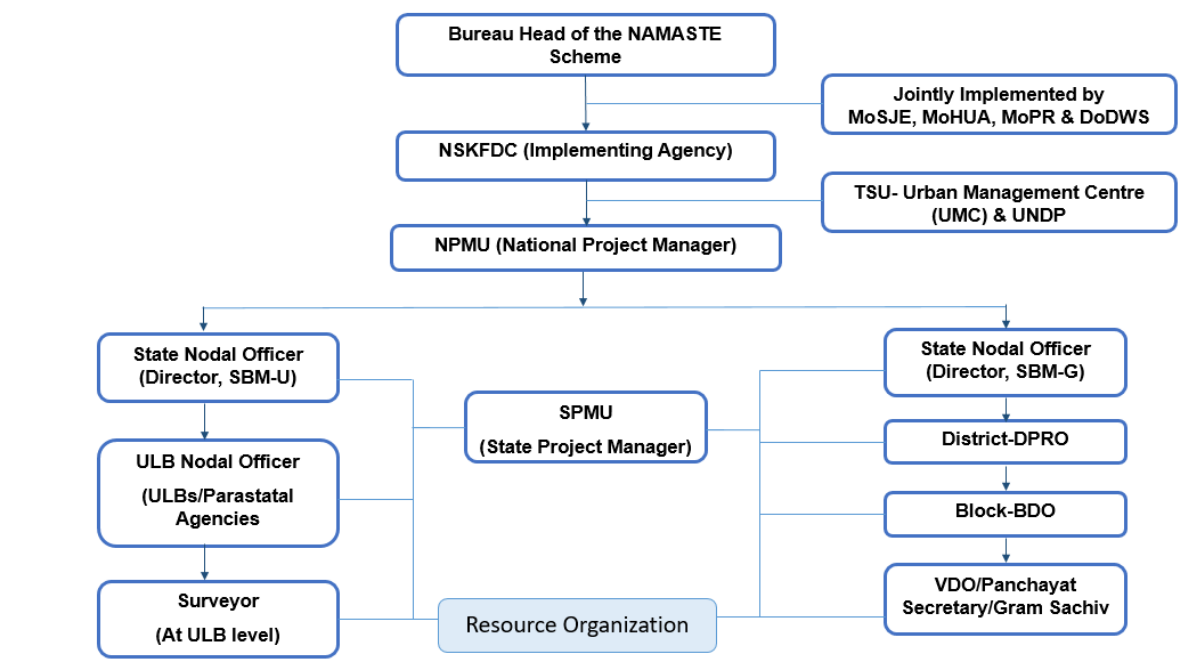
viii. Linkage with Social Security Benefits

The scheme aims to facilitate linkage of Waste Pickers with essential social security benefits including Pradhan Mantri Jan Arogya Yojana (AB- PMJAY), Pre-Matric scholarship for their children and registration under e-Shram Portal for other benefits.

ix. Information, Education and Communication (IEC) Campaign

IEC campaign would be undertaken for awareness generation and behavioural change. Workers and Citizen centric IEC campaigns would be carried out jointly by the local bodies (Urban and Rural) and NSKFDC to spread awareness about safety and dignity of waste pickers.

Section 2: Institutional Framework



NSKFDC is the implementing agency at central level for the scheme. There will be National Project Managers deployed under implementing agency who will coordinate with the State Nodal Officer(s), State Project Manager(s) and the Local Bodies (Urban and Rural) for day-to-day coordination and resolution of scheme-related issues. They will be supported by State Project Managers deployed under the State Nodal Officer(s) at the State level.

Role of Resource Organisations:- Resource Organizations (ROs) having relevant experience of working with the target group and other marginalized sections will be empanelled centrally by the implementing agency so as to support the Local Bodies (Urban and Rural) in: -

1. Profiling of informal waste pickers using NAMASTE application,
2. Facilitating the Local Bodies (ULBs & RLBs) and waste pickers in availing various scheme benefits.

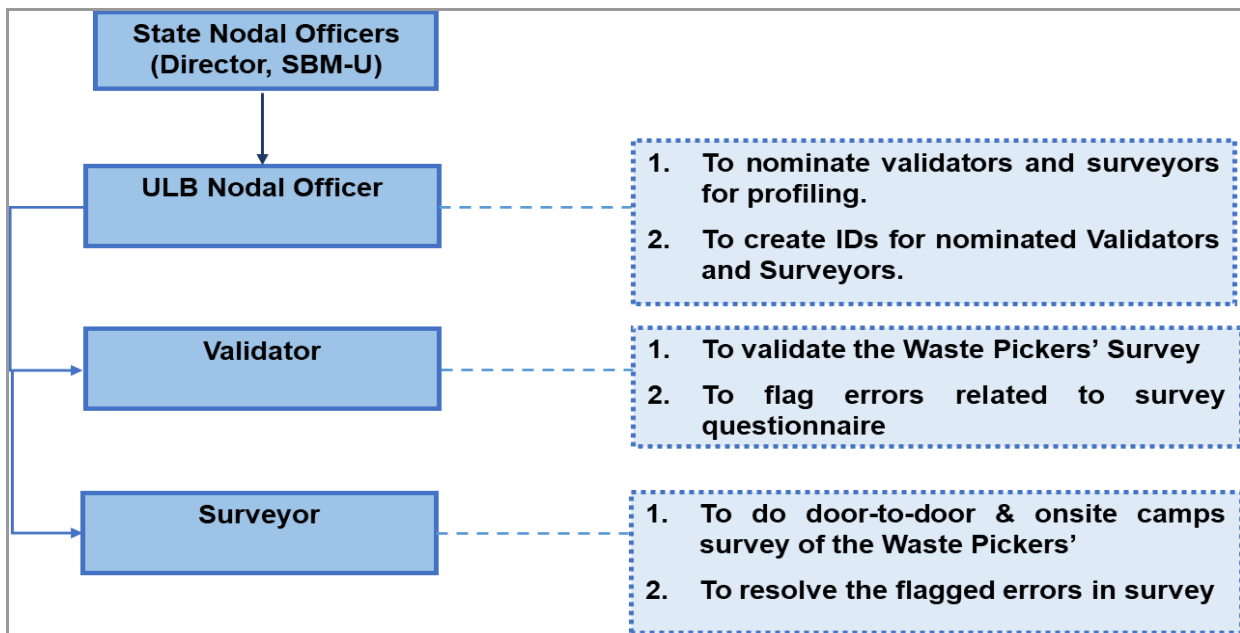
A. Roles and Responsibilities of Stakeholders Involved

S. No.	Level	Designation	Role
URBAN			
1.	State/ UT	State Nodal Officer (Mission Director, SBM-Urban)	<ul style="list-style-type: none"> • Nomination of ULB Nodal Officers. • Oversee the Overall Implementation of the Scheme at the State Level.
2.	ULB	ULB Nodal Officer	<ul style="list-style-type: none"> • Nomination of Validators and Surveyors for Profiling of Waste Pickers. • Create User IDs for Surveyors and Validators. • Submission of Profiling plan to NSKFDC. • Final submission of the Validated Waste Picker Data • Oversee profiling and training process at ULB level through NAMASTE App.
3.	ULB	Validator	<ul style="list-style-type: none"> • To flag the error on the survey questionnaire. • To validate or invalidate the waste picker surveys.
4.	ULB	Surveyor	<ul style="list-style-type: none"> • To complete the waste picker survey form in a profiling camp or by door-to-door survey or at the waste picker work location.

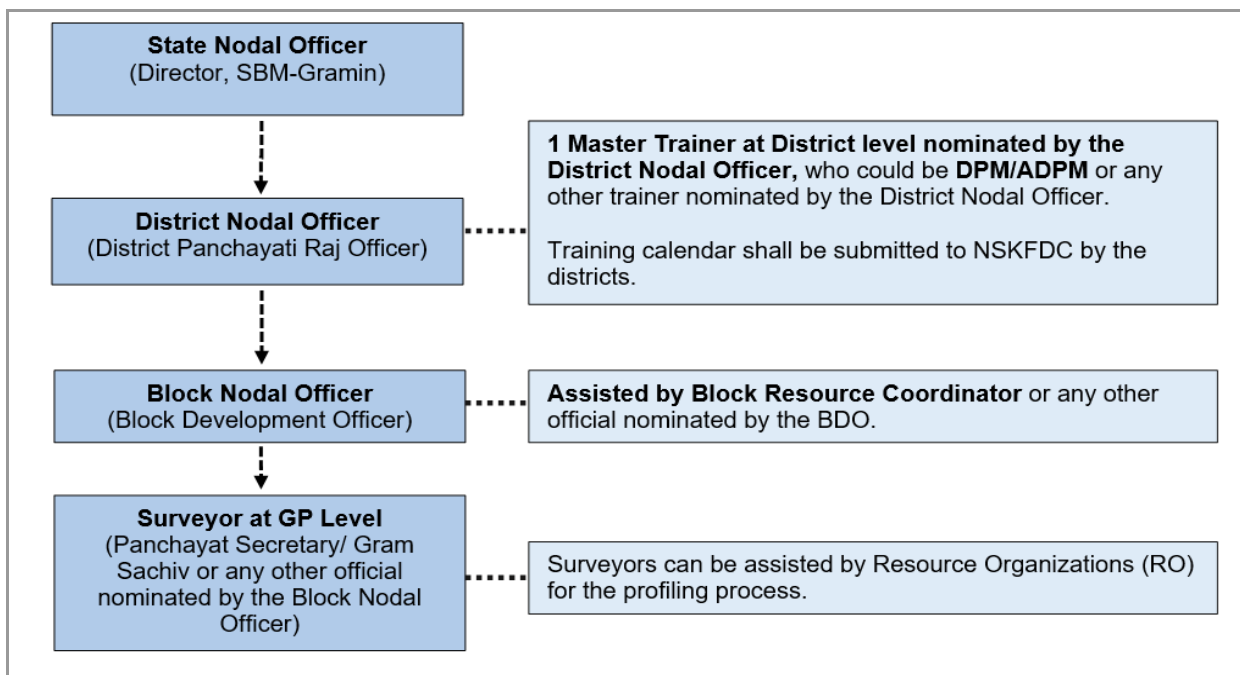
S. No.	Level	Designation	Role
			<ul style="list-style-type: none"> To resolve errors raised by the validator.
RURAL			
1.	State	State Nodal Officer (Director, SBM-G)	<ul style="list-style-type: none"> Nomination of District Nodal Officers Oversee the overall Implementation of the Scheme at State Level
2.	District	District Nodal Officer (DPRO)	<ul style="list-style-type: none"> Nomination of Block Level Nodal officer Create user ID for Block Nodal Officer Nomination of 1 Master Trainer at District Submission of Training plan to NSKFDC Final submission of the Validated Waste Picker Data Oversee profiling and training process at the district level.
		Master Trainer (DPM/ ADPM or any other official responsible for training at District Level)	<ul style="list-style-type: none"> Nominated by the District Nodal Officer Preparation of training delivery plan for training of Block & GP level. To conduct Training of Block & GP level functionaries on Profiling through NAMASTE app.
3.	Block	Block Nodal Officer (BDO or any other official Nominated by the District Nodal Officer)	<ul style="list-style-type: none"> Create Surveyor's IDs & credentials at GP level. Nomination of the Surveyors (GP Sachiv/Secretary) Validation of all the Completed surveys in a time-bound manner Oversee profiling process at the Block level In charge of profiling at block level, for

S. No.	Level	Designation	Role
			Waste Pickers not covered at GP level
		BRC or any other official at the Block Level appointed by BDO	<ul style="list-style-type: none"> • BDO can nominate BRCs or any other official as a validator and contact person • BRCs or the Nominated official (SBM-G) would also be responsible for coordinating with the Master Trainers to successfully conduct the trainings • BRC or any other official facilitates the training of Surveyors at the block level along with the successful completion of the profiling process. • Conduct IEC
4.	GP/ Village	Surveyor (Panchayat Secretary/ Gram Sachiv or any other official nominated by the Block Nodal officer)	<ul style="list-style-type: none"> • Collate the List of Waste Pickers in the GP • Conduct IEC • Conduct Survey through NAMASTE Waste Picker app

Section 3: Implementation Framework



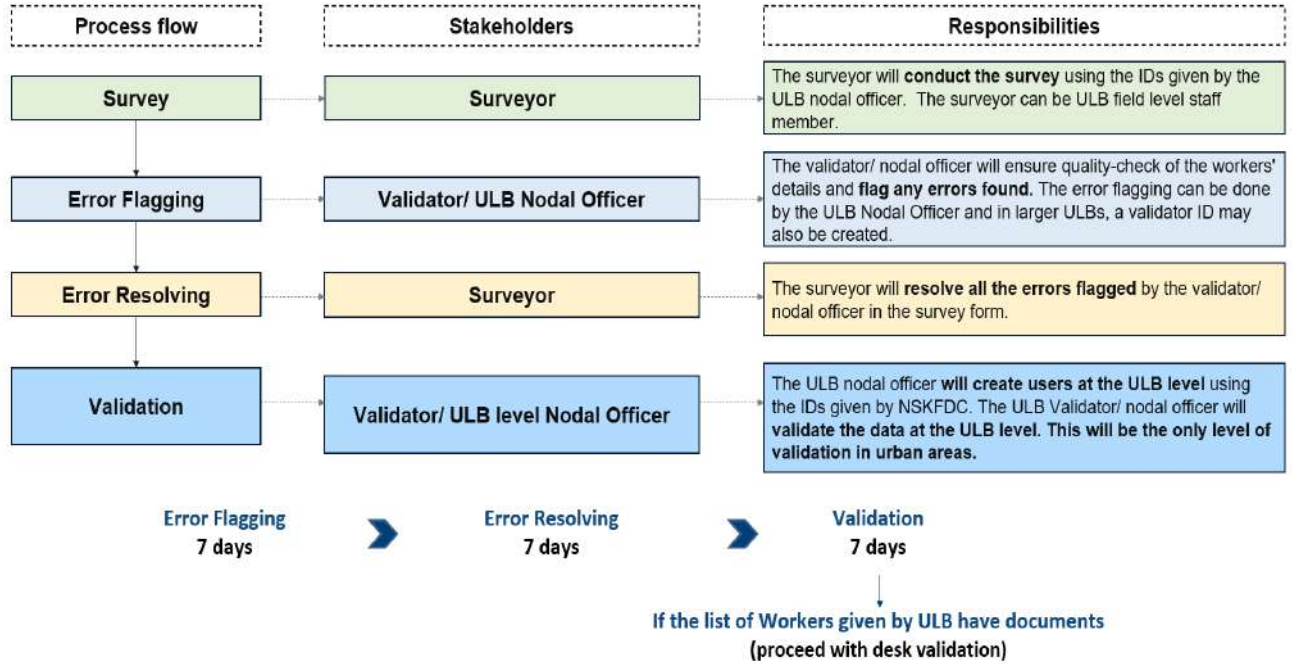
Implementation Framework in Urban areas for NAMASTE - WP



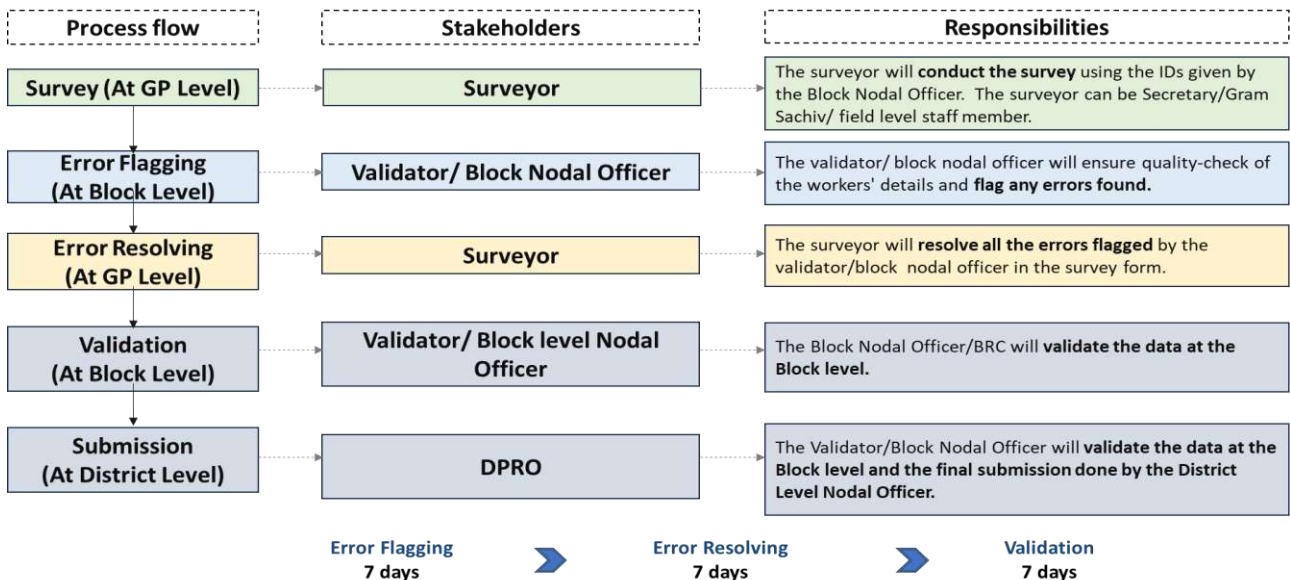
Implementation Framework in Rural areas for NAMASTE – WP

Section 4: Survey Process Flow in NAMASTE Application

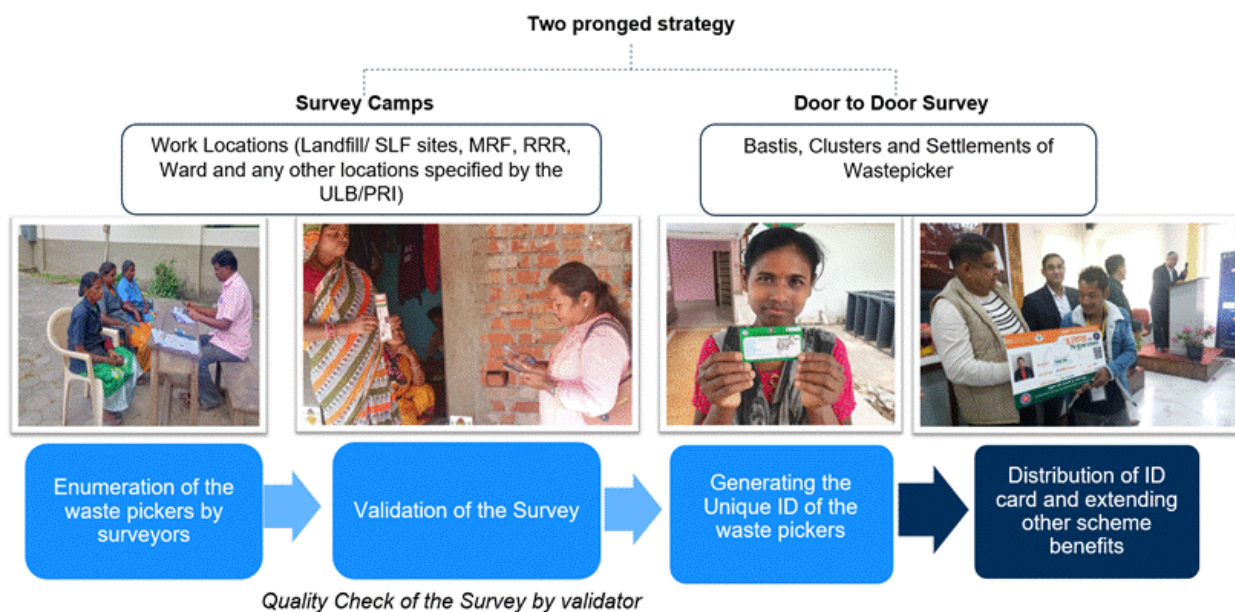
A. Survey Process Flow in Urban



B. Survey Process Flow in Rural



C. Profiling Strategy: Identification of Waste Pickers



Profiling Strategy

A two pronged strategy to be adopted for profiling which includes survey at the basti's /settlements of waste pickers and organizing camps at the workplace of waste pickers. The waste pickers should ideally be profiled by the Urban Local Bodies (ULBs)/ Panchayati Raj Institutions (PRIs) under which they are currently engaged/ self- employed as the identification is on the basis of their occupation.

The surveyors engaged by ULBs/ PRIs would be responsible for identifying the settlements for door to door survey of waste pickers and locations of workplaces by approaching and engaging with:

- i. Kabadiwala's (Waste aggregators)
- ii. NGOs and Unions working for waste-pickers
- iii. Supervisors /Managers of landfill sites, transfer stations and door-to-door collectors
- iv. Facility Managers of Apartment Complexes

The survey can be organized in a camp mode based on the number of waste pickers existing at each work location. In case of more than 20 waste pickers identified at one place, the surveyor can organize a camp with the help of ULBs/ PRIs and conduct the survey.

Section 5: Component - Wise Scope of Work of Empanelled Resource Organizations

A. Enumeration of Waste Pickers/ Waste Workers and Provision of Occupational Photo ID Cards

Component	Key Activities	Deliverables
<p>Enumeration of informal Waste Pickers and Provision of Occupational Photo ID cards</p>	<p>In case of ULB / RLB nominating the RO as surveyors: -</p> <ul style="list-style-type: none"> • Assistance in data collection through NAMASTE Waste Picker Mobile App • Coordination with ULBs / RLB and NPMUs / SPMUs for creation of surveyor IDs • Help the ULBs / RLBs for preparation of a profiling plan with details of estimated number of Waste Pickers, locations to be targeted, number of camps to be held, IEC and outreach strategies in consultation with the ULBs/ PRIs • Facilitate holding of camps with ULBs/ PRIs and reach out to their work locations/ habitations for profiling of all eligible Waste Pickers and collate their list. 	<ul style="list-style-type: none"> • Submission of List of waste pickers to the ULB / RLB • Submission of detailed profiling plan with the commencement date and locations (as per the prescribed format shared by NSKFDC) • Digital Enumeration of Waste Pickers (if nominated as surveyor)

	<ul style="list-style-type: none"> • Facilitation centres for Aadhar Card. • Facilitation in Issuance of NAMASTE ID cards • Downloading and helping in issuance of AB-PMJAY health cards 	
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B. Occupational Safety & Skill Upgradation Training and PPE Kits

- Facilitate occupational safety training on occupational hazards, safe handling of Waste, usage of PPE Kits and legal rights in coordination with empaneled training providers.
- Identify and facilitate ULBs/PRIs in distribution of PPE kits (gloves, masks, boots, etc.).
- Monitor and ensure adoption of safety practices in day to day working of waste pickers.

C. Integration into Solid Waste Management (SWM)

- i. Advisories for integration of Waste Pickers in the Solid Waste Management value chain as per the SWM Rules 2016:

Rule 15 of the SWM Rules, 2016 asks the Local Bodies to:-

- Direct waste generators to hand over segregated waste to authorized waste pickers,
- Provide easy access to Waste Pickers to material recovery facilities / secondary storage facilities with sufficient space for sorting of recyclables.
- Provide Waste Pickers with training on SWM; and
- Consider incentivizing recycling initiatives by informal waste recycling sector

ROs may pursue with the Urban Local Bodies (ULBs) / Rural Local Bodies (RLBs) to issue necessary advisories/ guidelines for integration of waste pickers in the Solid

Waste Management Value Chain as per provisions given above in Rule 15 of the SWM Rules, 2016 and also under NAMASTE scheme.

ii. Dry Waste Collection Centers (DWCCs)

Dry Waste Collection Centers (DWCCs) are to be promoted/ supported under the scheme as a model for integration of informal waste pickers in the Solid Waste Management Value Chain wherein Dry Waste Collection Centers will be set up and operated by the Waste Pickers Collectives with the facilitation support of Resource Organizations.

The Local Bodies in urban and rural areas will be required to allocate suitable location, provide basic facilities and infrastructure support towards the same. While the Resource Organizations (ROs) will be responsible for the following:

-

- **Promotion of DWCCs:** Support the establishment and operationalization of Dry Waste Collection Centers (DWCCs).
- **Identification of Location:** Identify the locations where DWCCs can be promoted.
- **Awareness and Capacity Building:** Organize awareness programs and engagement sessions to educate Waste Pickers about the benefits of forming a SHG and provide training on SHG management to empower the members to effectively run the SHG.
- **Facilitating set up of DWCCs:** Collaborate with local bodies (ULBs/ PRIs) for provision of appropriate space and infrastructure for operation of DWCCs, ensuring they meet operational needs. ROs will help in setting up of DWCCs to be operated by Waste Pickers SHGs as per extant SoP.
- **Model Contracts for DWCC Operations:** Create model contracts for DWCCs, outlining the roles, responsibilities and terms for local bodies, Waste Picker collectives and ROs. Facilitate their negotiation and execution, ensuring clear understanding of obligations and benefits. Implement mechanisms to monitor compliance and address issues.
- **Ongoing Support for DWCC Operations:** Provide continuous operational support to waste picker collectives for managing DWCC operations, resolving issues and improving efficiency. Provide guidance in accessing capital subsidies for waste collection vehicles.
- **Resource Organisation Fee for managing Dry Waste Collection Centre:** ROs would be paid a consolidated management fee of Rs.

10,000 per DWCC per month to cover the cost of ongoing support and management services provided by ROs for a period of 12 months.

D. Linkage with Social Security Benefits

ROs to assist in linking eligible informal waste pickers with various National/ State level social security & welfare schemes alongwith the following: -

- Support informal waste pickers in enrolling under Ayushman Bharat PM-JAY cards.
- Assist in documentation for pre-matric scholarships.
- Facilitate registration under e-Shram portal.

E. Information, Education, and Communication (IEC) Campaign

- Facilitate Local Bodies (ULBs/ PRIs) in conducting awareness campaigns on waste pickers' safety, dignity and scheme benefits.
- Educate waste pickers on legal protections against harassment and discrimination.
- Facilitate local bodies in distribution of IEC materials (posters, flyers, digital content) to enhance outreach among the target group

F. Data Management and Report Requirement

Resource organizations are to manage and share the following on a monthly basis: -

- Maintain daily records of waste processing in the DWCC.
- Identify Key Performance Indicators (KPIs) for successful operationalization of DWCC.
- Impact Assessment and Feedback mechanism for challenges/ issues faced by the Waste Pickers collectives and Resource Organizations in the operation and management of DWCC along with key takeaways and suggestions for addressing them.

funds are utilized effectively and that the DWCCs function as per the prescribed guidelines. Regular monitoring and reporting will be required to maintain transparency and accountability.

Process outlines - In-voice raised by the RO for payment will be verified by ULB/ RLB Nodal Officer.

NSKFDC will make payments to the ROs for each validated informal waste picker for the surveys conducted by them as per list verified by the ULB / RLB Nodal Officer.

ANNEXURE 1

Fund Flow Mechanism/Payment Criteria for the payment of Profiling Charges @ Rs.150 per validated Waste Picker in Urban.

Process outlines - the workflow for payment of funds related to waste pickers

Urban Areas: Step-by-step breakdown:

1. State Nodal Officer to submit a request for release of funds:

- The State Nodal Officer will submit a request for the release of funds to the National Safai Karamcharis Finance and Development Corporation (NSKFDC) and copy to MoSJE for reimbursement of profiling charges, based on the number of validated waste pickers. This request will be accompanied by a statement having the number of ULB wise validated waste pickers for the concerned State.

2. NSKFDC Action:

- NSKFDC will process the request and reimburse the amount to the State Nodal Officer based on the validated data of number of waste pickers for the surveys conducted by the ULBs and intimate the same to MoSJE.
- It will be the sole responsibility of the State Nodal Officer to ensure further reimbursement of admissible amount to all the ULBs for the surveys conducted by ULBs.
- NSKFDC will directly disburse payments to the ROs for each validated informal waste picker (verified by the ULB) for the surveys conducted by them.

Note: Payment of Rs. 150 per validated waste pickers will be made to the ULBs only. ROs will be paid for profiling of the informal waste picker, if worked as a surveyor.

ANNEXURE 2

Fund Flow Mechanism/Payment Criteria for the payment of Profiling Charges @ Rs.150 per validated Waste Picker in Rural.

Process outlines- the workflow payment of funds related to the Waste Pickers

1. State Nodal Officer to Submit a request for release of funds:

- The Block-level officer will validate the data of waste pickers profiled by Gram Panchayat and will report to District Panchayati Raj Officer (DPRO).
- The State Nodal Officer (Rural) on the basis of report of DPRO will send a request to the National Safai Karamcharis Finance and Development Corporation (NSKFDC) and copy to MoSJE for reimbursement. The request should be based on the number of District-wise waste pickers profiled by the Rural Local Bodies.

2. NSKFDC Action:

- NSKFDC will process the request and reimburse the **amount @Rs 150/- per validated waste picker** to the State Nodal Officer (Rural) based on the validated data of number of waste pickers **for the surveys conducted by the Rural Local Bodied (RLBs)** and intimate the same to MoSJE.
- It will be the sole responsibility of the State Nodal Officer (Rural) to ensure further reimbursement of amount to the concerned DPROs. Further DPROs will reimburse the amount to the concerned BDOs. SNO (Rural) will be responsible for checking the same.
- NSKFDC will directly disburse payments to the ROs for each validated informal waste picker (verified by the RLB) for the surveys conducted by them.

Note: ROs will be paid for profiling of the informal validated waste picker only @150 Rs, if worked as a surveyor.