



**Standard Operating Procedure**

**for**

**Survey on Manual Scavengers**

**in**

**Statutory Towns**

**Government of India**  
**Ministry of Social Justice and Empowerment**  
**Department of Social Justice & Empowerment**

**February, 2013**

# The Survey of Manual Scavengers in statutory towns - Standard Operating Procedure.

The survey can be broadly divided into three phases:-

- (A) Pre Enumeration
- (B) Enumeration Phase
- (C) Post Enumeration

## (A) Pre Enumeration

### (1) Constitution of the Survey Committees:

(i) **National Level:** A Committee to steer and coordinate the survey on Manual Scavenger in statutory towns will be constituted in the Ministry of Social Justice & Empowerment.

(ii) **State/UT Level:** A Committee to organize the survey on Manual Scavenger in the State/UT will be constituted by the State Government/UT Administration under Additional Chief Secretary or Principal Secretary nominated by State Government/UT Administration.

(iii) **District Level:** A District Level Survey Committee will be constituted by District Collector/Magistrate.

(iv) **City/Town Level:** The City/Town Level Survey Committee will be constituted by Municipal Commissioner/ District Collector/Magistrate/ Sub Divisional Magistrate.

The composition and functions of the above committees are given at **Annexure I.**

**(2) Publicity Material:** Publicity material will be prepared by the concerned agency of the State Govt./UT Administration responsible for conducting the survey. Ministry of Social Justice and Empowerment will circulate the suggested contents of the publicity material for the guidance of the States/UTs and the urban local body (urban local body for the purpose of this document means statutory towns as defined in the Census 2011 i.e. all municipalities, corporations, cantonment boards or notified town area committees etc., in statutory towns).

**(3) Translation of publicity material:** The publicity material would be prepared by the States/UTs in the local language.

**(4) Distribution of Publicity Material:** The publicity material will be distributed by States/UTs to districts. Districts will further distribute publicity material to Cities/Towns.

**(5) Publicity:**

**(i) National Level:** The Ministry of Social Justice and Empowerment would develop the suggested contents of the publicity material and make it available to States/UTs for their guidance.

**(ii) State Level:** State Level Survey Committee will give wide publicity of the survey through electronic and print media at State level.

**(iii) District Level:** District Level Survey Committee will arrange publicity about survey of manual scavengers through local news papers etc in the district.

**(iv) City/Town Level:** City/Town Level Survey Committee will arrange publicity about survey of manual scavengers through local news papers, posters etc.

**(6) Survey Material:** The Ministry of Social Justice and Empowerment will prepare the survey form, instructions manuals and guidelines for conducting survey of manual scavengers and send it to States/UTs. An appropriate software application would also be provided to the States/UTs for the survey.

**(7) Translation of Survey Material:** States/UTs will translate the survey material so received from Ministry of Social Justice and Empowerment into local language and distribute it to district level.

**(8) Distribution of survey material:** The District Magistrate will distribute the survey material to the statutory towns.

The Chief Executive Officer of the urban local body will distribute survey material to enumerators and supervisors.

**(9) Appointment of Enumerators and Data Entry Operators:** Chief Executive Officer of the urban local body will appoint Enumerators, who would normally be a govt. functionaries. Engagement of data entry operators would be need based.

**(10) Appointment of Supervisors:** Chief Executive Officer of the urban local body will appoint supervisors, who would be a govt. functionary. The field work of every two enumerators will be supervised by

one supervisor. The block of two enumerators will be called a supervisory circle.

Teachers will not be appointed for this survey due to the restrictions laid down in the Right of Education Act.

**(11) Appointment Letter:** Every person involved in survey work of identification of manual scavengers shall necessarily be given a formal letter of appointment detailing the area(s) assigned and the duties and responsibilities as per **Annexure-II**.

**(12) Identity Card:** Every enumerator/data entry operator/supervisor shall be issued an Identity Card duly signed by the Chief Executive Officer of the urban local body as per **Annexure- III**.

**13) Issue of Kit items to Enumerators and Supervisors:** Each enumerator/supervisor may be provided with certain stationery items such as: (i) a bag, (ii) ball pen of good quality for writing, (iii) writing pads to note down necessary information relating to survey work, (iv) Ink pad for thumb impression of the manual scavengers, (v) blank survey forms in adequate number in case house to house survey is required to be done, (vi) copies of instructions manual(s), and (vii) list of S.Cs./S.Ts./O.B.Cs. notified in the State/UT.

**(14) Training of Enumerators, Data Entry Operators and Supervisors:**

A three-tier cascade training is contemplated. The State/UT level trainers will be imparted training by the Ministry of Social Justice & Empowerment. These State level trainers will be called Master Trainers Facilitators (MTFs). The MTFs will in turn train trainers at the district level called Master Trainers (MTs). The MTs would finally train data entry operator, enumerators and supervisor at the statutory town level.

**(15) Allowances:** Each enumerator and supervisor may be paid TA/DA as per State/UTs rules. The supervisors and enumerators/data entry operators would be give an honorarium of Rs.2,000 and Rs.1,000, respectively, for the work done in the survey.

**(16) Collection of Enumeration Blocks/Ward:** The statutory town-wise details of Wards/Enumeration Blocks containing the details of insanitary latrines as per Houselisting and Housing Census, 2011 will be collected from the local district office of Registrar General of India by the District Magistrate or any other officer authorized by him/her. The maps containing the details of EBs/wards may also be collected by them from the district office of the Registrar General of India (RGI) at district level.

**(17) Allotment of work to Enumerators :** The City/Town Level Survey Committee will assess the quantum of survey work on the basis of number of EBs containing the details of insanitary latrines in each statutory town. Accordingly, the work will be allotted to the enumerators to complete the survey work within the stipulated time.

**(18) Declaration of designated place (camp) :** The CEO of the urban local body will notify, in the local language, in various local newspapers/other media the designated places, time, date and duration where the manual scavengers can file their self-declaration.

**(19) Provision of Computer at designated place:** The following hardware would be provided at each designated place (camp):-

- At least one working Personal Computer with at least one free USB port with Windows XP or later OS alongwith original OS available.
- A Laser/inkjet printer,
- One Scanner,
- One Web Camera

- An UPS.

The information provided by the manual scavenger in his/her self declaration would be captured electronically in the software developed by the National Informatics Center (NIC). A copy of the print out of the filled out form would be given to the declaring manual scavenger.

**(B) Enumeration Phase:**

(1) Enumeration will be conducted in statutory cities/towns having insanitary latrines.

(2) Administrative boundaries including those for Enumeration Blocks, as used in the Census 2011, would be used for survey of manual scavengers.

(3) The Chief Executive Officer of the urban local body will be responsible to ensure proper and timely conduct of survey of manual scavengers in the City/Town.

(4) Collectors/District Magistrates would oversee the survey process in their respective jurisdiction.

(5) Principal Secretary/ Secretary dealing with Scheduled Castes or the concerned Principal Secretary/Secretary designated by the State Govt. will coordinate and monitor the work of survey of manual scavengers at State/UT level.

(6) The Cell created in the Ministry of Social Justice & Empowerment will coordinate and monitor work of survey of manual scavengers at National level.

(7) The survey form would be canvassed by enumerators with the help of data entry operators electronically in the software for the survey.

(9) The total enumeration process, including the self declaration by manual scavengers and verification by the enumerators, would be carried out during **2 weeks** time.

(10) Supervisors and enumerators will be familiar with local context, language and dialect but will not be from the same enumeration block under survey.

(11) The Urban Local Body Office (s) will act as the co-ordination centre for enumeration team. The following infrastructure viz. furniture, computers, printers, UPS and Other hardware, stationary etc. will be provided at each designated places by the CEO of the urban local body. Facilities existing in the office should be utilized, as the survey is of a limited duration.

**(12) Self declaration by manual scavengers:**

(i) As a result of publicity and awareness campaign the manual scavengers will report at the designated place on schedule date and time.

(ii) The manual scavenger will file self-declaration before the enumerator.

(iii) The enumerator with the help of the data entry operator will record the self-declaration given by the manual scavenger in the survey form in the Personal Computer, in the software application.

(iv) A print out of the filled in survey form, as generated by the software will be given to the manual scavenger and a receipt also to be generated by the software will be taken from him/her.



(v) The enumerator will also take one printed copy of the filled in survey form from the data entry operator.

**(13) Verification by Enumerator:**

(i) Enumerator will visit the house of manual scavenger to verify the information furnished in the survey form. He will also visit the house of the owners to note down the details of insanitary latrines and open drains where the manual scavenger is working. In case of a person declaring himself to be a manual scavenger in relation to a railway platform/track , the enumerator would visit the site and verify the information.

(ii) The Enumerator will record any discrepancy/change noticed in the verification via-a-vis the information captured earlier, at the appropriate place in the software application.

(iii) The Enumerator will ensure that the details of verification are entered in the software after verification.

(iv) The printed survey form on which the enumerator had done his/her verification will be deposited with the CEO of the urban local body for record. A printout of the form after filling in information, as collected by the enumerator during verification, in the software would also be taken and it will also be deposited with the CEO of the urban local body. The CEO would designate an officer in his office who would compare the forms to see that the entry in the software has been made correctly. In case of an error the same would be corrected in the software by the enumerator with the help of the data entry operator. The responsibility of safe custody of the records of the survey would be of the CEO of the urban local body.

(v) If no manual scavengers come forward to self declare themselves, the Local Authorities may order the house-to-house visit by enumerators

in the known localities of residence of manual scavengers to record their information.

*(vi) In case no manual scavenger is found during house-to-house search, the Local Authority may also direct, in appropriate cases, the identification of household with insanitary latrines. The names and addresses of the manual scavengers engaged in cleaning such latrines would be obtained from the households. The enumerator would thereafter visit the households of such manual scavengers and record his/her information in the prescribed form.*

*(x) The information in respect of manual scavenger would also be obtained from NGOs working locally. Any list of manual scavengers provided by NGOs directly to the State Government or sent to the State Government by Central Government would also be verified during the survey by the enumerator. If on verification such persons are found to be engaged in manual scavenging, the details in this regard would also be recorded by the enumerators and a record thereof would be maintained in the office of Local Authority.*

**(14) Sample check by the Supervisors:**

(i) The Supervisor will visit the house of manual scavenger for sample check.

(ii) The sample check will be done by the Supervisor on the basis of random selection to the extent shown below:-

- (a) 100% check will be carried out in 3351 cities/towns, having less than 1000 households with insanitary latrines,

(b) 50% of the declarations verified by each enumerator will be checked in 184 cities/towns having 1000 to 9999 households with insanitary latrines and

(c) 33% of the declaration verified by each enumerator will be checked in 11 Cities/Towns having 10,000 or more households of the above type.

In categories (b) & (c), if sample check of the work of any enumerator reveals an error of >10%, a 100% check of his work will be carried out by the Supervisor.

The households to be checked by the supervisor would be generated randomly by the software application, where he/she has to carry out a sample check.

(iii) Supervisor will be given a printout of the form duly containing comments of the enumerator by the official (s) authorized by the CEO of the urban local body. He will check the information of the survey form by visiting house of manual scavenger and record his observations at the appropriate place in the form. He will also visit the locations of insanitary latrines and open drains/railway platform or track, to check their details etc. from the owners of these insanitary latrines and open drains.

(iv) Supervisor will visit the designated office and get his/her observations recorded entered in the software with the help of the Data Entry Operator.

(vi) The Supervisor will also hand over the hard copy of the survey form on which his observations have been recorded to the officer designated for the purpose by the CEO of the urban local body. A printout of the form after filling in information, as collected by the supervisor during sample check, in the software would also be taken and it will also be deposited

with the CEO of the urban local body. The CEO would designate an officer in his office who would compare the forms to see that the entry in the software has been made correctly. In case of an error the same would be corrected in the software by the supervisor with the help of the data entry operator. The responsibility of safe custody of the records of the survey would be of the CEO of the urban local body.

(vii) ***The City/Town Committee may order house to house survey, survey of households with insanitary latrines and also verification of list provided by NGOs, in case it has reason to believe that there are manual scavengers in that area but have not come forward to file the self- declaration.*** The process for survey would remain the same for such areas, except that the recording of self declaration and verification by enumerator would be simultaneous and it would be initially done on a paper form. The data so collected would then be loaded on to the software with the help of data entry operators and a copy of the form finally filled up without the observations of the enumerator would be given to the manual scavenger through appropriate means, at the earliest, but not later than the commencement of the date of supervision.

(ix) The Survey forms in respect of **all** such manual scavengers will be checked by supervisors and all steps would be taken by him as per procedure in paras (iii) to (vi) above.

**(15) Development of the software for the survey.**

(i) Necessary software will be developed in consultation with National Informatics Centre (NIC) connecting each Statutory Town, District, State and Ministry of Social Justice & Empowerment for proper flow of information.

## **(C) Post Enumeration Phase:**

### **(1) Preparation of draft list of manual scavengers:**

The Chief Executive Officer of the urban local body will prepare a list of Manual Scavengers on the basis of the information collected by enumerators and as verified by the supervisors and display the **draft list** of all the manual scavengers to invite **claims/ objections etc.** from the public within the period of two weeks. The draft list will also be published in the local newspapers/appropriate local media. While publishing the list it shall be ensured that the caste and religion of the persons will not be disclosed.

### **(2) Processing of claims and objections to draft list:**

(i) The District Collector would notify the officers not below the rank of Tehsildar/Block Development Officer to process the **claims and objections filed by the manual scavengers.**

(ii) The Officer so notified will finalise the claims/objections. Mainly there may be two types of cases pertaining to the claims and objections (i) where a person i.e. manual scavenger claims that he has been left and his information has not been recorded by the Enumerator. (ii) The information of manual scavenger was wrongly recorded. Both the cases will be processed by the notified officer judiciously. If their claims/objections were found justified then in first case a fresh survey form in the software application may be filled up while in second case the changes will be recorded in appropriate place in the software. The necessary order may be passed accepting or rejecting of their claims, which will also be recorded in the software. A copy of the order along with the filled in survey form in first case shall be given to the CEO of the urban local body as well as to the claimants. In second case the necessary order along with the

amended survey form may be handed over to the CEO of the urban local body.

**(3) Publication of final list:**

(i) The CEO of the urban local body will prepare the **final list** after processing of the claims and objections, if any, from the manual scavengers.

(ii) The final list will be approved by the Town Level Survey Committee.

(iii) The CEO of the urban local body would after approval of the list duly intimate the District Magistrate in this regard and send a printed copy of the list downloaded from the software application for record.

**(4) Compilation of final list of manual scavengers at district, State and National level:**

(i) The District Level Survey Committee will approve the list of manual scavengers of all cities/towns in the District and the District Magistrate would communicate the approval to the State Nodal Department ( to be designated by each State Govt./UT Administration). The approved list of manual scavengers will be uploaded in the website at district level and displayed in the office of the District Collector.

(ii) The State Level Survey Committee will approve the consolidated list comprising all the districts of the State and the list would be uploaded on the website of the nodal deptt./State Govt. by the State Nodal Deptt.

(iii) The State Nodal Department will give intimation regarding completion of the survey in the State to the Ministry of Social Justice & Empowerment.

(iv) The Ministry of Social Justice & Empowerment will place the final list of manual scavenger before the National Level Survey Committee. Thereafter, the list will be published by the Ministry of Social Justice & Empowerment.

(iv) All consolidation of data of manual scavengers right from the enumeration block level upto national level would be done by the software application and the Ministry should be able to see the progress of the survey at each stage State/UT-wise and City/Town -wise.

**(5) Analytical Reports:**

Analytical Reports will be prepared at Town, District, State and National level by the urban local bodies, District Collector, State Govts. and Department of Social Justice & Empowerment, respectively.



Annexure-I.

**Survey Committees: Composition and Functions**

Sl. No		Town level Survey Committee			District level Survey Committee	State level Survey Committee	National level Survey Committee
		Towns having Municipal Corporations where the Municipal Commissioner is of a higher rank than the Distt. Magistrate	Other District Headquarter Town	Other Towns			
1.	<b>Composition</b>						
	(i) Chairman	Municipal Commissioner	Distt. Magistrate	Sub-Divisional Magistrate	District Magistrate	An Additional Chief Secretary or Principal Secretary nominated by the State Government	Secretary, Ministry of Social Justice & Empowerment
	(ii) Member Secretary	Chief Executive Officer of the Local body.	Chief Executive Officer of the Local body	Chief Executive Officer of the Local body.	District Level Officer dealing with Scheduled Castes Affairs.	Principal Secretary/ Secretary dealing with Scheduled Castes, if the Committee is chaired by Addl. Chief Secretary. If Principal Secretary, SC Welfare, himself is the Chairman then Director, SC Welfare.	Joint Secretary (SCD), Ministry of Social Justice & Empowerment.
	(iii) Members	-	-	-	(i) District Statistical Officer	(i) Director, Economic & Statistics	(i) Representative of Ministry of Statistics & Programme Implementation
		-	-	-	-	-	(ii) Representative of Ministry of Housing and Urban Poverty Alleviation.



		(i) Representative of Municipal Corporation.	(i) Representative of Municipal body.	(i) Representative of Municipal body.	(ii) District level officer of Urban Development Department/Local Self Govt. Deptt.	(ii) Secretary, Urban Dev. Deptt./ Department of Local Self Government.	(iii) Representative of Ministry of Urban Development.
		-	-	-	-	(iii) Regional Director Census Operation	(iv) Registrar General of India & Census Commissioner.
		(ii) One Representative of Railways *	(ii) One Representative of Railways *	(ii) One Representative of Railways *	(iii) One representative of Railways*	(iv) One representative of Railways*	(v) One representative of Railways*
		(iii) Upto two representatives of NGOs working for Welfare of Safai Karamcharis	(iii) Upto two representatives of NGOs working for Welfare of Safai Karamcharis	(iii) Upto two representative of NGOs working for Welfare of Safai Karamcharis	(iv) Upto two representatives of NGOs working for Welfare of Safai Karamcharis	(v) Upto two representatives of NGOs working for Welfare of Safai Karamcharis	(v) Upto two representatives of NGOs working for Welfare of Safai Karamcharis
		(iv) Upto two Community Representative of whom one should be a woman	(iv) Upto two Community Representative of whom one should be a woman	(iv) Upto two Community Representative of whom one should be a woman	(v) Upto two Community Representative of whom one should be a woman	(vi) Upto two Community Representative of whom one should be a woman	(vi) Upto two Community Representative of whom one should be a woman
<b>Functions</b>							
2.		(i) To ensure proper and timely conduct of survey.	(i) To ensure proper and timely conduct of survey	(i) To ensure proper and timely conduct of survey	(i) To conduct and oversee the survey process at District level.	(i) To coordinate and monitor work of survey of manual scavengers at State level.	(i) To coordinate and monitor work of survey of manual scavengers at National level.

		-			-	(ii) States/ UTs will translate the media material into local language so received from Ministry of Social Justice & Empowerment.	(ii)The Ministry will prepare Media material and distribute to States/UTs.
		-			(ii) Districts will distribute media material to Towns.	(iii) States/UTs will distribute media material to districts.	-
		(ii) To arrange local level publicity through local newspapers, posters etc. about survey of manual scavengers.	(ii) To arrange local level publicity through local newspapers, posters etc. about survey of manual scavengers	(ii) To arrange local level publicity through local newspapers, posters etc. about survey of manual scavengers	(iii) To arrange publicity through local newspapers, etc. about survey of manual scavengers.	-	(iii) The Ministry will also launch media campaign through print and electronic media at National level.
		(iii) To distribute translated Survey Form and Instructions Manual to Enumerators and Supervisors.	(iii) To distribute translated Survey Form and Instructions Manual to Enumerators and Supervisors	(iiii) To distribute translated Survey Form and Instructions Manual to Enumerators and Supervisors	(iv) To distribute translated survey material to Town Level Survey Committee.	(iv) To distribute translated survey material in local language to District Level Survey Committee.	(iv)To send survey material – Survey Form and Instruction Manual to States/UTs.
		(iv) Preparation of draft list of manual scavengers	(iv) Preparation of draft list of manual scavengers	(iv) Preparation of draft list of manual scavengers	-	-	-

		(v) Inviting claims and objections on the draft list	(v) Inviting claims and objections on the draft list	(v) Inviting claims and objections on the draft list			
		(vi) Disposal of claims and objections	(vi) Disposal of claims and objections	(vi) Disposal of claims and objections			
			-	-	(v) Approval of final list of manual scavengers for all Towns/Cities in the District.	-	-
		(vii) Publication of final list	(vii) Publication of final list	(vii) Publication of final list	(vi) Publication of final list		
						(v) Compilation of State level lists.	(v) Publication of national level report of the Suvery.

\* Applicable to Towns having Railway only.



Office of Municipal Corporation

Town .....District.....State.....

No.....

Date .....

To

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Subject: Appointment of Data Entry Operator/Enumerator/Supervisor.

I hereby appoint you as Data Entry Operator/Enumerator/Supervisor for the period from .....to ..... for the Enumeration Block/Sub-Block No.....

2. Your duties and responsibilities as Data Entry Operator / Enumerator /Supervisor are given in the Instructions Manual for your information and compliance.

Place.....

Signature.....


Date .....

Chief Executive Officer

**Annexure-III**

For Data Entry Operator/Enumerator/Supervisor for Survey of Manual Scavengers and their dependents.

**Specimen of Identify Cards (size 9 cm x 5 cm)**

<b>SURVEY OF MANUAL SCAVENGERS IN STATUTORY TOWNS Identity Card</b>	
 सत्यमेव जयते	<div style="border: 1px solid black; width: 80px; height: 80px; margin: 0 auto; display: flex; align-items: center; justify-content: center;">PHOTO</div>
No. Name .....	
Designation : Data Entry Operator/ Enumerator/Supervisor	
Town.....	
Valid from.....to.....	
Signature .....	
Chief Executive Officer	