

Report of Hasiru Dala from April 1st 2013 to March 2014

Hasiru Dala

Hasiru Dala (Green Force) is a member-based organization of informal waste workers, founded in the year 2011, in Bangalore. Currently there are 7500 members of Hasiru Dala and membership is waste-pickers, waste sorters and itinerant waste buyers; a majority of whom are women. The organization works to improve the working conditions of informal economy workers, ensure their continued access to livelihoods, and claim the recognition these silent environmentalists deserve. It seeks to secure for them the benefits of the various government programs that they are entitled to, social security provisions they need to advance the quality of their lives and to enhance educational opportunities for their children.

Details of our activities:

Educational activities for children of informal waste workers:

1. Enrolment of children of waste-pickers under RTE:

Under the framework of Right to Education Act, children belonging to economically weaker section will be enrolled in private schools and the state is liable to pay for the fees and other expenses. This year it was highly competitive. 8 wards were enrolled in private school with the help of Hasiru Dala.

2. Summer camp for children:

A summer camp for fifty children of wastepickers was organized by Hasiru Dala. Children belonging to Kamkya, Banashankari, Cement colony, Jolly Mohalla and Kamakshipalya localities participated in the summer camp. Main intention of the camp to make sure that there will be no drop out from school. The camp was called as "*Makalla Mogina shibira*" -Fun camp for children. The summer camp was held in Freedom Park. BBMP provided the venue- Freedom Park with vast area , with special children's park area for no cost.



After introduction, Child Line Ngo came and talked to children about rights of children Children were given opportunity to show their talent and were also taught a dance. Shunya – a civil society group conducted activities for children on the 28th May 2014 followed by a final session with Nalini Shekar who brought out the importance of continuing education and also about college education. Two children of



wastepickers who had completed tenth standard and aspiring to enter college education spoke to the participants. There was an oath taken by all children to continue schooling and help each other to reach a zero dropout rate in their communities.

3. Access to scholarships:

Children of wastepickers are now eligible for *pre-matriculation scholarship for children whose parents are engaged in unclean occupation*. This measure came in force in July 2013; however, Karnataka government for a long time didn't use the provision. Hasiru Dala through its consistent advocacy facilitated the implementation of given scheme. For the same an order was brought out by Karnataka Welfare Department for enrolling children of waste pickers for pre-matriculation scholarship.



For now, there are only two children who are availing scholarships. As for others opening bank accounts which is an important requirement and for Hasiru Dala it is a challenge,

considering the lengthy documentation required. Corporation Bank has agreed to open the accounts and 80 applications have been filed. More than 100 children have had their accounts opened. But the process of opening of bank accounts is moving at feeble pace after the transfer of Bank Manager. Hasiru Dala also approached Canara Bank. Canara Bank has agreed in principle to open the accounts and application of bank accounts is in process. By the end of this year, Hasiru Dala is hoping to enrol atleast 1000 children for scholarship.

4. Children for higher education:

Two children of wastepickers completed tenth standard this year. Jyothi daughter of Annama (wastepicker) scored 85%, joined a Government College. Kiran son of Maryamma (wastepicker) dropped of school last year. He was encouraged to join school again by his aunt and staff of Hasiru Dala. He too passed 10th standard with good score and with the financial support from Trust Padai he is studying in Sheshadripuram Evening College.

Children of waste pickers face financial difficulties when it comes to Higher Education. Hasiru Dala would like to develop a fund to address the need in the coming years.

5. 'Nali Kali' workshop @Kaidondanahalli Lake, 20th September, 2014

Hasiru Dala and Mythri Sarva Seva Samithi with the support of Global Communities Partners for Good organized 'Nali Kali' (Fun & Learn) workshop for children at Kaikondanahalli Lake, Sarjapura Road. The theme of the workshop was to learn good practices of waste management. More than 270 children from nearby schools i.e. Kaikondanahalli High School and Iblur Government Primary School and residential complexes participated in it.

The event began with the story of 'Plastic Monster'- which was narrated by C. Krishnan Subramanian - Founder of 'the yellow bag' initiative, Chennai. Mr. Subramanian dressed up in waste plastic bags explained how the plastic is choking the entire ecosystems across the world. The workshop was participatory and the participants who gave correct answers to Mr. Subramanian's queries were awarded with cloth bags.



After that Anu Govind from Daily Dump explained ways to compost different kinds of organic waste in her session 'Kachra Ka Dabra'. She also helped children learn various ways to recycle dry waste which can be used as packaging material.



Training for waste pickers, scrap dealers and Pourakarmikas (Sanitary workers):

1. Training for organic waste management processing:

2 day training was held for a select group of wastepickers who were interested in learning ways to process organic waste that would help enhance their livelihood opportunities. The training included theoretical input on the changing solid waste management systems in Bangalore emphasizing the need for upgrading the skills to process wet waste along with the dry waste. The discussion included opportunity for better recognition for their contribution. This program went a long way towards legitimization of their work.



The second half of the day was a visit to Mrs. Vani Murthy's (expert on composting) house where she demonstrated different methods of composting large garden wastes at home. She also exposed them to urban terrace gardening which is another avenue to explore for income generation.

The second day of the training focused on practical work on Bio-gas plant and Organic Waste Converter. The wastepickers donated the first day for the training while the second day they were paid wages for the work they did. This has increased interest in engaging in organic waste processes at decentralized level.

2. Training for Scrap dealer and wastepickers on scrap retail business practice:

Ongoing training sessions of waste workers to manage DWCC or their retail store has gained popularity. Many of the participants have never been to school. To see them in university class room for completing the certificate process is indeed inspiring. First batch with 35 students was completed this year. Since, July and August 2014 2 courses to manage scrap retail businesses are underway.



3. Training for *Pourakarmikas* (Sanitary Workers)

Hasiru Dala is organising training sessions for *Pourakarmikas* (Sanitary workers) of BBMP. The focus of the training is on segregation of waste, management of dry waste collection centres, challenges faced by *Pourakarmikas* for collection of segregated waste and the new norms of solid waste management. Aspects of health safety are also discussed. To keep the training grounded and engaging, a street play is also performed. In past 6 months more than 2250 *Pourakarmikas* have attended training sessions facilitated by Hasiru Dala. BBMP Health Jt. Commissioner has written a circular to all relevant officers to ensure high participation of sanitary workers.



Management of Dry Waste Collection Centres:

Segregation of waste at source will not work if the processing and sorting units of different categories of waste are not separate. Karnataka Government and Bangalore municipal body after consistent advocacy by various citizen and environment groups including Hasiru Dala made a decision to separate the units for different categories of waste. To start with, dry waste collection centres for each municipal ward in the city were proposed. There are more than 150 dry waste collection centres in the city. Dry waste collection centres (DWCCs) are sorting spaces where dry waste or recyclable waste from the whole ward is stocked and sorted after door to door collection. The vision is to make them fair price scrap shops which can sell the recyclable products to relevant recycling units after sorting and grading. Each DWCC has a maximum sorting capacity of 1 ton of dry waste per day. All the dry waste collected in the city is expected to be delivered to these DWCCs where recyclable inorganic waste will be diverted from landfills. **Hasiru Dala's greatest achievement during this time is to be able to integrate informal waste workers in operation of 33 DWCCs.** The city administration directly signed memorandum of understanding with the waste pickers to operate dry waste collection centers known as Kartavya because of organization's consistent advocacy with municipal body. The informal waste workers who are operating DWCCs are availing management services of Hasiru Dala to quantify the stock and flow of dry waste.

29th of every month DWCC operators (informal waste workers) meet each other. They share their challenges and lessons. The meeting is facilitated by Hasiru Dala staff. Since June 2014 they have started an informal saving system, they are debating to form an SHG group.



Facilitated by BBMP Zuari cements have come forward to take 5 tonnes of reject dry waste i.e. rags, multi-layered plastic and discarded chapals/ shoes for making bricks and other construction related material. This will be sent on a trial basis, if it works out Hasiru Dala will send it regularly. This will be a collaborative effort between BBMP, Hasiru Dala and Zuari Cements.

Facilitating access to social security measures for informal waste workers



Hasiru Dala helped municipal body to enumerate 5500 waste workers for accessing *Rashtriya Swasthya Beema Yojana* (National Health Insurance Scheme)- a

national programme evolved by the Union Government.

More than 100 waste workers have applied for various social security schemes which includes pension, housing for homeless. Two aged women waste workers (age above 70) have started receiving INR 3000 as monthly respectively.



Biogas System Management

Hasiru Dala has started managing the operations of two Municipal body owned by Biogas plants from September, 2014. Three informal waste workers have been employed. For Hasiru Dala, it is important as it will help the organization to have firsthand experience in wet waste management.

Total Waste Management Services – a business venture of informal waste workers

Informal waste workers with their knowledge of waste earned through long experience in the domain makes them the expert of waste management. To use their experiential learning “Total waste management”- a business venture was conceived by Hasiru Dala to formalize the inclusion of informal waste workers in solid waste management services.

Operations Director with relevant experience in business development and marketing was hired specifically to identify business opportunities for integration of informal waste workers in solid waste management sector. The key challenges were conceptualizing the business plan, and operationalizing the ideas which give tangible outcomes.

The waste management service provision does not operate within free market business principles. The prospective plan had to address both political and environmental dimensions in addition to marketing of ‘total waste management services¹’. Through the work of past three years, we observed that there is a strong nexus between elected representatives, officials and garbage contractors in waste management sector, which has historically been the toughest nut to crack in the SWM arena, acting as an impediment to bring changes in waste management that is environmentally sustainable, while at the same time economically viable to address the living wages for workers.

The legal space opened for interventions with Hasiru Dala’s partnership with Solid Waste Management Round Table (SWMRT) to bring changes in the policies related to solid waste management services in Bangalore. After the filing and hearing of Public Interest Litigation

¹ Total waste management services include door to door collection of all kind of segregated waste, transportation and further sorting or processing or delivery of waste to relevant units. Dry waste is sent to dry waste collection centers where it is sorted and sold for recycling. Wet waste is sent for processing to composting units in the city. Sanitary waste is sent to biomedical facility. Reject or non-commercial waste which has no value is given to cement kilns.

in the Karnataka High Court, a directive was issued to the local municipal government which mandated compulsory segregation at source for every household in Bangalore. The same order brought the operations of contractors providing door to door collection services to individual households under severe monitoring.

The contractors serving apartment complexes termed as bulk generators were still in the hands of waste mafia. In an effort to break this chain and set a benchmark for services to bulk waste generators, or apartment complexes, Hasiru Dala decided to partner with the local empathetic and enthusiastic residents for pursuing the cause of total waste management in apartment complexes. The project was initiated in the Ward number 150 of Bangalore, called Bellandur, where Hasiru Dala partnered with a resident group called "Clean Bellandur".

After a long deliberations and consultations with residents a service model was evolved three primary foundations of Hasiru Dala's operations

1. **Destination bound processing of waste**: While most garbage contractors mixed the segregated waste after collecting from doorstep, Hasiru Dala offered separate collection of different waste categories. Segregated waste is taken to different destinations for further processing or sorting:
 - **Wet waste**: Either managed in-house (preferably) for which Hasiru Dala provides skilled workers or taken to Karnataka Composting Development Corporation (KCDC) for manufacturing compost.
 - **Dry waste**: Directly sent to recycling industries through waste-pickers or stocked in Dry waste collection centres for further sorting and grading.
 - **Sanitary waste**: It is being sent to a hospital to dispose of safely in a biomedical waste management facility.
 - a. **Reject waste**: Sent to the proper landfill site for safe disposal (most garbage contractors dumped it on either side of peripheral roads in Bangalore). For now we are also exploring usage of same in construction material industry.
 - b. **Electronic waste**: Sent to authorized electronic waste recyclers for proper recycling.
2. **Pay as much as you generate**: Hasiru Dala's pricing plan is based on the weight of the waste generated, rather than the number of households. This is a novel and elegant pricing mechanism as it built on the "Refuse, reuse and recycle". Reject and sanitary waste is priced at Rs. 3/kg, biodegradable waste is priced at Rs. 1.5/kg, and the apartment would receive Rs. 2/kg for recyclables. The variable rates would encourage people to segregate better. Besides the variable rate, there is also a fixed base rate levied on apartments, based on their size. Apartments are given a

consolidated invoice at the end of every month. Moreover, since the waste was to be measured every day, the apartments could track their garbage generation over a period of time. This would also enable Hasiru Dala to showcase apartments that had better segregation practices.

- 3. Formalization of informal:** Hasiru Dala is a membership based organization of informal waste workers. Informal waste workers are involved in providing total waste management services. This has regularized the income of many waste workers and has informed them about various good business practises.

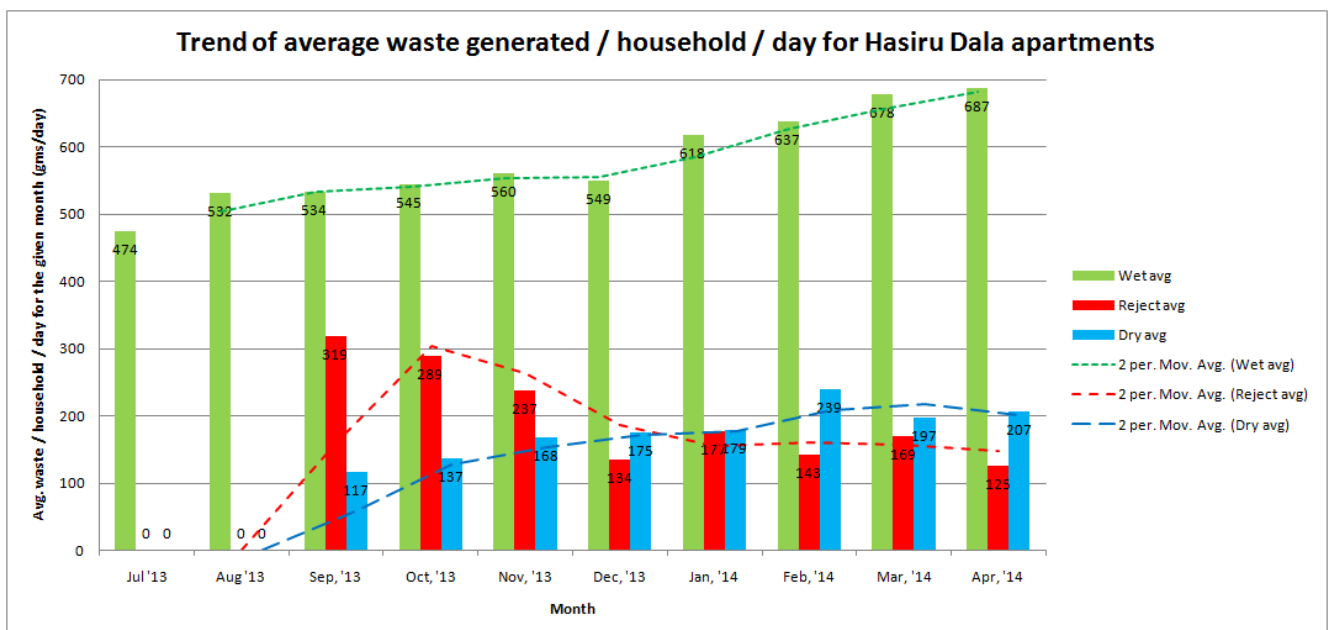


Impact of Total Waste Management Services:

This model is being in use for almost 11 months now, and a total of 30 apartments are being catered. Hasiru Dala has engaged 30 waste-pickers in collection, sorting and grading of waste. None of these 30 workers depend on collecting waste from roadsides any more for earning their livelihoods. Hasiru Dala members

are seen as dignified and respectful service providers.

The rejects waste has been reducing implying that segregation is going well without the need for too many corrective interventions. This can be directly accredited to the pricing model, and the consistency of collecting and disposing segregated waste from the households, without mixing the categories.



We started a new campaign to highlight the best segregating practises in apartment complexes to promote the Reduce/Reuse/Recycle concept. The apartment complex with the lowest reject/sanitary/inert waste per household per day, while maintaining healthy levels of segregation of dry and wet waste will get a special rate of Rs. 2.5/kg instead of Rs. 3/kg.

The winner for April month was DSR Rainbow Heights, which was able to reduce its reject waste footprint to 63gms/household/day in the 230 unit complex. This was possible because of the volunteer force on the ground.

A total of 30 apartment complexes in the city are receiving total waste management services in the city. In addition that more than eleven apartment complexes are giving their dry waste to Hasiru Dala. Over all Hasiru Dala is providing waste management services to more than 10,000 House Holds.

Breaking gender- based boundaries: Women workers Sarasa, Alamelu and Palaniamma (former waste-pickers) have started loading and unloading organic waste in and from truck respectively. Dressed in her uniform green apron and cap, proud Sarasa shared: “This job is well paying, dignified and easier



than walking on the street and bending thousand times a day, don't know why women don't do this work". She is already dreaming about buying better clothes and giving a better education for her children. “We will never stop doing this” Palaniamma added. In the months to come Hasiru Dala is planning to have women's only team for all Total Waste Management services, i.e. door to door collection, loading- unloading, transportation, and processing of waste.

Partnership with IT multinational company, Mindtree:

Mindtree is helping Hasiru Dala digitize its operation. This will help to increase the efficiency of services and provide third party authentication of data. The platforms they have built is called IGG (I Got Garbage), and it went live on the 17th of June 2014.

Moving forward, it is hoped that the apartments will have the opportunity to log into the system that will help them understand their waste management trends and calculate carbon foot prints. The next phase will be to train waste-pickers to enter the weight of

waste availed using a mobile phone. Mind tree has developed a mobile app that is easy to use by wastepickers. Hasiru Dala has already done the basic trial of the system and has generated monthly reports DWCC operations. Through the given online interface invoices are generated on monthly basis for customers of total waste management services.

On an experiment basis two DWCC operators have been given tablets to check whether they can upload the data directly on to IGG platform.

A sample of the invoice is shared here.

| Hasiru Dala, c/o Radio Active CR 90.4 MHz, 1/1/1, 5th Floor, Centre for Management Studies - Jain Group of Institutions, Palace Road, Bangalore - 560001. | | | |
|---|---------------------------------------|------------------|-----------------|
| BILL/INVOICE | | | |
| Serial No: 51 | | Date: 13/05/2014 | |
| To, M/s. Kumar i-Life, Marathahalli Sarjapur Ring Road, Bellandur, Bangalore. | | | |
| No. | Details | Rate | Amount (in Rs.) |
| 01. | Fixed monthly charges for April, 2014 | 4000.0 | 4000.0 |
| 02. | Variable collection fee for waste | | |
| | a. Wet waste: 6062 kgs | 1.5/kg | 9093.0 |
| | b. Reject waste: 0 kgs | 3.0/kg | 0.0 |
| | c. Dry waste: 1679 kgs | -2.0/kg | -3358.0 |
| Total | | | 9735 |
| Amount in words: Nine Thousand Seven Hundred And Thirty Five Rupees Only. | | | |
| (Nalini Shekar) For Hasirudala | | | |
| Please make a payment in favour of Ms."Hasiru Dala." Our PAN number is AABTH2054C. | | | |



Invoice generated on I Got Garbage

Views and responses of other stakeholders about Total Waste Management Services:

- “Definitely, the Waste Management Team should get all the credit internally and HD externally for anybody can plan but execution is the only thing which makes immortals out of us all mortals. Congratulations to all! A well deserved certificate from HD backed by statistics is not just an icing on the cake but a cake full of ice cream!”* – Gaurav Shukla, President, Residents Association of Mantri Residency Apartment Complex.
- The honourable Justice Kumar and Nagaratna of Karnataka High Court, who is hearing the Public Interest Litigation filed on the garbage issue, visited the work site of Hasiru Dala. Justice Kumar showed interest in knowing more about the economic analysis of the given model as it informed that Hasiru Dala Model was 40% cheaper than the tradition contractors’ model of pickup the mix waste and dump in the landfill. The analysis is submitted to the court, and the judge has expressed his optimism in scaling up the model for the city.

- In ward 150, some of the contractors have started changing their traditional method of mix waste collection to segregated waste collection and sending it to appropriate destination as they have realized that they need to upgrade their services to keep up the clientele. In fact, a few contractors even approached Hasiru Dala to train them for business development. The KPI of having our services set a new benchmark indeed worked out well in the end!

Hasiru Habba- Annual Gathering of waste workers and launch of IGG:

Hasiru Habba is an annual event of Hasiru Dala where informal waste workers come together to celebrate and highlight their work. This year it was organized in Freedom Park on 15th June. More than 1000 informal waste workers participated. Mr. Subroto Bagchi, Chairperson of Mindtree Limited, and Transport



Minister and Bangalore in- Charge Mr. Ramalinga Reddy graced the occasion Along with the Habba this year I Got Garbage (IGG) an online platform was also launched. IGG is an effort of Mind tree and Hasiru Dala's collaboration and work of more than year. In Hasiru Habba-Clean city Recyclers Association (CCRA) was also launched. CCRA is an association of small and medium sized scrap dealers in the city. Nitty gritty of its operation are being worked out by a group of leaders from scrap dealers community. To ensure the formulation of CCRA more than 500 scrap dealers across Bangalore have been surveyed.

Recognition of Hasiru Dala's work:

Hasiru Dala has received a lot of coverage through media and many awards were showered on the organization for its work.

Awards:

1. Co- Founder of Hasiru Dala Nalini Shekar was shorted list from 35,000 nominations for *Namma Bengaluru Award* -2014. The highlight of this achievement is that the nomination for the award is citizen of Bangalore.
2. NGO Rotary Service Award 2014.
3. Oota From Your Thota, a terrace garden group honored Hasiru Dala
4. Nalini Shekar, received the city prestigious Kempa Gowda Award 2014 for her contribution to environment. The nomination was filed by the Commissioner Mr. Lakshmi Narayan of BBMP.

Major press coverage include

- *Satyameva Jayate* (a television series showcasing inspiring work undertaken by passionate individuals on various social and environmental issues episode showcased the work of Hasiru Dala, links are given as follows:
 1. <http://www.satyamevjayate.in/Dont-waste-your-garbage/EPISODE-3watchvideo.aspx?uid=E3-WEB-V4>
 2. <http://www.satyamevjayate.in/Dont-Waste-Your-Garbage/EPISODE-3article.aspx?uid=E3-Cities-V1>
- City scope – local edition of ##### published case study of Annamma, the operator of DWCC.

Annamma's story

April 16, 2014

By

[Sumit Chakraborty](#) BANGALORE, India — This week's [urban innovation story](#) from *Citiscopes* looks at how this IT hub is tackling its trash problems by elevating the role of the city's 20,000 waste-pickers. We tell the story of Annamma, a 38-year-old woman who has spent her life picking recyclables out of trash and now runs one of the city's new recycling centers. Here's a look inside the dry waste collection center Annamma runs in an area called Kamakshipayla. Annamma grew up in a family of waste-pickers, rummaging around dumps for trash that could be sold for scrap. (Lakshmanan Selvaprakash) Waste-pickers in India are traditionally shunned by society, viewed with suspicion and harassed by police. (Lakshmanan Selvaprakash) Bangalore waste-pickers are now offered ID cards that give them legitimacy and a defense against harassment, as well as access to health benefits and scholarships for their children. (Lakshmanan Selvaprakash)



“Now there is dignity when we go to collect waste,” Annamma says. “If somebody questions us, we can show the card.” (Lakshmanan Selvaprakash)

7,000 waste-pickers have joined an association called Hasirudala, which means "Green Force." The association gives them green vests to wear and a voice in civic matters. (Lakshmanan Selvaprakash)

The city is now rolling out dry waste collection centers in every ward, where waste-pickers sort out recyclables in more healthful conditions. Hasirudala members such as Annamma were tapped to run them. (Lakshmanan Selvaprakash)

See more at: <http://www.citiscopes.org/gallery/2014/photos-annammas-story#sthash.c1mOpGWY.dpuf>

