

BILL & MELINDA GATES foundation



SANITATION CHAMPIONS

Beyond Infrastructure: The Quest for Community-Centric Sanitation

Mr Dhiraj Nandy, a Sanitary Inspector in New Barrackpore Municipality in West Bengal is on a unique quest. Mr Nandy assumed the role of Sanitary Inspector of New Barrackpore Municipality in West Bengal in 2002 with great zeal and enthusiasm, eager to understand its challenges and implement impactful and innovative solutions. He stands at the forefront of a sanitation revolution, placing the community at the centre of his initiatives. Driven by his passion for community welfare, Mr Nandy, along with the Chairman of New Barrackpore Municipality and with the cooperation of the State Urban Development Agency (SUDA), has not only been able to bring efficient governance but has also ensured that the most vulnerable of his city's service providers are prioritised.



Mr Nandy advocates for proactive measures to ensure sanitation worker safety by conducting regular training sessions for them to handle hazardous biomedical waste. Leveraging his expertise, he has also developed training modules for municipal staff and community volunteers, empowering them with the skills to manage waste efficiently. Additionally, camps are also organised to ensure all sanitation workers are provided with Swastha Sathi cards (health coverage up to ₹ 5,00,000), enabling them to claim medical benefits from specified hospitals within the state.

He has also championed initiatives to enhance access to community sanitation facilities. As a next step, he has identified areas necessitating sanitation infrastructure upgrades and advocated for allocating funds to address these needs while collaborating closely with municipal authorities. Consequently, new public toilets were constructed, and plans for an upcoming household survey scheduled for July 2024 to assess sanitation in the area were set in motion. Collaborating with Nirmal Saathi and Nirmal Bandhu (grassroot motivators), Mr Nandi has also initiated awareness campaigns on waste management, emphasising community involvement and leading by example.



BILL & MELINDA GATES foundation



Mr. Nandy's initiatives have yielded significant results with a noticeable improvement in sanitation practices across New Barrackpore Municipality. The impact of his initiatives extends beyond just numbers and statistics. It is evident from the sense of pride and ownership instilled in the community through his efforts that has led to greater civic engagement and a collective commitment to maintaining a clean and hygienic environment. His diligent efforts have not escaped the notice of community members and other stakeholders, who have expressed profound appreciation for his unwavering commitment to improving sanitation standards within New Barrackpore Municipality. His initiatives have received recognition from higher officials within the government, highlighting the significance of his interventions.



Mr Nandy stresses, "My journey in sanitation management has been driven by a desire to create positive change among the people in my community. I am grateful for the opportunity to make a meaningful impact in the lives of the people I serve.

Ei bhabei manusher sebae lege thakte chai. ("I want to be committed to serving the people in this manner)."



Looking ahead, Mr.Nandy plans to continue his service to New Barrackpore, tackling sanitation challenges with innovative ideas. His approach, rooted in citizen participation, presents a great example for other cities to emulate and follow.



This case study was conducted as part of the technical support provided by the <u>WASH Institute</u> to 14 towns across the country under the Swachh Bharat Mission (Urban) initiative of the Ministry of Housing and Urban Affairs (MoHUA). This effort was made possible with the support of the Bill and Melinda Gates Foundation (BMGF) and the United States Agency for International Development (USAID).

Fred Aleisia Committee Anni Aleisia