

## Key aspects instrumental in achieving the objectives:

---

- Field Work
- Daily Meeting
- Complaint Redressal system
- Litter Prevention system

### 1. Field Work:

---

**7.00 AM to 11.00 PM Daily. All Zonal chief, Asst. Municipal Commissioners, Zonal Health officers and other sanitary staff**

**daily working in the field.**

**Supervision of sweeping and cleaning by ward officers, Sanitary Inspectors and team.**

**Detection of problems during supervision-proactive.**

**Immediate message to concerned zonal officer by mobile or letter.**

**Compliance of message received by concerned officer via toll free no.**

**Supervision of "Micro Planning" for sanitation, collection, transportation and final disposal of solid**

**waste regularly.**

**Cleanliness around the container, dust-bin and nuisance spots by spreading insecticidal powder.**

**Group safai in the afternoon.**

**Regular checking of hotels, restaurants, lari, galla and food items for sanitation and hygiene**

**point of view.**

### 2. Weekly Meeting:

---

**Weekly Meetings for coordination.**

**All zonal Asst. Municipal Commissioners, Zonal Health officers, Ward officers, Sanitary Inspectors, etc. remain present in the meetings.**

**Free & fair discussion and group decision making on the problems and workouts.**

**Discussion and review of daily report of field work carried out by all ward officers in their region.**

**Steps to solve the problems if any.**

**Cost-benefit analysis to achieve efficient systems.**

**Sharing of experiences.**

### 3. Complaint Redressal System:

---

**Toll free no. 18002330265 is addressed for the central complaints regarding any problems.**

**All complaints under door-to-door collection systems are collected via a toll free No. addressed 18002332671.**

**All complaints are solved within 24 - 48 hours.**

**99% of complaints attended to, within specified time limit.**

### 4. Litter Prevention System:

---

**Litter patrol.**

**Spot administrative charges for littering.**

**All shops must maintain dustbins, ensure cleanliness of surrounding street areas.**

**Restaurants and hotels to maintain separate bins, contents to be packed and disposed in designated disposal sites.**

**"Jan-Jagriti Safai Abhiyaan" [group cleanliness drive] under program "Information Education and Communication" (IEC) is carried out under JnNURM Scheme for awareness in the public.**