

## MUNICIPAL ADMINISTRATION DEPARTMENT

O/o. the Commissioner & Director of  
Municipal Administration  
Telangana State, Hyderabad.

### C I R C U L A R

Roc No:5883/2010/H2,

Dated:06.12.2014

**Sub:-** MA&UD – MSWM - “**PARICHAYA KARYAKRAMAMU – KNOW YOUR WORKER**” -  
Further orders now issued on for effective implementation of the  
Programme - Reg.

**Ref :-** 1. Circular Roc.No.5883/2010/H2 Date: 01.11.2014  
2. Circular Roc No: 13th FC/SWM/2012 Dated: 12-12-2012  
3. Circular Roc No 13th FC Cell/PP System/2012, Dt: 01-06-2012.

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All Commissioners are aware that this office has been constantly striving to improve better service delivery of municipal services with special focus on Sanitation and Solid Waste Management in both letter and spirit with community participation and involvement as focal point. This office has issued instructions, implementable action plans and guidelines from time to time for effective implementation of solid waste management. “**PARICHAYA KARYAKRAMAMU – KNOW YOUR WORKER**” is one such initiative and the objective is to build a stronger relationship and accountability between community and municipality for better service delivery.

2. In this endeavour, the efforts made by few ULBs are highly appreciated but there is larger scope of further improvement. On the other hand, it is observed that certain ULBs response has been callous to instructions and guidelines issued. ***“A recent episode in Bellampally Municipality exposes the flipside wherein, a resident of particular area had run ‘Pillar to Post’ for weeks to get the unattended carcass of a dog removed, later on approaching the higher ups. Instead of appreciation or immediate action, the resident had to encounter verbal abuse, as explained by the helpless citizen to C&DMA”.*** Isn't it the responsibility of the ULB to act swiftly?. The unattended carcass could have been disastrous as it might have spread deadly diseases in the locality. Incidents like these portray the municipality in bad light and dilute the vision on providing citizen friendly services. The ULBs prime responsibility is to deliver service in citizen friendly manner and duty of the commissioner is to deliver service with a great sense of pride and responsibility.

3. In this regard, effective implementation of “**PARICHAYA KARYAKRAMAMU – KNOW YOUR WORKER**” would be gate way for quicker resolution of complaints and establishing better community based accountability and service delivery. In this regard, all the ULBs shall make concrete efforts in implementing the following steps.

The following steps shall be strictly followed in implementing the “**PARICHAYA KARYAKRAMAMU – KNOW YOUR WORKER**”:

1. Introduce the Municipal Field Level Sanitary Staff (under SWM, Water Supply, Drain Clearing, Road/Street Sweeping Services etc.) by holding a locality level meeting with the resident of the particular locality
2. Orient the community on the routine job assigned to the designated worker of the area/ locality
3. Display of the information on timings, duties and names, contact info of the Municipal Workers of respective locality with in the locality with photographs and mobile phones numbers of the Supervisor, Sanitary Inspector along with the process of escalating the complaint to Health officer and Commissioner if not resolved
4. Collect regular feed backs from community through regular field visits and issue of small pocket book that are serially numbered and details, such as name of the Staff, date of issue etc are to be entered in an Issue Register to collect the feedback of work from community.
5. The Municipal Workers after completing their assigned work /task as per the schedule displayed/fixed under PARICHAYAM, will from henceforth, from the date of issue of these orders, duly obtain the signature/initial of anyone adult member of the Household serviced by him/her on that particular day as per the schedule fixed. The Phone Number of the person signing the pocket book will also be duly recorded.
6. Mandate the Municipal worker to obtain signatures of the minimum of 5 households randomly on the tasks performed without repetition on daily basis and ensure that the households are not repeated
7. Review and Monitoring of the feedback books on weekly basis and countersigning by the supervisory staff

All the RDMA's in the State are requested to follow up on the above orders issued and ensure the ULBs re-energize and implement all the actions wrt to Solid Waste Management indicated in the reference cited above including the “**PARICHAYA KARYAKRAMAMU – KNOW YOUR WORKER**” as mentioned above under their Jurisdiction without fail. An action taken report shall be furnished to this office within a week positively.

**Sd/- Dr. B. Janardhan Reddy**  
**Commissioner & Director**

To  
The Commissioner Warangal & Karimnagar Corporations  
All the RDMA's in the State.  
All the ULB Commissioners through their respective RDMA's.  
Copy Submitted to the Secretary to Government (MA&UD) Department, Government of Telangana for kind Information.

  
**for Commissioner & Director**