GARBAGE FREE CITY :- Desktop Assessment and Quality check of field assessor

Industry sector profile

*IQVIA is a leading global provider of **advanced analytics, technology solutions and clinical research services** to the life sciences industry, including services and solutions to global health sector*

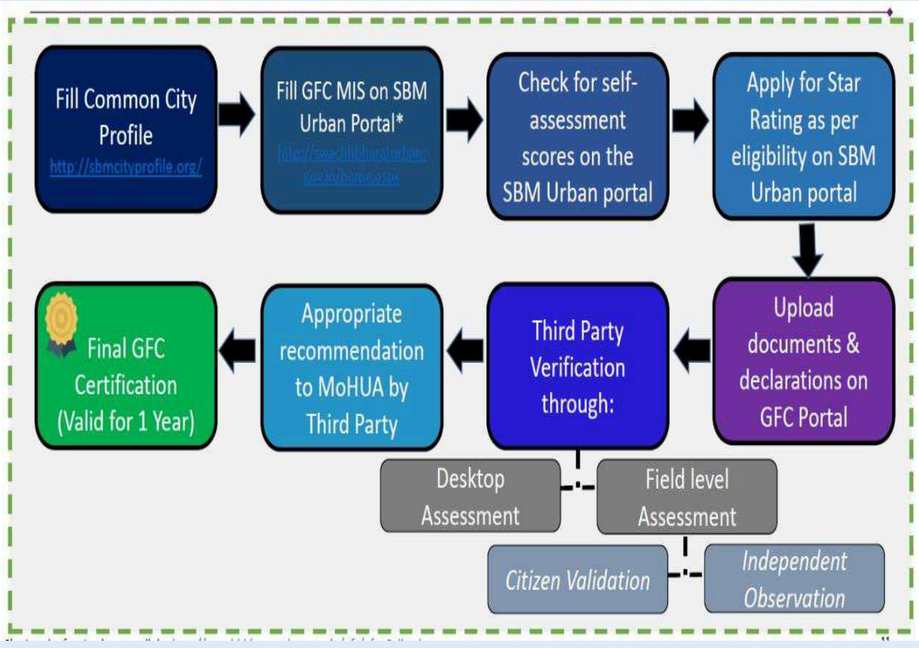
Our mission is to help create a healthier world IQVIA brings together advances in data science, technology, and healthcare expertise to help customers make better decisions and ultimately improve patient outcomes

The Ministry of Housing and Urban Affairs (MOHUA) has launched the Protocol for **Star Rating of Garbage Free cities**. The star rating conditions have been designed in a way as to enable cities to gradually evolve into a model (7-star) city, with **progressive improvements in their overall cleanliness.** The protocol, with increasing levels of stringency with increasing star rating, will also be aspirational in nature, feeding cities' ambitions and dreams of becoming an ideal city for its residents, and a **role model for other cities to follow**.

OBJECTIVE

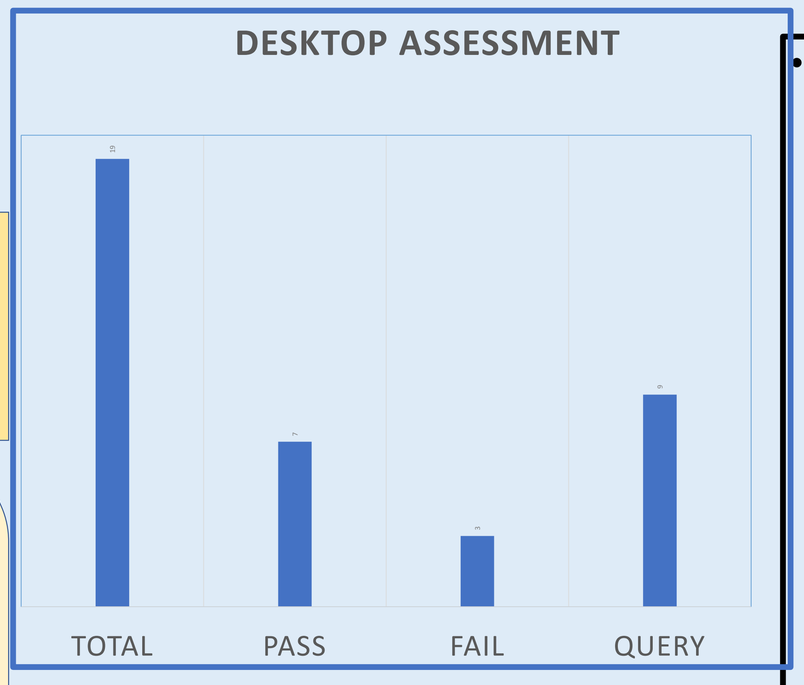
- To evaluate Urban Local Bodies for GFC compliance and according to the documents provided by the ULB we had to Pass ,fail and raise query in desktop assessment.
- The ULB which pass further go through a Quality check in which the data provided for each indicator by the assessors on the field is accepted or flagged .
- Real time assessment of live project .

Learning and Value addition



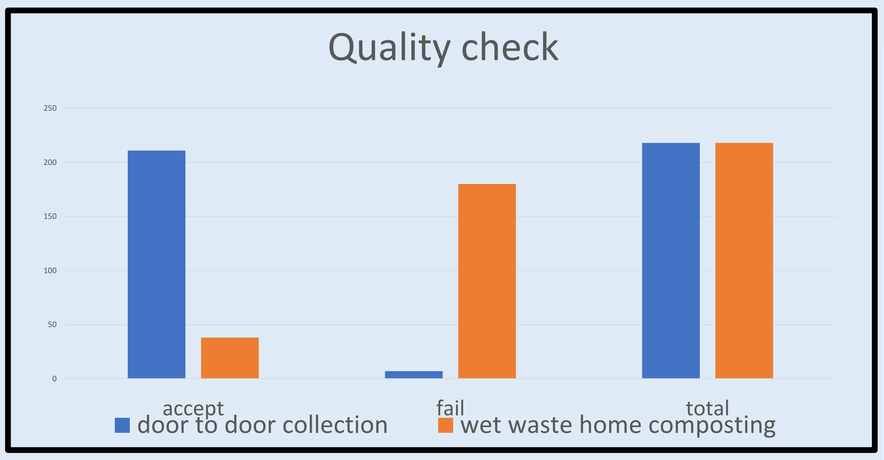
INDICATORS
Door to Door Collection of waste Source Segregation of waste (Dry, Wet, Sanitary & Domestic Hazardous (DHW)) Sweeping of public, commercial & residential areas, Waste Storage Bins, Litter Bins Scientific Waste Processing (Dry, Wet & DHW), Scientific Landfilling and C&D Waste Mgmt. Dumpsite remediation Bulk Waste Generators Compliance User Fees, Enforcement of Plastic Ban, Sale of waste by-products Geo-mapping of wards & processing facilities, Digital Monitoring of SWM Operations Citizen grievance redressal Waste reduction through on-site processing of wet waste Cleaning of storm water drains & water bodies, and screening of Nallahs City Beautification, IEC & Capacity building

METHODOLOGY AND FINDINGS:



Desktop Assessment steps

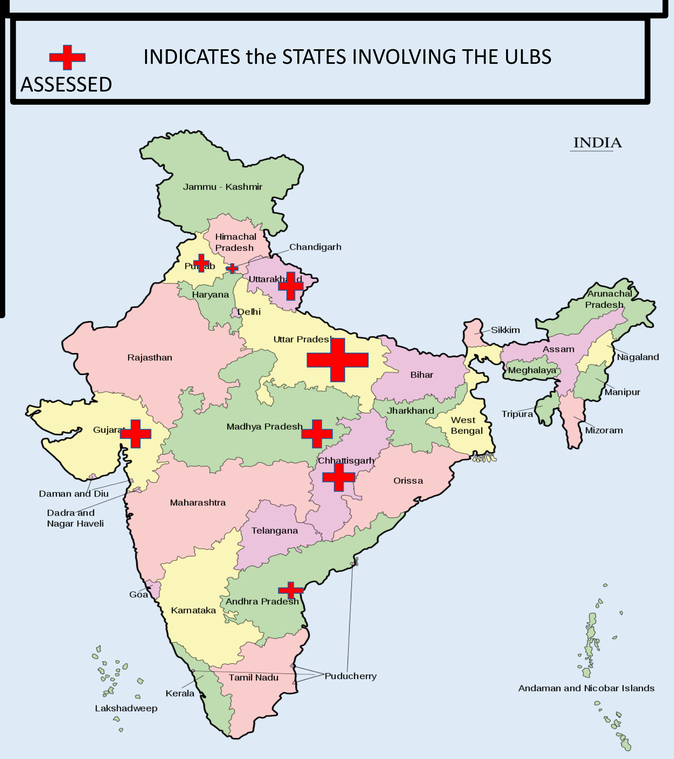
- Task assigned ; Cities are required to carry out self-assessment and self-verification for achieving a certain star rating. This self-declaration will be further verified through an independent third-party agency appointed by MoHUA for 1-star, 3-star, 5-star and 7-star garbage free ratings.I was allotted 19 ULBS which were of 3 states of India for Desktop Assessment and my task was to evaluate them on 24 indicators in which 16 key parameters were mandatory rest 8 were applicable for cities applying for 5-star and 7-star garbage free ratings and we need to interact with ULBs through the official site as Assessors
- Out of 19 ULB, 7 ULB were passed,3 failed and rest 9 are still in the process of query .

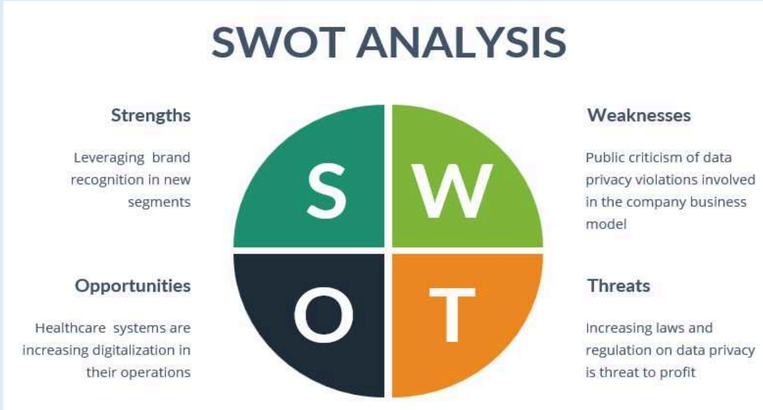


Quality check steps

The ULBs which pass in Desktop assessment have to undergo field level assessment and I was assigned 218 wards in which I had to either accept or flag the data provided by field assessors in citizen validation and Independent observation for the given question in each indicators . Then indicators which had flag were done again by the assessors..

This step helped in error reporting and stop the process before ReQC which would save time. Out of 218 wards I did , for citizen validation I observed in 180 wards there were flag in the question of practising wet waste composting at home ,the most accepted was in 211 wards for the question Door to door garbage collection





Challenges faced during internship

- As this was a live project it was a challenging task to finish the assigned ULBS on time
- It was difficult to manage more than 1 ULB and their assessors
- Each time with a new ULB we had to train many assessors and sometime language was a barrier.
- There was odd timing for phone calls to assist the assessors

Suggestions

- I would like to suggest that for talking with assessors we should not use our private numbers
- Share the shortcomings with the ULB so that they can work on shortcomings

Usefulness of the internship

- Invaluable experience of a national level project
- Networking with industry expert