

Health and Sanitation

Services Provided by S.M.B in Waste Management

- Provision of sweepers for road sweeping in all roads, lanes and bye lanes of the city
- Provision of labourers for cleaning of drains and road side herbs etc.
- Provision of garbage collectors for door to door collection of garbage form each household.
- Provision of garbage vehicle for the transportation of garbage for disposal.
- Provision of a safe cheap and hygienic system of sewage disposal through cesspool cleaner.
- Checking and penalising violation of sanitation rule and laws through the polluters pay policy.

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Frequently Asked Questions	Answers	Timeline	Concerned officer
What is to be done if the Garbage is not being collected or community bin is found overflowing?	Applicant can register their complain to the Grievance Cell by making a phone call or by submitting the complain online from the online grievance platform present in the SMB website	within 24 hours on receiving the complaint	Senior Sanitary Inspector, Health & Conservancy 9863433483
What is the Frequency of garbage collection from commercial and residential areas?	Garbage is collected from the Commercial areas everyday regularly including Sunday and Festive Holidays. In residential areas it is lifted on alternate day generally	Not Applicable	Senior Sanitary Inspector, Health & Conservancy 9856084130
What is to be done if garbage is being burned?	Garbage is not allowed to burn by SMB as per directive of Meghalaya State Pollution Control Board, Shillong. If any burning of garbage is noticed then Applicant can register their complain to the Grievance Cell by making a phone call or by submitting the complain online from the online grievance platform present in the SMB website	If any burning of garbage is noticed by the Municipal staff, the garbage is lifted within 12 hours after dousing the fire from the area.	Senior Sanitary Inspector, Health & Conservancy 9863020459
What is to be done incase of lifting of debris from building material?	Debris is not allowed to be dumped in dustbins or spots by SMB. The debris should be disposed of by the party/contractors etc by engaging their own means of transport. However they will be asked to obtain permission from this office to dispose it off at the trenching ground Marten Mawiong on payment basis. Applicant can register their complain to the Grievance Cell by making a phone call or by submitting the complain online from the online grievance platform present in the SMB website	within 24 hours on receiving the complaint	Sanitary Inspector, Health & Conservancy 9856523582 Sanitary Inspector, Health & Conservancy 9856071754
What is to be done incase the roads are not swept and public toilets are not cleaned?	Applicant can register their complaint to the Grievance Cell by making a phone call or by submitting the complain online from the online grievance platform present in the SMB website	within 24 hours on receiving the complaint	Sanitary Inspector, Health & Conservancy 9612707705
What is to be done if I want to clean my septic tank?	Applicant can register their request to Health and Sanitation department by making a phone call or by personal approach. Cleaning of Septic tank is done in and outside Municipal area on payment basis @	within 24 hours on receiving the complaint	Sanitary Inspector, Health

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	<p>Rs.4500/- (inside municipal area) and Rs.7000/- (upto GSPA) and Rs 9000/- (Surrounding areas outside GSPA) per trip respectively by the cess pool cleaner.</p> <p><i>Note: The above rates are subject to revision from time to time</i></p>		<p>& Conservancy 9863020459</p>
<p>Is there a provision of garbage collection from private premises?</p> <p>If yes, then what is the process?</p>	<p>Yes there is a provision. Applicant can register his/her complain to the Grievance Cell by making a phone call or by submitting the complain online from online grievance platform present in the SMB website.</p> <p>Garbage is collected from private premises within and outside Municipal area @ Rs.2200/- (within municipal area) and Rs.2700/- (outside municipal area) per trip respectively on regular basis.</p> <p><i>Note: The above rates are subject to revision from time to time</i></p>	<p>within 24 hours on receiving the complaint</p>	
<p>What is to be done incase of Bio-medical waste to be collected from hospitals/nursing homes/Clinic/Laboratory etc</p>	<p>Applicant can register their complain to the Grievance Cell by making a phone call or by submitting the complain online from the online grievance platform present in the SMB website</p> <p>Bio-medical waste is collected from hospitals and nursing homes on payment basis @ Rs.2/- per bed per day. For Clinic and laboratory waste, the charges vary from Rs.500/- to Rs.5000/- depending on the Volume of waste.</p> <p>Further, SMB is having a bio-medical waste collection vehicle designed as per the provisions of BMW (Management & Handling) Rules 1998. BMW collected by this special vehicle is incinerated at BMW treatment plant at Marten Mawiong.</p> <p><i>Note: The above rates are subject to revision from time to time</i></p>	<p>within 24 hours on receiving the complaint</p>	
<p>What is to be done incase of drain choke off or to be cleaned?</p>	<p>Applicant can register their complain to the Grievance Cell by making a phone call or by submitting the complain online from the online grievance platform present in the SMB website</p>	<p>within 48 hours on receiving the complaint</p>	
<p>What is to be done for removal of carcasses?</p>	<p>Applicant can register their complain to the Grievance Cell by making a phone call or by submitting the complain online from the online grievance platform present in the SMB website</p>	<p>within 24 hours on receiving the complaint</p>	
<p>What is to be done if animal (dogs, cattles etc.) creates nuisance?</p>	<p>Applicant can register their complain to the Grievance Cell by making a phone call or by submitting the complain online from the online grievance platform present in the SMB website</p>	<p>within 24 hours on receiving the complaint</p>	

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What is done incase of flooding in lying areas?	Applicant can register their complain to the Grievance Cell by making a phone call or by submitting the complain online from the online grievance platform present in the SMB website	within 48 hours on receiving the complaint	

Expectation from Residents

- Prompt report on violations of sanitation rule and law
- Cooperation with implementation of door to door collection of garbage
- Proper segregation of the household waste at household level.
- Proper treatment and disposal of sewage through septic tank system and not directly discharging it in the drain streams.