

Press Release No.5/2021

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Notice to the Public

To prevent the unsafe practices being adopted for cleaning/maintenance of septic tank & sewer manholes viz. non-wearing of safety mask, gloves and unauthorized entry into the septic tank/sewer manhole, the Ministry of Housing and Urban affairs has launched “**Safaimitra Suraksha Challenge**” for mechanizing of all sewer and septic tank cleaning operations in the cities and created a dedicated 24x7 National helpline number for the use of the citizens to register their complaints. The National helpline number “**14420**” has been introduced and functioning at call centre of Chennai Metropolitan Water Supply and Sewerage Board on 24x7 basis. Hence, the Chennai citizens are requested to register their complaints on noticing unsafe practices being adopted for cleaning/maintenance of septic tank & sewers viz. non-wearing of safety mask, belt, gloves and unauthorized entry into the septic tank/sewer manhole in the National helpline number “**14420**”. Further, the workers involving in such kind of unsafe cleaning leads to death by the asphyxiant gas present in the sewer. In addition to that, the House owners/ Contractor who have engaged the workers under unsafe cleaning conditions are liable to be prosecuted and punishable under Prohibition of Employment as a Manual Scavenger and their Rehabilitation Act-2013.

**PUBLIC RELATIONS MANAGER
Chennai Metrowater**