

An Exploratory Study on Precarious Work *Scope and Challenges for Trade Union Organisation*

**Sub-sector: Precarious work in Municipal
Conservancy Service**

GUF: PSI

**Commissioned by:
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Acronyms

BDT	Bangladesh Taka
CBSG	Capacity Building Service Group
CI	Conservancy Inspector
CS	Conservancy Supervisor
DNCC	Dhaka North City Corporation
DSCC	Dhaka South City Corporation
FGD	Focused Group Discussion
FNV	Dutch Federation of Trade Unions
IDI	In-depth Interview
ILC	International Law Commission
ILO	International Labour Organisation
JICA	Japan International Corporation Agency
KCC	Khulna City Corporation
KII	Key Informants Interview
LDO	Lava Destroying Oil
MR	Muster Roll
NGO	Non-Government Organisation
PCSP	Primary Collection Service Provider
PSI	Public Service International
ToT	Training of Trainers

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Contents

Sectoral Study Team.....	1
Acronyms	2
Acknowledgement.....	3
Contents.....	4
Executive Summary	5
Chapter-1: Background, Context and Methodology.....	7
1.1 Introduction	7
1.2 Background of the study.....	7
1.3 Objective and Scope of the study.....	8
1.4 Methodology of the study	9
1.4 Outline of the Report	10
1.5 Limitations of the study.....	10
Chapter-2: An Overview of the Sub-sector	11
2.1 Introduction to the sub-sector.....	11
Chapter- 3: Socioeconomic and Demographic Profile of the Worker.....	15
3.1 Workers and Households Profile	15
Chapter- 4: Working Condition and Precariousness	16
4.1 Workers profile	16
4.2 Employment condition	16
4.3 Living conditions.....	18
4.4 Socioeconomic disparities.....	20
4.5 Status of unionization:	20
4.6 Gender Perspective.....	21
4.7 Employers' Perspective	22
Chapter- 5: Legal Rights and Entitlements of Precarious Workers	23
Chapter- 6: Conclusions and Recommendations.....	25
6.1 Conclusions.....	25
6.2 Recommendations	25
Annex-01: ToR of the study.....	27
Annex-02: List of persons' key interviewed and/or met	34

Executive Summary

Introduction

The study is commissioned by Mondiaal FNV for exploring the status of precarious work in the municipal service sector in Bangladesh, with the overriding objective to explore the magnitude and status of precarious work in the public service sector, more specifically in the conservancy department (of the City Corporation/Municipal areas). The report is based on individual and group interviews with the several stakeholders under conservancy workers, union leaders and municipal officials in Dhaka South City Corporation (DSCC) and Khulna City Corporations (KCC).

With some differences between the two corporations by and large there are almost same programs/activities and mode of operation, management of staff/workers etc. There are two broad types of programs, namely, 1. Municipal cleaning program and 2. Mosquito Eradication program. In addition, under the programs, there are some regular functions (daily cleaning/sweeping, waste collection and disposal, etc.) and some occasional functions (Ward-based awareness raising, training etc.).

The conservancy workers are from diverse communities. Some (18-20%) are the descendants of persons recruited from different parts of India (non-Bengali communities) in British period and a large number of workers from Bengali community are living for longer in Dhaka and Khulna cities (migrants from different parts of the country especially from the south and the northeastern areas).

In conservancy departments of the DSCC and KCC there are 5 different, but broad types of workers, namely, Street Cleaner, Drain/Sewerage Cleaner; Van/Trolley puller; Truck Labour and Spray Man and Dom. The city corporations recruit two types of workers are regular (some 40%; on average at a salary of around BDT 16,000/month with some benefits like a festival bonus, medical allowance, annual leave and overtime) and the “muster roll” workers (some 60%). Women are mostly regular. Muster roll workers are casual- hired on a no-work-no-pay basis and currently at a daily rate of BDT 475 in DSCC and BDT 350 in KCC, same for men and women, and no other benefits). While the regular women have the maternity benefit for six months, there is no such provision for muster roll ones. During pregnancy, a muster roll woman arranges a substitute (worker) to work on her behalf in agreement with the Conservancy Inspector, and she has to share her salary with the substitute, and most importantly often with the Conservancy Inspector. The variations in the mode of payment of the workers are presented in Table below.

In DSCC, jobs are hereditary (son/daughter is employed after the death of father/mother), but in KCC such practice is not found. The hereditary system is advantageous to many, but detrimental to some, as it blocks the initiatives towards taking alternative profession/jobs. Often the ‘hereditary’ jobs are ascertained through the payment of bribes to the workers’ union leaders and bosses. Thankfully, younger men are found more inclined to diversify their sources of income, prefer other professions to jobs in conservancy in municipalities.

Job security is threatened these days with the increased introduction of formal privatization and subcontracting in both public and private sectors. The DSCC has been privatizing certain sections of its waste management services since 2003 and in recent years, KCC adopted the outsourcing policy in some of its wards.

There is the absence of effective health and safety protection in conservancy works which they are not provided with minimum necessary OHS (Occupational Health and Safety) materials. The working/employment conditions for the workers are found highly indecent and precarious. Their living conditions are also worse.

Most of them are residing in a government allocated a small room in the 'colony' having limited or most horrible water and sanitation facilities. On the other hand, because of being excluded from society, usually they cannot rent houses to live in the mainstream community.

Precarious works ultimately lead to physical and psychological disorder. The casual form of employment and vulnerability generates harmful impacts not only to the workers themselves but also for their families, for their communities, and for the societies in which they live.

It is found that municipal workers' unions have adopted a range of strategies aimed to organize the workers and ensure that workers are adequately protected from losing their job, irregular payment, violence against the worker and so on.

Interestingly, in Bangladesh there are already a sufficient number of laws are in place that can be used to combat precariousness, including ILO ratified conventions and legislation guaranteeing fundamental rights, health and safety, and non-discrimination. However, the complexity of this legislation makes it difficult to translate into practice and allows gaps to appear that can be exploited by employers seeking to legitimize precarious work.

It can be concluded that the most precarious works involve the inability of individuals to enforce their rights, where social protection is absent, where health and safety is put at risk and where work does not provide sufficient income to enable people to live decently. It has, therefore, recommended taking some actions to tackle precariousness. These include, but not limited to establish rights to equal treatment; rights to minimum pay; protection against unjust dismissal; rights to working time protection; rights during periods of probation; rights to health and safety; measures to ensure knowledge of rights and access to justice; and rights to representation and right to discriminate between males and females. The Union should, obviously by phases, refine their role from 'welfare approach' to "right based approach".

Chapter-1: Background, Context and Methodology

1.1 Introduction

Precarious work is non-standard employment that is poorly paid, insecure, unprotected, and cannot support a household. In recent decades, there has been a dramatic increase in precarious work due to such factors as globalization, the shift from the manufacturing sector to the service sector, and the spread of information technology. These changes have created a new economy, which demands flexibility in the workplace and, as a result, caused the decline of the standard employment relationship and a dramatic increase in precarious work. An important aspect of precarious work is its gendered nature, as women, minority, and migrants are continuously over-represented in this type of work. Furthermore, they rarely receive social benefits and are often denied the right to join a union.

Precarious work has drawn attention from international and national actors for years. At least since the mid of 1990s, trade unions have consistently requested that the ILO conduct research and take further action to address more seriously the challenge of widespread precariousness in the world of work. Though the term precarious was not in use at the time, the defining characteristics of what we now call precarious work were discussed in 1997 and 1998 when the ILC examined an item on contract labour. The category of “contract worker”, although contested, was largely understood to include workers with temporary contracts, in triangular relationships (those hired through agencies and subcontractors), and workers who are labeled as self-employed when they are in fact dependent on or integrated into the firm for which they perform the work; in other words, workers working under a disguised, ambiguous or triangular employment relationship.

Characteristics of precarious work

- It shifts risks and responsibilities from employer to worker;
- Workers are mostly unorganized--- having no/limited involvement with Association/Trade Unions
- Which bears uncertainty and insecurity with low level of payment;
- Permanent jobs are replaced with term based contracts, temporary, and seasonal, day labourer, and casual labour.
- The relationships between employers and workers become more and more complicated as enterprises are fragmented and dispersed through subcontractors, franchise holders and labour and temporary work agencies;
- Employers disguise their employees as 'self-employed' workers

1.2 Background of the study

In the context of Bangladesh, a significant portion of the workforce suffers from insecure, uncertain, and unpredictable employment conditions, and over the past several decades, there has been a constant increase in part-time, temporary and casual forms of work. People who work, but who do not have a lasting job, with a decent wage, a secure future, social protection, and access to rights are falling in the form of precariousness. The legislation and practice in Bangladesh allow employers to hire workers in employment arrangements that put them at a significant disadvantage. Such workers do not enjoy basic employment rights, protections or benefits. They often work extremely long hours, in some cases out of fear of losing their jobs if they do not comply with their employers' every demand.

At present, around 43 million people are living in urban areas in Bangladesh, and the rate of growth of urban population is 2.8%. It is more than double the 1.1% annual growth rate of the entire population. At existing growth rates, the country's urban population will reach 79 million or 42% of the population by 2035. In Bangladesh, the urbanization has been rapid because;

- high natural increase in urban population
- the territorial expansion of the urban areas
- rural to urban migration

For making the urban dwellers lives functioning, the urban local government (city corporation/municipal) authorities are operating a range of service departments, including waste management, electricity, water supply, transportation, taxation, Infrastructure development etc. for providing the basic amenities to the urban dwellers where a large number of regular, part-time, seasonal and daily basis worker are working in various modes of employment with precarious nature. Among these service departments, municipal conservancy department is considered as the highly labour-intensive area where most of the workers are working under extremely vulnerable conditions. Moreover, they have to work with low wage and in muster roll/work charge (no work no pay) basis.

Different type of waste such as domestic, human, industrial and medical waste is being generated every day in the city and thousands of human resources are engaged in this sector; working in precarious condition. The transformation of many public sectors jobs into precarious work through privatization, outsourcing, or outright administrative wage-cuts underline the urgent need for giving full right to public servants to bargain collectively for working conditions, wages and employment. Quality public services are essential to sustainable development and cannot be based on casual employment.

In this backdrop, Mondiaal FNV intends to commission a study to explore the nature and magnitude of precarious work in the municipal service sector in Bangladesh affiliated with Public Service International (PSI) with a view to strategizing for TU organisations to address the problem and also to develop an action plan in order to redress it from precarious to decent work.

1.3 Objective and Scope of the study

Study objectives: The general objective of the study is to explore the magnitude and status of precarious work in the public service sector, specifically in the conservancy department of the City Corporation/Municipal areas in Bangladesh. The specific objectives of this series study are but not limited to

- assess the magnitude and types of precarious work in the municipal conservancy department– with the challenges and opportunities
- find out the employment and working conditions of precarious workers and for man and women.
- explore the prevailing legal framework for precarious workers and assess the extent of workers' awareness on their rights and entitlement and their quality of life
- identify the challenges of organizing and unionization

- assess the extent of gender disparities and wage/workload gap
- find out the supply chains and the extent and nature of triangular employment
- recommend strategies for trade union organisations
- prepare recommendations on how to improve precarious work in line with decent work principles and national labour law

The scope of the studies are:

- The study has covered the scenario of the conservancy department of the city corporation/municipality areas of Bangladesh context.
- The study has congregated information within the working areas of city corporation and municipality affiliated with Public Service International (PSI).
- The study also generated evidences on the status of precarious work in city corporation/municipal waste management department of Bangladesh, its nature, magnitude; and it assesses compliances and the violation of labour rights.
- The study is intended to identify the disparities and gender issues within municipal conservancy workers in terms of wage, working conditions, treatment and employee relations.
- It is also intended to figure out the areas of similarity and dissimilarity considering the different categories/types of City Corporation and Municipality conservancy service workers.
- Assess if any collective bargaining processes, structures and instrument are in place.
- It helps to develop strategies and recommendations for trade union organisations in order to address the problems of precariousness in a view to transforming it from precarious to decent work.
- Exploring the labour supply chain pattern in the municipal sector.
- Capturing the nature of precarious employment in terms of employers' perspective.

1.4 Methodology of the study

Methodologies and Tools: This is an exploratory study where qualitative approaches/methods are mainly followed to congregate data and information to achieve objectives of the study.

Purposive sampling method is used in order to ensure representativeness. In the study, few Key informant interviews (KIIs) were conducted by the municipal officials, municipal workers, union leaders, In-depth interviews (IDIs) with male and female conservancy worker mainly using checklists. Additionally, focus group discussions (FGDs) were conducted to understand the conditions of both female and male municipal worker groups as a whole. During the study, the living and working places are also informally visited/observed for the purpose of data verification/validation.

The extent of the study: The study has covered two city corporations, namely the Dhaka South City Corporation (DSCC) and the Khulna City Corporation (KCC). The conservancy department of the city corporations is studied and a total number of 100 respondents were interviewed such as worker union leaders, conservancy officials and

different groups of worker from both male and female. The extent of the study has been projected more specifically in the table below:

Table 1.1: Types of Study Population

Study Area	KIs (16)		IDIs (80)		FGDs (4)	
	Union Leader	Officials	Male	Female	Male	Female
DSCC	5	3	35	15	1	1
KCC	5	3	20	10	1	1
Total	10	6	55	25	2	2

1.4 Outline of the Report

This study report is divided into six chapters which is outlined as under-

Chapter-1: Introduction

Chapter-2: An Overview of the Sub-sector

Chapter-3: Socioeconomic and Demographic profile of the Worker

Chapter-4: Working condition and Precariousness

Chapter-5: Legal Entitlement of Precarious Worker

Chapter-6: Conclusions and Recommendations

1.5 Limitations of the study

Introducing with the diverse nature of the work of conservancy department and capturing the severe living condition of the worker was the primary challenge of the study. Data collection from the workers was another challenge as the workers are only available at their working sites at night or very early morning. Accessing to the studied areas often found a challenging issue.

Chapter-2: An Overview of the Sub-sector

2.1 Introduction to the sub-sector

Conservancy department is the most important service area of the municipal corporations. The main purpose of this department is to keep the city life livable and functional. The key activities of the department include: collection of waste from households, commercial and institutional areas, transportation of waste to landfill sites, maintenance of landfill sites, street cleaning (sweeping and washing) and removal of carcass from roads. For the purpose of the study in the municipal service sector, as sub-sector the conservancy department of two biggest city corporations of the country has been investigated. Those include-

- Dhaka South City Corporation (DSCC)
- Khulna City Corporation (KCC)

Dhaka South City Corporation (DSCC): The Local Government. (City Corporation) Amendment Act (2011), Dhaka City Corporation has divided and re-created as a Dhaka South City Corporation (DSCC) and Dhaka North City Corporations (DNCC) in 04.12.2011. The DSCC is headed by a Mayor who is an elected representative of the people. The Chief Executive Officer (CEO) - a senior level bureaucrat deputed by Government, is responsible for overall management of five principal areas of responsibility in DSCC, i.e. engineering, conservancy, revenues, accounts and health. Refuse collection and disposal from DSCC area is the responsibility of the Chief Conservancy Officer (CCO), who manages it with the support of a Deputy Chief Conservancy Officer (DCCO), and two Assistant Chief Conservancy Officers (ACO). The Assistant Conservancy Officers are again assisted by the Conservancy Officers working in the zones with Conservancy Supervisory Inspectors (CSI), Conservancy Inspectors (CI) and Cleaners. The conservancy department is supported by the transport department controlling the garbage vehicles and mechanical department for maintenance of vehicles and equipment used in landfill sites (bulldozers, excavators etc.). Dhaka South City Corporation consists of 57 wards.

Khulna City Corporation (KCC): Khulna Municipality was established in 1884. It is one of the major divisional cities and the third largest city corporation of the country. It turned to City Corporation in 1984. Khulna City Corporation consists of 31 wards covering 14.30sq miles. The Mayor, the administrative head, is elected by popular vote in every 5 years. KCC has several standing committees. KCC operates a number of departments such as; Civil Works department, Health department, Parks and Gardens, Revenue section, Road Light section, Solid Waste management and Conservancy department.

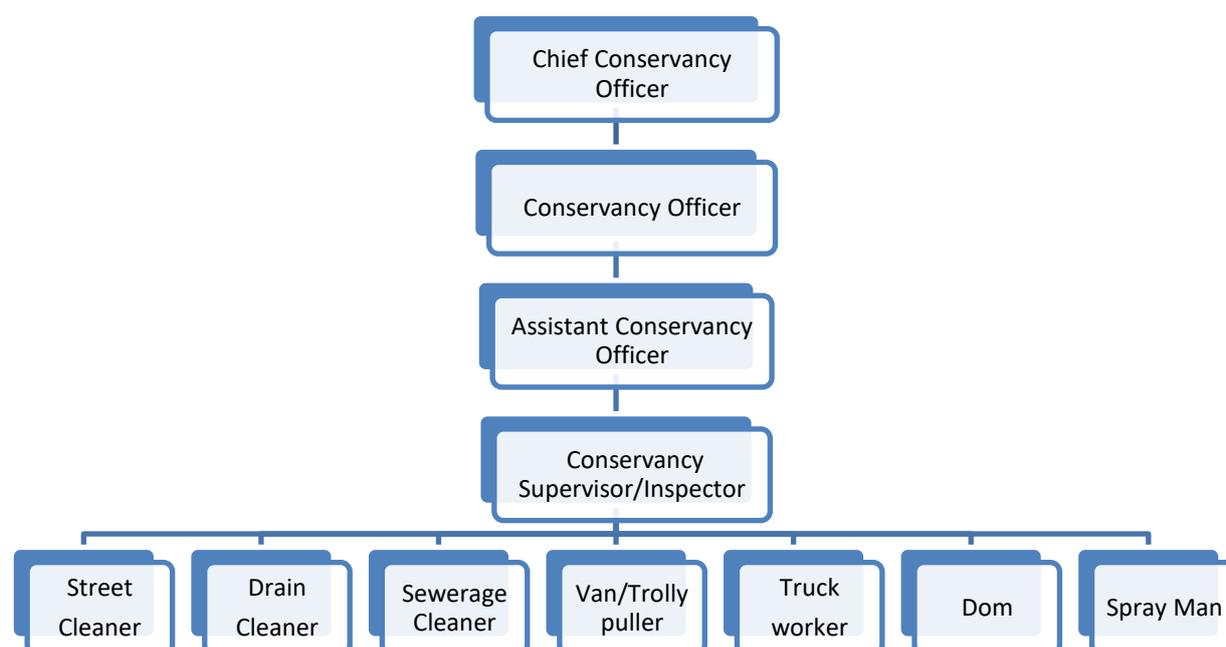
The chief conservancy officer who is assisted by two conservancy officers, heads the conservancy department. There are 600 employees and workers currently working under this department (Table 2.1). Also, see the Organogram of the conservancy department in figure 2.1.

Table 2.1: Profile of conservancy workforce

City Corporation	Zone (#)	Ward (#)	Total conservancy worker	Workers from <i>Horijon</i> community (#)	Workers by gender (#)		Workers colonies (#)
					Male	Female	
DSCC	5	57	5300	1600	75%	25%	13
KCC	2	31	600	120	82%	18%	2

Source: Interview of the union leaders of DSCC and KCC.

Figure 2.1: Structure of the Conservancy Department



2.2. An overview of the Conservancy Department activities in DSCC & KCC:

Introduction: There are two types of waste collection methods exist - primary waste collection method and secondary waste collection method. NGOs and private sectors provide waste management services like door to door collection, vehicle arrangement, waste transportation, etc. There are a few local and International NGOs like Japan International Corporation Agency (JICA), who is working on better solid waste management in Dhaka. However, in other cities some local NGOs are involved in such primary waste collection process. The overall activities of the department can be categorized in two broader heads:

- Municipal cleaning program
- Mosquito Eradication program

Municipal Cleaning Program: Every day morning cleaners are seen to sweep main roads, alleys footpath (pavement) and put together the whole waste in a common place. Then bring it to the designated point/dustbin/container by hand trolley/van. Generally, cleaning of the city’s main roads starts from midnight and continues till early morning. Within this time span the workers usually complete their job for cleaning drainage systems, roads and evacuating daily accumulated wastages.

Each Ward of the City Corporation is divided into a number of blocks and in each block sweepers and drain-cleaners are deployed to clear off the wastages and put them in the dustbin or keep them into some convenient place from where the waste product disposal vans can collect. On the other hand, there are waste disposal vans, which collect waste products from the houses and dispose it to the dustbins of the main road. Many NGOs along with the corporation are also helping to keep the city clean by organizing waste disposal vans to the various wards and pick up waste products in their supervision. The waste disposal vans clear off the waste to the respective dustbins. The disposal of waste from the city is done for day & night by vans Volvo (?), open truck; the tractor wagon and tipper are the significant ones. To keep the city tidy there are several containers stationed at different main roads, market places and localities. Every day and night the containers are cleared off. To move the containers, there are container mover trucks. There are appointed officials, cleaning supervisors and inspectors who always monitor the job proceedings and interchange information between them.

Mosquito Eradication Program: To prevent the worse effect of mosquitoes, according to the schedule, the Lava Destroying Oil (LDO) is sprayed all over the place where mosquitoes born, and all the drains and ponds. Special mosquito control programs are taken every year to safeguard the citizens. The larger drains and canals are also cleaned apart from the regular schedule of medicinal spray which falls under this program.

Functions of Conservancy Department (Regular): The important regular functions of the department include:

- All kinds of road sweeping inside the ward boundary.
- Giving permission of PCSP (Primary Collection Service Provider)/door-to-door waste collection from household /Van services.
- Collect solid waste from domestic, business centers, hospitals, street, public toilets and drains.
- Provide dustbins and other receptacles for accumulating the waste.
- Cleaning city roads, drains and sewerage lines.
- Collection and transportation of medical waste.
- Development of waste landfill
- Promoting community base solid waste management
- Development of a sanitary landfill
- Manage the private solid waste management and NGO based solid waste management

Awareness raising activities (Occasional): The occasional works are inter alia:

- Community meeting at ward level
- Conduct training programs for community people for developing the waste management system of their local community.
- Conduct lots of programs like rally, miking, distribution leaflet and sticker and conduct cultural program among different community.

- Conduct Environmental Education program, mobile and model school program to increase the awareness about environment among the student at primary level.
- Publish a quarterly newsletter.

Ward-Based activities: The ward level activities are:

- Construction and renovation of conservancy Inspector's ward office
- Develop workers' manual, safety and sanitation committee.
- Community based solid waste management activities
- Develop and introduce a new collection system like compactor, road sweeper and modification of the existing collection system like arm roll, new type of hand trolley & rickshaw van.

Training activities: Following types of training are conducted

- Community training
- PCSP training
- Drainage and storm sewerage cleaner training
- Road cleaner training
- PRA, TOT and Advance PRA training for all CIs and Cos
- Abroad training

Chapter- 3: Socioeconomic and Demographic Profile of the Worker

3.1 Workers and Households Profile

The study captures the social demographic characteristics of the municipal workers. The conservancy workers are from diverse communities. According to DSCC & KCC officials, about 25-30% are from non-Bengali communities, the descendants of municipal workers who were recruited from other parts of India by the British administration. Descendants' of migrants from India who retain their distinct languages (Hindi, Telugu and Tamil) are the most vulnerable groups among the workers. On the other hand, a large number of workers from Bengali community are living for longer in Dhaka and Khulna cities, who also migrated from different parts of the country especially from the south and the northeastern areas.

It is found that, new workers are not recruited within the last five years in both the city corporation. The average age of the conservancy worker is 30-33 years, more than 30% of the workers are above 60 years and none is under 18 years. During the study, it is also found that a significant number of workers are working in DSCC and KCC who are more than 75 years of old.

**“Only death can retire us from the work. “
-Veteran truck labour, DSCC**

Approximately 75% of the municipal workers live in the selected staff quarters/colonies of the DSCC and KCC. Although the accommodation is free, but every household has to pay for the utility charges such as electric and water bills. The average household size of the workers is consisting of five members a significant number of families are broken ones and single parent's family. The overall literacy rate among the workers is a just primary level. However, most of the children of the workers are going to school, and some are receiving higher education as well.

Except few, in all families both husband and wife have to work. Average monthly income to a worker in DSCC is BDT. 15,000 and in KCC, it is BDT. 11,000. It is reported by the respondents that a significant number of the workers in Conservancy department do other jobs as a secondary profession because their earning is not sufficient to cover the usual cost of living. Although managing time and scope for doing any secondary job/work is a challenge for them. Generally, these workers are involved in rickshaw pulling, housekeeping, running a small shop, recycle able materials selling, etc. as a secondary form of job/work.

Chapter- 4: Working Condition and Precariousness

4.1 Workers profile

In conservancy, departments of DSCC and KCC there are 5 different but broad types of workers, such as:

- Street Cleaner,
- Drain/Sewerage Cleaner,
- Van/Trolley puller,
- Truck Labour and
- Spray Man and Dom.

Types of workers with their responsibilities are delineated in Table 4.1

Table 4.1: Tasks of the workers by position

Designation	Task
Street Cleaner	Cleaning city streets and road sides
Drain/Sewerage cleaner	Removing waste, cleaning surface drains and sewerage lines.
Van/Trolley puller	Collection of wastes from roadside and take in the local waste disposal sites.
Truck labour	Involve in transporting waste to the disposal landfill
Spray Man	Involve in mosquito eradication function
Dom	Who disposes of animal carcasses

4.2 Employment condition

Historically, workers' conservancy to clean the external environs of private houses, collect the waste and dispose of the household rubbish with bare hands, though this practice stopped in 1983. Nowadays they sweep the streets, remove waste and clean surface drains, septic tanks, markets, public toilets and hospitals. These kinds of work are still perceived by many to be a source of impurity and the social stigma attached to the work they do, affects their entire lives, resulting in not only poverty but also societal exclusion.

"Hunger brings us here"
- A Drain cleaner, DSCC

The city corporation retains the authority to employ workers as and when required, and the workers are employed under two sets of rules. 'Regular employees' are permanently employed on an average monthly salary of around BDT 16,000 per month with some benefits such as a festival bonus, medical allowance, and annual leave and overtime. Women who are regular employees are eligible for six months of paid maternity leave.

Sometimes workers have to do extra work especially during the festival, national events and natural calamities. However, they do not get overtime payment for the extra hours of work.

However, most of the workers, estimated about more than 60%, work under the 'Muster Roll' system. 'Muster roll' (MR) workers, as mentioned earlier, are casual workers hired on a no-work-no-pay basis and currently at a daily rate of BDT 475 in DSCC and BDT 350 in KCC, same for men and women. They have no other benefits. There is no maternity leave though a woman can remain absent for a fixed number of days during pregnancy, provided she arranges a substitute (worker) to take her place in agreement with the Conservancy Inspector. The woman then has to share her salary with the substitute, and most importantly often with the Conservancy Inspector. The variations in the mode of payment of the workers are presented in Table below.

Highlights of Employment conditions of municipal conservancy workers

- Most of the municipal waste management workers work on muster roll basis
- Workers in waste management sector work under serious health and safety risk
- Widespread social stigma makes waste management workers socially excluded
- Rate of the female worker are high among the street cleaners
- Job is task-based so working time is not specified; such as a street cleaner starts from midnight.
- Don't get any leave facility even on the maternity period
- They are bribe the officials and TU leaders for taking any extra facilities

Table 4.2: Variations in mode of employment

Issues	Mode of Payment by type of Employment		
	Permanent	Muster roll	Subcontracted
Mode of payment	Monthly salary	Daily wage	Daily wage
Retirement age	At the age of 65	Not specified	Not specified
Leave entitlement	As per labour law	No work, no pay	Not applicable
Increment of salary/wage	@ 5% per annum	Not specified	Not applicable
Rate of salary/wage	As per Grade -4	BDT 475 at DSCC, and BDT 375 at KCC	BDT 250
Working Hours	Full day	Task based	4 hours in a day

Hereditary job is not in practice in KCC but in DSCC, most of the street/drain cleaners come into this job under this process. During the interview, many of the respondents expected their children to have the opportunity to be their 'replacement' after their death, or if they wanted to give up work. While this is seen as a benefit by some, it is also perceived as a trap by others, especially for the young as they have the opportunity to take an alternative profession. It is also reported that these days 'hereditary' jobs often have to be secured through the payment of bribes to the workers' union and bosses.

Access to alternative or supplementary job opportunities remains limited, but is expanding. Many young people have high aspirations and seem determined to avoid the looming threat of a 'decent job' although some also feel trapped by family



Figure 1: As a secondary occupation one DSCC worker is operating small shops within the colony area

attitudes or their living situation. For older men in the communities interviewed, the preferred alternatives or additional sources of employment included office cleaning, security work, gardening and rickshaw pulling. The younger men are more inclined to diversify their sources of income, reporting a wider range of jobs, including as film studio hands, in shopping malls and in fast-food restaurants. The study has revealed that younger workers from the conservancy department have a secondary work.

Conservancy workers are supervised by conservancy inspectors (CIs) who exercise considerable power as they are responsible for assigning work sites, checking attendance, paying salaries, granting leave and making other decisions regarding the cleaners' employment. Though rare, an educated cleaner can get promoted to the CI position, and this is as far up the hierarchy as a conservancy worker can be promoted.

“We have not been given gloves or masks for protection, and thus work with bare hands for many days since, while the brooms, dustpans and other such equipment are also in very bad condition. Despite repeated requests to the KCC officials, no action has been taken to replace them.”-**One Street cleaner alleged.**

Job security could decline in future influenced by the trend towards formal privatization and subcontracting in both public and private sectors. Municipal workers are experiencing declining work security and conditions as a result of an end to permanent employment opportunities in municipalities. The DSCC has been privatizing certain sections of its waste management services since 2003 and in recent years, KCC also adopted the outsourcing policy in some of its wards. In the face of this situation, most interviewees expressed their expectations that the government would somehow address their problems.



Figure-2: Van worker is disposing waste in a local dumping site.

4.3 Living conditions

Currently there are 13 places in DSCC and 2 places in the KCC area where most of the municipal workers are living. According to the DSCC officials, there are currently

- Highlights of Living condition of the conservancy workers**
- Very poor water and sanitation facilities
 - Amount of allocated land is not equal for all
 - Community is led by some local muscle man
 - Narrow and untidy roads without any drainage system
 - Most of the house are built by temporary materials

about 5,300 Cleaners, of whom 75% live in the cleaners' staff quarters, commonly called 'colonies'. Their homes are 'plot houses' (homes built on plots given to their forefathers or more recently built multi-storied blocks of dormitory style accommodation, with limited community washing and sanitation facilities.

As a municipal worker, the right to live in these colonies is an important reason why families are interested to have one member employed in the municipal service.

A large number of municipal workers who don't have accommodation in the municipal colonies live under extremely vulnerable condition in different slums without any provision of basic amenities. They sometimes have no shelter when the infrastructures are bulldozed by the authority.

Access to water and sanitation in the staff quarters, (as in many other parts of Dhaka) is generally poor. Water pressure is low, supplies are intermittent and queues at water points are common sights. Water collection remains a task mainly for women and girls, and takes a lot out of the women's working time. Heavy buckets or cans of water are to be carried by them.



Figure-3: Workers live in very congested and untidy place

Inadequate sanitation facilities are also a major problem that impacts disproportionately on women. The few community toilets that exist are very dilapidated without any provision of water for washing, and with very limited lighting. The sewer drains by the toilets are clogged with rubbish and blocked when there are rains, forcing people to wade through water and raw sewage to reach the toilets. Participants in the study described the techniques they use to avoid using these toilets any more than twice a day, and many suffer from frequent urinary tract infections as a result.

Doing laundry is also a huge challenge for women as there is no private space to put up a washing line. Women hang personal garments inside their rooms, but the lack of air circulation makes it difficult to dry clothes.



Figure 4 Fireplace is commonly set beside the narrow walkway

In most of the houses, the fireplace is placed adjacent to the wood, making tiny living rooms prone to accident at any time.

Health condition:

Street sweepers play important roles in for keeping the cities clean. Their works entail removing of debris from streets, collecting solid waste, disposing and recycling waste material. Consequently, they have higher chances to be exposed to numerous risk factors; therefore, their occupational safety and health hazard became crucial.

Among the all sections of worker, health hazards are more prevalent to drain/sewerage worker and spray men.

Due to the manual handling process, the street sweepers are often exposed to a variety of risk factors – exhaust fumes, extreme noise, toxic substances and dust particles. Frequent infections and injuries were reported commonly as they lack basic safety equipment's during The works. Low perceived health hazards are prevalent.

We play with poison without any protective gears.
- Spray Man of KCC

Most of the interviewed workers have reported that unprotected working conditions, increase the risk of getting an infection or health hazards at work. Prolonged exposure to unhygienic conditions causes a number of health problems. Breathing difficulties, skin rash, stomach ache, jaundice, fever, gastric problems, and eye irritation were

reported as the most common health problems. Almost all interviewed street cleaner reported that the high concentration of dust in and around their workplace cause of respiratory problems.

The incidence of fatal and serious road accidents is also high due to the increased risk of being hit by vehicles while working on the busy and narrow streets. Attacked by street dog is also a crucial problem which is often faced by the workers.

4.4 Socioeconomic disparities

The socioeconomic patterns of the municipal worker are very different as they have to live only in the few selected areas allowed for them to live. Those who are interviewed expressed strongly their feelings of being excluded from equal access to the social, political and economic resources enjoyed by the wider/mainstream population because of their occupational/social status. The situation is much worse for the non-Bengali community who sets them apart from the wider Bengali community. The respondents reported that, it's not easy to rent a house in the city as the house owner don't want to give them rent because of their occupation.

4.5 Status of unionization:

In the study, it is found that workers of DSSC and KCC are unionized having two workers' unions.

DSSC Scavenger and Workers Union: All the workers of the conservancy department of DSSC are the member of the union. The activities of the union are conducted by an executive committee consists of 30 members. Committee members are elected by the direct vote of the union members for a period of two years. There are 5,300 enlisted members in the union. Workers have to pay BDT 100 as their monthly subscription.

KCC Sromik Union: In KCC this is the only unionized platform for the workers. An elected body, consists of 20 members, operates the union activities. The union mostly acts like a workers' welfare association. Mr. Sobhan Miah is the current president of the union. At present, there are around 900 members of the union. Monthly subscription for the members is BDT 20.

- Core activities of the workers' union:**
- Issuing membership
 - Observe various national and international days
 - Raise awareness among the workers about their rights
 - Negotiate with the employer
 - Help the injured and unprotected workers
 - Maintain workers welfare fund
 - Provide financial support to the family of a dead worker.
 - Movement on workers' rights

The benefits of being unionized, as informed by the respondents, include:

- In case of death, the family of the worker gets BDT 70,000 from the union at DSSC.
- In KCC, workers get BDT 5,000 during their retirement from the union.
- After the death, the family of any worker of KCC gets BDT 7,500 as financial help.
- In case of accident, workers get financial help for their treatment.

“As a union member we feel more secure than the nonunionized worker.”
- Female street cleaner- KCC

- If any worker faces violence/abuse/ill-treatment, the union stands beside the affected.

It appears, the Unions are to a great extent welfare association rather than bargaining agents

4.6 Gender Perspective

It is obvious that women are especially affected by the works they are involved in the sub sector. Their jobs tend to be more precarious in general, with less security, lower pay, fewer benefits and weaker social protection than men.

In recent years, Bangladesh has made some progress on gender equality. New legislation has been introduced, including laws on violence against women, equal pay, maternity leave, and parliamentary quotas, etc. It is also observed that the female literacy rate has increased. But, however, the gender gaps remain in employment as well as enforcement of under the law is weak.

The municipal workers' jobs were probably among the first where men and women worked together in public. It is not because of establishing equity or empowering the women, but because of poverty. There is a common saying is, 'what not poverty can make one do'. Although not a route out of poverty, as the size of the city grew and more people were needed for the cleaning and sanitizing of the city, more female workers are engaging in this job.

This system of employment is not contributing to women's empowerment. Some male participants in the study stated that, 'since women earn, look after families and do

Ms. Momtaz Begum (45) is a street cleaner of KCC. She has been working for the last 15 years in the same position of a muster roll worker. Before coming to this job, she worked in different households and local factories. Every day she works from 4:00 am to 8:00 am, whether it's rainy season or hard winter, in return, she gets BDT 375 as the daily wage without any other benefits.



“After the birth of my second son, my husband abandoned me, but I don't know why--- it has fallen me in the deep see, and everything became dark to me. At that young age (20), I came outside to work, but very soon I realized working for a young women means to lose everything,. Several times I was abused by the colleagues and even by the neighbors but considering my two young babies, I kept working. Later, I joined at KCC as a cleaner; everyone knows such worker has no dignity, which I've lost long ago. “

almost everything, they are the decision–makers.’ But few women agreed, and later said that nothing changes. Women in the sub sector often do not have control over the money they earn. Women here are doubly burdened, performing both official job and unpaid/unrecognized household works (both productive and unproductive). The detrimental effects on women's health due to overwork has been little explored, though there is an acceptance that it makes women more vulnerable to illnesses and poor health.

Harassment of female workers includes placing them on work sites far from their homes, meaning a longer journey to work and making it difficult to fit in household chores. Many faces domestic violence (severe scolding, physical torture), which is also very common among the wider community. However, women find it particularly difficult to get any form of legal support. For example, they face discriminatory attitudes when filing cases at police stations (which often refuse to take up their cases, referring them instead to local authorities).

4.7 Employers' Perspective

The study also intends to cover the views of the employer on the overall condition of the municipal service workers. The administrative authority of the municipal service department acts as the employer. During the interview with the employer it is observed that they are well informed about the miserable life of the municipal service worker and they also agreed that the worker, working and the living condition of the worker should be improved.

Employers also started learning the price that they are paying for precarious work. Some would welcome a more stable environment, rather than this precarious work. It makes their organisational and personal entity precarious too. Institutions want to minimize risk, but simply shifting risk to workers will not guarantee sustainability – in fact, it may make strong growth and steady progress impossible.

Highlights of Employers view on Municipal precarious workers

- Sources of municipal fund is limited to offer higher wages for the worker
- Due to the policy of creation of employment, municipal authority recruits more workers with low wage.
- Outsourced employment is cost effective than permanent employment
- As the workers have to work for 3-5 hours in a day, they can engage in any secondary occupation for more earning.
- Becoming old age doesn't mean to become unable worker.

Chapter- 5: Legal Rights and Entitlements of Precarious Workers

Introduction: The use of precarious - a non-standard employment pattern, as part-time or fixed-term working is widely established phenomena. This pattern of service increases employment insecurity as well as polarization and exploitation of labour market. It also denies the fundamental rights to the workers throughout the world. In case of Bangladesh, it remains extremely difficult for such workers to exercise their dignity and right. This section describes the legal issues with focus on Labour dignity, rights and entitlements in the country vis-à-vis in the study arena. Based on the secondary sources/content analysis, it also includes the ILO convention particularly ratified by Bangladesh.

National Legal instruments on Labour Issues: At present, more and more workers are engaging in precarious jobs, as they have very limited availability/alternative employment opportunities. They have no dignity, right even to bargain individually or through the union with their employer. Therefore, precarious work is becoming a prime challenge to respect for workers' rights. Some are formally excluded due to basic rights are denied in law. Even though, some of the workers' rights remain confined only to papers, as laws are enacted but not actually implemented/enforced. Furthermore, some of the workers are afraid of exercising their rights and entitlements because of sudden lay off from their respective job. In this context, the government is trying to resolve these issues by enacting laws, rules and regulation's analogous international standard. Some of the remarkable initiatives/features are discussed below.

Constitution of Bangladesh: The Constitution of the People's Republic of Bangladesh guarantees some fundamental rights to equality before the law, and for all citizens to be treated in accordance with law (article 27). The Constitution also prohibits forced labour (article 34) and gives the right to form associations or unions (article 38), to reasonable wages, to social security and equal opportunity in employment (article 19 & 29). Work is a right and duty (article 20), and local governments are encouraged to institute representation of workers. The Minimum Wages Act, 1948: It provides the scope for fixing minimum wages for different types of labour and the Bonded Labour System (Abolition) Act, 1976, provides for abolition of the bonded labour system and for release and rehabilitation or freed bonded labourers.

Bangladesh Labour Act 2006: The government has enacted Bangladesh Labour Act, 2006 by consolidating 25 important labour laws into one labour code after prolonged tripartite negotiations. It regulates employment relations, working hours, wages, trade unions and industrial relations. It also sets retirement and maternity benefits, compensations for injury and accidents or even death. Occupational Safety and Health Standards, the labour inspectorate prohibits child labour. It also directs the establishment of the Wage Board, the Labour Court, and the National Council for Industrial Health and Safety, the procedures for industrial disputes, including strikes and lockouts. On the other hand, rapid industrialization and potential demand from of all sides (workers and employer) all together pressurize the government to amend the existing labour act. Thus, the government enacted Bangladesh Labour (Amendment) Act, 2013 with numerous changes in previous labour acts. After passing the act, the government claims that the new law has a major advancement in establishing workers'

rights and entitlements, and that it would also bring more stability in the industrial sector. However, in reality, the new law is inadequate for protecting rights of workers.

Bangladesh Labour Rules 2015: Government of Bangladesh has been encouraged and carried out advocacies with diverse groups to promulgate the Labour Rules for a long time. In accordance with that, the government has introduced the Bangladesh Labour Rules 2015 on September 15, 2015 through an official gazette. Some of the key features of Labour Rules 2015 are as: employment policy/service rules, registration of manpower supplies agency, establishment organogram, appointment letter, various registers (service book, Safety records book, labour register, leaves the register, etc.), misconduct and punishment, two festival bonuses, holiday, health and fire safety issues, wages, prescribe form for filling case in labour court, approval of factory plan and any extension.

Local Government (City Corporation) Act, 2009: This act empowers a municipality to deploy a labour force for performing any emergency works. According to section 67, corporation may deploy labour (assuming the basis of daily wage) to perform any emergency task having sufficient budgetary allocation and prior approval from the government. In practice, the corporations generally use this labour in case of their routine work. For instance, they may hire them for long term, but the payments are the still daily basis.

Related ILO convention-Ratified in Bangladesh: The International Labour Organisation (ILO) is dedicated to enhancing opportunities for women and men to get hold of decent and productive work in a manner of freedom, equity, security and dignity. Its main aims are to promote workers' rights, encourage opportunities of decent employment, enhance social protection and strengthen dialogue in handling work-related issues. Based on demand analysis and as per core principle functions, it sets international labour standards through the adoption of convention's time to time. These conventions provide guidelines and recommendations covering a wider range of labour-related issues. The ILO works in Bangladesh to promote compliance with international labour standards by helping address shortcomings in legislation and by providing policy advice. As an active member state of the ILO since 1972, to date Bangladesh has ratified 33 ILO Conventions. Category wise ratified convention are - Technical 24 out of 177, Governance (priority) 2 out of 4, and Fundamental 7 out of 8. The ratified fundamental conventions are presented in Annex.

Chapter- 6: Conclusions and Recommendations

6.1 Conclusions

In Bangladesh, due to the rise of city population, more areas are covered by the municipality, and its service areas are also expanding simultaneously. Hence the need of the municipal service worker is also getting higher. It is estimated that more than 50,000 workers are presently involved in the conservancy service department of different municipalities across the country.

Precarious work is rapidly becoming the biggest obstacle to the respect of workers' rights. Many workers of the municipal service department find themselves in precarious jobs where they have seldom access to basic employment benefits, let alone to bargain collectively with their employer. Especially the Muster roll and outsourced workers are formally excluded because basic rights are denied in law. Others have rights on paper, but rights in laws are not enforced in most of the cases.

In a word, current municipal policies do not adequately address the rise in temporary and precarious employment generally, nor do they sufficiently speak to the realities of the work specifically.

6.2 Recommendations

In order to reduce the precarious nature of municipal service is and to enhance the economic security of these workers, this study recommends that municipal authority should adopt regulatory approaches in line with the ILO's decent work principles which are stated as under-

1. Recognition

There needs to be greater attention paid to gathering accurate disaggregated data concerning the numbers of socially excluded women, men and children from different communities, and their socioeconomic development levels of the workers.

2. Transformation of the nature of work

All efforts should be taken to modernize cleaning jobs for reducing hazards and recognizing the occupation to highlight the value of their public service and to tackle stigma associated with it. The municipal authority should develop a time-bound plan of action to make the necessary changes. Further, a comprehensive labour protection law must be enacted in accordance with Articles 10, 11, 14 and 28 of the Bangladesh Constitution.

3. Housing security and choice

The government should, in collaboration with the cleaners, plan to ensure their entitlement to housing plots with full civic amenities, within or outside of the current residential areas. There should be arrangements put into place for these families to be able to purchase these plots or houses at subsidized prices, supported by access to credit facilities.

4. Equality

Ensure the principle of equity in assessing and developing all interventions among the cleaner communities. The government should develop a package of equality measures that support women and girls in the community to obtain education and

receive skills training to support income generation. It should also support the transformation of gendered attitudes and norms within the community that currently restrict the freedoms of women and girls, and in city corporations also. Plan for and implement a diversity rule in all workplaces. Their representation should be ensured in every workplace.

5. Addressing caste discrimination and violence:

A comprehensive plan of action needs to be developed by the government to address caste discrimination and violence at the workplace and in the living place.

6. Eradication of disparity among the workers:

Unfair practices, such as the less favorable terms applied to Muster Roll workers, should be eliminated. The system should be abolished, and such workers should be brought under regular payroll, and job.

7. Introduce various skill developments training for the worker:

Arranging better education and training facilities for these socially excluded working group and their next generation so that they can be involved in alternative occupations.

8. Raising awareness about union activities:

Practices of union related activities prevail in some of the municipal areas. But most of the general workers are unaware of their basic rights and job entitlements and due to this reality, they are unable to raise their voice in any kind of discriminatory policies adopted against them. Gradually, actions should be taken so that this welfare oriented agencies should turn to trade union organisations.

Annex-01: ToR of the study

Precarious work in Public Service Sector of Municipal area in Bangladesh: Scope and Challenges for Trade Union Organisation

1. Context and background

A significant portion of the workforce in Bangladesh suffers from insecure, uncertain, and unpredictable employment conditions and over the past several decades, there has been a constant increase in part-time, temporary and casual forms of work. People who work, but who do not have a lasting job, with a decent wage, a secure future, social protection, and access to rights are fall in the form of precariousness. The legislation and practice in Bangladesh allow employers to hire workers in employment arrangements that put them at a significant disadvantage. Such workers do not enjoy basic employment protections or benefits. They often work extremely long hours, in some cases out of fear of losing their jobs if they do not comply with their employers' every demand. As precarious workers are not adequately covered by the Labour Code, they are unrecognized, unregistered, unprotected and socially excluded. Their position is compounded by the difficulties experienced by unions in organizing precarious workers.

Characteristics of precarious work

- It shifts risks and responsibilities from employer to worker;
- Workers are mostly unorganized---having no/limited involvement with Association/Trade Unions
- Which bears uncertainty and insecurity with low level of payment;
- Permanent jobs are replaced with term based contracts, temporary, and seasonal, day labourer, and casual labour.
- The relationships between employers and workers become more and more complicated as enterprises are fragmented and dispersed through subcontractors, franchise holders and labour and temporary work agencies;
- Employers disguise their employees as 'self-employed' workers

There is lack of information about the trends of precarious work in Bangladesh. It is also prevalent on public service sector like municipal, service sector. The situation aggravated to widespread informal form of employment in rapidly expanding urban areas.

Simply the nature and characteristics of informal work are precarious.

Bangladesh has witnessed a high rate of urbanization over the last three decades. Over a quarter (43 million) people reside in urban areas. In 1951 the country was predominantly agrarian and rural, with urban dwellers representing only 4% of the population. The urban population increased moderately to about 8% of the total population in the next two decades but grew rapidly after independence in 1971 to 19% by 1991, 26% by 2005 and 28% by 2011.

Rapid urbanization in Bangladesh has produced unplanned and uncontrolled urban growth, resulting is an acute shortage of Infrastructure, poor housing and transport, inadequate drinking water and lack of drainage and sewerage. Rapid growth of cities and towns is the greatest challenges of the twenty first century. Growing cities and towns faces challenges, which include, high percentage of people living in slums, expensive and dominance of the informal sector, inadequate urban basic services, especially water, sanitation and energy, unplanned urban and pre-urban expansion,

social and political conflict over land resources, high level of vulnerability to natural disaster and poor mobility system. If cities and town are to play their role as a driving force behind economies and social development, these challenges have to be addressed through effective planning and governance.

The rate of growth of urban population is 2.8% .It is more than double the 1.1% annual growth rate of the entire population. At existing growth rates, the country's urban population will reach 79 million or 42% of the population by 2035. In Bangladesh, the urbanization has been rapid because;

- high natural increase in urban population
- the territorial expansion of the urban areas
- rural to urban migration

Bangladesh has 532 urban areas classified into eleven City Corporations and 318 Pourashavas (Municipalities) run by elected Pourashava councils. Pourashavas are further classified as A, B and C categories. Urban areas are categorized as larger city corporations or A, B, and C class Pourashavas based on the minimum annual revenues collected over last three years.

Urban local government (city corporations/municipality) authorities are operating a range of service departments including waste management, electricity, water supply, transportation, taxation, Infrastructure development etc for providing the basic amenities to the urban dwellers. Where a large number of regular, part-time, seasonal and daily basis worker are working in various mode of employment with precarious nature.

Among these service departments waste management department is considered as the highly labour intensive area where most of the workers are working under extremely vulnerable working conditions; moreover they have to work with low wage and in master roll/work charge (no work no pay) basis. Different type of waste such as domestic, human, industrial and medical waste are being generated every day in the city and thousands of informal and child labourers are engaged in this sector; working in precarious condition. It is estimated that the Dhaka city needs 20,000 cleaners for operating its waste management services the functions are coping with only 7,500 workers again where it should have at least 800 covered vans for waste disposal but it has only 250 it causes unbearable workload for the waste management worker.

The transformation of many public sector jobs into precarious work through privatisation, outsourcing, or outright administrative wage cuts underline the urgent need for giving full rights to public servants to bargain collectively for working conditions, wages and employment. Governments need to be exemplary as

Working conditions in municipal management worker

- Most of the municipal waste management workers work in muster roll basis
- Precarious worker in waste management sector work under serious health and safety risk
- Widespread social stigma makes waste management worker socially excluded
- Most of these workers live in slums and some of them live in the open air
- Rate of the female worker are high among the street cleaners
- Considerable existence of child worker prevails
- Job is task based so working time is not specified; such as a street cleaner starts work at 4-5 AM.
- Don't get any leave facility even for the maternity period

employers. Quality public services are essential to sustainable development and cannot be based on casual employment.

Mondiaal FNV supports trade unions worldwide who aim to put a halt to precarious work. It believes that precarious work has major implications for labour relations. One of the most urgent issues, concerning millions of people, is the explosive rise of so called 'precarious work', non-standard employment that is insecure, unprotected, cannot support a living, undermines the right to organise and deteriorates working conditions. It intends to organize all groups of workers, and particularly reaching out to workers in informal and precarious employment requires a wide spectrum of established and innovative forms of mobilizing and organizing workers. The trade union movement is better placed than any other organisation to be the voice of all working people, and a powerful partner in alliances with other movements to create secure, stable, and predictable working conditions for all workers.

In this backdrop, Mondiaal FNV – intends to commission a study to explore the nature and magnitude of precarious work in the municipal service sector in Bangladesh affiliated with Public Service International (PSI) in a view to strategizing for TU organisations to address the problem and also to develop action plan in order to redress it from precarious to decent work.

2. Scope and Objective of the Study

Scope of the study

- The study will cover public service sector- waste management department of city corporation/municipality areas across the country;
- The study will congregate information within the working areas of city corporation and municipality affiliated with Public Service International (PSI);
- The study will generate evidences on status of precarious work in city corporation/municipal waste management department of Bangladesh, its nature, magnitude; and it will assess compliances and the violation of labour rights;
- The study should identify disparities and gender issues within municipal waste management workers in terms of wage, working conditions, treatment and employee relations;
- It is intended to figure out the areas of similarity and dissimilarity considering the different categories/type of City Corporation and Municipality waste management workers;
- Assess if any collective bargaining processes, structures and instrument are in place
- It will develop strategies and recommendations for trade union organisations in order to address the problems of precariousness in a view to transforming it from precarious to decent work.
- Exploring the labour supply chain pattern in the municipality sector.
- Capturing the nature of precarious employment in terms of employers' perspective.

Objective of the study

General objective: The general objective of the study is to explore the magnitude and status of precarious work in the public service sector specifically in waste management department of the City Corporation/Municipal areas in Bangladesh.

The specific objectives of this series study are but not limited to

- Assess the magnitude and types of precarious work in the municipal waste management department– with the challenges and opportunities
- Find out the employment and working conditions of precarious workers and also for man and women
- Explore the prevailing legal framework for precarious workers and assess the extent of workers’ awareness on their rights and entitlement and their quality of life
- Identify the challenges of organizing and unionization
- Assess the extent of gender disparities and wage / workload gap
- Find-out the supply chains and extent and nature of triangular employment
- Recommend strategies for trade union organisations
- Prepare recommendations on how to improve precarious work in line with decent work principles and national labour law
- Issues to be decided upon the discussion with relevant union association/sector focal person are as under-

Issues	Area of discussion
Sector within the sub-sector	Specifying the sector will be studied
Stakeholders	Identify the stakeholders in the study
Key Informant Interview (KII)	Who will be the Key Informant and how many in each category
Focus Group Discussion (FGD)	Whom and how many in each category
Rapid Survey	Who will be surveyed and the extent of the survey (no. of persons)
Case stories	Required no. of case stories

3. Methodology

The study will utilize both qualitative and quantitative approaches of data collection. Appropriate random sampling methodologies will be used in order to ensure representativeness. The data collection techniques will include but not limited to:

- Semi-structured – Key Informant’s Interview
- Mini Survey
- Focus Group Discussions and/or Mini workshop
- Observation and case stories
- Collection and analysis of available secondary information

4. Study Framework

Key Investigation Areas	Key questions	Main methods of Investigation
A. Magnitude and types of Precarious work in municipal service sector including the vulnerability of its workers	<ul style="list-style-type: none"> • Numbers (estimated) and development /trends in these numbers • Various professions and types and relative numbers • Susceptible to risk factors/ relative vulnerability • Motive of employers towards precarious work - Seasonality in employment and earning • Trend in precarious work both nationally and internationally and find any correlation (in the context of existing global economic reality) 	<ul style="list-style-type: none"> • Review of available reports • Interview Key Informants • Collection of service and employment statistics
B. Workers awareness on their rights and entitlement in municipal service sector	<ul style="list-style-type: none"> • Knowledge about applicable labour law • Minimum wage and working conditions • Holidays and working hours • Leave entitlements – maternity and paternity • Rights to organize/member of trade union or member of working participation committee • Use of labour contracts • CBA's - awareness, involvement, memberships and perception towards CBA 	<ul style="list-style-type: none"> • Interview workers • Focus Group Discussions with workers and union leaders • Review Employments records
C. Living and livelihood condition of municipal service workers	<ul style="list-style-type: none"> • Household profile of the waste management worker • Income and expenditure pattern • Quality of life in particular for male and female • Shock and coping mechanism – who suffers most (male or female) • Migration nature and trend 	<ul style="list-style-type: none"> • Mini survey/Workers interview • Case stories • FGD with workers
D. Legal Framework in place	<ul style="list-style-type: none"> • Coverage under general Labour law • Concerned sub-sector policy relevant to the precarious/formal work 	<ul style="list-style-type: none"> • Review of Labour Laws and Circulars of labour directorate • Interview with Legal Experts
E. Sector dimension and the prevalence of precarious work	<ul style="list-style-type: none"> • Size and growth of the sector • Change in precarious work nature • Policy directives 	<ul style="list-style-type: none"> • Review public and private sector policies • Interview key public and private • Interview Sectorial Experts

Key Investigation Areas	Key questions	Main methods of Investigation
F. Employment conditions and compliances	<ul style="list-style-type: none"> • Employment management systems and processes • Contract and appointment – for man and women • How to get into the job, in particular for man and women • Minimum wage - compliance level - profession wise • Maternity and Paternity leaves • Decent work concept and its practices (GAPs) • Occupational health and safety 	<ul style="list-style-type: none"> • Review of existing service rules / HR policies • Key informants interview • Observation • Review of available reports and documentations
G. Gender Issues and ethnic disparities	<ul style="list-style-type: none"> • What are the key gender issues prevailing in the labour sub-sector • Any wage gap and workload disparities? • Gender differences in employment contract, working conditions and general employment rights and privileges 	<ul style="list-style-type: none"> • Mini-survey on workers • FGD with workers • Key Informants interview
H. Social Protection Mechanism (especial emphasis on gender differences that are in practice)	<ul style="list-style-type: none"> • Seasonality and its management • Unemployment and/or retirement benefits - any difference between male and female workers • Insurance • Health facilities/ Medicare • Compensations 	<ul style="list-style-type: none"> • Review of records and reports • Interview with Employer and management
I. Supply Chain of municipal service workers	<ul style="list-style-type: none"> • Sub-contracting - type and extent – trend in sub-contracting (increase or decrease) • Is there any trend observed in worker sub-contracting practices and how serious is that • Regulation on sub-contracting • Employment condition and accountability of sub • Triangular Employment 	<ul style="list-style-type: none"> • Interview Workers • Key Informants interview • Interview sub-contractors and union leaders
J. Status of unionization in municipal service work	<ul style="list-style-type: none"> • What our law says (if in place) – in particular to Workers welfare association, participation or OHS bodies etc. • Experiences of existing unions (Scope and challenges, achievements so far) • Proportion of union workers • Trade Union policies, unionization issues and 	<ul style="list-style-type: none"> • Interview workers and union leaders • Review of Existing Union documents and key informants (union leaders/labour officials) • Interview with Union Experts

Key Investigation Areas	Key questions	Main methods of Investigation
	<ul style="list-style-type: none"> • Challenges of organizing • Status (no. types, membership volume) of existing unions/participation committees and their scopes and challenges • Existence of other labour support organisations (other CSOs active) and different committees within such as OSH, Participation committees etc.) • Extent and volume of work-impact 	
K. ILO Conventions and Perspectives of international labour support Organisations	<ul style="list-style-type: none"> • Is there any relation to ILO and Bangladesh government positions • Other national and international labour support orgs role and perspective 	<ul style="list-style-type: none"> • Review ILO conventions and other documents/policy papers. • Interview ILO and Keys officials of labour support organisations

5. Deliverables and outputs

- The narrative report containing an executive summary, findings against key investigation areas, conclusions and recommendations about 30 pages excluding Annexure. The report will have a number of case stories, anecdotal and quotes.
- A power point presentation on key findings and recommendations for national conference for the key stakeholders

Timeframe: August –November 2016.

The field level data collection will be started by the middle of August 2016 and the draft report has to be submitted by October 2016. The dissemination workshop can be organized in November 2016.

Annex-02: List of persons' key interviewed and/or met

SL.	Name	Designation	Organisation
1	Mr. A.S.M Hafizul Hossain	President	PGCBSKU
2	Mr. S.M Mossarraff Hossain Milon	Secretary General	Bangladesh City and Municipal Worker's Federation
3	Mr. Md. Abdul Latif	General Secretary	DSCC Scavengers and Workers' Union
4	Mr. Md. Anisur Rahman	Conservancy Officer	KCC
5	Mr. Sultan Miah	Ward Commissioner	DSCC
6	Mr. Md. Hanif	Conservancy Inspector	DSCC
7	Mr. Uzzal Kumar Saha	President	KCC Kormochari Union
8	Mr. SK. Mohiuddin	Secretary	KCC Kormochari Union
9	Mr. Sobhan Miah	President	KCC Sramik Union
10	Mr. Sahajahan Ali Khan	Administrative officer	DSCC
11	Mr. Md. Nazrul Islam	Conservancy Inspector	KCC
12	Mr. Jamal Hossain	Mosquito Control Officer	DSCC
13	Mr. Jahidul Haq	Electrician	DSCC
14	Mr. Md. Salauddin	Member	DSCCSKU
15	Mr. Md. Ahsan Habib	Assistant Secretary	KCC Kormochari Union

[S.N: Besides above-mentioned list, the researcher met with 70 general workers of DSCC and KCC]