

# SANITATION WORKER'S HANDBOOK

On Safety, Security, and Responsibilities  
of Rural Sanitation Workers



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Prepared for



**Program Team:**

Arvind Singh, Jhanvi Shah,  
Manvita Baradi, Meghna Malhotra

Design and Illustrations by  
Sayantan Ghosh and Trinankur Banerjee,  
Chitrapat Ideas Foundry



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# Sanitation Worker's **HANDBOOK**

(On Safety, Security, and Responsibilities of Rural Sanitation Workers)





## PERSONAL DETAILS:

**Name:**

.....

**Village Name:**

.....

**Contact Number:**

.....

**Blood Group:**

.....

## CONTACT DETAILS IN EMERGENCY:

**Name:**

.....

**Number:**

.....

# About this Handbook

Sanitation workers play an important role in ensuring the health of our communities. In Gram Panchayat, there are primarily six types of sanitation workers for solid and liquid waste management essential for the operation & maintenance and sustenance of sanitation infrastructures.

They are engaged in the cleaning of toilets, desludging/emptying of septic tanks, cleaning drains, cleaning of sewer lines and maintenance holes (if the village has an underground drainage network); solid waste collection, street sweeping, and waste handling at the waste processing unit. However, they do not receive appropriate protective gear, safety devices, and equipment related to their work.

The purpose of this handbook is to provide information about the roles and responsibilities, mode of employment, rights, and entitlements of sanitation workers who are currently engaged with the Gram Panchayat.



I am Nirmala Didi, a school teacher in the Gram Panchayat (GP). I am here to share insights (tips) on your work-related responsibilities, safety, health, rights, and entitlements.



As Swachh Sathis of the village, you perform one of the most essential jobs and play a key role in keeping our village clean and healthy. It is due to your unrelenting endeavours that:



Waste gets collected from houses and streets, and neighbourhoods remain clean (garbage-free).



The village has clean toilets in anganwadis, schools, health centres, and community/public toilets.



Septic tanks/pits get cleaned whenever required.



Clogged drains get cleaned.

With your efforts, the village's aesthetics and livability are well maintained, and the land and water bodies remain pollution-free.

“ Your services are essential and valuable to the village. ”

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**A**



This handbook is divided into **five sections**.

### PART I

**A**

*Roles and responsibilities; safety gears, tools and equipment required for the different sanitation works.*

**B**

*Engagement with employer.*

**C**

*Rights and entitlements.*

**D**

*Health, hygiene and nutrition.*

**E**

*Do's and don'ts of sanitation workers.*



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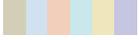
1. Your responsibilities
2. Your safety gears
3. Know your tools and equipment at the job

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## Roles and Responsibilities of Sanitation Workers

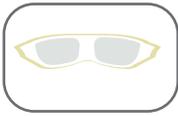


You are involved in the cleaning of toilets, drains and septic tanks/pits; solid waste collection and transportation of waste; street sweeping. You provide essential services to society; therefore, it is necessary to you to understand your job responsibilities. The responsibilities shall vary depending on the nature of the work, the risk involved and technical understanding.

## Safety Gears (Personal Protective Equipment):



While handling waste, you may experience injuries and accidents due to harmful gases and liquids and a lack of proper safety equipment. Thus, Personal Protective Equipment (PPE) helps you to protect yourself from such infections, injuries, and health-related problems. PPE is essential for your safety and to safely perform your job roles.



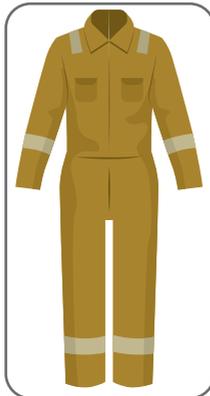
Safety goggles



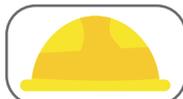
High visibility reflective jacket



Nitrile gloves



Full body coverall



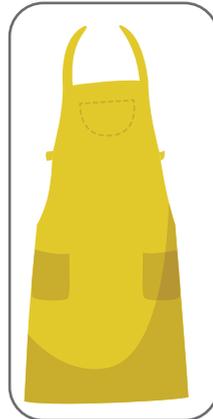
Helmet



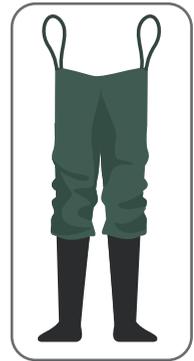
Shoes



Particulate mask with a nose clip



Apron



Thigh waders with attached boots



Steel toe shoe

# Tools and Equipment Required for Cleaning



You work and deal with various types of work manually. While working, it's important to understand and adopt a mechanical approach. It is necessary for your employer/GP to provide appropriate tools, equipment, vehicle, and all necessary supplies. The tools, equipment, and vehicle should be used regularly only after receiving proper guidance/training.



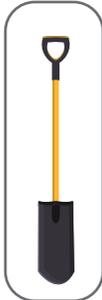
Grabber machine



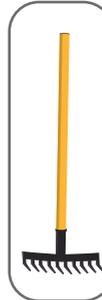
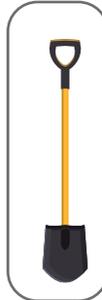
Mini tipper



Vaccume truck



Shovels



Spade



Street sweeping broom



Wipers



Soft cloth



Mug



Bucket



Sponge



Broom



Pan



# Our village Swachchhta Saathis

Let's take a look at each type of sanitation worker, including your roles and responsibilities, safety gear, and tools and equipment required while working as per the job roles.





**DRAIN CLEANER**



**STREET SWEEPER**



**DOOR-TO-DOOR  
WASTE COLLECTOR**



**WASTE HANDLERS**

# Toilet Cleaner

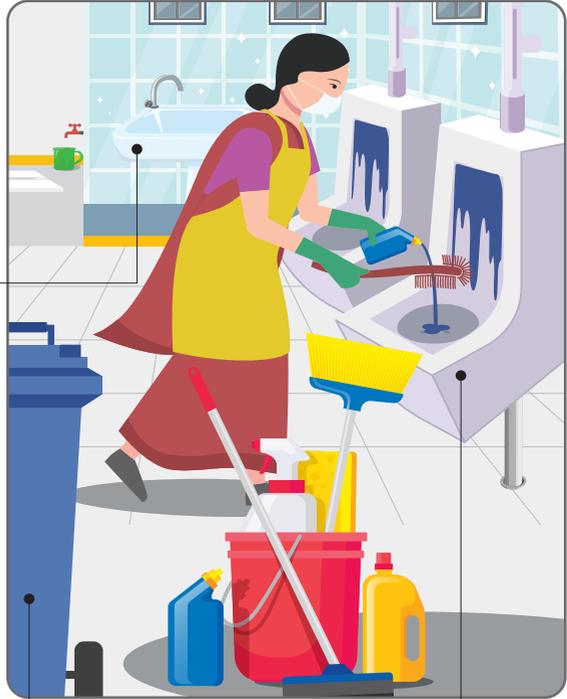
You clean the toilets of the Panchayat office, schools, anganwadis, and community & public toilets in the village.



As a cleaner of community/public/institutional toilet



**1. Your responsibilities as a toilet cleaner are to:**



Clean, disinfect and maintain toilets/ sanitation complex allotted to you by the GP or contractor.



Collect litter and remove stains to make it ready for usage.



Clean all toilets/squatting pans properly with liquid or detergent powder (disinfectants) and water.



Clean floor, doors, latches, door fixtures, ventilator, wash basins, buckets, a mug, and wall of bathing area/cubicle.

---



Clear clogs from floor drains, sinks, toilets, and urinals.

---



Empty and clean waste bins regularly from the toilet premises.

---



Ensure that the required quantity of cleaning materials such as phenyl, acid, and naphthalene balls are used so that toilets are always clean and free from foul odour (smell).

---



Dispose of waste in a designated area or hand it over to the waste collector.

---



Avoid mixing cleaners and disinfectants, as they can react to create poisonous substances which may cause serious injury.

---



Ensure that toilet blocks are cleaned as per the frequency set by the GP.

---



Containers of bleaches, chemical products, and disinfecting agents should not be left open in the toilet or any other areas.

---



Clean as per cleaning guidelines using the equipment and supplies.

---

## 2. Your safety gears



Wear N95 mask, nitrile gloves, uniform/ apron and shoes while cleaning the toilet.

---



After finishing work, wash your gloves, apron and boots with water and soap, dry and store them in a safe place.

---



Change your PPEs at least once every six months, or if they are torn or damaged, ask the GP/ employer for replacement.

---

# The sequence of wearing and removing of PPE - Toilet Cleaner



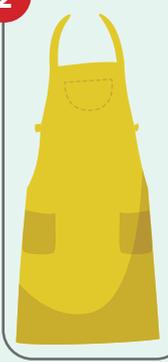
**Before wearing**  
PPEs, wash your hands  
with water and soap



## Sequence of wearing PPE

- 1  Mask
- 2  Apron
- 3  Gloves
- 4  Shoes

## Sequence of removing PPE

- 1  Shoes
- 2  Apron
- 3  Gloves
- 4  Mask

**After removing**  
all PPEs, wash your hands  
with water and soap



### 3. Know your tools and cleaning agents

#### a. Your cleaning tools -

broom, tile brush, mop, scrubbing sponge, floor wipers, bucket, mug, dust collecting pan and soft cloth.



Keep the cleaning tools in a place that is out of reach of toilet users.



Wash your tools and store them in a safe place.



Wipers



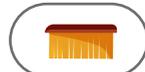
Soft cloth



Broom



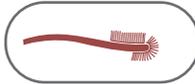
Bucket



Tile brush



Sponge



Bowl brush



Pan



Mug

#### b. Your cleaning agents and consumables -

liquid soap, glass and mirror cleaning liquid, naphthalene balls, disposable garbage bag, hand washing soap/liquid, napkin /tissue and sanitizer.



Do not take any cleaning agents



Use the optimum quantity of cleaning agents and consumables.



Report to the supervisor for timely replacement/ refill.

# Septic Tank/ Pit Cleaner

You are the one whom we call to empty our septic tank/pit when it is overflowing.



As a septic tank/pit cleaner



**1. Your responsibilities as a septic tank cleaner are to:**



Clean the septic tank/pit using a desludging vehicle and deposit the sludge at the designated/treatment site.



- Ensure that the cover of the septic tank/ pit is kept open for 3-4 hours before desludging work begins.
- This will ensure that all the harmful gases built up in the septic tank/ pit are released.

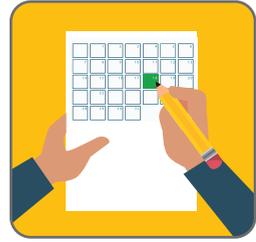
*(Note: lighting a matchstick or absence of foul smell does not reveal the presence of harmful gases.)*



Ensure that there is a team of two persons on site.



Ensure that septic tank/pit cleaning happens during the daytime only.



Keep a record of your monthly work.



Do not smoke or use flammable things on-site while carrying out desludging activities.



Do not enter the manhole/septic tank/pit without appropriate written permission from the responsible sanitation authority.



Avoid disposing of sludge near residential areas or near water bodies.



Do not smoke while disposing of the sludge.

## 2. Your safety gears



Wear safety helmet with air vents, safety goggles, N 95 mask (without air vent), full body suit, nitrile gloves (length 13"), and boots with steel toe.



Wash hands with soap and water after emptying the septic tank.



Wear PPEs while carrying out de-sludging activities.



Clean PPEs with soap and water after every use, rinse and store in a safe place.

“

**MANUAL CLEANING** of septic tanks/pits is **COMPLETELY BANNED** in India.

”



Change your PPEs at least once every six months or if they are torn or damaged, ask the GP/ employer for replacement.

## The sequence of wearing and removing of PPE - Septic tank/pit Cleaner

**Before wearing**  
PPEs, wash your hands  
with water and soap



### Sequence of wearing PPE

1



Full body suit

2



N 95 Mask

3



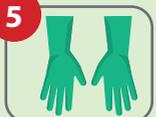
Safety goggles

4



Helmet

5



Nitrile gloves

6



Steel toe gumboots

### Sequence of removing PPE

1



Steel toe gumboots

2



Nitrile gloves

3



Helmet

4



Safety goggles

5



N 95 Mask

6



Full body suit

**After removing**  
all PPEs, wash your hands  
with water and soap



### 3. Know your tools and cleaning agents



- Cesspool vehicle (a vehicle equipped with a motorized pump and a storage tank for emptying and transporting faecal sludge);
- crowbar to lift the lid of septic tank/pit;
- barricade cones (in case the work site needs to be barricaded to avoid accidents)
- lime (for disinfecting any spillage after emptying).



Ensure equipment used during septic tank/ pit is explosion and fire-proof.



Ensure that all the safety equipment is functional and good for use before cleaning the septic tank/pit.

# Drain Cleaner

You remove silt and solid waste from our drains and ensure that the wastewater is properly drained off.



## As a drain cleaner



### 1. Your responsibilities as a drain cleaner are to:



Remove silt, solid waste and clear clogs from open, partially open, and closed drains.



Keep record of your monthly work.



With bare hands do not handle waste.



Perform work under the observation of supervisor.

---



Ensure use of machine (grabbers and scoopers) for cleaning drains, which are very wide and deep.

---



Always dispose waste at the designated/treatment site.

---



Avoid leaving any waste at the work site.

---



Thoroughly wash all contaminated parts of the body with soap and water, after the work is completed.

---

## 2. Your safety gears



Wear safety helmet with air vents, safety goggles, N 95 mask, nitrile gloves (length 13), safety coveralls, thigh waders and gumboots



Clean PPEs with soap and water after each use and store in a safe place.



Wear proper PPEs while cleaning to avoid contact of faecal matter.



Use rubber/ nitrile gloves to avoid sewage or sludge to come in direct contact.



Change your PPEs at least once every six months or if they are torn or damaged, ask the GP/employer for replacement.

# The sequence of wearing and removing of PPE - Drain Cleaner



**Before wearing**  
PPEs, wash your hands  
with water and soap



## Sequence of wearing PPE

1



N 95 Mask

4



Nitrile gloves

2



Safety goggles

5



Thigh waders  
with gumbots

3



Helmet

## Sequence of removing PPE

1



Thigh waders  
with gumbots

3



Helmet

4



Safety goggles

5



N 95 Mask

2



Nitrile gloves

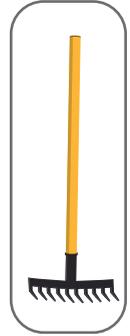
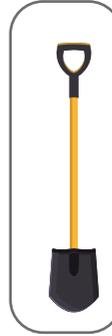
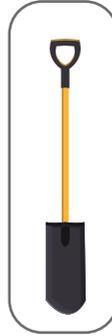
**After removing**  
all PPEs, wash your hands  
with water and soap



### 3. Know your tools and equipment at the job



Grabber machine



Shovels

Spade

Use grabber machine, high suction vacuum to remove water required during maintenance of drains; rake, spade, shovels, trowels, to remove wastes and sediments.



Tools, equipment and machines that have come directly into contact with the faecal matter shall be cleaned properly.



Grabbers and scoopers are to be used for cleaning of open drain.



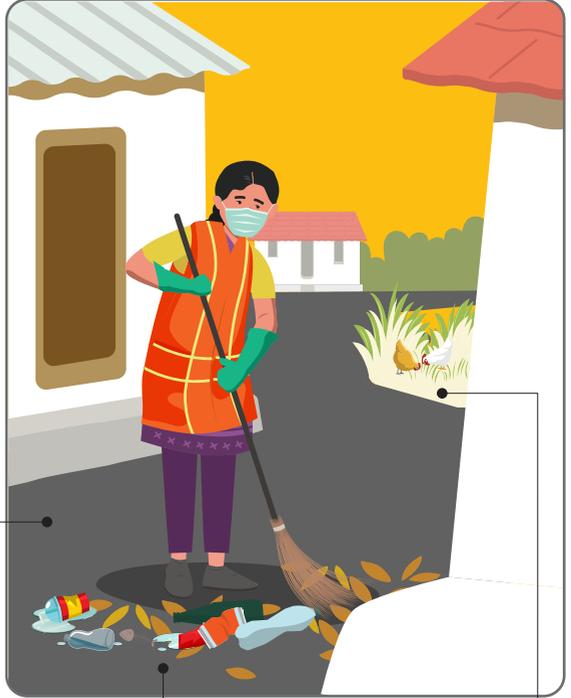
Be thoroughly familiar with the functions of all equipment used for cleaning of drains.

# Street Sweeper

You ensure that all streets in the village are clean and free from any garbage.



As a street sweeper



**1.** Your responsibilities as a street sweeper are to



Sweep the roads/street as per the established schedule including markets, parks and public areas.



Avoid touching any sharp objects with bare hands.



Do not dump collected waste in nalla/water bodies or any open area.



Ensure that dustbins along the roadsides and public places are maintained clean, and emptied on time so there is no overflow.



Use a dustpan or shovel.



Ensure that all waste collected from street sweeping is transported in segregated manner at designated treatment (waste processing unit)/disposal site.



Report any residents dumping waste on the road, to the GP.

## 2. Your safety gears



Wear mask, gloves, reflective jacket and shoes while sweeping roads/streets.

---



Mask should be used to protect you against dust and smoke.

---



Puncture-resistant gloves should be used while working to avoid injury.

---



Wash gloves, reflective jacket and footwear after use and store properly.

---



Reflective jacket should be used while working during dusk and dawn.

---

# The sequence of wearing and removing of PPE - Street Sweeper

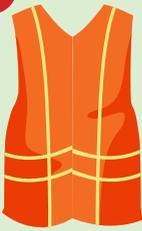


## Before wearing

PPEs, wash your hands with water and soap



### Sequence of wearing PPE

-   
N 95 Mask
-   
Reflective jacket
-   
Nitrile gloves
-   
Shoes

### Sequence of removing PPE

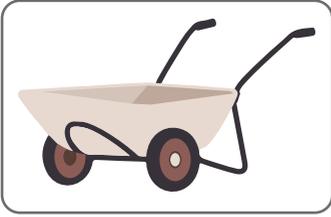
-   
Shoes
-   
Reflective jacket
-   
Nitrile gloves
-   
N 95 Mask

## After removing

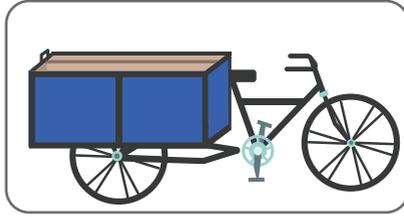
all PPEs, wash your hands with water and soap



### 3. Your responsibilities as a street sweeper are to



Containerized wheelbarrow



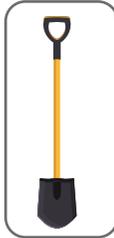
Tricycle



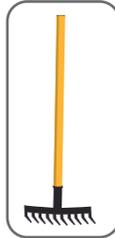
Long handled broom



Metal plate



Spade



Pan

You must get all the tools and equipment such as:

Broom/ long handled broom, spade, metal plate, pan, containerized wheelbarrow, containerized hand cart or tricycle, tractor with trolley, and container lifting device.



After completion of work, place the equipment in designated place.



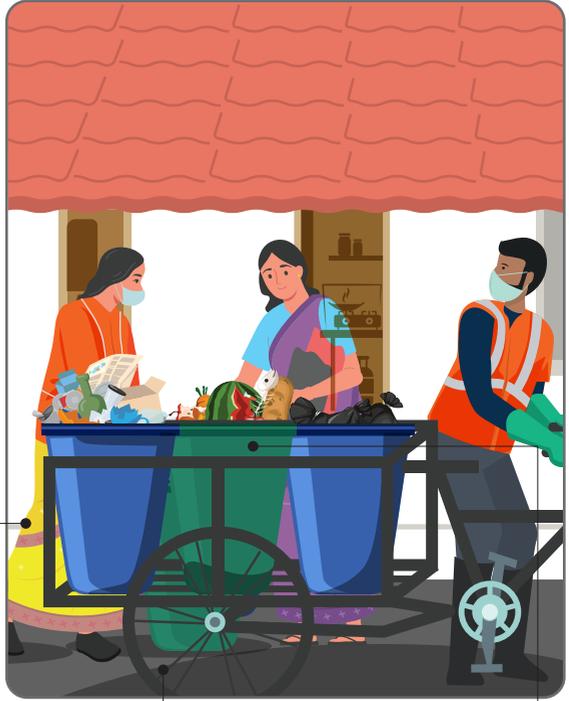
Use equipment to handle the different type of waste to avoid injury and direct contact with solid waste.

# Waste Handler

*You go door-to-door to collect our waste and take it to the processing site. You ensure that our premises and surroundings stay free from the garbage.*



## As a door-to-door waste collector



### 1. Your responsibilities as a door-to-door waste collector are to:



Collect segregated waste from all households and other establishment on the route/area assigned to you.



Follow route plan with pre-informed timings for collecting waste.



Request the residents/shop keepers to give segregated wet and dry waste.



Ensure that the solid waste is collected using containerised motorised vehicles or containerised tricycles, handcarts, or any other equipment that is suitable for waste collection.

---



Ensure that there is always a team of two-persons– one driver and one helper– for collecting waste.

---



Ensure that all the collected waste is segregated into biodegradable, non-bio-degradable and hazardous waste and transported in a segregated manner to the waste processing site/designated site.

---



Waste collected should not be dumped in nalla/water bodies or any open area.

---



Infectious waste should not be mixed with other garbage as it shall lead to contamination.

---

At the waste processing unit you further segregate the collected waste into different categories for recycling and recovery.



## As a waste handler at processing unit



Ensure to first segregate wet and dry waste if you have not received segregated waste.



Do not put your bare hands into the garbage container or garbage pile that may contain hazardous waste.



Sort and dump waste as per the sorting categories.



Maintain a dry and pest-free sorting and storage space.

---



Ensure to have a well-stocked first aid kit.

---



Wet waste should be further compost as instructed.

---



While handling waste, if you come across any cuts, bruises, punctures or other injuries, visit a doctor immediately to avoid any consequences.

---

## 2. Your safety gears



Wear uniform and proper PPEs such as mask, safety goggles, fluorescent jacket/vest, hand gloves and shoes.



Change your PPEs at least once every six months or if they are torn or damaged, ask the GP/employer for replacement.



Clean jacket/vest, hand gloves and footwear with soap and water after use, rinse and store properly.



Wear PPEs while collecting waste for your safety and well-being.

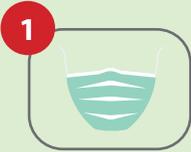
# The sequence of wearing and removing of PPE - Waste Handler



**Before wearing**  
PPEs, wash your hands  
with water and soap



## Sequence of wearing PPE



N 95 Mask



Nitrile gloves



Reflective jacket



Shoes

## Sequence of removing PPE



Shoes



Nitrile gloves



Reflective jacket

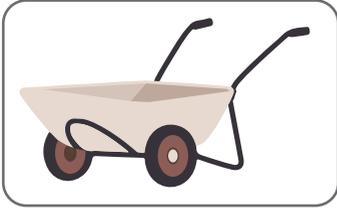


N 95 Mask

**After removing**  
all PPEs, wash your hands  
with water and soap



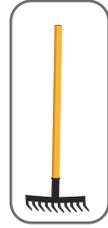
### 3. Know your tools and equipment at the job



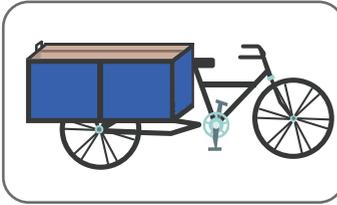
Containerized wheel barrow



Containerised tricycle



Spade



Pushcart



Mini tipper

Use equipment such as spade, containerised tricycle/ pushcart/ barrow wheel/ mini tipper.



Make sure to have proper vehicles, tools and equipment required for collection, segregation, and transportation of solid waste.



Make sure to have a vehicle with partition/ containerised tricycle/ pushcart for putting the waste collected.



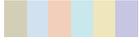
After completion of work, park the vehicle at the designated place.



Always ensure to keep vehicle clean and maintained for your safety.



## B. Engagement with employer



You must be aware of your engagement modalities. Majority of you work as daily wagers or are engaged as verbal mutual understanding with low incomes. Therefore, you must have a legal written employment contract, signed between you and your employer to ensure your job security. It will protect you by defining your responsibilities and duties and further support you in standing up for your rights.

### Know your engagement with your employer



You must have a copy of a written contract from your employer, who could be the GP, a contractor or a Self Help Group (SHG).



Demand the GP/ employer for appropriate PPE, tools and equipment as per your requirement and should be used while working.



Your employer should provide you with machines, tools and equipment to avoid manual cleaning.



You should get safety-related training periodically by the GP/employer to safely perform your duties.



The following points should be covered in your written contract:

- Working hours in a week/ month/ year
- Provision of required PPEs, equipment and tools
- Wages (should be as per prescribed minimum wages for skilled/unskilled by the state)
- Paid leaves
- Details of family members and other dependent members
- Frequency of health check-ups

## C. Rights and entitlements



The government has been implementing several welfare schemes and insurance to support low-income workers. Despite there being various schemes and loans, only a few people are able to access them due to a lack of documents and proper knowledge. You must be aware about your rights and entitlements linked through various programs that provide a safety net for you and your family.

### Know your Rights and Entitlements



As per Prohibition of Employment as Manual Scavengers and their Rehabilitation (PEMSR) Act, 2013.

**No person, local authority or any agency shall engage or employ you, either directly or indirectly for manual cleaning of a sewer or a septic tank/pit.**



A designated place for storing PPEs and equipment should be provided.



A photo ID from your employer.



Access to clean water, toilet facility and provision of soap, napkins, and a first aid kit at the workplace.



You should be linked with existing **GOVERNMENT SCHEMES**

for you and your family's benefit, such as:



**Pradhan Mantri Suraksha Bima Yojana (PMSBY):**

Provides **accidental death and disability cover** of

₹ **2 lakhs**

per year on a premium of

₹ **20** per year.

## **Pradhan Mantri Jeevan Jyoti Bima Yojana**

**Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY):**

It offers **risk covers** up to

₹ **2 lakhs**

in one year on a premium of

₹ **436** per year.

## **Atal Pension Yojana**

**Atal Pension Yojana:**

It **offers pension** between

₹ **1,000** and

₹ **5,000**

per month at the age of

**60** years.



Pradhan Mantri Jan  
Dhan Yojana (PMJDY):

Access to

**zero balance**

saving bank account  
for receiving

**direct benefit  
transfer.**

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**सौभाग्य**

प्रधानमंत्री सहज बिजली हर घर योजना

Pradhan Mantri Sahaj  
Bijli Har Ghar Yojana  
-**"Saubhagya" Scheme:**

**Provide  
electricity  
connections**

to all remaining  
**unelectrified  
households.**

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Pradhan Mantri Jan  
Arogya Yojana  
(PM-JAY):

Provides **insurance  
cover** up to

**₹ 5 lakhs**

per family, per year for  
secondary and tertiary  
**hospitalization.**

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## D. Health, Hygiene and Nutrition



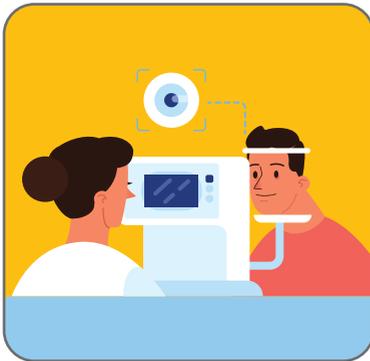
You deal and come into contact with hazardous biological and chemical cleaning agents and even face risks of cuts and physical injuries while working. This enhances the chances of getting infected and being prone to diseases. Hence, acquiring knowledge about health, hygiene, and nutrition is important. This will ensure that you stay protected and also do not carry any infection back home.



Periodical health check-up, at least once in six months.



Maintain personal hygiene and choose to wear clean, washed clothes daily.



Always report any eye injury, no matter how minor.



Always take a bath after work and wear clean clothes that shall reduce the infection risks.



Always keep nails short and well-trimmed.



Always wash hands using soap after working and before eating food.

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Take vaccine doses on time to build protection against diseases such as typhoid, cholera, tetanus, hepatitis A/B and COVID-19.

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Drink minimum 2.5 litre water a day.

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Take a balanced diet.

Eat 3 times a day and avoid eating stale food.

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In case of any cuts or wounds, use a waterproof bandage and antiseptic cream to cover the wound and prevent further infection.

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## E. Do's and Don'ts



While performing sanitation work there are certain do's and don'ts which must be followed for your health and safety.

### a. Do's



Use appropriate PPE while cleaning as per your job role.



Discard used PPEs in bio-medical bins.



Wash your hands after safe discarding PPEs.



Refuse to undertake any potentially hazardous task until properly trained on the hazards involved and the safety procedures.



Maintain important documents properly, such as Aadhar card, passbook, contract paper, ID card, and other schemes-related cards.



Maintain a clean and safe work area.

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Dress properly in uniform during working hours.

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Report any job-related injury or illness to the colleague or supervisor in case of medical emergency.

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Be polite with your colleagues, employer and citizens.

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Encourage your children to pursue higher education for their bright future.

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Be regular and punctual at the work.

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## b. Don'ts



Do not accept the work without written contract.



Do not start your work without having appropriate safety device, tools and equipment.



Do not sign the contract without reading.



Do not touch or adjust worn PPE with dirty hands while working.



Do not let children play with the PPEs and keep it out of their reach.



Do not use loud, offensive, or abusive language.



Do not let your children to work below the age of 16.



Do not drink alcohol, smoke, chew tobacco, or use any other harmful substances that could lead to health issues.

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Do not use cell phones while driving and on duty unless an emergency.

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Do not create or encourage nuisance at any place.

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Do not ignore any symptoms of illness and seek treatment immediately.

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## Urban Management Centre

A 202, GCP Business Center, Opposite  
Memnagar Fire Station, Navrangpura,  
Ahmedabad - 380009



[www.umcasia.org](http://www.umcasia.org)  
[info@umcasia.org](mailto:info@umcasia.org)