

CHAPTER VII : GENERAL SERVICES

7.1 Law and Order

The West Garo Hills District Police Force looks after the maintenance of law and order in the District and is headed by a Superintendent of Police (SP). The District has seven Police Stations, three Police Outposts, one Check Post, one Investigation Centre, one Petrol Post, three Police Infiltration Posts and three Beat Houses. The District is also the headquarters of a Police Battalion headed by a Commandant. The Battalion assists the District police by providing manpower for maintenance of law and order as and when required.

7.1.1 Manpower

Adequate manpower is imperative for effective policing in the District. The District Police Force was having shortfall of manpower of 5 *per cent* to 14 *per cent* during 2006-11 as detailed below:

Table 7.1

Year	District Police		
	Sanctioned strength	Men-in-position	Shortfall (<i>per cent</i>)
2006-07	724	661	63 (9)
2007-08	756	706	50 (7)
2008-09	756	651	105 (14)
2009-10	757	687	70 (9)
2010-11	770	732	38 (5)

Source: SP, WGHD

Home (Police) Department stated (January 2012) that shortfall of manpower was due to death, retirement, promotion and resignation/discharge of Police personnel and action had been initiated to fill up the vacancies.

7.1.2 Crime Statistics

The position of crime cases in the District during 2006-11 is given below:

Table 7.2

Years	No. of cases reported	Number of cases solved	Cumulative pending cases at the end of the year
2006-07	253	80	1,621
2007-08	287	72	1,836
2008-09	556	86	2,306
2009-10	633	446	2,493
2010-11	597	240	2,849

Source: Information furnished by the Home (Police) Department

As can be seen from the above table, there was an upward trend in the number of reported crimes and number of pending cases during 2006-11. While the number of cases reported in the District increased from 253 in 2006-07 to 597 in 2010-11, the number of pending cases increased from 1,621 as of 31 March 2007 to 2,849 at the end of March 2011. The number of cases solved increased significantly during 2009-10, but dropped to just 240 cases in 2010-11.

Home (Police) Department stated (January 2012) that pending cases keep adding every year, but did not furnish any reason for increase in the crime rates.

7.1.3 Summing up

The District Police Force has been functioning with a shortfall of manpower. Crime in the District more than doubled and the number of pending cases has also increased during 2006-11.

7.1.4 Recommendation

Effective steps need to be taken to fill up the vacant posts in the police force and to bring down the number of pending crime cases.

7.2 Fire and Emergency Services

For protection and prevention of people from the fire incidents, the fire and emergency service stations were set up in the District under the Superintendent of Police (SP), Tura. According to the SP, Tura, 12 fire and emergency service stations were required in the District as per norm. Against this, nine such stations were in existence during 2010-11. During 2006-11, there were 162 fire incidents in the District damaging property worth ₹ 2.12 crore. Thus, shortfall of infrastructure by 25 *per cent* was one of the causes responsible for the loss of property.

Recommendation

Effective steps need to be taken to create the infrastructure as per norms so as to avoid/minimise the loss of property due to fire incidence.

7.3 Management of Waste

7.3.1 Introduction

Waste Management is the collection, transportation, recovery and disposal of waste, including the supervision of such operations and after-care of disposal sites. Position of waste management in the West Garo Hills District has been discussed in the succeeding paragraphs.

7.3.2 Arrangement for management of municipal solid waste

Municipal Solid Waste (MSW) is generated by households and consists of paper, organic waste, metals, *etc.* GOI notified the Municipal Solid Waste (Management and Handling) Rules, 2000 (MSW Rules) to regulate the management and handling of municipal solid waste by every municipality.

Compliance criteria for management of solid waste and the existing arrangements in the Tura Municipal Board (MB) of the District are given below:

Table 7.3

Stage	Parameter	Compliance criteria	Present arrangement
Stage 1	Collection	MBs shall adopt house-to-house collection or community bin collection of MSW.	Generally manual collection from community bins.
Stage 2	Storage	Bins for storage of biodegradable waste shall be painted in green, those for recyclable waste in white and those for other waste in black.	Permanent open community bins and movable circular bins were installed in some places but the bins were neither as per prescribed design nor in different colours as prescribed in the MSW Rules.
Stage 3	Transportation	The vehicles used for transportation shall be covered so that waste is not visible to public and to avoid exposure to open environment.	Wastes were transported by uncovered trucks.
Stage 4	Segregation	MBs shall organise awareness programmes to ensure community participation in waste segregation.	Awareness programmes not organised.
Stage 5	Processing	MBs shall adopt suitable technology or combination of such technologies to make use of waste so as to minimise burden on landfill site.	A waste processing plant was in operation under Tura MB.
Stage 6	Disposal	Landfill sites used for final disposal shall be restricted to the waste, which is not suitable for recycling or biological processing.	MSW was disposed off in open dumping sites.

7.3.3 Collection of municipal solid waste

As per the records in the Tura MB, the average quantum of MSW generated and collected per day during 2006-07 to 2010-11 were 65.66 MT and 18.35 MT respectively. This is an alarming situation as only 28 *per cent* of the total waste

generated per day was collected for disposal in the municipality leaving 72 per cent of the total waste generated uncollected.



Dumping of MSW into Rongkhon stream near Tura super market



Open dumping site, Tura MB

7.3.4 Processing and disposal facilities of municipal solid waste

As per Schedule-I appended to the MSW Rules, the municipal authorities/State Government were to improve existing landfill sites by 31 December 2001, identify landfill sites for future use and make the sites ready for operation by 31 December 2002 and set up waste processing and disposal facilities by 31 December 2003. Though the waste processing facility (vermin composting plant) was set up by the Tura MB, landfill sites to dispose MSW in a scientific manner were not set up by the MB even after a lapse of over nine years (June 2011), reasons for which, though called for (June 2011) from the Urban Affairs Department, had not been furnished (December 2011). Non-establishment/identification of landfill sites by Tura MB resulted in the MSW generated in the largest urban agglomerations in the District

being disposed of haphazardly at open dumping sites with serious adverse implications on health and environment.

7.3.5 Bio-medical Waste

Bio-medical wastes (BMW), such as discarded drugs, waste sharps, microbiology and biotechnology waste, human anatomical waste, *etc.*, are generated by hospitals, nursing homes, clinics, dispensaries, veterinary hospitals, *etc.* The Bio-Medical Waste (Management and Handling) Rules (BMW Rules), 1998 (amended in 2000 and 2003) regulate the management of bio-medical waste. Audit scrutiny revealed the following shortcomings in management of BMW in the District.

7.3.5.1 Functioning of health institutions without authorisation

Every institution¹ generating, collecting, storing, transporting, treating, disposing and/or handling bio-medical waste² has to obtain authorisation from the MSPCB and renew it after every three years. Authorisations specify the compliance criteria and are subject to verification by the MSPCB.

According to information furnished (May 2011) by the MSPCB, as of 31 March 2011, there were 30 health institutions in the District (Government: 28; Private: 2) which required to obtain authorisation from the MSPCB. But only four of these institutions (Government: 2; Private: 2) had obtained authorisation since the promulgation (July 1998) of BMW Rules and all the remaining 26 Government health institutions were functioning without authorisation.

7.3.5.2 Segregation of bio-medical waste

According to Rule 6 of BMW Rules, (a) BMW was not to be mixed with other waste and had to be segregated into containers/bags at the point of generation, (b) the containers/bags were to be colour coded and labelled prior to their storage and transportation and treatment and (c) untreated BMW was to be transported only in such vehicle as may be authorised for the purpose.

Records of three hospitals in Tura (Civil Hospital, Christian Hospital and Holy Cross Hospital) showed that segregation of BMW was practiced only in one hospital (Holy Cross Hospital, Tura). However, labelling and colour coding of BMW waste was not done in any of the hospitals. Besides, there was no separate vehicle for collection and transportation of BMW in Tura MB. In absence of labelling and colour coding and non-availability of separate vehicle for collection and transportation of BMW, the BMW were mixed up with other solid wastes and disposed of in the open dumping sites indiscriminately as could be seen from the following photographs.

¹ Any institution generating bio-medical waste, which includes a hospital, nursing home, clinic dispensary, veterinary institution, animal house, pathological laboratory and blood bank.

² Except those institutions who are treating and rendering service to less than 1,000 patients per month.



Bio medical wastes at the premises of Tura Civil Hospital

7.3.5.3 Bio-medical waste disposal facility

Rule 5(2) of the BMW Rules stipulate that every institution generating biomedical waste shall set up requisite biomedical waste treatment facilities for different categories of BMWs or ensure requisite treatment of waste at a common waste treatment facility or any other waste treatment facility. Schedule I of BMW Rules *inter alia* prescribes the following treatment and disposal facilities for different kinds of BMW:

Table 7.4

Sl. No.	Category of BMW	Procedure prescribed for treatment and disposal
1.	Human anatomical waste (human tissues, body parts, <i>etc.</i>)	Incineration/deep burial
2.	Microbiology and biotechnology waste (wastes from laboratory cultures, dishes and devices used for transfer of cultures, <i>etc.</i>)	Local autoclaving/ microwaving/ incineration
3.	Waste sharps (needles, syringes, blades, glass, <i>etc.</i>)	Chemical treatment/autoclaving, micro-waving and mutilation/ shredding
4.	Discarded medicines (wastes comprising of outdated, contaminated and discarded medicines)	Incineration/destruction and drugs disposal in secured landfills
5.	Animal wastes (animal tissues, organs, bleeding parts, <i>etc.</i>)	Incineration/deep burial
6.	Soiled waste (items contaminated with blood and bloody fluids including cotton, dressings, soiled plaster casts, <i>etc.</i>)	Incineration/ autoclaving/microwaving

According to information furnished (May 2011) by the MSPCB, 24 out of 30 health institutions in the District were disposing BMWs adopting different methods. But none of the institutions were disposing their BMWs as per procedure prescribed under BMW Rules. Audit scrutiny revealed the following further irregularities:

- One incinerator provided by the H&FW Department to Civil Hospital, Tura for disposal of BMWs, though installed in January 2009, was not commissioned even after two years of installation due to lack of trained staff.
- Rule 14 of the BMW Rules (amended in 2000) provides that, without prejudice to Rule 5 *ibid*, the MBs shall be responsible for providing suitable common disposal/incineration sites for the BMWs generated in the area under their jurisdiction. But the Tura MB had failed to set up/provide a common facility for disposal of BMW even after 10 years of amendment of the BMW Rules.

Thus, BMW generated by the health institutions situated in the District was not being disposed of as per the prescribed procedure, thereby posing a serious threat to public health and the environment.

7.3.6 *Summing up*

Landfills had not been established and the MB was dumping the solid waste in the open with consequent adverse results on human health and the environment. The basic objective of scientific disposal of BMW for preventing environmental pollution remained largely unachieved owing to various operational deficiencies.

7.3.7 *Recommendations*

- **State Government should make waste segregation mandatory and the municipalities authorised to levy fines if segregated waste is not made available to them for collection.**
- **Landfill sites and waste disposal facilities should be set up on priority basis to avoid open dumping of wastes.**