



**Jammu Municipal Corporation,**  
**Town Hall Jammu**

Subject:- Regarding engagement of Self Help Group as Community Mobilizers in Jammu Municipal Corporation.

Reference:- Advertisement dated 26/12/2025 of Mission Director SBM(U)-2.0 of J&K  
Letter No. MD/SBM/U/25-26/2177-79 dated 06/02/206 of Mission Director SBM(U)-2.0, J&K.

**ORDER**

Self Help Group Members joined in this office in response to Notice No. JMC/JC/H&S/3366-67 dated 20/02/2026 as Community Mobilizers are hereby deployed in wards of JMC as indicated against each.

S. No.	Full Name	Father's/Spouse Name	Contact Number	SHG Name	Wards Allotted	Name of Reporting Sanitary Supervisor
1	Saika Jan	Ab. Rashid wani	7780890790	Duhaa	50, 51	Harish (9797576790)
2	Kajal	Romesh chander	9541042245	Luxmi	18, 24	Rinku Gill 9419147601
3	Preya Devi	Ankush Verma	9596873706	Juhi	30,31	Rattan Lal (9796479474)
4	Shama Gupta	Sahil Kapahi	9086303686	Shuddhi	14, 31	Sh. Rajinder Kumar (9419285574)
5	Safia Sadaf	Bashir Ahmed Wani	8082726563	Navid	74, 69	Mohd Iqbal (9622072887)
6	Neelam Kumari	Nitin Sharma	7889586592	Vasundhara	56, 58	Sanju 6005460658
7	Sonia Mehra	Vishal kumar	9596252207	Gurnoor	22, 23	Ravi Khokhar (7889572266)
8	Suman Latta	Pawan Kumar	7006713s844	Maa Saraswati	71	Balraj Khokhar (9596872743)
9	Nisha Devi	Yash Pal	9796019021	Laxmi	16, 17	Puran Chand (9858522886)
10	Deepika Sharma	Rampal sharma	9682118320	Kishori	57, 73	Ashwani Kumar (9906229753)
11	Sharda Dhar	ANIL SHARMA	7006096712	Vasu Dev	65, 66	Naresh Kumar (9086341493)
12	Nishi bhagat	Raj kumar	9055700357	Luxmi	20, 21	Gulshan Sona (9419177284)
13	Rekha devi	Mohan lal	8082511743	Om Shiv Shakti	40, 32	Vipan Kumar (9906721006)
14	Pooja Bhagat	Raj kumar	7889891165	Luxmi	6, 7	Abdul Hamid



Rainu Devi	Sat Paul sharma	6006020475	Tanu	47, 49	Vijay Kumar (7006747053)
Sushma Devi	JAGDISH KUMAR	9086113297	Maa	63, 64	Majeed (8899915636)

The concerned Self Help Group member shall report to the Sanitary Supervisor as indicated against each at 08:00 AM with effect from 06/03/2026. Their attendance shall be done through face app recognition system of JMC.

Chief Informatics Officer, JMC shall ensure their registration on the face app attendance.

M/s Swaaha resource Management Pvt. Ltd, IEC Agency SBM J&K and SBM PMU team of JMC shall do proper handholding, guidance and monitoring their work.

The concerned Sanitary Inspectors shall ensure the working of Self Help Group members as per the scope of work and submission of monthly reports thereof in the office of Joint Commissioner (H&S), JMC in the performance indicator attached herewith.

  
**(Dr. Devansh Yadav) IAS,**  
**Commissioner,**  
 Municipal Corporation,  
 Jammu.

No. JMC/JC/H&S/3501-09  
 Dated: 05/03/26

Copy to the: -

1. Joint Commissioner (H&S), JMC for information.
2. Financial Advisor / CAO, JMC for information
3. Health officer, JMC for information & necessary action
4. Chief Informatics Officer, JMC for information & necessary action
5. All Sanitation Officers, JMC for information & necessary action
6. All concerned Sanitary Inspectors / Sanitary Supervisors for information & necessary action
7. PMU SBM JMC for information & necessary action
8. M/s Swaaha Resource Management Pvt. Ltd. for information and necessary action.
9. All concerned members for information & necessary action

## Community Mobilizer

### Role and Responsibilities & Key Performance Indicators (KPIs), Monitoring & Review

S. No.	KPI Area	Key Activities	Key Performance Indicators (KPI)	Field Visit frequency	Daily Monitoring Parameters	Monthly Review Parameters
1	Door-to-Door IEC & Segregation Promotion	Conduct door-to-door household visits to create awareness and motivate residents on source segregation of waste (Wet, Dry, Domestic Hazardous, and Sanitary Waste), home composting and assess the status of door-to-door waste collection and segregation practices.	<ul style="list-style-type: none"> <li>▪ Number of ___ households visited</li> <li>▪ ___% households practicing 3/4-way source segregation</li> <li>▪ ___% monthly increase in segregation adoption</li> <li>▪ Submission of field visit reports with evidence</li> </ul>	Daily	<ul style="list-style-type: none"> <li>▪ Number of ___ households visited</li> <li>▪ Field visit report on source segregation practices at household level with evidence</li> </ul>	<ul style="list-style-type: none"> <li>▪ Total No. of households visited</li> <li>▪ Number of new households adapted or upgraded 2/3/4 ways source segregation of waste and started home composting</li> </ul>
2	SWM Issues Identification & Reporting	Identify and report sanitation and solid waste management related issues including but not limited to open burning, illegal dumping, C&D waste, garbage vulnerable	<ul style="list-style-type: none"> <li>▪ Number of ___ sanitation/SWM issues identified</li> <li>▪ Number of issues reported</li> <li>▪ Number of issues resolved</li> </ul>	Daily	<ul style="list-style-type: none"> <li>▪ Number of ___ sanitation/SWM issues identified</li> <li>▪ Number of ___ issues reported</li> </ul>	<ul style="list-style-type: none"> <li>▪ Number of ___ sanitation/SWM issues identified</li> <li>▪ Number of issues resolved</li> </ul>

		points, littering, OD spots, yellow/red spots, and polluted water bodies.				
3	Public Grievance Redressal	Coordinate with drivers, helpers, contractor's supervisor, and other field staff of primary and secondary waste collection systems and concerned ULB officials to facilitate timely redressal of waste collection and sanitation issues of residents.	<ul style="list-style-type: none"> <li>▪ Number of residents complaint/ grievances reported to contractor's supervisors &amp; ULB officials</li> <li>▪ ___% reduction in residents' complaints</li> </ul>	Daily	<ul style="list-style-type: none"> <li>▪ Number of residents complaint new or unresolved reported to the contractor's supervisor and ULB officials</li> </ul>	<ul style="list-style-type: none"> <li>▪ Number of complaints resolved in coordination with contractor's supervisors and ULB officials</li> <li>▪ ___Percentage (%) reduction in resident's complaints.</li> </ul>
4	Monitoring of Solid Waste Management (SWM) Infrastructure	Monitor and report on the functionality and utilization of waste management infrastructure such as twin bins, compost pits and other related assets within the ULB area.	<ul style="list-style-type: none"> <li>▪ Monitoring &amp; Reporting of SWM assets (twin bin, compost pits etc.)</li> <li>▪ Reporting non-functional assets</li> </ul>	Fortnightly	<ul style="list-style-type: none"> <li>▪ Number of SWM assets are visited for the monitoring purpose.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Number of non-functional assets (twin bin, compost pits etc.) made functional</li> </ul>

5	Monitoring of CT/PT/Aspirational Toilets	Visit Community Toilets (CTs), Public Toilets (PTs), and Aspirational Toilets to observe and report on operational status, including availability of water and lighting, cleanliness, hygiene, maintenance of feedback registers, and adherence to cleaning schedules.	<ul style="list-style-type: none"> <li>▪ Number of CT/PT and Aspiration toilets ___ visited</li> <li>▪ Reporting on water, lighting, hygiene functionality and record maintenance &amp; registers</li> <li>▪ Improvement in user satisfaction by ___%</li> </ul>	Weekly	<ul style="list-style-type: none"> <li>▪ Number of CT/PT and Aspiration toilets ___ visited</li> <li>▪ Number of issues related to water, lighting, cleanliness, hygiene and record maintenance reported.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Number of issues related to CT/PT and Aspiration toilets water, lighting, cleanliness, hygiene and record maintenance resolved.</li> <li>▪ Reduction in user complaints by ___%</li> </ul>
6	Institutional & Bulk Waste Generator (BWG) IEC Awareness	Visit public and private institutions (schools, colleges, offices, hospitals, hotels, etc.), bulk waste generators, local markets, malls, and commercial establishments to create awareness on waste segregation, sanitation, hygiene, prevention of littering, and reduction of single-use plastic.	<ul style="list-style-type: none"> <li>▪ ___ awareness sessions per month</li> <li>▪ ___% bulk generators practicing segregation</li> <li>▪ Measurable reduction in single-use plastic usage</li> </ul>	Fortnightly	<ul style="list-style-type: none"> <li>▪ Number of ___ public and private institutions visited</li> <li>▪ Field visit report on source segregation practices at public and private institutions level with evidence.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Number of public and private institutions visited</li> <li>▪ Number of new institutions installed OWC facility/Pit Composting Facility/ Drum composting facility</li> <li>▪ Number of institutions entered into MoU</li> </ul>

						with registered vendors/recyclers
7	Religious Places IEC Awareness	Conduct awareness and monitoring activities at religious places to promote compliance with SBM (Urban) 2.0 guidelines.	<ul style="list-style-type: none"> <li>▪ ___ number of religious places covered.</li> <li>▪ Compliance improvement in cleanliness indicators</li> <li>▪ Monthly SBM 2.0 compliance report submission</li> </ul>	Fortnightly	<ul style="list-style-type: none"> <li>▪ Number of ___ religious places visited</li> <li>▪ Field visit report on source segregation practices at religious places with evidence.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Number of religious places visited</li> <li>▪ Number of religious places installed OWC facility/Pit Composting Facility/ Drum composting facility.</li> <li>▪ Separate bin for flowers/ garland/ leaves/ Incense in addition to twin bins</li> </ul>
7	Transit Locations IEC Awareness	Conduct awareness and monitoring activities at transit locations such as railway stations, bus stands, taxi stands, to promote compliance with SBM (Urban) 2.0 guidelines.	<ul style="list-style-type: none"> <li>▪ ___ number of transit locations covered.</li> <li>▪ Compliance improvement in cleanliness indicators</li> </ul>	Fortnightly	<ul style="list-style-type: none"> <li>▪ Number of ___ transit locations visited.</li> <li>▪ Field visit report on source segregation practices at transit locations with evidence.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Number of transit locations visited.</li> <li>▪ GVP/CTU free transit locations</li> <li>▪ Yellow and Red spot free transit locations</li> </ul>

			Monthly SBM 2.0 compliance report submission			
8	Promotion of RRR Centers	Promote Reduce-Reuse-Recycle (RRR) Centers by motivating citizens to donate reusable items and support operationalization of non-functional RRR Centers, wherever required.	<ul style="list-style-type: none"> <li>▪ ___% increase in citizen participation</li> <li>▪ Support revival of ___ non-functional RRR Centers</li> <li>▪ Monthly reporting of quantity collected</li> </ul>	Daily	<ul style="list-style-type: none"> <li>▪ Number of households sensitized regarding the nearest RRR Centre and encouraged extending social support through reusable items donation.</li> </ul>	<ul style="list-style-type: none"> <li>▪ ___% of reusable items donation increased in the nearest RRR center.</li> </ul>
9	IEC Events & Swachhata Survekshan Assignments	Support in Education and Communication (IEC) events/campaigns /Drives, Swachhata Survekshan related assignments, and any other tasks assigned by the CEO / EO/ JC of the concerned ULB/ Corporation from time to time.	<ul style="list-style-type: none"> <li>▪ 100% participation in assigned activities</li> <li>▪ Timely completion of assigned activities</li> <li>▪ Improvement in ward-level cleanliness score</li> </ul>	As and when required	<ul style="list-style-type: none"> <li>▪ Efforts put in to make the planned IEC event/campaign/drives successful through public awareness and mobilization in assigned area</li> </ul>	<ul style="list-style-type: none"> <li>▪ ___% increase in public participation in IEC Events/Campaign/ Drives.</li> <li>▪ Improvement in ward-level cleanliness score</li> </ul>