

## **Problem – Smart and Efficient Septage Collection Systems**

With more than 22.5% of the households in the entire country and 38.15% in the urban areas dependent on septic tanks, efficient and safe management of septage from septic tanks attains greater importance. The de-sludging of septic tanks is unregulated and mostly carried out by the private operators. However, the number and the list of vendors offering this service are often not available. Regulation of service providers, periodical de-sludging of the septic tanks, treatment and disposal of septage would go a long way in improving the health and environment.

### **Description of the envisioned solution:**

It is proposed to develop a solution that sends reminders via SMS to both the owner of the septic tank as well as the nearby cleaning service provider(s) based on the date of last cleaning of a septic tank, thus encouraging the cleaning of the tank before any overflow occurs. The envisioned solution is a website/mobile application that:

1. provides information about vendors offering septic tank cleaning services (details of service – trucks, area of operation and approximate costs, contact details)
2. a mechanism to alert the householder for cleaning services (based on the last request for service),
3. the log request for services, confirmation of the time of service and customer feedback of service received.

Both the cleaning service provider(s) and the septic tank owners (consumers) would be encouraged to register their details on the application/website so that they can be connected when the time comes for cleaning. The time difference between the two cleanings may be determined by the consumer based on his/her experience but the solution should suggest certain time duration based on size of the septic tank and number of users in a particular household.

A data base that captures these request and feedback will help to record and track the frequency of emptying of the septic tanks.

### **Data needed to create the solution:**

The data base of the household sanitation arrangements and the frequency of emptying of septic tank, private operators (septic tank cleaning).

### **Intended audience and Device:**

Municipal Corporation staff, Household and Private operators  
Mobile phone

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