



# Doko: The D.A.I.

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## Doko Recyclers

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# Doko: The Disruptor Innovator Advocate

## Introduction to the Company

Doko Recyclers is a social enterprise in Nepal that focuses on the management and recycling of dry waste. The company's mission is to move away from reliance on waste dumps that offer no environmental protection, to waste management systems that retain useful resources within the economy. The core vision of the company is to use waste as resources with increased value extraction, **Recycling, Recovery, and Reuse**. The company believes in Smart Sustainability, which means being smart about consumption and disposal choices, understanding their impact on surroundings, and doing something about it.



## The Story behind Doko

Doko Recyclers is a social enterprise founded in 2017 by Kushal Harjani, Raghavendra Mahto, and Runit Saria, who were motivated by the need to address the growing problem of waste disposal in Nepal. They wanted to provide a solution that would not only reduce environmental pollution and conserve natural resources, but also create employment opportunities and social impact. The idea of Doko Recyclers came from their experience of living and studying abroad, where they were accustomed to recycling, segregating waste at source, and conserving resources in general [1]. They realized that there was a huge gap between the formal and informal sectors of waste management in Nepal, and decided to bridge that gap by streamlining the informal recycling industry and bringing innovative solutions to make recycling significantly more efficient for everyone[2][3].

## Abstract:

Doko Recyclers is a Nepalese company that has emerged as a market disruptor, advocate, and innovator in the waste management industry. The company's focus on creating a green ecosystem and promoting a sustainable economy has led to several initiatives, including recycling, waste reduction, eco-friendly products, job creation, and partnerships. This case study explores how Doko Recyclers has disrupted the traditional waste management market, advocated for sustainable practices, and innovated through their various initiatives. The study highlights the challenges faced by Doko Recyclers, their strategies for growth and expansion, and the impact they have had on the Nepalese economy and society. The case study serves as a valuable resource for businesses and individuals interested in sustainable practices and innovative approaches to waste management.



**KUSHAL HARJANI**  
Co-Founder & CEO



**RAGHAVENDRA MAHTO**  
Co-Founder



**RUNIT SARIA**  
Co-Founder

Source: Doko Recyclers Website

## Business Model

Doko Recyclers operates on a dual business model that caters to both B2B and B2C segments. They acquire waste from businesses and individual customers, primarily via a web application or call-based pickup requests. Doko Recyclers owns and operates a pickup vehicle that enables them to collect waste from multiple locations in a single trip. They compensate the businesses or customers for the waste collected.

Upon collection, the waste is transported to their Material Recovery Facility situated in Sanothimi, where it undergoes processing. Subsequently, Doko Recyclers sells processed waste to industrial clients or through its online sustainability store, Tatwa. Additionally, Doko Recyclers provides subscription plans for businesses that require regular waste pickups. These businesses can subscribe to the plan and pay a fee for periodic pickups.

In essence, Doko Recyclers' business model involves procuring waste from businesses and customers, utilizing their pickup vehicle for collection, reimbursing for the waste collected, processing it at their Material Recovery Facility, and distributing it to industrial clients or through their online store.

## Waste Management Solutions Offered Across Different Sectors

Doko Recyclers offers waste management solutions to various sectors, such as corporate institutions, educational institutions, apartments and colonies, factories in bulk, hotels, restaurants, and households. The company deals with plastic waste, paper waste, metal waste, glass waste, and electronic waste. They also offer solutions for organic waste through their own smart bucket for households and other composting methods. Doko Recyclers offers various services, including shredding which is used by many banks today. They also offer baling of papers and cartons.

In addition, Doko Recyclers operates Nepal's first Materials Recovery Facility (MRF) for dry waste and electronic waste management. The facility is in Sanothimi and is the place where collected waste is sorted, segregated, and processed. They sell the processed waste to industries or in their online sustainability store called Tatwa.[4]



Source: Doko Recyclers Website

## Talent Acquisition and Retention

Doko Recyclers has acquired a strong team of talented employees, managing the entire company with only 45 staff members due to the adoption of automation. When vacancies arise, Doko Recyclers advertises them through their own social media sites, websites, or other manpower managing companies. During the recruitment process, only the best candidates are chosen after a thorough interview process. As a new company experiencing rapid growth, Doko Recyclers offers its employees good opportunities for exposure, pay, and a sense of social and environmental responsibility that attracts top talent. In addition, Doko Recyclers provides its employees with **social security and emergency funds** to ensure their well-being. By valuing its employees and providing a supportive work

environment, Doko Recyclers has been able to attract and retain top talent, contributing to the company's success and growth.

## Collaboration and Partnership

Doko Recyclers believes that a sustainable and greener future is only possible if society works together and actively conserves resources by reducing, reusing, repairing, repurposing, and recycling. Therefore, the company seeks to collaborate and partner with various stakeholders who share its vision and mission. Some of its collaborators & partners include:

1. The British Council: Doko Recyclers has been managing the recyclable waste from two separate offices of the British Council since 2018. With their support, the British Council has been able to enhance its environmental sustainability and carbon-neutral vision[5].
2. Lumbini Paper Mills Bhairahawa: Doko Recycler has partnered with Lumbini Paper Mills Bhairahawa, a paper recycling company, to establish a closed-loop system for paper waste management. This partnership has enabled Doko Recycler to collect and process paper waste, which is then supplied to Lumbini Paper Mills to produce recycled paper products. [Secondary source interview].

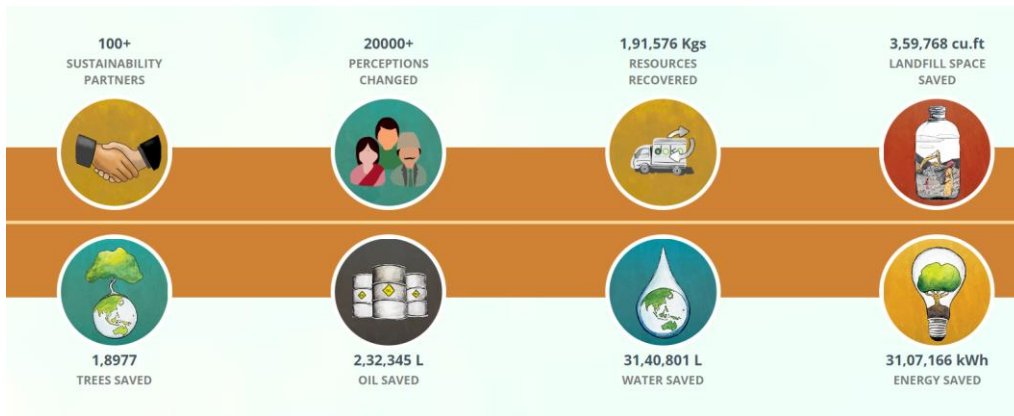
## Marketing Strategies

Doko Recyclers has implemented several effective marketing strategies to promote their services. Firstly, they conduct awareness campaigns on waste segregation and recycling to educate individuals and communities about the benefits of responsible waste management. Secondly, they have established partnerships with various businesses, schools, hotels, and households to provide customized waste collection and recycling services, catering to their specific needs. Additionally, the company has generated buzz through word-of-mouth marketing within the business sectors they serve. Despite their efforts, the research indicates that their current marketing strategies may not be enough to attract more clients. This highlights the need for the company to explore new and innovative marketing approaches to expand their reach and increase customer acquisition.

## Finances

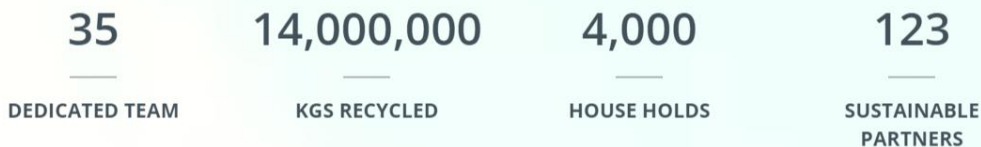
Doko Recyclers has demonstrated impressive financial growth in recent years. The company has experienced a surge in B2B clients this year, increasing from approximately 60 to 123 and aiming to reach 200 next year [5]. Furthermore, the waste processing rate has increased from 3 tons a day to 5 tons a day, resulting in a revenue surge of approximately 25% this year. [Secondary Source: Interview] Doko Recyclers plans to maintain this growth rate next year as well. Overall, this demonstrates that the company is financially sustainable and on a path of good growth. The Company has achieved this growth without receiving any investments to date and with minimal debt. The business's cash flow is healthy, with major cash holds coming from industries that purchase the recycled waste. Despite fluctuations in waste amounts, Doko Recyclers has managed a healthy cash flow with multiple revenue sources. Overall, this demonstrates that the company is financially sustainable and on a path of good growth.

## Doko Recycler's Quantitative measure



2023

## By the Numbers



Source: Doko Recycler website

## The Subject

Doko: The **D**isruptor **A**dvocate **I**nnovator

The subject of this case study is “**Doko: The Disruptor Advocate Innovator.**” In this case study, we will explore and understand the different dimensions of the Doko recycler, a company that has disrupted the waste management sector through its innovative B2C and B2B business models. Founded in 2017 in Nepal, the company has quickly made a name for itself as a leader in sustainable waste management practices.

Doko’s approach to waste management not only helps to reduce the amount of waste in the environment but also creates a new revenue stream for businesses. Traditional waste management companies and Kabadi walas operate on unorganized waste management techniques & complex supply chain. However, with their innovative approach, Doko has found a way to create a sustainable business by turning waste into a valuable resource. Their B2B business model enables them to collaborate with other companies for the collection and processing of their solid waste, creating a mutually beneficial situation in which companies can earn from their waste, while Doko generates revenue from the recycled waste.

Doko Recycler is a disruptor and innovator in the waste management sector due to its sustainable business model, use of automation in the waste management process, formalized and organized structure, product line, and advocacy efforts. They have incorporated machines into their collection and segregation process, which improves efficiency, and reduces the need for manual labor. Doko’s structured operational model involves collection, processing, reuse/recycling, and redistribution to industries, highlighting their commitment to sustainable waste management practices. Their product line includes compost buckets, smart buckets, and other products that promote sustainability and innovation.

One of the key factors that make Doko a disruptor in the waste management sector is its B2C business model, which is also innovative and disruptive. They have developed a web application & online marketplace called Tatwa shop, allowing individuals to sell their waste directly to Doko. Doko’s web application & marketplace is user-friendly and provides an easy and convenient way for

individuals to sell their waste & buy Doko's products. This not only incentivizes individuals to recycle but also creates a new revenue stream for them.

Doko Recyclers has a first-mover advantage in e-waste management in Nepal by being the first social enterprise to focus on this niche. As a result, they have established themselves as the go-to solution for electronic waste disposal and have developed a comprehensive e-waste management system that ensures the safe and environmentally friendly utilization of electronic waste.

By collecting and processing electronic waste, such as old computers and mobile phones, Doko Recyclers prevents them from ending up in landfills and creates job opportunities for local communities. Additionally, their efforts in increasing awareness about responsible electronic waste disposal help to encourage individuals and businesses to take responsibility for their electronic waste.

Doko Recyclers has shown a strong commitment to collaboration and innovation by partnering with organizations such as Lumbini Paper Mills Bhairahawa, the British Council, and Cloud Factory. These collaborations have helped the company develop sustainable practices and innovative solutions in its e-waste management system. For example, Doko Recyclers has also implemented an automated sorting system through its partnership program, which has increased productivity and efficiency. Overall, Doko Recyclers' commitment to collaboration and innovation has enabled the company to promote sustainability and create new revenue streams.

Doko is not just a disruptor but also an advocate for sustainable waste management practices. They have taken a leadership role in raising awareness about the environmental impact of solid waste and the need to adopt sustainable waste management practices. Through workshops and partnerships, Doko is working towards advocacy and creating a culture of sustainable waste management practices. Their advocacy efforts have helped to create a positive impact on the environment and have inspired others to take action.

In conclusion, Doko Recycler's innovative B2C and B2B business models, formalized & organized structure, product line, and advocacy efforts make them disruptors, advocates, and innovators in the waste management sector. Their efforts to disrupt traditional waste management practices, promote sustainability and advocate for sustainable waste management practices demonstrate that it is possible to create a profitable business while positively impacting the



environment. Doko is a shining example of how businesses can create a sustainable economy by promoting a green ecosystem.

## **Problem/Challenge/Situation**

Doko Recycler is a waste management company in Nepal that is facing several challenges in the market. The company is trying to enter a waste management market that is dominated by informal kabadi walas and established syndicates. The Nepali government's ignorance towards waste management policies and regulations with a green ecosystem approach has also added to the challenges faced by the company.

### **1. The dominance of Informal Kabadi Walas and Established Syndicates:**

The Nepali waste management market is mostly dominated by informal kabadi walas (waste pickers) and established syndicates. These groups have established relationships with households, businesses, and government agencies, making it difficult for Doko Recyclers to enter the market and compete with them. According to a report by the United Nations Development Programme (UNDP) in 2018, informal waste pickers manage up to 90% of the country's waste, while the formal sector, including companies like Doko Recyclers, only manage about 10% of the waste [6]. The Nepali media outlets have also reported on the challenges faced by formal waste management companies like Doko Recyclers in competing with informal kabadi walas who have been in the business for generations.

### **2. Government's Ignorance towards Waste Management Policies and Regulations:**

The Nepali government has not provided much support to the waste management and recycling sector, which has made it challenging for companies like Doko Recyclers to expand their operations. The waste management sector in Nepal is highly fragmented, with different municipalities having different waste management practices. The lack of clear policies and regulations has led to a disorganized waste management

system. A report by the World Bank in 2019 stated that Nepal's waste management sector is facing several challenges, including weak policies and regulations, inadequate infrastructure, and a lack of resources [7].

### **3. Green Ecosystem Approach:**

Doko Recyclers operates with a green ecosystem approach, which means that they strive to promote sustainable waste management practices that prioritize environmental sustainability. This approach can make it difficult for the company to compete with informal kabadi walas and established syndicates who prioritize profit over environmental concerns. Many informal waste pickers in Nepal prioritize profit over environmental concerns, according to an article published in The Himalayan Times in 2019[8]. A research paper by Aastha Joshi and Rijesh Shrestha in 2018 also highlighted the challenges faced by formal waste management companies in Nepal due to competition with informal waste pickers [9].

### **4. Challenge of Revenue Fluctuation:**

Apart from the challenges mentioned earlier, Doko Recycler also faced other problems affecting its operations and revenue. The company's reliance on scrap at times resulted in revenue fluctuations. Additionally, the lack of glass recycling plants in Nepal meant that broken bottles of beverages had to be sent to India, increasing transportation costs and further affecting revenue. Another problem faced by Doko Recycler was an increase in holding costs due to delays in finding appropriate means for recycling or reusing collected waste material. Even when appropriate means were found, they did not always meet the holding cost, further adding to the company's financial burden. These challenges have impacted Doko Recycler's revenue and operations, making it difficult to sustain growth and expansion in the Nepali waste management market. [Secondary Source: Interview]

### **5. Space Constraints:**

Furthermore, Doko Recycler faced space constraints. They lacked adequate land to hold large machines, such as smelting machines and bottle-cleaning machines. The company even partnered with another entity named Biocom for the purpose of land holding, but later that entity backed out due to different reasons. [Secondary Source: Interview]

## 6. Lack of Knowledge on Waste Segregation

Doko Recyclers faces a significant problem due to the lack of knowledge on waste segregation among the general public and businesses. Many people provide mixed waste to the company, which then needs to be sorted at their Material Recovery Facility (MRF). This results in more time and manpower being required for the segregation process and can also lead to transportation issues for the waste. Furthermore, due to the lack of waste segregation, a considerable amount of waste ends up in landfills, resulting in less waste being available for Doko Recyclers to process.

## Solution

### 1. Developing partnerships with government agencies:

Doko Recyclers are developing partnerships with government agencies to create more effective waste management policies and regulations. One example is the company's efforts toward partnership with the **Lalitpur Metropolitan City (LMC)** to provide waste management services to households and businesses. Doko Recyclers is exploring possible ways to collaborate with LMC to manage solid waste in the city, including the door-to-door collection of recyclable materials, composting, and safe disposal of hazardous waste. [Secondary Source: interview]

Doko Recyclers is exploring tangible pathways to partnered with Kathmandu Metropolitan City and various municipalities in Nepal to develop and implement waste management policies and regulations. The company is planning to work with these entities to establish waste management rules and guidelines and also to provide training to local officials and staff to ensure effective implementation.[11]

In addition to these government partnerships, Doko Recyclers has also formed collaborations with foreign partners to address the waste management challenges in Nepal. For instance, the company has collaboration with **my climate** and funding from **DEG** to set up its facility which is now in systematic operation & to improve its waste management practices.[13] Doko Recyclers has also collaborated with other international organizations such as Norwegian Environment Retailers Fund, GRID-Adrenal, Norwegian Geotechnical Institute (NGI), The International Solid Waste Association(ISWA), to set up a plastic collection hub along the rivers and use it as the source.[13]

These partnerships demonstrate how Doko Recyclers is committed to working with various stakeholders to improve waste management practices in Nepal and to promote a more sustainable future.

## **2. Building relationships with households and businesses:**

Doko Recyclers are building relationships with households and businesses to promote recycling and encourage more sustainable waste management practices.

1. Doko Recyclers has a program called **"Doko at your doorstep"** which offers doorstep waste collection and recycling services to households and businesses. This program is aimed at making it easier for people to recycle and separate their waste, and it has been successful in promoting sustainable waste management practices.
2. Doko Recyclers conducts various education and training programs to promote recycling and waste segregation. For example, they have conducted awareness workshops and seminars for schools and other organizations to educate children and youth about recycling and segregation habits. They have also conducted training sessions for businesses to help them improve their waste management practices.
3. Doko Recyclers has a team of waste management experts who work to educate and promote sustainable waste management practices. This team includes waste segregation experts, composting experts, and recycling experts who work with

households and businesses to help them develop more sustainable waste management practices.

Doko Recyclers has also partnered with several corporate offices in Nepal to handle their waste and promote sustainable waste management practices.

One such partnership is with **DHL**, global leader in logistic industry. Doko Recyclers works with the company to handle their waste, including electronic waste, paper waste, and plastic waste. They have also provided training to the employees of the DHL on sustainable waste management practices.[5] Another example of Doko Recyclers' partnership with corporate offices is with **Hotel Mulberry**,[5] a leading hospitality company in Nepal. Doko Recyclers manages the waste generated by Hotel Mulberry and provides training to their staff on sustainable waste management practices.

In addition to these partnerships, Doko Recyclers also offers consulting services to businesses and organizations to help them develop sustainable waste management practices that are tailored to their specific needs and requirements. This service helps to ensure that businesses can effectively manage their waste in a way that is both sustainable and cost-effective.

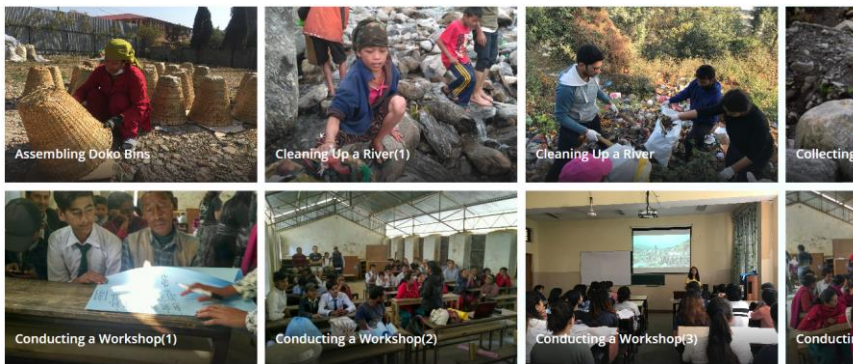
### **3. Balancing environmental concerns with financial sustainability:**

While Doko Recyclers' green ecosystem approach is admirable, the company is adjusting its business model to balance environmental concerns with financial sustainability. They are exploring new revenue streams, such as:

- 1. Selling recycled products:** Doko Recyclers has developed value-added products from recycled material, such as bags, pencil holders, and notebooks, which they sell through their market place, Tatwa. These products are popular among environmentally conscious consumers and help to generate revenue for the company. They also sell wooden brush and bamboo-derived products which promotes sustainability and recyclability.[12]
- 2. Subscription-based waste management services:** Doko Recyclers has partnered with businesses to provide waste management services, which include periodic pick-up of the company's recyclable waste. They offer a subscription-based plan

for different companies, charging a monthly fee ranging from Rs 500 to Rs 2000+. This model allows Doko Recyclers to generate a steady stream of revenue while providing a valuable service to businesses. [Secondary Source: interview]

- 3. Repair and refurbishing services:** In addition to collecting and recycling e-waste, Doko Recyclers also offers repair and refurbishing services for electronic devices that are still in working condition. They are appointed as the authorized e-waste recycler in Nepal by the Ministry of Environment. They charge a fee for these services, which helps to generate revenue for the company making the biggest portion of their revenue source.[5]
- 4. Waste Segregation and Education:** Doko Recyclers has implemented solutions to address the lack of knowledge on waste segregation. They advise their clients to segregate waste at the source and conduct workshops and awareness programs to educate the public and businesses. These initiatives have helped reduce the amount of time and manpower needed for segregation and contributed to a more sustainable environment. The awareness programs and workshops also serve as effective marketing strategies for the company, attracting more clients committed to sustainable waste management practices, leading to further business growth and success.



#### 4. Investing in technology and innovation:

Doko Recyclers are invested in technology and innovation to improve its waste management operations. Some of the technologies implemented include:

- 1. Shredding Machine:** Doko Recyclers have invested in a shredding machine that shreds plastics, aluminum cans, paper, and

other materials into smaller pieces, making them easier to transport and process. This machine not only reduces the volume of waste but also saves time and effort.

- 2. Semi-automated waste segregation machine:** Doko Recyclers have introduced a semi-automated waste segregation machine that can separate recyclable materials from non-recyclable waste. This machine uses sensors and airflow to sort waste and can process up to 10 tonnes of waste per day. This has reduced the need for manual labor and increased efficiency in the segregation process.
- 3. Better transportation and logistics systems:** Doko Recyclers have invested in better transportation and logistics systems to improve their waste collection and processing operations. They have a fleet of collection vehicle and have also introduced a web app that enables customers to request waste collection services.
- 4. Data analytics:** Doko Recyclers use data analytics to better understand the waste generation and management patterns in Nepal. They have collected and analyzed data on waste types, volumes, and sources, which has helped them to identify areas where they can improve their operations.

Doko Recyclers has received project-based funding from various organizations and institutions to develop and implement its technology-based waste management system.

## Findings/Learnings

Based on our research, interviews, and questionnaires, Doko Recyclers has been successful in disrupting the waste management industry in Nepal through its innovative B2C and B2B business models, while also advocating for sustainable waste management practices.

One of the key challenges for Doko Recyclers is the dominance of informal kabadi walas and established syndicates in the waste management market, who have established relationships with households, businesses, and government agencies. To overcome this challenge, Doko Recyclers has developed partnerships with government agencies to create more effective waste management policies and regulations.

Another challenge for Doko Recyclers is the government's ignorance of waste management policies and regulations. To overcome this, the company is working to create more effective waste management policies and regulations in

partnership with government agencies and is also raising awareness about the environmental impact of plastic waste and the need to adopt sustainable waste management practices.

Overall, the case study shows that it is possible to create a profitable business while also making a positive impact on the environment through innovative and sustainable waste management practices. By disrupting traditional waste management practices, advocating for sustainable waste management, and developing partnerships with government agencies, companies like Doko Recyclers can help to create a more sustainable and environmentally friendly economy.

Here are some theories that we understand while preparing case study of Doko Recyclers:

**Disruptive Innovation Theory:** The theory of disruptive innovation, as proposed by Clayton Christensen, explains how new technologies or business models disrupt existing markets by creating new markets or business models. Doko Recyclers has disrupted the waste management market in Nepal by introducing innovative models such as web application to get waste management service as doorstep that incentivize individuals and businesses to recycle and create new revenue streams from recycled waste.

**Social Entrepreneurship Theory:** Social entrepreneurship theory suggests that businesses can create social value while generating economic value. Doko Recyclers is a social enterprise that aims to promote sustainable waste management practices while creating new revenue streams for businesses and individuals. The company's focus on creating a sustainable business model has allowed them to create positive environmental and social impacts while generating economic value.

**Resource Dependence Theory:** Resource dependence theory suggests that organizations are dependent on external resources to survive and grow. Doko Recyclers has faced challenges in entering a market dominated by informal kabadi walas and established syndicates, as well as a lack of government support for the waste management sector. However, the company has developed partnerships with government agencies and businesses to access resources and create more effective waste management policies and regulations.

**Circular Economy Theory:** The circular economy theory proposes a regenerative economic system in which waste is reduced, reused, and recycled to create new products and services. Doko Recyclers operates with a green ecosystem approach and prioritizes sustainable waste management practices that prioritize environmental sustainability. The company's innovative recycling process has enabled them to convert plastic waste into high-quality granules that can be used to manufacture new plastic products, creating a closed-loop system where waste is turned into a valuable resource.



These theories help to explain how Doko Recyclers has disrupted the waste management sector in Nepal through its innovative business models, advocacy efforts, and green ecosystem approach. The company has demonstrated that it is possible to create a profitable business while also making a positive impact on the environment and society.

## Recommendations

### **Build partnerships with informal kabadi walas and established syndicates:**

Collaboration and partnerships are great strategies that can create a win-win situation for everyone involved. A good example of this is the ride-sharing services in Nepal. If any ride-sharing services in Nepal planned to launch their own vehicle and compete against existing taxis and transportation services, it would be challenging for them to function. Instead, they integrate existing transportation service providers within their service. This makes it more convenient for customers to get transportation with just a few clicks, while also benefiting the existing transportation service providers and the company itself. The same strategy can be adopted by Doko Recyclers too. Instead of trying to compete with the informal sector, they could build partnerships with informal waste pickers and syndicates. This would involve collaborating with them to collect waste, purchase recyclable materials at fair prices, and provide them with training on environmentally friendly waste management practices. Building these relationships can help Doko Recyclers tap into the existing market, gain the trust of households and businesses, and access more recyclable materials.

Overall, collaboration and partnerships can be an effective strategy for creating a win-win situation for all parties involved. By leveraging the strengths of each party and working together towards a common goal, everyone can benefit and achieve success.

### **Advocating for Better Waste Management Policies and Regulations:**

Doko Recyclers could take an active role in engaging with the government and advocating for better waste management policies and regulations. This could involve participating in policy discussions, providing feedback on proposed regulations, and working with local authorities to establish effective waste management systems. By doing so, Doko Recyclers can help create an enabling environment for their business and industry. In addition, the company should continue to seek government support to create more effective waste management policies and regulations. The company can lobby for the creation of a more organized and regulated waste management system, which can create a level playing field for all waste management companies, including the informal kabadi walas.

## **Expand Network and Services:**

Doko Recyclers should focus on expanding their network and services to other cities and towns in Nepal. This can be done through partnerships with other waste management companies and the government.

## **Raise investment/ Funding:**

It is evident that Doko Recyclers is facing challenges that are primarily related to financial constraints. While the company appears to have a stable cash flow and is not experiencing consistent burnout, the issue of space constraint & unfavourable situation for business expansion is a result of insufficient capital.

To address this challenge, Doko Recyclers may need to explore various funding channels to raise the capital needed to expand their operations and overcome the space constraint. One potential funding source could be venturing capital firms that specialize in supporting sustainable and socially responsible businesses like Doko Recyclers. Another option could be crowdfunding, which allows businesses to raise funds from a large group of individuals who share a common interest in the company's mission and values.

Another funding option that could be explored is impact investing, which involves investors who are interested in supporting socially responsible businesses that have a positive impact on society and the environment. This type of funding typically involves longer-term investments and a focus on both financial returns and social impact.

Overall, the challenges faced by Doko Recyclers are related to financial constraints. By exploring different funding channels such as venture capital, crowdfunding, and impact investing, the company can raise the necessary capital to expand their operations and overcome the space constraint. This will enable Doko Recyclers to continue their mission of promoting environmentally friendly waste management practices and creating a positive impact on society.

## **Conclusion**

In conclusion, Doko Recyclers has established itself as a disruptor, advocate, and innovator in the waste management sector in Nepal. The company's focus on creating sustainable business models and promoting environmentally friendly practices has set a new standard in the industry. Despite challenges such as the

dominance of informal kabadi walas, the government's lack of support for the sector, and the need to balance environmental concerns with profit, Doko Recyclers has successfully developed partnerships with government agencies, expanded its operations, and raised awareness about sustainable waste management practices. Doko Recyclers is a prime example of how businesses can operate in a way that not only generates profits but also has a positive impact on the environment and society.

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## Appendix

### 1. Profile of the company:

Doko Recyclers is a social enterprise that is dedicated to the management and recycling of dry waste in Nepal. They are focused on shifting away from reliance on waste dumps to waste management systems that retain useful resources within the economy. Their vision for waste management in Nepal is based on using waste as resources, with increased value extraction, recycling, recovery, and reuse. They believe in Smart Sustainability and promote the practice of being smart about consumption and disposal choices.

The core services of Doko Recyclers are centered on enabling clients to reduce, reuse, repair, repurpose, and recycle waste. They offer a range of waste management options, including doorstep recycling pick-up, repurposing discarded items, and electronic waste management. Doko Organics, their at-home composting system, allows households to manage organic waste while they handle the inorganic waste. They also offer Awareness Workshops to teach sustainable living and an online store, Tatwa Shop, for environmentally friendly products.

Doko Recyclers' mission is to create a more sustainable and greener future through collaboration with society to conserve resources. They prioritize the segregation of waste at its source and have developed different high-tech machines for their operations, such as shredding machines and semi-automated waste segregation machines, to improve waste management operations. Doko Recyclers' investment in technology and innovation has helped them stay ahead of the curve and create a more sustainable and efficient waste management system.

Overall, Doko Recyclers is a disruptor, advocate, and innovator in the waste management and recycling industry in Nepal. Their commitment to sustainable waste management practices, technology and innovation, and public education and awareness makes them a leading force in the movement toward a greener future.

### 2. Questionnaire

- How did you begin Doko Recyclers and why? What is the objective of your business venture socially wise, economically wise, and environmentally wise? What have you achieved to date, and What are the plans and growth opportunities for Doko Recyclers?
- From our research, we know that you operate on a B2C and B2B business model. Can you give some more insights into your operation and revenue model? What role does technology play in Doko Recyclers' operations and how does it contribute to the company's success?
- Is it possible to provide some information about your finances to date? Is Doko Recyclers profitable? (If not, how do you plan on making DOKO profitable?)
- What are the problems Doko recycler is facing and what solutions are taken to tackle them? (Negative recycling, problem elaboration, and solution)
- How are the government's policies & regulations helping you or affecting you? In an interview with Shilapatra, you mentioned a lack of clear policy impacting your enterprise. From your perspective, what policies might help enterprises like yours working in the waste management sector grow?
- Can you tell us about the company's partnerships & collaborations with national & international organizations, & how they have benefited Doko Recyclers?
- From our research, we found DOKO recyclers have too much diversification in terms of both services and products, what have been the outcomes so far?
- How are you dealing with the unregulated Kabadi wala ecosystem? (Through collaboration or competition) What are your roles in regulating them?
- How is the competition between DOKO Recyclers and syndicates?

