Performance Assessment System - Service Level Benchmarks (SLB)

Capacity building workshop on PAS-SLB information upload on PAS portal - Conducted for Government of Gujarat, Maharashtra, Chhattisgarh and Jharkhand

Training on entering information on City finance portal - Maharashtra

Lake rejuvenation – Conducted for Government of Gujarat, Maharashtra, Chhattisgarh and Jharkhand

Gujarat Urban Development Mission

CWAS CENTER FOR WATER AND SANITATION | CRDF CEPT RESEARCH AND DEVELOPMENT FOUNDATION | CEPT UNIVERSITY

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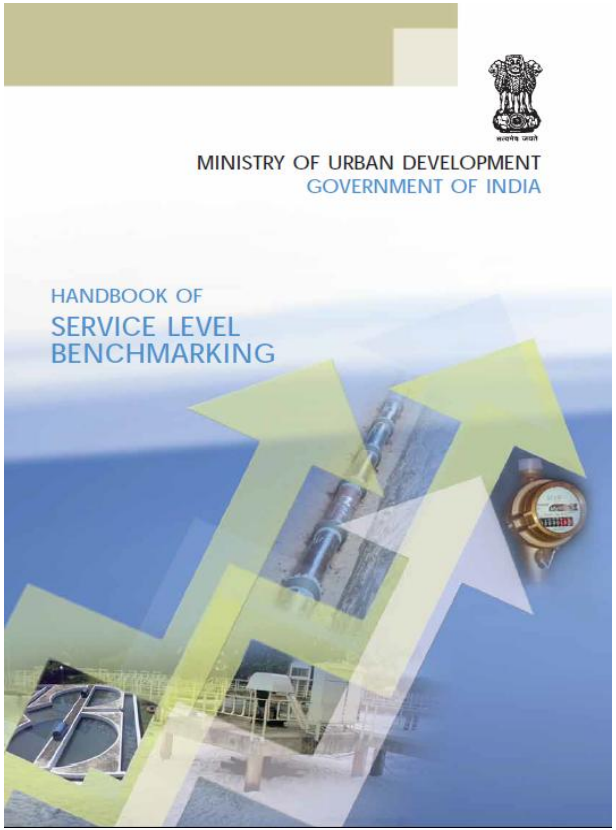
Service Level Benchmarks (SLBs)

- **A common monitoring performance framework to strengthen focus on improving service delivery**

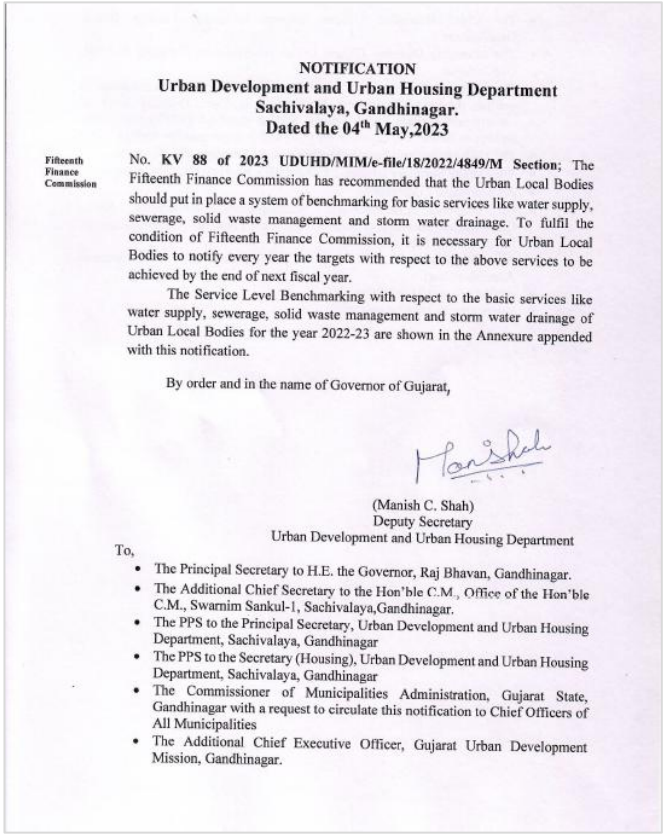
- Initiative of the Ministry of Housing and Urban Affairs (erstwhile Ministry of Urban Development) launched in 2009

- 28 standard performance indicators for Urban Water Supply and Sanitation (UWSS):
  - Water supply - 9
  - Sewage - 9
  - Solid Waste Management - 8
  - Storm Water Drainage - 2



Importance of Service Level Benchmarks

- The 13th, 14th and 15th **FC endorsed** operationalizing of SLB Process
- It introduced a **performance-based grant**
- State governments must put in place standards for delivery of essential services provided by the ULBs for four services
- **State Government** must notify or cause all ULBs to **notify** by the end of a fiscal year **the service standards and targets**
- A notification must be **published in the state gazette** to ensure compliance



NOTIFICATION
Urban Development and Urban Housing Department
Sachivalaya, Gandhinagar.
Dated the 04th May,2023

Fifteenth Finance Commission

No. **KV 88 of 2023 UDUHD/MIM/e-file/18/2022/4849/M Section**; The Fifteenth Finance Commission has recommended that the Urban Local Bodies should put in place a system of benchmarking for basic services like water supply, sewerage, solid waste management and storm water drainage. To fulfil the condition of Fifteenth Finance Commission, it is necessary for Urban Local Bodies to notify every year the targets with respect to the above services to be achieved by the end of next fiscal year.

The Service Level Benchmarking with respect to the basic services like water supply, sewerage, solid waste management and storm water drainage of Urban Local Bodies for the year 2022-23 are shown in the Annexure appended with this notification.

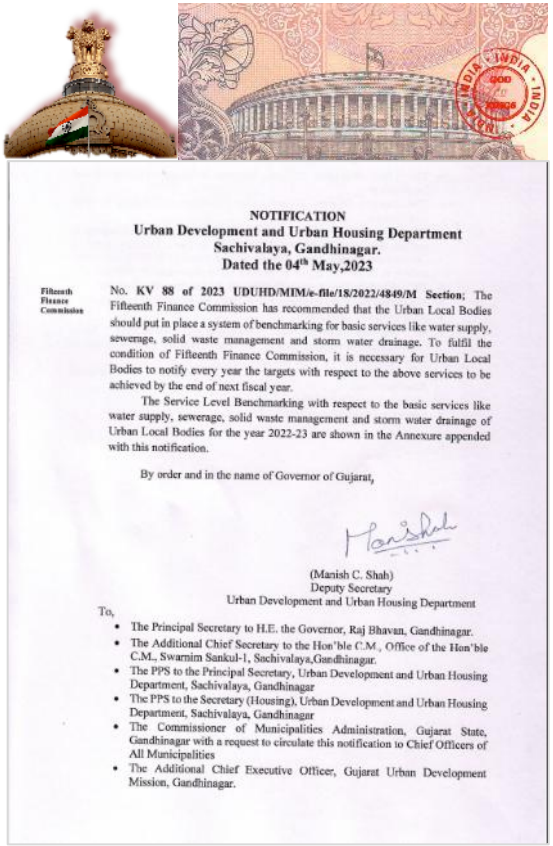
By order and in the name of Governor of Gujarat,

(Manish C. Shah)
Deputy Secretary
Urban Development and Urban Housing Department

To,

- The Principal Secretary to H.E. the Governor, Raj Bhavan, Gandhinagar.
- The Additional Chief Secretary to the Hon'ble C.M., Office of the Hon'ble C.M., Swarnim Sankul-1, Sachivalaya,Gandhinagar.
- The PPS to the Principal Secretary, Urban Development and Urban Housing Department, Sachivalaya, Gandhinagar
- The PPS to the Secretary (Housing), Urban Development and Urban Housing Department, Sachivalaya, Gandhinagar
- The Commissioner of Municipalities Administration, Gujarat State, Gandhinagar with a request to circulate this notification to Chief Officers of All Municipalities
- The Additional Chief Executive Officer, Gujarat Urban Development Mission, Gandhinagar.

Financial incentives - Institutionalized through intergovernmental fund transfers



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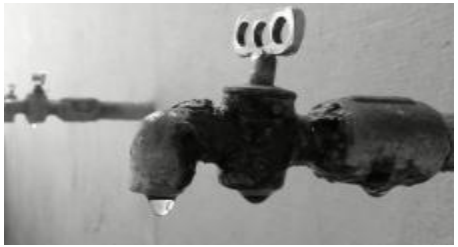
- **The 13th, 14th and 15th Finance Commission of the national government endorsed operationalizing of SLB Process. It linked national government grants to cities to service level benchmarks**
- State Governments notify by the end of a fiscal year the service level benchmarks and targets and inform the Ministry of Housing and Urban Affairs

13th FC:	14th FC:	15th FC:
(FY 2010-15)	(FY 2015- 20)	(FY 2021-26)
USD 2.8 Billion	USD 10.9 Billion	USD 15.1 Billion

SLB indicators – Water Supply

9

Indicators



Indicators for Water supply services	Benchmark
Coverage of water supply connections	100%
Per capita supply of water	135 lpcd
Extent of metering of water connections	100%
Extent of Non- Revenue Water (NRW)	20%
Continuity of water supply	24 hours
Quality of water supplied	100%
Efficiency in redressal of customer complains	80%
Cost recovery in water supply services	100%
Efficiency in collection of water supply related charges	90%

SLB indicators – Wastewater

9

Indicators

Indicators for Wastewater services	Benchmark
Coverage of toilets	100%
Coverage of sewage network services	100%
Collection efficiency of the sewage network	100%
Adequacy of sewage treatment capacity	100%
Quality of sewage treatment	100%
Extent of reuse and recycling of sewage	20%
Efficiency in redressal of customer complains	80%
Extent of cost recovery in sewage management	100%
Efficiency in collection of sewage charges	90%

SLB indicators – Solid Waste

8

Indicators

Indicators for SWM services	Benchmark
Household level coverage of solid waste management services	100%
Efficiency of collection of municipal solid waste	100%
Extent of segregation of municipal solid waste	100%
Extent of municipal solid waste recovered	80%
Extent of scientific disposal of municipal solid waste	100%
Efficiency in redressal of customer complaints	80%
Extent of cost recovery in SWM services	100%
Efficiency in collection of SWM charges	90%

Publication of Gazette to avail FC grant

15th Finance Commission, Government of India

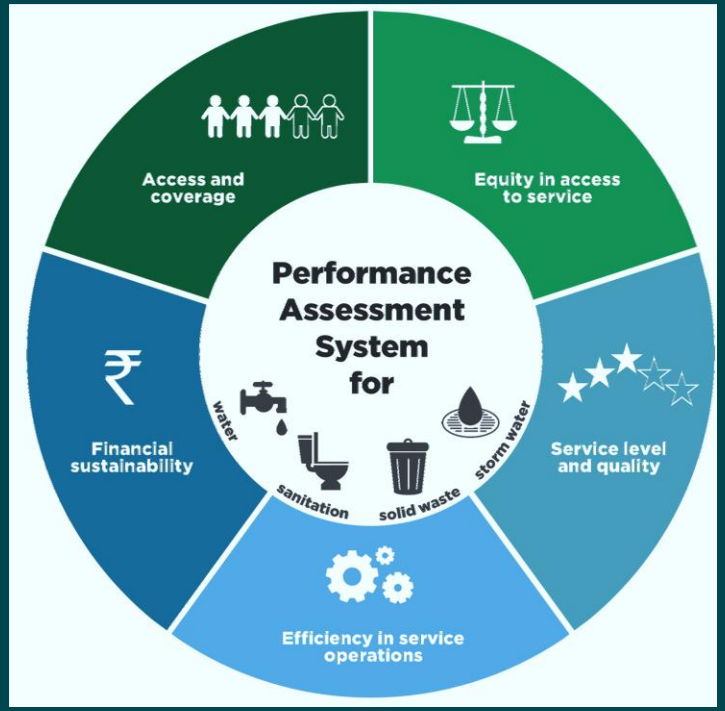
SERVICE LEVEL BENCHMARK AT A GLANCE (SLB)

Sr.No	Proposed Indicator	Benchmark	Present Status 2022-23	Target in Year 2023-24
1	**WATER SUPPLY SERVICES** **પાણી પુરવઠો**			
1.1	Coverage of water supply connections પાણી પુરવઠા ના જોડાણો દ્વારા આવરી લેવાયેલ વિસ્તાર (ટકા)	100.0%	60	70
1.2	Per capita supply of water માથા દીઠ પાણી પુરવઠો (લીટર)	135 lpcd	94	100
1.3	Extent of metering of water connections પાણી જોડાણ (કનેક્શન) ની મીટરની વ્યવસ્થા (ટકા)	100.0%	NA	NA
1.4	Extent of non revenue water (NRW) બિન ઉપજાવ પાણી પ્રમાણ (ટકા)	20.0%	18	16
1.5	Continuity of water supply પાણી પુરવઠાની નિરંતર સમય-મર્યાદા (કલાકમાં)	24 hours	2.5	3.0
1.6	Efficiency in redressal of customer complaints ગ્રાહક ફરીયાદ નિવારણની કાર્યક્ષમતા (ટકા)	80.0%	64	100
1.7	Quality of water supplied પાણી પુરવઠાની ગુણવત્તા (ટકા)	100.0%	100	100
1.8	Cost recovery in water supply services પાણી પુરવઠા પાછળ થયેલ ખર્ચ સામે ખર્ચની વસુલાત(ટકા)	100.0%	41	60
1.9	Efficiency in collection of water supply - related charges પાણી પુરવઠાના ચાર્જ વસુલ કરવાની ક્ષમતા (ટકા)	90.0%	70	83
2	**WASTE WATER MANAGEMENT (SEWERAGE AND SANITATION)** **ગંદા પાણીની વ્યવસ્થા (ગટર અને શૌચાલય)**			
2.1	Coverage of toilets જાજરૂ (શૌચાલય) નો વ્યાપ (ટકા)	100.0%	100	100
2.2	Coverage of sewage network services ગંદાપાણીનાં નિકાલ વ્યવસ્થાનાં નેટવર્કની સેવા (ટકા)	100.0%	54	65
2.3	Collection efficiency of sewage network ગંદાપાણીનો સંગ્રહ કરવા માટેની કાર્યક્ષમતા (ટકા)	100.0%	82	82
2.4	Adequacy of sewage treatment capacity ગંદાપાણીના શુદ્ધીકરણનું પુરતાપણું (ટકા)	100.0%	260	300
2.5	Quality of sewage treatment ગંદાપાણી શુદ્ધીકરણની ગુણવત્તા (ટકા)	100.0%	100	100
2.6	Extent of reuse and recycling of sewage શુદ્ધીકરણ થયેલ પાણીનો પુનઃઉપયોગ અને પુનઃપ્રક્રિયાનો વિસ્તાર (ટકા)	20.0%	0	5
2.7	Extent of cost recovery in sewage management ગટર વ્યવસ્થાના ખર્ચ વસુલાતની આંશિક ક્ષમતા (ટકા)	100.0%	27	37
2.8	Efficiency in redressal of customer complaints ગંદાપાણીને લગતી ફરીયાદ નિવારણ (ટકા)	80.0%	100	100
2.9	Efficiency in collection of sewage charges ગટરના ચાર્જ વસુલ કરવાની ક્ષમતા (ટકા)	90.0%	72	75
3	**SOLID WASTE MANAGEMENT** **ઘન કચરા વ્યવસ્થા**			
3.1	Household level coverage of solid waste management services ઘરદીઠ ઘન કચરા વ્યવસ્થાપન સેવાનો વ્યાપ (ટકા)	100.0%	99	100
3.2	Efficiency of collection of municipal solid waste ઘન કચરા એકત્રીકરણ કરવાની કાર્યક્ષમતા (ટકા)	100.0%	100	100
3.3	Extent of segregation of municipal solid waste ઘન કચરો છૂટો પાડવા (પૃથ્થકરણ) ની માત્રા (ટકા)	100.0%	100	100
3.4	Extent of municipal solid waste recovered ઘન કચરામાંથી પુનઃઉપયોગ માટેનો વિસ્તાર (ટકા)	80.0%	NA	NA
3.5	Extent of scientific disposal of municipal solid waste ઘન કચરાનો વૈજ્ઞાનિક રીતે નિકાલ કરવાનો વ્યાપ (ટકા)	100.0%	NA	NA
3.6	Extent of cost recovery in SWM services ઘન કચરાના સેવા સંચાલન પાછળ થયેલ ખર્ચની વસુલાત (ટકા)	100.0%	8	20
3.7	Efficiency in redressal of customer complaints જન ફરીયાદ નિવારણની કાર્યક્ષમતા (ટકા)	80.0%	100	100
3.8	Efficiency in collection of SWM charges ઘન કચરાના ચાર્જ વસુલ કરવાની કાર્યક્ષમતા (ટકા)	90.0%	71	83
4	**STORM WATER DRAINAGE** **વરસાદી પાણીનો નિકાલ**			
4.1	Coverage of storm water drainage network વરસાદી પાણીના નિકાલ માટે આવરી લેવાયેલ વિસ્તાર (ટકા)	100.0%	63	65
4.2	Incidence of water logging/flooding પાણી ભરાવા/પૂર બનાવોની સંખ્યા (સંખ્યા)	0.0%	1	0

Performance Assessment System (PAS)

For

Operationalizing SLB



Performance Assessment System (PAS) Program at CWAS for transforming urban water and sanitation in India

2005-2009 Major urban projects in India which focused mainly on infrastructure creation…

…but little was known about impact on service quality

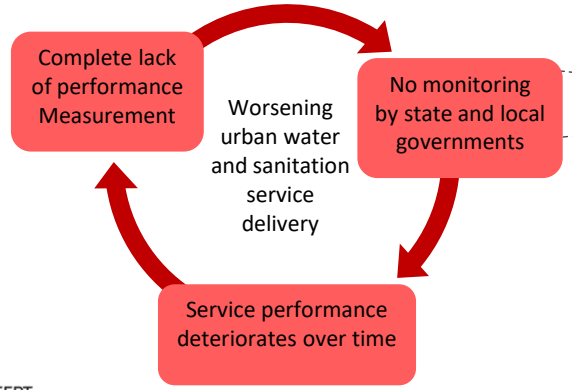
Data available with cities… but paper based disaggregated, non-digital, and not reported

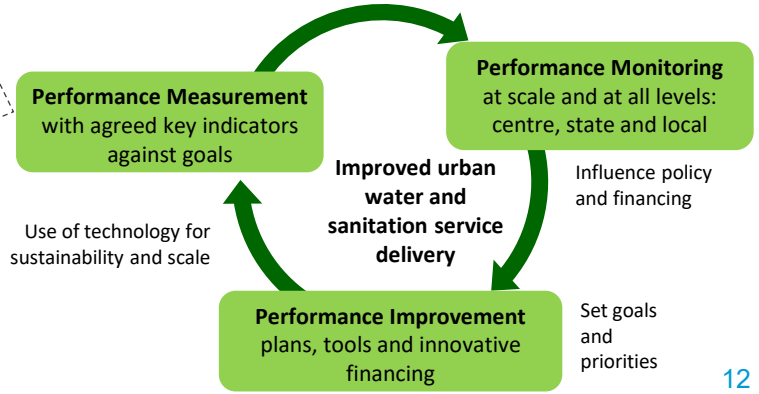
Our journey from paper-based isolated data to digital analysis

pas performance assessment system

MOVING FROM A VICIOUS TO A VIRTUOUS CYCLE

PAS intended to bring about a change in “laying pipes” to “improving services”





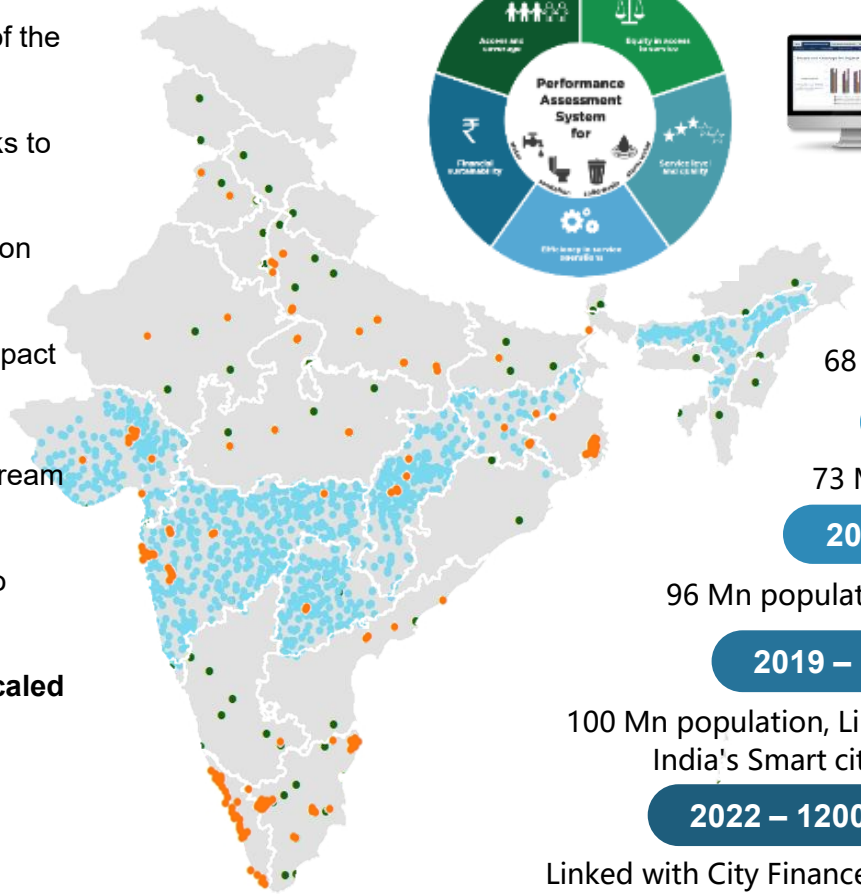
PAS – Performance Assessment System for UWSS in India

ABOUT PAS

- **Digital platform** for **tracking SLB** progress of the cities.
- **Self assessment** with inbuilt validation checks to measure the service delivery
- **Framework suited to local context** - Focus on efficiency, equity and on-site sanitation
- **No Pilots…..operate at Scale** to make an impact

NATIONALLY OWNED AND AT SCALE

- **Not a 'project' but a 'programme'** to mainstream it in governments
- **Work with all three tiers of Governments** to influence policies and implementation
- **Started with 400+ cities** in 2008-09 , **now scaled up to 1000+ cities** across India
- One of the **largest open access time series database** for urban water and sanitation



2009 – 416 cities

68 Mn population, 2 states

2015 – 463 cities

73 Mn population

2018 – 900+ cities

96 Mn population, 6 states

2019 – 1000+ cities

100 Mn population, Linked with India's Smart city mission

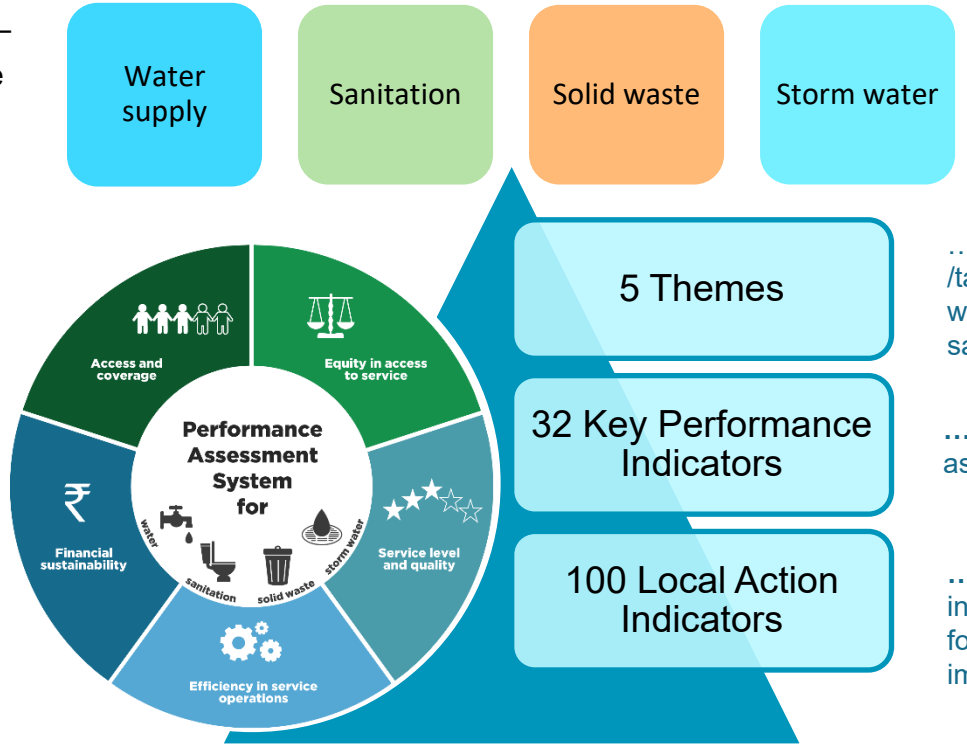
2022 – 1200+ cities

Linked with City Finance Portal of Government of India

Service level benchmarks: PAS - SLB+ Framework

Advice from Experts

- Better to be roughly right than be precisely wrong
- Setting up Benchmarking Pilots are easy – Scaling up to cover all ULBs is a challenge
- Build up on existing monitoring system
- Keep it SIMPLE, EASY to understand and implement
- Create financial incentives for use of Benchmarking



…to match with goals /targets of delivery of water supply and sanitation services

… for performance assessment

…drilled down indicators for actions for performance improvement

Digital systems necessary for achieving scale

Most data exists with cities…

…but paper based and fragmented – not collated, analyzed or reported

Developed PAS as an online platform

www.pas.org.in

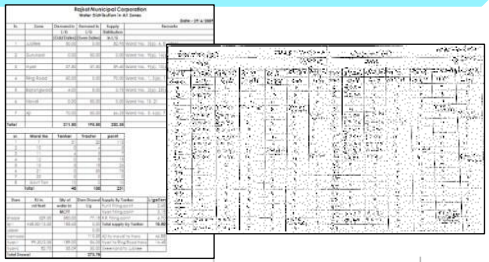
Industry-academic partnership with TATA CONSULTANCY SERVICES

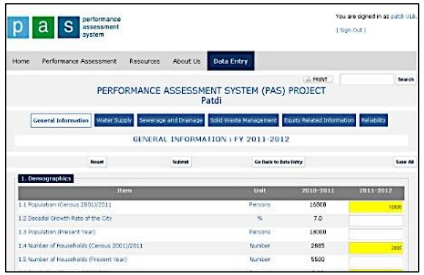
Features of Digital platform

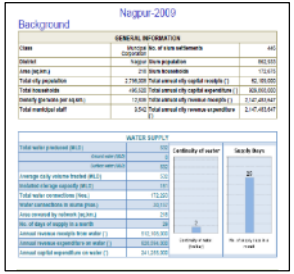
- Online module for self reporting
- Inbuilt validation checks
- Scientific system for calculating indicators
- Comparative dashboards
- Local language supported

Made PAS an e-platform that enabled analysis

Raw Data → Information: Performance Measurement with indicators on PAS portal → Knowledge: City and State UWSS profiles, peer comparison



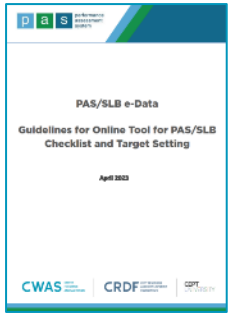




CWAS CENTER FOR WATER AND SANITATION | CRDF CEPT RESEARCH AND DEVELOPMENT FOUNDATION | CEPT UNIVERSITY

Government officials at both state and city levels are made conversant with the online data entry tool

Reduction in the time for tracking SLBs from 15 months to two months within five years.



Guidelines for online tool for PAS portal

Hindi Video

English Video

Manuals & guidance documents

Sample filled tool for city

Online document upload PAS-Portal

Training videos on portal

Self learning tutorial videos both in Hindi and English

Capacity building workshops

1000+ ULB Officials trained every year

Data system Strengthening

Formats to capture reliable data on a suggested frequency

Handholding support

Sectoral Improvement planning
Performance Improvement Plans(PIP)

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Process of data collection and validation

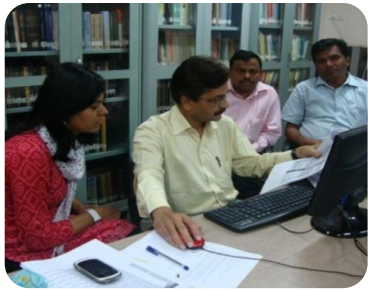
Training
- State govt. appoint agency for data collection and validation
- Organized and conduct training for city officials

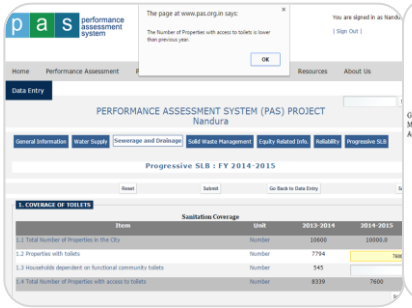
Data collection
- State govt. instruct cities to enter data online
- City officials enter data from their offices
- Agency : Follow up with cities

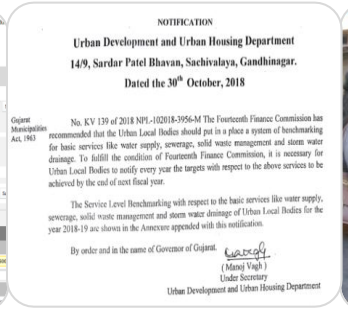
Data validation
- Inbuilt validation rules during data entry and at submission time
- After submission, ‘sector experts’ appointed by state government will do desk validation

Results publication
- SLB Gazette publication by state
- Analysis results published on website

Data verification
- Field Verification in selected cities
- Prepare data improvement plan / strategies






NOTIFICATION

Urban Development and Urban Housing Department

14/9, Sardar Patel Bhavan, Sachivalaya, Gandhinagar.

Dated the 30th October, 2018

Gujarat Municipalities Act, 1963

No. KV 139 of 2018 NPL-102018-3956-M The Fourteenth Finance Commission has recommended that the Urban Local Bodies should put in a place a system of benchmarking for basic services like water supply, sewerage, solid waste management and storm water drainage. To fulfill the condition of Fourteenth Finance Commission, it is necessary for Urban Local Bodies to notify every year the targets with respect to the above services to be achieved by the end of next fiscal year.

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By order and in the name of Governor of Gujarat.

(Manoj Vagh)
Under Secretary
Urban Development and Urban Housing Department

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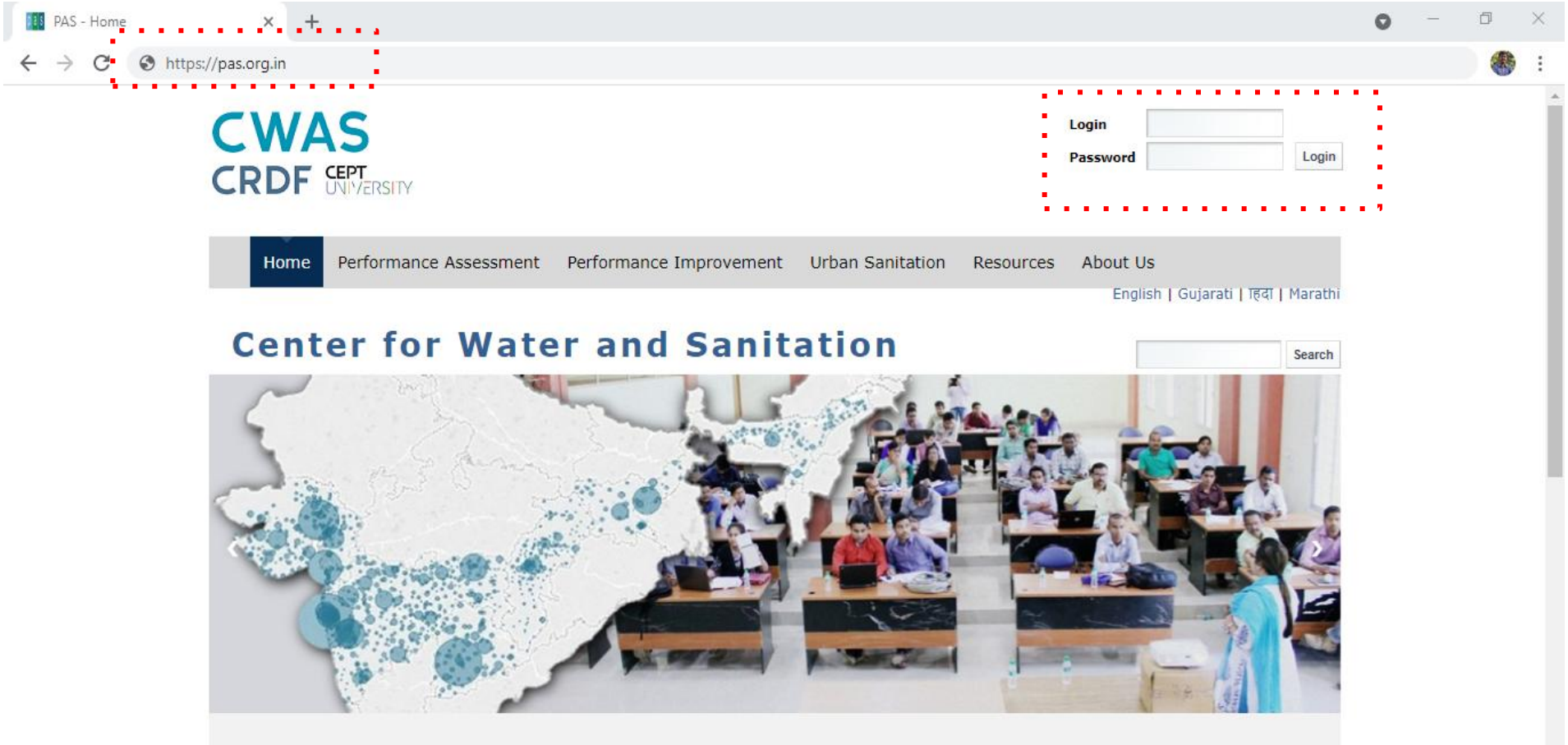
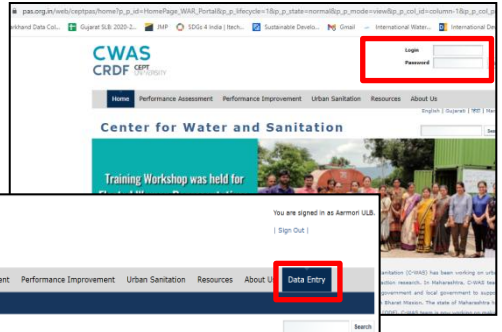
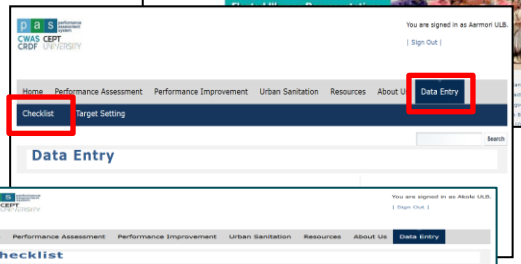
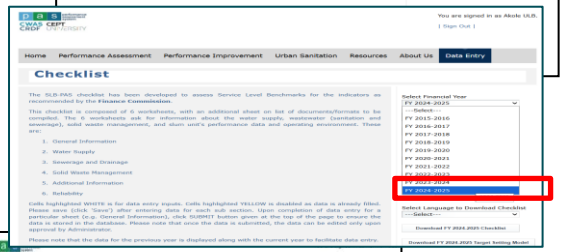
PAS-SLB web portal – www.pas.org.in

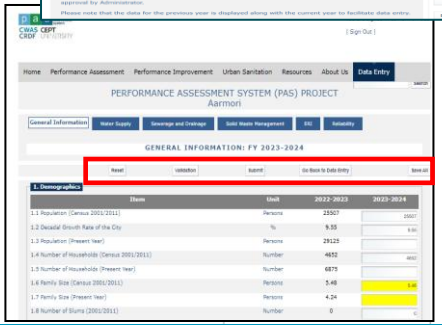


Step by step guide to enter the SLB information on PAS portal









CEPT UNIVERSITY

www.pas.org.in

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Login & Password

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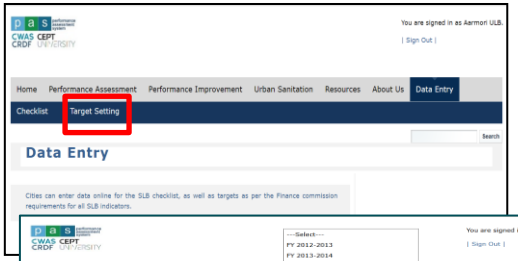
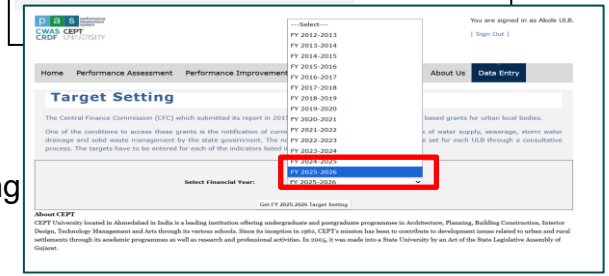
Data Entry

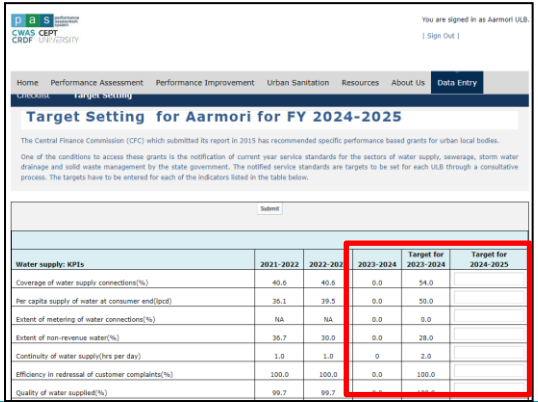




Checklist → **Select Year 2024-25** → Click View Checklist → Enter

Target Setting → **Select Year 2025-26** → Click Set Targets → Enter Targets

From _



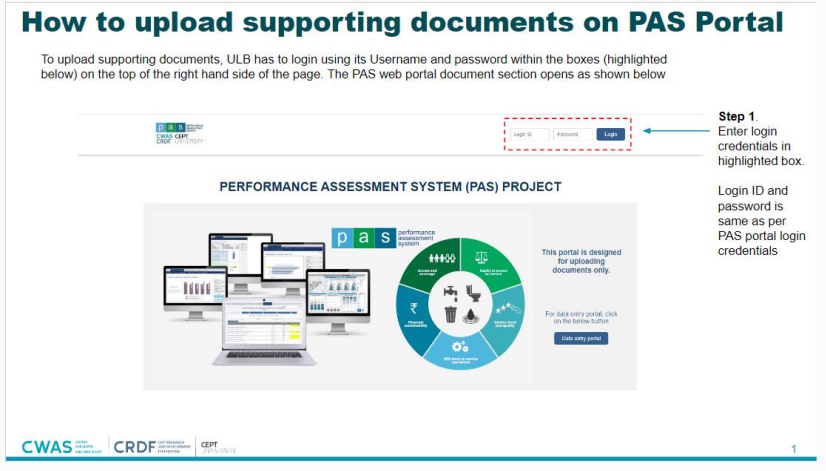
SAVE , VALIDATE and SUBMIT

Presentation for document upload on portal

PAS Portal document upload section

Link:
https://docs.google.com/presentation/d/1asEwSeN3K4dcX86kpiqRWhmn2ssdUD9H/edit?usp=sharing&ouid=112455029184602789110&rtpof=true&sd=true

QR Code:

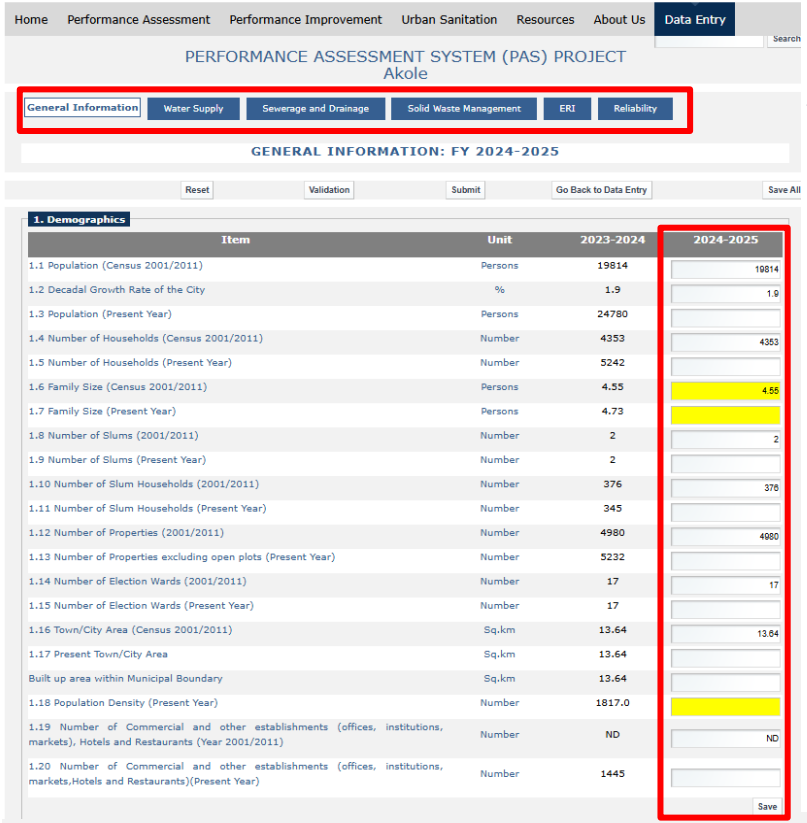


Example: Water supply service level indicators

Indicators (benchmarks)	Definition	Evidence/ Data Sources	Department
*Coverage of water supply connections (100%)	▪ Households (HHs) with water supply connections ▪ Total HHs in a city	▪ Water connection register at water supply department / Property / water tax software	▪ Water supply department and tax department
*Coverage of WS connections in slum (100%)	▪ HHs in the slum area with water supply connections ▪ Total slum HHs in a city	▪ Water connection register at water supply department / Property/water tax software	▪ Water supply department and tax department
**Per capita supply of water (135 lpcd) **Extent of Non-Revenue Water (20%)	▪ Total quantity of water produced at treatment plant ▪ Quantity of water supplied to consumers (Billed water + free supply) ▪ Total population in a city	▪ Based on SCADA / log book report indicating flow meters' readings / based on pumping hours and discharge capacity at the treatment plant ▪ Billed water quantity – Based of water meter reading / calculate based on sample survey using bucket and stop watch method or estimate based on ferrule size and water discharge during supply hours in a day.	▪ Water supply department
**Extent of metering (100%)	▪ Total number of functional metered water connections ▪ Total number of water connections	▪ Water metering records	

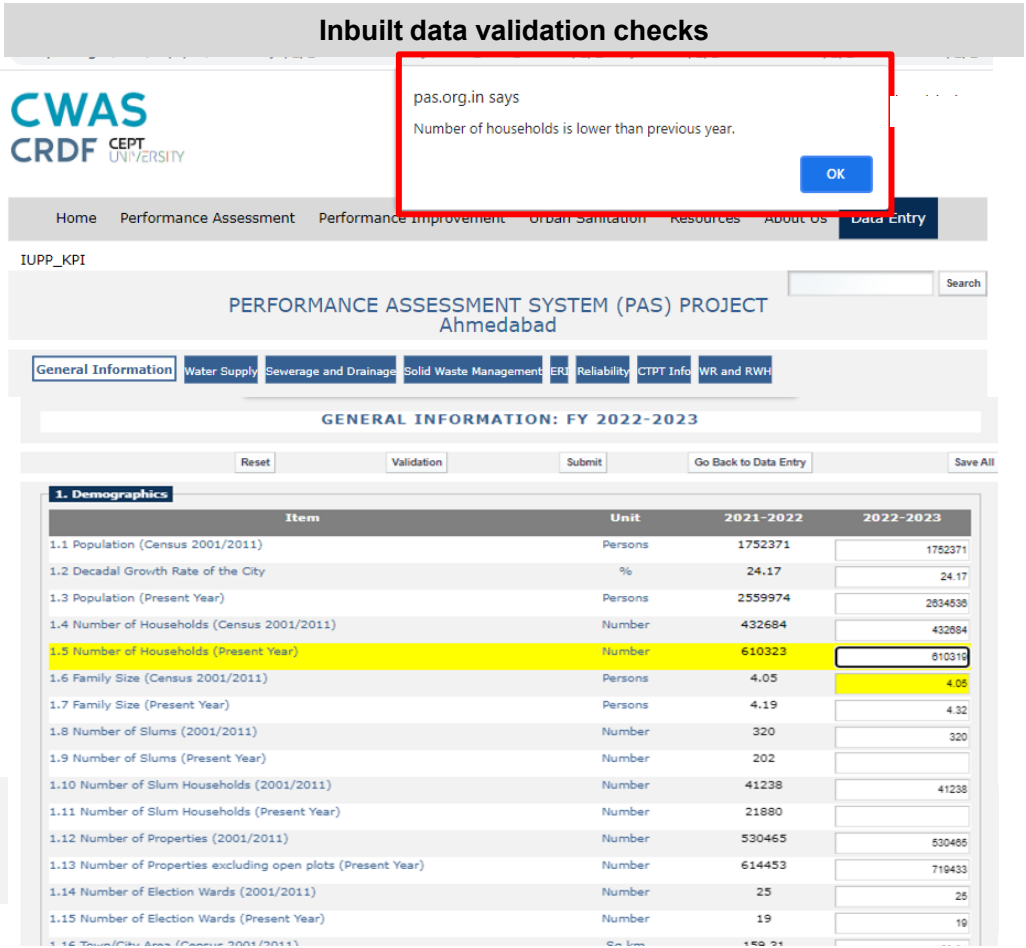
*Values till March 2020
** Annual Value from April 1st '19 till March 30th '20

Inbuilt data validation checks



Previous year's data displayed alongside current year of data entry-Options to save each sub section within a sheet; useful in case of connectivity issues during data entry. **Data should be entered in a given sequence of sheets**

Inbuilt data validation checks



ULB, Regional and State officials can track the progress through portal

Chief officers can download the gazette using online portal

www.pas.org.in

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ULB Login & Password

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Data Entry

↓

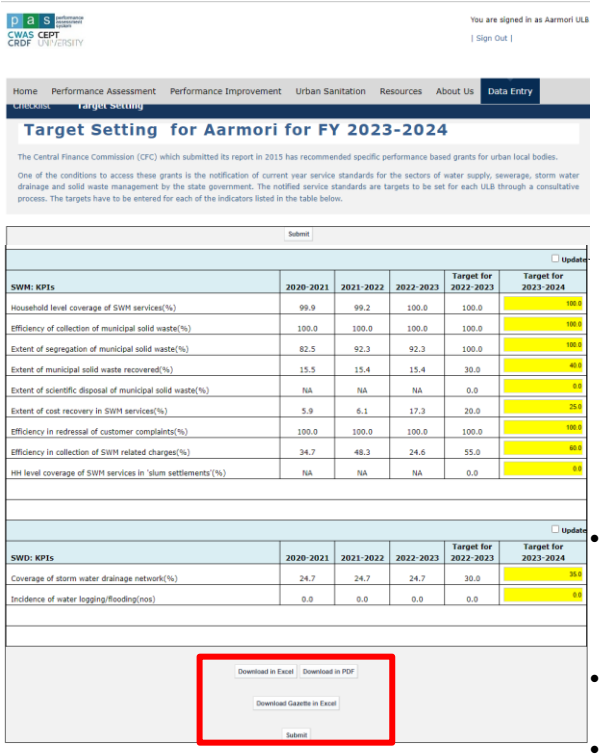
Target Setting

↓

Select Year 2024-25

↓

Download gazette in Excel/Download PDF



State and regional officials can check the progress of data entry and also can download state and regional level data and reports using their respective login IDs

www.pas.org.in

↓

State or Divisional Login & Password

↓

ULB reports

↓

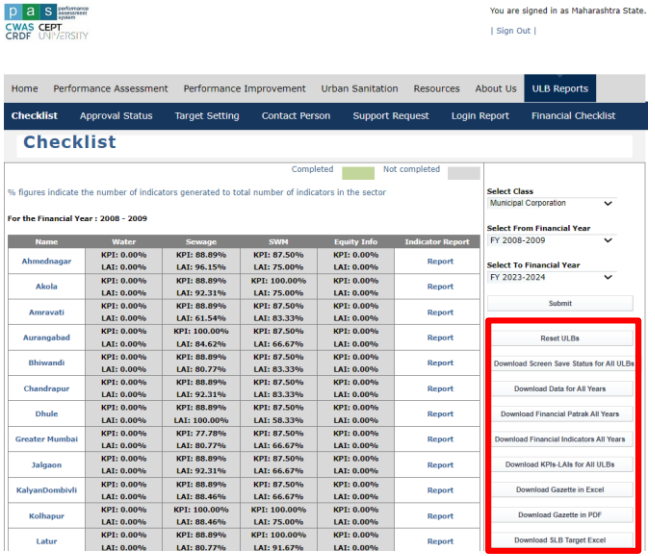
Select class*

↓

Select Year 2024-25

↓

- Download data save status report- to check the % data entered by the ULB
- Download all year data
- Download Gazette in excel/PDF



Tutorial videos for PAS portal data submission

PAS Portal Tutorial Videos
Link:
https://www.youtube.com/playlist?list=PLslvqc6RUWFJEDMXVe9BeF8ZWPt-Jcz__
QR Code: (Hindi)

PAS Portal Tutorial Videos
Link:
https://www.youtube.com/playlist?list=PLslvqc6RUWFKm4GbuNlWTkJxYQaphoXNR
QR Code: (English)

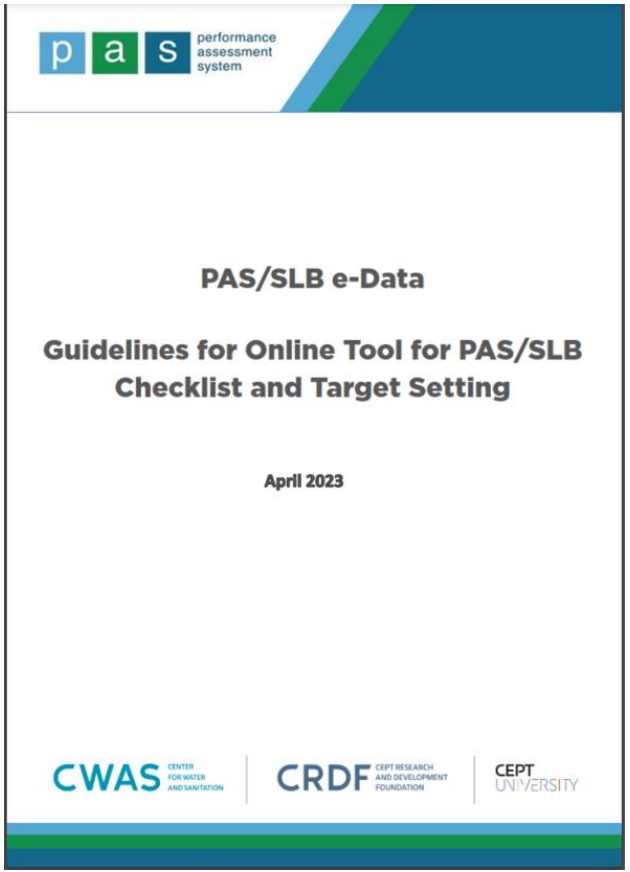
Guidelines for online tool for PAS portal

Guidelines for online tool for PAS/ SLB – Checklist and Target Setting

Link:

https://cwas.org.in/resources/file_manager/Online%20data%20entry%20and%20checklist%20guidelines%20and%20validation_27%20april%202023.pdf

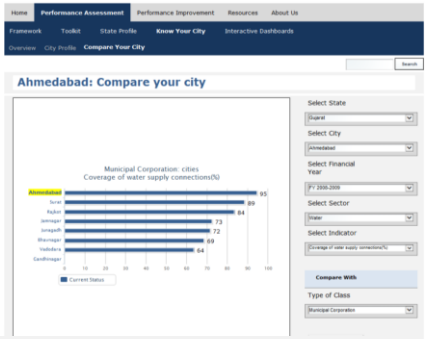
QR Code:

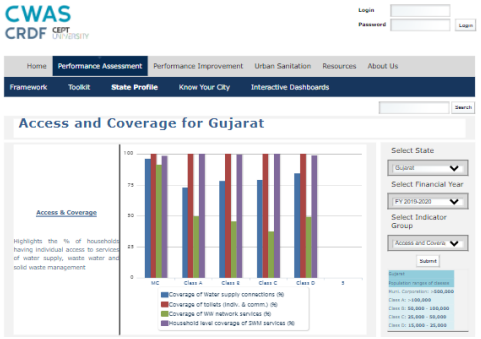


Key results and dashboards available on PAS-SLB portal

SLB dashboard:

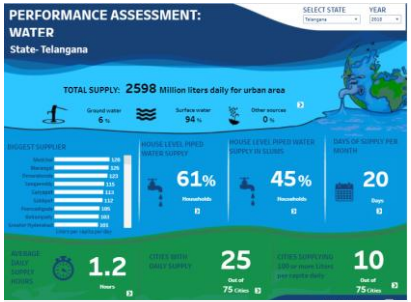
- Track performance over time and Compare performance with peers
- Review the year wise improvement of the ULB using know your city tab – that gives an **Overview** of the city, **City Profile**, and **Comparison** of the city.
- State can assess thematic performance on state profile tab.
- Identify areas for improvement- using interactive dashboards



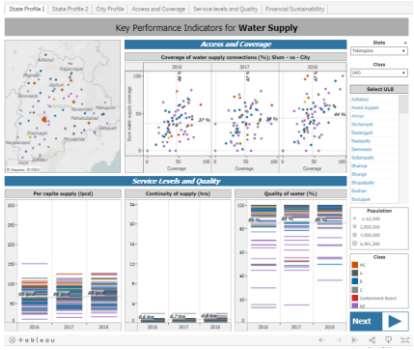


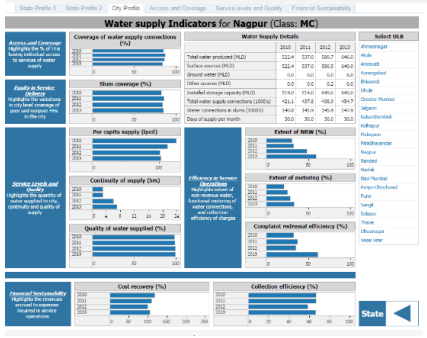
Know your ULB and Compare Your ULB helps each ULB to understand the basic details and SLB indicators and allows to compare itself with another ULB based on its respective class or state.

State can assess thematic performance of Access, Financial sustainability,equity,efficiency and quality of service delivery at state level



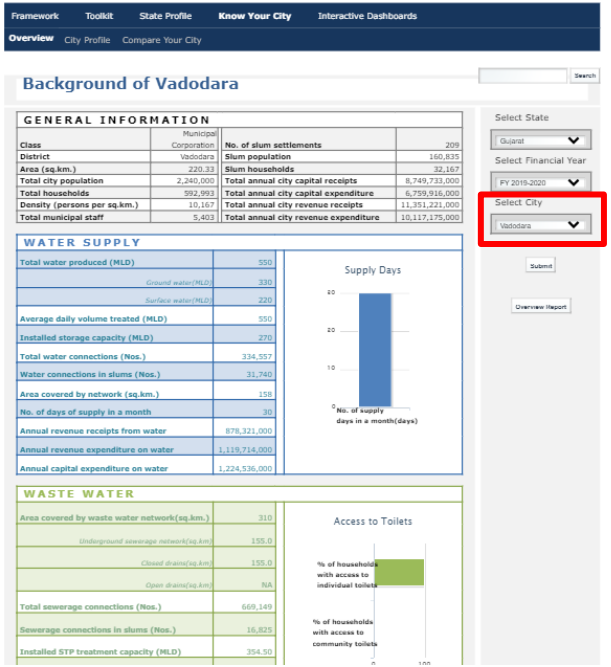
Customized dashboard to view state and ULB level analysis



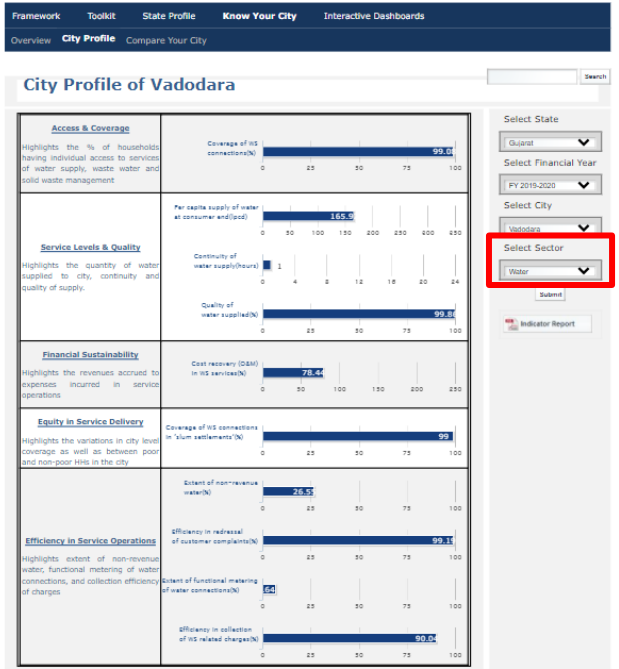


Interactive dashboard

Know your city



An Overview of the city is given across all the sectors for all indicator groups.

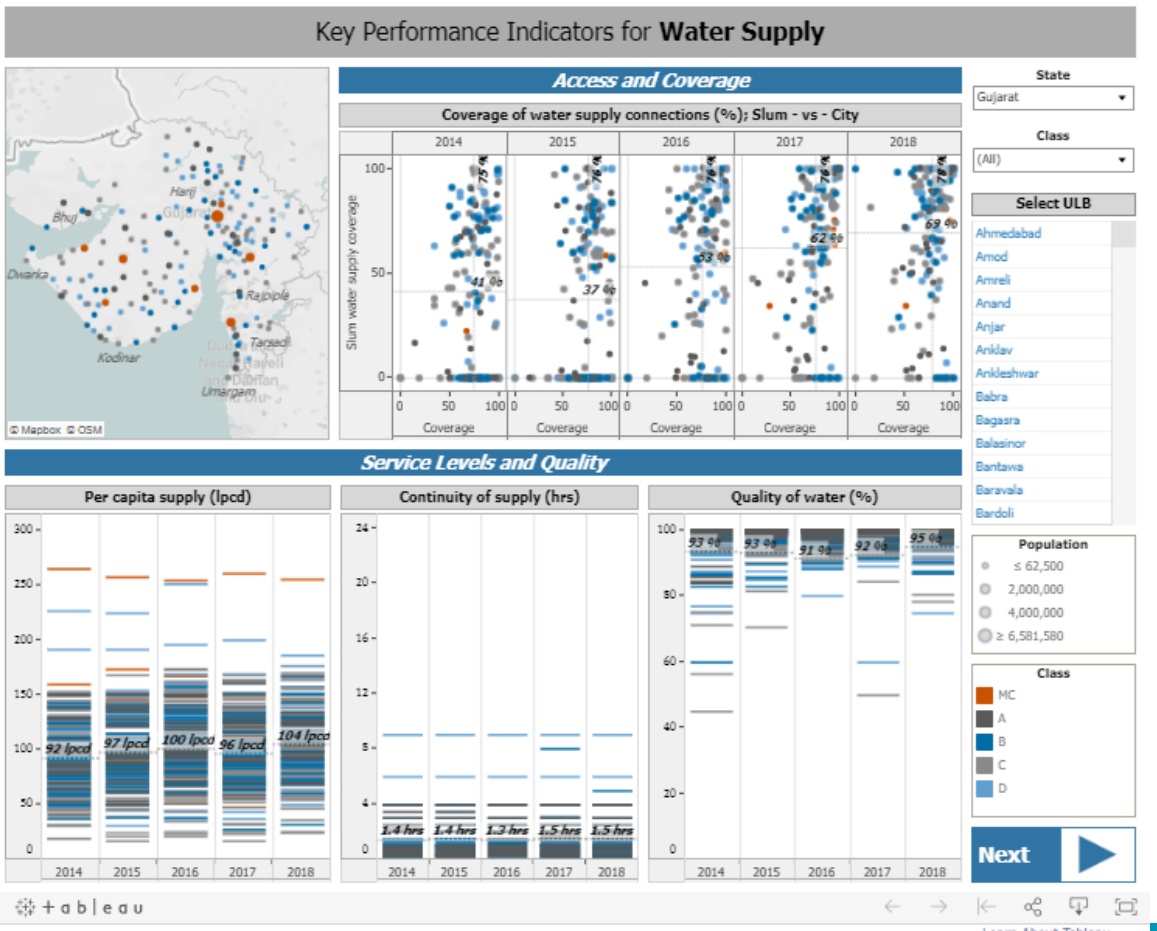


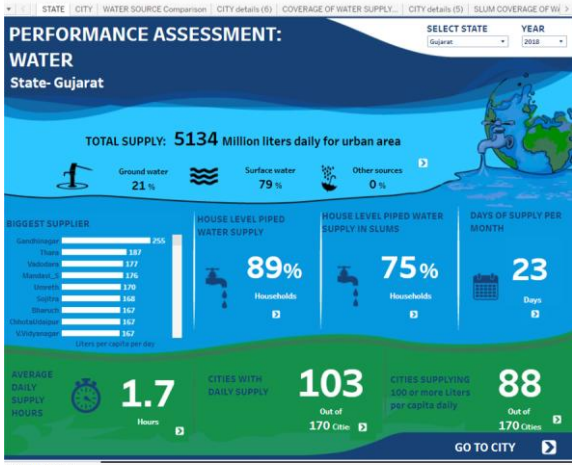
The City Profile is generated for each city and sector based on key indicators as mentioned in Framework.

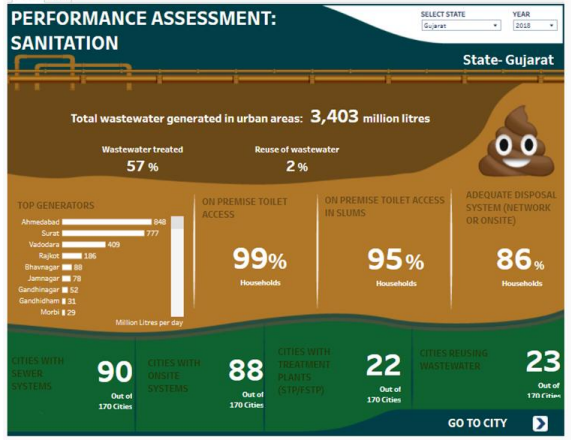
Compare Your City helps each city compare itself with another city based on its respective class or state.

All the sectorial indicators can be compared

State Urban Water and Sanitation Profile







Use of PAS

Routine Monitoring

Time series information on PAS dashboard –

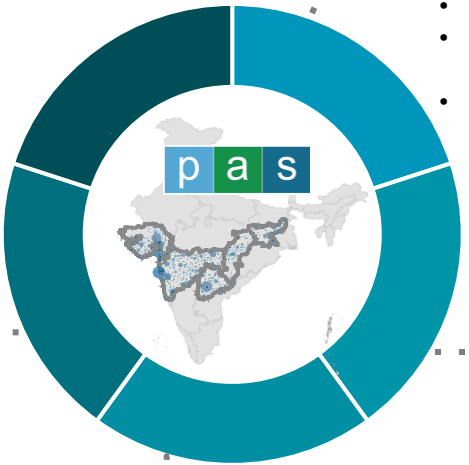
- Performance measurement
- Investment programs and
- Identifying area of focus

सत्यमेव जयते
Finance Commission Of India

सत्यमेव जयते
Ministry of Urban Development Government of India

Research and Advocacy

- Academicians and students of planning or technology colleges have used this information for research purpose.



Service Improvement Plans

State and City refers PAS data for -

- DPRs
- City water balance plans (AMRUT)
- Action plans for solid waste management (SBM)
- Jal Jeevan Mission (water quality)

AMRUT 2.0
Making Cities Water Secure

प्रधान मंत्री आवास योजना-शहरी
Pradhan Mantri Awas Yojana-Urban

Decision making

- Financial decision related to WASH budget allocation and utilization of funds.
- Infrastructure planning and analyze the outcomes of investments -DMA

Compliance

- 16th FC
- NGT

Swacch Bharat Mission- Urban 2.0
City Sanitation Action Plan (CSAP) 3A/ 3B

cityfinance.in

Swachhatam
Swachhata Management Platform

AMRUT portal : Domestic Tap Connections, Volume of water produced

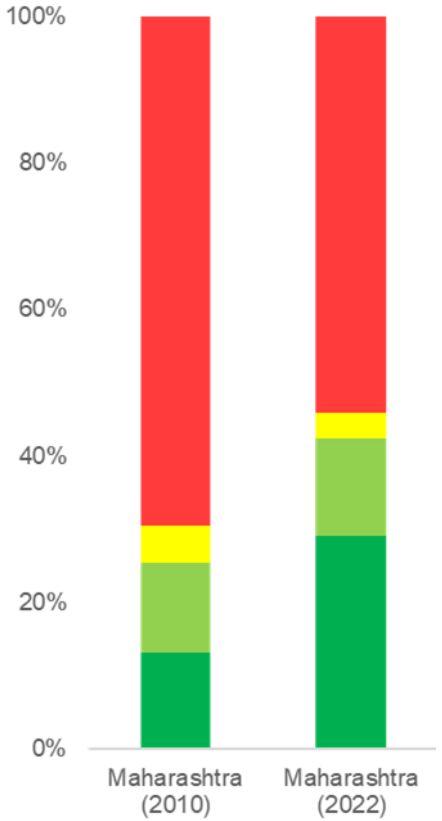
SBM portal : waste generation, OSS,CT/PT

Contents

Improving reliability of data

Over the decade the indicator with higher reliable data has NOT increased

Reliability analysis of WASH data systems based on SLB KPI's



Reasons behind non improvement of the data reliability

1. Calculation of Reliability assessment
2. Guess based data reporting
3. Data entered without any supporting documents
4. Discrepancy in data uploaded on PAS
5. New staff - Lack of understanding for data recording and updating on PAS

1.Correct method of capturing reliability grade on PAS portal

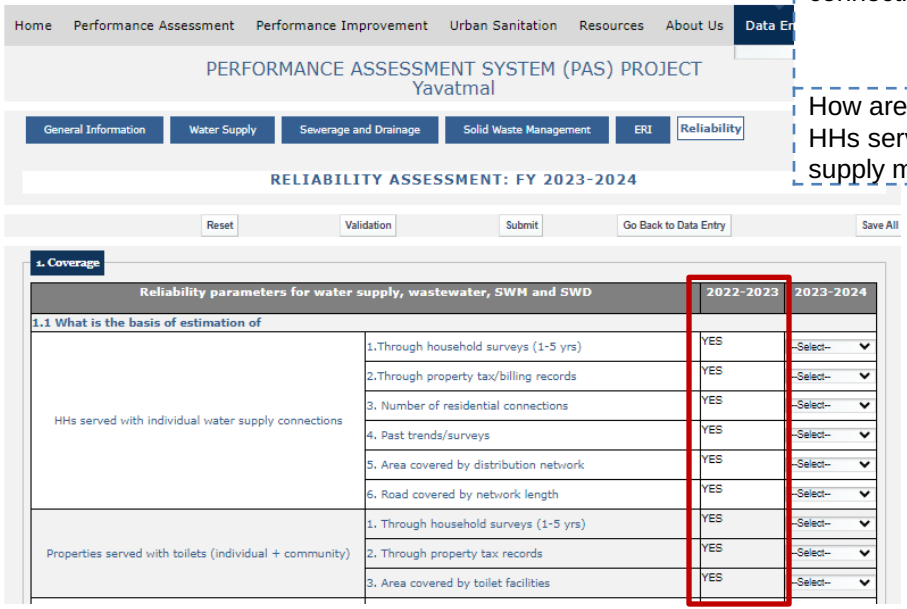
Issue/ Challenge

- Wrong capturing of reliability in reliability sheet
- Copy and paste previous year data

Solutions:

- Do not select multiple options
- Read the options carefully and then select
- Read MoHUA guideline for better understanding

Question	Options	N	A	B	C	D
Reliability count of an indicator		416	270	117		29
HHs served with individual water supply connections	1.Through household surveys **(1-5 yrs)**		272			
	2. Number of residential connections			369		
	3. Road covered by network length				210	
	4. Area covered by distribution network					160
How are records of HHs served by water supply maintained?	1. Computerised **OR**		198			
	2. Only Manual		317			



Reliability of Measurement	
Reliability scale	Description of method
Lowest level of reliability (D)	Estimation of households covered on the basis of geographical area of the city covered with the pipeline network, as a surrogate indicator for water supply coverage.
Intermediate level (C)	Estimation of households covered on the basis of road length in the city covered by the pipeline network, as a surrogate indicator for water supply coverage.
Intermediate level (B)	Estimation of households covered computed as the total number of connections (for which data are maintained) as a percentage of the estimated number of households on the basis of population (total population divided by average household size).
Highest/preferred level of reliability (A)	Calculation based on the actual number of households with direct service connections (for which data are maintained); and the total number of households as revealed in ground level surveys. Data are periodically updated on the basis of building units approved, and new household level water connections provided.

Source: PAS-SLB Maharashtra state, 2022

SLB handbook explains the frequency of data capturing

Highest/Preferred level of **Reliability (A)** for all the **28** indicators is based on either of the below measurement type:

- HHs survey
- Operational Record/Log keeping
- Multiple options of data recording
- Digitized data formats/equipment of measuring

Frequency of Measurement: A Annual, D Daily

Water Supply Indicators

A Coverage of Water Network	D Per Capita Water Supply	D Continuity of Service	D Extent of NRW
A Extent of Metering	D Quality of Service	D Complaint Redressal	A Collection of Charges
			A Cost Recovery

Sewage Management Indicators

A Coverage of Toilets	A Coverage of Sewerage network	A Collection Efficiency of Sewerage Network	A Adequacy of Treatment Plants
D Extent of Recycle & Reuse	D Quality of Service	D Complaint Redressal	A Collection of Charges
			A Cost Recovery

Solid waste Management Indicators

D Coverage of D2D service	D Collection of MSW	D Extent of Segregation	D Extent of Scientific Disposal
D Extent of Reuse & Recovery	D Complaint Redressal	A Cost Recovery	A Collection of Charges

Adopt a digital systems for improving data reliability

1 Real time Approach

Automized data capturing and monitoring through IOT

Automation at service points

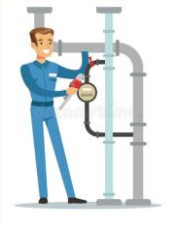
Applications and Dashboards

Smart monitoring and decision making

- Less human interventions.
- Smooth communication and analysis of data.

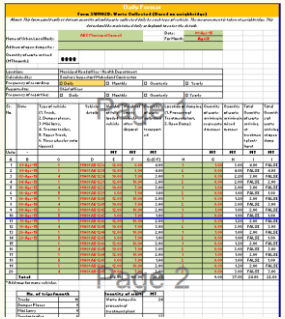
2 Hybrid Approach

Digitized + Manual data capturing and monitoring



Mechanized devices

Digitized record keepi



Standardized data formats

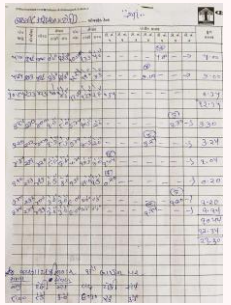
- Budget friendly and sustainable.

3 Manual Approach

Data capturing and monitoring through standard manual methods

Household survey / capturing service-related data

Hands on field assessment



Manual data formats and recording

- Highly human intensive.
- Difficult to manage data records.

2. Data Systems Strengthening – Guess-based data uploading

Issue/ Challenge

- Guess based data uploading on the portal

Solution

- Use formats shared to capture the data on regular basis- **on a frequency suggested by MoHUA**

KPI	Main Form	Supporting Form	Frequency of data calculation	Auto calculated/ Enter data
Coverage of water supply service & Extent of metering	Form WS01: Coverage of water supply service		Yearly Format	Auto calculated
		Form WS01A: Population Forecast	Yearly Format	Enter data
		Form WS01B: Number of households with water supply connection	Yearly Format	Enter data
Per capita water supplied	Form WS02: Per capita water supplied		Monthly Format	Auto calculated
		Form WS02A: Quantum of treated water supply-Method 1 (with meter)	Daily Format	Enter data
		Form WS02B: Quantum of treated water supply-Method 2 (without	Monthly Format	Auto calculated
		Form WS02C: Pumping details	Daily Format	Enter data
Extent of Non-revenue water	Form WS04: Extent of Non-revenue water		Monthly Format	Auto calculated
		Form WS04A: Total Quantum of water Billed	Monthly Format	Auto calculated
		Form WS04B: Quantum of water received by Valve operation and	Monthly Format	Auto calculated
Continuity of water supply	Form WS05: Continuity of water supply		Monthly Format	Auto calculated
		Form WS05A: Duration of water supply by valve operations	Daily Format	Enter data
		Form WS05B: Consumer end survey	Quarterly Format	Enter data
Quality of water supplied	Form WS06: Quality of water supplied		Monthly Format	Auto calculated
		Form WS06A: Water quality monthly report	Daily Format	Enter data
		Form WS06B: Frequency of required water quality tests	Sample form	
Efficiency of consumer complaint redressal	Form WS07: Efficiency of consumer complaint		Monthly Format	Enter data
Cost recovery in water supply services	Form WS08: Cost recovery in water supply services		Yearly Format	Enter data
Efficiency in collection of water supply related charges	Form WS09: Efficiency in collection of water supply related charges		Monthly Format	Enter data
Coverage of water supply connections in slum	Form WS10: Coverage of water supply connections		Yearly Format	Auto calculated
		Form SLUM01: Services in slums (Slum level information)	Sample form	Enter data
		Form SLUM02: Slum Household Survey Form	Sample form	

https://drive.google.com/drive/folders/1zdgse9TpgILIRFA_FrMvbnkpNFJQeSXb?usp=sharing

Use simple formats shared to capture accurate data

Use simple formats shared to capture accurate data of all 28 KPIs- enter data

- Chief officers and City engineers – To train your staff on how to capture data
- **State can conduct workshop on this**

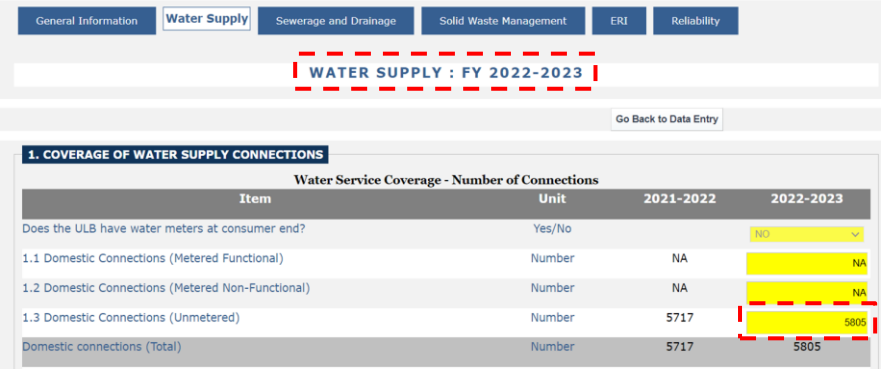
Formats for all types of cities

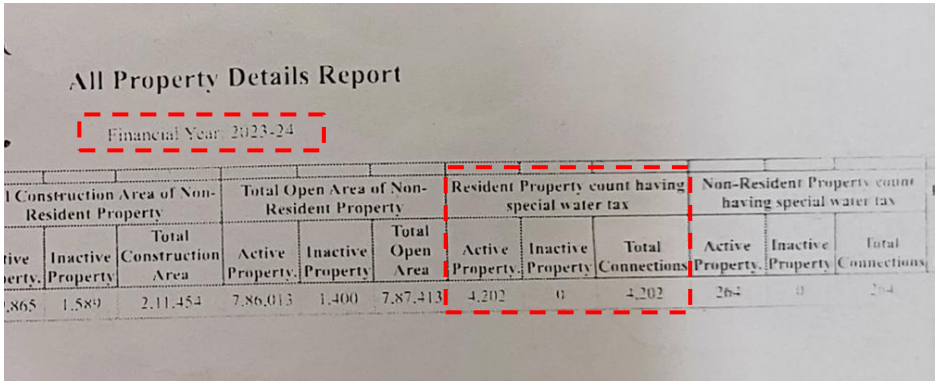
1. Metered and Non-metered cities
2. Sewered and Non-sewered cities

- Digital formats that can be embedded in IOT – to generated App
- Also used in a printed version to enter data manually

Monthly Format Form WS05: Continuity of water supply				
About: This form would collect data of water supply duration with appropriate pressure and water quantity delivered to generate continuity of water. Source of this information will be Form WS05A.				
Name of Urban Local Body:	ABC Municipal Council		Date:	
			For Year:	
Location:	Municipal Head office			
Calculated by:	Municipal Engineer / City Engineer			
Frequency of recording:	□ Daily	þ Monthly	□ Quarterly	□ Yearly
Reported to:	Chief officer			
Frequency of reporting:	□ Daily	□ Monthly	□ Quarterly	þ Yearly
	Month	Water supply duration	Total days in the month	Average water supply duration per day
Column	A	B	C	D
Unit	-	Hours	days	Hours/day
Source	-	Form WS05A	-	(B/C)
1	April	15.67	30	0.52
2	May	20.67	31	0.67
3	June	20.00	30	0.67
4	July	20.67	31	0.67
5	August	20.67	31	0.67
6	September	20.00	30	0.67
7	October	20.67	31	0.67
8	November	20.00	30	0.67
9	December	20.68	31	0.67
10	January	20.67	31	0.67
11	February	19.33	29	0.67
12	March	20.67	31	0.67
Average				0.65
				Minutes/day
				39.28

Data Systems Strengthening - Discrepancy in data



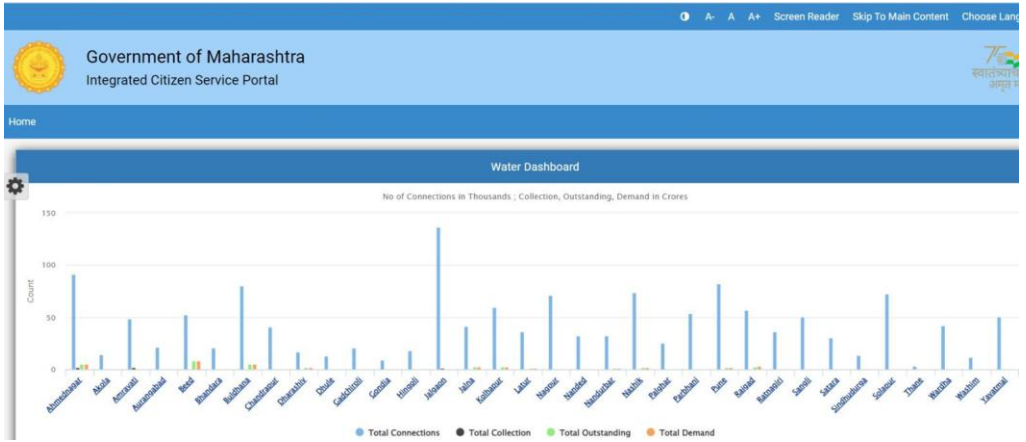


Issue/ Challenge

- Discrepancy in data uploaded on PAS

Solution

- Data should be checked by city engineers
- It should be in alignment with the IBWP portal, SBM and AMRUT Portals- State should check



Swacch Bharat Mission- Urban 2.0
City Sanitation Action Plan (CSAP) 3A/ 3B

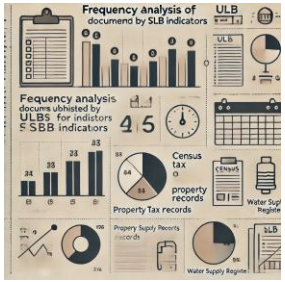
cityfinance.in

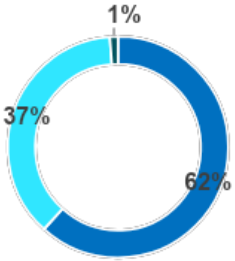
Swachhatam
Swachhata Management Platform

AMRUT 2.0
Making Cities Water Secure

Strengthening Data Accuracy: Data submission by ULBs

Frequency analysis of documents submitted by ULBs for various indicators



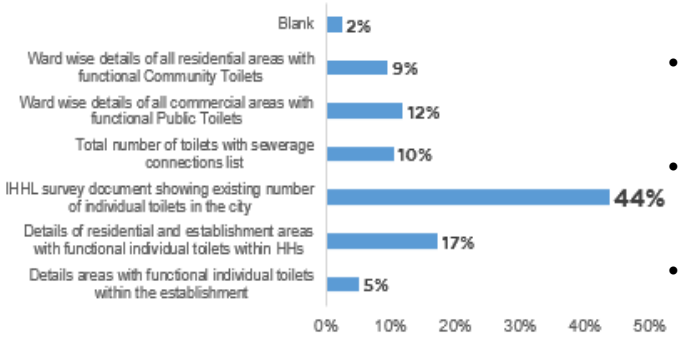


- Census Population Projections report
- Population survey records
- Blank

Total water supply connection in the city

- **44%** Certified copy of water connections register (summary report)
- **1%** Certified report of mission dashboards like AMRUT
- **4%** DPR of a water supply - project (prepared by an external agency)
- **3%** Illegal Water Connection Survey Report
- **18%** Register maintained by water supply department (Digitized/Manual)
- **31%** Water tax/user charges report from IWBP/MAINET
- **2%** No documents

Total population of the city (Present Year) Docs submitted by ULBs

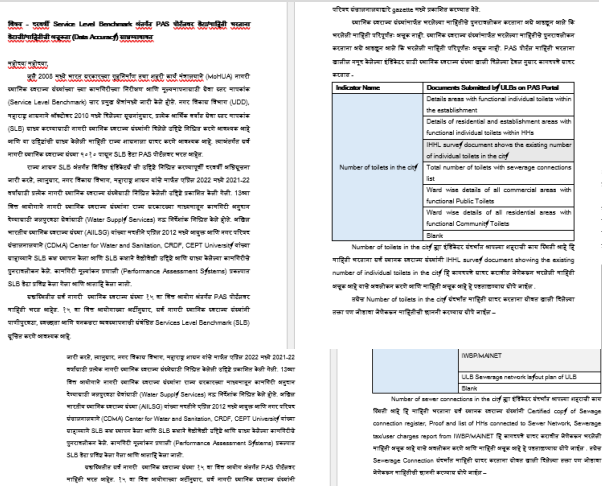


Total no. of toilets in the city

Strengthening Data Accuracy: Standardizing ULB Submissions“

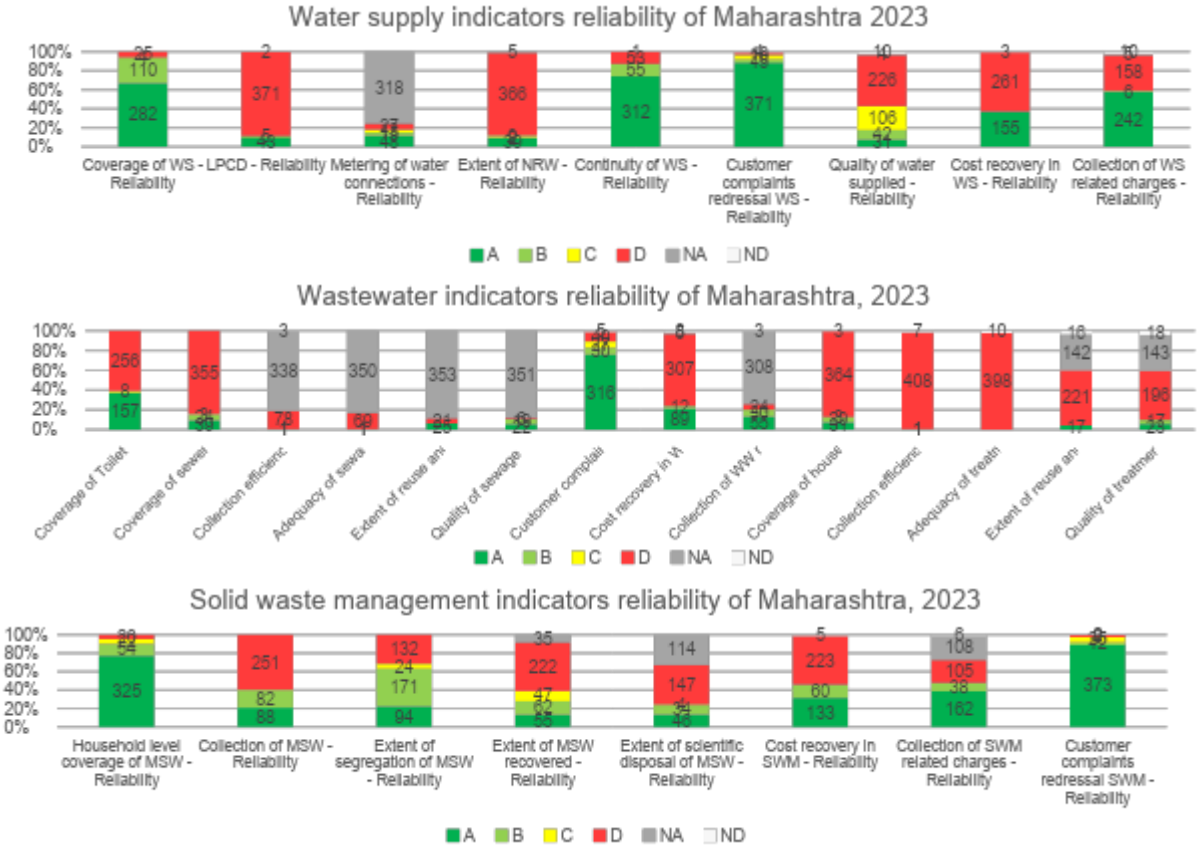
- A **frequency analysis** was conducted for all indicators based on ULB data submissions.
- The infographic highlights **three key indicators** and the documents submitted as proof.
- For total **water supply connections**, most ULBs submitted a certified copy of the water connections register.
- Standardizing document submission will improve data **accuracy and reliability.**
- A circular from the DMA office should be issued to ensure uniform data submission.

Circular for Number of toilets in the city



Circular for Number of sewerage connections

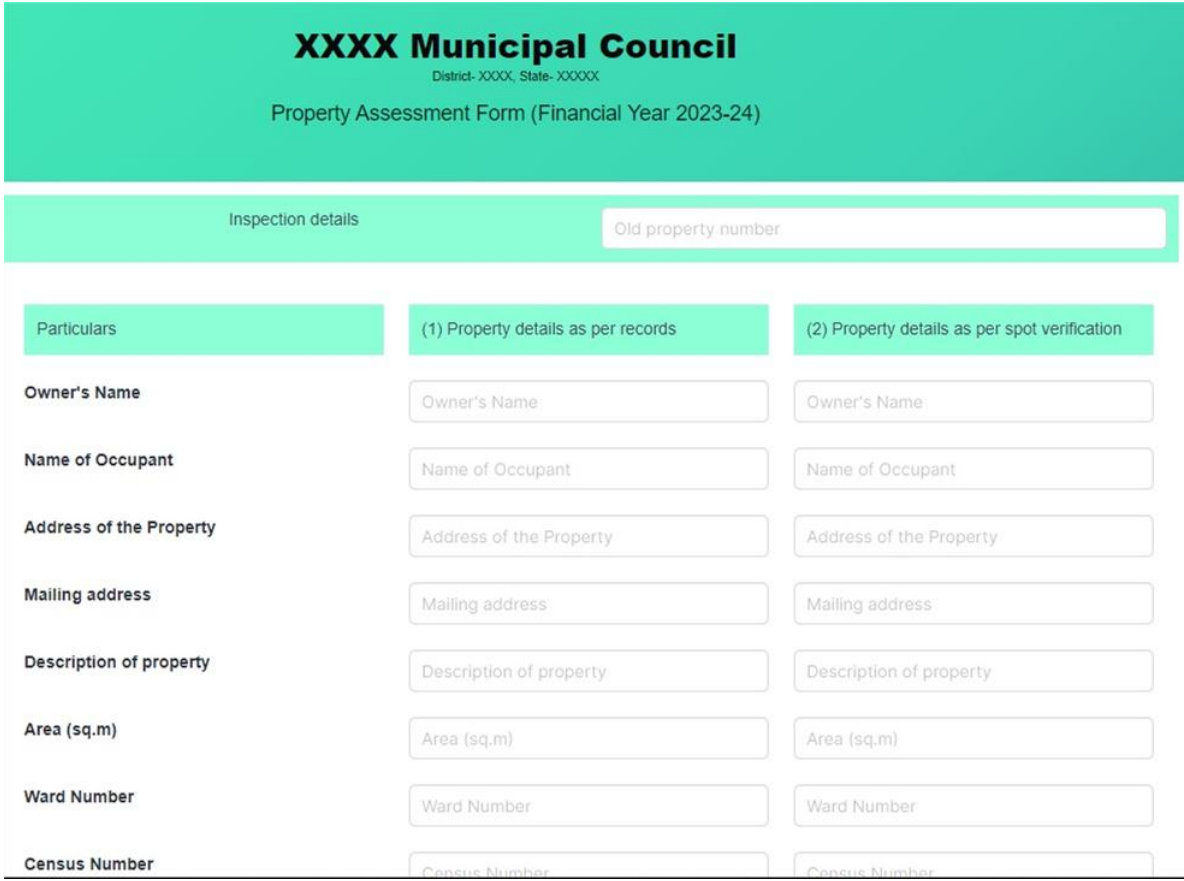
Improving the reliability of capturing the data is the first step towards data system strengthening



- Need to focus on improving the data systems of indicators like LPCD,NRW, Quality of water supply – Lead to improving overall water supply services
  Sanitation and Solid waste sector needs more focus in capturing the data.
- Despite improvement due to absence of reliable system on capturing the data, the improvement is not evitable, or the missing links can not be identified easily.

Data Systems Strengthening – Digitised Property Assessment form

- ULBs are not conducting property assessments at the interval of 4 years
- Current property assessment forms do not capture details about the toilets, disposal systems, RWH and solar systems installed
- Digitised property assessment form which can be used by all the cities
- State and Cities can contact us to use this format



XXXX Municipal Council

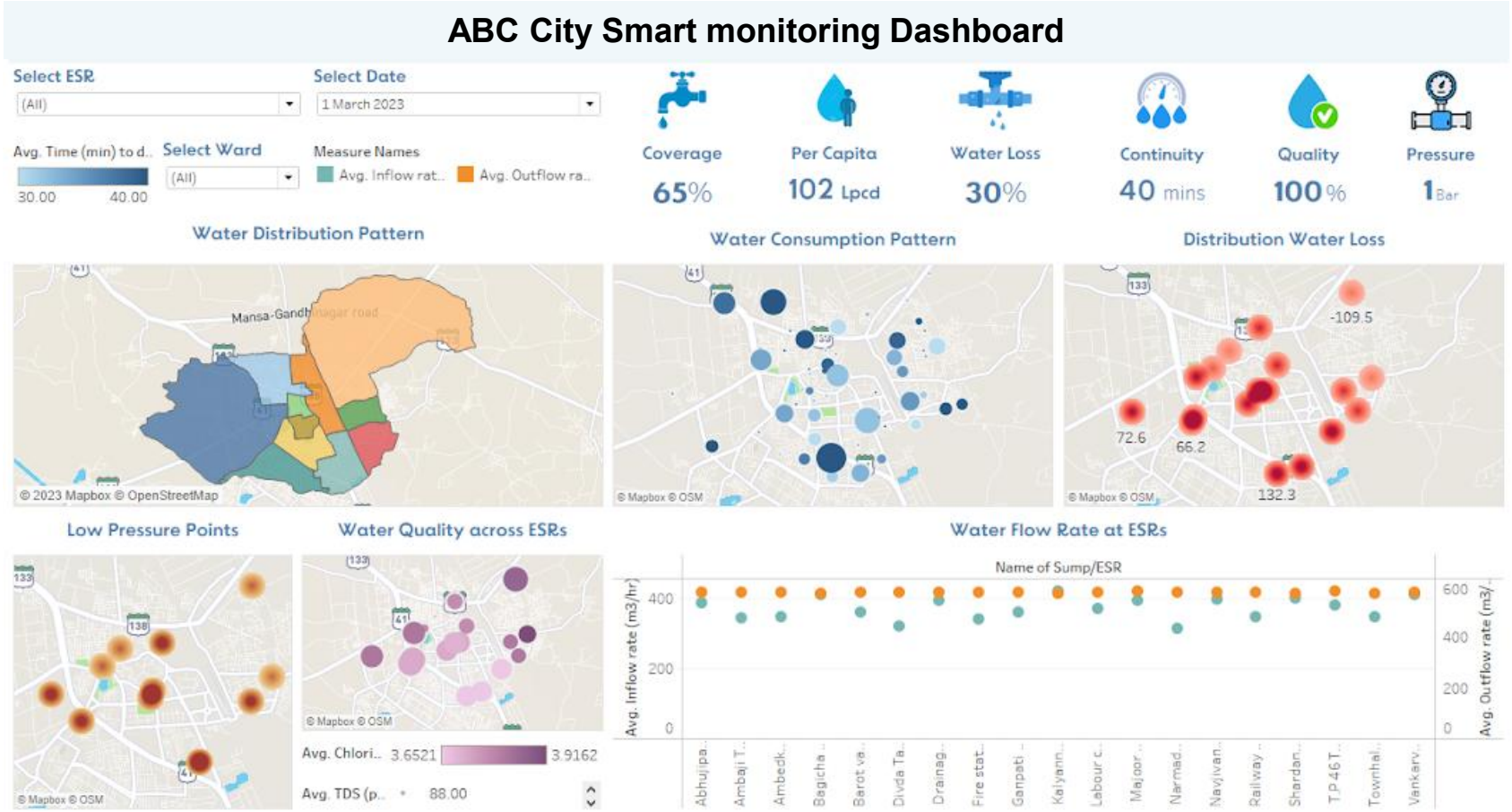
District- XXXX, State- XXXXX

Property Assessment Form (Financial Year 2023-24)

Inspection details | Old property number

Particulars	(1) Property details as per records	(2) Property details as per spot verification
Owner's Name	Owner's Name	Owner's Name
Name of Occupant	Name of Occupant	Name of Occupant
Address of the Property	Address of the Property	Address of the Property
Mailing address	Mailing address	Mailing address
Description of property	Description of property	Description of property
Area (sq.m)	Area (sq.m)	Area (sq.m)
Ward Number	Ward Number	Ward Number
Census Number	Census Number	Census Number

Dashboard of a city with real time approach of data capturing system



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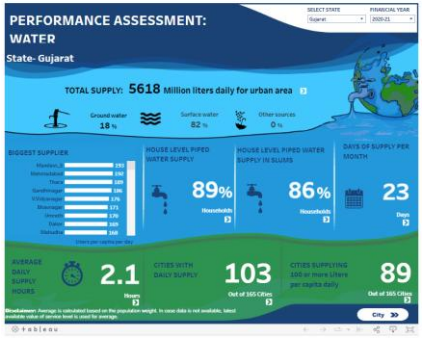
Support from CWAS

Planning of pilot study and on ground demonstration of exercise

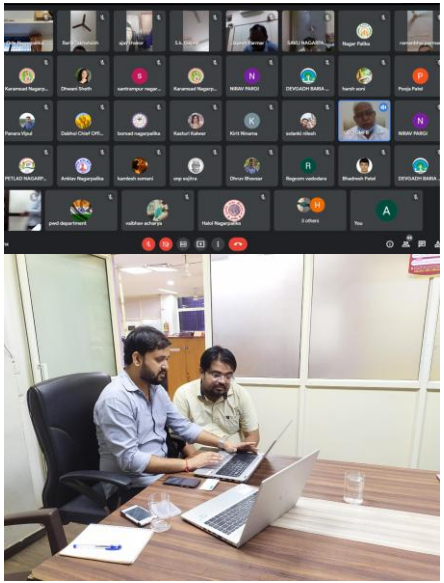
Sensitization and capacity building of the ULB officials

Performance assessment: Water (2017-21)



Standard Operating Procedure (SOP) for Routine Water Quality Surveillance in ULBs in Gujarat

Development of Standard Operating Procedure



Technical assistance to the ULB team and help in scaling up

Action to be taken by ULBs

- Complete the SLB activities for FY 2024-25
- ULB will submit the supporting documents on shared portal after getting it approved by chief officer
- In case of absence of the supporting document city should start capturing data using the formats shared- conduct trainings
- Strengthening water supply and sanitation data by introducing digital tracking system and by linking with property tax assessment system
- Budget making process should reflect the projects lead to service level improvement
- City should conduct capacity building workshops for their ground level staff on how to capture data using shared formats
- Should train new staffs on how to enter data and how to use the data
- Should use the data for decision making and improve the service delivery- city can assess city performance from PAS- know your city dashboards

Reliable data can be effectively generated and then can be used for routine decision making and improving the service delivery at both state and city level.

Contents

City Finance Portal Data Submission

Training to ULBs for Data Submission

January 2025

Directorate of Municipal Administration, Maharashtra

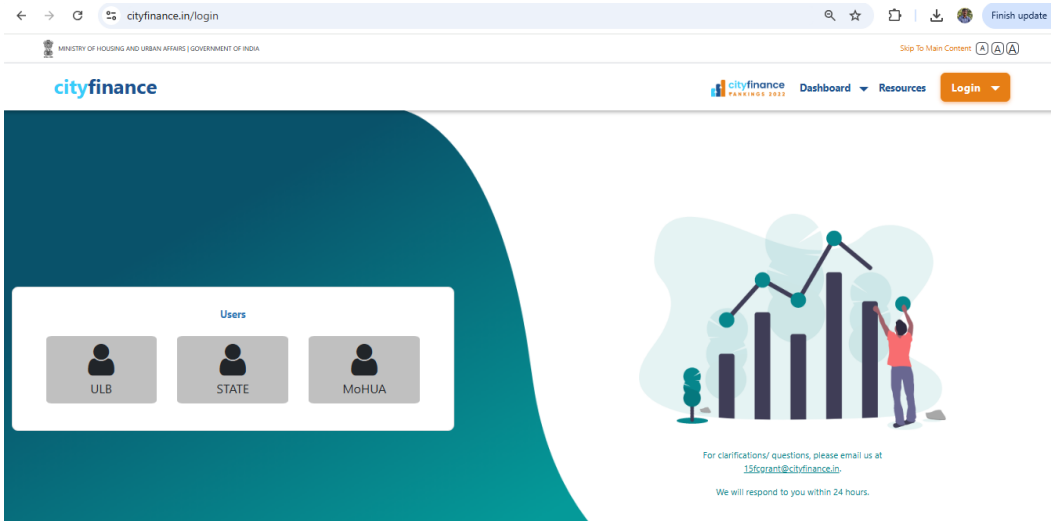
Center for Water and Sanitation (CWAS), CEPT University

CWAS CENTER FOR WATER AND SANITATION | CRDF CEPT RESEARCH AND DEVELOPMENT FOUNDATION | CEPT UNIVERSITY

City Finance Portal: For operationalization of 15th FC guidelines

- In May 2020, MoHUA implemented and launched www.cityfinance.in , which is the national municipal finance portal and serves as a framework of standardized, timely and credible financial information on India's cities (urban local bodies).

- Facilitates benchmarking, comparison and peer learning between ULBs on a range of financial and operational performance indicators.



Grants recommended under 15th FC

Urban areas have been grouped into two broad categories for recommending grants namely

- **Category-I: Million Plus cities (MPC)** cities which include urban agglomeration/cities with more **than one million (10 lakh) population.**

- **Category-II: Non-million plus cities (NMPC)** which include cities other than **million plus cities**. The category-wise distribution of the grant is as under,

Category – I	Category – II	
MPC	NMPC	
	Untied Grants	Tied Grants
Grants to MPCs is linked to meeting the Service Level Benchmark	40% Grants	60% Grants

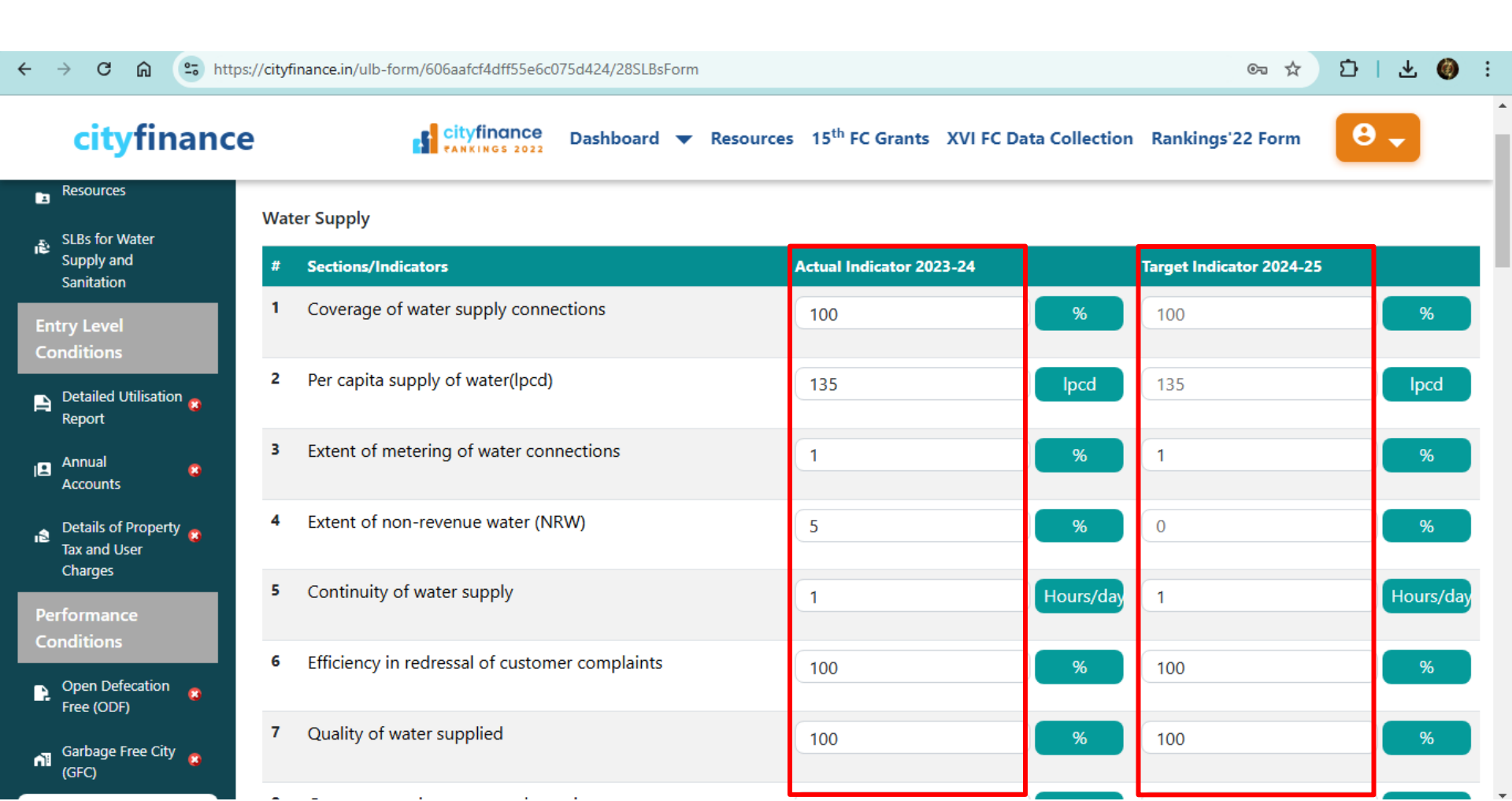
Marking scheme for Grant release

- MoH&UA will assess the performance of cities in Water supply & Sanitation against 4 service level indicators and in SWM against 2 service level indicators as per details given below.
- On the basis of the marks obtained by each ULB/UA, MoH&UA will recommend the share of grant to be disbursed to each ULB/UA. The service level indicators and the maximum marks that ULB can score for **each service level indicators against the achievement of the self assessed target**

Sr. No	Service Level Indicators	Max Marks
1	**Service Level Indicators for water supply and sanitation**	**60**
1.1	HHs covered with piped water supply	20
1.2	Piped water supply in lpcd	10
1.3	Reduction in NRW	10
1.4	HHs level coverage for sewerage and septage services	20
2.	**Service level indicators for SWM**	**40**
2.1	GFC Star rating	30
2.2	Sanitation including management of Fecal sludge	10
	Total (1+2)	**100**

City Finance Portal - https://cityfinance.in/login

PAS-SLB web portal – www.pas.org.in


https://cityfinance.in/ulb-form/606aafcf4dff55e6c075d424/28SLBsForm
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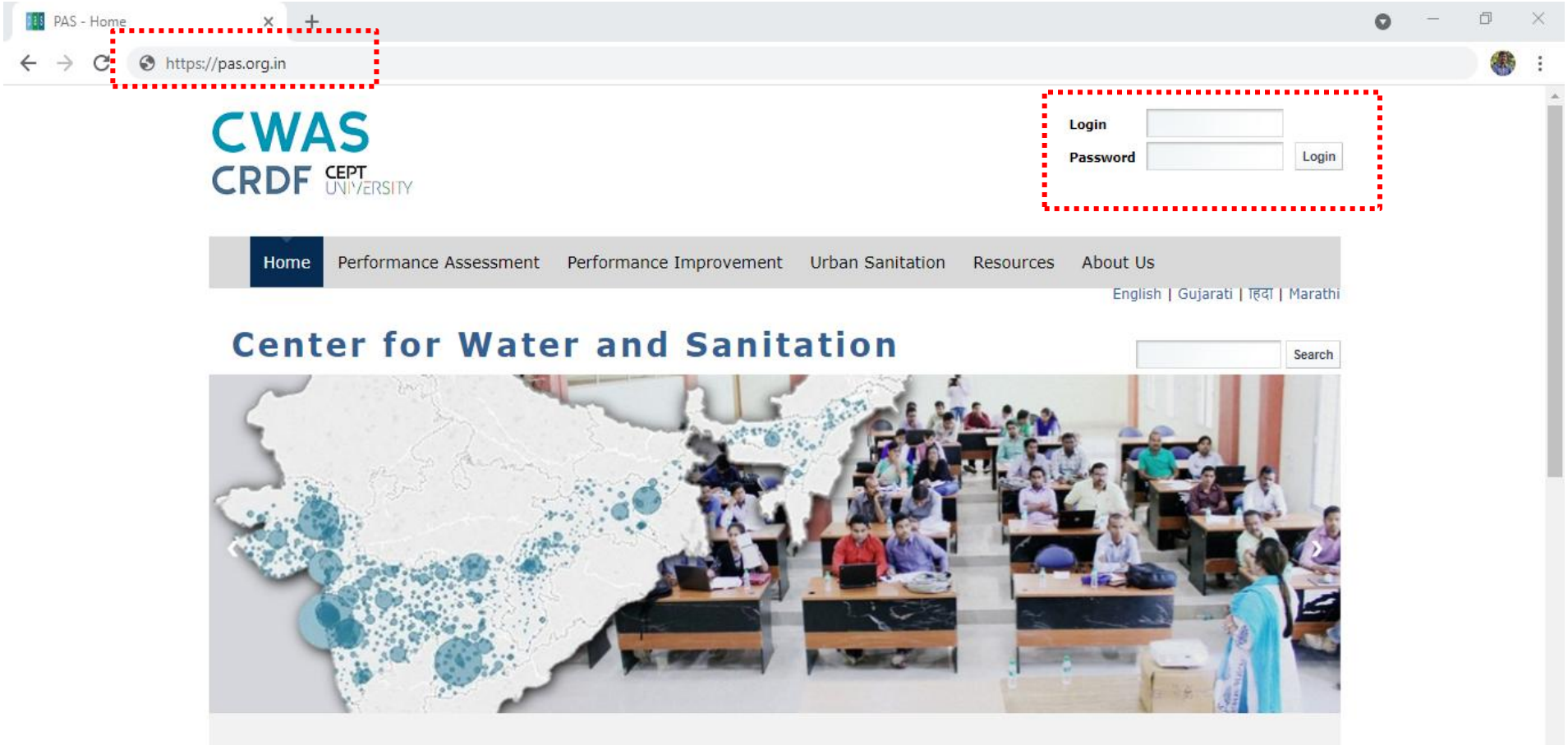
Annual Accounts
Details of Property Tax and User Charges
Performance Conditions
Open Defecation Free (ODF)
Garbage Free City (GFC)
Water Supply
Sections/Indicators Actual Indicator 2023-24 Target Indicator 2024-25
1 Coverage of water supply connections 100 % 100 %
2 Per capita supply of water(lpcd) 135 lpcd 135 lpcd
3 Extent of metering of water connections 1 % 1 %
4 Extent of non-revenue water (NRW) 5 % 0 %
5 Continuity of water supply 1 Hours/day 1 Hours/day
6 Efficiency in redressal of customer complaints 100 % 100 %
7 Quality of water supplied 100 % 100 %

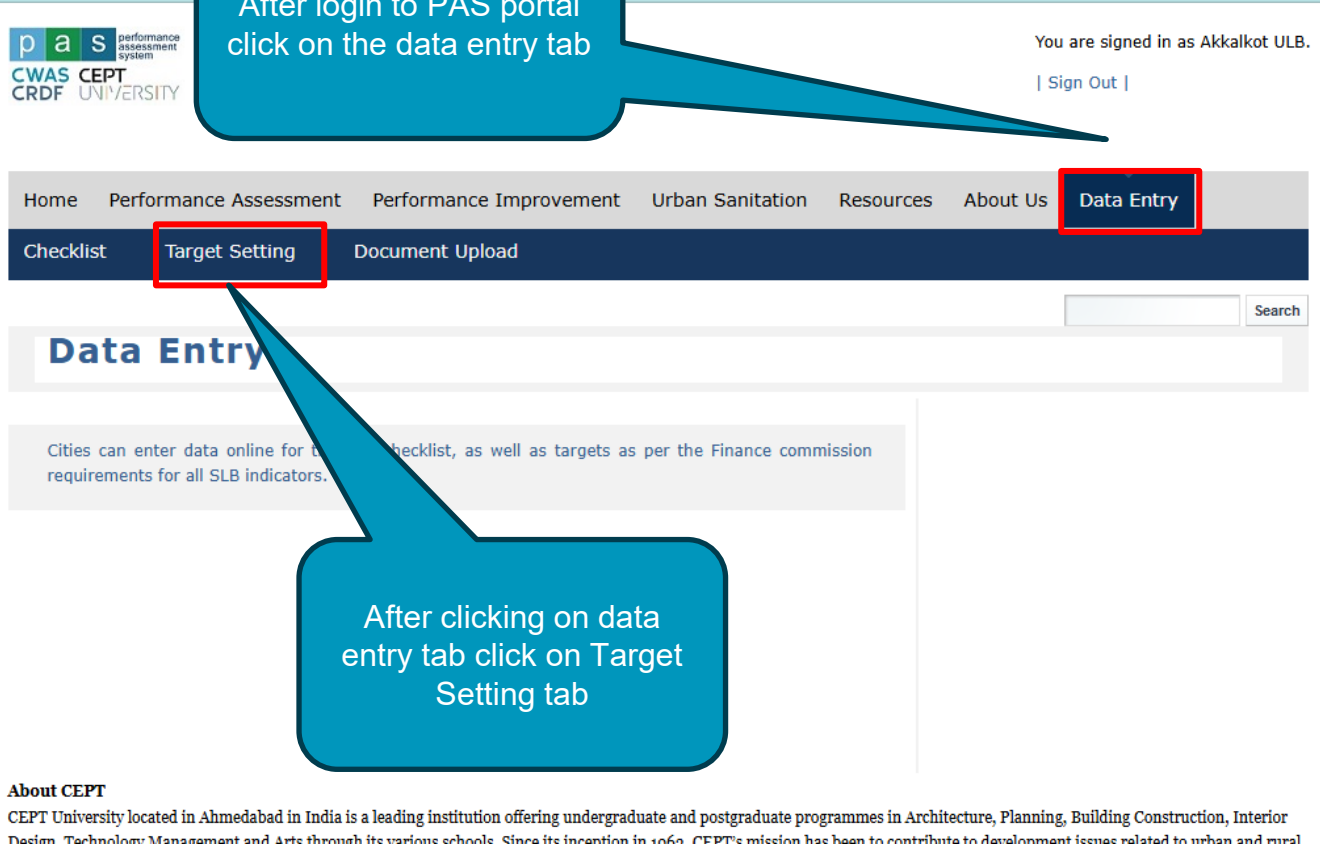
Alert: Points to remember

- 28 SLB indicator value to be enter for current year on City Finance Portal
- Actual indicator for current year to be put as per the result derived from PAS Portal
- Review the target again – need to be achieved to receive the grants

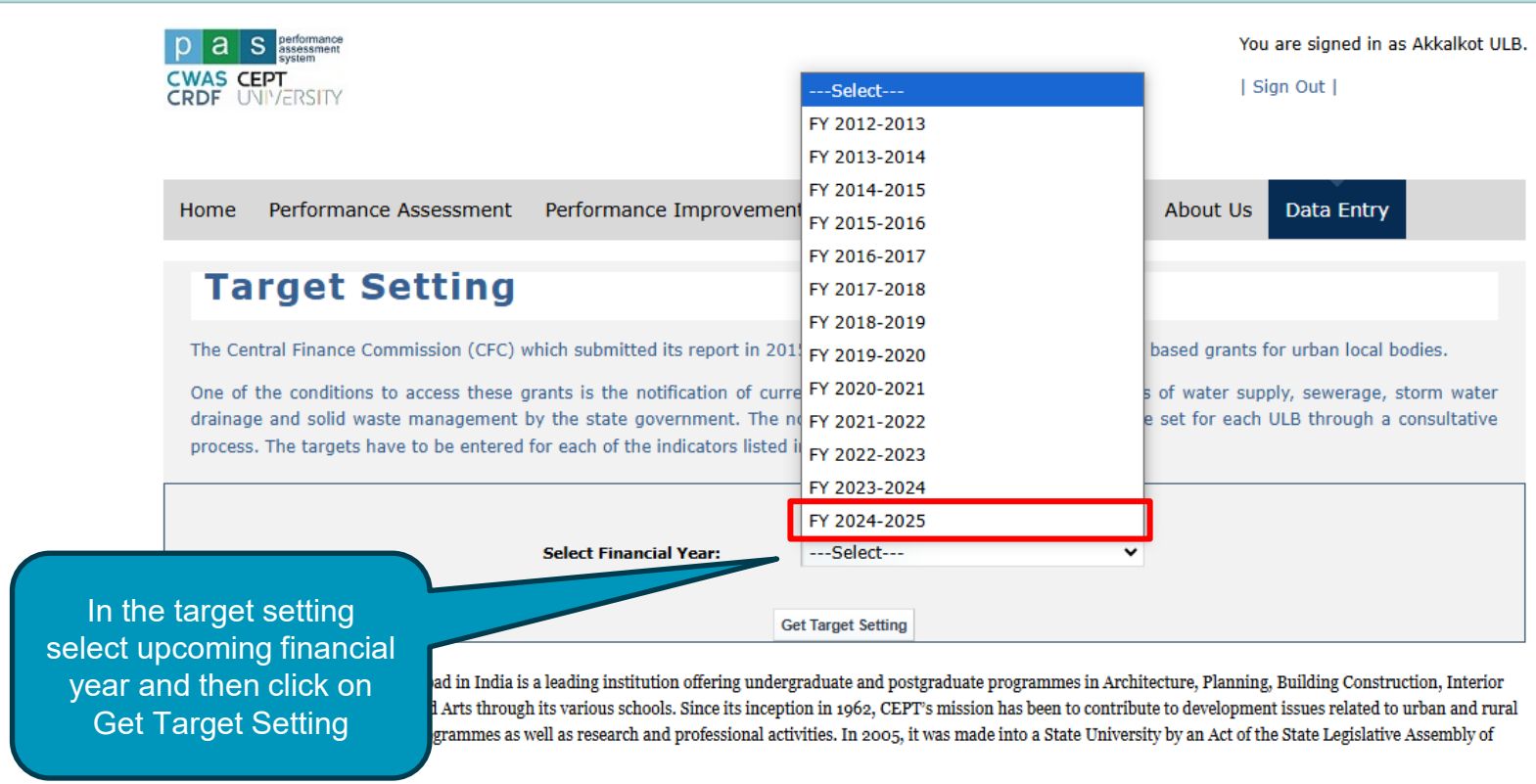
Login to PAS-SLB web portal – www.pas.org.in



After login to PAS portal click on the data entry tab



After clicking on data entry tab click on Target Setting tab


You are signed in as Akkalkot ULB.
| Sign Out |
Home
Performance Assessment
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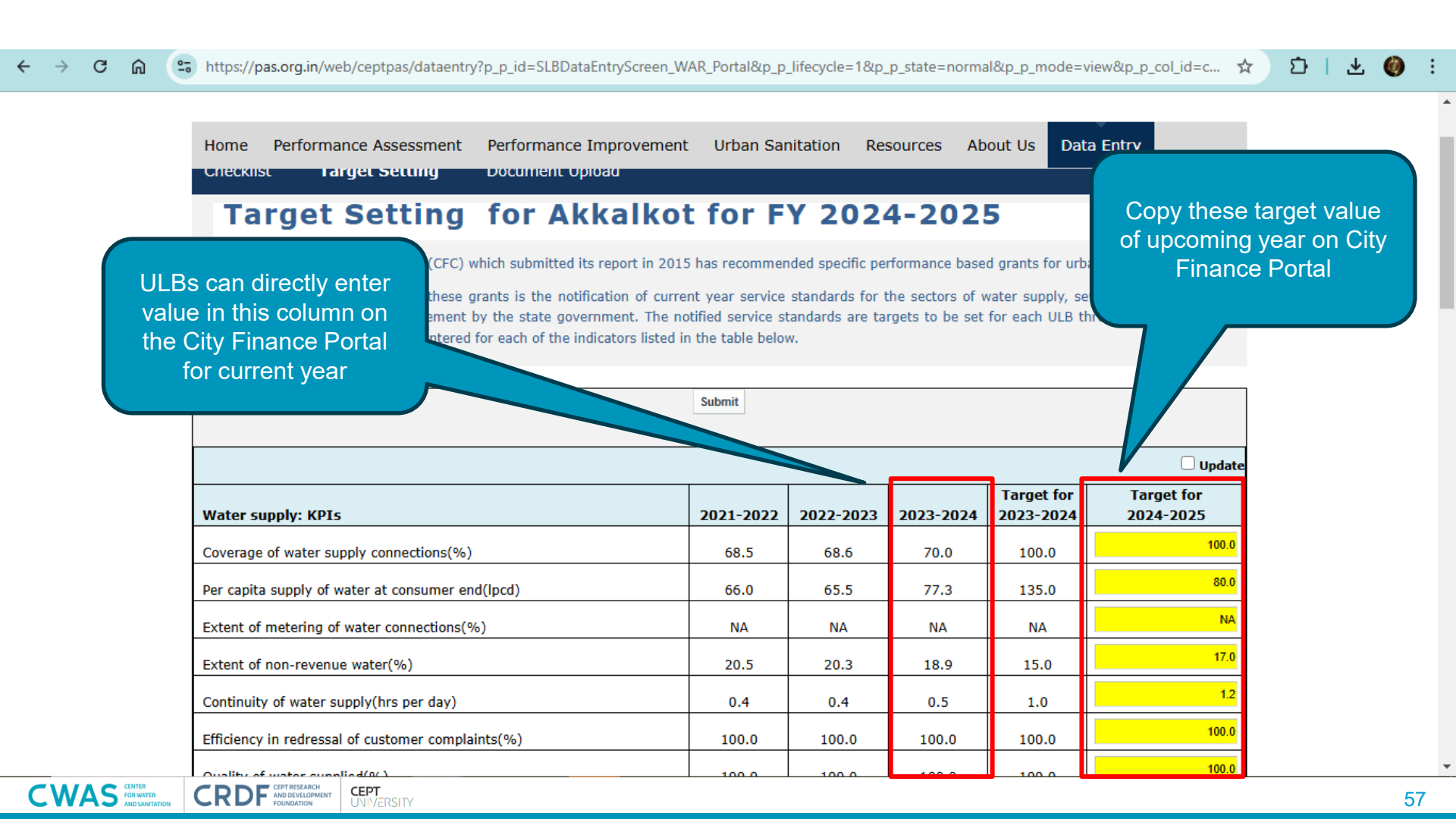
About Us
Data Entry
Target Setting
The Central Finance Commission (CFC) which submitted its report in 201
based grants for urban local bodies.
One of the conditions to access these grants is the notification of curre
s of water supply, sewerage, storm water
drainage and solid waste management by the state government. The n
e set for each ULB through a consultative
process. The targets have to be entered for each of the indicators listed i
---Select---
FY 2012-2013
FY 2013-2014
FY 2014-2015
FY 2015-2016
FY 2016-2017
FY 2017-2018
FY 2018-2019
FY 2019-2020
FY 2020-2021
FY 2021-2022
FY 2022-2023
FY 2023-2024
FY 2024-2025
Select Financial Year:
---Select---
Get Target Setting
In the target setting select upcoming financial year and then click on Get Target Setting
ad in India is a leading institution offering undergraduate and postgraduate programmes in Architecture, Planning, Building Construction, Interior
l Arts through its various schools. Since its inception in 1962, CEPT's mission has been to contribute to development issues related to urban and rural
grammes as well as research and professional activities. In 2005, it was made into a State University by an Act of the State Legislative Assembly of


https://pas.org.in/web/ceptpas/dataentry?p_p_id=SLBDataEntryScreen_WAR_Portal&p_p_lifecycle=1&p_p_state=normal&p_p_mode=view&p_p_col_id=c...
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Document Upload
Target Setting for Akkalkot for FY 2024-2025
(CFC) which submitted its report in 2015 has recommended specific performance based grants for urb
these grants is the notification of current year service standards for the sectors of water supply, se
ement by the state government. The notified service standards are targets to be set for each ULB th
ntered for each of the indicators listed in the table below.
ULBs can directly enter value in this column on the City Finance Portal for current year
Copy these target value of upcoming year on City Finance Portal
Submit
Update
Water supply: KPIs
2021-2022
2022-2023
2023-2024
Target for 2023-2024
Target for 2024-2025
Coverage of water supply connections(%) 68.5 68.6 70.0 100.0 100.0
Per capita supply of water at consumer end(lpcd) 66.0 65.5 77.3 135.0 80.0
Extent of metering of water connections(%) NA NA NA NA NA
Extent of non-revenue water(%) 20.5 20.3 18.9 15.0 17.0
Continuity of water supply(hrs per day) 0.4 0.4 0.5 1.0 1.2
Efficiency in redressal of customer complaints(%) 100.0 100.0 100.0 100.0 100.0
100.0

https://pas.org.in/web/ceptpas/dataentry?p_p_id=SLBDataEntryScreen_WAR_Portal&p_p_lifecycle=1&p_p_state=normal&p_p_mode=view&p_p_col_id=c...

Efficiency in collection of SWM related charges(%)	NA	NA	NA	0.0	NA
HH level coverage of SWM services in 'slum settlements'(%)	100.0	100.0	100.0	100.0	100.0

Update

SWD: KPIs	2021-2022	2022-2023	2023-2024	Target for 2023-2024	Target for 2024-2025
Coverage of storm water drainage network(%)	0.0	0.0	0.0	10.0	10.0
Incidence of water logging/flooding(nos)	0.0	0.0	0.0	0.0	0.0

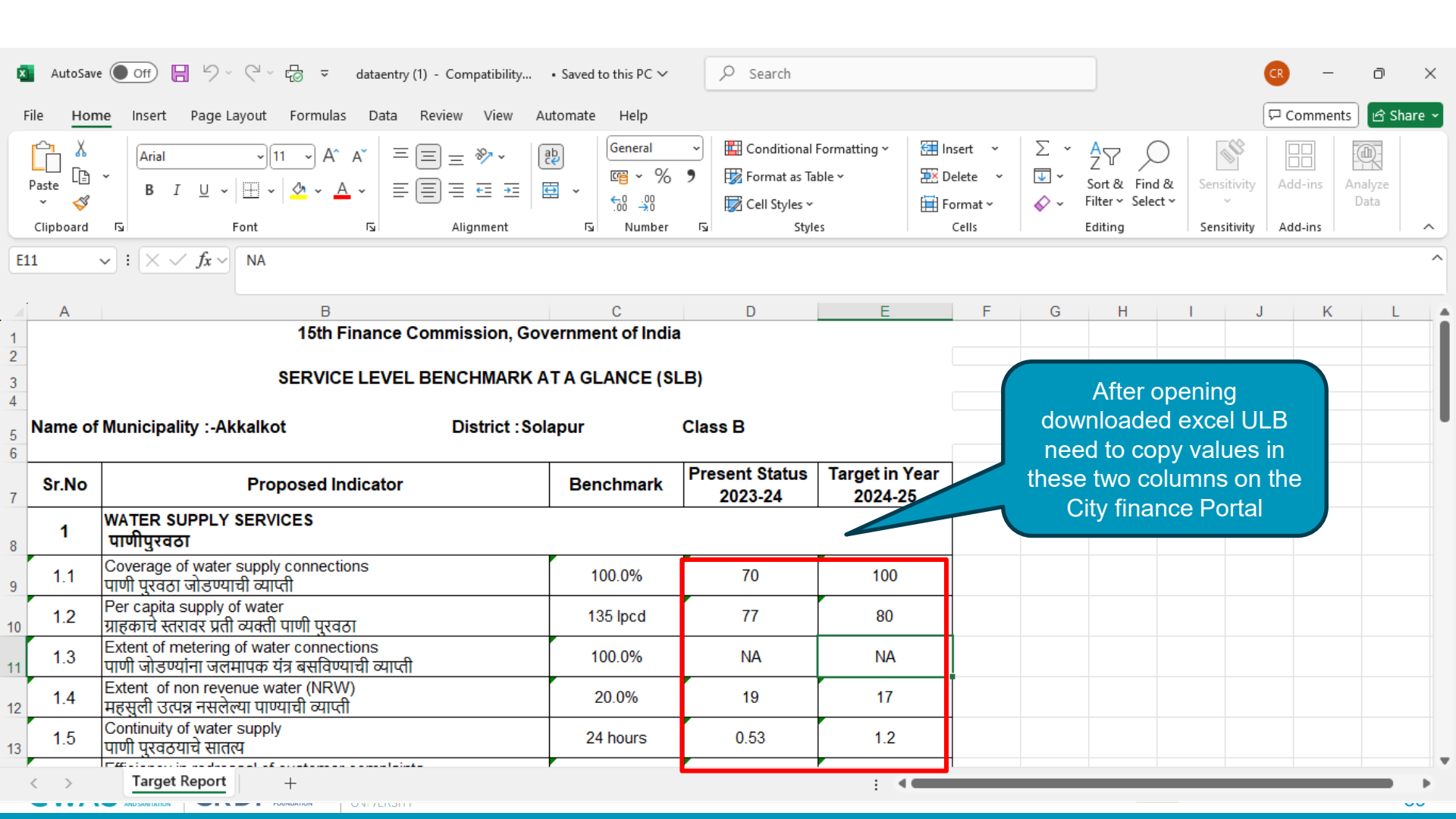
Another method is ULB can click on Download Gazette Excel by clicking on this tab at the bottom of the same page

Download in Excel | Download in PDF

Download Gazette in Excel

Submit

CEPT University located in Ahmedabad in India is a leading institution offering undergraduate and postgraduate programmes in Architecture, Planning, Building Construction, Interior Design, Technology Management and Arts through its various schools. Since its inception in 1962, CEPT's mission has been to contribute to development issues related to urban and rural settlements through its academic programmes as well as research and professional activities. In 2005, it was made into a State University by an Act of the State Legislative Assembly of Gujarat.



15th Finance Commission, Government of India

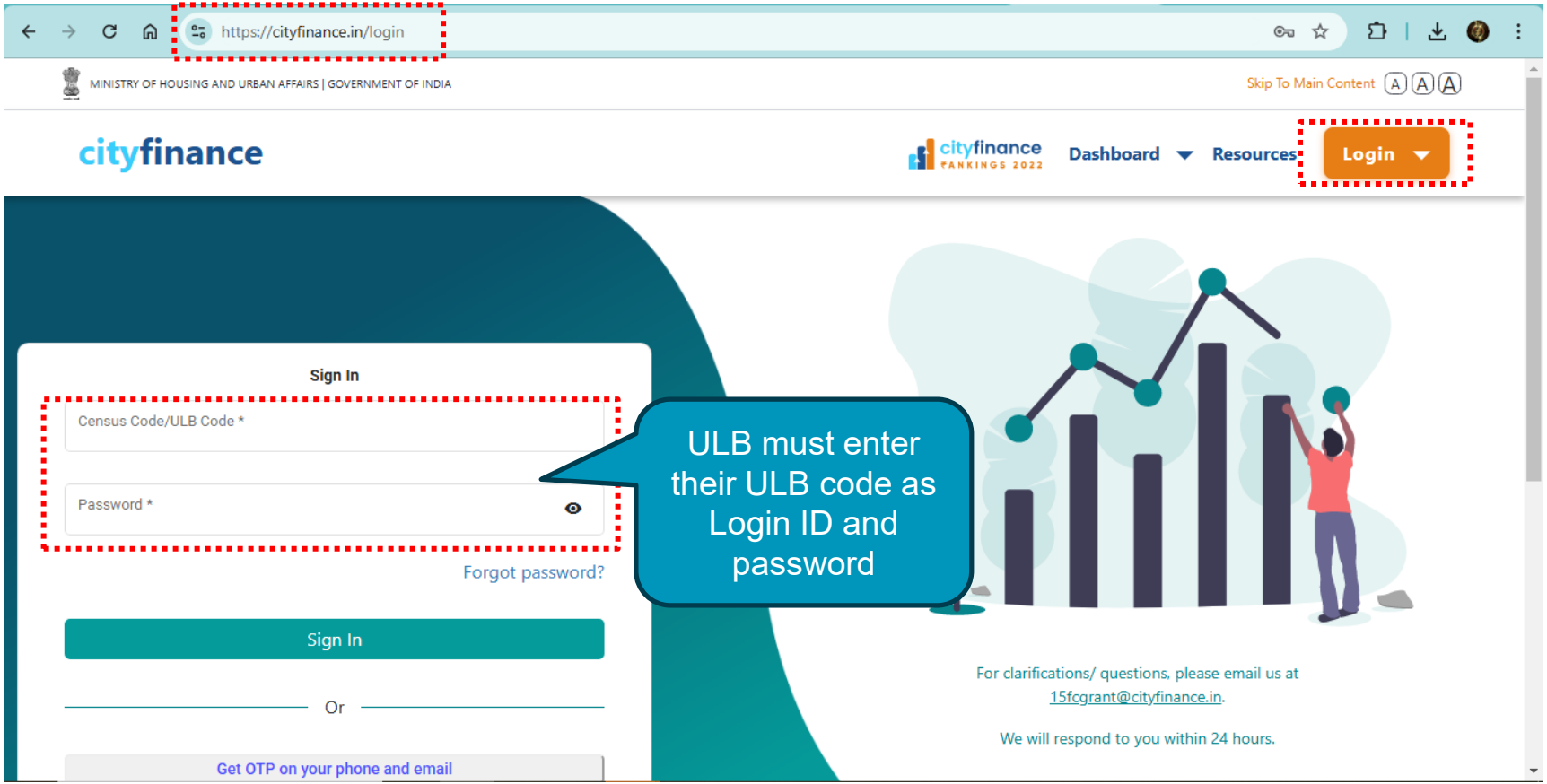
SERVICE LEVEL BENCHMARK AT A GLANCE (SLB)

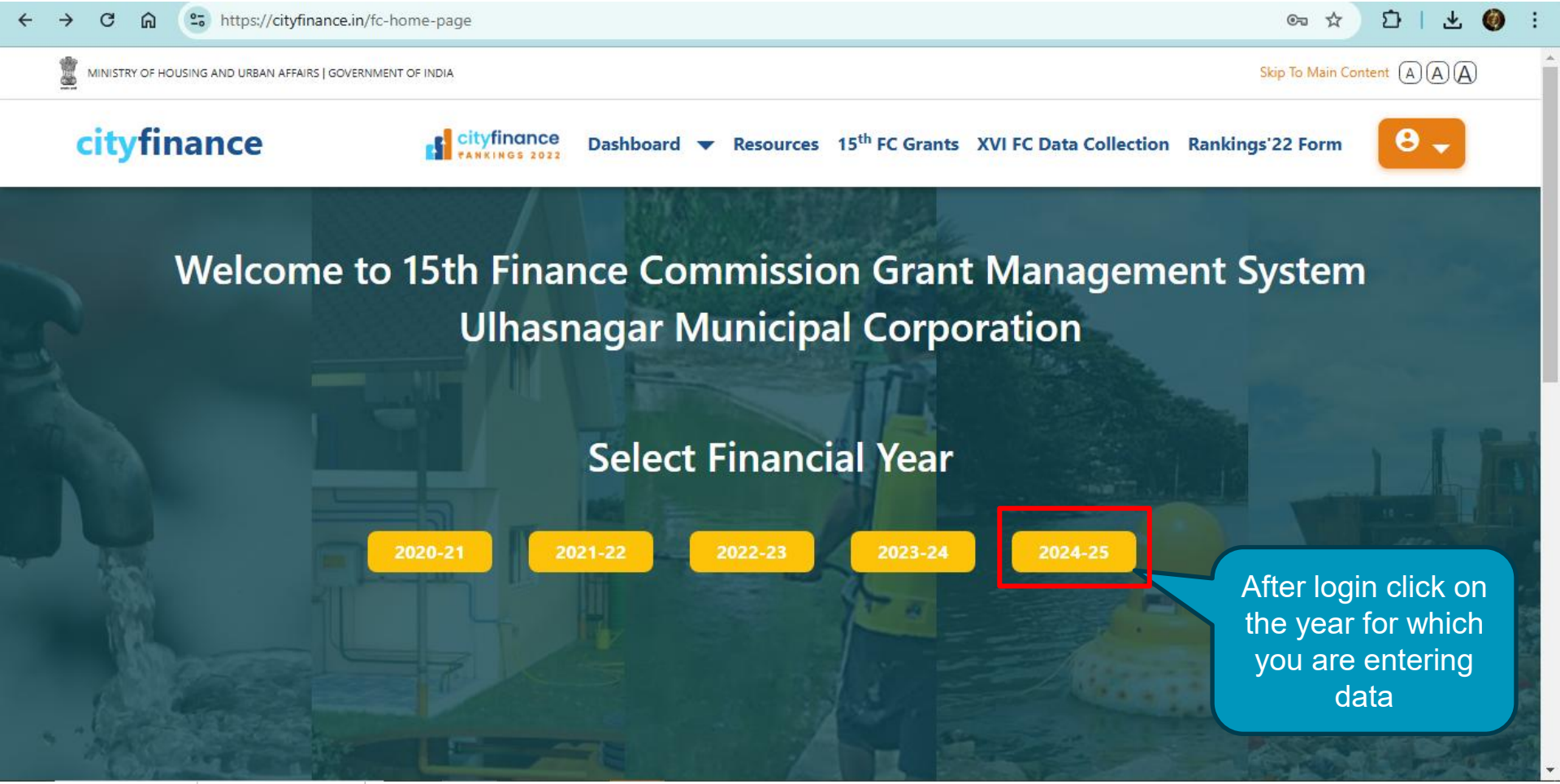
Name of Municipality :-Akkalkot District : Solapur Class B

Sr.No	Proposed Indicator	Benchmark	Present Status 2023-24	Target in Year 2024-25
1	WATER SUPPLY SERVICES पाणीपुरवठा			
1.1	Coverage of water supply connections पाणी पुरवठा जोडण्याची व्याप्ती	100.0%	70	100
1.2	Per capita supply of water ग्राहकाचे स्तरावर प्रती व्यक्ती पाणी पुरवठा	135 lpcd	77	80
1.3	Extent of metering of water connections पाणी जोडण्यांना जलमापक यंत्र बसविण्याची व्याप्ती	100.0%	NA	NA
1.4	Extent of non revenue water (NRW) महसुली उत्पन्न नसलेल्या पाण्याची व्याप्ती	20.0%	19	17
1.5	Continuity of water supply पाणी पुरवठयाचे सातत्य	24 hours	0.53	1.2

After opening downloaded excel ULB need to copy values in these two columns on the City finance Portal

Login to City Finance Portal - https://cityfinance.in/login




https://cityfinance.in/fc-home-page
MINISTRY OF HOUSING AND URBAN AFFAIRS | GOVERNMENT OF INDIA
Skip To Main Content
cityfinance
cityfinance RANKINGS 2022
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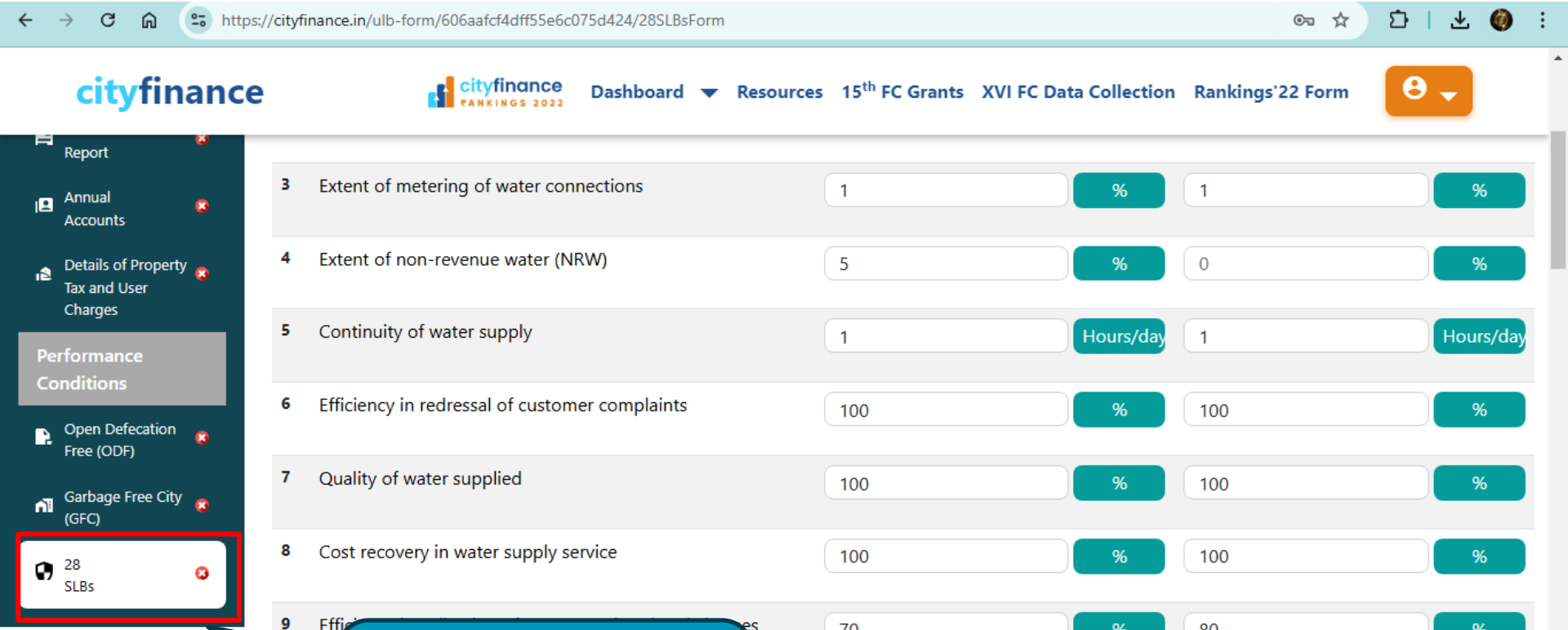
15th FC Grants
XVI FC Data Collection
Rankings'22 Form
Welcome to 15th Finance Commission Grant Management System
Ulhasnagar Municipal Corporation
Select Financial Year
2020-21
2021-22
2022-23
2023-24
2024-25
After login click on the year for which you are entering data


https://cityfinance.in/ulb-form/606aafcf4dff55e6c075d424/28SLBsForm
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cityfinance RANKINGS 2022
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Rankings'22 Form
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Details of Property Tax and User Charges
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Open Defecation Free (ODF)
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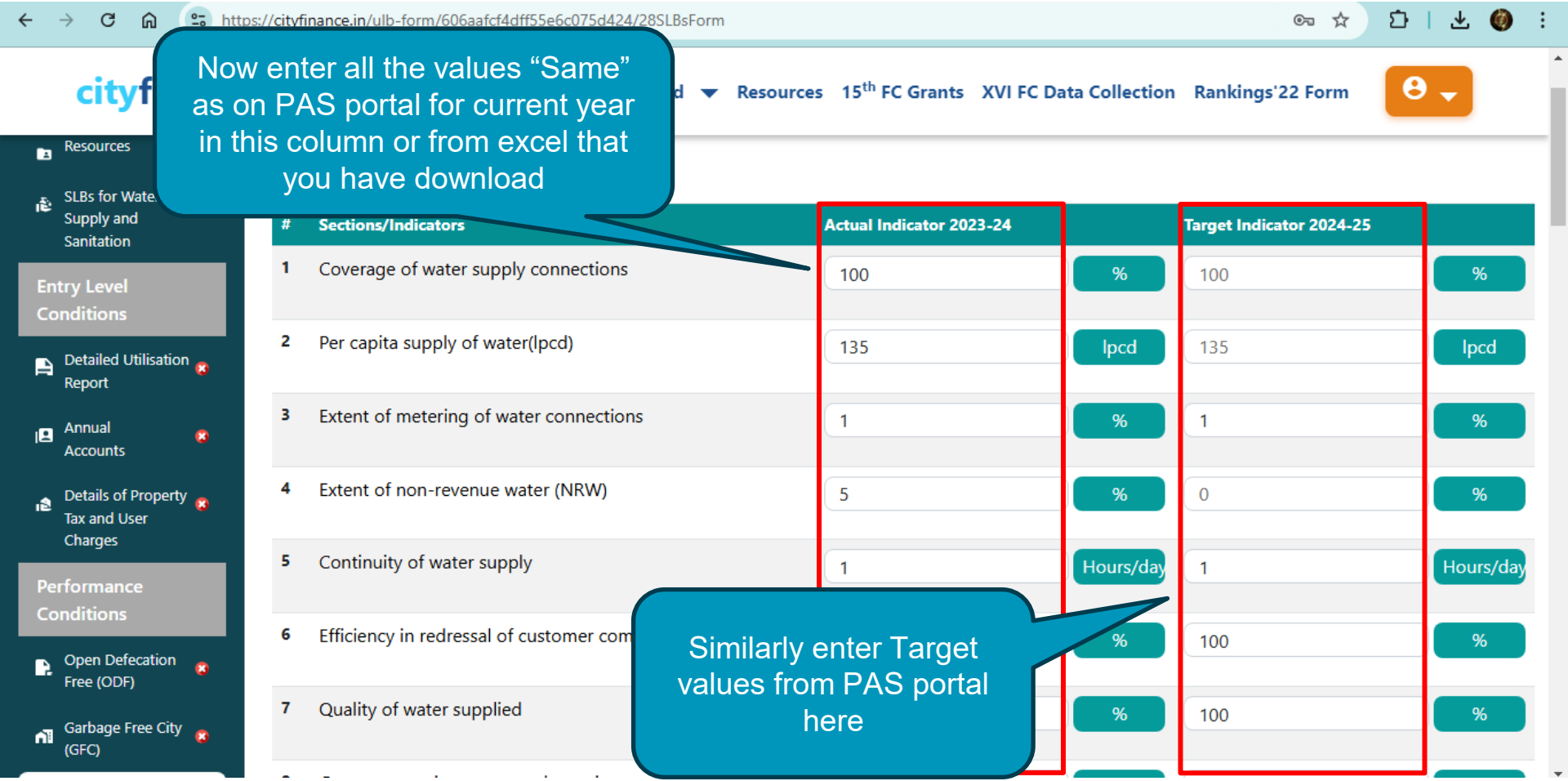
28 SLBs
3 Extent of metering of water connections 1 % 1 %
4 Extent of non-revenue water (NRW) 5 % 0 %
5 Continuity of water supply 1 Hours/day 1 Hours/day
6 Efficiency in redressal of customer complaints 100 % 100 %
7 Quality of water supplied 100 % 100 %
8 Cost recovery in water supply service 100 % 100 %
9 70 % 80 %
Sanitati
Once you click on the year click on 28 SLBs tab at the bottom; you will get to see all the indicators


https://cityfinance.in/ulb-form/606aafcf4dff55e6c075d424/28SLBsForm
Now enter all the values “Same” as on PAS portal for current year in this column or from excel that you have download
Resources
15th FC Grants
XVI FC Data Collection
Rankings'22 Form
Resources
SLBs for Wate Supply and Sanitation
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Annual Accounts
Details of Property Tax and User Charges
Performance Conditions
Open Defecation Free (ODF)
Garbage Free City (GFC)
Sections/Indicators
Actual Indicator 2023-24
Target Indicator 2024-25
1 Coverage of water supply connections 100 % 100 %
2 Per capita supply of water(lpcd) 135 lpcd 135 lpcd
3 Extent of metering of water connections 1 % 1 %
4 Extent of non-revenue water (NRW) 5 % 0 %
5 Continuity of water supply 1 Hours/day 1 Hours/day
6 Efficiency in redressal of customer com % 100 %
7 Quality of water supplied % 100 %
Similarly enter Target values from PAS portal here

The Central Finance Commission (CFC) which submitted its report in 2015 has recommended specific performance based grants for urban local bodies.

One of the conditions to access these grants is the notification of current year service standards for the sectors of water supply, sewerage, storm water drainage and solid waste management by the state government. The notified service standards are targets to be set for each ULB through a consultative process. The targets have to be entered for each of the indicators listed in the table below.

Submit

Update

Water supply: KPIs	2021-2022	2022-2023	2023-2024	Target for 2023-2024	Targe
Coverage of water supply connections(%)	22.5	23.9	22.9	30.0	25.0
Per capita supply of water at consumer end(lpcd)	62.5	63.0	63.5	70.0	70.0
Extent of metering of water connections(%)	77.8	78.9	72.1	80.0	75.0
Extent of non-revenue water(%)	16.0	15.3	20.0	15.0	20.0
Continuity of water supply(hrs per day)	2.0	2.0	2.0	2.0	2.5
Efficiency in redressal of customer complaints(%)	79.7	67.2	90.2	68.0	95.0
Quality of water supplied(%)	100.0	100.0	100.0	100.0	100.0
Cost recovery in water supply services(%)	61.3	56.4	47.6	60.0	50.0
Efficiency in collection of water supply related charges(%)	53.8	47.1	42.8	50.0	50.0

Option 1 Enter same values as on PAS Portal

https://cityfinance.in/ulb-form/606aafcf4dff55e6c075d424/28SLBsForm

cityfinance | cityfinance RANKINGS 2022 | Dashboard | Resource | Grants | Rankings'22 Dashboard | Users

Preview

- Resources
- SLBs for Water Supply and Sanitation
- Entry Level Conditions
- Detailed Utilisation Report
- Annual Accounts
- Details of Property Tax and User Charges
- Performance Conditions
- Open Defecation Free (ODF)
- Garbage Free City (GFC)

Water Supply

#	Sections/Indicators	Actual Indicator 2023-24		Target Indicator 2024-25	
1	Coverage of water supply connections	22.9	%	100	%
2	Per capita supply of water(lpcd)	64	lpcd	135	lpcd
3	Extent of metering of water connections	72.1	%	75	%
4	Extent of non-revenue water (NRW)	20	%	13	%
5	Continuity of water supply	2	Hours/day	3	Hours/day
6	Efficiency in redressal of customer complaints	90.2	%	95	%
7	Quality of water supplied	100	%	100	%

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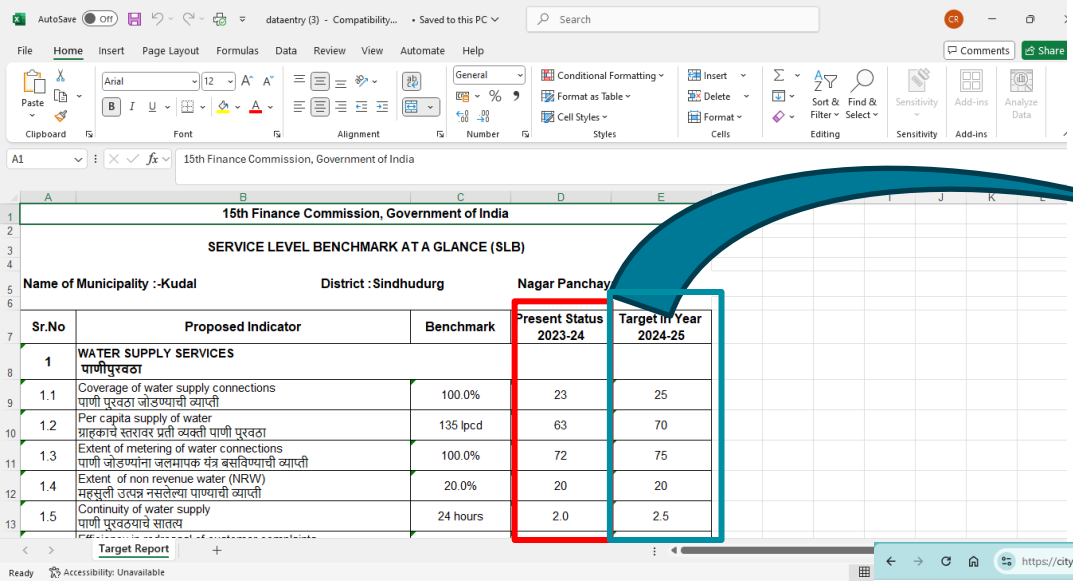


15th Finance Commission, Government of India

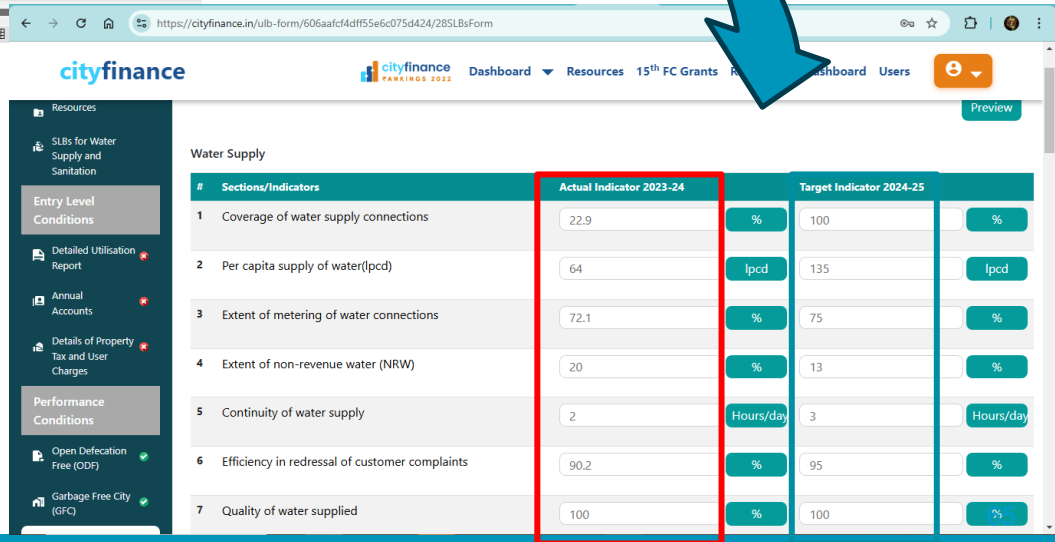
SERVICE LEVEL BENCHMARK AT A GLANCE (SLB)

Name of Municipality :-Kudal District :Sindhudurg Nagar Panchay

Sr.No	Proposed Indicator	Benchmark	Present Status 2023-24	Target in Year 2024-25
1	WATER SUPPLY SERVICES पाणीपुरवठा			
1.1	Coverage of water supply connections पाणी पुरवठा जोडण्याची व्याप्ती	100.0%	23	25
1.2	Per capita supply of water ग्राहकांचे स्तरावर प्रती व्यक्ती पाणी पुरवठा	135 lpcd	63	70
1.3	Extent of metering of water connections पाणी जोडण्यांना जलमापक यंत्र बसविण्याची व्याप्ती	100.0%	72	75
1.4	Extent of non revenue water (NRW) महसुली उत्पन्न नसलेल्या पाण्याची व्याप्ती	20.0%	20	20
1.5	Continuity of water supply पाणी पुरवठयाचे सातत्य	24 hours	2.0	2.5

Target Report

Option 2 Download Gazette excel and enter the values



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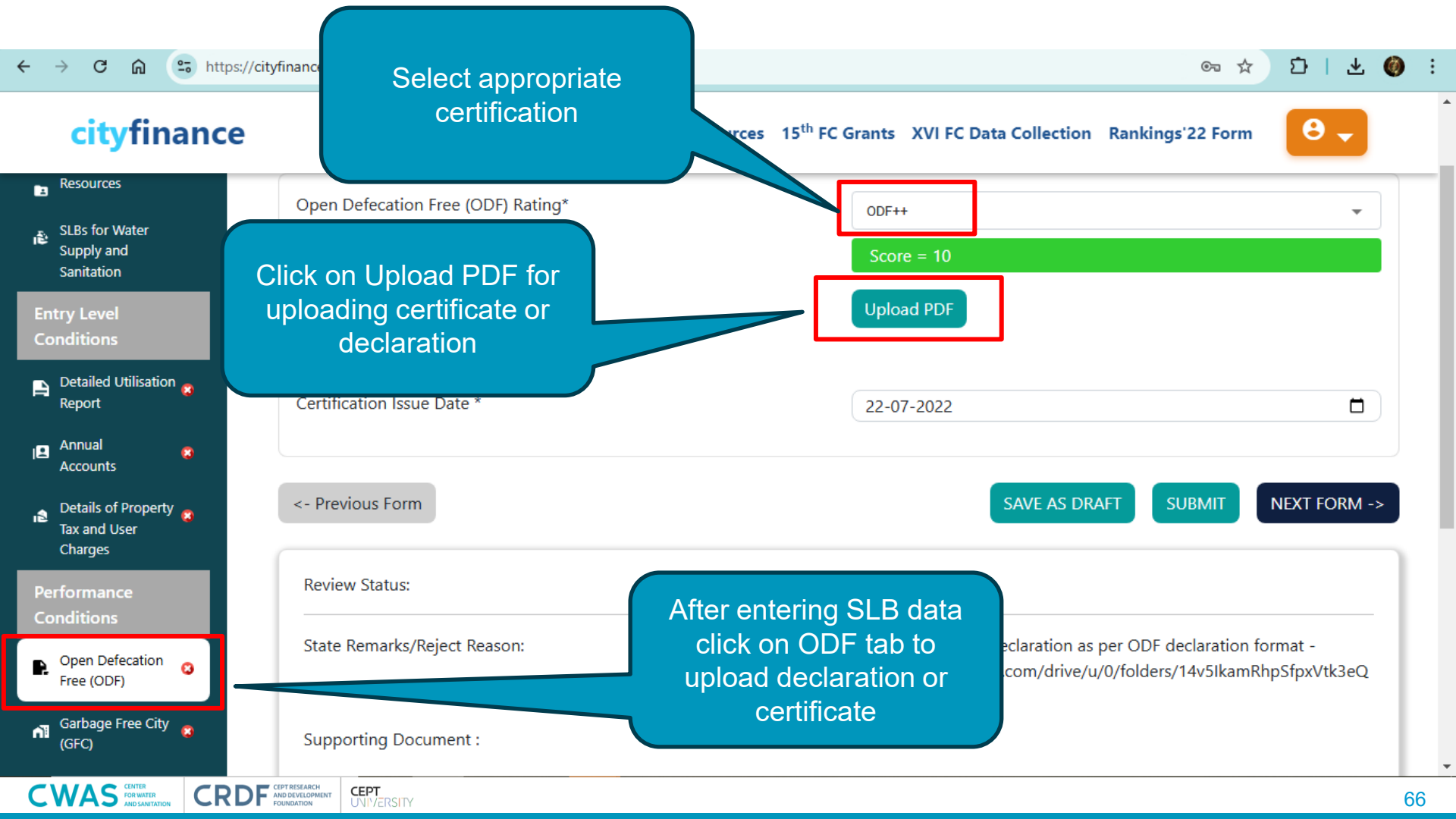

Select appropriate certification
Click on Upload PDF for uploading certificate or declaration
After entering SLB data click on ODF tab to upload declaration or certificate
cityfinance
15th FC Grants
XVI FC Data Collection
Rankings'22 Form
Resources
SLBs for Water Supply and Sanitation
Entry Level Conditions
Detailed Utilisation Report
Annual Accounts
Details of Property Tax and User Charges
Performance Conditions
Open Defecation Free (ODF)
Garbage Free City (GFC)
Open Defecation Free (ODF) Rating*
ODF++
Score = 10
Upload PDF
Certification Issue Date *
22-07-2022
<- Previous Form
SAVE AS DRAFT
SUBMIT
NEXT FORM ->
Review Status:
State Remarks/Reject Reason:
Supporting Document :

If ULBs don’t have ODF or GFC certificate please click on this link to download declaration - https://drive.google.com/drive/u/0/folders/14v5IkamRhpSfpxVtk3eQnIuO6Ale3qGd

2. ODF assessment pending_declaration format .DOCX ☆

File Edit View Tools Help

Share

Don't change the years in the declaration, just select the proper ODF certification for you ULB, mention name of CO and then sign the declaration and upload it

Please print on the ULB letterhead

Date: xx/xx/xxx

To whom so ever it may concern

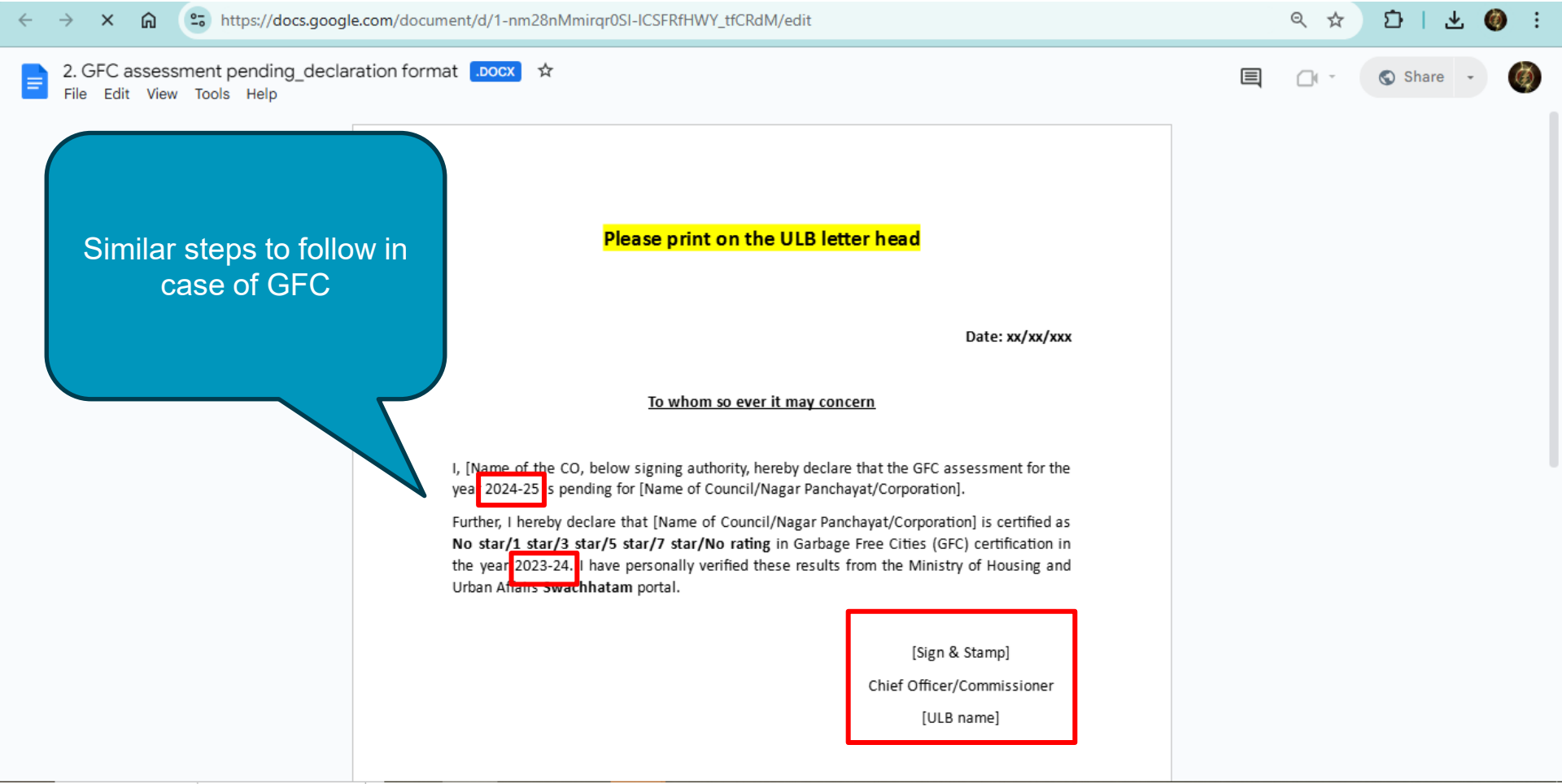
I, [Name of the CO], below signing authority, hereby declare that the ODF assessment for the year 2024-25 is pending for [Name of Council/Nagar Panchayat/Corporation].

Further, I hereby declare that [Name of Council/Nagar Panchayat/Corporation] is **ODF/ODF+/ODF++/water plus/Non ODF** certified in Open defecation free cities category in the year 2023-24. I have personally verified these results from the Ministry of Housing and Urban Affairs **Swachhatam** portal.

[Sign & Stamp]

Chief Officer/Commissioner

[ULB name]


https://docs.google.com/document/d/1-nm28nMmirqr0SI-ICSFRfHWY_tfCRdM/edit
2. GFC assessment pending_declaration format .DOCX
File Edit View Tools Help
Share
Similar steps to follow in case of GFC
Please print on the ULB letter head
Date: xx/xx/xxx
To whom so ever it may concern
I, [Name of the CO, below signing authority, hereby declare that the GFC assessment for the year 2024-25 is pending for [Name of Council/Nagar Panchayat/Corporation].
Further, I hereby declare that [Name of Council/Nagar Panchayat/Corporation] is certified as No star/1 star/3 star/5 star/7 star/No rating in Garbage Free Cities (GFC) certification in the year 2023-24. I have personally verified these results from the Ministry of Housing and Urban Affairs Swachhatam portal.
[Sign & Stamp]
Chief Officer/Commissioner
[ULB name]

Resources

SLBs for Water Supply and Sanitation

Entry Level Conditions

Detailed Utilisation Report

Annual Accounts

Details of Property Tax and User Charges

Performance Conditions

Open Defecation Free (ODF)

Garbage Free City (GFC)

Open Defecation Free (ODF) Rating* ODF++

Score = 10

Upload ODF Certificate? * Upload PDF

ODF++.pdf

Certification Issue Date * 22-07-2022

<- Previous Form

SAVE AS DRAFT SUBMIT NEXT FORM ->

Review Status:

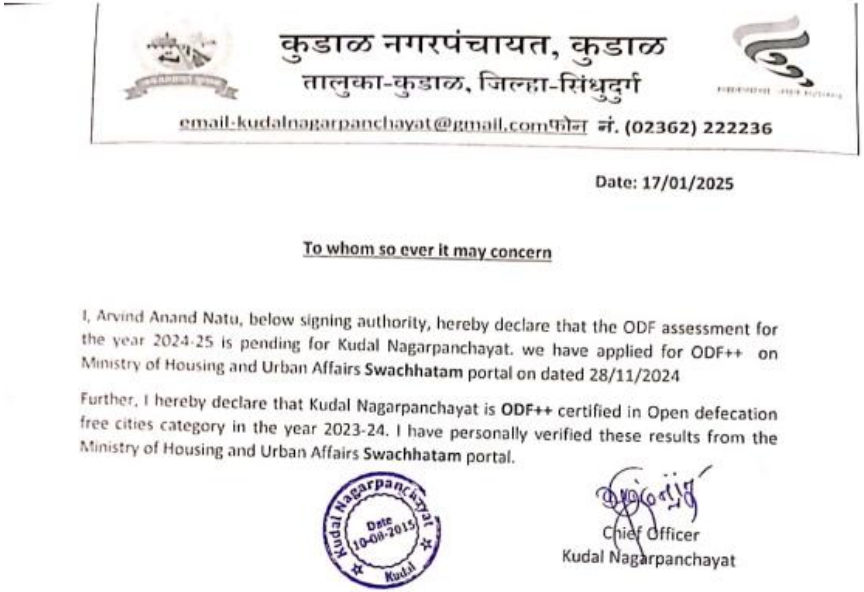
State Remarks/Reject Reason:

nIuO6Ale3qGd

Supporting Document :

Click on submit once uploaded

Examples of ODF & GFC declarations



कुडाळ नगरपंचायत, कुडाळ
तालुका-कुडाळ, जिल्हा-सिंधुदुर्ग
email-kudalnagarpanchayat@gmail.comफोन नं. (02362) 222236

Date: 17/01/2025

To whom so ever it may concern

I, Arvind Anand Natu, below signing authority, hereby declare that the ODF assessment for the year 2024-25 is pending for Kudal Nagarpanchayat. we have applied for ODF++ on Ministry of Housing and Urban Affairs **Swachhatam** portal on dated 28/11/2024

Further, I hereby declare that Kudal Nagarpanchayat is **ODF++** certified in Open defecation free cities category in the year 2023-24. I have personally verified these results from the Ministry of Housing and Urban Affairs **Swachhatam** portal.

Kudal Nagarpanchayat Date 10-08-2015 Kudal

Chief Officer
Kudal Nagarpanchayat

ODF Declaration uploaded by ULB

शिरोळ नगरपरिषद,शिरोळ
ता.शिरोळ,जि –कोल्हापूर
फोन नं: (०२३२१) २३६४६९, ई:मेल आयडी npshirol2018@gmail.com

जा.क्र.शिनप/७७ /2025 दि. २३/०७/२०२५

To whom so ever it may concern

I Mr. Nishikant Parchandrao , below signing authority, hereby declare that GFC assessment for the year 2024-25 is pending for **Shirol Municipal Council**

Further, I hereby declare that **Shirol Municipal Council** is certified **No star** in Garbage Free Cities (GFC) certification in the year 2023-24. I have personally verified these results from the Ministry of Housing and Urban Affairs **Swachhatam** portal.

(Mr. Nishikant Parchandrao)
Chief Officer
Shirol Municipal Council

GFC Declaration uploaded by ULB

Contents

Lake Management and Conservation

Lake Management and Conservation

Why is it important to conserve lakes?

Important for hydrology and water resource

Source of water

Groundwater recharge systems

Collect stormwater runoff

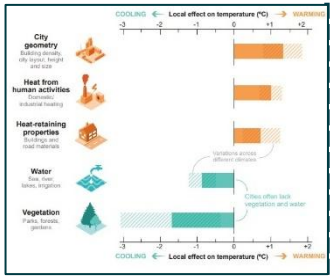
Flood mitigation

Water Management

Important for city and climate perspective

Maintain blue - green spaces

Reduce Urban Heat Island impact



GHG sinks

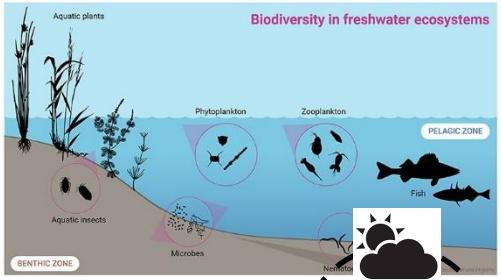
Maintain Transit modes during floods

Water footprint

Important for ecosystem and biodiversity

Fishing - Livelihood

Vegetation in and around lake

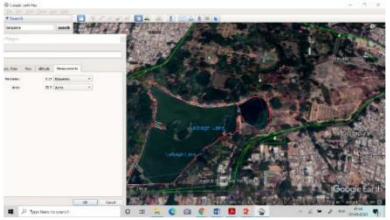


Conservation of Ecosystem

Cultural and social impact

What should be done for conserving lakes ??

Lake boundary mapping



Developing database and mapping the lake area, including the lakes in the development plan.

Developing the lake surrounding areas

Planting tress around the lake area to reduce the soil erosion and ensuring good water quality of lakes.

Lake cleaning and revival

Cleaning of solid waste floating and diverting the drains disposing the wastewater in lakes.

Frequent lake water quality testing

To ensure good water quality and reduce adverse impact on the aquatic life. Also secure the water resource.

How to do it?

Lake and surrounding Mapping

- Basic tools like Google Earth can be used to map the lake area and also a field survey to map the water depth
- Validation with the Government land records to assess change in lake area over time
- Including local community in mapping the lakes.

Lake Surrounding Area Development

- Tree plantation around the lake area
- Adding the buffer area to the lake
- Adding the drain diversion to stop wastewater discharge in lakes

Quarterly Water Quality Testing

- Testing basic water quality parameters such as pH, temperature, DO, COD, BOD, Total and Faecal Coliform, Turbidity, Total suspended solids, and total dissolved solids
- Fixing point locations for quarterly water quality testing.

Lake Revival Strategies

De-weeding of lake

Desilting of lake

Aeriation and Plant bed in

Removal of solid waste from lake surface

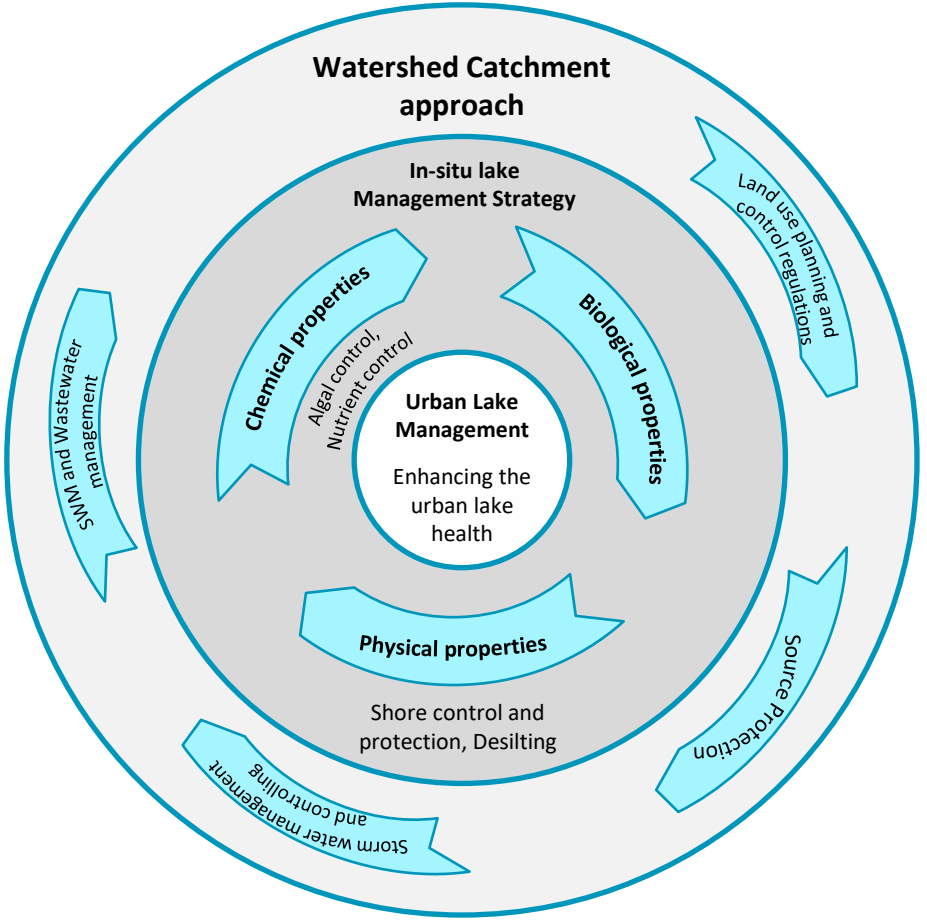
Lake fencing with regulated access

Walkway, tree plantation, and lawn

Urban lake management plan

- **Land use planning and control regulations** to Prevent encroachments and reduce urban runoff
- **Source protection** to prevent pollutants from entering at the origin (e.g., drains, inlets)
- **Stormwater management and control** by installing silt traps and infiltration systems
- **Solid Waste Management (SWM) and wastewater management** by stop dumping waste and ensure sewage interception

Helps in maintaining good lake health



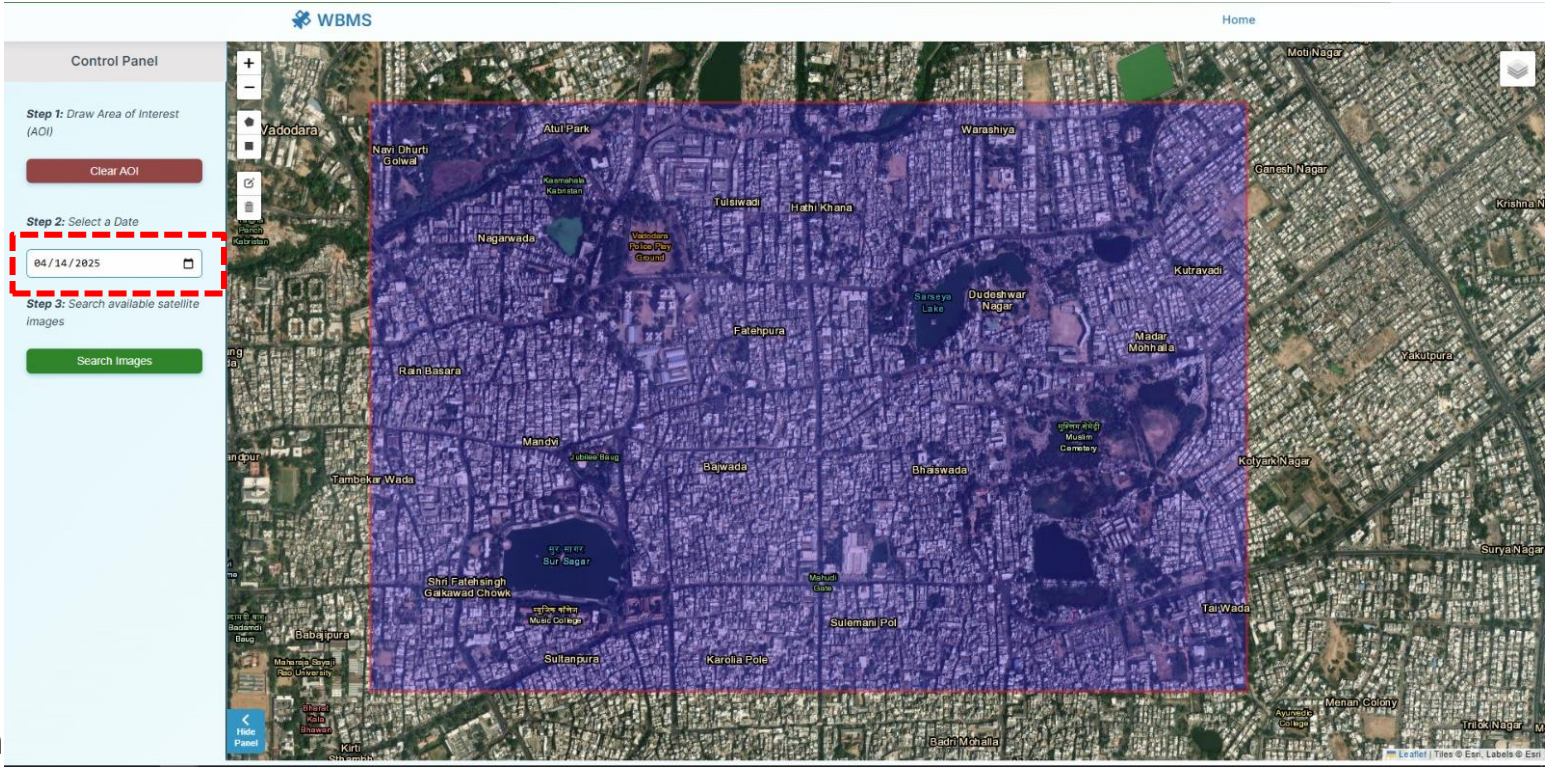
How to interpret Water Quality of lakes?

No.	Direct change in the parameters	Interpretation of quality	Suggestive actions
1	Low – pH, DO, High – Temperature, BOD, Salinity, TSS, DOC, CDOM, total coliform	Potential of wastewater discharge	Check for potential sewage flow and take actions to eliminate it
2	Low – pH, DO, Electrical Conductivity (EC) High – COD, Temperature, Salinity, TSS, DOC, pH, Arsenic, Lead, Mercury	Potential of industrial discharge	Check and identify nearby industries and take actions to divert their effluent disposal
3	Low – pH, DO, High – Turbidity, COD, BOD, Salinity, TDS, TSS, CDOM, Chlorophyll A, nutrients	Potential of agriculture discharge	Check for agricultural effluent pollution. May need dredging and planting vegetation around the lake.
4	Low – DO, pH High – BOD, Temperature, Turbidity	Could lead to death of fish and aquatic lives	Deploy portable surface or diffused aerators, use pumps to agitate surface water
5	Low – DO (at night), Secchi Depth (Turbidity) High – Chlorophyll, Phosphorus, Nitrogen, Temp.	Potential of algal bloom	Install aeration or oxygenation systems, use mechanical means for removal of algae

Lake Identification and Water Quality Assessment Tool

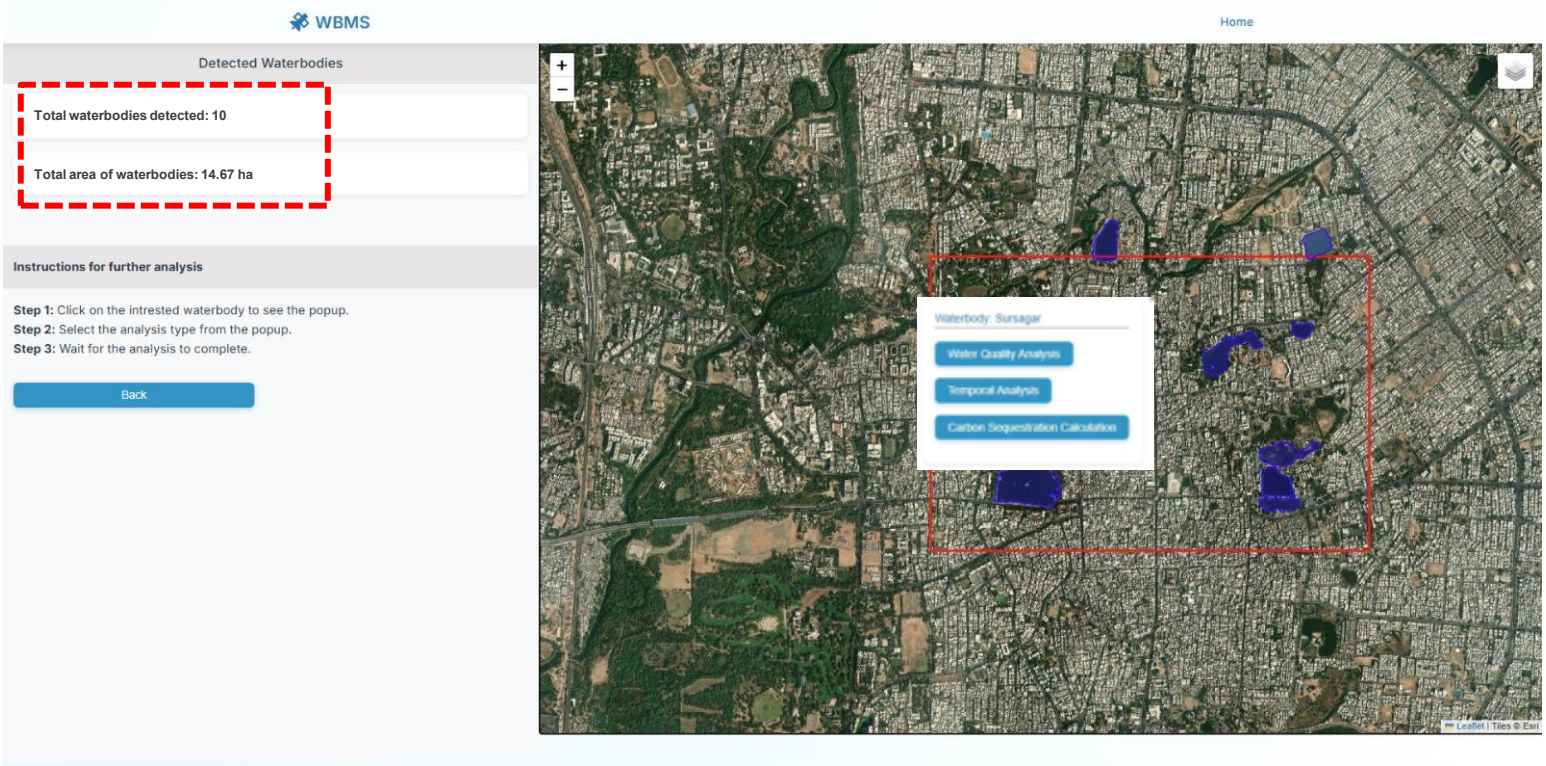
Water Quality Assessment Tool

- Zoom to the city or area you want to select
- Select area of interest (AOI)
- Select date want to see water quality of lakes for that date
- Click on Search



Water Quality Assessment Tool

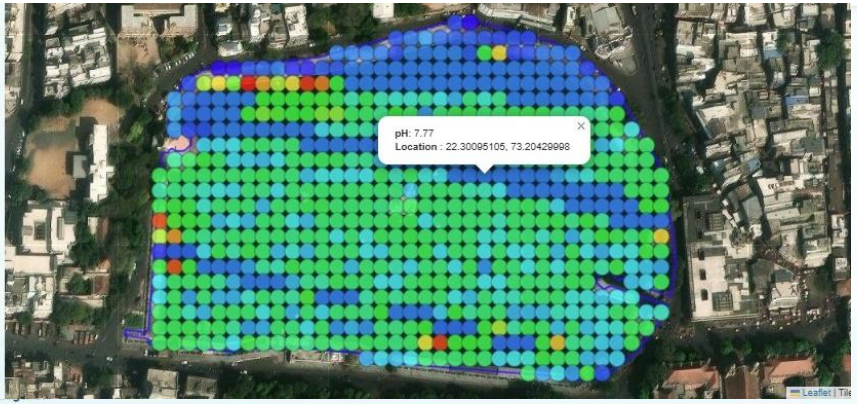
- This will give total count and area of water bodies in the selected AOI
- Click on any of the waterbody to see water quality of the same



Water Quality Assessment Tool

- It will give estimated water quality values for 20 parameters such as BOD, COD, DO, TSS, Turbidity, TDS, Chlorophyll-a etc.

- You can select any point on the image, and it will give estimated result of water quality for that portion of the lake.



Mean Water Quality

Session ID: 942e7ffa-b03b-4669-b6e1-8249d9c7426b

Date: 2025-04-06T05:52:54.27Z

Parameter	Value
pH	7.97
Turbidity (NTU)	40.37
Salinity (mg/L)	384.34
Total Suspended Solids (mg/L)	73.59
Dissolved Oxygen (mg/L)	5.84
Chlorophyll-A (mg/L)	0.01
Dissolved Organic Carbon (mg/L)	59.83
Colored Dissolved Organic Matter (mg/L)	37.54
Total Dissolved Solids (mg/L)	476.71
COD (mg/L)	356.42
BOD (mg/L)	98.06
Temperature	26.39
Dissolved Inorganic Carbon (mg/L)	8.33
Total Organic Carbon (mg/L)	90.02
Total Inorganic Carbon (mg/L)	12.18
Nitrate (mg/L)	6.48
Potassium (mg/L)	35.30
Total Phosphorus (mg/L)	0.87
Total Nitrogen (mg/L)	8.38
Fecal Coliform (MPN/100 ml)	978.42

Thank you

CWAS CENTER FOR WATER AND SANITATION | CRDF CEPT RESEARCH AND DEVELOPMENT FOUNDATION | CEPT UNIVERSITY

cwas@cept.ac.in

cwas.org.in

About us

The Center for Water and Sanitation (CWAS) is a part of CEPT Research and Development Foundation (CRDF) at CEPT University. CWAS undertakes action-research, implementation support, capacity building and advocacy in the field of urban water and sanitation. Acting as a thought catalyst and facilitator, CWAS works closely with all levels of governments - national, state and local to support them in delivering water and sanitation services in an efficient, effective and equitable manner.

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