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FIFTEEN YEARS OF PERFORMANCE ASSESSMENT SYSTEM(PAS) : OUTCOME : TRANSFORMING URBAN WATER AND SANITATION SERVICES IN INDIA

“You cannot improve what you cannot measure!”

Performance Assessment system(PAS) is one of the largest databases for urban water and sanitation in India

From infrastructure creation to service delivery

PAS framework is...

Nationally aligned

With national SLB initiative

Framework suited to local context

Added lens of equity, slums and on-site sanitation

Technically sound

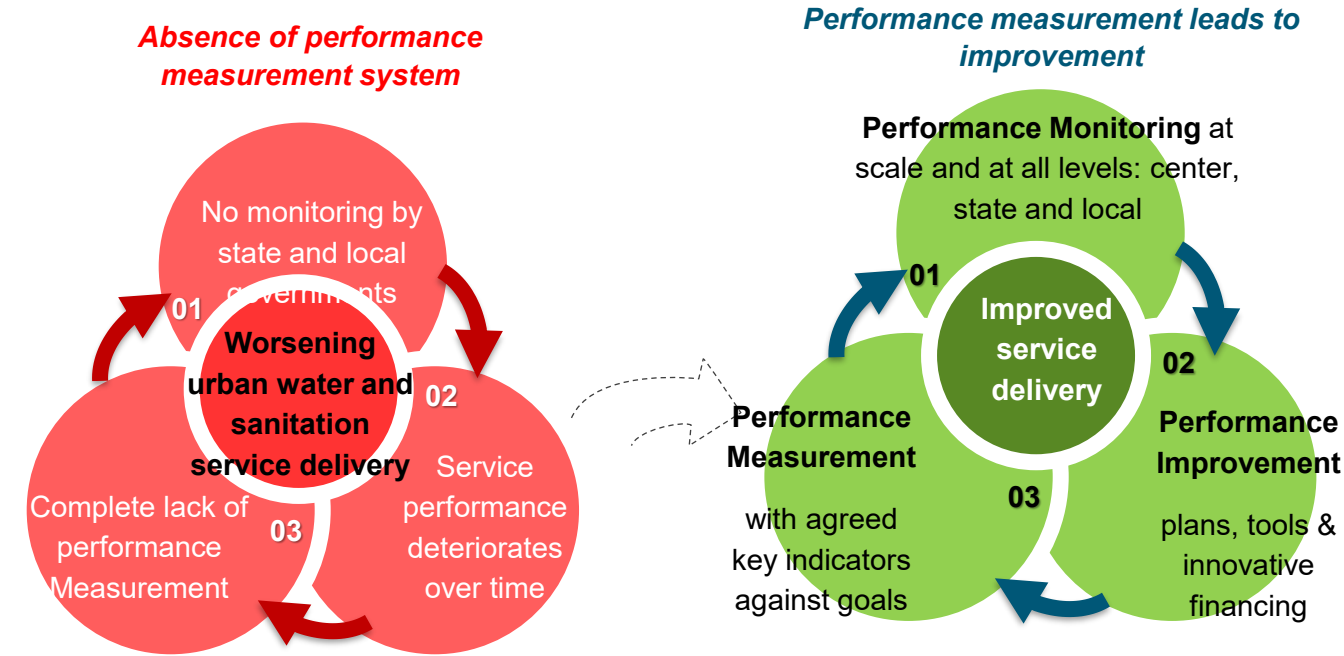
Review of International and Indian efforts,

Stakeholder consultations, Pilot studies

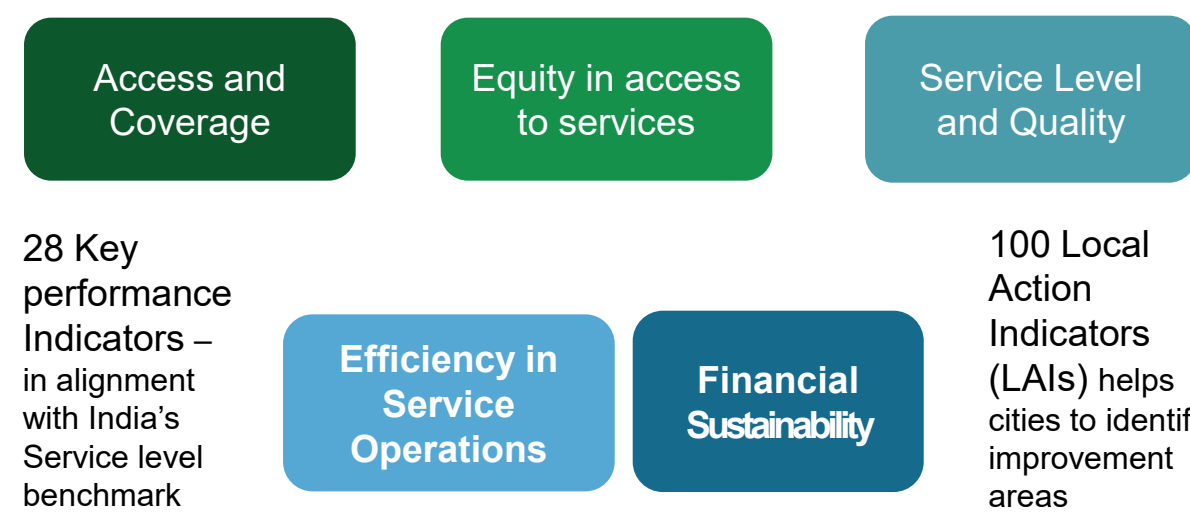
Annual city level monitoring

Online module – self reporting by city governments

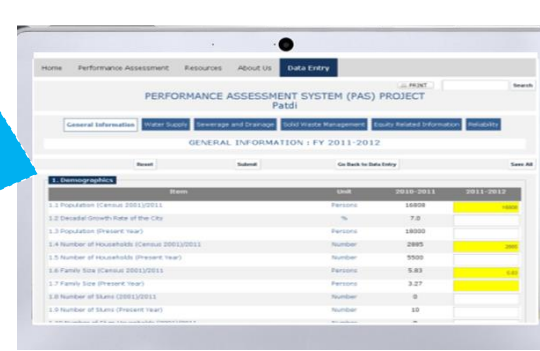
PAS Approach- Converting vitious cycle to virtuous cycle



PAS Framework- Indicators and themes

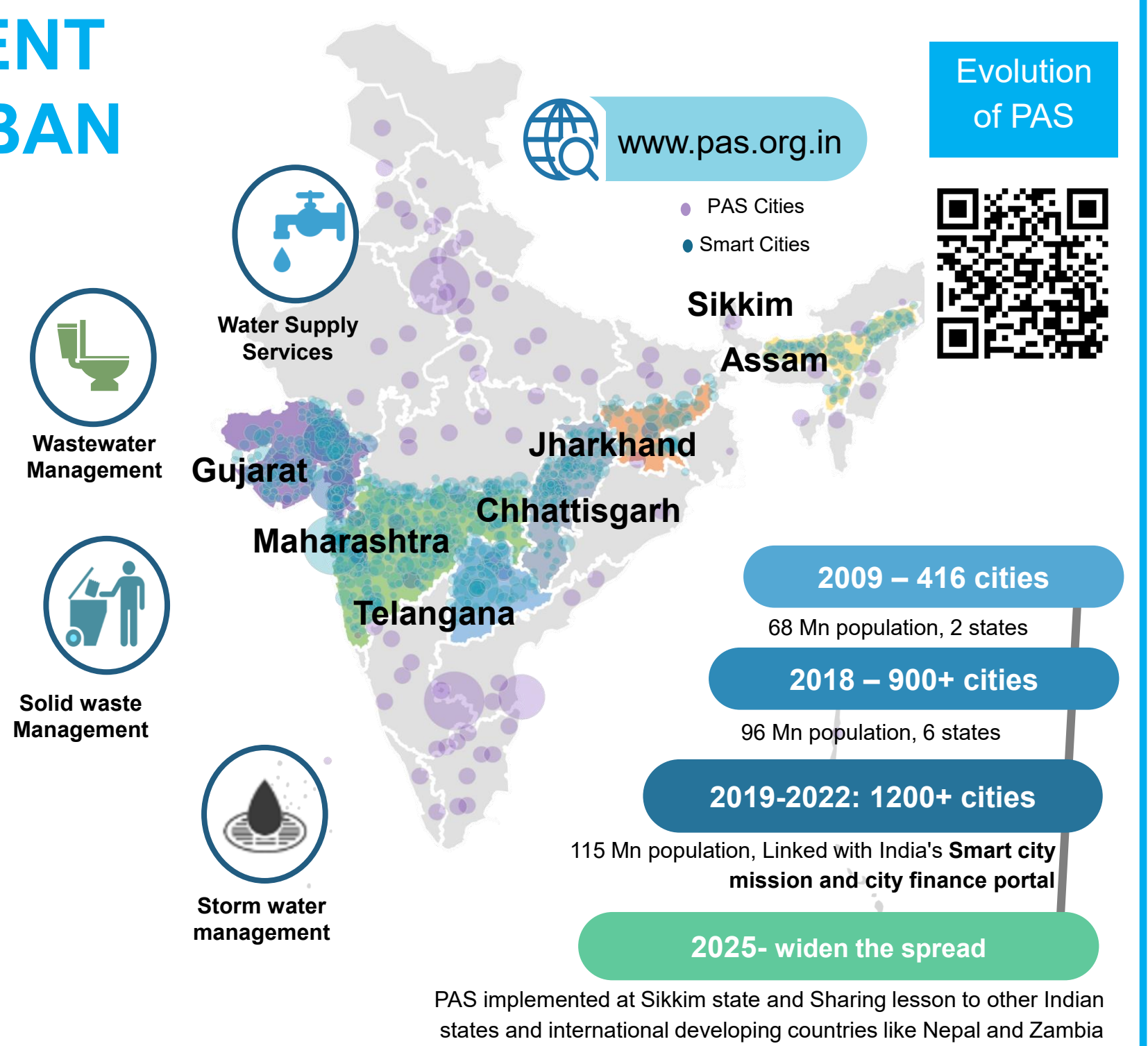


Journey from paper-based systems to digital system"

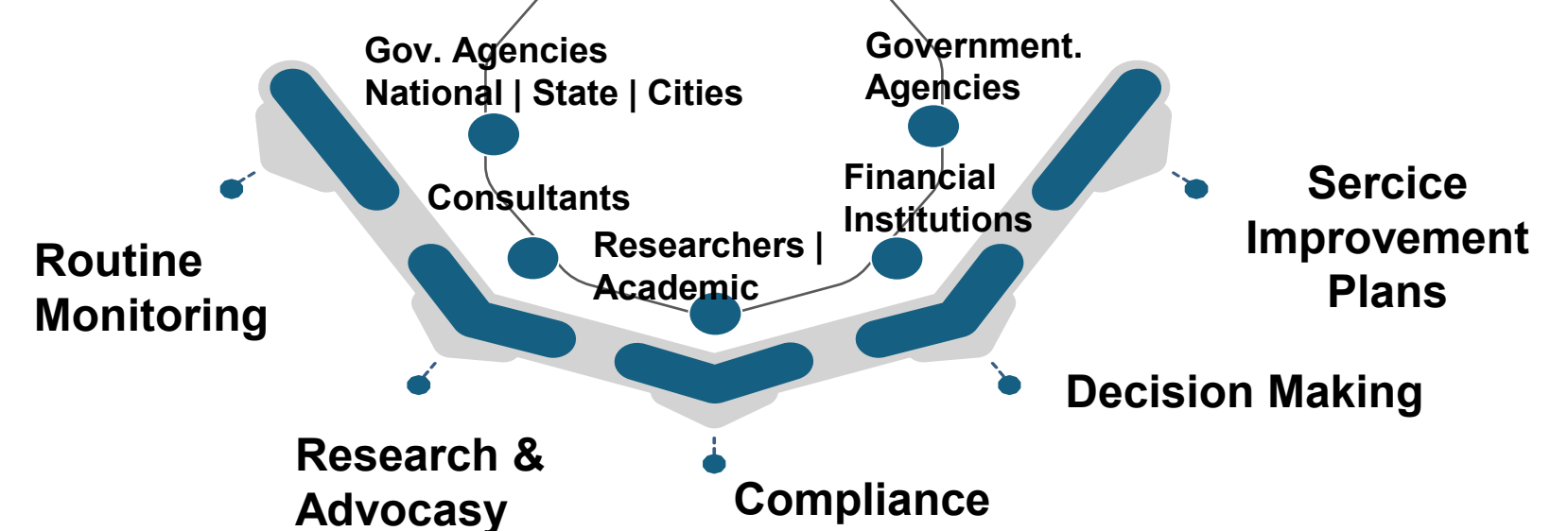


Capacity building workshops

16,500+ ULB Officials trained (from 2009- Now)



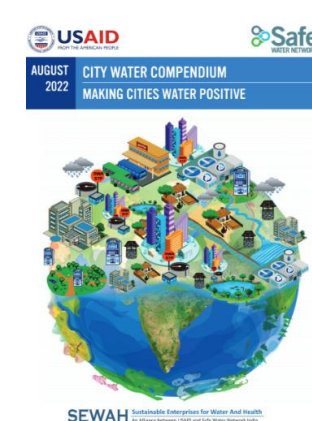
Users and Usage of PAS



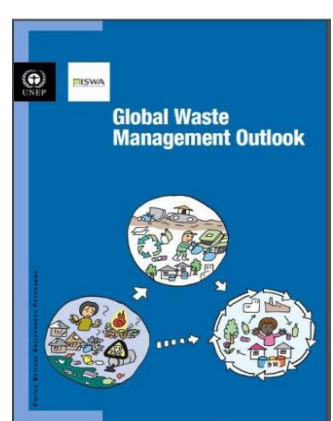
ACHIEVEMENTS

Use of PAS to prepare national and international reports by government and private organizations

International reports



City water compendum, Making cities water positive, 2022

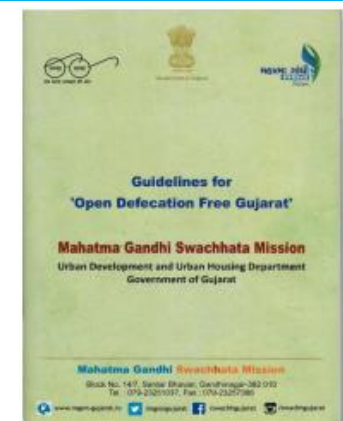


Global water management Outlook, 2015

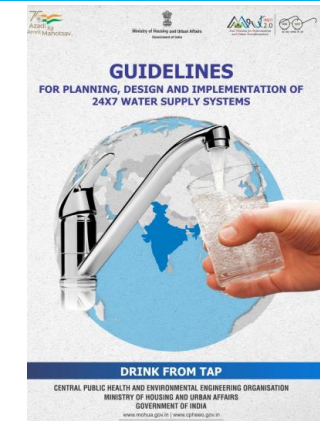
Government of India's reports



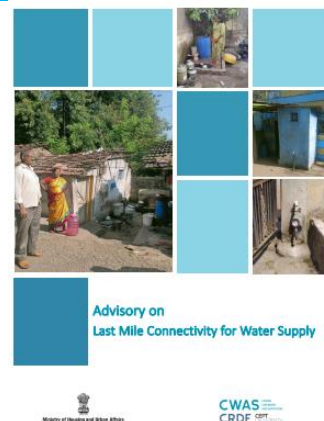
State Environment report, 2022



Guidelines for open defecation free, Gujarat, 2015



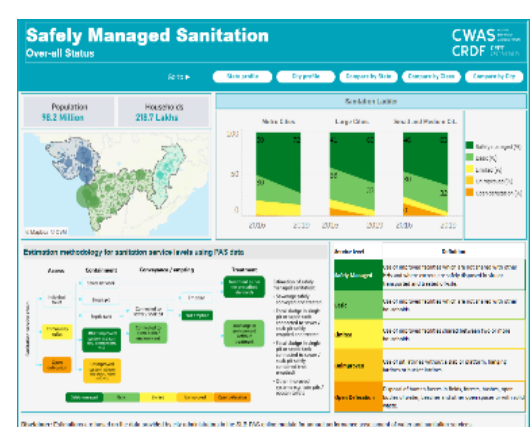
Guidelines for planning, design and implementation of 24*7 water supply systems



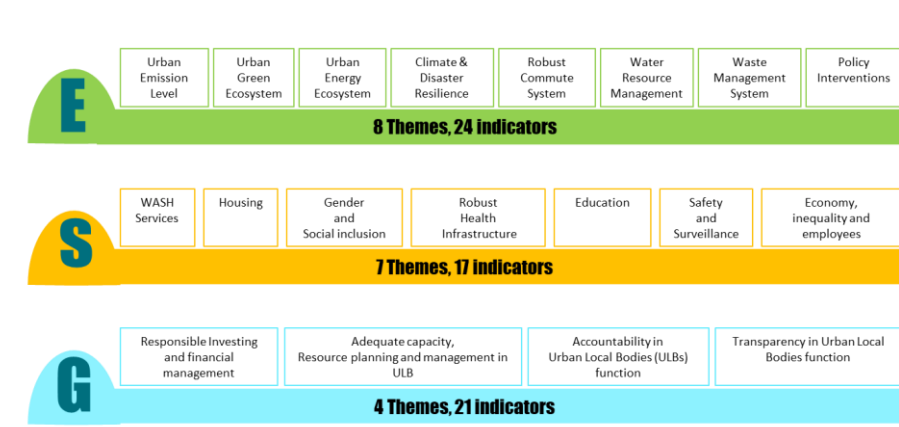
Advisory on Last Mile Connectivity for Water Supply, Government of India 2023

New innovative frameworks developed using the pas city information

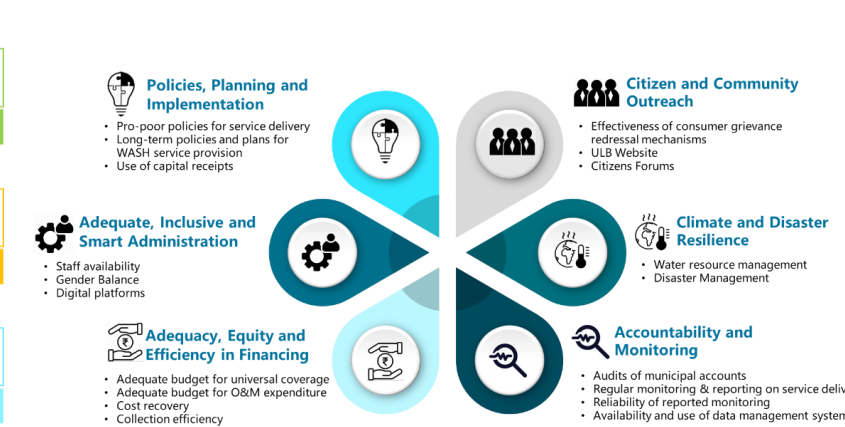
Monitoring safely managed services (SDG 6.2)



ESG assessment for cities



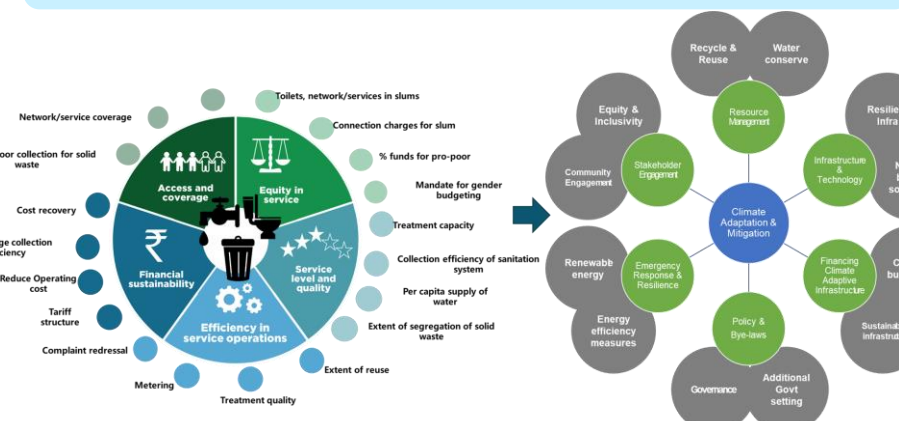
Assessment of water governance



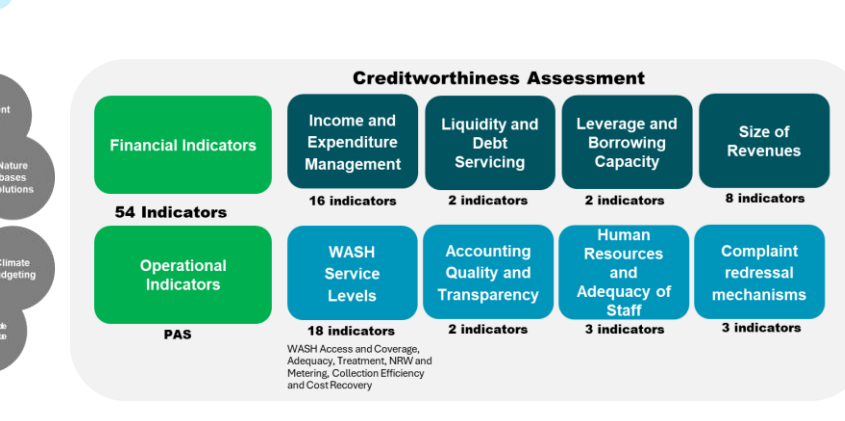
PAS-CWIS performance ladder



Climate PAS framework



Credit worthiness Assessment of Indian cities

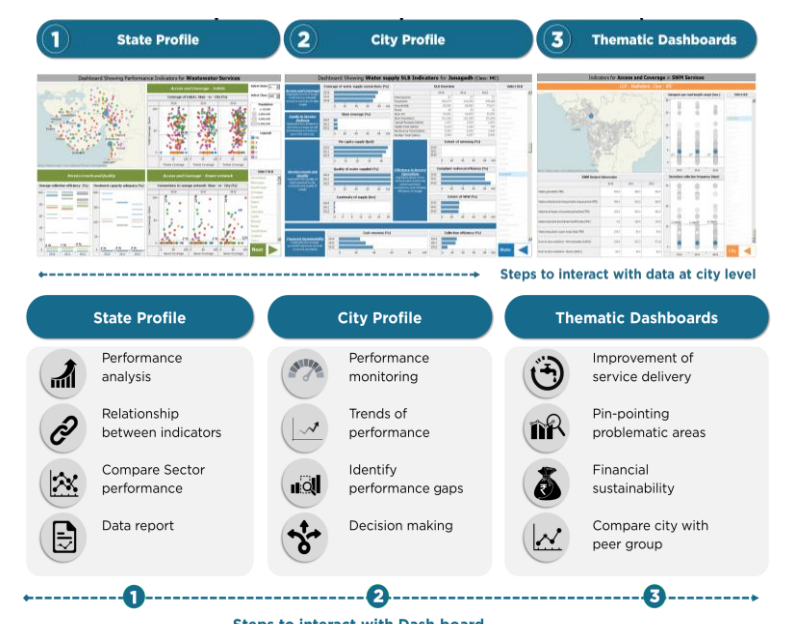


KEY FEATURES OF PAS

Inclusive	Data system strengthening	Assessing safe and sustainable services across the full service chain
<ul style="list-style-type: none"> Financial sustainability: cost recovery & collection efficiency Available in local languages 	<ul style="list-style-type: none"> Standardized system to report on quality and reliability of indicators Improved record-keeping → Better service delivery using PAS data 	<ul style="list-style-type: none"> Monitor service provision rather than just infrastructure - Efficiency in service operations , service level and quality
Scalable, impactful and sustainable	Financial sustainability	Government ownership and responsibility
<ul style="list-style-type: none"> Used by 1000+ cities over 10 years Easy for states and cities to meet compliance requirements 	<ul style="list-style-type: none"> Indicators on Financial sustainability for cost recovery, collection efficiency etc. Financial incentives for sustaining PAS - Institutionalized through intergovernmental fund transfers 	<ul style="list-style-type: none"> Nationwide scale-up through annual rollout Self-assessment portal for city-level data reporting Endorsed by Finance Commission; USD 14 billion performance-linked grants

Versatile approach for varied uses: Dashboards for different user groups, and enable time series comparisons across cities

- Time series comparisons
- Dashboard with year wise improvement of the ULB - [know your city](#) , [state profile](#) tab.
- Identify areas for improvement- using [interactive dashboards](#)



LESSONS LEARNED

- Adequate time and initial funding is required to kick start: Both time and funding support are required to set up a robust performance assessment systems.
- Need for a digital systems and online platform
- Consultative process
- Government ownership is critical.
- Financial incentives
- Strengthening data systems for services

CWAS (2010) "Accountability and Incentives for Improving Performance in Urban Water Supply and Sanitation in India"
CWAS (2010) "Performance Measurement Framework for Urban Water and Sanitation"
CWAS (2013) "Performance Improvement Planning for Urban Water Supply and Sanitation Services"
CWAS (2013) "PAS/SLB e-Data, Guidelines for Online Tool for SLB Checklist and Target Setting"
CWAS (2013) "Performance Based Grants for State Finance Commission - Gujarat"
CWAS (2013) "Performance Based Grants for State Finance Commission - Maharashtra"
CWAS (2013) Road Map Towards 24x7 Water Supply in Class 'A' Municipal Councils in Maharashtra, CWAS
CWAS (2014) Municipal Finance Assessment for Class 'A' Municipalities in Maharashtra
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CWAS (2022) Advisory on Last Mile Connectivity for urban water supply services, CWAS
CWAS (2022) 1st 4 assessments for cities in India, CWAS

CWAS (2023) Data system strengthening of water and sanitation services,
CWAS (2024) Creditworthiness assessment: An approach for Indian cities, CWAS
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