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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

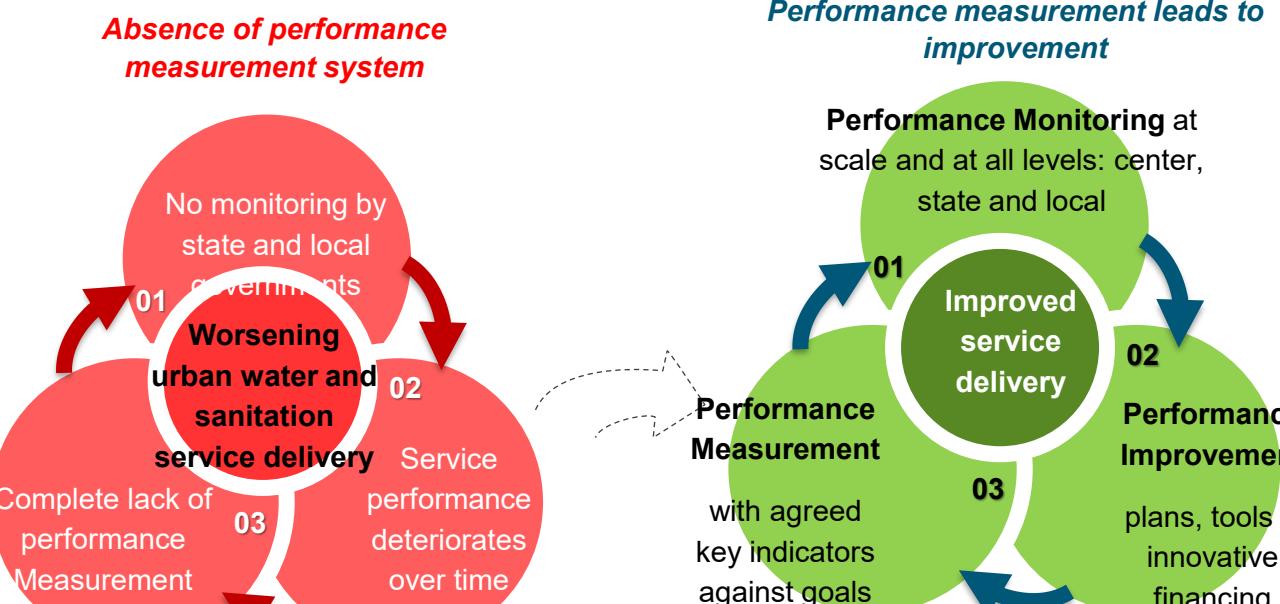
**PAS framework is...**  
Nationally aligned With national SLB initiative  
Framework suited to local context

Added lens of equity, slums and on-site sanitation

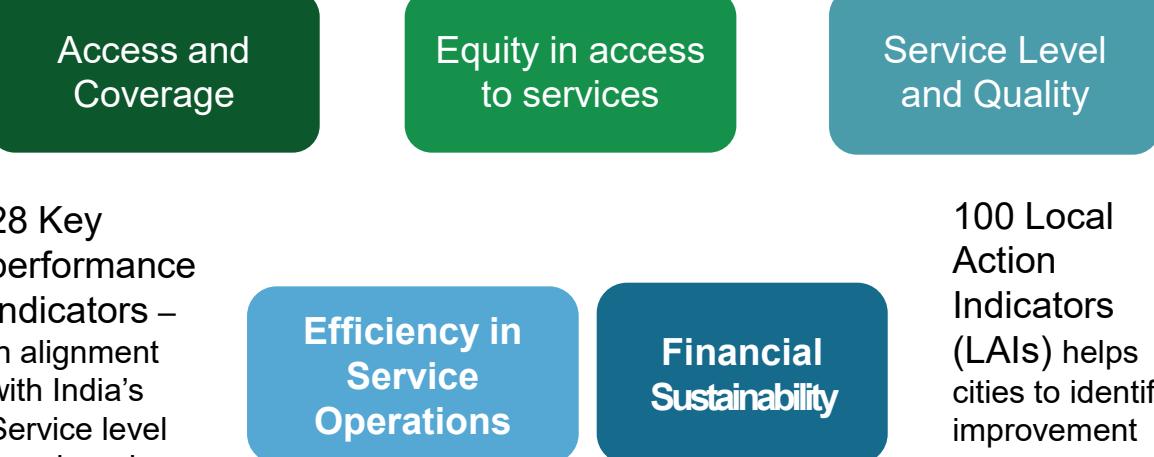
Technically sound Review of International and Indian efforts, Stakeholder consultations, Pilot studies

Annual city level monitoring Online module – self reporting by city governments

### PAS Approach- Converting vicious 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)

## ACHIEVEMENTS

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

#### International reports

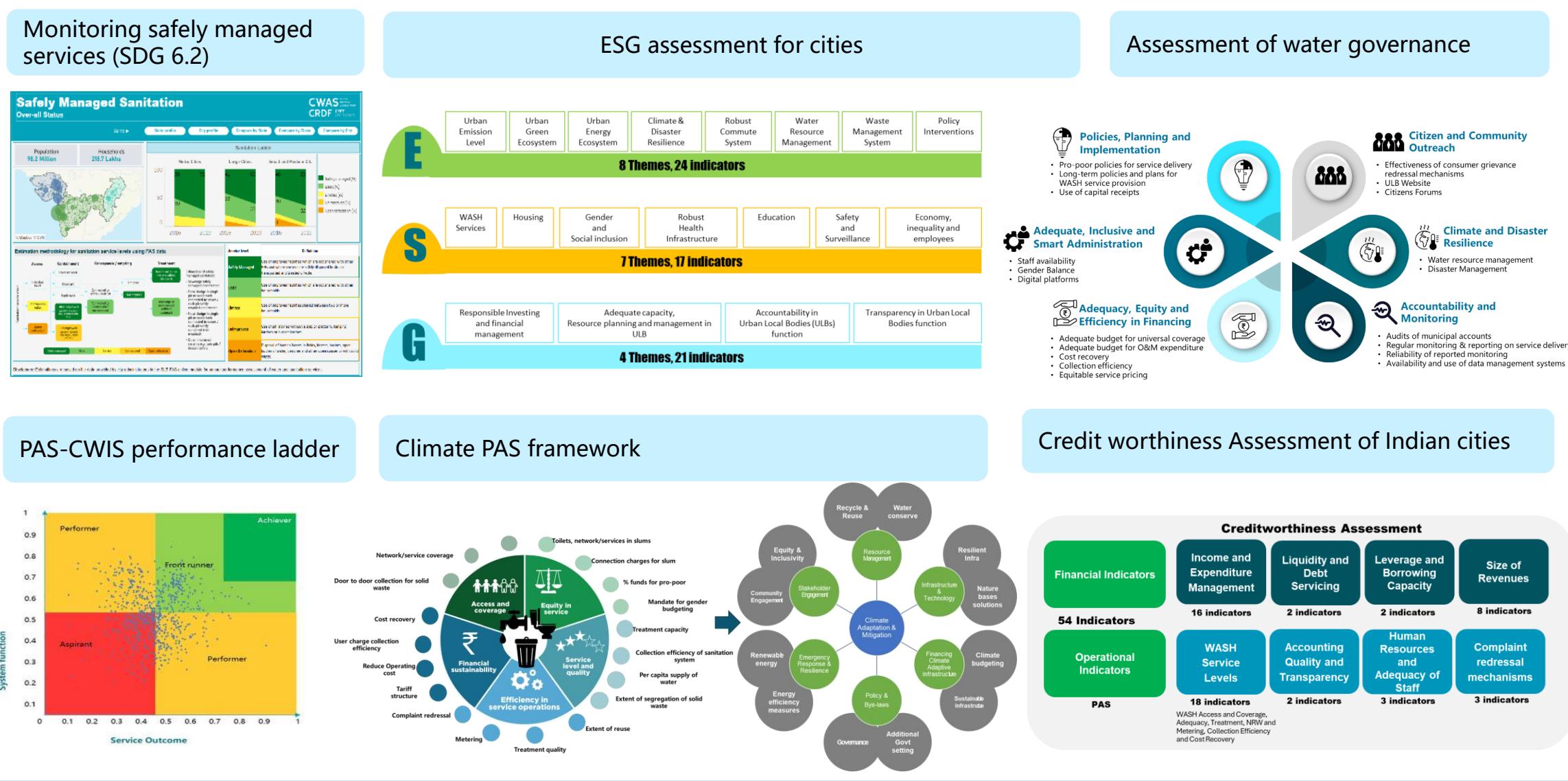


City water compendium, Making cities water positive, 2022

#### Government of India's reports



### New innovative frameworks developed using the pas city information



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) "Performance Based Grants for State Finance Commission - Gujarat"  
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 (2014) "Municipal Finance Assessment for Class 'A' Municipalities in Maharashtra"  
CWAS (2014) "Performance Assessment System for Urban Water Supply and Sanitation Services"  
CWAS (2021) "A governance framework to strengthen urban WASH Performance Assessment System", World Water Week Conference.  
CWAS (2022) "Advisory on Last Mile Connectivity for urban water supply services", CWAS  
CWAS (2022) "Strengthening the PAS in India", CWAS

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## KEY FEATURES OF PAS

### Inclusive

- Financial sustainability: cost recovery & collection efficiency
- Available in local languages

### Scalable, impactful and sustainable

- Used by 1000+ cities over 10 years
- Easy for states and cities to meet compliance requirements

### Data system strengthening

- Standardized system to report on quality and reliability of indicators
- Improved record-keeping → Better service delivery using PAS data

### Assessing safe and sustainable services across the full service chain

- Monitor service provision rather than just infrastructure - Efficiency in service operations , service level and quality

### Government ownership and responsibility

- 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

Mehta, Meera, Dinesh Mehta, Jaladhi Vavaliya, and Upasana Yadav. 2015. "SAN benchmarks: citywide assessment of sanitation service delivery .. including on-site sanitation".  
Mehta, Meera, Dinesh Mehta, Saswati Beliappa, and Dhruv Bhavar. 2013. "Financing and Monitoring Urban Water Supply and Sanitation in Maharashtra". Ministry of Urban Development (MoUD) (2010) "Handbook of Service Level Benchmarking" Government of India  
Vavaliya Jaladhi, Saswati Sarehvala, Dhruv Bhavar, Upasna Yadav and Asim Mansuri (2023) Strengthening Accountability of Urban Local Governments: Role of Performance Assessment Systems and Municipal Budget Briefs: Accountability Mechanisms for Inclusive City-Level Public Services in Asia, Asian Development Bank Institute, DOI: <https://doi.org/10.5656/SPEP1276>  
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