Digital Data Reporting for FSTPs in Maharashtra
A User Guide to Use SaniChatbot

July 2023

SaniChatbot system for FSTP data reporting

Training of FSTP Plant Operators

Contents

CWAS CENTER FOR WATER AND SANITATION

CRDF CEPT RESEARCH AND DEVELOPMENT FOUNDATION

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Need for Digital Data Reporting for FSTPs
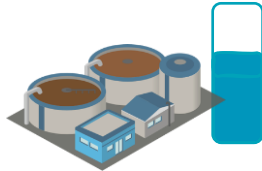

No digital data reporting
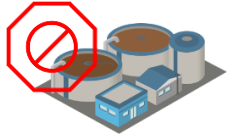
Infrastructure breakdown

Septage volume received at FSTP
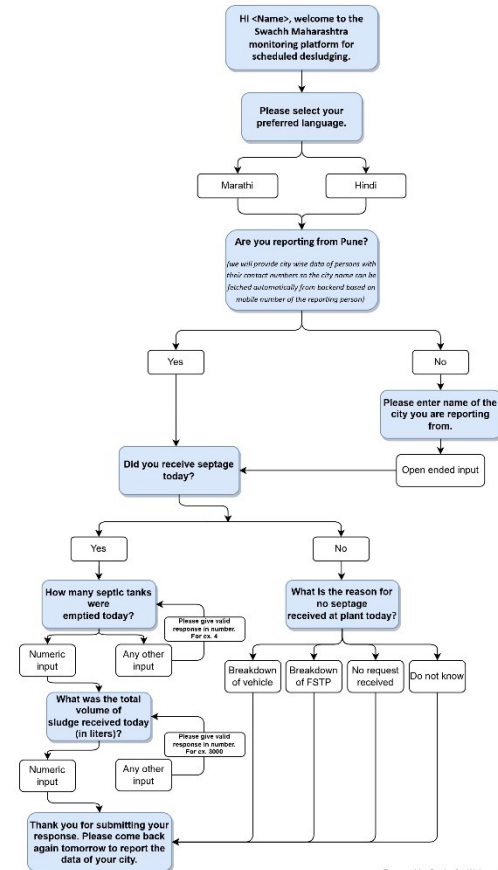
Total septic tanks emptied

Utilization of FSTP

- SaniChatbot (Whatsapp based chatbot system) is developed for monitoring FSTP data.

- Informative dashboard supporting the State to understand performance of FSTPs in cities.

Questionnaire Deployed on SaniChatbot

- Select preferred language

- Confirmation of reporting city

- Is Septage received today?

- Number of septic tanks emptied

- Volume of septage received

- In case septage is not received, select reason
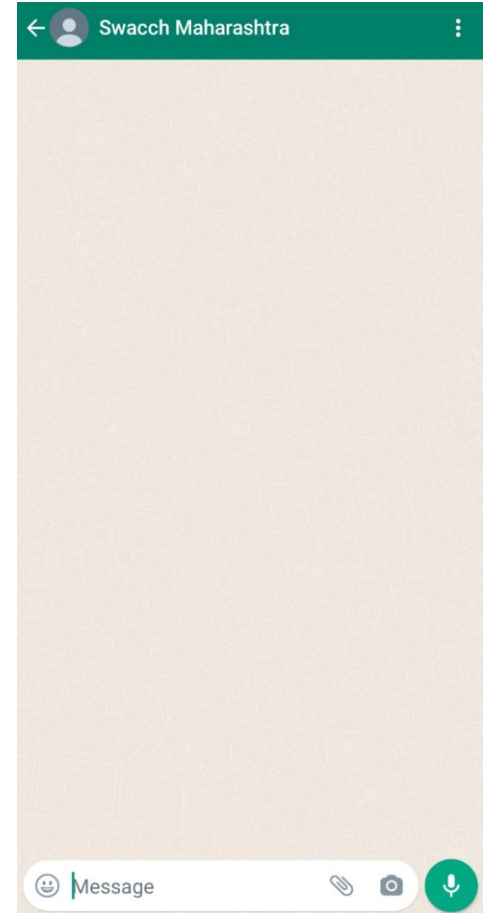

Workflow of FSTP data reporting system

HI <Name>, welcome to the Swachh Maharashtra monitoring platform for scheduled desludging.

Please select your preferred language.

Marathi | Hindi

Are you reporting from Pune?

(we will provide city wise data of persons with their contact numbers so the city name can be fetched automatically from backend based on mobile number of the reporting person)

Yes | No

Please enter name of the city you are reporting from.

Open ended input

Did you receive septage today?

Yes | No

How many septic tanks were emptied today? — Please give valid response in number. For ex. 4

Numeric input | Any other input

What is the reason for no septage received at plant today?

Breakdown of vehicle | Breakdown of FSTP | No request received | Do not know

What was the total volume of sludge received today (in liters)? — Please give valid response in number. For ex. 3000

Numeric input | Any other input

Thank you for submitting your response. Please come back again tomorrow to report the data of your city.

Legend

Questions

Options

Prepared by Center for Water and Sanitation (CWAS), CEPT University

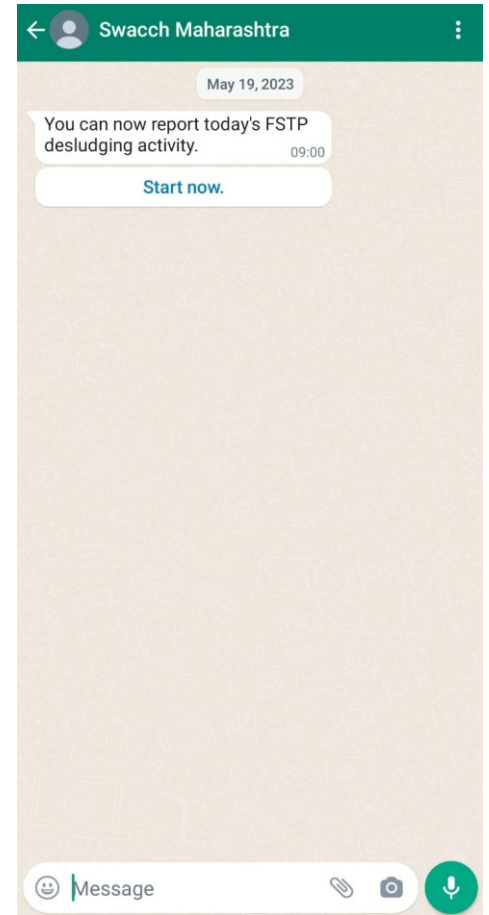CWAS CENTER FOR WATER AND SANITATION | CRDF CEPT RESEARCH AND DEVELOPMENT FOUNDATION | CEPT UNIVERSITY

User Guide to Use SaniChatbot

- Save this number as Swachh Maharashtra - 910██ ████

User Guide to Use SaniChatbot

- Save this number as Swachh Maharashtra - 📞 910███ ██████

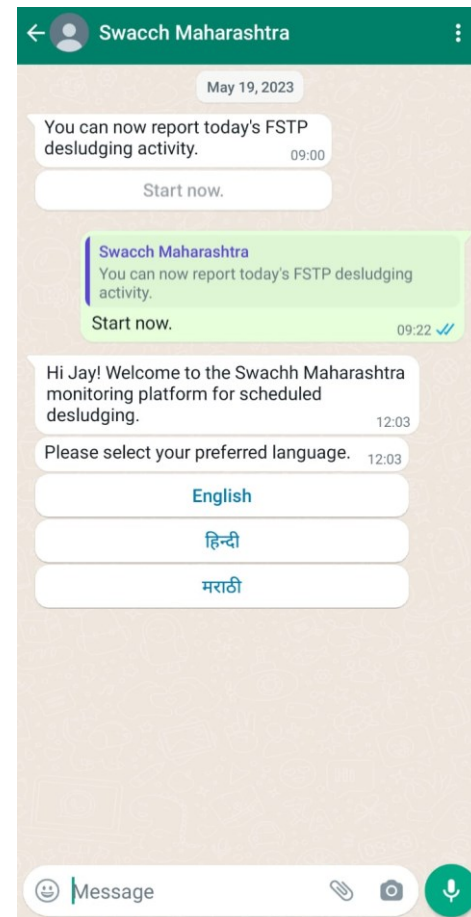- You will receive message at scheduled time. Click on 'Start Now' to report data of your city
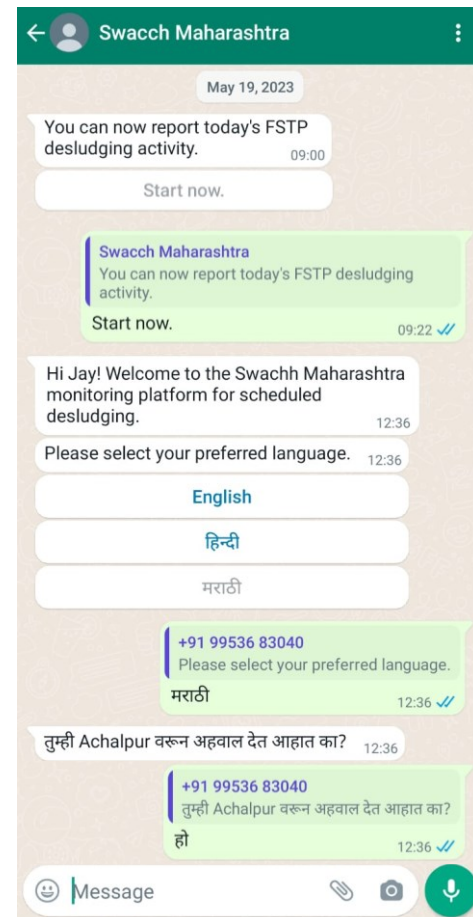
User Guide to Use SaniChatbot

- Save this number as Swachh Maharashtra - 📞 910██ ████

- You will receive message at scheduled time. Click on 'Start Now' to report data of your city

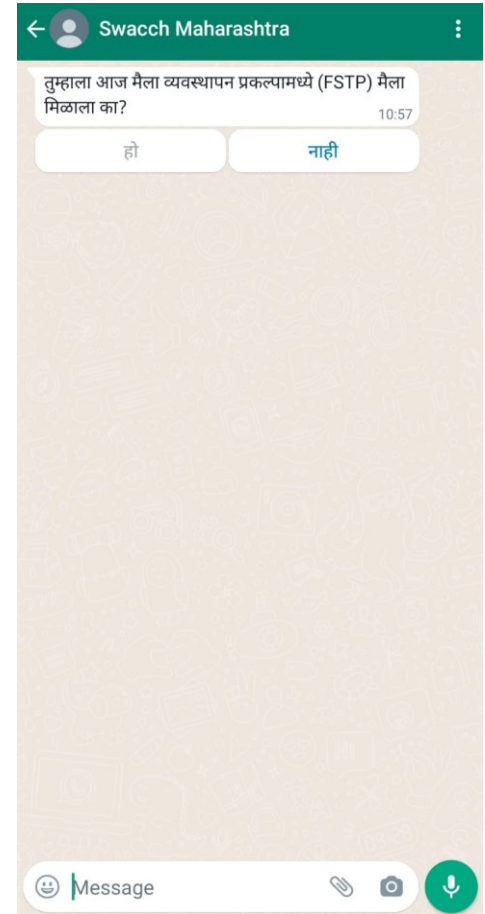- Select your preferred language in the next message

User Guide to Use SaniChatbot

- Save this number as Swachh Maharashtra - 910

- You will receive message at scheduled time. Click on 'Start Now' to report data of your city

- Select your preferred language in the next message

- Confirm name of the city you are reporting from

User Guide to Use SaniChatbot

- Save this number as Swachh Maharashtra - 📞 910██ ████

- You will receive message at scheduled time. Click on 'Start Now' to report data of your city

- Select your preferred language in the next message

- Confirm name of the city you are reporting from

If septage is received:

- Select 'Yes' if septage is received at the FSTP

User Guide to Use SaniChatbot

- Save this number as Swachh Maharashtra - 📞910██ ████

- You will receive message at scheduled time. Click on 'Start Now' to report data of your city

- Select your preferred language in the next message

- Confirm name of the city you are reporting from

If septage is received:

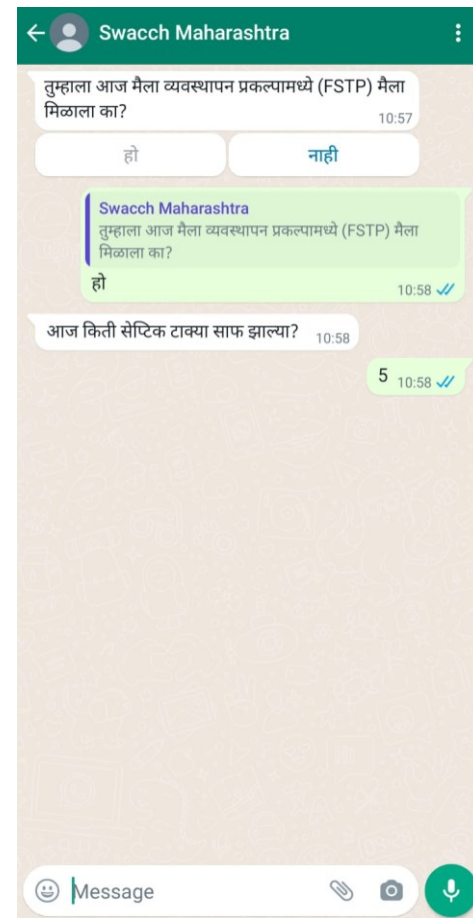- Select 'Yes' if septage is received at the FSTP

- Enter number of septic tanks emptied today. *'Do not enter any character. Only enter a number.'*

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- Save this number as Swachh Maharashtra - 📞 910██ ██████

- You will receive message at scheduled time. Click on 'Start Now' to report data of your city

- Select your preferred language in the next message

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If septage is received:
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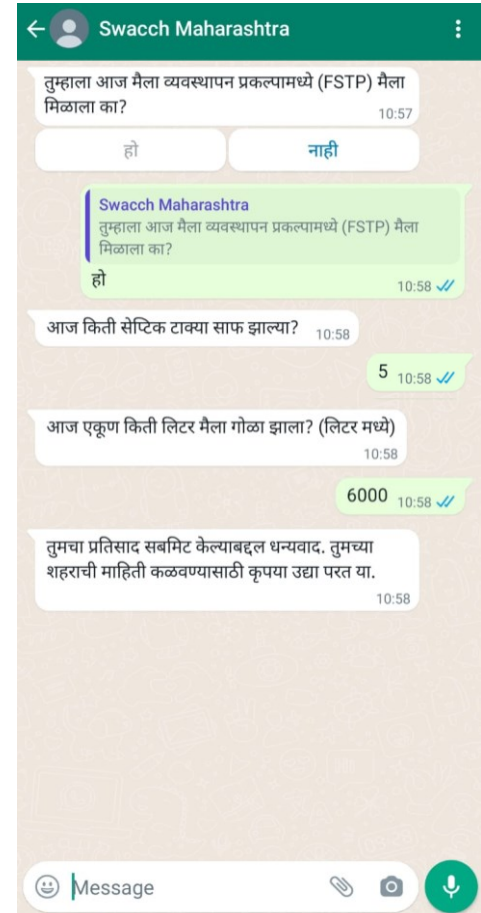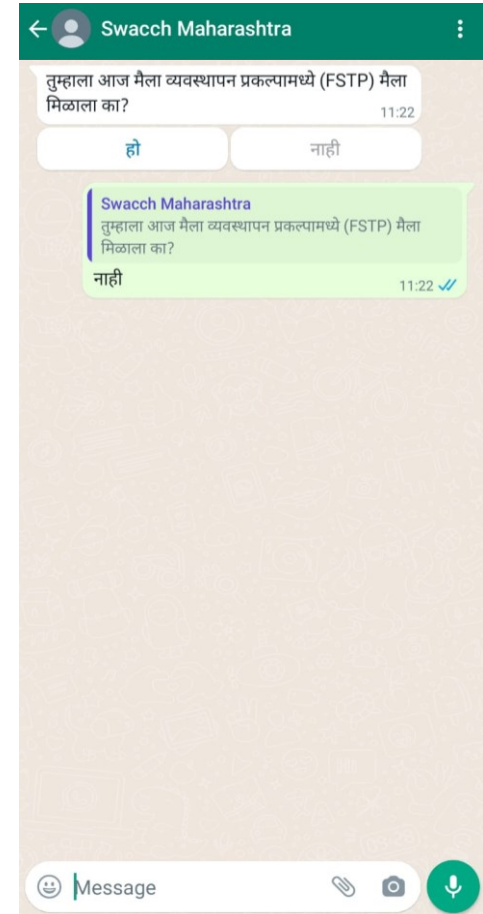- Enter number of septic tanks emptied today. *'Do not enter any character. Only enter a number.'*

- Enter quantity of sludge received at the FSTP today. *'Do not enter any character. Only enter a number.'*

User Guide to Use SaniChatbot
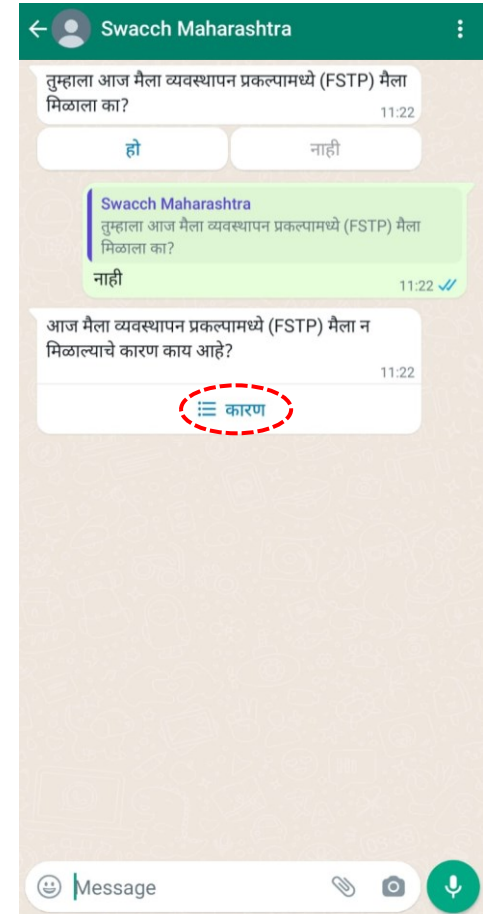
If septage is NOT received:

- Select 'No' if septage is not received at the FSTP

User Guide to Use SaniChatbot
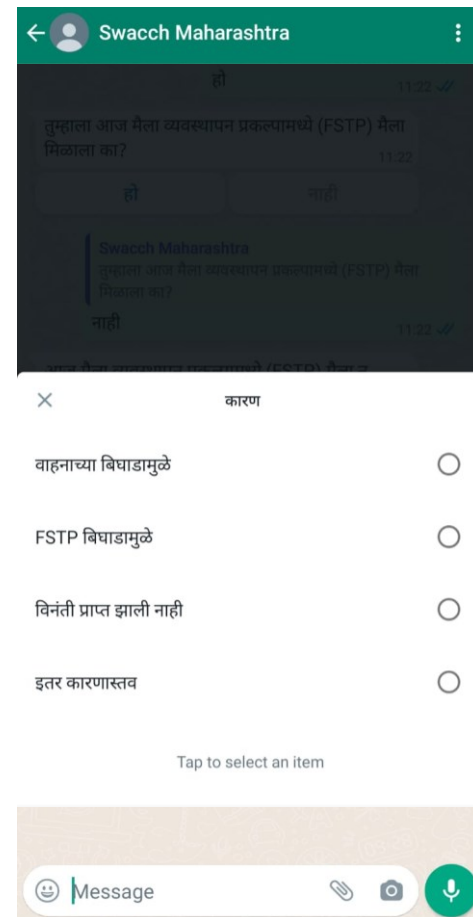
If septage is NOT received:

- Select 'No' if septage is not received at the FSTP

- Press on reason (≔ कारण) for septage not received.

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If septage is NOT received:

- Select 'No' if septage is not received at the FSTP

- Press on reason (☰ कारण) for septage not received.

- Select an appropriate reason for not receiving septage at FSTP

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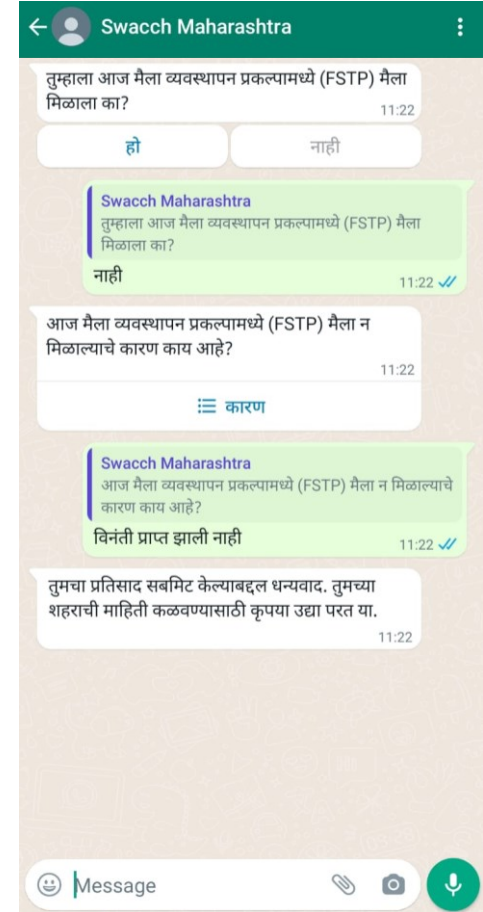
If septage is NOT received:

- Select 'No' if septage is not received at the FSTP

- Press on reason (☰ कारण) for septage not received.

- Select an appropriate reason for not receiving septage at FSTP

- Once the reason is selected, you will receive Thank you message for submitting your response.

Instruction to Use SaniChatbot

- Data must be reported on a daily basis, regardless of septage received. If no septage is received at FSTP, submit data by selecting 'No' for the question 'Did you receive septage today at FSTP?'

- Submit data only once per day. You will be prompted to report your data at scheduled time. Avoid reporting multiple times in a day.

- Report cumulative data for the entire day. For example, if 9,000 liters of sludge is received in 3 trips, report this total number once instead of per trip.

- Complete the reporting within 10 minutes to avoid session termination, otherwise status of your city will be seen as unreported for that day.

- Once thank you message is received, it means that you have successfully completed data reporting.

- In case of any query in using SaniChatbot system, please contact CWAS Maharashtra State team.

THANK YOU

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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