IT enabled FSSM monitoring at scale in Maharashtra

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60 % of urban population in the Indian state of Maharashtra is dependent on onsite sanitation systems which require regular emptying services.

- In order to achieve SDG 6.2 of safe sanitation for all, monitoring is needed for these services.
- Many cities use paper-based data records. Working with local city governments.
- CWAS has piloted IT enabled monitoring systems

Digital India — Power To Empower

| 1 | Desludging at regular intervals | 2 | Safe withdrawal of sludge by following necessary protocol | 3 | Safe conveyance to designated treatment site | 4 | Indicators for making decisions on "performance linked payments" | 5 | Collect data on onsite sanitation for future planning |

Shifting from paper-based monitoring systems to digital systems provides many benefits

Real time monitoring — No need to process data for results

Integrated monitoring system — Across FSM service chain

Reducing human error/effort — Geo stamping, on-screen signatures, minimum typing, click and select, photo proof

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SaniTab

Custom survey app: Assistance in building database required for planning of city level services with geotagged information

Unique database building for sanitation, WSS services and property tax for **20+** cities

System workflow

Survey needs identification → Customization of forms → Deployment of forms → Form filling and uploading on server → Dashboard and dataset

Features and benefits

- Build and deploy surveys according to user needs
- Support for local languages
- Reduce human error and provides Geotagged, timestamped dataset
- Saves database even when there is no internet connectivity

Glimpse of SaniTab survey and results

Used in countries : India (state of Maharashtra, Orissa and Uttar Pradesh) and Vietnam

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MahaSaniTrack

Mobile app and web dashboards: Assistance in comprehensive tracking and management of FSSM service chain and service delivery

Real time tracking for septic tank desludging service in 400+ cities

System workflow

4 Modules for users

State admin → City admin → Scheduler → Truck operator

Features and benefits

- Record key data points from desludging operations at each property
- Tracking from emptying to unload at FSTP with location, time and signatures
- Real time tracking for city on dashboard – indicators, charts and map view
- Digitization of record keeping through online data report

Glimpse of MahaSaniTrack system

Piloted in 7 cities of Maharashtra state of India and scaled up across 417 cities of Maharashtra state

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SaniChatbot

Whatsapp chatbot for daily recordkeeping : Assistance in daily performance tracking of treatment facilities and make decisions in terms improvement

Tracking delivery of sludge at FSTPs in 222 + to understand their operations, functionality, utilization and performance.

System workflow

Predefined Questions floated daily through WhatsApp chat at end of day's operation → Responding to chat questions by FSTP operator based on daily operations data → Collection of responses on server system and building database → Analysis of collected database and taking data driven decisions to improve facilities

Features and benefits

- Daily timed reporting initiation at large scale with no manual effort
- Using familiar daily-use apps and minimum effort for reporting
- Send questions to pre-identifies list of operators on fixed time daily
- Respond anytime. Reminders to non-responders.

Glimpse of SaniChatbot for FSTP performance monitoring

Piloted in 30 cities of Maharashtra state of India and scaled up across 417 cities of Maharashtra state

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Citizen IVR feedback

Custom surveys over phone : Assistance in identification citizen perspective towards the basic service and delivery status and identification vulnerable areas
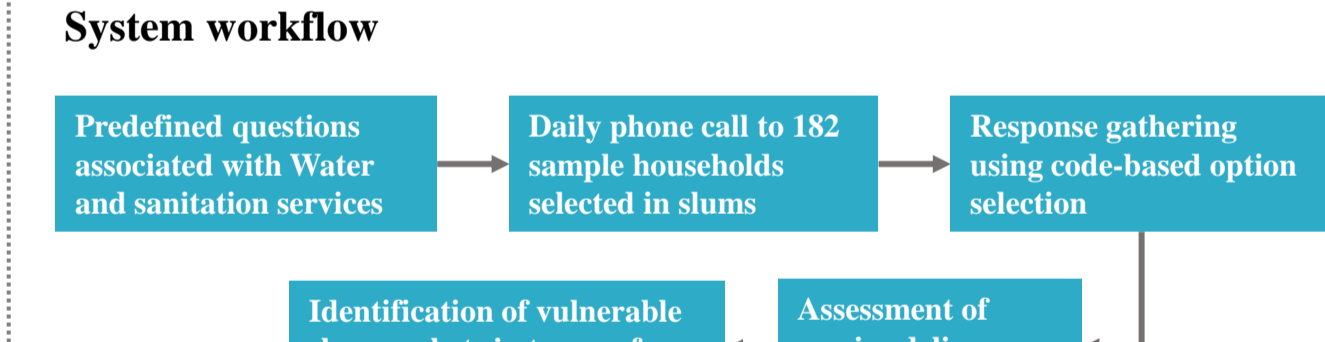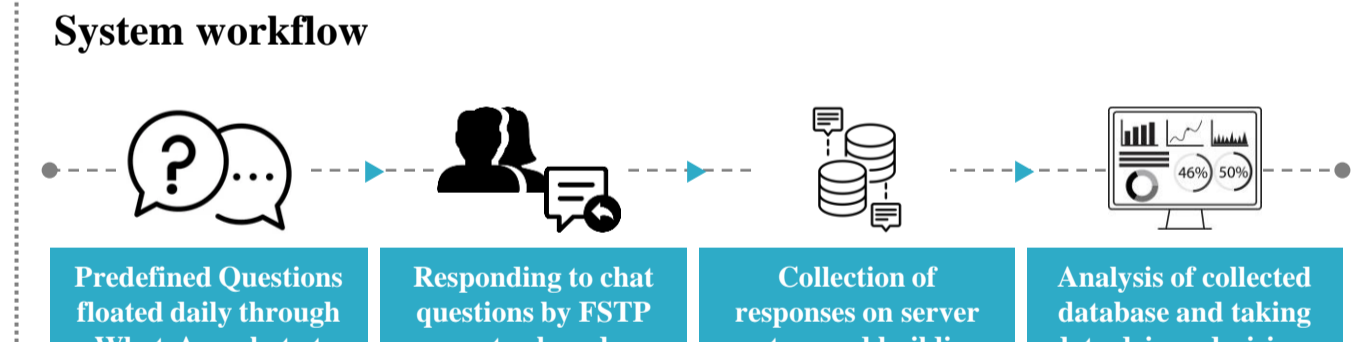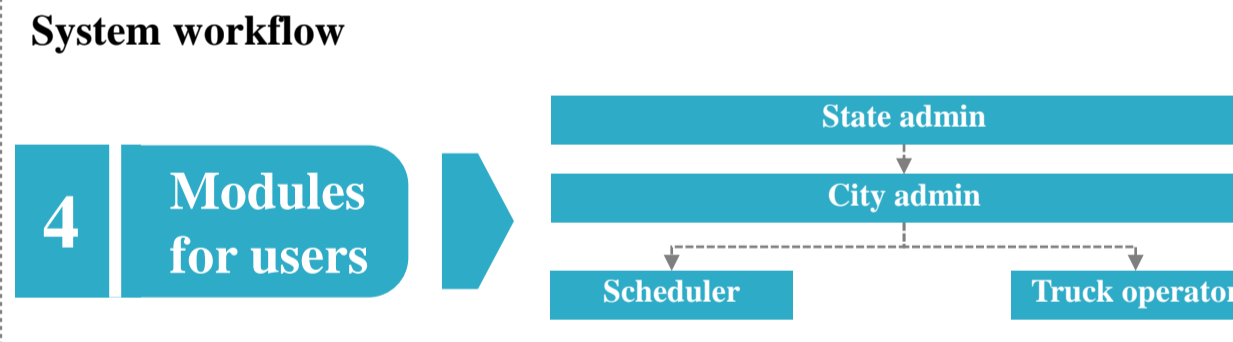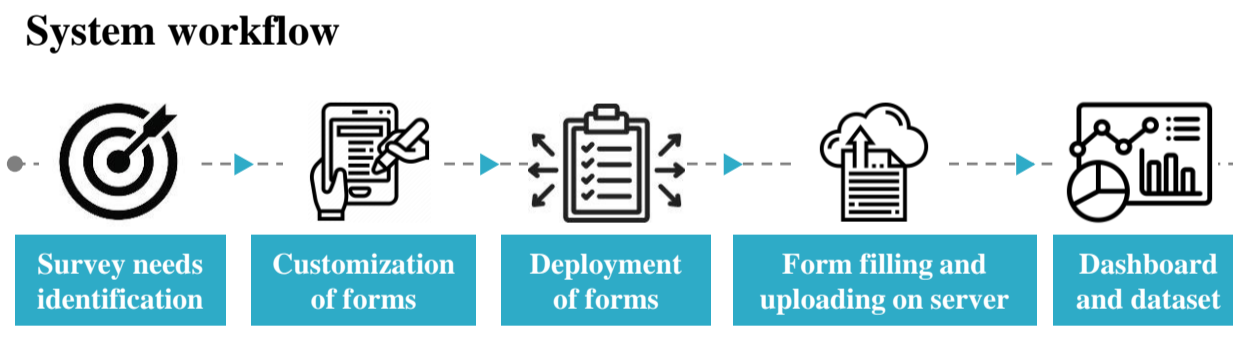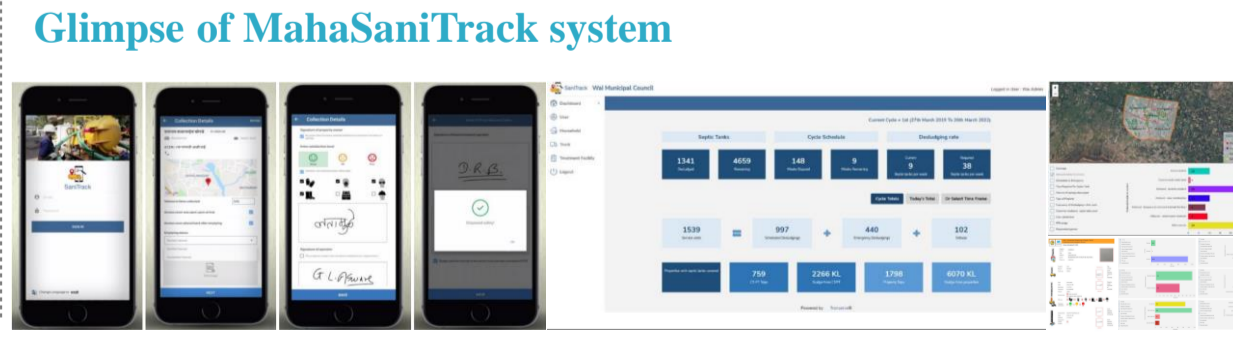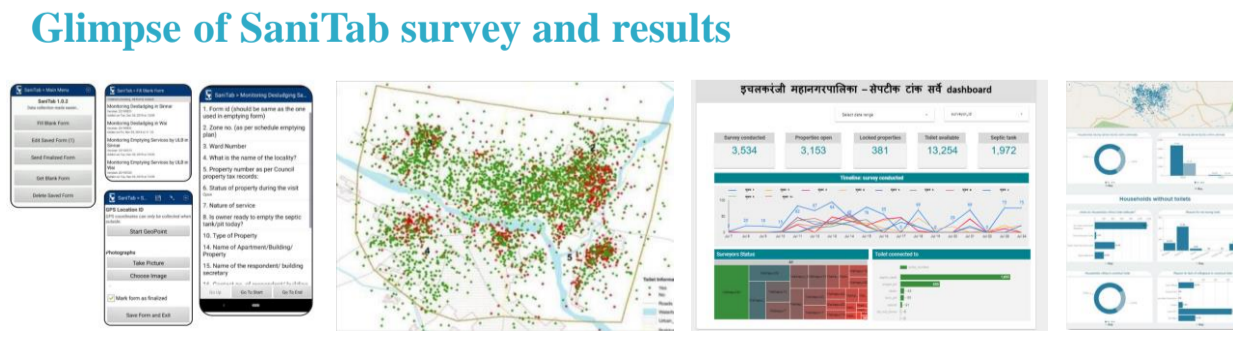
Capturing community feedback for WASH service delivery in 26 slums

System workflow

Predefined questions associated with Water and sanitation services → Daily phone call to 182 sample households selected in slums → Response gathering using code-based option selection → Assessment of service delivery on basis of responses → Identification of vulnerable slum pockets in terms of service delivery

Features and benefits

- Available in various local languages and accessible to vulnerable citizens
- Can capture feedback from non-tech savvy users through simple phone calls
- Automatic response registration and easy to analyze the response
- Questionnaire branching and adaptation as per citizen response

Glimpse of IVR system

Piloted in 26 slums settlement of 2 cities i.e. Satara (18) and Sinnar (8 slums) in Maharashtra state of India

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Over **1 Lakh** responses recorded using the IT enable systems

Provision of safe desludging services for **20,000+ properties**

Ensuring safe disposal of over **70 million liters** of faecal sludge

Building of WASH system database for **20** cities

Please scan for more information