# Presentation from the 2011 World Water Week in Stockholm

**WORLD**
in Stockholm,
August 21–27, 2011
**WATER**
**WEEK**
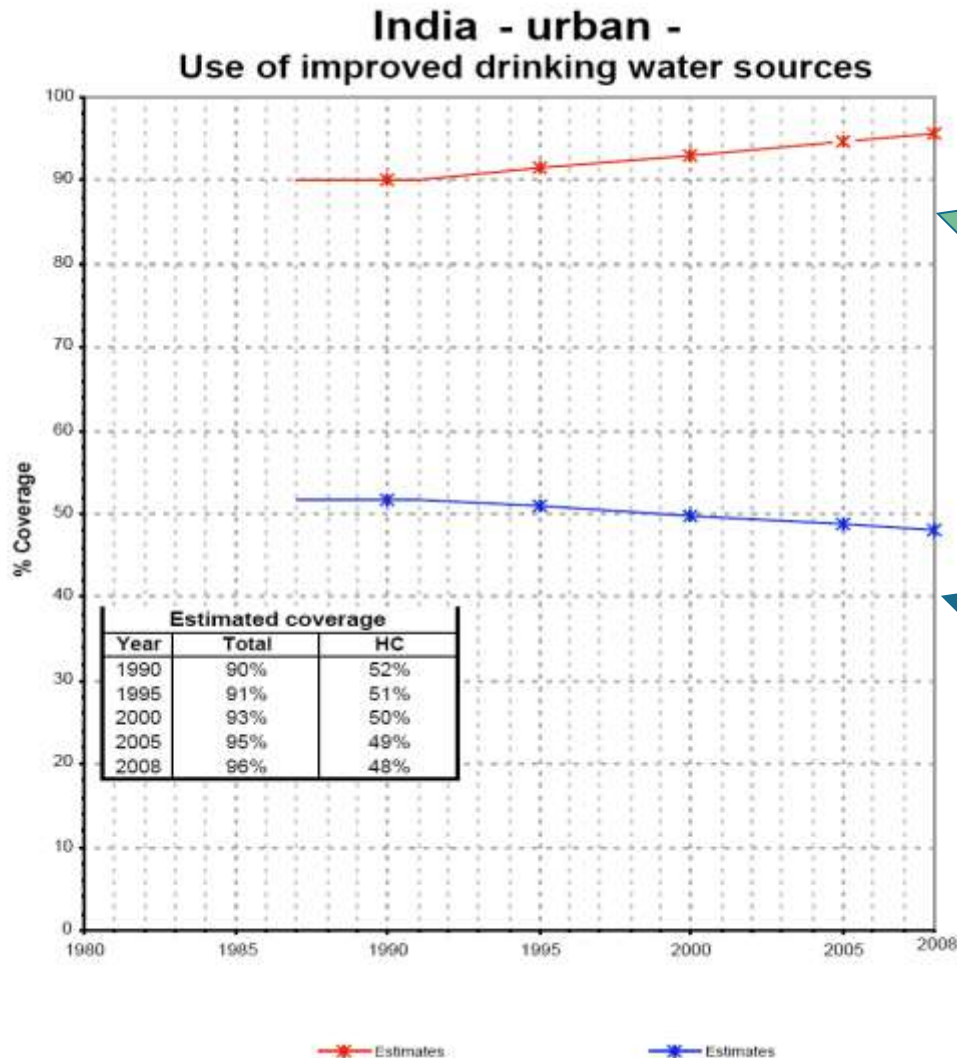
www.worldwaterweek.org

www.siwi.org    SIWI

# Measuring and Improving UWSS for the Poor
# PAS Project, India

**Pro-Poor UWSS Provision**

**Stockholm August 22 2011, CEPT University, India**

# India Water Supply – increased investments, improved basic access, and decline in household level services

India - urban -
Use of improved drinking water sources

Basic access in urban India has reached nearly 95%

Household level water connections in urban India has declined

| Estimated coverage | | |
| --- | --- | --- |
| Year | Total | HC |
| 1990 | 90% | 52% |
| 1995 | 91% | 51% |
| 2000 | 93% | 50% |
| 2005 | 95% | 49% |
| 2008 | 96% | 48% |

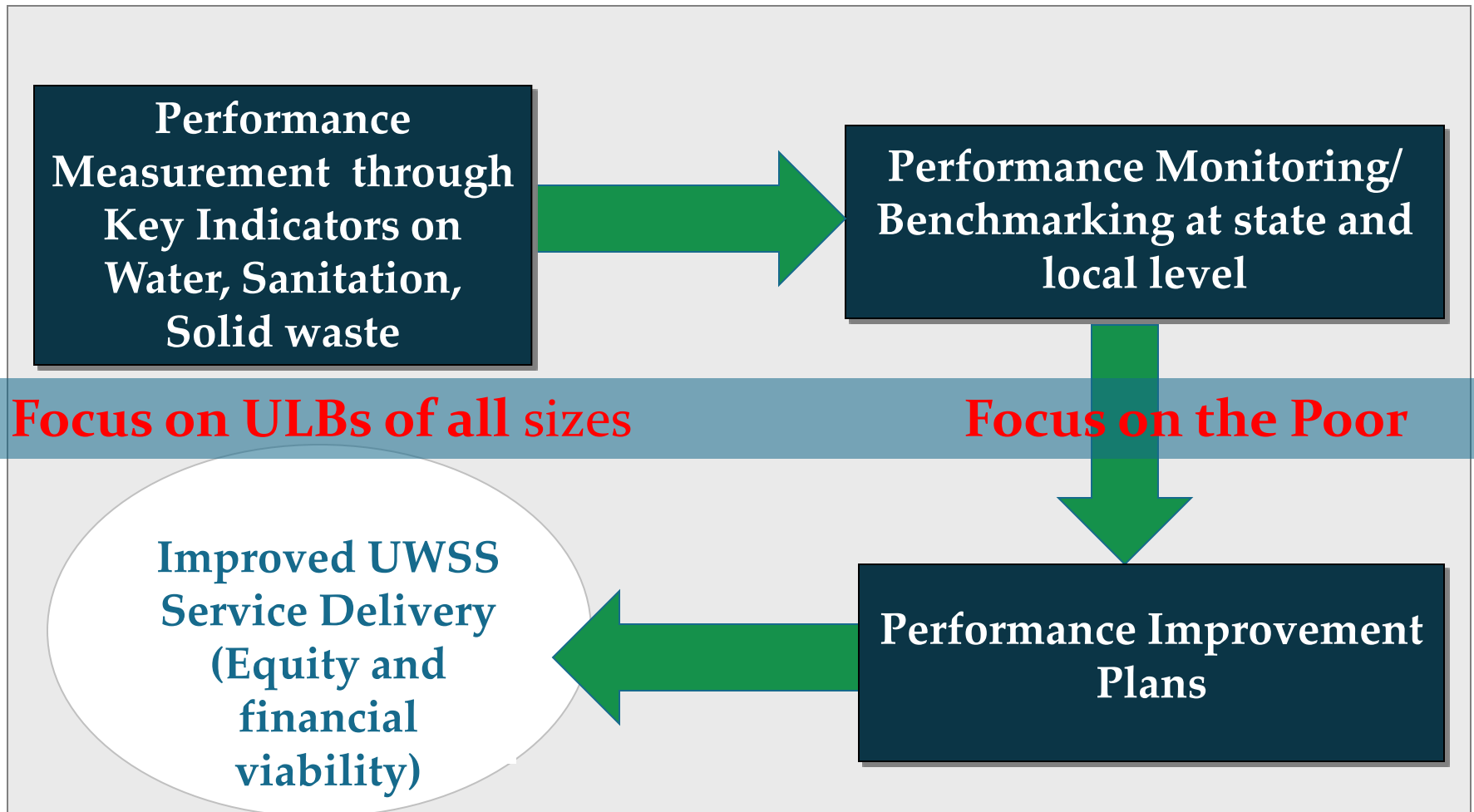# Need for Performance Information in urban water and sanitation

- Aggregate statistics suggest **good coverage** of water and sanitation in urban areas in India

- BUT little is known about the **quality, level and financial sustainability of service**

- Only limited information on **access of urban poor** households to water and sanitation is available

- Lack of WSS information leads to **misallocation of resources**

- Difficult to assess **impact of past investments**

*Resources for WSS is not a major constraint – around USD 10 billion invested in urban WSS over 7 years –Gujarat has allocated over One Billion USD for Sanitation*
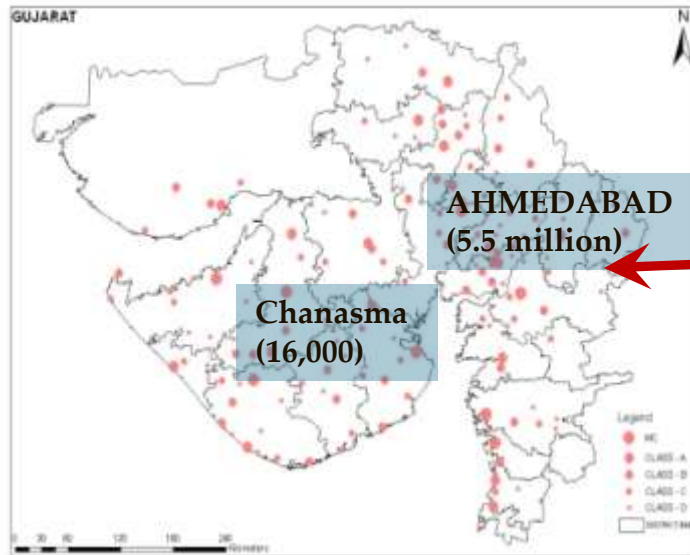
# WHAT IS PAS?

A sustainable statewide performance assessment system for improving access to the poor and un-served, and achieve financial sustainability
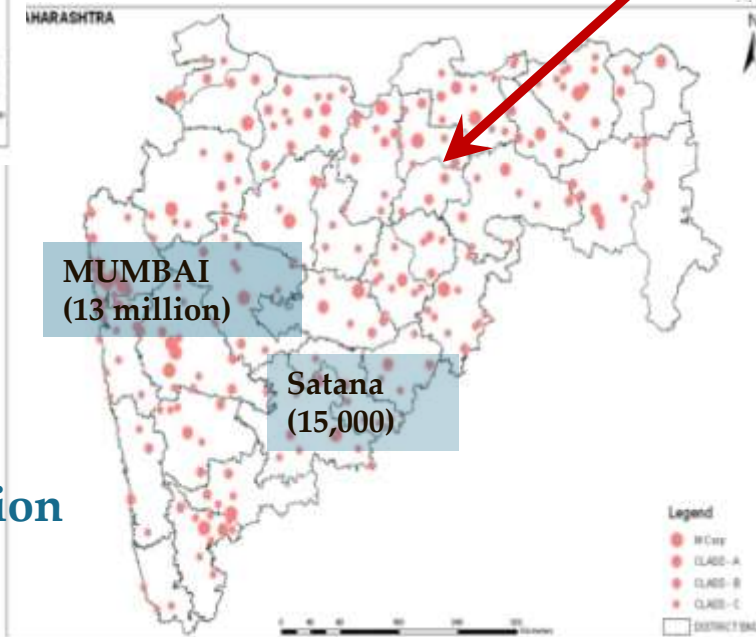
**Performance Measurement through Key Indicators on Water, Sanitation, Solid waste**

→

**Performance Monitoring/ Benchmarking at state and local level**

**Focus on ULBs of all sizes**

**Focus on the Poor**

↓

**Improved UWSS Service Delivery (Equity and financial viability)**

←

**Performance Improvement Plans**

# States and Urban Coverage - PAS Project



**Gujarat State**

**166 Urban Centers**
**Population – 26 million**

AHMEDABAD
(5.5 million)

Chanasma
(16,000)

**Maharashtra State**

**248 Urban Centers**

**Population – 51 million**

MUMBAI
(13 million)

Satana
(15,000)

Source: Projections by the Office of the Registrar General, India, 2001

# Population, Poverty and Slums

| | Gujarat | Maharashtra |
|---|---|---|
| Total Urban Population (million) in 2011 | **25.7** | **50.8** |
| % urban (2011) | 42.5 | 45.2 |
| Rate of growth of urban population % ( 2001-2011) | 35.8% | 23.8% |
| % of urban population below poverty line (2000) | 15.6% | 25.8% |
| Total Slum Population (million) in 2001 | 3.4 | 10.7 |
| % of urban population in 'slum settlements' (2001) | **18.1%** | **26.0%** |

Source: Population: Census of India 2001, 2011; Poverty:  Planning Commission, GOI, 2007; Slums: NBO  2010.

**8** Performance Measurement

# Adding Equity Indicators in Benchmarking

| Water: Typical Key Performance Indicators |
| --- |
| |
| **Access and Coverage** |
| Coverage of individual water supply connections (%) |
| **Service level and Quality** |
| Per capita supply of water (lpcd) |
| Continuity of water supply (hrs per day) |
| Quality of water supplied (%) |
| **Financial  Sustainability** |
| Cost recovery (O&M) in water supply service |
| **Efficiency in Service Operations** |
| Extent of NRW (%) |
| Efficiency in redressal of customer complaint |
| Functional metering of water connections (%) |
| **Equity in Service Delivery** |
| ????? |

Equity indicators are not included

Sanitation – non-sewered cities which are a majority in developing countries are excluded

# Framework for Equity Assessment

Enabling environment

Local preparedness

Service delivery
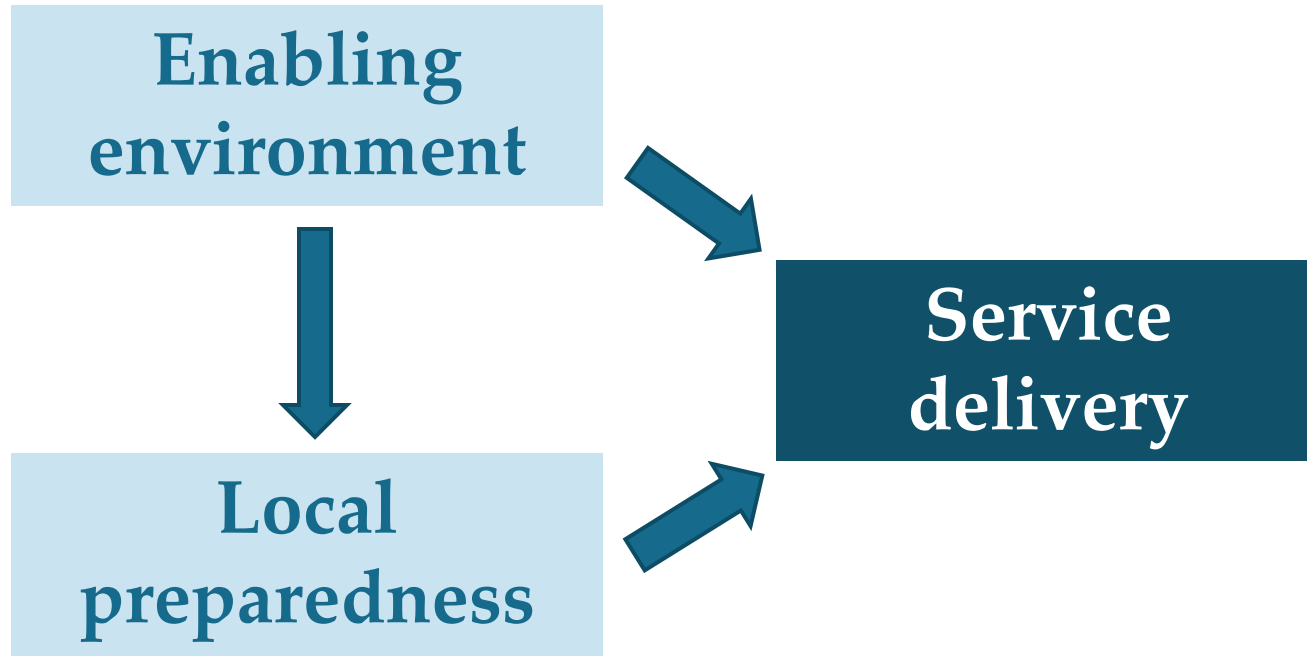
# Framework for Equity Assessment

| Theme | Key Parameters |
|---|---|
| **Enabling Environment** | Presence of a positive policy to provide services to the poor |
| | Affordable Tariffs for access to services, options to pay in installments |
| | Efforts to include 'non-notified' slums |
| | Inclusion of slums houses under property tax |
| | Special national/ state schemes for services in slums |
| **Local Preparedness** | Extent of funding (%) in local budgets for the poor and in slum areas |
| | Efforts made to improve/ simplify connections in slum settlements |
| | Presence of internal network (water supply, drainage) in slum settlements to facilitate ease and affordability in access |
| **Service Delivery** | Access to basic services for water and sanitation in slum areas (JMP definition), extent of open defecation |
| | Access to on-premise facilities for water (municipal connection) and sanitation (toilet, sewerage connection, door-to-door SWM) |
| | Quality of service delivery (quantity of water, pressure, timing, etc.) |
| | Complaint redressal for the poor |

# Data Collection Tools – excel/ online

**Annual Cycle over 5 years**
**Collection, verification, analysis,**
**two-way flow of information**

# Performance Monitoring

13

# Performance Monitoring



**Gujarat and Maharashtra state wide PAS web portal for performance monitoring**

❑**Web portal set up**
❑**Differential access by user category**
❑**Includes:**
   ✓**Tools for measurement**
   ✓**Monitoring results at state and local level**
   ✓**Tools for improvement**
   ✓**Good practices for improvement**

**pas.org.in**

# From Data to Monitoring

| RAW Data with ULB | Performance Questionnaire | City UWSS Profile | State UWSS Profile |
|---|---|---|---|

**Stepping Stone to PERFORMANCE IMPROVEMENT PLANNING**

## Comparison of household level water services –



| | |
|---|---|
| IBnet(Developed Nations) | 99% |
| WSP (10) | 83% |
| IBnet (Developing nations) | 81% |
| ADB (20) | 81% |
| Gujarat MC | 71% |
| PAS Gujarat | 68% |
| Gujarat Municipalities | 68% |
| Maharashtra MC | 63% |
| SLB Pilot Cities (28) | 63% |
| Gujarat Slums | 53% |
| JNNURM (63) | 53% |
| PAS Maharashtra | 52% |
| Maharashtra Municipalities | 51% |
| Maharashtra Slums | 24% |

**Gujarat - Slums**
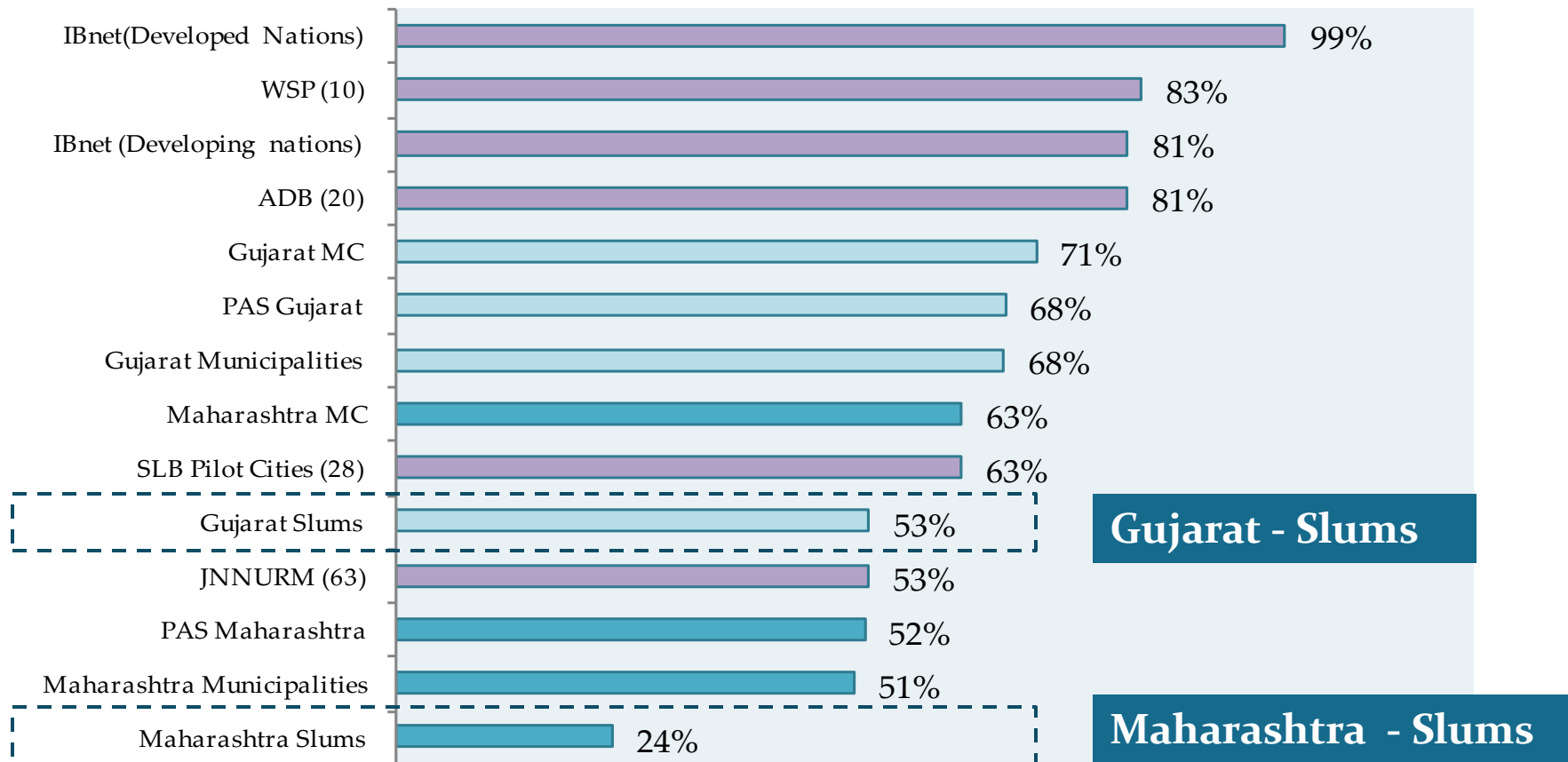
**Maharashtra  - Slums**

# Performance Improvement

# Benchmarking for What ?

**GOALS** for Service Delivery → **REFORMS** In service Delivery & Efficiency → Taking **LOCAL** Action

Indicator **METRICS** → Plans for **PERFORMANCE IMPROVEMENT**
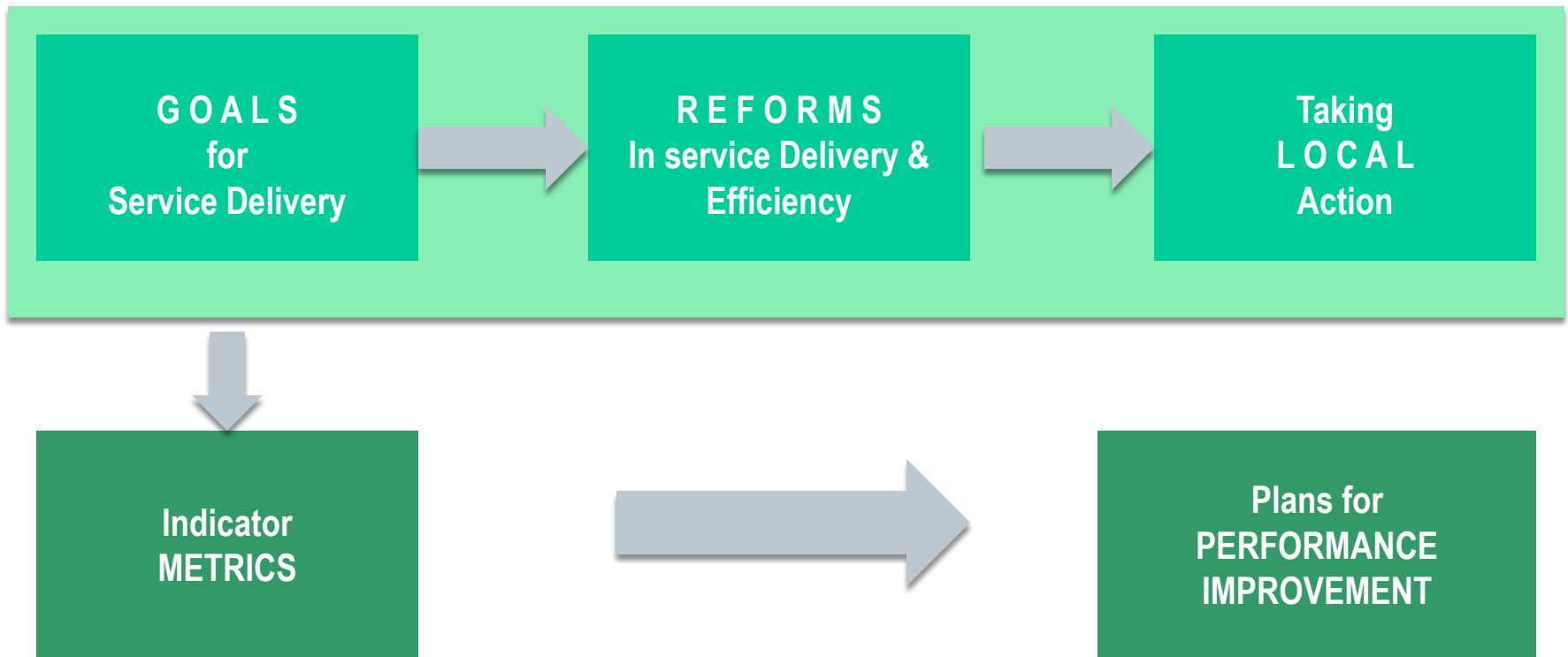
**RESULTS ARE NOT USED**

**UNLESS THEY TRANSLATE IN TO SOME IMPROVEMENTS**

18

# Municipal Councils in Maharashtra

| City | Population (2011) |
|------|-------------------|
| Ambernath | 2,67,834 |
| Beed | 1,86,444 |
| Barshi | 1,18,475 |
| Chandrapur | 3,56,000 |
| Latur | 4,90,261 |
| Panvel | 1,80,000 |
| Parbhani | 3,07,000 |
| Jalna | 2,85,349 |
| Wardha | 1,06,439 |
| Achalpur | 1,12,293 |
| Satara | 1,20,079 |
| Ichalkarnaji | 3,30,474 |
| Gondia | 1,32,889 |
| Bhusawal | 1,87,750 |
| Yavatmal | 1,16,714 |

**15 cities - total population of about 3.5 million**
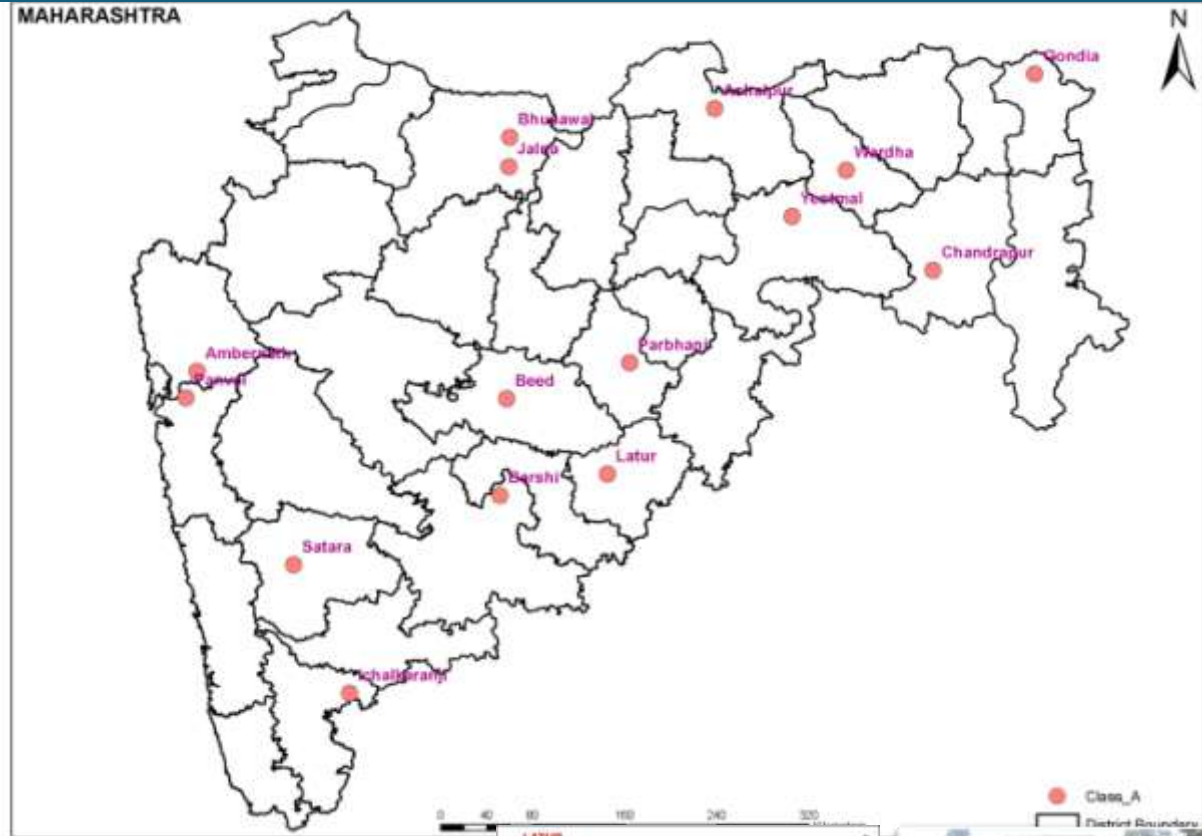
# Consultations and Diagnostic Studies

With President/ Elected members

With Chief Officers



With ULB Officials

With communities in slums

With Private Contractors

# Detailed Studies in Slum Settlements



| No of Community Toilets | 21 |
|---|---|
| Working condition | 9 |
| Total no of seats | 303 |
| Total no of functional seats | 125 |

**Map legend:**
- SLUMS WITHOUT
- SLUMS WITH CT
- WORKING CT
- NON WORKING CT

PIP – Achalpur

# PIP Toolkit for Decision Making

✓ enables the utility **to benchmark itself with its peer group** and universal norms

✓ comprehensive list of **actions and improvement measures**

✓ distinction between **'low-cost no-cost' and capital intensive** interventions

✓ **impact of actions** on service delivery, revenues, costs, and financing
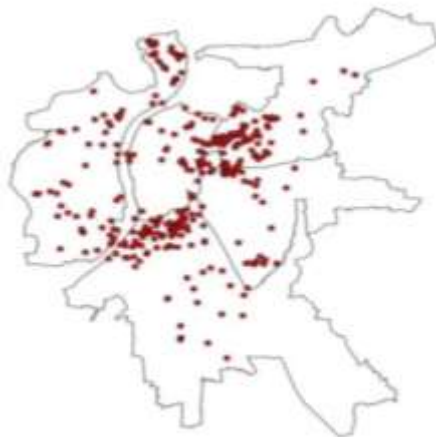
✓ enables an **assessment of financial sustainability**
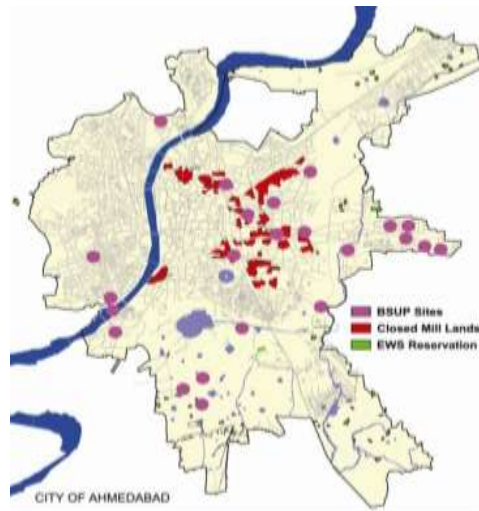
# GIS based Slum Information System Tools for Decision Making

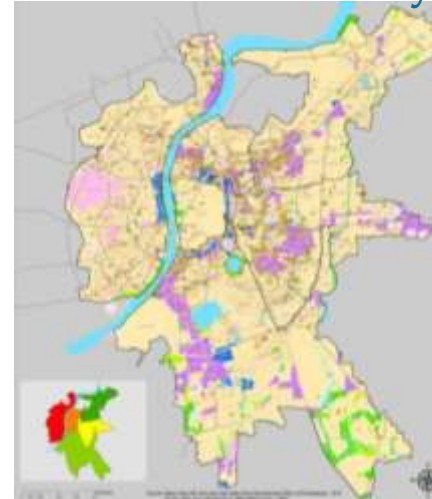➤ **Helps in policy decisions and effective planning; ranging from a single slum settlement to the entire city.**
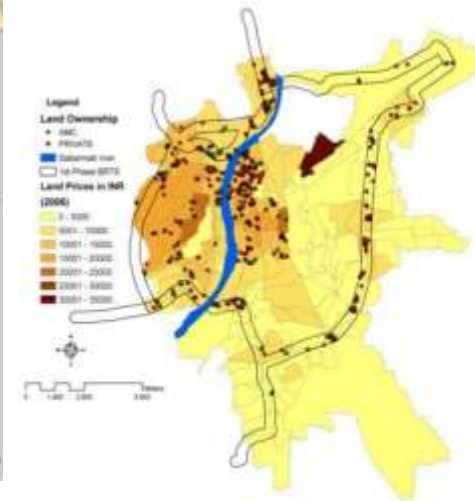
**Identification of slums that need to be relocated**

**Land bank Identification**

**Location of slums w.r.t. land use of city**

**Slum pockets located on High land price**



➤ **Identify the slums under different various slum redevelopment model**
➤ **Decision making in Infrastructure Planning and implementation**
➤ **Allows the inter-departmental linkages and regular updating of slum database**

# National /Global Links

- **Including equity /dev country context in Benchmarking**
  - Working with IWA to set up a special group for developing country PIs
  - Sharing approach /methods for equity with JMP Urban Task Force
  - Partnership with UNESCO-IHE PROBE Project
- Contribution to and alignment with the **Government of India's Service level Benchmarking (SLB) Initiative**

# Summing Up

- Benchmarking at scale and coverage – **all cities (400+) ranging from very small (25,000) to very large (15 million+)**

- Benchmarking not as a one-off report but as a **mainstreamed continuous annual cycle**

- Explicit **inclusion of equity, sanitation (rather than only sewerage)**

- Linking **measurement to improvement** with simple **support tools** and consultative processes

- Ensuring **local ownership**

# Thank You

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