



SLB CONNECT

Using ICT's to track how citizens experience
service delivery

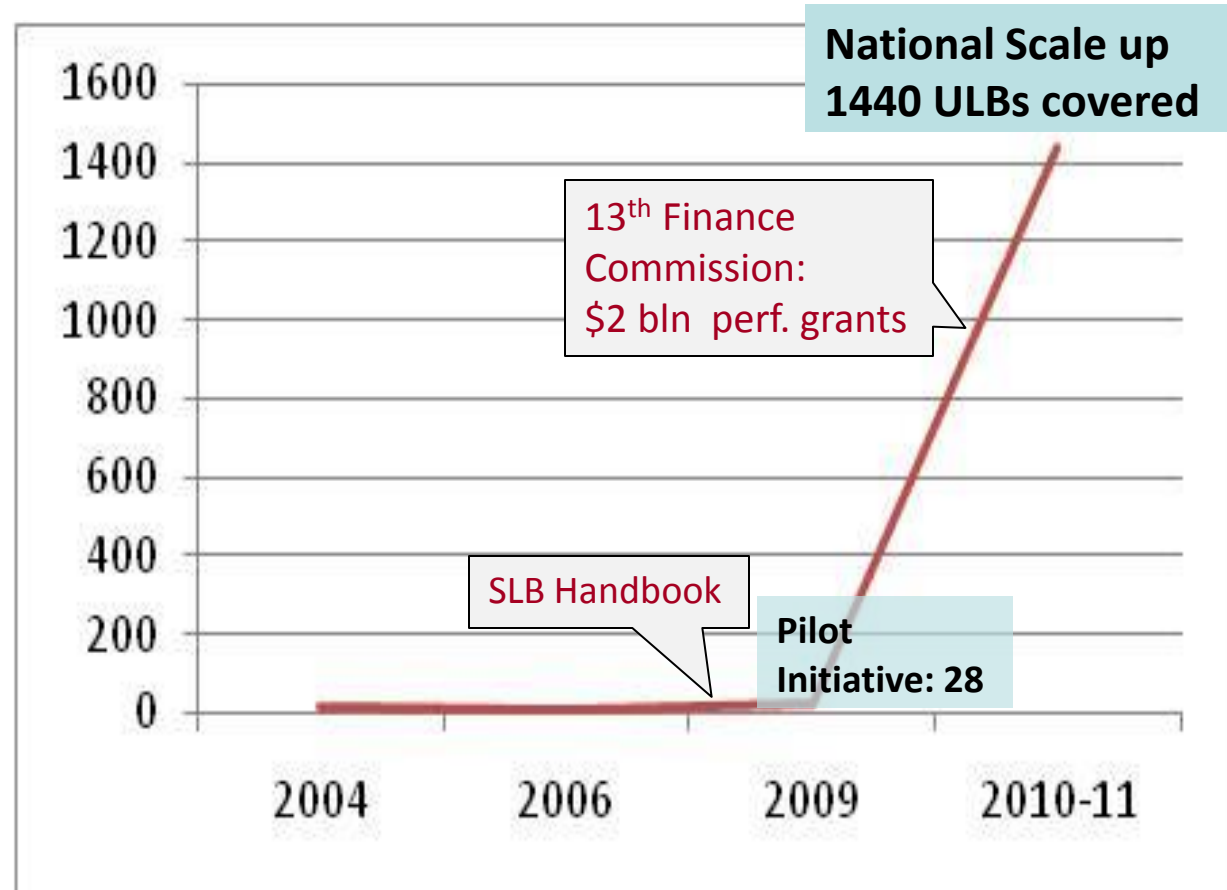
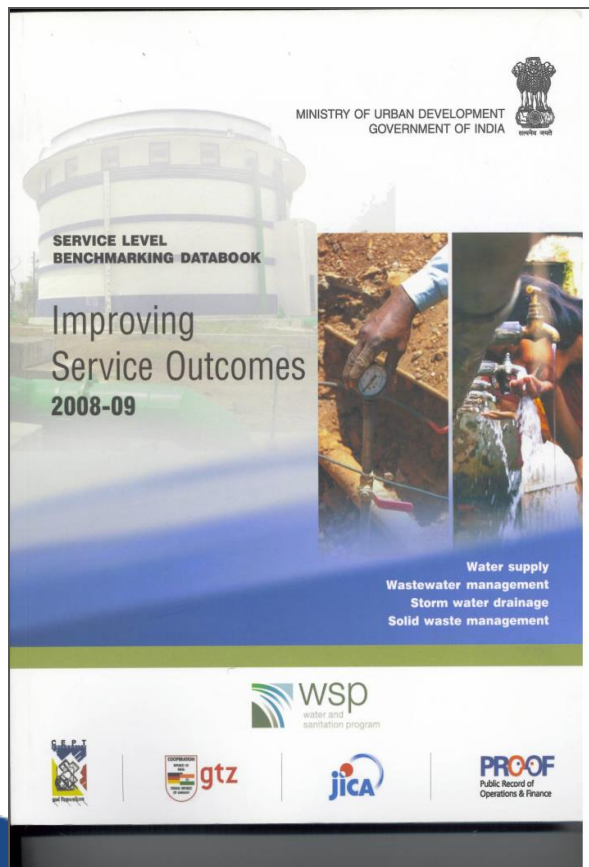
Vandana Bhatnagar

Water & Sanitation Program

November, 2013

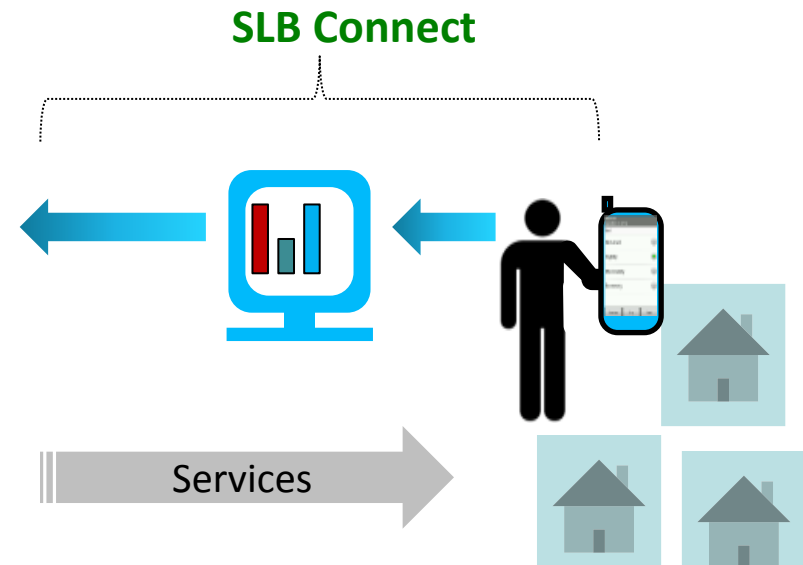
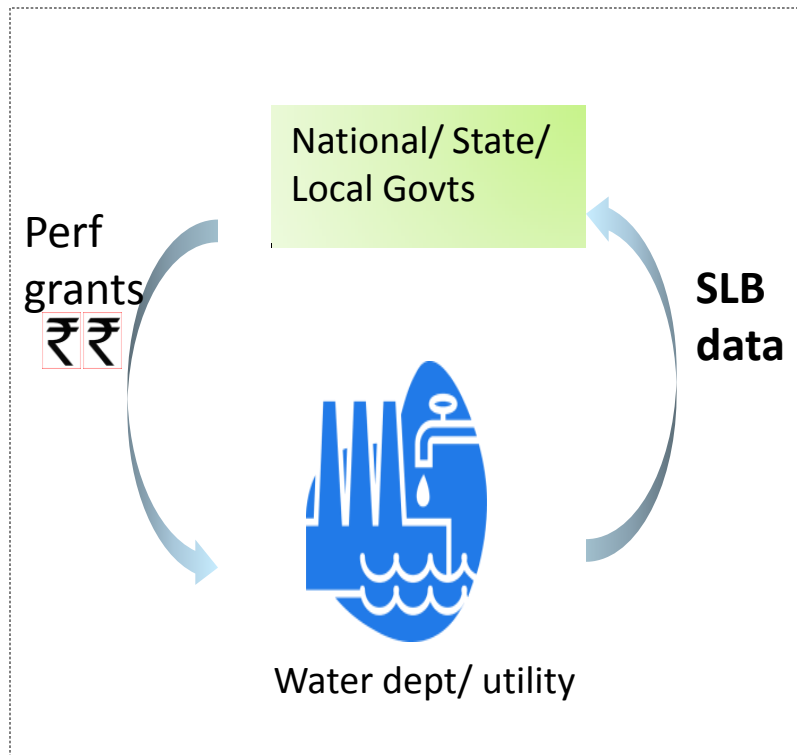
Service Level Benchmarks (SLBs)

- Initiative of the Ministry of Urban Development (Govt of India)
- Monitoring performance to strengthen focus on service delivery
- Included in 13th Finance Commission as performance grant condition
- Over 1400 municipalities reported performance on SLB indicators



SLB-CONNECT

Using ICTs to track service delivery from the citizen's perspective
– "service experience"



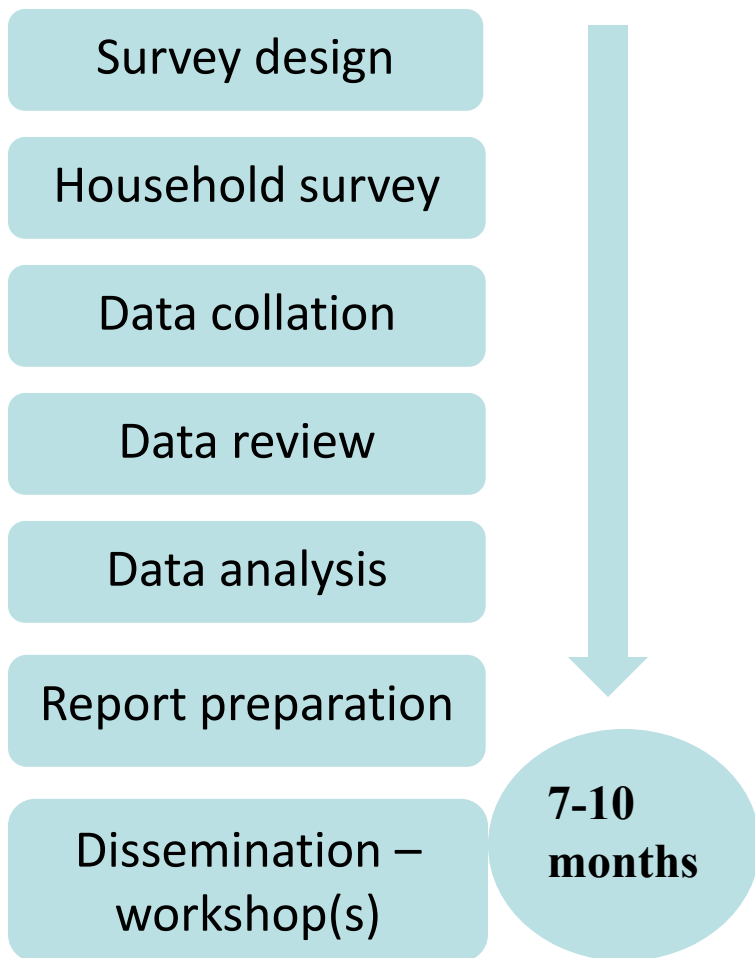
OBJECTIVES

- Better tracking of service outcomes
- Reality check for reported SLB data
- Granular (intra-city) information
- Inputs for planning

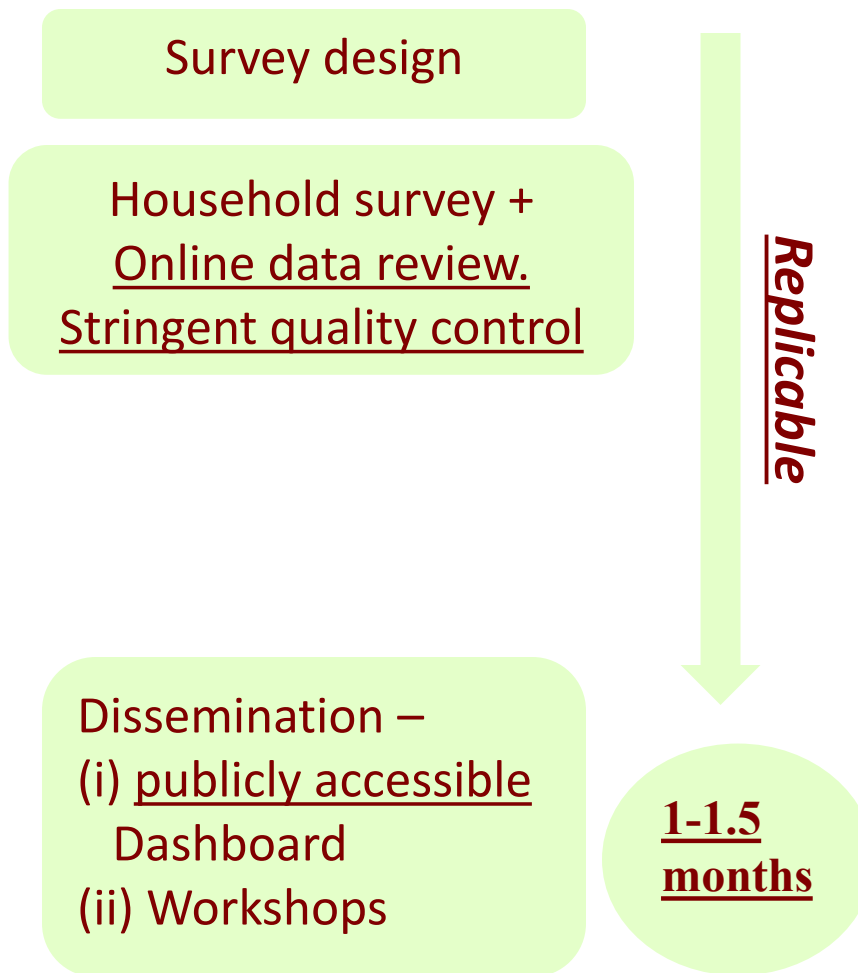
Basis for Citizen Engagement

Why ICTs? Streamlining Citizen feedback!

Current process



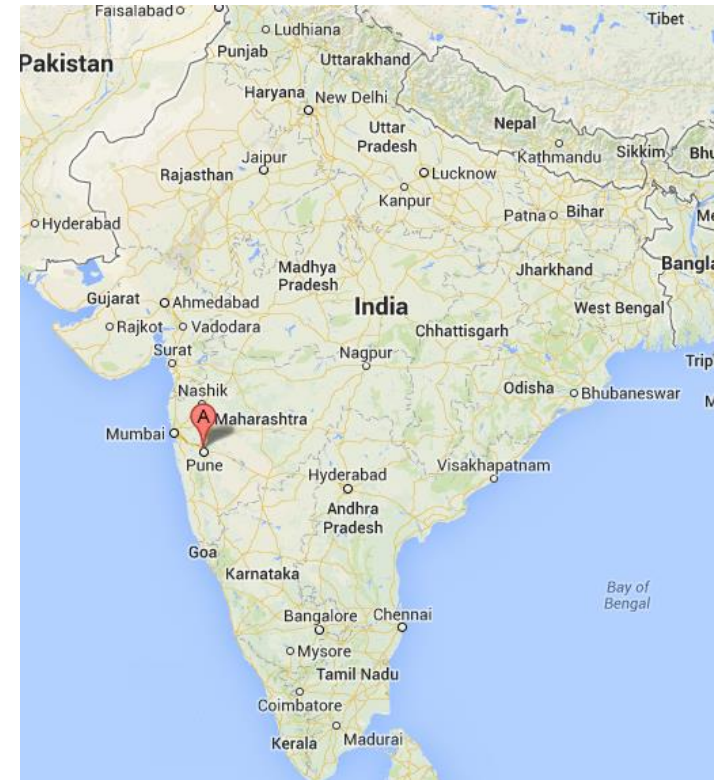
SLB Connect



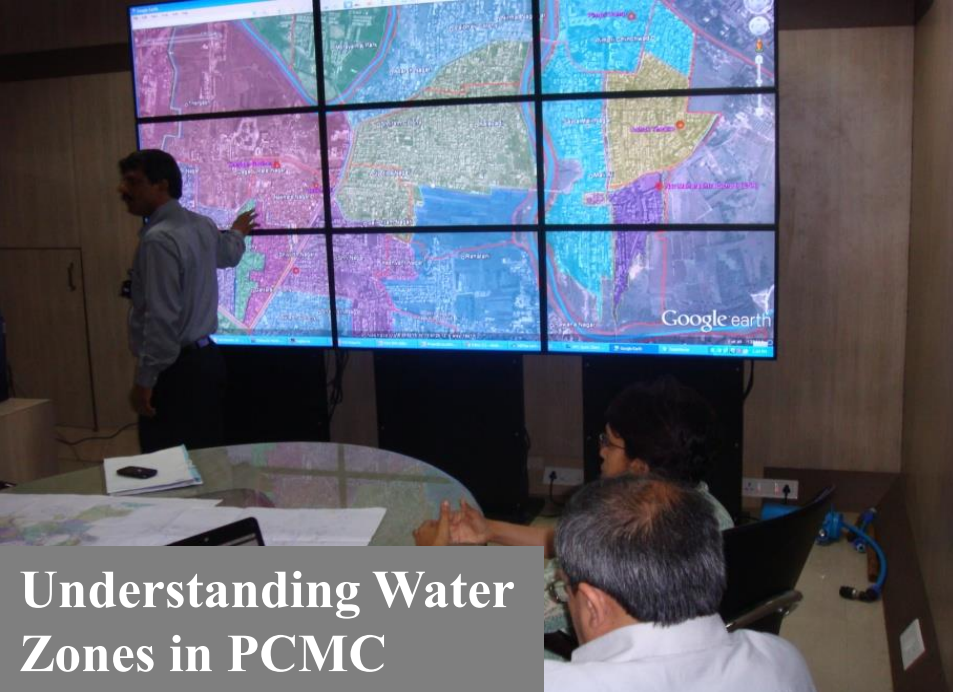
Leverage reach of mobiles to widen citizen engagement (870 million subscribers)

SLB CONNECT in Pimpri Chinchwad

1. **Mobile-to-web ICT solution** developed for collection and analysis of citizen feedback.
2. Implemented ICT solution through **survey of 5200 households** based on scientific survey techniques (Oct-Nov'12)
3. Model being developed for **repeat SLB-Connect** surveys at regular intervals
4. **Dissemination** and scale up underway



**Pimpri Chinchwad
Municipal Corpn (PCMC):**
1.7 million population. 8% in
slum areas. 47 water zones.



Understanding Water Zones in PCMC



Field visit before commencing the project

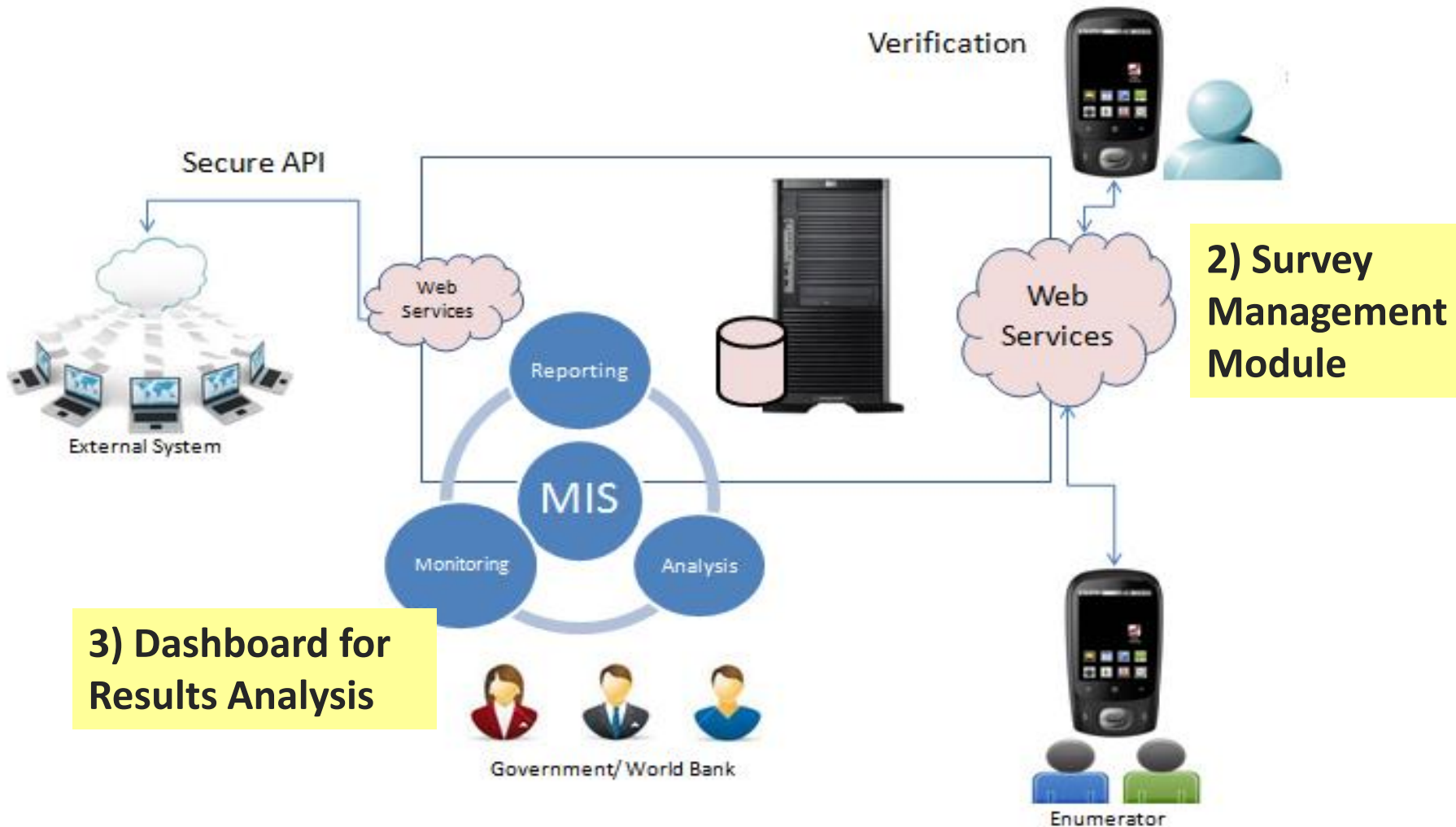


Solution Scoping Discussion with water department in PCMC

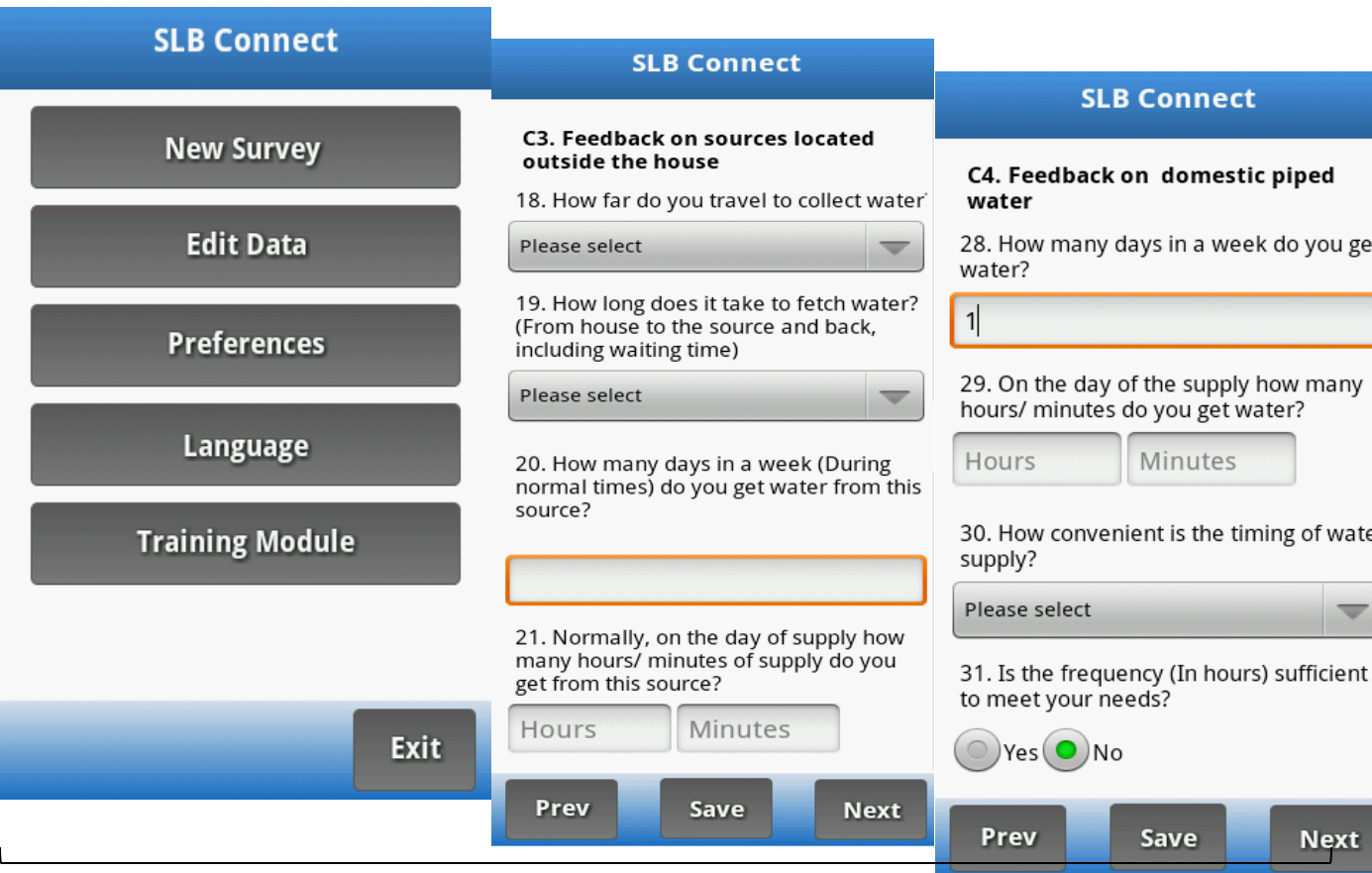


Enumerator Training

Solution Architecture

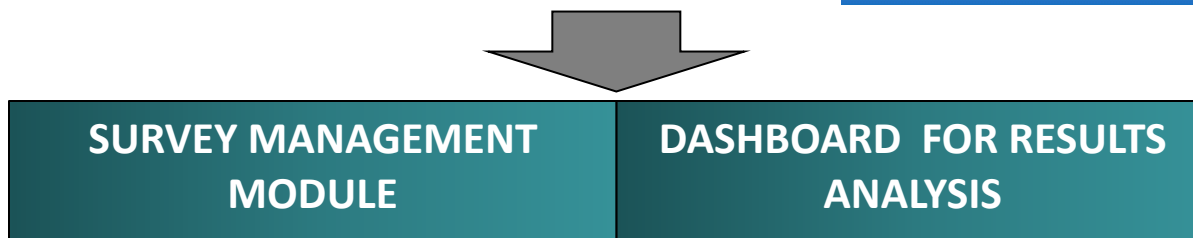


1) Mobile App for Survey



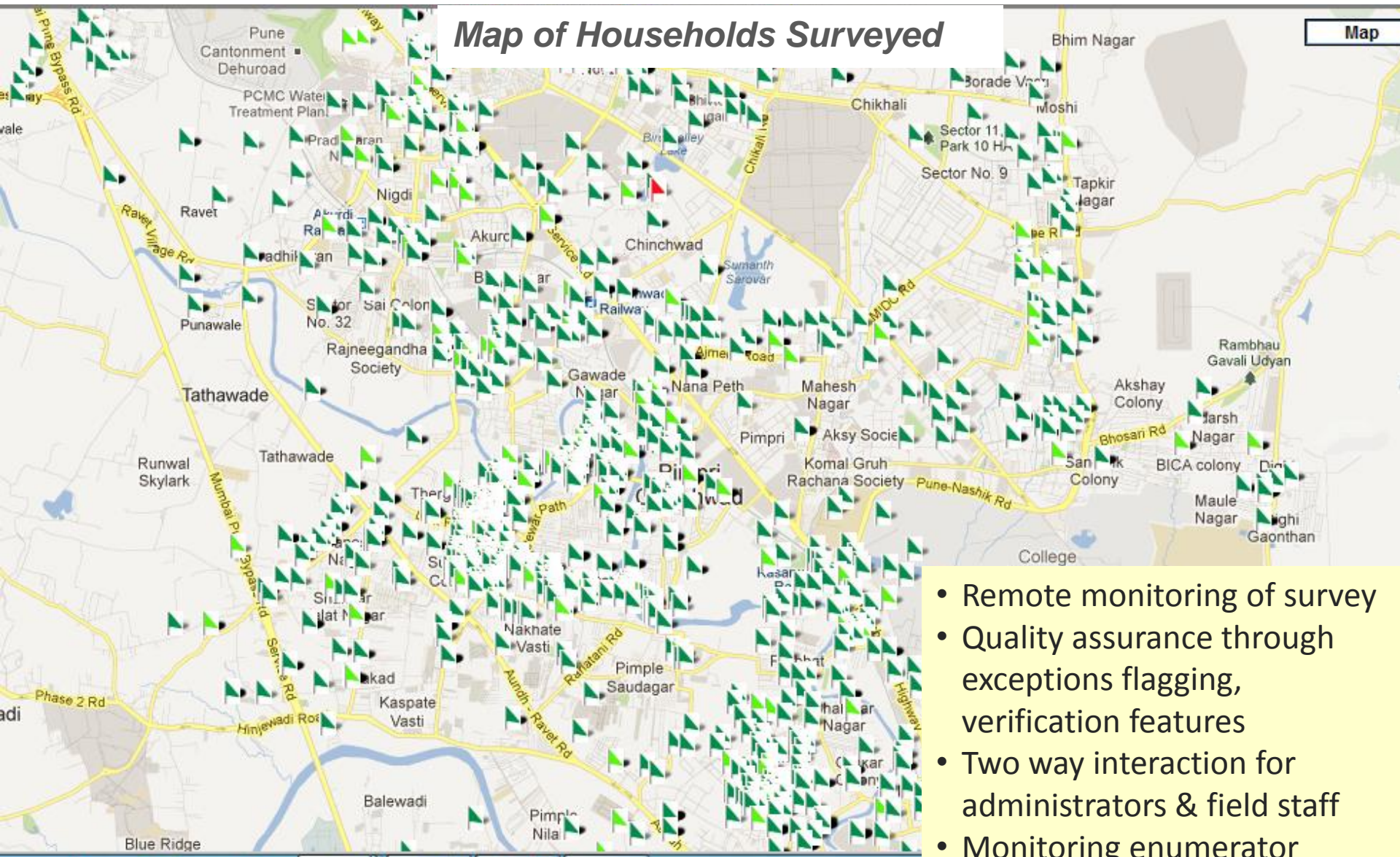
The screenshots show the SLB Connect mobile app interface. The first screenshot shows the main menu with options: New Survey, Edit Data, Preferences, Language, Training Module, and Exit. The second screenshot shows a survey question: 'C3. Feedback on sources located outside the house' with questions 18, 19, and 20. Question 18 asks 'How far do you travel to collect water?' with a dropdown menu. Question 19 asks 'How long does it take to fetch water?' with a dropdown menu. Question 20 asks 'How many days in a week (During normal times) do you get water from this source?' with a text input field. The third screenshot shows a survey question: 'C4. Feedback on domestic piped water' with questions 28, 29, 30, and 31. Question 28 asks 'How many days in a week do you get water?' with a text input field. Question 29 asks 'On the day of the supply how many hours/ minutes do you get water?' with 'Hours' and 'Minutes' input fields. Question 30 asks 'How convenient is the timing of water supply?' with a dropdown menu. Question 31 asks 'Is the frequency (In hours) sufficient to meet your needs?' with 'Yes' and 'No' radio buttons. Each screenshot has a 'Prev', 'Save', and 'Next' button at the bottom.

- Data submitted on **real-time** basis
- Greater accuracy through **geo tagging** and **time stamping**
- Open source platform (Android)
- Multi-lingual interface (e.g. Marathi)
- Built-in consistency checks
- Data capture capabilities in text, images, video



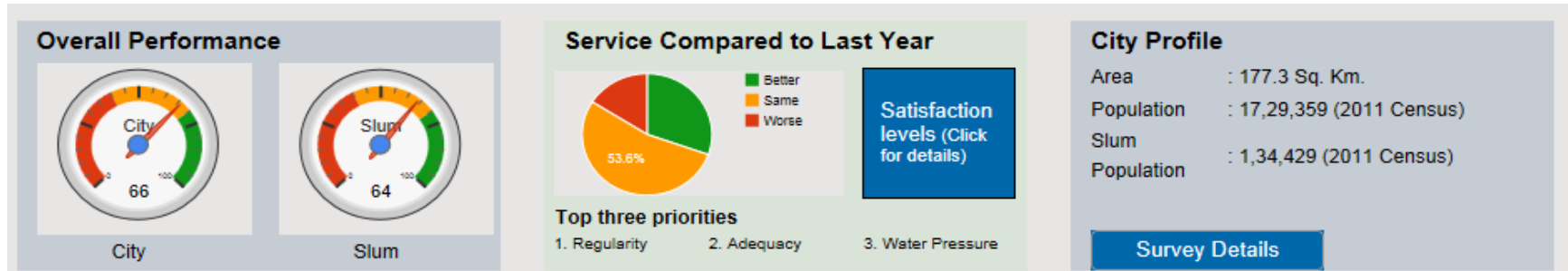
2) Survey Management Module – Features

Map of Households Surveyed



- Remote monitoring of survey
- Quality assurance through exceptions flagging, verification features
- Two way interaction for administrators & field staff
- Monitoring enumerator performance

3) Dashboard – Snapshot



SLBConnect pilot initiative launched in July 2012

Su

Find Score in my Area

Filter Category

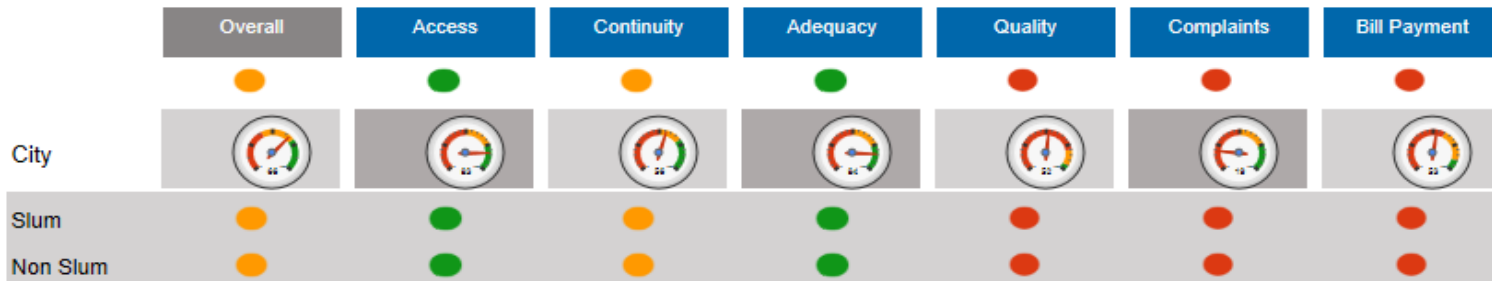
Slum / Non Slum

Source of Supply

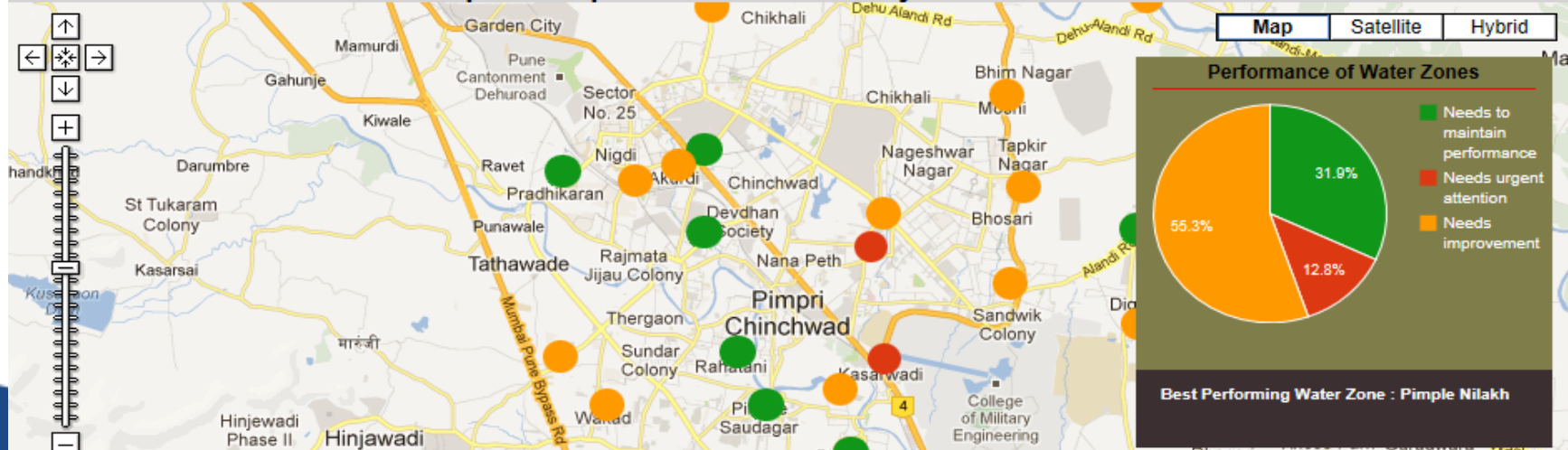
Location

Admin Zone

Water Zone



Spatial Representation of Survey Results



Dashboard – Detailed analytics



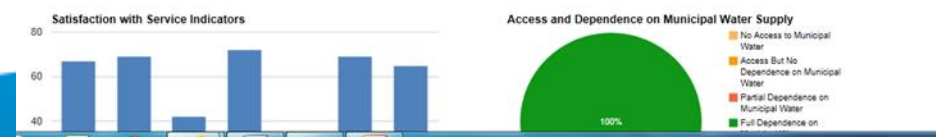
- Objective and subjective assessments by users. Not an opinion poll.
- Comparison across user categories (slum vs non-slum) and spatial zones
- Scoring system - service gaps (actual vs norms)

Zonal/ Ward level Scorecard

- Maximum details in 2 clicks
- BI Analytics with colour codes for ease of use & prioritisation
- Grid/ map views
- Pop ups for explanations
- Built in features for scale up and replication



Detailed Analysis



Performance areas

WATER SUPPLY

Access to water

Continuity

Adequacy

Water quality

Complaint redressal

Ease of bill payment

SANITATION

Access to Toilets

- Type; Quality of access; Expenditure

Toilet usage

- Usage patterns by households

Access to sewerage network

- Whether or not available; Reasons for not connecting

[Alternate Disposal systems]

Satisfaction levels

Willingness to provide feedback

Mobile number

Indicators for tracking performance

- PIMPRI CHINCHWAD

		SLB Connect	SLB
<u>Access</u>	% HHs with individual/ shared connections [SLB: - do -]	83% (77%)	78%
<u>Continuity</u>	Duration of supply [SLB: - do -]	3 hrs/ 7 days	6 hrs/ 7 days
<u>Adequacy</u>	% of HHs reporting adequate supply [SLB: Quantity of water supplied per capita]	84%	170 lpcd
<u>Quality</u>	% of HHs reporting no incidence of dirty water supply in last 3 months [SLB: % of water samples meeting standards]	52%	99%
<u>Complaints</u>	% of HHs lodging complaints, rptng resolution in 1 day [SLB: % of complaints resolved in 1 day]	19%	60%
<u>Bill payments</u>	% of HHs reporting regular receipt of bills, and finding location, timing of bill payment to be convenient [SLB: Revenues collected as a % of revenues billed]	53%	42%
<u>Metering</u>	% of HHs reporting functional meters [SLB: - do -]	78%	73%

City level Stakeholders Workshop (March'13)



World Bank survey shows flaws in PCMC water supply system

Siddharth Gallowad, TNN Mar 22, 2013, 05:34AM IST

Tags: World Bank | Pimpri Chinchwad Municipal Corporation | Municipal commissioner

PUNE: A survey conducted by World Bank under its water and sanitation programme PimpriChinchwad Municipal Corporation has revealed that 53% of the residents surveyed were not satisfied with the timings and duration of water supply.

A total of 5,208 houses surveyed in the study revealed that only

Pimpri-Chinchwad civic body doing well on water supply front

Published: Wednesday, Mar 20, 2013, 5:55 IST

By Archana Dahiwal | Place: Pimpri-Chinchwad | Agency: DNA

[Arva Samaj Mandir](#)

The Pimpri-Chinchwad
Municipal Corporation



‘मिनरल’चा दर परवडतो; मग पालिकेचा न आयुक्त डॉ. श्रीकर परदेशी यांचा सवाल; पाण्याचे महत्त्व वेळीच ओळख

पिंपरी, ता. १९ : मोबाईलवरील संपादनसाठी प्रतिसंदर्भ या दाने महिन्याला हजार रुपयांचे मोबाईल बिल भरता, बाटलीबंद पाण्यासाठी एक लिटरला पंधरा रुपये मोखत; मा महपालिकेपारंत पाण्यासाठी आकारण्यात येणारा एक हजार लिटरला अर्डीन रुपये दर का परवडत नाही? असा सवाल महपालिका आयुक्त डॉ. श्रीकर परदेशी यांनी संपादनातून काढला आहे.



पुनर्वर्णन करणारी वेळ आली आहे.

वैक यांच्या संयुक्त विद्यमाने शहरातील पाणीपुरवठ्याच्या दर्जासंदर्भात नुकतेच सर्वेक्षण करण्यात आले. त्याची नगरिकांना माहिती देण्यासाठी आणि महपालिकेच्या विविध सेवांमध्ये नगरिकांचा थेट सहभाग असून, यासाठी आयोजित करण्यात आलेले ते बोलत होते.

या वेळी जागतिक वैकच्या प्रतिनिधी वंदना भटनगर, विकास कानुंगी, राष्ट्रपती पुरस्कार विजेते व एसएमएस वन सेवेचे रवी धोटे, उपमहापौर राजू मिसाळ, नगरसेविका सुलभा उबाळे, मंगेश खडकर, प्रभारी शहर अभियंता एम. टी. कांबळे,

डॉ. श्रीकर परदेशी, आयुक्त

‘संपूर्ण महाराष्ट्र भौषण दुष्काळाला सामोरा जात आहे. २०१३ हे वर्ष पाण्यासाठी आठवणीत राहील, अशी

मात्र, शहराची वाढती लोकसंख्या लक्षात घेऊन पिण्याच्या पाण्याबाबत आतापासूनच योग्य उपयोजनेला करणे गरजेचे आहे. अन्यथा, राण्याच्या अन्य भागातील दुष्काळाची परिस्थिती पिंपरी-चिंचवडमध्येही उदरग्न शकते. ती वेळ येऊ नये म्हणून प्रत्येक नागरिकाने पाण्याची वचत करण्याची गरज आहे.”

ते म्हणाले, ‘केड सरकारने जेएनएसआरएमअंतर्गत विविध प्रकल्पांना निधी देताना या प्रकल्पांच्या गुणवत्तेचे निक्कही ठरविले होते. त्यामागे संबंधित प्रकल्पांमुळे नागरिकांना चांगली सेवा मिळते की

Related links

- Lack of money, knowledge led to 3 million by deaths, say doctors

PCMC - Taking SLB Connect forward

TRANSPARENCY

Shared and discussed findings with citizens at local level

Repeat surveys planned

RESPONSIVENESS & DEMAND BASED PLANNING

Integration into SCADA & operations

Project planning for 24/7

SERVICE ORIENTATION

Introduced customer helpline – Sarathi

Incorporate in department reviews and discussions

Indicators for tracking performance

- MEHSANA (141,000 population)

		SLB Connect	SLB
<u>Access</u>	% HHs with individual/ shared connections [SLB: - do -]	91%	90%
<u>Continuity</u>	Duration of supply [SLB: - do -]	1 hr/ 7 days	1 hr/ 7 days
<u>Adequacy</u>	% of HHs reporting adequate supply [SLB: Quantity of water supplied per capita]	78%	135 lpcd
<u>Quality</u>	% of HHs reporting no incidence of dirty water supply in last 3 months [SLB: % of water samples meeting standards]	78%	90%
<u>Complaints</u>	% of HHs lodging complaints, rptng resolution in 1 day [SLB: % of complaints resolved in 1 day]	5%	80%
<u>Bill payments</u>	% of HHs reporting regular receipt of bills, and finding location, timing of bill payment to be convenient [SLB: Revenues collected as a % of revenues billed]	-	80%
<u>Metering</u>	% of HHs reporting functional meters [SLB: - do -]	0%	0%

Scaling up SLB Connect

Ministry of Urban Devt (MoUD) endorsed SLB Connect; communicated to states

Replication being initiated in upto 20 more cities

Integration with funding programs/ projects

TRACKING SERVICE OUTCOMES

Surveys pre- and post- intervention (eg projects, PPPs) to assess service impact

Periodic service assessments (telephone surveys for repeat assessments)































CITIZEN ENGAGEMENT

Strengthen citizen awareness and dialogue on survey findings

Add on modules for - (i) Crowd sourced feedback through online/ mobile platforms,
(ii) Locality or community level tracking of services

Increase G-to-C communication by leveraging mobile nos. database

Comparing feedback tools...

	Complaint monitoring	Free text customer feedback	Crowd sourced problem reporting	Crowd sourced rating of facilities	SLB Connect
Representative (informal users, respondent mix)	 Only customers		 Mobile app based; Respondent mix unknown		
Feedback for on-going services			 Limited feedback	 Subjective feedback	
Dependence on citizen motivation	 “Why bother”. Use of informal channels		 High dependence; Difficult to sustain when provider response is poor		
Intra-city analysis	 Possible if geo-tagged (usually not done)		 Possible if geo-tagged		
Scale (No. of citizens engaged)					
Funding requirement					



Thank You

www.slbconnect.in