



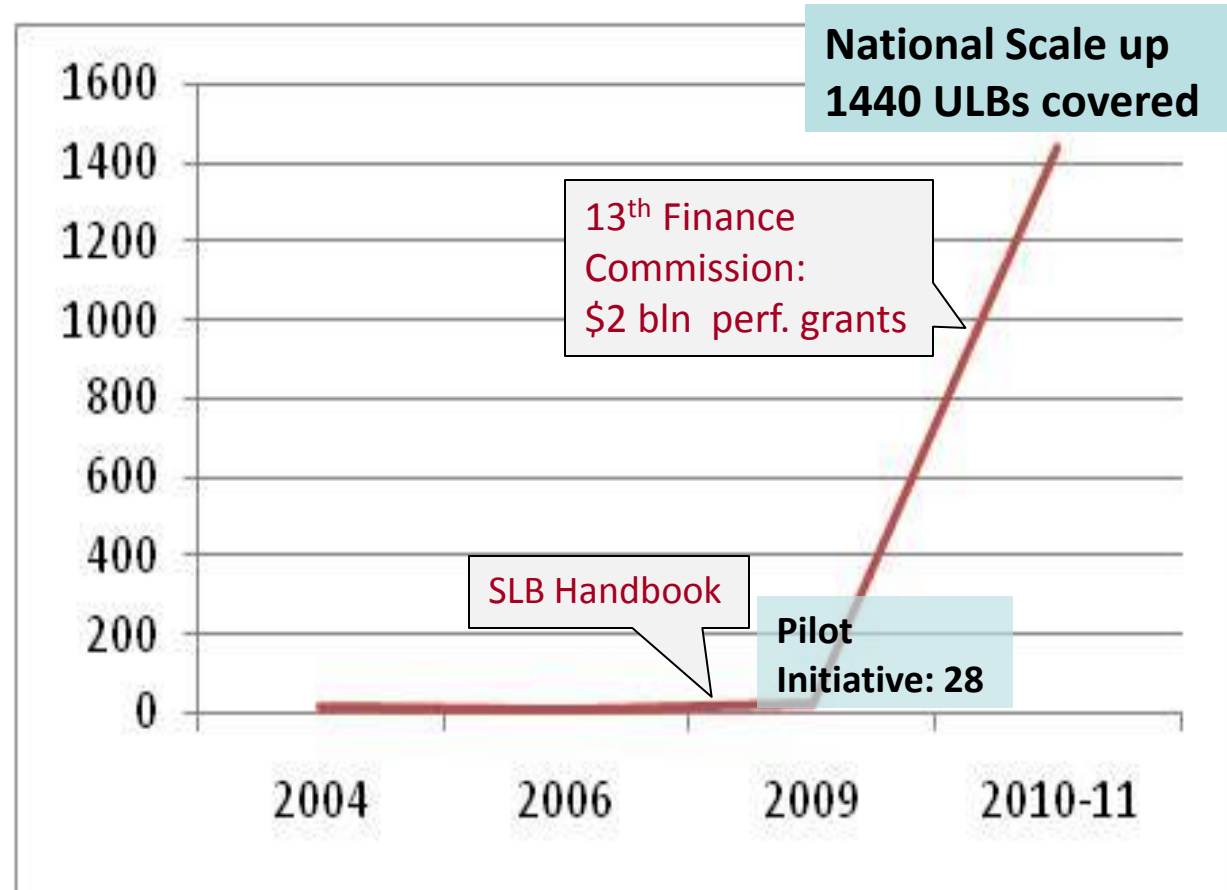
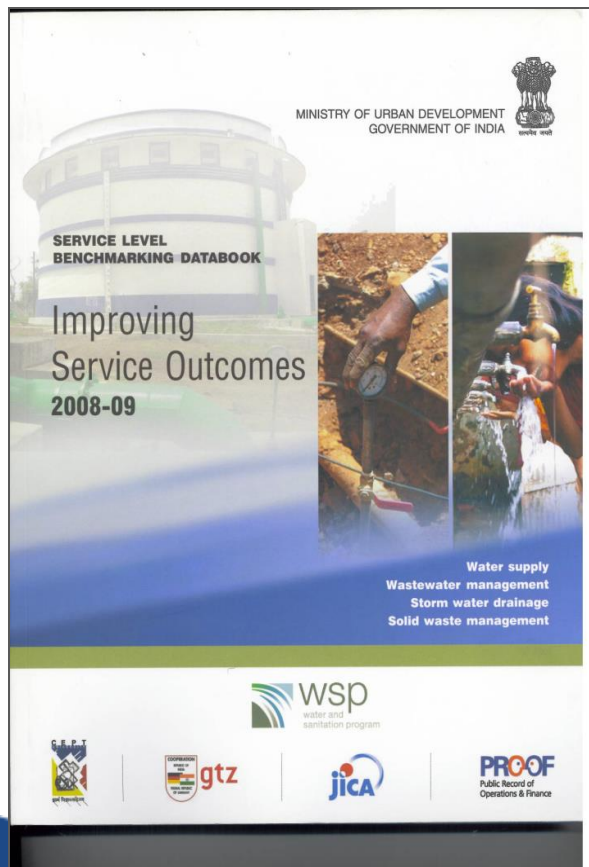
# ***SLB CONNECT***

Using ICT's to track how citizens experience  
service delivery

Vandana Bhatnagar  
Water & Sanitation Program

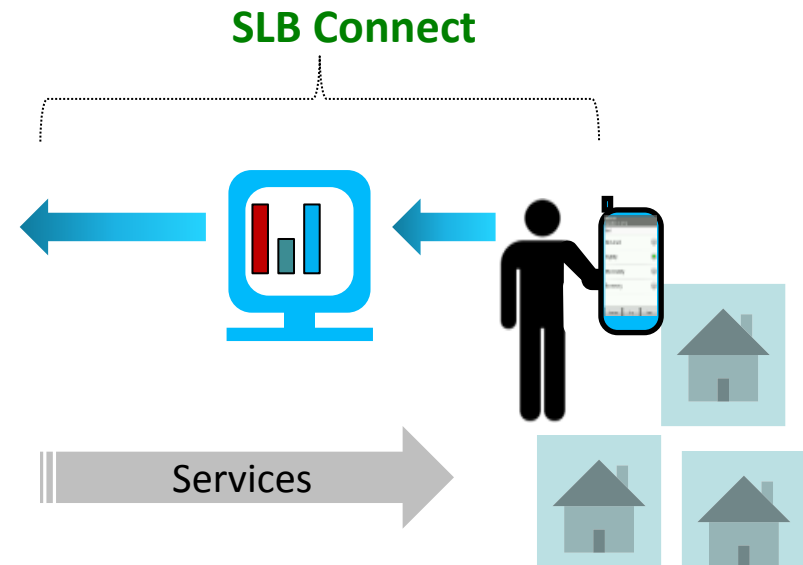
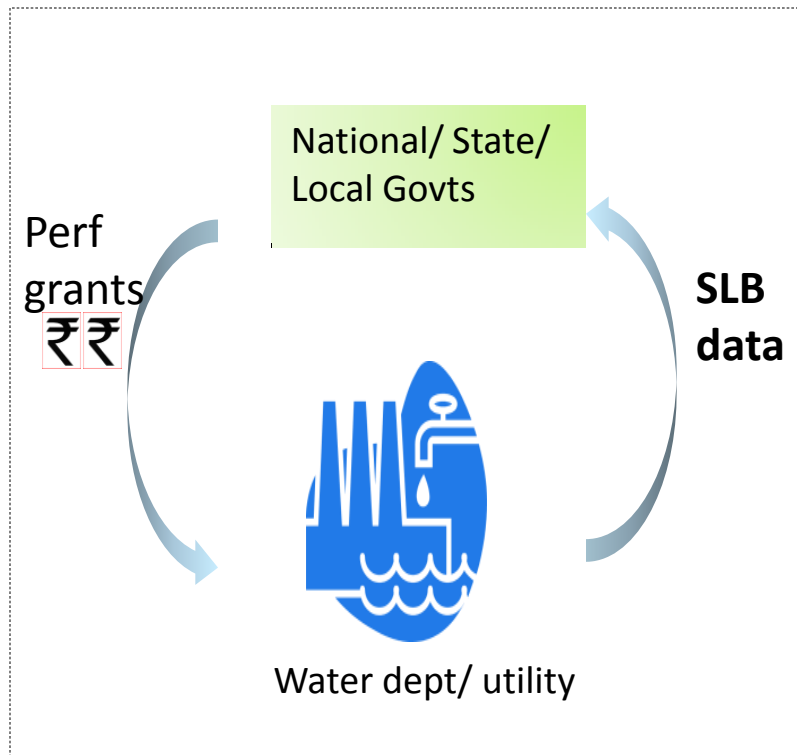
# Service Level Benchmarks (SLBs)

- Initiative of the Ministry of Urban Development (Govt of India)
- Monitoring performance to strengthen focus on service delivery
- Included in 13<sup>th</sup> 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"



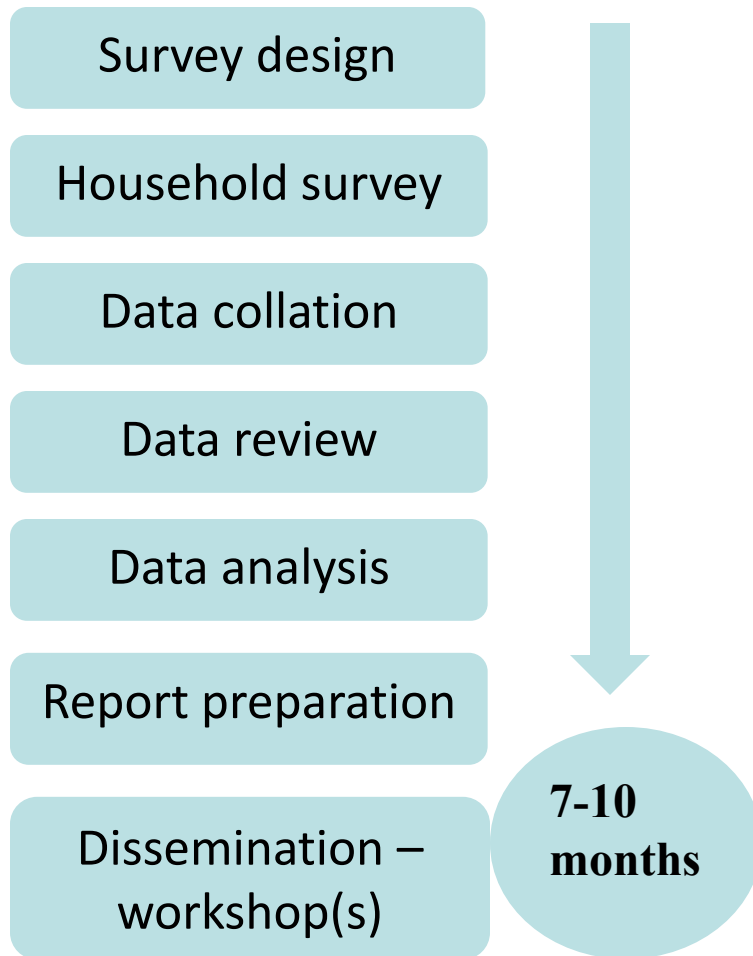
## OBJECTIVES

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

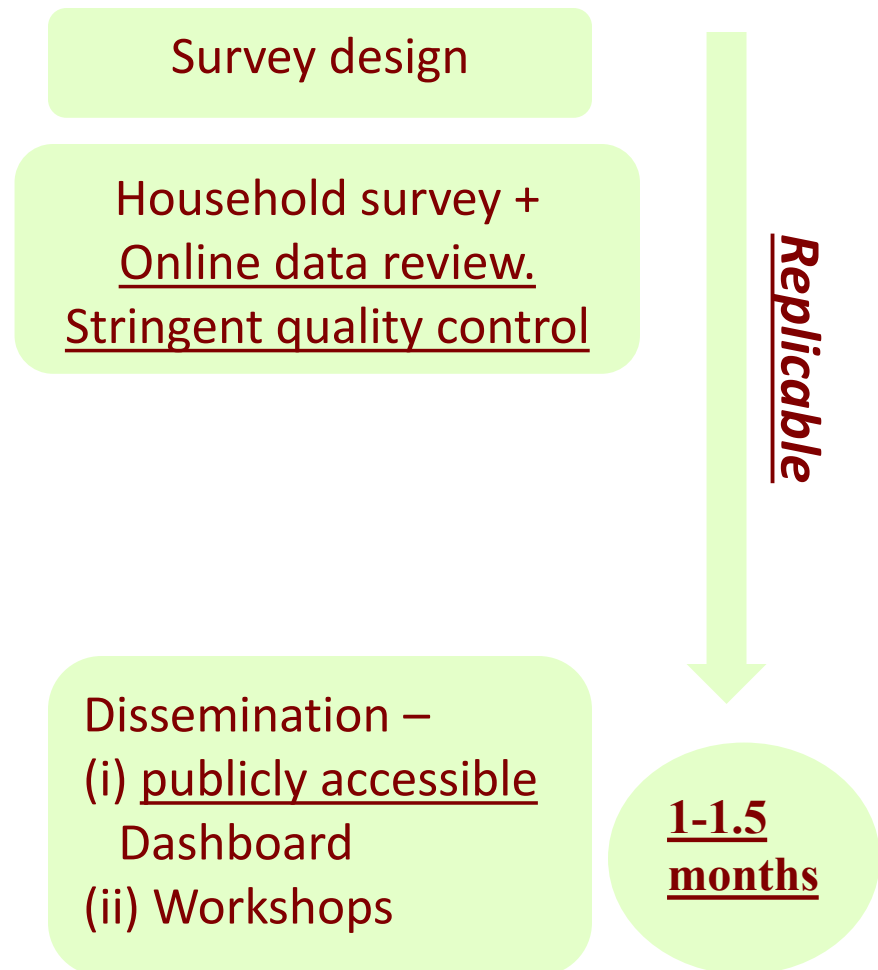
***Basis for Citizen Engagement***

# Why ICTs? Streamlining Citizen feedback!

## Current process



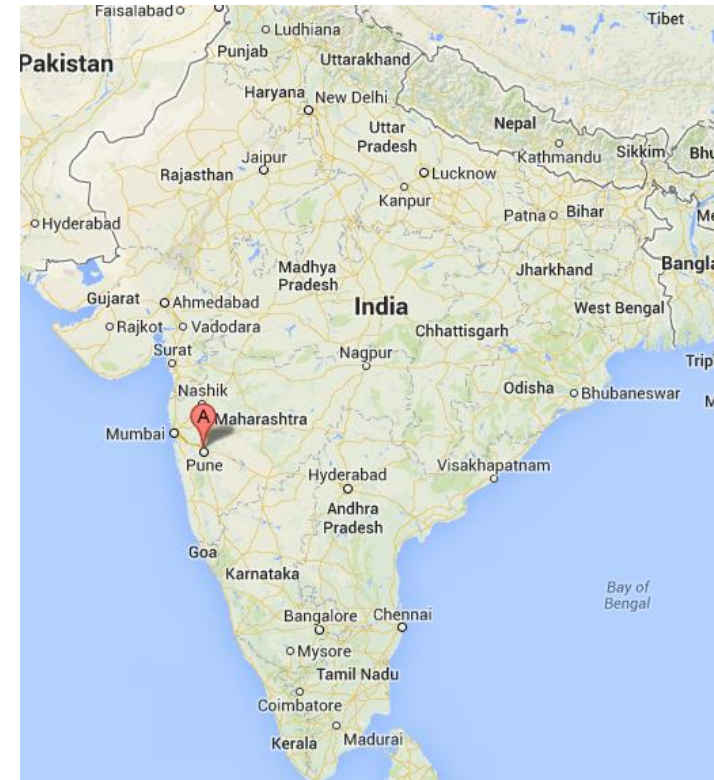
## SLB Connect



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

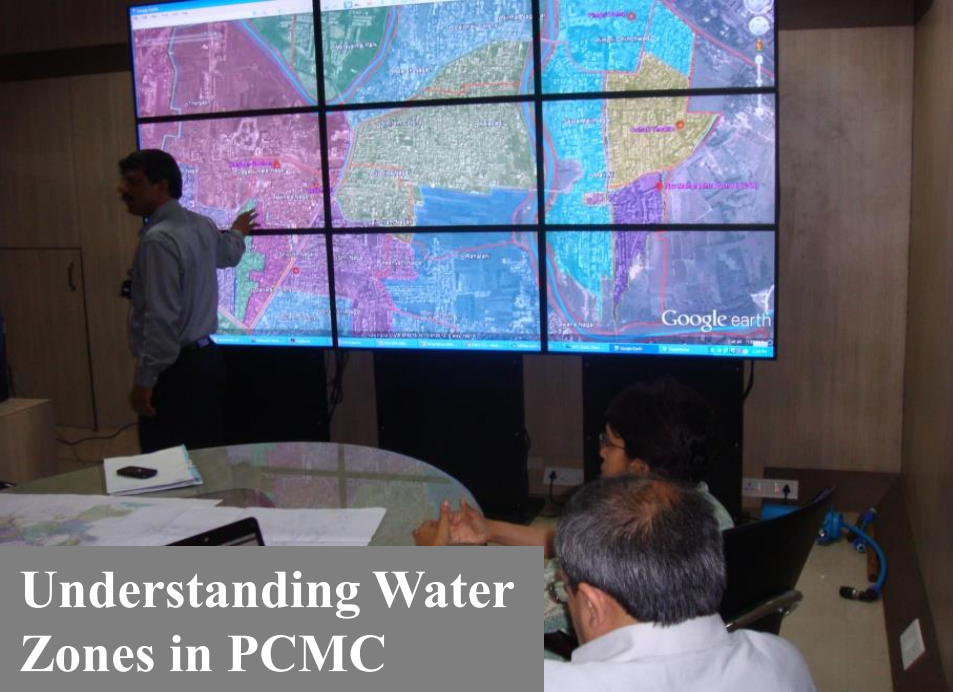
# SLB CONNECT in Pimpri Chinchwad

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**

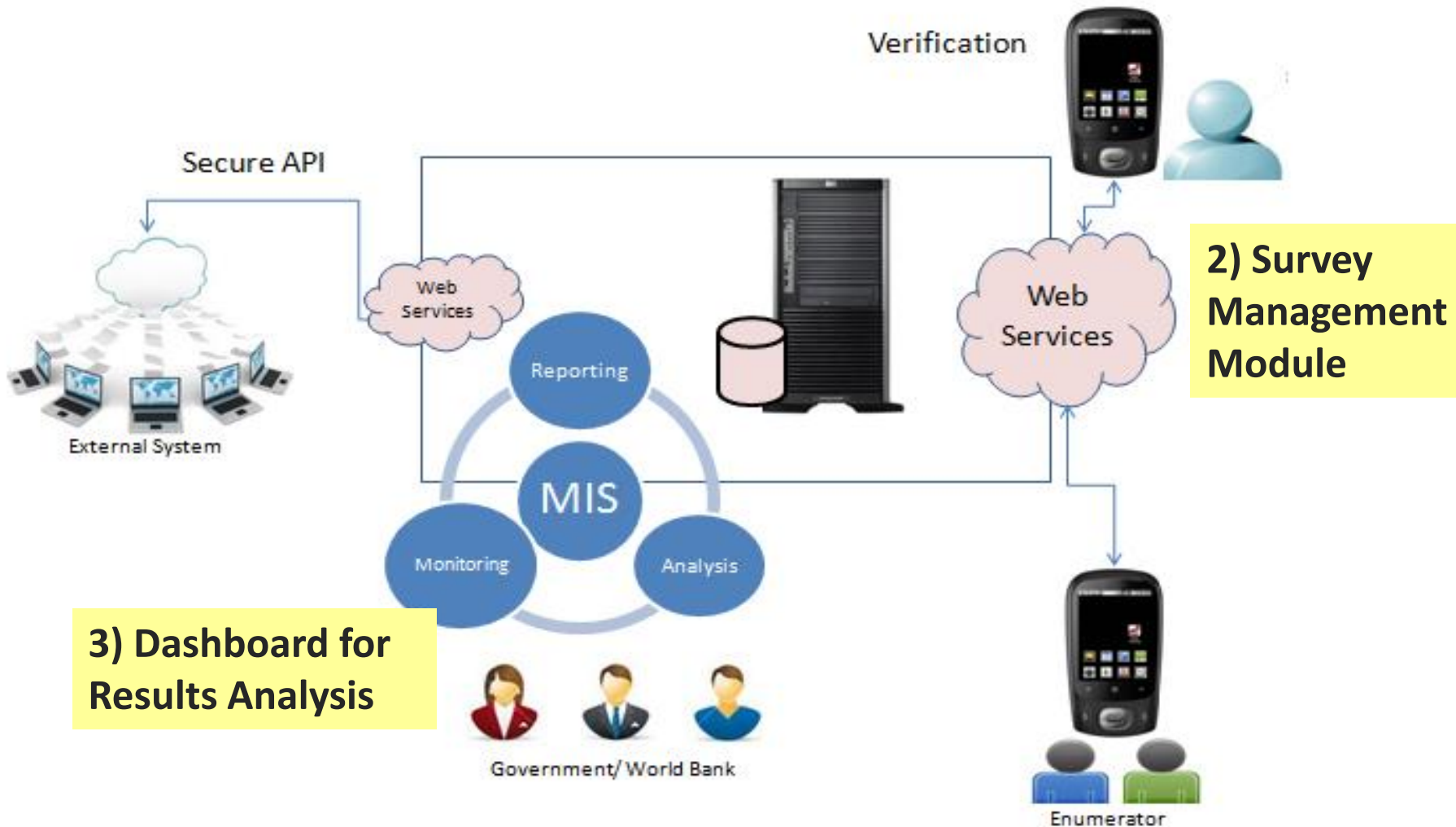


**Solution Scoping Discussion with water department in PCMC**



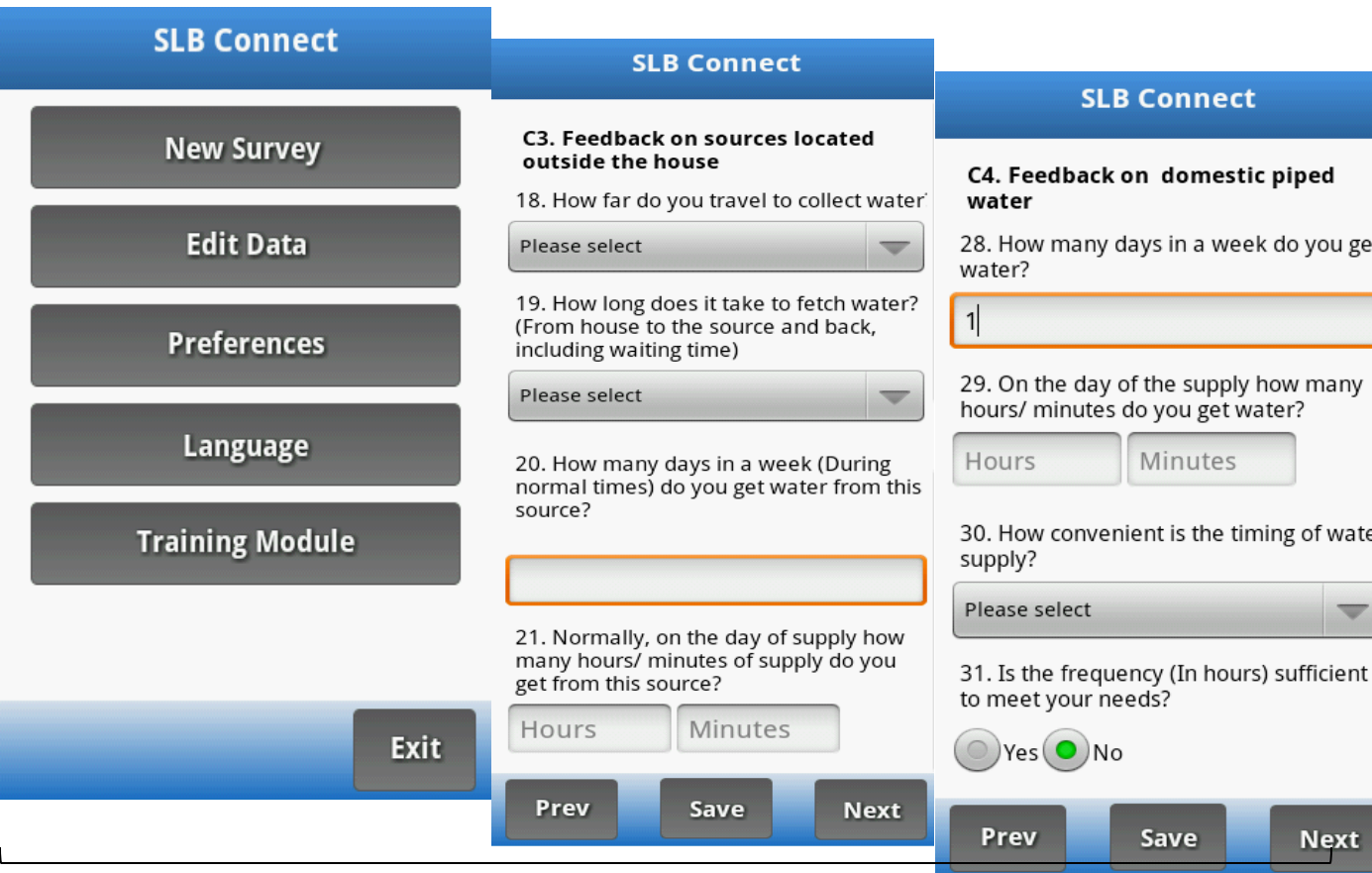
**Enumerator Training**

# Solution Architecture





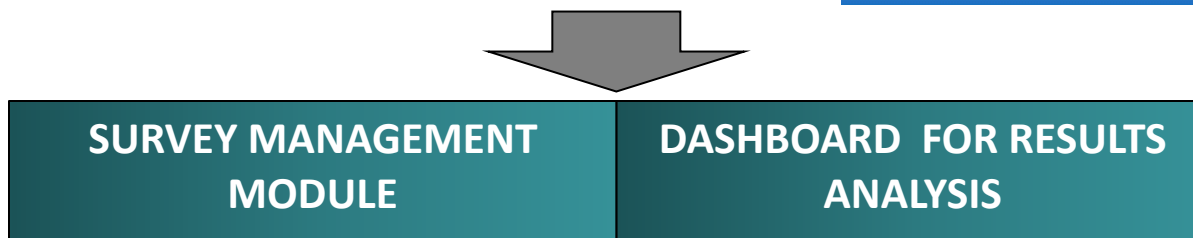
# 1) Mobile App for Survey



The image displays three sequential screenshots of the 'SLB Connect' mobile application interface, which is used for conducting surveys. Each screen has a blue header with the text 'SLB Connect'.

- First Screenshot (Main Menu):** Features a vertical list of five buttons: 'New Survey', 'Edit Data', 'Preferences', 'Language', and 'Training Module'. At the bottom right, there is an 'Exit' button.
- Second Screenshot (Question C3):** Titled 'C3. Feedback on sources located outside the house'. It contains three questions:
  - Question 18: 'How far do you travel to collect water?' with a 'Please select' dropdown menu.
  - Question 19: 'How long does it take to fetch water? (From house to the source and back, including waiting time)' with a 'Please select' dropdown menu.
  - Question 20: 'How many days in a week (During normal times) do you get water from this source?' with a text input field.
  - Question 21: 'Normally, on the day of supply how many hours/ minutes of supply do you get from this source?' with 'Hours' and 'Minutes' input fields.
 At the bottom are 'Prev', 'Save', and 'Next' buttons.
- Third Screenshot (Question C4):** Titled 'C4. Feedback on domestic piped water'. It contains three questions:
  - Question 28: 'How many days in a week do you get water?' with a text input field containing the number '1'.
  - Question 29: 'On the day of the supply how many hours/ minutes do you get water?' with 'Hours' and 'Minutes' input fields.
  - Question 30: 'How convenient is the timing of water supply?' with a 'Please select' dropdown menu.
  - Question 31: 'Is the frequency (In hours) sufficient to meet your needs?' with radio buttons for 'Yes' and 'No'.
 At the bottom are 'Prev', 'Save', and 'Next' buttons.

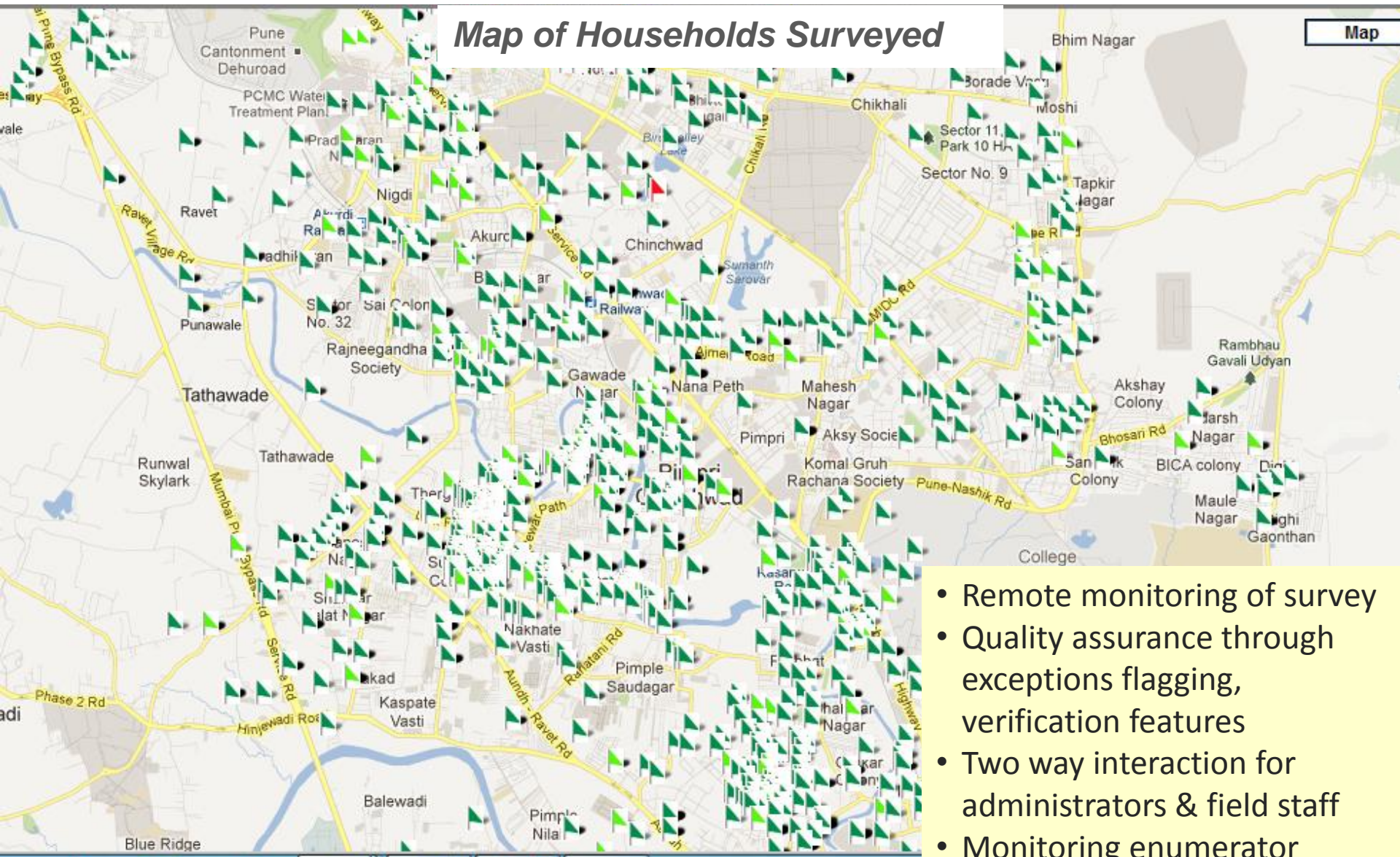
- Data submitted on **real-time** basis
- Greater accuracy through **geo tagging** and **time stamping**
- Open source platform (Android)
- Multi-lingual interface (e.g. Marathi)
- Built-in consistency checks
- Data capture capabilities in text, images, video





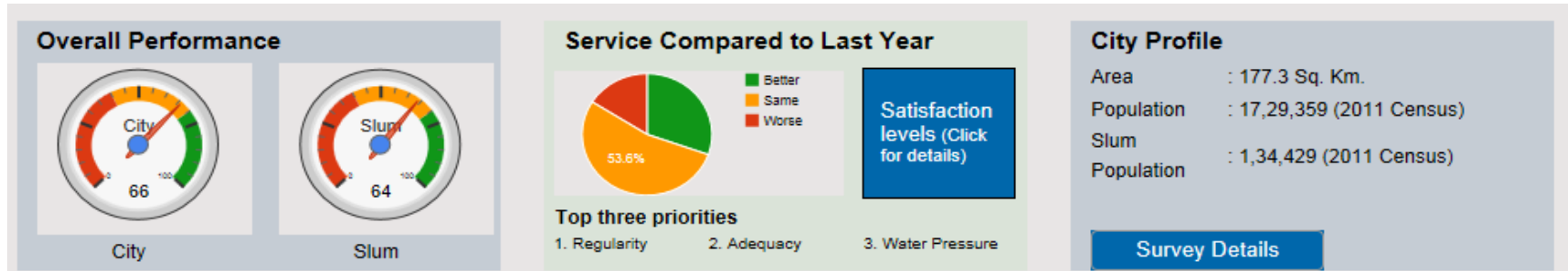
## 2) Survey Management Module – Features

*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

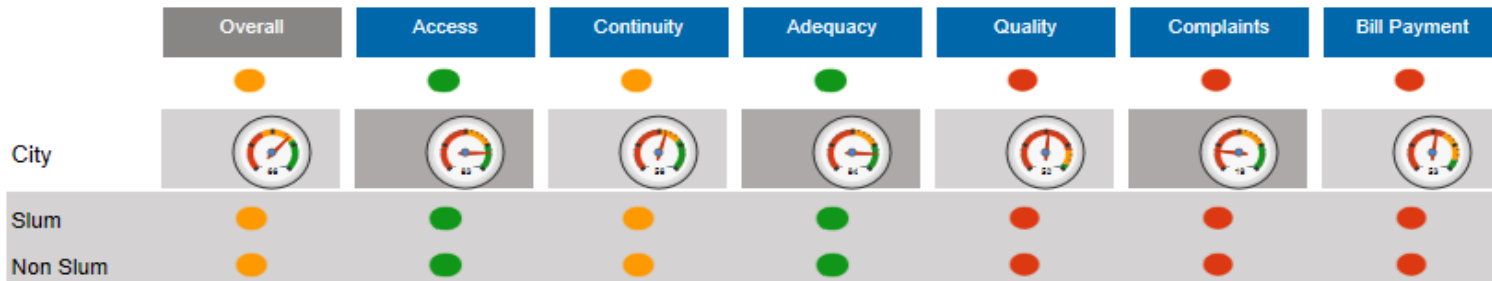
Slum / Non Slum

Source of Supply

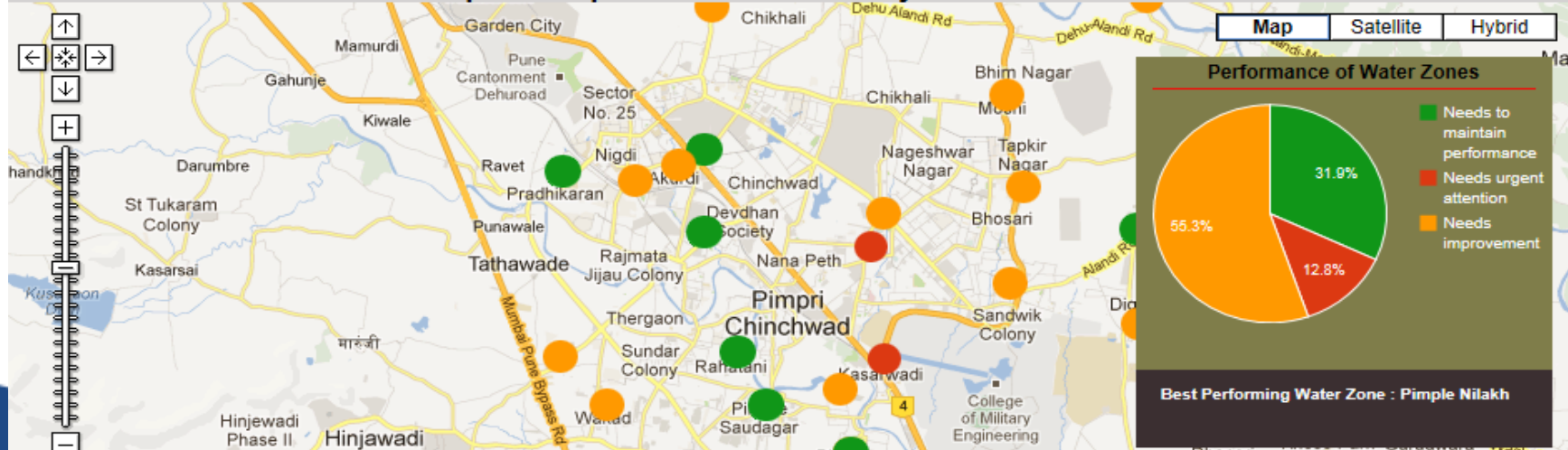
Location

Admin Zone

Water Zone



## Spatial Representation of Survey Results





# Dashboard – Detailed analytics

Category

Non Slum

of Supply



- 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



# 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<br>[SLB: - do - ]  | 83%<br>(77%)     | 78%              |
| <u>Continuity</u>    | Duration of supply<br>[SLB: - do - ]   | 3 hrs/<br>7 days | 6 hrs/<br>7 days |
| <u>Adequacy</u>      | % of HHs reporting adequate supply<br>[SLB: Quantity of water supplied per capita]   | 84%              | 170<br>lpcd      |
| <u>Quality</u>       | % of HHs reporting no incidence of dirty water supply<br>in last 3 months<br>[SLB: % of water samples meeting standards]   | 52%              | 99%              |
| <u>Complaints</u>    | % of HHs lodging complaints, rptng resolution in 1 day<br>[SLB: % of complaints resolved in 1 day]   | 19%              | 60%              |
| <u>Bill payments</u> | % of HHs reporting regular receipt of bills, and finding<br>location, timing of bill payment to be convenient<br>[SLB: Revenues collected as a % of revenues billed] | 53%              | 42%              |
| <u>Metering</u>      | % of HHs reporting functional meters<br>[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 : मोबालावरील संपादकासाठी प्रतिसेकंद या दराने मिळाल्या हजारे रुपयांचे मोबाईल बिल भरता, बाटलीबंद पाण्यासाठी एक लिटरला पंधरा रुपये मोबला; मा महानगरपालिकेच्या पाण्यासाठी आकारल्यात येणारा एक हजार लिटरला अर्डीन रुपये दर का परवडत नाही? असा सवाल महानगरपालिका आयुक्त डॉ. श्रीकर परदेशी यांनी संपादकासाठी...



पुनर्वर्णन करणारी वेळ आली आहे.

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



**Thank You**

[www.slbconnect.in](http://www.slbconnect.in)