Online assessment system for water and sanitation services in India
World Water Week 2015
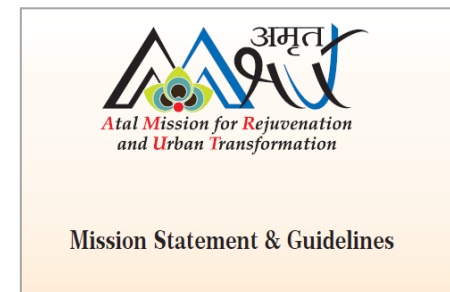
PAS Project, CEPT University, India

Need for performance information

Government of India (GoI) has launched various programs for water supply and sanitation service improvements:

- ❑ Swachh Bharat Mission – Thrust on elimination of open defecation and cleanliness
- ❑ AMRUT – To achieve benchmark of universal coverage of water supply and sanitation
- ❑ Smart cities – Promote cities that provide core infrastructure and give a decent quality of life to its citizens

Monitoring outcome of these programs require assessment of service levels.

Funding is linked to service level improvement **Online performance assessment tool developed by PAS helps in monitoring service level improvement**

Government of India

Ministry of Urban Development

Guidelines for

Swachh Bharat Mission (SBM)

Smart Solutions

Atal Mission for Rejuvenation and Urban Transformation

Mission Statement & Guidelines

PAS

Assess service delivery in water and sanitation
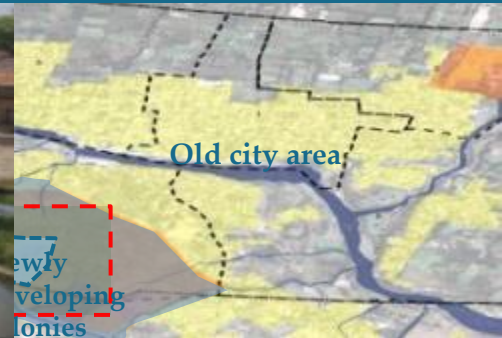
profile for 400+ Cities

in 2 States for 6 years

Performance Assessment System

National database for 1800 cities
For 18 states for 3 years

www.pas.org.in

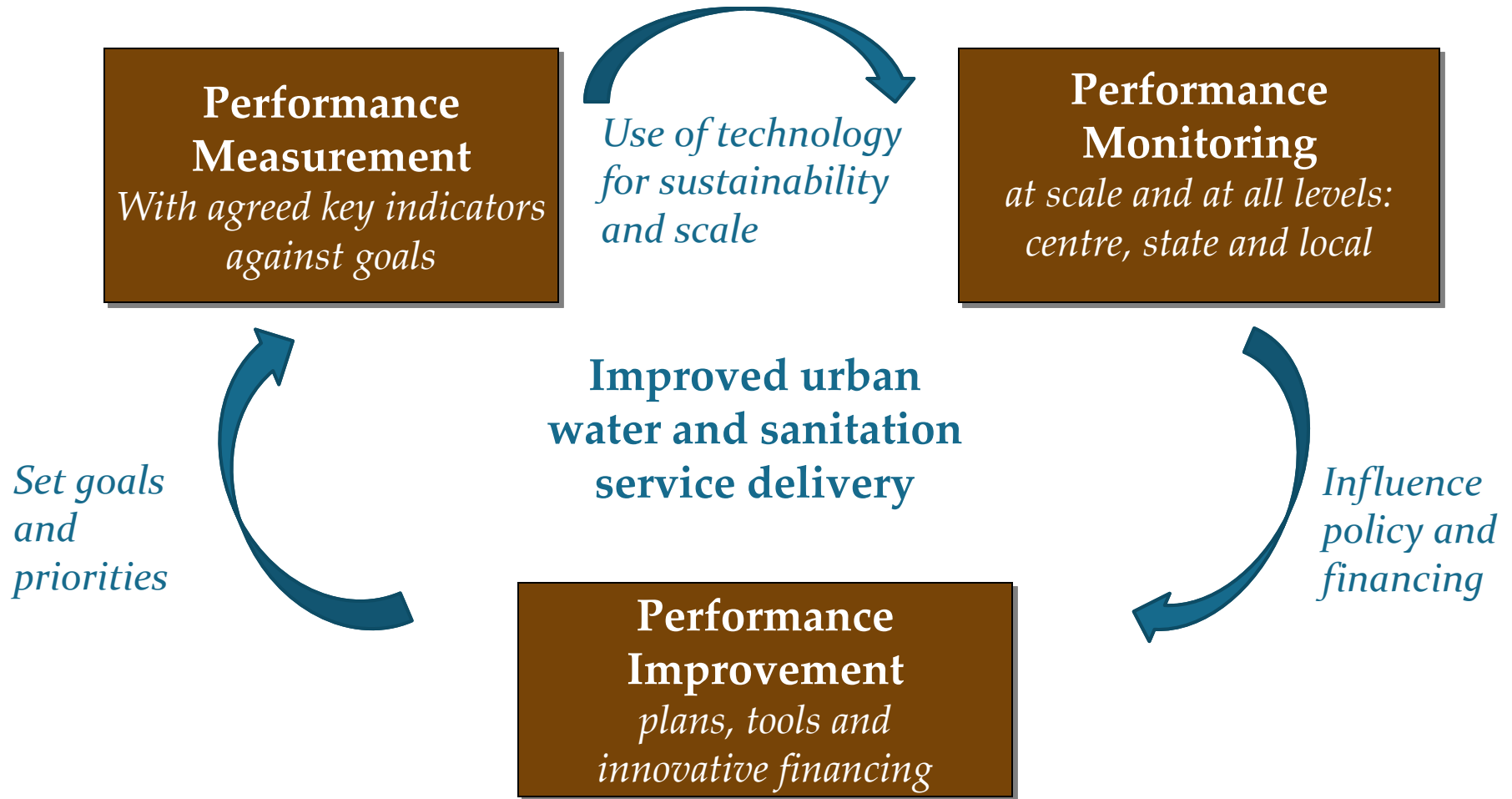**Water supply, Waste Water, Solid waste Management & Storm Water**

Old city area

ewly veloping lonies

08 05 2012

misallocated investments??

And YET....................

$2.54 Bn $2.18 Bn 78.6% UNIFORM

APPROVED COST FOR SEWERAGE PROJECTS

HOUSEHOLDS LACK ON-PREMISES LATRINE FACILITY

FUNDS ALLOCATED FOR SEWERAGE PROJECTS   HOUSEHOLDS RESORT TO

OPEN DEFECATION $2.61 Mn   ...%

$3.57 Bn $3.53 Bn 78.4% UNIFORM

APPROVED COST FOR WATER SUPPLY PROJECTS

HOUSEHOLDS LACK ON-PREMISES WATER SUPPLY FACILITY

FUNDS ALLOCATED FOR WATER SUPPLY PROJECTS   HOUSEHOLDS USING

UNTREATED   TAP WATER $2.61 Mn   8.6%

PAS Approach – moving to a virtuous cycle

Performance Measurement
With agreed key indicators against goals

Use of technology for sustainability and scale

Performance Monitoring
at scale and at all levels: centre, state and local

Improved urban water and sanitation service delivery

Set goals and priorities

Influence policy and financing

Performance Improvement
plans, tools and innovative financing

Measure and monitor performance to reward and learn from success and demonstrate results

We have come a long way from this
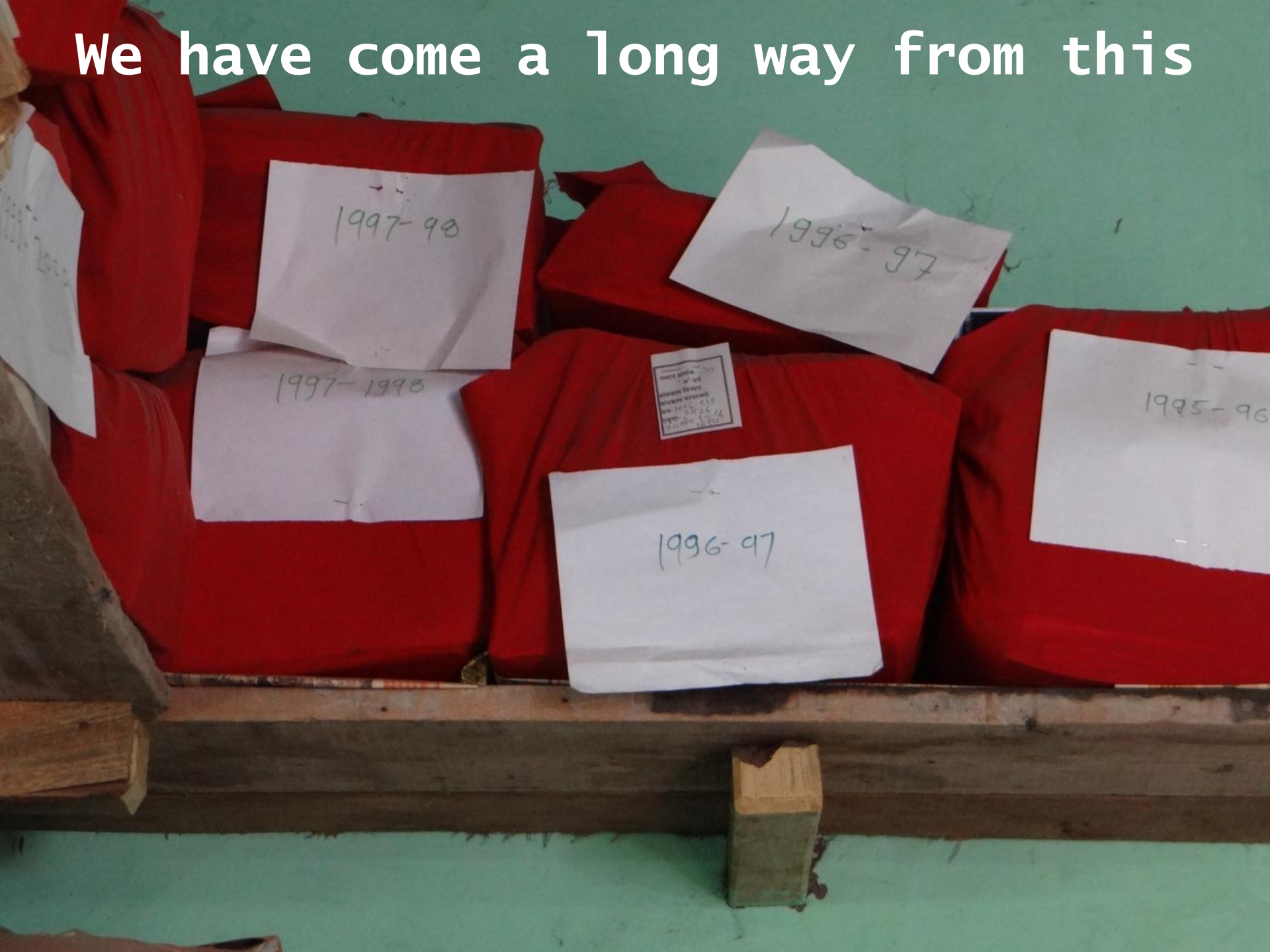
Data management practices in Indian cities

Absence of data recording system at ground level

If recorded, then it was not collated to be analyzed / reported to higher level

Most of the records are paper based and fragmented.

FUNCTIONS INVOLVED IN WATER SUPPLY SERVICE DELIVERY

Technical function	Operational function	Financial function	Equity
Water Production & Distribution	Asset Maintenance	Budget formulation & execution	Slum Services
Water supply Quality	Complaint Redressal System		
Water supply coverage	Billing & Collection	Accounting & Auditing	
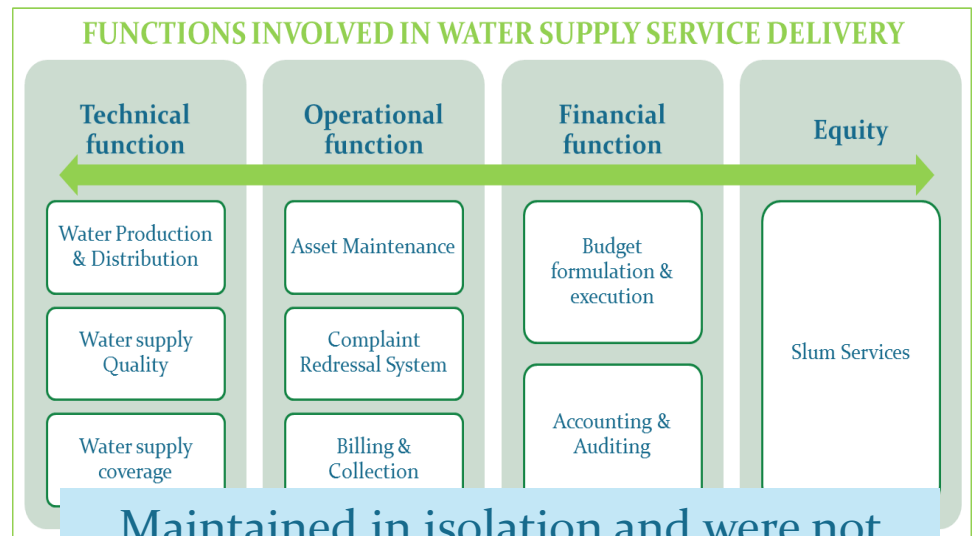
Maintained in isolation and were not usually shared with each other

Time taken for annual assessment

Annual Assessment in GUJARAT over five year assessment period

	2008-09	2009-10	2010-11	2011-12	2012-13
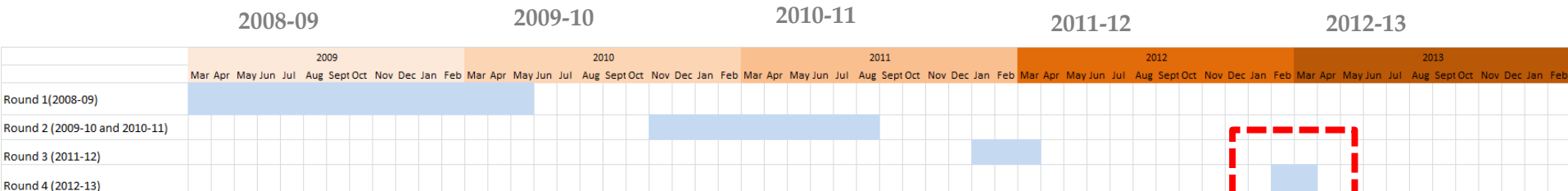
Annual Assessment in MAHARASHTRA over five year assessment period

	2008-09	2009-10	2010-11	2011-12	2012-13
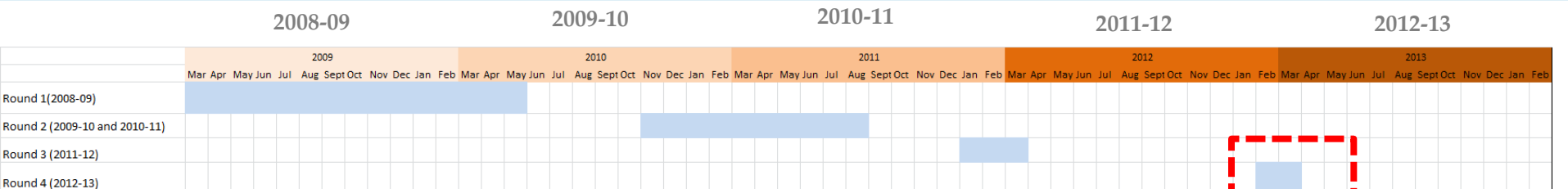
Support by State Government for Annual Assessment

Training in use of tools

capacity building

Tools translated in local language

Support for resolving data issues

Constant hand holding by PAS team

Data collection through city visits in Year I (2008-09), supported by Partners
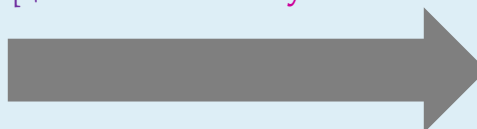
Data collection through online modules in Year V (2012-13). Self assessment by select ULBs

Online analysis reports

State profile of all SLBs

Overview of all cities
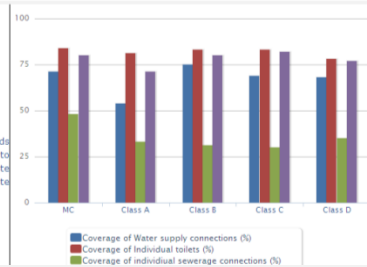
City profile of all SLBs

Trend Analysis

Compare with peers

State and city level interactive dashboard
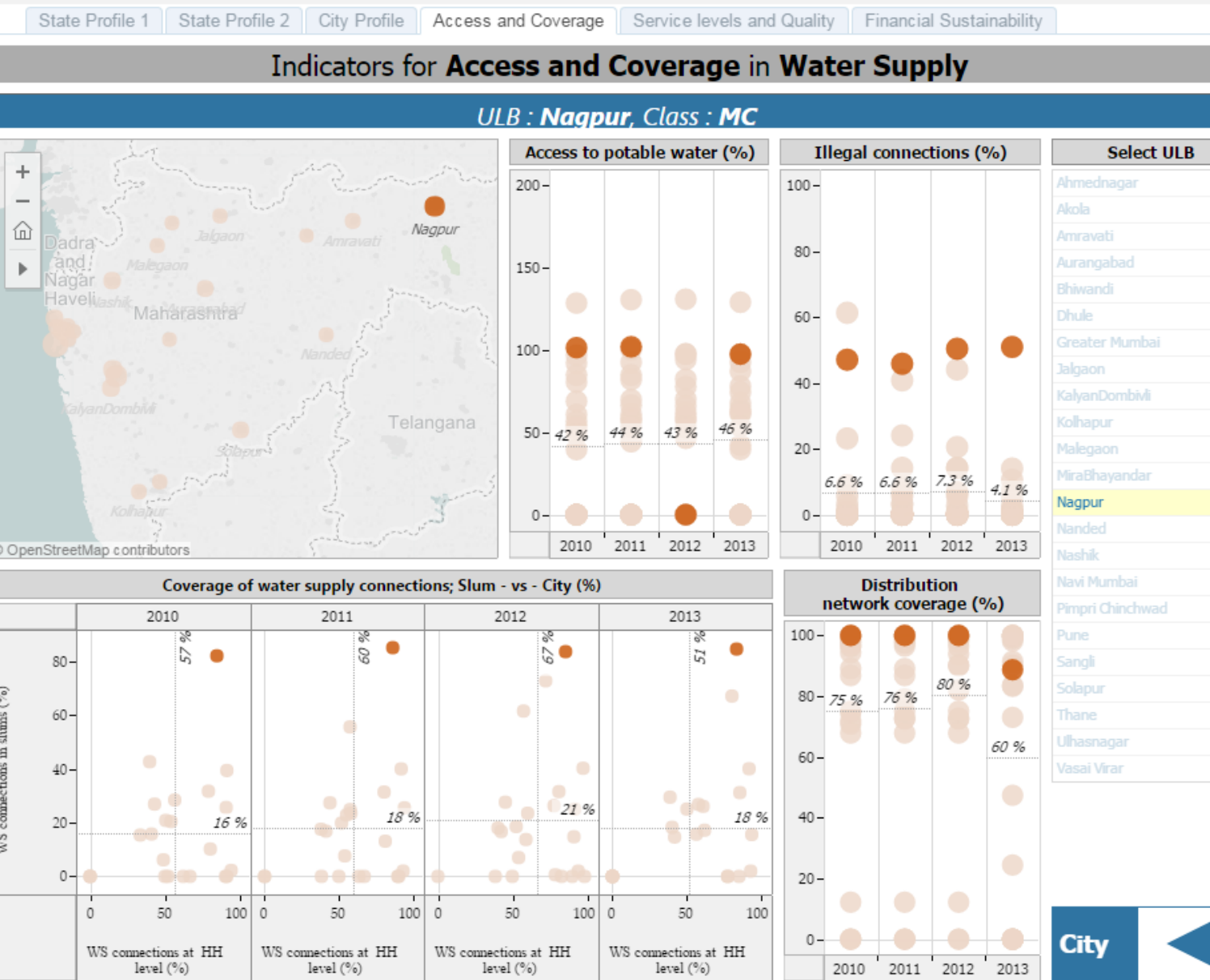
Interactive data visualization that provides valuable insight
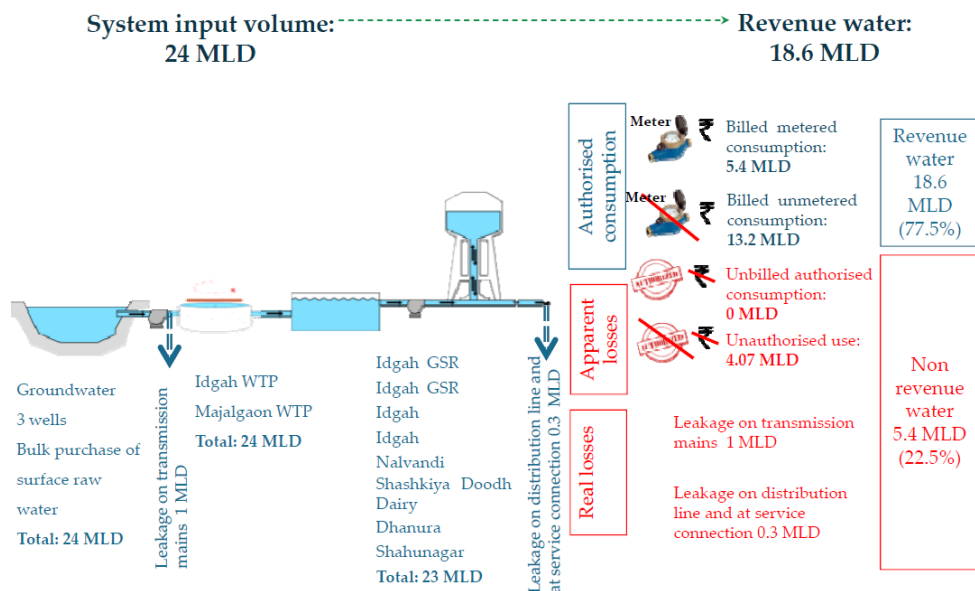
Allows drilling down from indicators, charts and maps to read data better

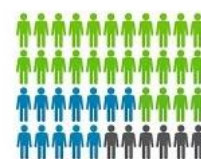Allows combination of multiple data sources to keep track of performance

Indicates points of action or decision required

City level assessment reports

Schematic diagram of water supply system

System input volume: 24 MLD — — — → Revenue water: 18.6 MLD

Theme wise analysis reports

Access and coverage

Equity in access to service

Service level and quality

Efficiency in service operations
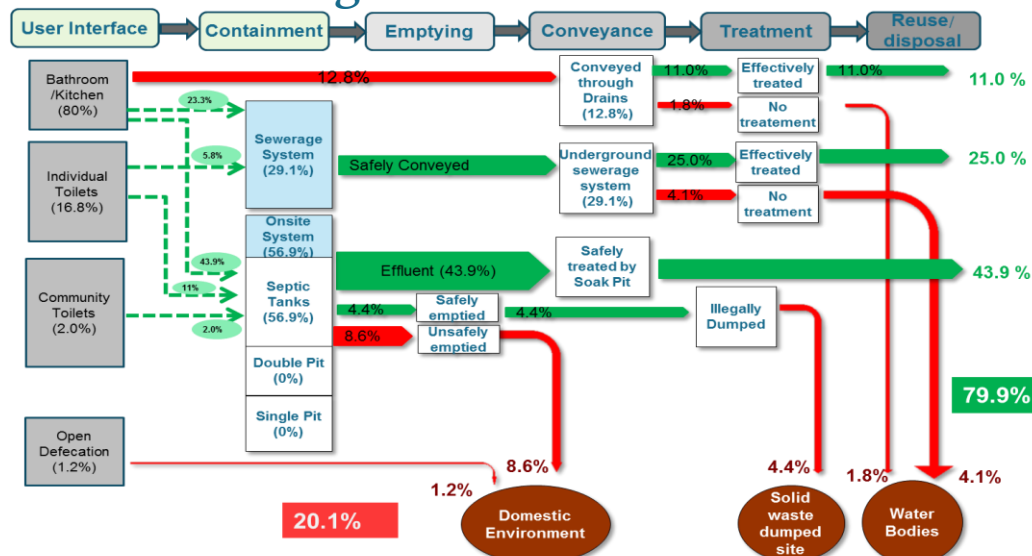
Financial sustainability

Wastewater diagram

Replication in Other states

NATIONAL DATABASE for 1800 CITIES for 18 STATES for 3 YEARS

Now available online on
www.pas.org.in

Online system can be used for monitoring various government programmes : Smart cities, AMRUT, Swatchh Bharat Abhiyan
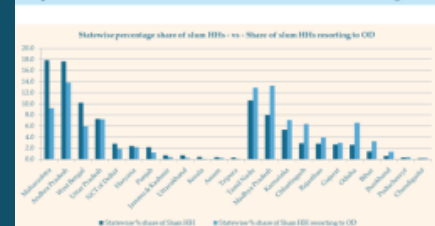
Chhattisgarh State (6 million urban population) has used online PAS – SLB module for data collection and analysis for the year 2014-15
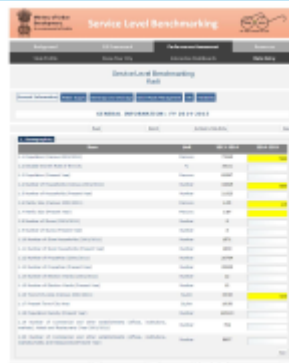
Roll out in Other states: CEPT in partnership with National Institute of Urban Affairs (NIUA) will provide technical support to interested states

Approach to performance improvement planning

Conventional Approach

'PROJECT'
based approach

Oriented towards **OUTPUTS**

SUPPLY DRIVEN

Focus on **INDIVIDUAL PROJECTS**

PAS Approach
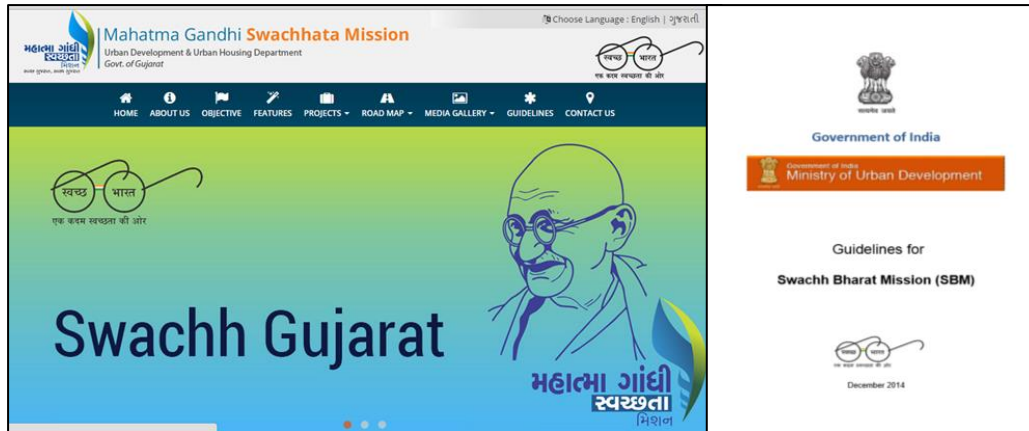
'SERVICE'
based approach

Oriented towards **OUTCOMES**

Starting point is current performance – **NEED DRIVEN**

Focus on **SECTORAL SOLUTIONS**
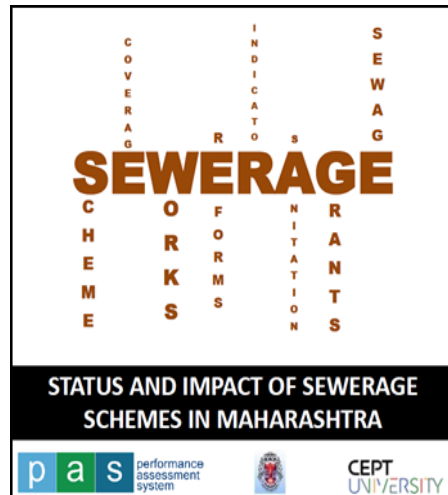
Performance Assessment to Improvement

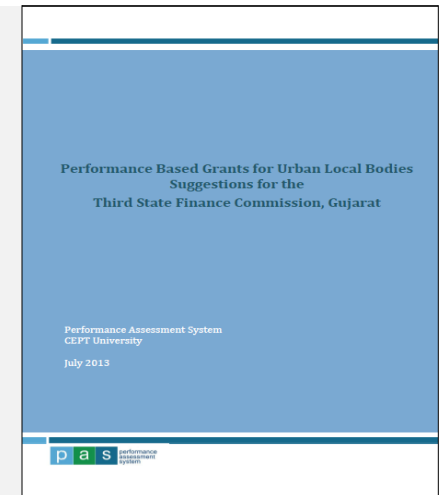UWSS information is used in preparation of policies for improvement of urban sanitation
**Gujarat - Mahatma Gandhi Swachhta Mission
Maharashtra - Swachh Maharashtra Abhiyan**

Monitor service level improvements through various UWSS programme / projects

Recommendations to introduce performance base grant system in Gujarat and Maharashtra

What value additions did we intend to bring?

- **No Pilots**…..operate at Scale to make an impact
- **Work with all levels of Governments** – National, State and Local and influence policies and implementation
- **Capacity building** of city and state level officials on Benchmarking
- Develop a system that can be **mainstreamed and sustained in the government** with its own resources
- Focus on the '**real' context for benchmarking** water and sanitation in developing country context – equity, on-site sanitation

Key lessons

- **Scale is critical** to demonstrate importance of performance assessment systems

- **Working with governments is essential**, but so is patience…..adequate time required to mainstream in government system – 5 to 7 years

- **Government ownership and regular reviews** are essential

- Once fully set up, PAS can be used for both **outcome monitoring and rational investment decisions**

- Benchmarking exercise needs to be linked to **performance based funding**

Thank You

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