

Performance Measurement Using SLB indicators

Workshop on Capacity Building for Service Level Benchmarking (SLB)

21th November, 2013, Shillong

Service Level Benchmarking initiative

- Handbook on Service Level Benchmark is developed by MoUD, which includes
 - Minimum set of standard performance parameters for the water and sanitation sector that are commonly understood and used by all stakeholders across the country
 - Define common minimum framework for monitoring and reporting on these indicators
 - Set out guidelines on how to operationalised this framework in a phased manner

This framework comprises of 28 SLB indicators

WATER SUPPLY

9 Indicators





| Indicators for Water supply services | Benchmark |
|--|-----------|
| Coverage of water supply connections | 100% |
| Per capita supply of water | 135 lpcd |
| Extent of metering of water connections | 100% |
| Extent of Non- Revenue Water (NRW) | 20% |
| Continuity of water supply | 24 hours |
| Quality of water supplied | 100% |
| Efficiency in redressal of customer complains | 80% |
| Cost recovery in water supply services | 100% |
| Efficiency in collection of water supply related charges | 90% |

WASTEWATER







| Indicators for Wastewater services | Benchmark |
|---|-----------|
| Coverage of toilets | 100% |
| Coverage of sewage network services | 100% |
| Collection efficiency of the sewage network | 100% |
| Adequacy of sewage treatment capacity | 100% |
| Quality of sewage treatment | 100% |
| Extent of reuse and recycling of sewage | 20% |
| Efficiency in redressal of customer complains | 80% |
| Extent of cost recovery in sewage management | 100% |
| Efficiency in collection of sewage charges | 90% |

| SOLID WASTE | Indicators for Solid Waste Management services | Benchmark |
|-----------------|--|-----------|
| 8 Indicators | Household level coverage of solid waste management services | 100% |
| Indicators | Efficiency of collection of municipal solid waste | 100% |
| | Extent of segregation of municipal solid waste | 100% |
| | Extent of municipal solid waste recovered | 80% |
| 0+0 | Extent of scientific disposal of municipal solid waste | 100% |
| | Efficiency in redressal of customer complains | 80% |
| | Extent of cost recovery in SWM services | 100% |
| | Efficiency in collection of SWM charges | 90% |

| STORM WATER | Indicators for Storm Water Drainage | Benchmark |
|-------------|--|-----------|
| 2 | Coverage of storm water drainage network | 100% |
| Indicators | Incidence of water logging / flooding | 0 |

Online SLB module

Online platform to collect, review and share information related to performance assessment for UWSS sector in various states.

Introduction to online module

- Online measurement and monitoring through web portal, <u>www.pas.org.in</u>
- Web portal a repository of five year data for 419 cities in the two states – One of largest data base on UWSS sector
- Online data entry modules for both performance indicators and targets
- Online monitoring at city, district and state levels
- On hand information available through customized reports in Excel and PDF
- Graphical and tabular analysis at both state and city levels
- Range of outputs and essential information related to benchmarking

Sector Reports, Good Practices, Improvement Initiatives, etc



REPORTS & PAPERS

This section hosts 'Reports' prepared by PAS Project team. These reports cover various aspects of performance related issues in water and sanitation sector.



PRESENTATIONS

This segment features 'Presentations' made by PAS Project team at various fora.



Process of Measurement

Web based measurement and monitoring



Planned online system for review



Stages in Performance Measurement and <u>Monitoring</u>



Snapshots of Online data entry



Tools for Measurement

- Checklist
- Target Setting
- Reports

Online data entry for SLB

| pas performance assessment system | ty You ar | e signed in as Patdi ULB. Out | |
|---|--|--|---|
| Home Performance Assessment Resources About Us Data Entry Site Map | | | |
| Checklist Target Setting | | | |
| Checklist | | | |
| The SL8-PAS checklist has been developed to assess Service Level Benchmarks for the indicators as recommended by the 13th Finance Commission. This checklist is composed of 6 worksheets, with an additional sheet on list of documents/formats to be compiled. The 6 worksheets ask for information about the water supply, wastewater (sanitation and sewerage), solid waste management, and slum unit's performance data and operating environment. These are: | Select Financial Y (5Y20011-2012 View FY 2011 View FY 2011-20 | (ear I-2012 Checklist I12 Indicator Report | 2 |
| 2. Water Supply | Appro | val Status | |
| 3. Sewerage and Drainage 4. Solid Waste Management | | | |
| 5. Additional Information | Select Language | to Download Checklist | |
| 6. Reliability | Derect | No. | |
| Cells highlighted WHITE is for data entry inputs. Cells highlighted YELLOW is disabled as data is already filled. Please save (click 'Save') after entering data for each sub section. Upon completion of data entry for a particular sheet (e.g. General Information), click SUBMIT button given at the top of the page to ensure the data is stored in the database. Please note that once the data is submitted, the data can be edited only upon approval by Administrator. | Deventoed FY 2 | Role | |
| Please note that the data for the previous year is displayed along with the current year to facilitate data entry. | State 5LB Cell | Recieves Crises Pending the Checkles Submission | |

- General instructions on how to fill checklist online
- Options to download checklist in excel format, and in local language
- Option to view the approval status

Online data entry for SLB

| Home | Performance Assessment | Resources | About Us | Data Entry | | | | |
|------------------|---|-------------------------------|------------------|--------------------|-------------------|-----------------------|-----------------|----------|
| | PERFO | RMANCE A | ASSESSM P | ENT SYSTEI atdi | M (PAS) P | | | Search |
| 6 | General Information Water Sup | ply Sewerage | and Drainage | Solid Waste Man | agement. Eq. | uity Related Informat | ion Reliability | |
| | | GENERAL | INFORMA | TION : FY 20 | 011-2012 | | | |
| | Reset | | Submit | | Go Back to Date 5 | intry | | Seec All |
| 1. De | mographics | | | | | | | - |
| | lte | em | | | Unit | 2010-2011 | 2011-2012 | |
| 1.1 Pop | pulation (Census 2001)/2011 | | | P | ersons | 16808 | 10 | 1906 |
| 1.2 Der | cadal Growth Rate of the City | | | | % | 7.0 | | |
| 1.3 Pop | oulation (Present Year) | | | P | ersons | 18000 | | |
| 1.4 Nut | mber of Households (Census 200) | 1)/2011 | | N | umber | 2885 | 1 | 2005 |
| 1.5 Nu | mber of Households (Present Year | 0 | | N | umber | 5500 | | |
| 1.6 Fat | nily Size (Census 2001)/2011 | | | P | ersons | 5.83 | | 5.83 |
| 1.7 Fat | nily Size (Present Year) | | | P | ersons | 3.27 | | |
| 1.0 Nut | mber of Slums (2001)/2011 | | | N | umber | 0 | | |
| 1.9 Nu | mber of Siums (Present Year) | | | N | umber | 10 | | - 1 |
| AN 01-1 | mber of Sium Households (2001) | 1105) | | 14 | umber | σ | | - 1 |
| 1.11 N | unber of Sium Households (Preser | nt Year) | | N | umber | 1333 | | |
| 1.12 N | unber of Properties (2001)/2011 | | | N | umber | 0 | | |
| 1.13 N | unber of Properties (Present Year |) | | 14 | umber | 6390 | | |
| 1.14 N | unber of Election Wards (2001)/2 | 011 | | N | umber | 0 | | |
| 1.15 N | unber of Election Wards (Present | Year) | | 14 | umber | 7 | | - 1 |
| 1.16 To | wn/City Area (Census 2001)/201 | 1 | | - | iq.km | 5.21 | | 525 |
| 1.17 Pr | esent Town/City Area | | | 9 | iq.km | 5.21 | | |
| 1.18 Pc | pulation Density (Present Year) | | | N | umber | 3455.0 | | |
| 1.19 N market | iumber of Commercial and others), Hotels and Restaurants (Year) | er establishmen 2001)/2011 | ts (offices, ind | titutions, N | umber | 0 | | 5 |
| 1.20 N market | iumber of Commercial and othe s,Hotels and Restaurants)(Presen | ar establishmen It Year) | ts (offices, ind | tibutions, N | umber | 1219 | [| |

| The second rest of the second second second second second | 1000000 | | |
|--|---------|--------|------|
| 1.11 Number of Skin Households (Present Year) | Number | 1333 | |
| 1.12 Number of Properties (2001)(2011 | Number | 0 | |
| 1.13 Number of Properties (Present Year) | Number | 6390 | |
| 1.14 Number of Election Wards (2001)/2011 | Number | 0 | |
| 1.15 Number of Election Wards (Present Year) | Number | 7 | |
| 1.16 Town/City Area (Census 2001)/2011 | Sq.km | 5.21 | 6.25 |
| 1.17 Present Town/City Area | 5a.km | 5.21 | |
| 1.50 Population Density (Present Year) | Namber | 2455.0 | |
| 1.19 Number of Commercial and other establishments (offices, institutions, markets), Hotels and Restaurants (Year 2001)/2011 | Number | 0 | |
| 3.20 Number of Commercial and other establishments (offices, institutions, markets.Hotels and Restaurants)(Present Year) | Number | 1219 | |
| | | | Save |

- Previous year's data displayed alongside current year of data entry
- Options to save each sub section within a sheet; useful in case of connectivity issues during data entry

Reliability assessment for Coverage of Water supply connections

Reliability A

| Question | Options | Y/N |
|---------------------------------|---|-----------|
| | 1.Through household surveys (1-5 yrs) | Y |
| What is the basis of estimation | 2. Number of residential connections | |
| water supply connections? | 3. Area covered by distribution network | |
| | 4. Road covered by network length | |
| How are records of HHs served | 1. Computerized | Y |
| by water supply maintained? | 2. Only Manual | |

- Automatic calculate the reliability for an indicator with a set of questions that address the conditions in each reliability band as listed in the Handbook.
- Ensures a transparent and consistent comparison across all ULBs.
- Where appropriate, state-wide information system improvement efforts will also be supported

Reliability assessment for Coverage of Water supply connections

Reliability B

| Question | Options | Y/N |
|---------------------------------|---|-----|
| | 1.Through household surveys (1-5 yrs) | |
| What is the basis of estimation | 2. Number of residential connections | Y |
| water supply connections? | 3. Area covered by distribution network | |
| | 4. Road covered by network length | |
| How are records of HHs served | 1. Computerized | |
| by water supply maintained? | 2. Only Manual | Y |

- Automatic calculate the reliability for an indicator with a set of questions that address the conditions in each reliability band as listed in the Handbook.
- Ensures a transparent and consistent comparison across all ULBs.
- Where appropriate, state-wide information system improvement efforts will also be supported

Reliability assessment for Coverage of Water supply connections

Reliability C

| Question | Options | Y/N |
|--------------------------------|---|-----|
| | 1.Through household surveys (1-5 yrs) | |
| hat is the basis of estimation | 2. Number of residential connections | |
| water supply connections? | 3. Area covered by distribution network | Y |
| | 4. Road covered by network length | |
| How are records of HHs served | 1. Computerized | |
| by water supply maintained? | 2. Only Manual | 1 |

- Automatic calculate the reliability for an indicator with a set of questions that address the conditions in each reliability band as listed in the Handbook.
- Ensures a transparent and consistent comparison across all ULBs.
- Where appropriate, state-wide information system improvement efforts will also be supported

Reliability assessment for Coverage of Water supply connections

Reliability D

| Question | Options | Y/N |
|---------------------------------|---|-----|
| | 1.Through household surveys (1-5 yrs) | |
| What is the basis of estimation | 2. Number of residential connections | |
| water supply connections? | 3. Area covered by distribution network | |
| | 4. Road covered by network length | Y |
| How are records of HHs served | 1. Computerized | |
| by water supply maintained? | 2. Only Manual | |

- Automatic calculate the reliability for an indicator with a set of questions that address the conditions in each reliability band as listed in the Handbook.
- Ensures a transparent and consistent comparison across all ULBs.
- Where appropriate, state-wide information system improvement efforts will also be supported

SLB Indicator Reports



• Options to view indicator report

Option to print and save indicator report in PDF

Approval stages for online data entry

| Home Performance Assessme | nt Performance Improvemen | t Resources About Us | Data Entry | |
|---|------------------------------------|-------------------------------------|---------------------|-----------------------|
| | | | | Search |
| | Online Page | Status: 2013 | | |
| PAGE APPROVAL STATUS | | | | |
| СІТҮ | YEAR ST/ | ATUS VIEW REMARK | HIERARCHY | REPORT |
| Kadi | 2013 PEN | DING REMARK | HIERARCHY | REPORT |
| Hierarchy of Data Entry Approval Stages | - Mozilla Firefox | | | |
| gas.org.in/web/ceptpas/dataentry?p_p_ | id=SLBDataEntryScreen_WAR_Portal&p | _p_lifecycle=1&p_p_state=exclusive8 | նp_p_mode=view&p_p_ | col_id=column-1&p_f 🏠 |
| | Hierarchy of Data E | ntry Approval Stages | | |
| Designation | Flow | Approval Status | Da Approva | nte of I/Rejection |
| Admin (CEPT/UMC/AIILSG) | Admin | | | E |
| State SLB Cell | Gujarat | | | |
| District Collector | Mehasana Collector | PENDING | | |
| City Commissioner / Chief Officer | Kadi Chief Officer | PENDING | | |
| City Data Entry Operator | Kadi | SUBMITTED | March | 20, 2013 |
| | | | | • |

Approval stages for city

Online Entry for Targets as per 13th Finance Commission

Targets for each SLB indicators can be entered by city ; compared to the service levels attained in previous years

As in **Data Entry**, these pages are access controlled

Online monitoring of the targets set by cities can be done by state cell

| Home | Performance Assessment Resources About Us Data Entry Site Map |
|---------------------------------|---|
| Та | rget Setting |
| The 130 bodies. | h Central Finance Commission (CFC) which submitted its report in 2010 has recommended specific performance based grants for urban loc |
| One of t and soli process | the conditions to access these grants is the notification of service standards for the sectors of water supply, sewerage, storm water drainag d waste management by the state government. The notified service standards are targets to be set for each ULB through a consultativ . The targets have to be entered for each of the indicators listed in the table below for the year 2012-13. |
| | Select Financial Year : Select- |
| | Get Target Detling |
| | |
| Home | Performance Assessment Resources About Us Data Entry Site Map |
| Checklas | t Target Setting |
| Та | rget Setting |
| The 13t | h Central Finance Commission (CFC) which submitted its report in 2010 has recommended specific performance based grants for urban i |
| One of 1 and sol process | The conditions to access these grants is the notification of service standards for the sectors of water supply, sewerage, storm water drain id waste management by the state government. The notified service standards are targets to be set for each ULB through a consultar . The targets have to be entered for each of the indicators lated in the table below for the year 2012-13. |
| | Select Financial Year I (2020035/20130 |
| | Get FV 3015-2012 Taroat Setting |

Online Target Entry

Home Performance Assessment

t Performance Improvement

Resources About Us

Data Entry

Checklist Target Setting Financial Patrak

Target Setting for Kadi for FY 2013-2014

The 13th Central Finance Commission (CFC) which submitted its report in 2010 has recommended specific performance based grants for urban local bodies.

One of the conditions to access these grants is the notification of service standards for the sectors of water supply, sewerage, storm water drainage and solid waste management by the state government. The notified service standards are targets to be set for each ULB through a consultative process. The targets have to be entered for each of the indicators listed in the table below for the year 2012-13.

| | | 1 | | | | |
|---|-----------|-----------|-----------|-----------|------------|------------|
| Weter and WDT- | 2000 2010 | 2010 2011 | 2011 2012 | 2012 2012 | Target for | Target for |
| water supply: KP1s | 2009-2010 | 2010-2011 | 2011-2012 | 2012-2013 | 2012-2013 | 2013-2014 |
| Coverage of water supply connections(%) | 85.2 | 84.1 | 85.6 | 91.1 | 100.0 | 95.0 |
| Per capita supply of water at consumer end(lpcd) | 115.6 | 116.1 | 137.8 | 137.3 | 135.0 | 140.0 |
| Extent of metering of water connections(%) | NA | NA | NA | NA | NA | NA |
| Extent of non-revenue water(%) | 33.1 | 31.5 | 26.5 | 24.1 | 20.0 | 20.0 |
| Continuity of water supply(hrs per day) | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 | 1.0 |
| Efficiency in redressal of customer complaints(%) | 70.0 | 70.0 | 83.0 | 85.0 | 85.0 | 90.0 |
| Quality of water supplied(%) | 100.0 | 100.0 | 98.4 | 84.5 | 100.0 | 90.0 |
| Cost recovery in water supply services(%) | 35.1 | 54.4 | 40.2 | 40.2 | 45.0 | 50.0 |
| Efficiency in collection of water supply related charges(%) | 54.5 | 63.4 | 70.2 | 70.2 | 89.0 | 70.0 |
| Coverage of water supply connections in slums(%) | 100.0 | 100.0 | 70.0 | 77.6 | 80.0 | 80.0 |
| | | | | | | |

| | | | | | Target for | Target for |
|---|-----------|-----------|-----------|-----------|------------|------------|
| Wastewater: KPIs | 2009-2010 | 2010-2011 | 2011-2012 | 2012-2013 | 2012-2013 | 2013-2014 |
| Coverage of toilets(%) | 98.7 | 98.7 | 90.8 | 90.4 | 95.0 | 95.0 |
| Coverage of waste water network services(%) | 27.0 | 26.2 | 26.0 | 50.5 | 50.0 | 80.0 |
| Collection efficiency of waste water network(%) | 3.2 | 3.2 | 4.0 | NA | 15.0 | 15.0 |

Previous and current year of status and previous year target for each indicator can be viewed while entering targets for the next year

ULB level target setting model

Target Model provides guidance for setting annual targets for SLB indicators – as per the 13th FC requirements. It helps to asses feasible targets base on trend analysis as well as ongoing capital works

| STANDARDISED SERVICE LEVEL BENCHMARKS | | | | | | | | | | |
|--|----------------------------------|-----------|------------|----------|------------------------|-------------|--|--|--|--|
| PERFORMANCE ASSESSMENT SYSTEMS (PAS) PROJECT | | | | | | | | | | |
| TARGET MODEL | | | | | | | | | | |
| USER GUIDE | USER GUIDE ULB TARGET GUIDELINES | | | | | | | | | |
| WATER SUPPLY | | WASTE WAT | <u>'ER</u> | | SOLID WASTE | | SUMMARY | | | |
| CLASS: B | POPULAT | ION | HOUSEHOLD | BASIC IN | SLUM POPUL | ATION SHARE | AREA (sq kms) | | | |
| CITY: Kadi | 77,778 | | 17,831 | | 12% | | 20 | | | |
| WATER SUPPLY | | | | | | | | | | |
| C KPIs and action areas |)ngoing Projects 2009-1 | 0 2010-11 | 2011-12 | 2012-13 | Projected for 2013- | SET TAR | GET FOR 2013-14 | | | |
| Ongoing distribution network expansion project | | | | | | | | | | |
| No of HHs served | 1,500 | | | | | | | | | |
| Project cost (Rs in lakh) | 4 | | | | | | | | | |
| Coverage of individual water supply connections (%) | 85 | 84 | 86 | 91 | 96 | 100 T | ARGET | | | |
| Number of households served with individual connections | 13,784 | 14,167 | 14,857 | 16,239 | 17,739 | 18,389 | | | | |
| Additional number of households connected/ required to achieve | | 383 | 690 | 1,382 | 1,500 | 650 | | | | |
| Income generated by increasing coverage (Rs in lakh) | | | | | 10 | 1,500 | er connection charges paid by itizens (Rs / connection) | | | |
| Course augmentation | | | | | | | | | | |
| Addition of content action | 2 | | | | | | | | | |
| If source of water is bulk purchase then specifu bulk water charge | <u> </u> | | | | | | | | | |
| Project cost (Rs in lakh) | 4 | | | | | | | | | |
| Per capita supply at consumer end (lpcd) | 116 | 116 | 138 | 137 | 151 | 150 1 | ARGET | | | |
| Water production requirement (MLD) | 13.0 | 13.0 | 14.8 | 14.8 | 16.8 | 15.8 | | | | |
| Residential water consumption including public taps | 8.3 | 8.5 | 10.4 | 10.7 | 12.1 | 12.0 | | | | |
| Additional water augmentation done/ required to achieve target | | 0.0 | 1.8 | 0.0 | 2.0 | 0.0 | | | | |

Data improvement measures

Information system improvement initiative

- Linking SLB online data collection with existing functional EDP /e-governance departments in cities
- System to periodically record required information and generate SLB indicators (at city/zonal and ward level)
- Currently being attempted in 2 cities Vadodara municipal corporation and Kalyan-Dombivali Municipal corporation





Vadodara Municipal Corporation (VMC) and Urban Management Centre (UMC) under the Performance Assessment System (PAS) project

Date: 20 July 2012

This declaration outlines the terms of the proposed institutional relationship between the Vadodara Municipal Corporation (VMC) and the Urban Management Centre (UMC) under the ongoing Performance Assessment System Program (PAS) being undertaken by the CEPT University and UMC with support from Government of Gujarat. The objective of this understanding is to bring synergies between the organization is to consolidate the PAS program. The PAS program is an action research supported by CEPT University and facilitated by Government of Gujarat.

Urban Management Centre (UMC) is a not for profit organization working with a mission to foster excellence in governance through innovative urban management solutions across South Asia and which continues to be the facilitating force for this cooperation.

The objectives of this agreement are:

- To provide technical assistance towards improvement in water supply, sewerage and storm water drainage sectors of the VMC in specific areas ;
- Study and facilitate preparation of Information System Improvement Plan (ISIP) for improving reliability band of Service Level Benchmark (SLB) indicators in above mentioned sectors.
- To provide training and capacity building support, organize study tours and support exchange of ideas towards the above said objective.

Vadodara Municipal Corporation (VMC) agrees to the following:

- Provide support by sharing data/ information and required staff time.
- VMC agrees to nominate department-wise nodal officers for coordination and an overall coordinator to provide support to UMC.
- Hire IT organization when required to scale up operations or create intranet solutions.
- VMC would resolve to take up implementation of the recommendations provided under this ISIP.
- Establish SLB Cell and engage PAS data for yearly SLB target setting and planning service delivery.

MoU with Vadodara Municipal Corporation

ISIP Initiative – Departments, Staff and Data Sources

MAPPING Relevant Department/officers for Vadodara Sewerage system SLB Data



MAPPING SLB Data & Indicators Monitoring within various Departments of VMC



Monitoring under SLB cell

- State Profile
- Know Your City

State level monitoring

| Home Pe | erformance Ass | essment R | esources A | About Us | ULB Reports | Site Map | |
|-----------------|-----------------------------|-----------------------------|---|---|-------------------------------|---------------------------------|---------------------------|
| Checklist | Approval S | itatus Ta | arget Setting | Contac | t Person | Support Request | Login Report |
| Chec | klist | | | | | | |
| % figures indic | ate the number o | f indicators gene | erated to total nu | Complet umber of indica | ed Not ators in the sector | t completed | Select Class |
| Name | Water | Sewage | SWM | Equity Info | Reset | Indicator Report | Municipal Corporation |
| Ahmedabad | KPI: 100.00% LAI: 84.21% | KPI: 100.00% LAI: 84.62% | KPI: 100.00% | KPI: 75.00% | Reset | Report | FY 2011-2012 💌 |
| Bhavnagar | KPI: 100.00% LAI: 92.11% | KPI: 100.00% LAI: 84.62% | KPI: 100.00% | 0.00% KPI: 100.00% 0.00% LAI: 92.31% | | Report | Submit |
| Gandhinagar | KPI: 100.00% LAI: 86.84% | KPI: 100.00% | KPI: 100.00% | 0% KPI: 100.00% | Reset | Report | |
| Jamnagar | KPI: 100.00% LAI: 89.47% | KPI: 100.00% | KPI: 100.00% KPI: 100.00% LAI: 91.67% LAI: 92.31% KPI: 100.00% KPI: 100.00% LAI: 91.67% LAI: 92.31% | Reset | Report | Download Data for All Years | |
| Junagadh | KPI: 100.00% | KPI: 100.00% | | % Reset | Report | Download KPIs-LAIs for All ULBs | |
| Rajkot | KPI: 100.00% LAI: 92.11% | KPI: 100.00% KPI: 100.00% | | KPI: 100.009 | % Reset | Report | Download Gazette in Excel |
| Surat | KPI: 77.78% LAI: 73.68% | KPI: 77.78% | KPI: 75.00% LAI: 83.33% | KPI: 0.00% | Reset | Report | Download Gazette in PDF |
| Vadodara | KPI: 100.00% LAI: 92.11% | KPI: 100.00% LAI: 96.15% | KPI: 100.00% | KPI: 100.00% | Reset | Report | Download SLB Target Excel |
| | | | | | | | · |

Options to download

- Data for all years
- Indicators for all years
- Targets in gazette format, excel/ PDF

State Profile based on SLB Indicators



Option to view year wise information

State Profile based on SLB Indicators

| Home Performance Assess | ment Perf | ormance Improvement | Resources | About Us | |
|---|-------------|---|--|----------|---|
| Framework Toolkit St | ate Profile | Know Your City | Interactive Da | shboards | |
| | | | | | Search |
| Access and Co | verage | e for Gujar | at | | |
| | 75 | • | + | | Select State Gujarat Select Financial Year All Years |
| Access & Coverage Highlights the % of households having individual access to services of water supply, waste water and solid waste management | 25 | | | | Select Indicator Group |
| - | 0 2009 | 2010 Coverage of Water supply co Coverage of toilets (indiv. & Coverage of WW network ser Household level coverage of | 2011 201 onnections (%) comm.) (%) rvices (%) SWM services (%) | 2 2013 | Submit Gujarat Population ranges of classes Muni. Corporation: >500,000 Class A: >100,000 Class B: 50,000 - 100,000 Class C: 25,000 - 50,000 Class D: 15,000 - 25,000 |

Option to track **historical data**

State Profile based on SLB Indicators



Option to view **Thematic** State profile

City Profile

| Home | Performance Assessment | | essment Performance Improvement | | About Us | | |
|----------|------------------------|----------------|---------------------------------|---------------|-----------|--|--------|
| Framewo | rk Toolkit | State Profi | ile Know Your City | Interactive D | ashboards | | |
| Overviev | City Profile | Compare Your (| City | | | | |
| | | | | | | | Search |

Background of Ahmedabad

| GENERAL INFORMATION | | | | | | | | | |
|------------------------------|-------------|---------------------------------------|----------------|--|--|--|--|--|--|
| | Municipal | | | | | | | | |
| Class | Corporation | No. of slum settlements | 1,813 | | | | | | |
| District | Ahmedabad | Slum population | 1,616,237 | | | | | | |
| Area (sq.km.) | 466.2 | Slum households | 317,235 | | | | | | |
| Total city population | 5,160,485 | Total annual city capital receipts | 15,395,096,000 | | | | | | |
| Total households | 1,117,421 | Total annual city capital expenditure | 12,474,746,000 | | | | | | |
| Density (persons per sq.km.) | 11,069.3 | Total annual city revenue receipts | 17,539,874,000 | | | | | | |
| Total municipal staff | 22,365 | Total annual city revenue expenditure | 9,645,879,000 | | | | | | |

Select State

| Gujarat | ~ |
|--------------------------|---|
| Select City | |
| Ahmedabad | ~ |
| Select Financial Year | |
| FY 2008-2009 | ~ |
| Submit | |
| Overview Report | |

Overview ULB Report

WATER SUPPLY

| Total water produced (MLD) | 925.4 |
|------------------------------------|---------|
| Ground water(MLD) | 107.4 |
| Surface water(MLD) | 818.0 |
| Average daily volume treated (MLD) | 717.9 |
| Installed storage capacity (MLD) | 777.9 |
| Total water connections (Nos.) | 739,339 |
| Water connections in slums (Nos.) | 175,484 |
| Area covered by network (sq.km.) | 192.8 |



Overview of the city provides general information across all the sectors

City Profile



City Profile of Ahmedabad



City Profile gives results based on SLB indicators for each sector

City Profile



Compare Your City helps each city compare itself with another city based on its respective class or state.





Efficiency in Service Operation

| Sewage treatment quality (%) | | | | | | Com | plaint red | ressal (%) | | I | Reuse and | l recycling | l of sewag | e (%) | Ahmedabad |
|------------------------------|-------|-------|-------|-------|------|------|------------|------------|------|------|-----------|-------------|------------|--------|------------|
| | | | | | | | | | | | | | | | Amod |
| 100- | | | | | 100- | | | | | 100- | | | | | Amreli |
| | | | | | | | | | | | | | | | Anand |
| 80- | | | | | 80- | | | 82 % | 81 % | 80- | | | | | Anjar |
| | | | | | | | | | | | | | | | Anklav |
| | | | | | | 60 % | 61 % | | | | | | | | Ankleshwar |
| 60- | | | | | 60- | | | | | 60- | | | | | Babra |
| | | | | | | | | | | | | | | | Bagasra |
| 40- | | | | | 40- | | | | | 40- | | | | | Balasinor |
| | | | | | | | | | | | | | | | Bantawa |
| | | | | | | | | | | | | | | | Baravala |
| 20- | | | | | 20- | | | | | 20- | | | | | |
| 0 | 2.2 % | 2.8 % | 3.4 % | 3.4 % | 0 | | | | | 0 | 0.03 % - | 0.03 % - | 0.03 % | 0.02 % | Back |
| | 2010 | 2011 | 2012 | 2013 | | 2010 | 2011 | 2012 | 2013 | | 2010 | 2011 | 2012 | 2013 | |

Interactive data visualization that provides valuable insight

Allows drilling down from indicators, charts and maps to read data better

Select ULB

| D | ashboard Showing Wastewa | ter SLB Indicators for \ | /adodara (Class: MC |) Interactive data | | | |
|--|----------------------------------|--|------------------------------|--------------------|--|--|--|
| | Toilet coverage (%) | ULB Overv | ULB Overview | | | | |
| | 2010 2011 | 201 | 0 2011 2012 2013 | visualization that | | | |
| Access and Coverage | 2012 2013 | Area (sqkm) | 159 159 159 159 | provides valuable | | | |
| Highlights the % of HHs having access to services | 0 20 40 60 80 100 | Present Population (1000's) 1, | 631 1,667 1,713 1,739 | incidet | | | |
| of waste water (sanitation and sewerage) | Sewer coverage (%) 2010 | Households (1000's) | 384 396 407 416 | msigne | | | |
| | 2011 2012 | Slum population (1000's) | 290 252 252 252 | | | | |
| | 2013 0 20 40 60 80 100 | Slum HHs (1000's) | 58 50 50 49 | Allows drilling | | | |
| | Toilet coverage in slums (%) | Total revenue income (Million Rs) 5, | 620 5,357 4,556 5,647 | down from | | | |
| | 2010 | Total revenue expenditure (Million Rs) 4, | 098 4,500 4,121 5,128 | indicators charts | | | |
| <u>Equity in Service</u> Delivery | 2012 2013 | Capital receipts of ULB (Million Rs) 2, | 311 1,624 2,462 1,162 | and many stars and | | | |
| <u>Denvery</u> Highlights the variations in | 0 20 40 60 80 100 | Capital expenditure by ULB (Million Rs) 4, | 423 3,788 1,088 3,578 | and maps to read | | | |
| city level coverage as well as between poor and | Sewer coverage in slums (%) | Q10 | uality of treatment (%) | data better | | | |
| non-poor HHs in the city | 2011 2012 | 2011 2012 | | 1 1 | | | |
| | 2013 0 20 40 60 80 100 | 0 | 20 40 60 80 100 | Allows | | | |
| | Sewage collection efficiency (%) | Efficiency in Service | age reuse and recycle (%) | combination of | | | |
| | 2010 | Highlights extent of WW 2010 | | | | | |
| Service Levels and | 2012 2013 | reuse/ recycling of waste- | | multiple data | | | |
| Highlights the quantity of | 0 20 40 60 80 100 | sewerage related charges | 20 40 60 80 100 | sources to keep | | | |
| treatment capacity of | Treatment capacity (%) | Compla | int redressal efficiency (%) | track of | | | |
| Sewage Treatment Plant | 2011 2012 | 2011 2012 | | | | | |
| | 2013 0 50 100 150 200 | 2013 | 20 40 60 80 100 | performance | | | |
| | | | | Visnagar | | | |
| | Cost recovery in sewage manage | mont (%) Sowage charges | collection efficiency (%) | Vyara Wankaner | | | |
| Financial Sustainabil | 2010 | 2010 2010 | conection enriciency (70) | | | | |
| to expenses incurred in set | vice 2012 | 2011 2012 2013 | | State | | | |
| operations | 0 50 100 150 | 2015 0 20 | 40 60 80 100 | | | | |



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

