



Performance Measurement

Using SLB indicators

Workshop on Capacity Building for Service Level Benchmarking (SLB)

6th February, 2014, Goa

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

Sector -wise 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%



Sector -wise SLB indicators

WASTEWATER

9

Indicators



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%

Sector -wise SLB indicators

SOLID WASTE

8

Indicators



Indicators for Solid Waste Management services

Benchmark

Household level coverage of solid waste management services

100%

Efficiency of collection of municipal solid waste

100%

Extent of segregation of municipal solid waste

100%

Extent of municipal solid waste recovered

80%

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%

Sector -wise SLB indicators

STORM WATER

2

Indicators

Indicators for Storm Water Drainage

Benchmark

Coverage of storm water drainage network

100%

Incidence of water logging / flooding

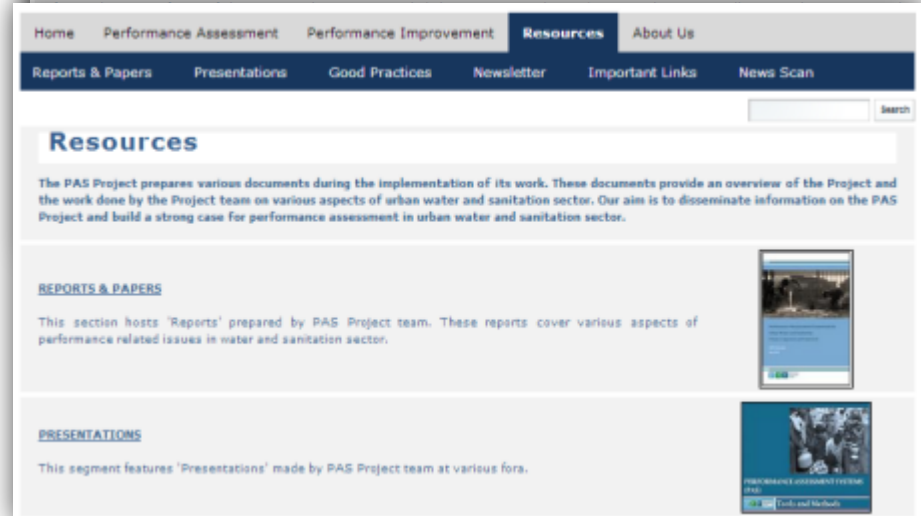
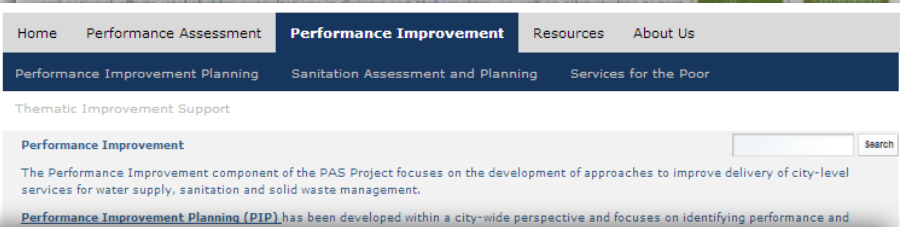
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Online SLB module

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, www.pas.org.in
- 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



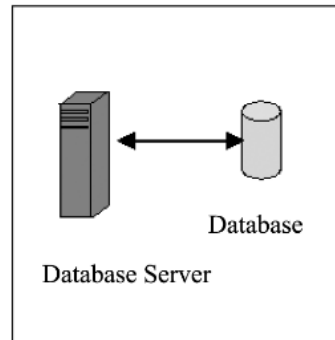
Process of Measurement

Web based measurement and monitoring

**Data entry:
at city level**



**Data storage:
at state level**



**Shared data
available at various
levels**

**State agencies,
data and analysis**



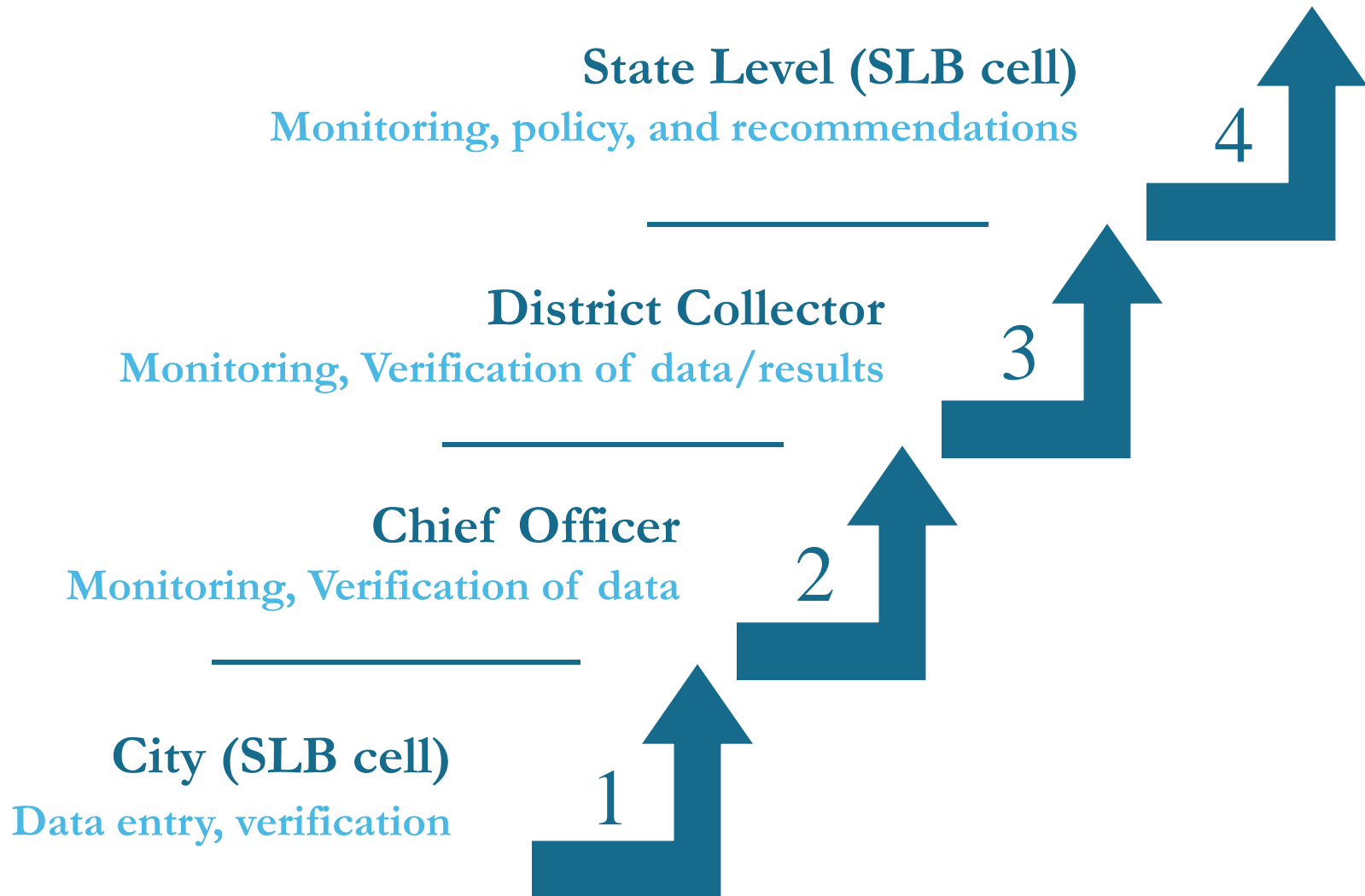
**Cities – data,
results, analysis**



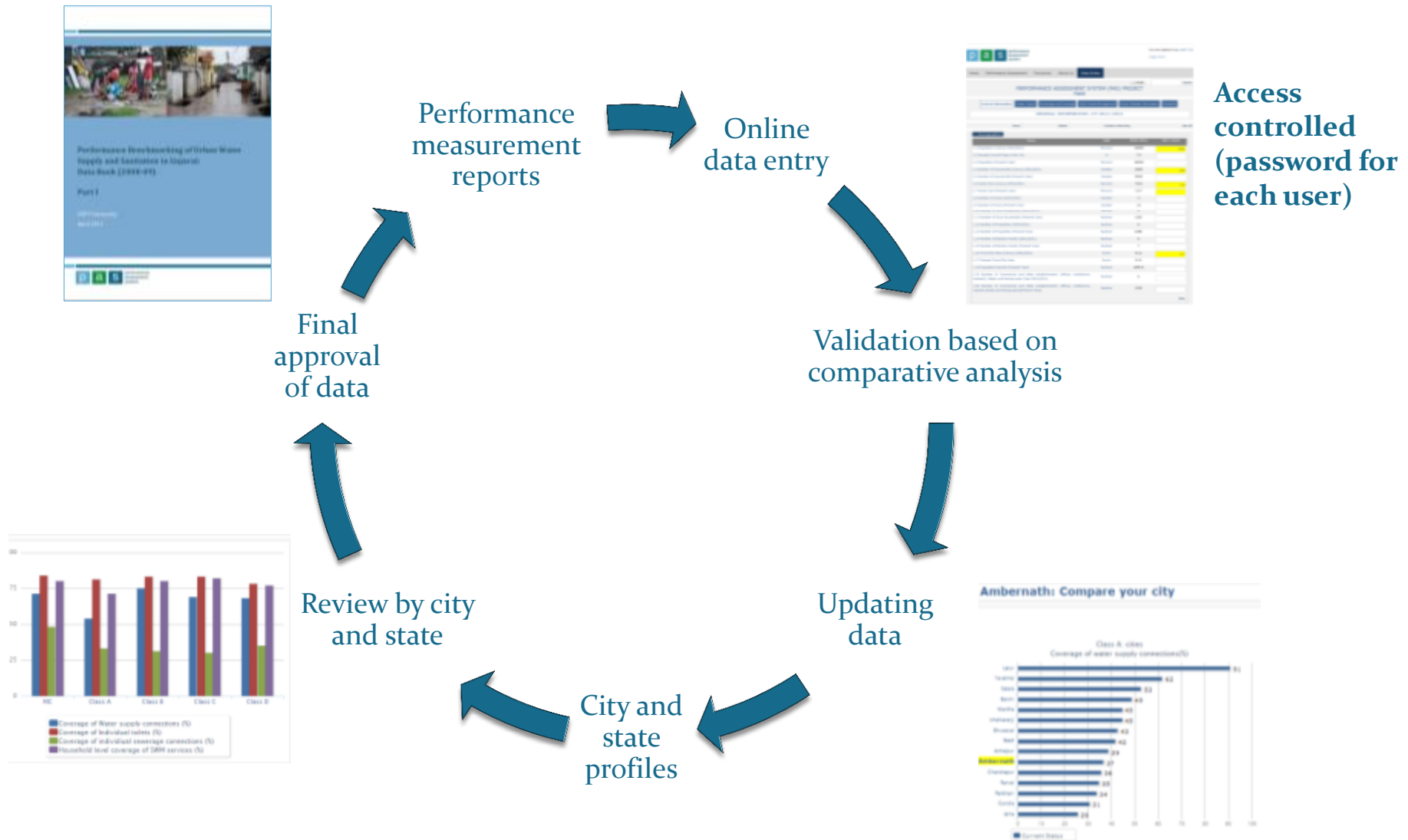
**Citizens
Access to analysis, results**



Planned online system for review



Stages in Performance Measurement and Monitoring



Snapshots of Online data entry



Tools for Measurement

- **Checklist**
- **Target Setting**
- **Reports**

Online data entry for SLB

p a s performance assessment system

Unique access for each city

You are signed in as Patdi ULB.
| Sign Out |

Home Performance Assessment Resources About Us **Data Entry** Site Map

Checklist Target Setting

Checklist

The SLB-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:

1. General Information
2. Water Supply
3. Sewerage and Drainage
4. Solid Waste Management
5. Additional Information
6. Reliability

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.

Please note that the data for the previous year is displayed along with the current year to facilitate data entry.

Select Financial Year
FY 2011-2012

View FY 2011-2012 Checklist

View FY 2011-2012 Indicator Report

Approval Status

Select Language to Download Checklist
---Select---

Download FY 2011-2012 Checklist

Designation	Role
Slum SLB Cell	Review Cities Pending the Checklist Submission
District Collector	Approval Required After Annual Report Filed

- 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

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PERFORMANCE ASSESSMENT SYSTEM (PAS) PROJECT
Patdi

General Information Water Supply Sewerage and Drainage Solid Waste Management Equity Related Information Reliability

GENERAL INFORMATION : FY 2011-2012

Reset Submit Go Back to Data Entry Save All

1. Demographics

Item	Unit	2010-2011	2011-2012
1.1 Population (Census 2001)/2011	Persons	16908	16908
1.2 Decadal Growth Rate of the City	%	7.8	
1.3 Population (Present Year)	Persons	18000	
1.4 Number of Households (Census 2001)/2011	Number	2885	2885
1.5 Number of Households (Present Year)	Number	5500	
1.6 Family Size (Census 2001)/2011	Persons	5.83	5.83
1.7 Family Size (Present Year)	Persons	3.27	
1.8 Number of Slums (2001)/2011	Number	0	
1.9 Number of Slums (Present Year)	Number	10	
1.10 Number of Slum Households (2001)/2011	Number	0	
1.11 Number of Slum 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	5.21
1.17 Present Town/City Area	Sq.km	5.21	
1.18 Population Density (Present Year)	Number	3455.0	
1.19 Number of Commercial and other establishments (offices, institutions, markets), Hotels and Restaurants (Year 2001)/2011	Number	0	
1.20 Number of Commercial and other establishments (offices, institutions, markets, Hotels and Restaurants)(Present Year)	Number	1219	

Save

1.11 Number of Slum 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	5.21
1.17 Present Town/City Area	Sq.km	5.21	
1.18 Population Density (Present Year)	Number	3455.0	
1.19 Number of Commercial and other establishments (offices, institutions, markets), Hotels and Restaurants (Year 2001)/2011	Number	0	
1.20 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

Standardized SLB reliability assessment sheet

Reliability assessment for Coverage of Water supply connections

Reliability A

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

Standardized SLB reliability assessment sheet

Reliability assessment for Coverage of Water supply connections

Reliability B

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

Standardized SLB reliability assessment sheet

Reliability assessment for Coverage of Water supply connections

Reliability C

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

Standardized SLB reliability assessment sheet

Reliability assessment for Coverage of Water supply connections

Reliability D

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

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Checklist

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Indicator Report of Patdi

Water Supply					
Water Supply Service Indicator Values					
Indicator Name	Unit	2008-09	2009-10	2010-11	2011-12
Coverage of water supply connections	%	68.0	66.0	67.6	66.8
Per capita available of water at consumer end	Lpod	61.9	82.2	85.0	84.4
Extent of metering of water connections	%	NA	NA	NA	NA
Extent of Non Revenue Water	%	0.0	10.6	12.6	12.6
Continuity of water supply	Hours / Day	1.3	3.0	3.0	3.0
Efficiency in redressal of customer complaints	%	100.0	100.0	100.0	100.0
Quality of water supplied	%	100.0	100.0	100.0	100.0
Cost recovery in water supply services	%	103.0	88.3	144.9	118.6
Efficiency in collection of water supply related charges	%	95.3	63.8	58.7	31.8
Coverage of WS connections in slums	%	ND	40.0	40.0	40.0

Water Supply Service Reliability Grades			
Indicator Name	2008-09	2009-10	2010-11
Coverage of water supply connections		D	D

Year

2-2013 Checklist

13 Indicator Report

val Status

to Download Checklist

012-2013 Checklist

-2013 Target Setting Model

Options to view indicator report

Option to print and save indicator report in PDF

Approval stages for online data entry

Home Performance Assessment Performance Improvement Resources About Us **Data Entry**

Search

Online Page Status: 2013

PAGE APPROVAL STATUS

CITY	YEAR	STATUS	VIEW REMARK	HIERARCHY	REPORT
Kadi	2013	PENDING	REMARK	HIERARCHY	REPORT

Hierarchy of Data Entry Approval Stages - Mozilla Firefox

pas.org.in/web/ceptpas/dataentry?p_p_id=SLBDDataEntryScreen_WAR_Portal&p_p_lifecycle=1&p_p_state=exclusive&p_p_mode=view&p_p_col_id=column-1&p_f

Hierarchy of Data Entry Approval Stages

Designation	Flow	Approval Status	Date of Approval/Rejection
Admin (CEPT/UMC/AIILSG)	Admin		
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

The screenshot shows the 'Target Setting' page of a web application. The navigation bar includes 'Home', 'Performance Assessment', 'Resources', 'About Us', 'Data Entry', and 'Site Map'. The 'Data Entry' tab is active. Below the navigation bar, there is a 'Checklist' section with 'Target Setting' selected. The main heading is 'Target Setting'. The text explains that the 13th Central Finance Commission (CFC) has recommended specific performance based grants for urban local bodies. It states that 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. Below the text, there is a form with a label 'Select Financial Year :'. A dropdown menu is open, showing '---Select---' as the selected option. A red box highlights the dropdown menu. Below the dropdown menu is a button labeled 'Get Target Setting'.

The screenshot shows the 'Target Setting' page of a web application. The navigation bar includes 'Home', 'Performance Assessment', 'Resources', 'About Us', 'Data Entry', and 'Site Map'. The 'Data Entry' tab is active. Below the navigation bar, there is a 'Checklist' section with 'Target Setting' selected. The main heading is 'Target Setting'. The text explains that the 13th Central Finance Commission (CFC) has recommended specific performance based grants for urban local bodies. It states that 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. Below the text, there is a form with a label 'Select Financial Year :'. A dropdown menu is open, showing 'FY 2011-2012' as the selected option. A red box highlights the dropdown menu. Below the dropdown menu is a button labeled 'Get FY 2011-2012 Target Setting'.

Online Target Entry

Home Performance Assessment 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.

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

Water supply: KPIs	2009-2010	2010-2011	2011-2012	2012-2013	Target for 2012-2013	Target for 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
Wastewater: KPIs	2009-2010	2010-2011	2011-2012	2012-2013	Target for 2012-2013	Target for 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

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 assess feasible targets based on trend analysis as well as ongoing capital works

STANDARDISED SERVICE LEVEL BENCHMARKS

PERFORMANCE ASSESSMENT SYSTEMS (PAS) PROJECT

TARGET MODEL

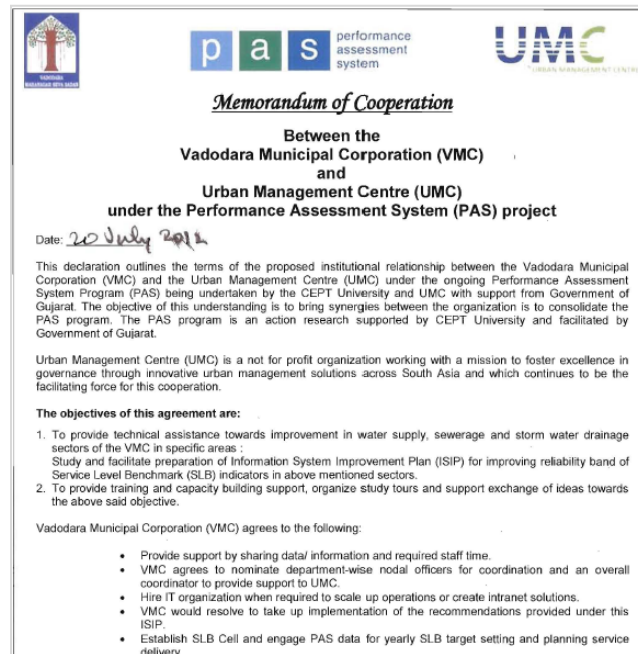
USER GUIDE		ULB TARGET		GUIDELINES			
WATER SUPPLY		WASTE WATER		SOLID WASTE		SUMMARY	
CLASS: B				BASIC INFORMATION			
CITY: Kadi		POPULATION	HOUSEHOLDS	SLUM POPULATION SHARE		AREA (sq kms)	
		77,778	17,831	12%		20	

WATER SUPPLY							
KPIs and action areas	Ongoing Projects	2009-10	2010-11	2011-12	2012-13	Projected for 2013-	SET TARGET 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 TARGET
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 Per connection charges paid by citizens (Rs / connection)
Source augmentation							
Additional water withdrawal (MLD)	2						
If source of water is bulk purchase then specify bulk water charge	4						
Project cost (Rs in lakh)	4						
Per capita supply at consumer end (lpcd)		116	116	138	137	151	150 TARGET
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

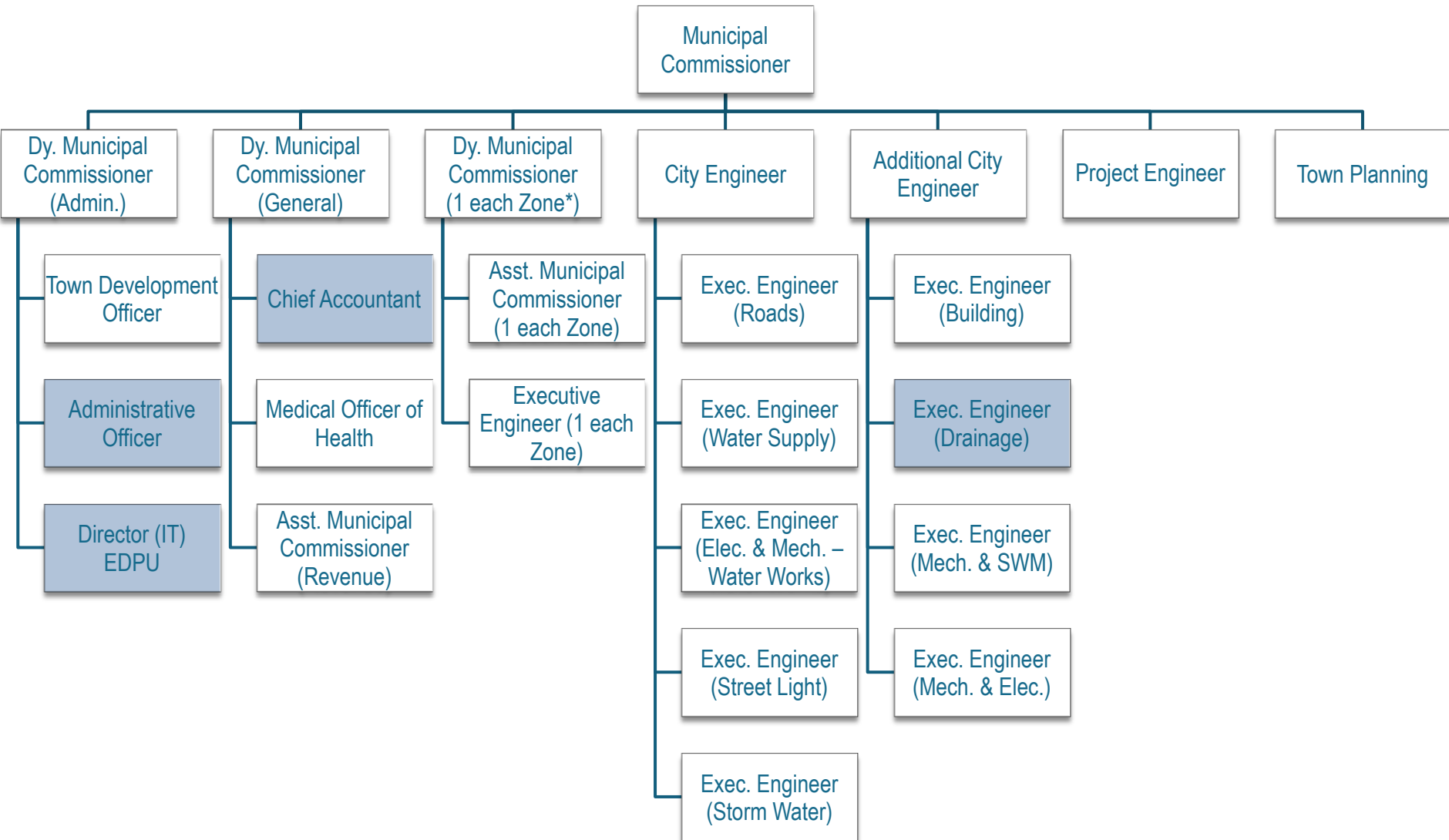
Information system improvement initiative

- 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



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

Department/ officer contributing to sewerage indicators		Coverage of toilets	Coverage of sewerage	Collection efficiency of network	Adequacy of treatment capacity	Quality of treatment	Reuse & recycling	Efficiency in complaints	Cost recovery	Efficiency in collection of charges
Dy. Municipal Commissioner (Admin.)	Administrative Officer									
	Director (IT) EDPU	✓	✓			✓		✓		✓
Dy. Municipal Commissioner (General)	Chief Accountant								✓	
City Engineer	Exec. Engineer (Water Supply)			✓	✓					
Additional City Engineer	Exec. Engineer (Drainage)			✓	✓	✓	✓			
	Exec. Engineer (Mech. & SWM)									

Monitoring under SLB cell



- **State Profile**
- **Know Your City**

State level monitoring

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Checklist

Completed  Not completed 

% figures indicate the number of indicators generated to total number of indicators in the sector

Name	Water	Sewage	SWM	Equity Info	Reset	Indicator Report
Ahmedabad	KPI: 100.00% LAI: 84.21%	KPI: 100.00% LAI: 84.62%	KPI: 100.00% LAI: 100.00%	KPI: 75.00% LAI: 61.54%	Reset	Report
Bhavnagar	KPI: 100.00% LAI: 92.11%	KPI: 100.00% LAI: 84.62%	KPI: 100.00% LAI: 100.00%	KPI: 100.00% LAI: 92.31%	Reset	Report
Gandhinagar	KPI: 100.00% LAI: 86.84%	KPI: 100.00% LAI: 96.15%	KPI: 100.00% LAI: 91.67%	KPI: 100.00% LAI: 84.62%	Reset	Report
Jamnagar	KPI: 100.00% LAI: 89.47%	KPI: 100.00% LAI: 80.77%	KPI: 100.00% LAI: 91.67%	KPI: 100.00% LAI: 92.31%	Reset	Report
Junagadh	KPI: 100.00% LAI: 92.11%	KPI: 100.00% LAI: 100.00%	KPI: 100.00% LAI: 100.00%	KPI: 100.00% LAI: 100.00%	Reset	Report
Rajkot	KPI: 100.00% LAI: 92.11%	KPI: 100.00% LAI: 100.00%	KPI: 100.00% LAI: 100.00%	KPI: 100.00% LAI: 100.00%	Reset	Report
Surat	KPI: 77.78% LAI: 73.68%	KPI: 77.78% LAI: 65.38%	KPI: 75.00% LAI: 83.33%	KPI: 0.00% LAI: 38.46%	Reset	Report
Vadodara	KPI: 100.00% LAI: 92.11%	KPI: 100.00% LAI: 96.15%	KPI: 100.00% LAI: 100.00%	KPI: 100.00% LAI: 92.31%	Reset	Report

Select Class
Municipal Corporation

Select Financial Year
FY 2011-2012

Submit

[Download Data for All Years](#)

[Download KPIs-LAIs for All ULBs](#)

[Download Gazette in Excel](#)

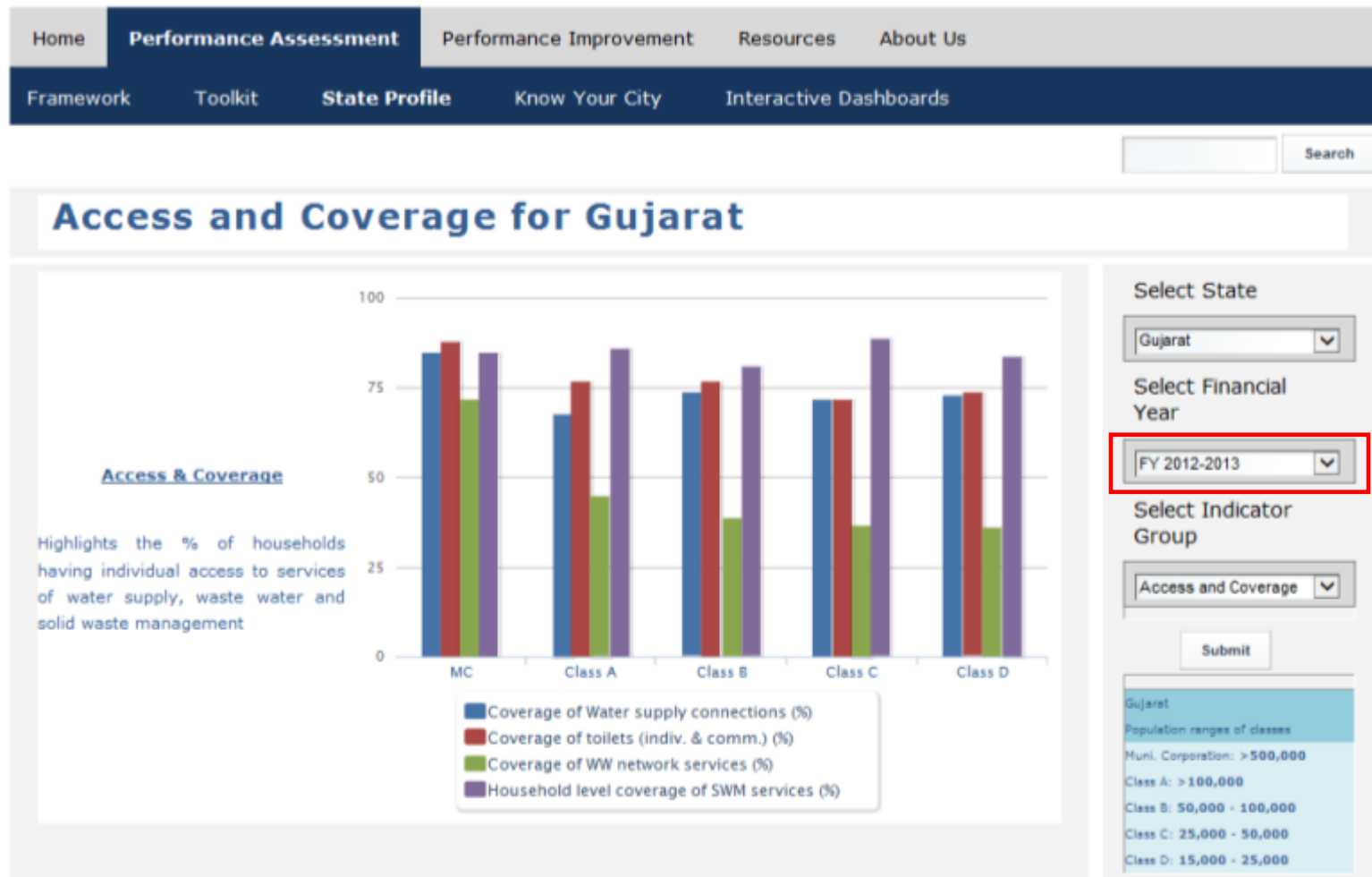
[Download Gazette in PDF](#)

[Download SLB Target Excel](#)

Options to download

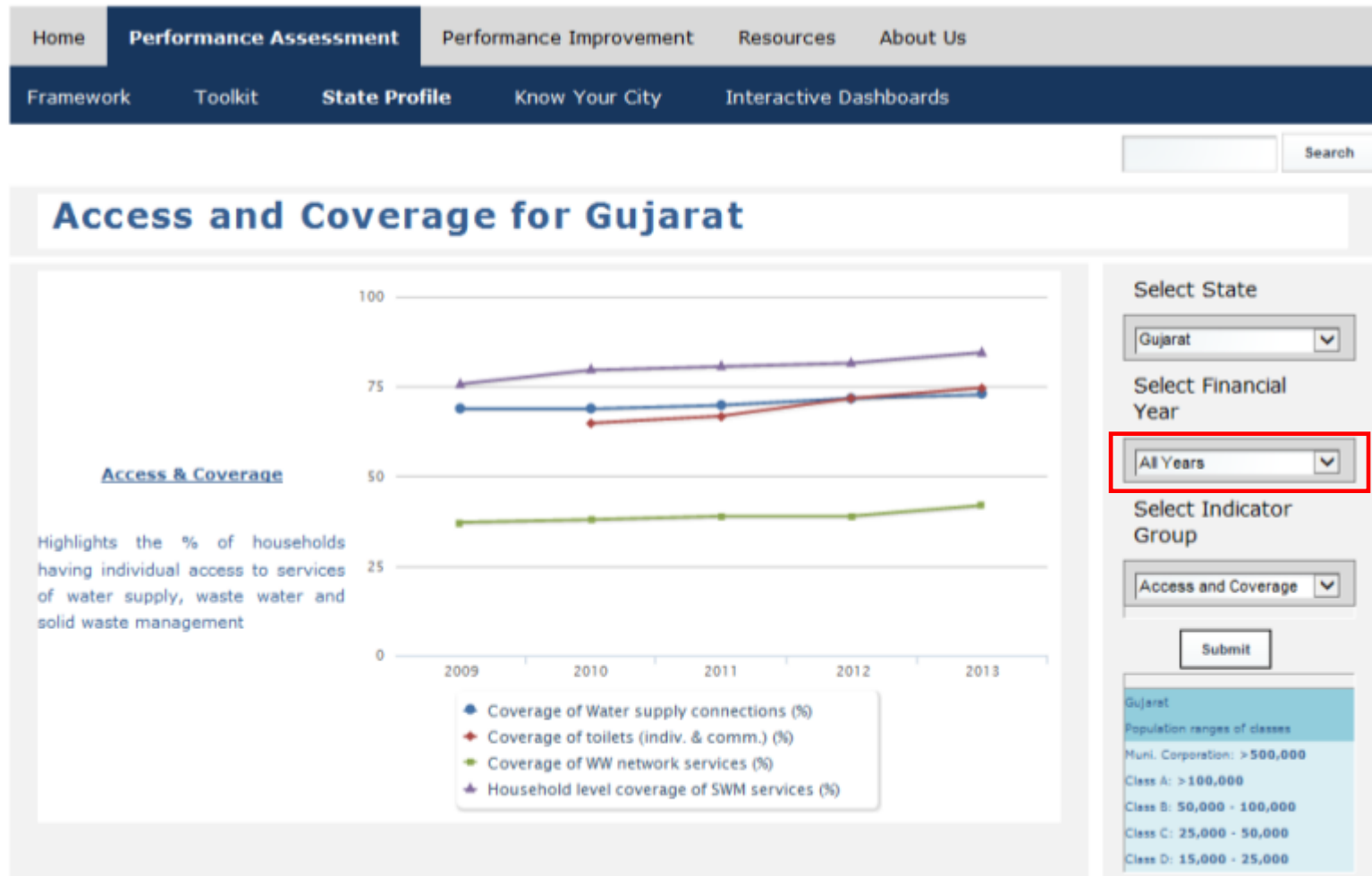
- ❑ Data for all years
- ❑ Indicators for all years
- ❑ Targets in gazette format, excel/ PDF

State Profile based on SLB Indicators



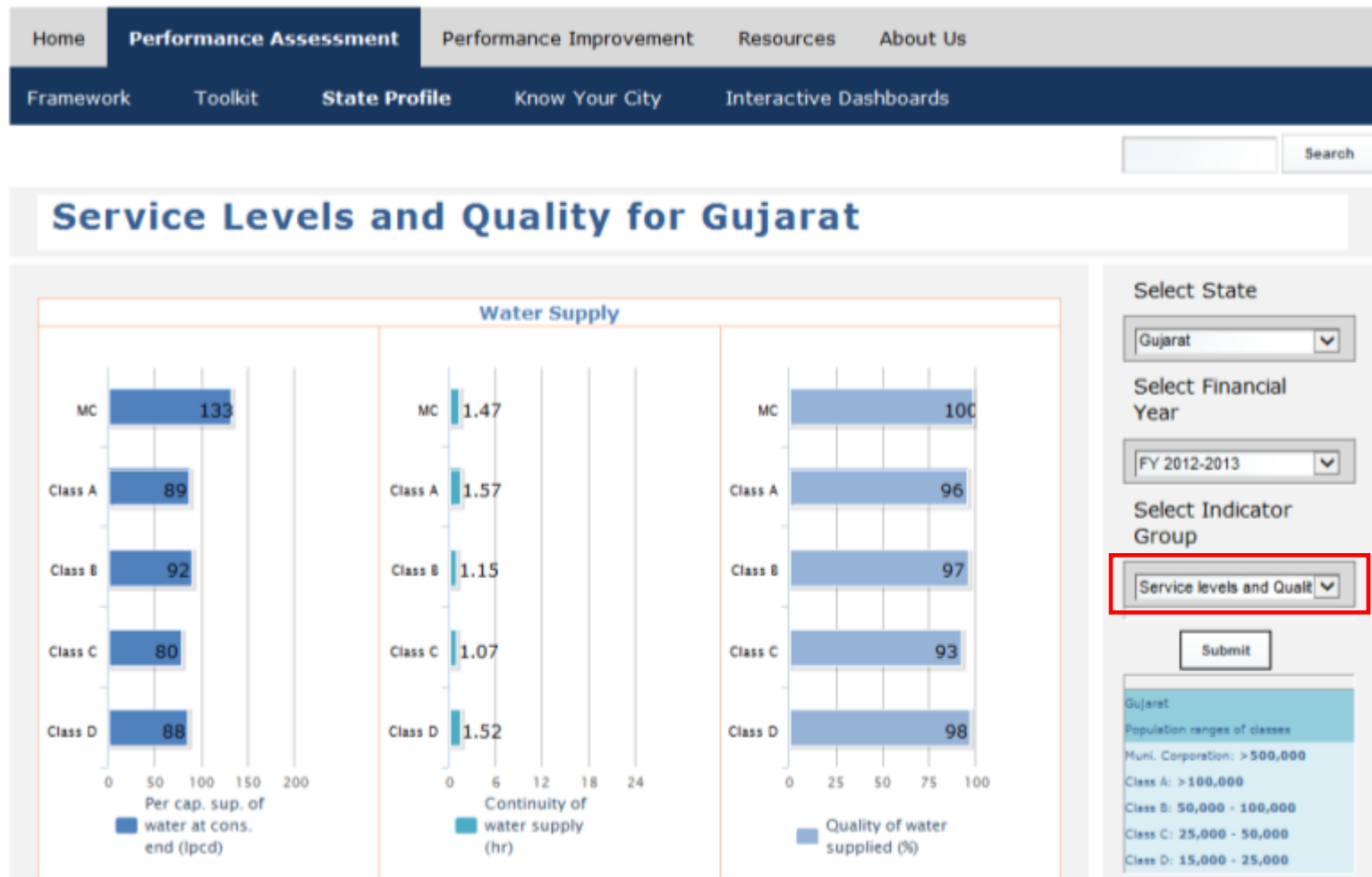
Option to view **year wise** information

State Profile based on SLB Indicators



Option to track **historical data**

State Profile based on SLB Indicators



Option to view **Thematic** State profile

City Profile

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Background of Ahmedabad

GENERAL INFORMATION

Class	Municipal 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

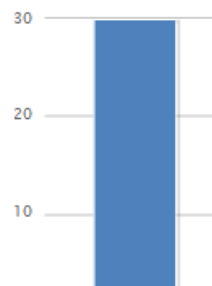
Overview Report

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

Supply Days

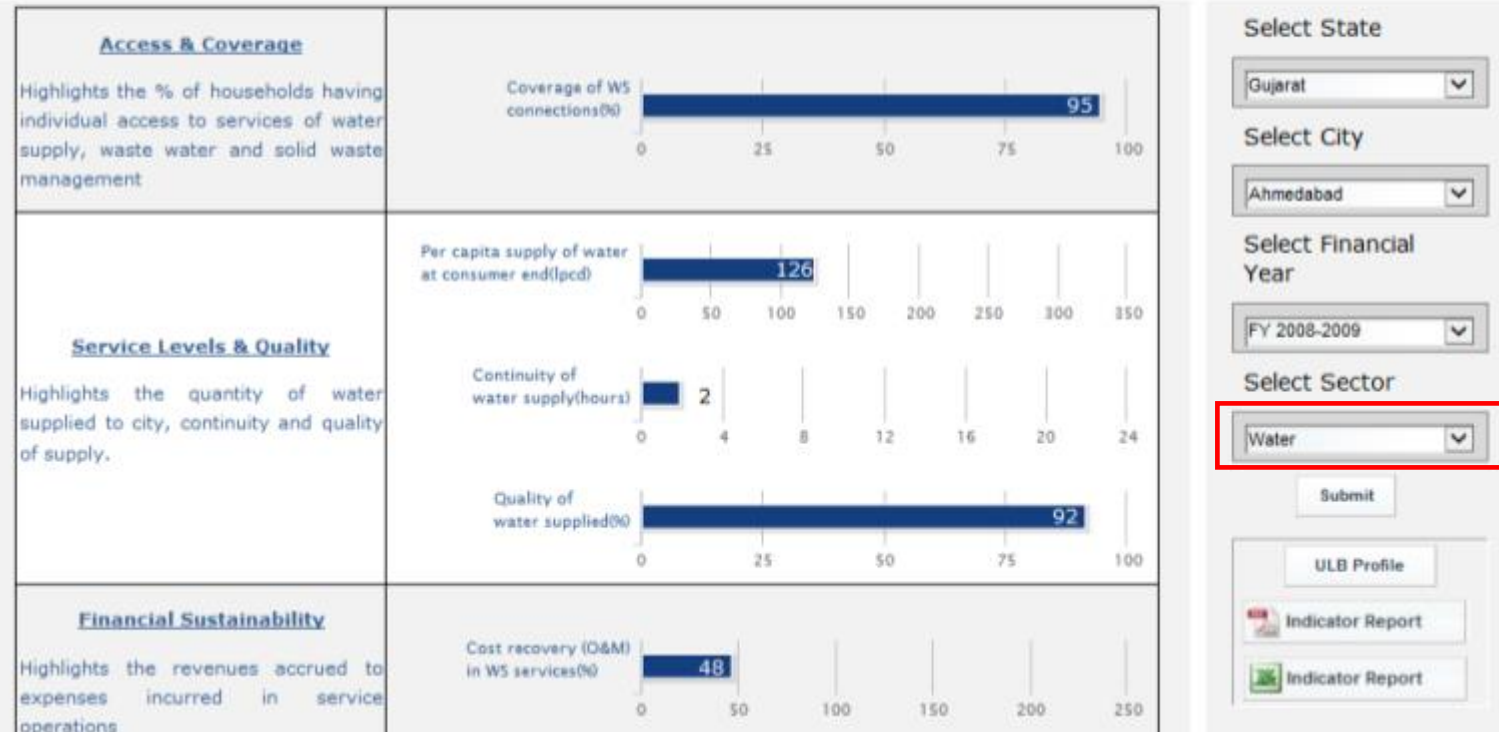


Overview of the city provides general information across all the sectors

City Profile

Home	Performance Assessment	Performance Improvement	Resources	About Us
Framework	Toolkit	State Profile	Know Your City	Interactive Dashboards
Overview	City Profile	Compare Your City		

City Profile of Ahmedabad



City Profile gives results based on SLB indicators for each sector

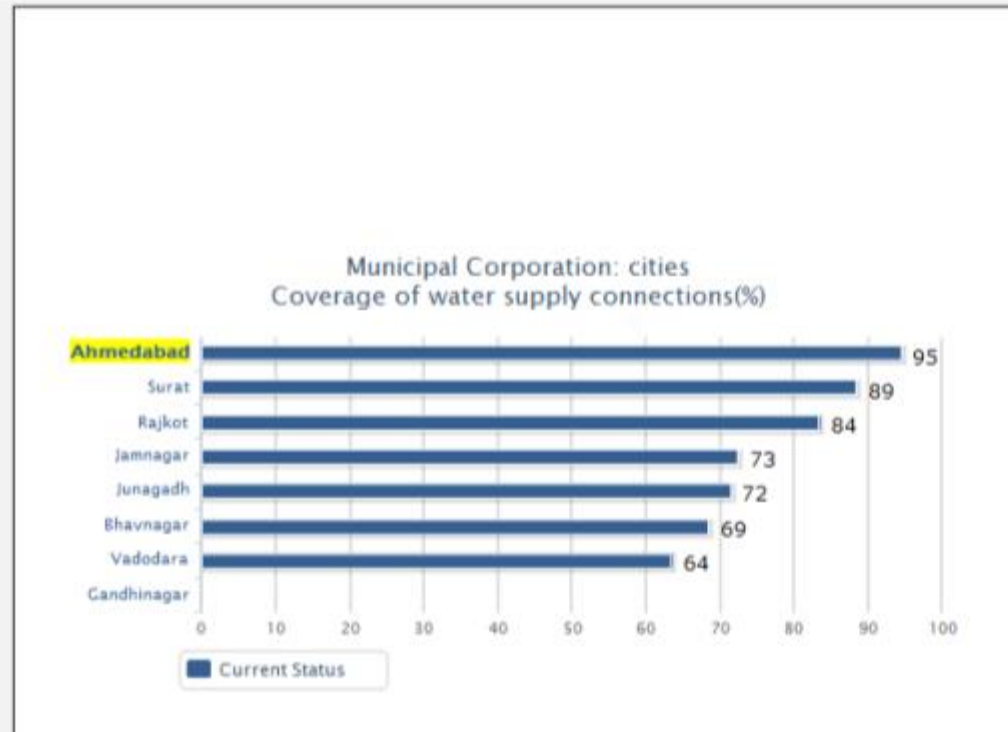
City Profile

[Home](#) [Performance Assessment](#) [Performance Improvement](#) [Resources](#) [About Us](#)

[Framework](#) [Toolkit](#) [State Profile](#) [Know Your City](#) [Interactive Dashboards](#)

[Overview](#) [City Profile](#) [Compare Your City](#)

Ahmedabad: Compare your city



Select State

Gujarat

Select City

Ahmedabad

Select Financial
Year

FY 2008-2009

Select Sector

Water

Select Indicator

Coverage of water supply connections(%)

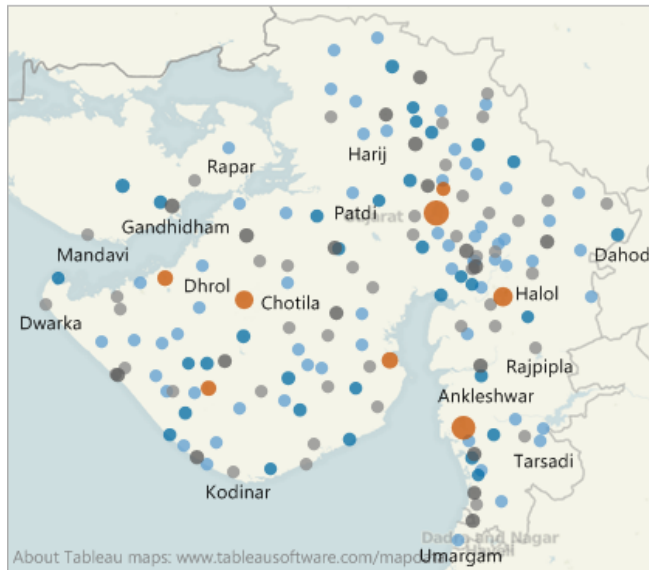
Compare With

Type of Class

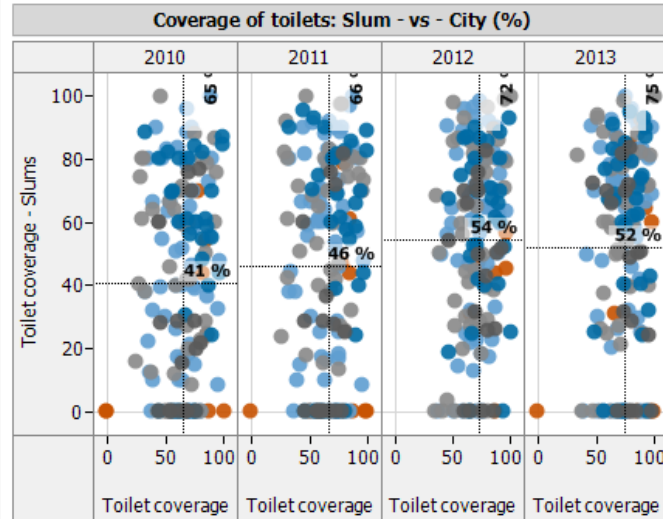
Compare Your City helps each city compare itself with another city based on its respective class or state.

Analysis of Indicators by Interactive Dashboards

Dashboard Showing Performance Indicators for **Wastewater Services**

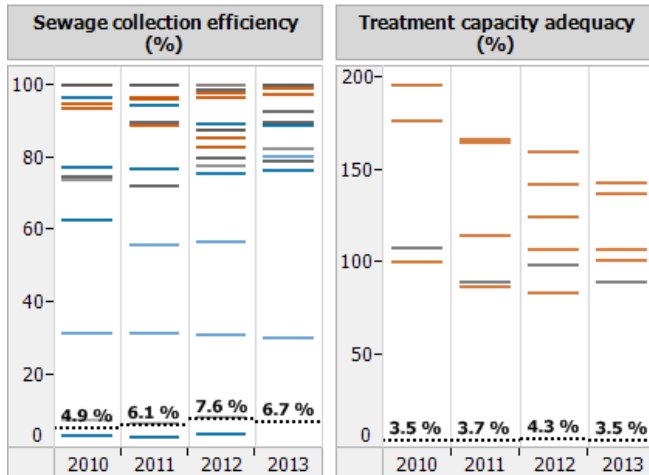


Access and Coverage - Toilets

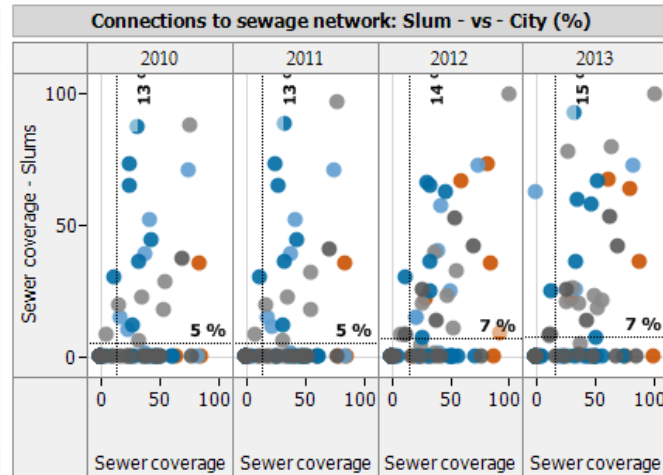


Interactive data visualization that provides valuable insight

Service Levels and Quality



Access and Coverage - Sewer network



Select ULB

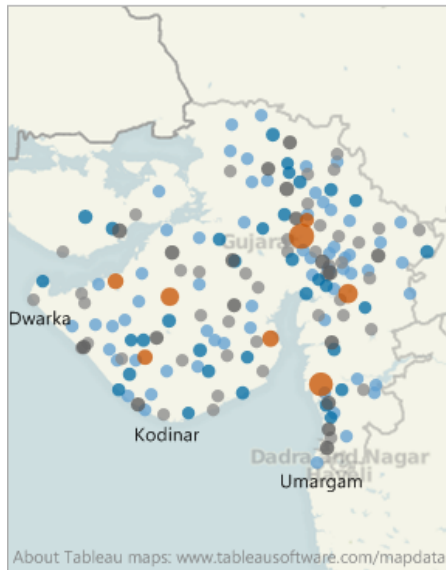
Ahmedabad
Amod
Amreli
Anand
Anjar
Anklav
Ankleshwar
Babra
Bagasra
Balasinor
Bantawa
Baravala

Next

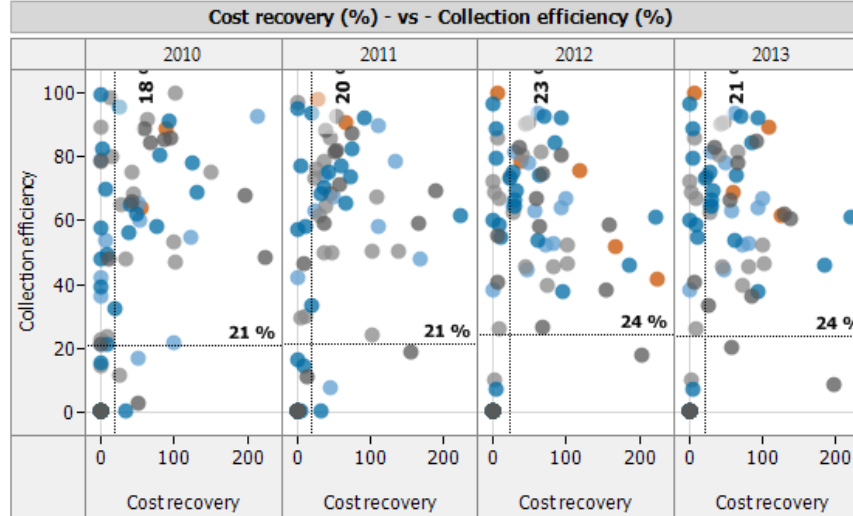


Analysis of Indicators by Interactive Dashboards

Dashboard Showing Performance Indicators for **Wastewater Services**



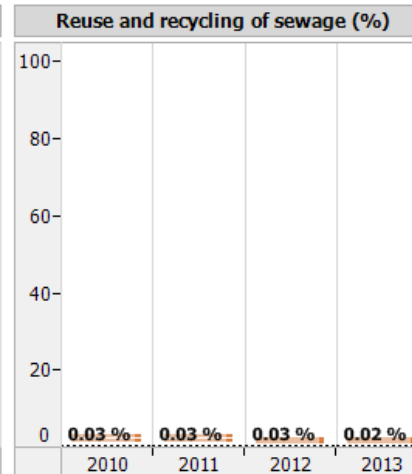
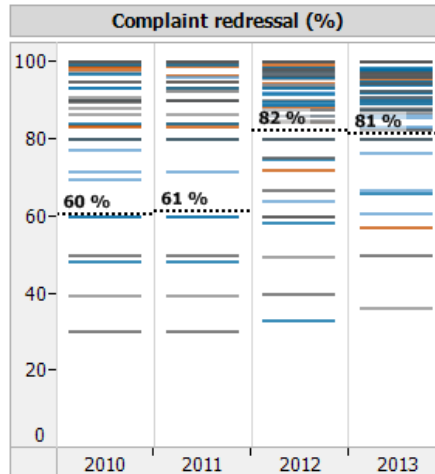
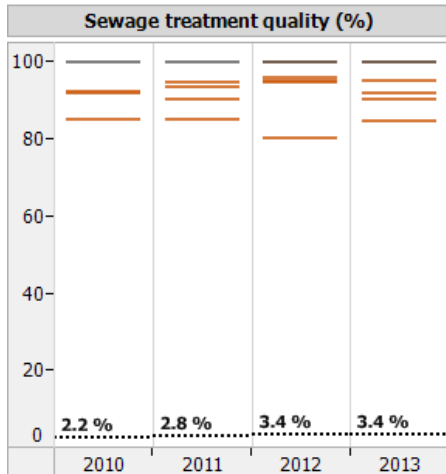
Financial Sustainability



Interactive data visualization that provides valuable insight

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

Efficiency in Service Operation



Select ULB

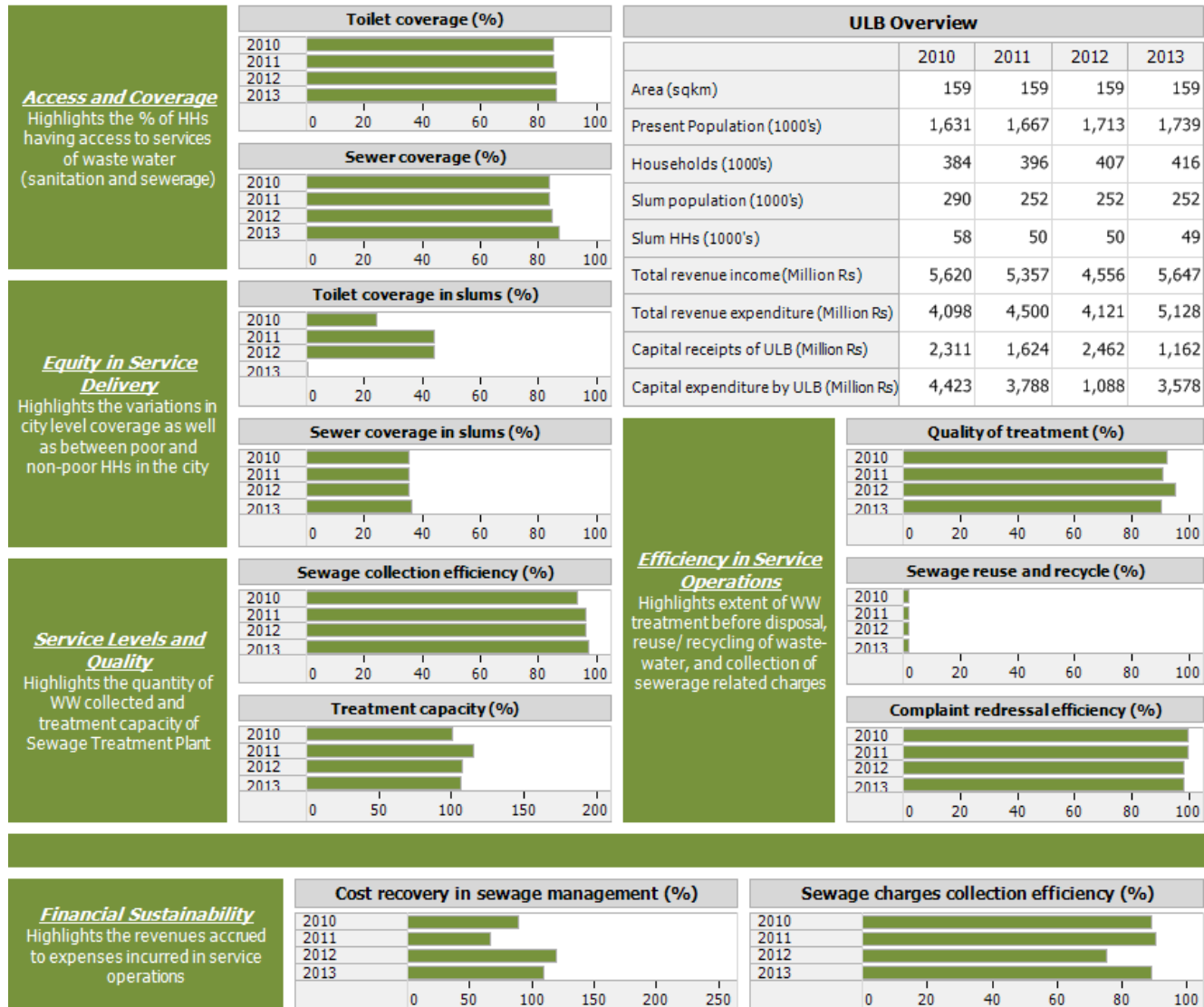
Ahmedabad
Amod
Amreli
Anand
Anjar
Anklav
Ankleshwar
Babra
Bagasra
Balasinor
Bantawa
Baravala

Back



Analysis of Indicators by Interactive Dashboards

Dashboard Showing **Wastewater SLB Indicators** for **Vadodara** (Class: MC)



Interactive data visualization that provides valuable insight

Thangadh

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

Allows combination of multiple data sources to keep track of performance

Visnagar

Vyara

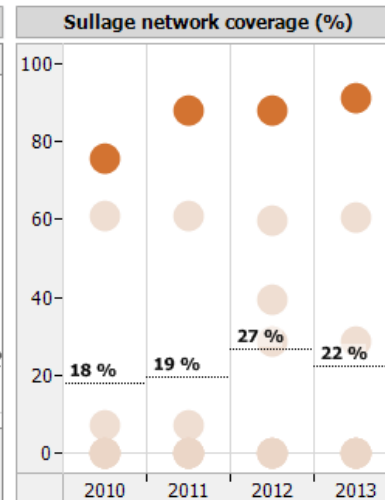
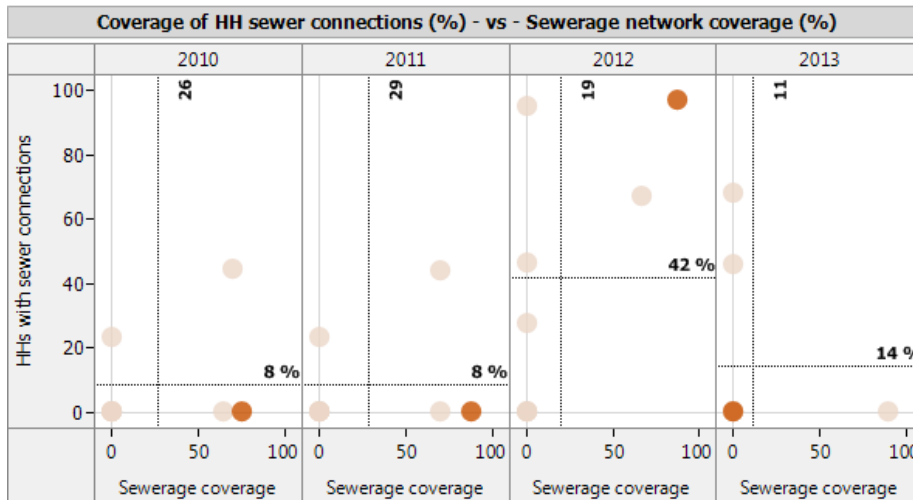
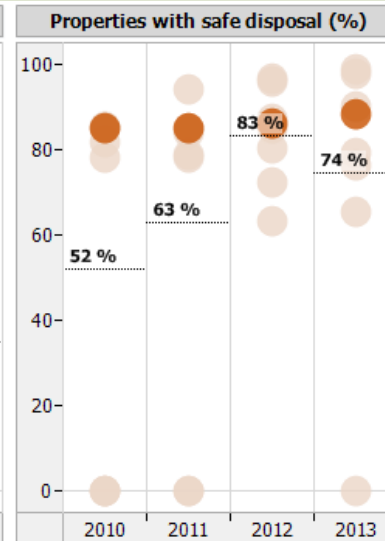
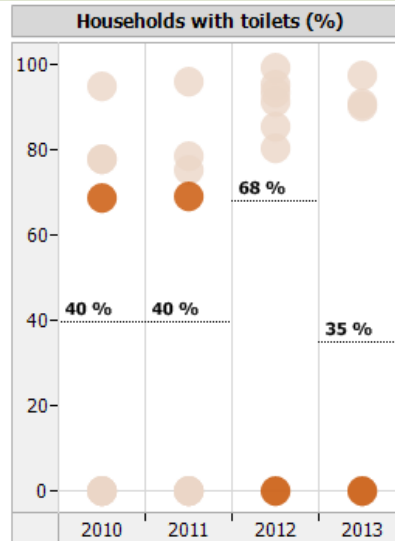
Wankaner

State

Analysis of Indicators by Interactive Dashboards

Indicators for **Access and Coverage** in **Wastewater Services**

ULB : **Vadodara**, Class: **MC**



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

Thank You