

TOOL # 4A: SAMPLE SERVICE LEVELS AND PERFORMANCE METRICS FOR IFSM ACTIVITIES

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Overview

- The objective of this tool is to provide:
 - Sample service levels for each IFSM related activity
 - Sample performance metrics for each of the service levels described above
- These service levels and metrics have been detailed for the 4 key activities as described in the toolkit:
 1. Cleaning of septic tanks/ pits (Emptying and transportation)
 2. Refurbishment of septic tanks/ pits
 3. Construction of a Treatment Plant
 4. O&M of Treatment Plant
- These can be used by the ULBs to design a performance based monitoring system as a part of creating a performance based contract (Section IV of the Toolkit)
- While these are specific service levels and metrics, in some places, there are blanks indicated by **RED** font. These must be filled out the ULB based on their local specifications and requirements.

Sample service levels and performance metrics for IFSM activities

1. Cleaning of septic tanks/ pits (Emptying and transportation)

1a. Emptying of septic tanks/ pits

Service level	Description	Performance metric
Emptying as per schedule	<ul style="list-style-type: none"> The private player must visit each HH as per the predefined schedule The private player must call the HHs at least two days before the scheduled visit 	<ul style="list-style-type: none"> Percentage of septic tanks/ pits emptied as per schedule
Use of safety gear for emptying septic tanks/ pits through suction units without any manual scavenging	<ul style="list-style-type: none"> The cleaner and helper must wear gas masks, protection rubber gloves and boots at all times while dealing with faecal matter No person should enter the septic tanks/ pits at any given point, and cleaning should be done only through the suction units 	<ul style="list-style-type: none"> Number of observations or complaints of instances where safety regulations weren't adhered to or manual scavenging took place
No spillage during emptying	<ul style="list-style-type: none"> The private player must ensure no faecal matter is spilled outside the tank or the suction units If faecal matter is spilled outside, it must be cleaned within X minutes 	<ul style="list-style-type: none"> Number of instances of spillage during cleaning Time within which septic tanks/ pits must be cleaned
No damage to septic tanks/ pits while cleaning	<ul style="list-style-type: none"> The private player must ensure that septic tanks/ pits are not damaged in the process of cleaning If septic tanks/ pits are damaged, they must be repaired free of cost 	<ul style="list-style-type: none"> Number of septic tanks/ pits damaged
Adequate cleaning of septic tanks/ pits	<ul style="list-style-type: none"> While emptying septic tanks/ pits, the private player must ensure that only 1-2 inches of faecal matter is left behind 	<ul style="list-style-type: none"> Percentage of septic tanks/ pits cleaned inadequately

1b. Emptying of septic tanks/ pits: Transportation of faecal sludge

Service level	Description	Performance metric
No spillage during transportation	<ul style="list-style-type: none"> The private player must ensure that no faecal matter is spilled during transportation In case there is any spillage, the faecal matter must be cleaned as soon as the complaint is received 	<ul style="list-style-type: none"> Number of instances of spillage during transportation
Dumping at correct treatment site	<ul style="list-style-type: none"> The faecal matter must be dumped off at the allocated treatment site 	<ul style="list-style-type: none"> Number of instances of faecal matter being dumped at non-designated sites

2. Refurbishment of septic tanks/ pits

Service level	Description	Performance metric
Refurbishment of septic tanks/ pits (if required) without damage, such that they are easily accessible	<ul style="list-style-type: none"> The private player must refurbish sealed septic tanks/ pits and provide access manhole covers, without causing noticeable damage to the tanks If septic tanks/ pits are damaged, they must be repaired free of cost by the private player 	<ul style="list-style-type: none"> Number of septic tanks/ pits structurally damaged

3. Construction of a Treatment Plant

Service level	Description	Performance metric
Construction of Treatment Plant as per predefined schedule	<ul style="list-style-type: none"> All Treatment Plants should be constructed within 6 months (The foundation should be laid out in X months, the super structure in XX months, the finishing work should be completed in Y months and the Filter media and plumbing work should be completed in YY months) 	<ul style="list-style-type: none"> Successful completion to standard

Construction of Treatment Plant as per predefined standards	<ul style="list-style-type: none"> • Treatment Plants must be constructed as per the DPR mentioned in the contract 	<ul style="list-style-type: none"> • Standard of constructed Treatment Plant
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4. O&M of Treatment Plant

Service level	Description	Performance metric
Use of safety gear at the treatment site	<ul style="list-style-type: none"> • The cleaners must wear gas masks, protection rubber gloves and boots at all times while dealing with faecal matter 	<ul style="list-style-type: none"> • Instances where safety regulations aren't adhered to at treatment site
Adequate treatment of septage	<ul style="list-style-type: none"> • Septage should be treated adequately before being reused / disposed off 	<ul style="list-style-type: none"> • BOD and COD level of collected sample of effluent and septage coming out of Treatment Plants • Definition of what parts need to be replaced and repaired
Adequate maintenance of Treatment Plants	<ul style="list-style-type: none"> • Operator needs to replace / repair parts of Treatment Plant 	