Introduction and Context

India faces a range of water and sanitation challenges across its varied geography. "By 2020, twenty one major cities in India are expected to reach zero groundwater levels, affecting access for 100 million people", says a Niti Aayog report. The Government of India's Jal Jeevan Mission, with its "Nal se Jal" goal, has to be viewed in the above context. For sustainable and scalable solutions, India needs multiple innovations in technology, products, services and delivery/business models.

The innovative Performance Assessment System (PAS) for robust methods and processes for performance assessment of urban water supply and sanitation in India, developed by CWAS has been implemented at scale, in over 900 cities of India, with participation of local bodies and other stakeholders. Analysis of performance is measured on three key aspects: equity, service quality and financial sustainability.

In the webinar, panelists described their work done at international level and in their own country on promoting efficient and equitable water supply and sanitation services. The discussion also focused on importance of increasing accountability, efficiency and equity in service delivery of drinking water.

Panellists and Attendees

Moderator

Dinesh Mehta

Executive director

CWAS-CRDF-CEPT, India

Presentation

PAS as a monitoring services at scale

Meera Mehta

Executive director

CWAS-CRDF-CEPT, India

Jaladhi Vavaliya

Program lead,

CWAS-CRDF-CEPT, India

Panellists

Alejandro Jiménez

Director, Water and sanitation

SIWI, Sweden

Helena Alegre

Director,

LNEC, Portugal

Jay Bhagwan

Executive Manager,

WRC, South Africa

Ruchika Shiva

Country Coordinator

IRC, Netherlands

Attendees

500+ Registrations

Participants from various national and international organizations, joined the webinar.

Participation from:

- Government agencies
- Development agencies
- Non-profits
- Research organizations
- Academicians
- Students

Presentation on PAS as a monitoring system for equitable service delivery

- You cannot improve what you cannot measure. Performance measurement plays an important role in sustainable management of water and sanitation service delivery.
- For Indian cities performance assessment system (PAS) was developed by the CWAS,CEPT University in aligned with the Government of India's service level benchmarks (SLBs). In addition to SLB indicators, PAS framework assess equity and onsite sanitation system.
- Over a decade, process of performance assessment is evolved, initially by visiting cities or conducting decentralized workshops for data collection and validation to now city officers are entering data in online module and with inbuilt data validation checks.
- PAS is implemented at scale, started with 400+ cities in two states to now 1000+ cities in India. It has created one of the largest database of water and sanitation services in India and used by various consultants, researchers, financial institutes and regulators along with city, state and national governments. Key highlights are presented in this session.

Meera Mehta , CWAS

"Regular monitoring of services is critical as we move to ensure equity and efficiency. "

Jaladhi Vavaliya, CWAS

Data analysis of 900 Indian cities suggest that "Over time equity has improved but level of service and efficiency has not seen much improvements."

PAS has helped the city to mover from paper based system to online monitoring system

PAS-SLB+ Framework

NATIONALLY OWNED
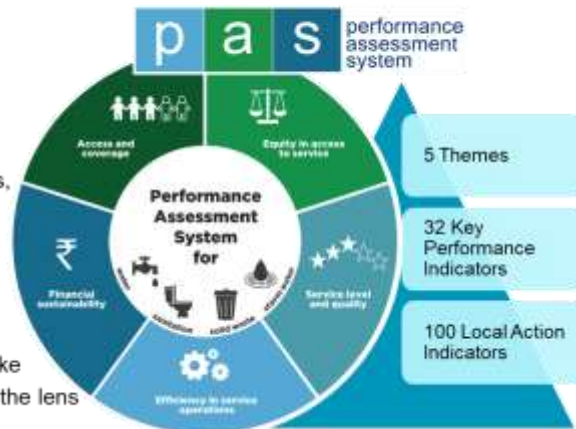National Technical Partner for SLB Roll out with State Governments

TECHNICALLY SOUND
Review of International and Indian efforts, Stakeholder consultations, Pilot studies

FRAMEWORK SUITED TO OUR CONTEXT
Focus on efficiency and service quality like international frameworks but also added the lens of equity, slums and later OSS

p a s performance assessment system

Performance Assessment System for

- 5 Themes
- 32 Key Performance Indicators
- 100 Local Action Indicators

Enabled ease in analysis and reviews

Raw Data → Information: Performance Measurement with indicators on PAS portal → Knowledge: City and State UWSS profiles

Learning from the Panellists' work

Jay Bhagwan
Experiences from WRC, South Africa

Free Basic Water in South Africa and Durban experience

"South Africa has a rights-based policy which provides access to basic services like water and electricity to all. Innovative technological interventions and well developed policy helps to provide free basic water, sanitation and electricity services to all. Durban exhibits the financial dynamics to assess the cost of providing free services to all. A consumer-based model was implemented to improve the service delivery. Free basic services can be provided by ensuring the security of the marginalized community while helping them to improve their way of living."

Ruchika Shiva
Experiences from IRC, Orissa

Innovation Hub for WASH (Odisha experience)

"Pilot projects of providing 24x7 water supply in Bhubaneshwar and Puri, has been strengthened through community engagement and transparent communication with parastatal bodies. Adopting innovations through stakeholder involvement is a key to successful implementation of any WASH project. Involving SHG federation and focus on two-way communication through feedbacks system and awareness campaigns enhances the access to WASH services. "

Alejandro Jiménez ,
Experiences from SIWI

Summary of 80 countries WASH services during COVID-10

"To assess the perspective of consumer and service delivery during COVID, a matrix indicators for assessment of 85 countries was prepared. It revealed that in these countries the governments were looking for short term measure to ensure access to service. There is need to pay more attention at the hygienic situations in public toilets, public places and health centers. The WASH solutions should be reached out equally to both urban and rural areas. Limited gender sensitivity, limited financial and technical support to service, payment waiver and economic crisis adversely affected WASH service provision in COVID-19 situation. "

Helena Alegre,
Experiences from IWA

PAS by IWA and asset Management system in Portugal

"IWA framework focuses on formal services and technical aspect of water and sanitation service delivery. However, social, governance and legal aspects of service delivery should be considered by every WASH professional. Sustainable asset management is an important aspects of equitable WASH service provision. WASH system should be planned as a long terms solution by considering all groups of people. "

Reflections from Panel Discussion

Meera Mehta

Emphasis on having individual toilet is critical. The use of community toilet has been very difficult for women and elder people during this pandemic. When consumers have access to credits and finance, it has become easy for them to built an individual toilet. Hence focus should be shifted from providing community toilets to an individual toilet everywhere including dense slum areas. Ahmedabad slum network program is a great case example of this"

Jay Bhagwan

"You cant have efficiency without first ensuring full equity". For sustainable and effective WASH service provision equity aspect should always be considered in planning and implementation process. However, identifying poor community has also becoming challenge as people with good houses tent to have free water services. So some mechanism should be placed in place to identify the poor consumers.

Helena Alegre

"**You need ensure inter generational equity**". To make WASH services accessible to all, sustainable asset management, long term planning and optimum use of resources plays an important role. Policy makers should incentivize consumers in a way that it does not affect the system as whole.

Ruchika Shiva

"community organisations and links have been critical in ensuring equity on the ground " Without long term visioning we jump from one program to another. We need to fill in the gaps in between these programs by properly utilizing the ground capacities through asset management and integrated management**.**

Alejandro Jiménez

For equitable WASH service provision **both the sides of consumer and service providers should be considered and managed effectively.** Providing free water to poor may have long term implications on the water system as a whole; which can be improved by putting effective financial mechanism in place.

Question and Answer Session

PAS SYSTEM FOR EFFICIENT AND EQUITABLE SERVICE DELIVERY

Q How are PAS data used to improve services facilities and provide localized solution?

- PAS information indicates the annual service levels in cities and implications of water and sanitation investments in infrastructures in improved service levels. It helps policy makers and decision makers take better decisions on identifying missing links to provide services to the end users. For example, in some cities sewer lines were laid down but consumers did not apply for connections due to higher connection charges. Then connections charges were reduced and in proposed projects, cost of connections are included in project cost.
- PAS water audits through installing temporarily water meters revealed that cities had very high non revenue water (NRW). Thus cities are focusing on reducing the NRW and investing in projects to measure and reduce water losses in transmission lines.

COST EFFECTIVENESS IN SERVICES

Q Is there an economic experience that enhance equitable water service delivery?

How can coastal urban cities best approach cost effective equitable water supply?

- Be Water Smart is a project enabling smart water cities in coastal Europe. Focusing on dimensions of building construction and consumption, behavioral changes within families, utilizing treated waste water as alternative, and resource recovery can go a long way.
- Unavailability of consumer level metering is a huge constraint to equitable water service delivery, in absence of which real pricing of water is absent. PAS analysis show that cost recovery is happening through flat charges without the awareness among consumers about the usage and payment of services. Thus consumer meter is the way to go in future, both for cost recovery and efficient water use.

COMMUNITY PARTICIPATION

Q What are the challenges in establishing partnership with communities and what approaches have worked to enhance it? What has Orissa done differently to achieve this?

The challenges in accessible WASH service provision requires working with communities' associations, Self Help Groups (SHGs) and creating access to credit for these services. There are examples in India, that have focusses on these aspects and making it possible for individual household to take up connections and build individual toilets. Such examples are:

- Jalna city in Maharashtra where women were able to access credit to built individual toilets.
- In Orissa, SHG has played major role in awareness and community involvement activities for 24x7 water supply project.

For access to basic services land tenure is not a mandatory. Therefore people without land rights have also access to basic services. This has led poor people to live dignified life and the incidences of water theft has been tremendously reduced. In addition, ICT activities plays an important role in successful implementation of any projects. This makes the process easy for service providers as it becomes more acceptable to the consumers. Hence, WASH professionals should focus on softer aspects prior to plan for all hardware aspects.

Key takeaways

To provide effective and equitable service provision, regular performance monitoring in required to identify the gaps and resolving the issues faced by consumer and service providers

- Various government programmes like Swachh Bharat Mission and the Jal Jeevan Mission have brought attention to the WASH sector in India. Assessing the performance of services can help identifying the gaps in service provisions. Effective performance monitoring systems like PAS helps the governments to move towards effective and equitable WASH services through data driven governance.

- COVID-19 has shown the importance of long term planning in WASH sector. It has refocused the attention on the inequality of WASH service provision. The poor are most vulnerable as they have no tap water for hand washing and have to use community toilets that are inadequate. Focus should be shifted from community toilet provision to individual toilet provision. Innovative financial mechanisms like providing access to credits to poor helps them to get the improved water and sanitation services. The WASH planning should be gender sensitive.

Good governance, integrated resource management, adopting innovative technologies and effective financial planning can make the WASH services accessible to all

- Identifying the challenges faces by consumers including poor community through SHG participation in the planning process makes an effective impact on the successful implementation of any WASH project.

- The policy makers should think of both equity and financial aspect of service provision. Providing services free to the vulnerable groups can affect the financial status of the government in the long run. To eliminate such consequences innovative technological and financial solutions should be put in place such that system becomes sustainable. Effective asset management and capacity building of service providers always helps to face the challenges and provide equitable WASH service provisions.