

IT enabled FSSM monitoring at scale in Maharashtra

Jigisha Jaiswal, Aditi Dwivedi, Aasim Mansuri, Dhruv Bhavsar, Dr. Dinesh Mehta, Dr. Meera Mehta, Jay Shah

60 % of urban population in the Indian state of Maharashtra is dependent on onsite sanitation systems which require regular emptying services.



- In order to achieve SDG 6.2 of safe sanitation for all, monitoring is needed for these services.
- Many cities use paper-based data records. Working with local city governments.
- CWAS has piloted IT enabled monitoring systems



- 1 Desludging at regular intervals
- 2 Safe withdrawal of sludge by following necessary protocol
- 3 Safe conveyance to designated treatment site
- 4 Indicators for making decisions on "performance linked payments"
- 5 Collect data on onsite sanitation for future planning

Shifting from paper-based monitoring systems to digital systems provides many benefits

Real time monitoring
No need to process data for results

Integrated monitoring system — Across FSM service chain

Reducing human error/effort
Geo stamping, on-screen signatures, minimum typing, click and select, photo proof

SaniTab

Custom survey app: Assistance in building database required for planning of city level services with geotagged information

MahaSaniTrack

Mobile app and web dashboards: Assistance in comprehensive tracking and management of FSSM service chain and service delivery

SaniChatbot

Whatsapp chatbot for daily recordkeeping : Assistance in daily performance tracking of treatment facilities and make decisions in terms improvement

Citizen IVR feedback

Custom surveys over phone : Assistance in identification citizen perspective towards the basic service and delivery status and identification vulnerable areas

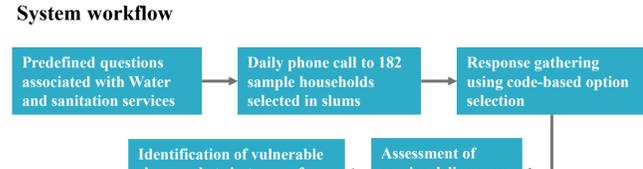
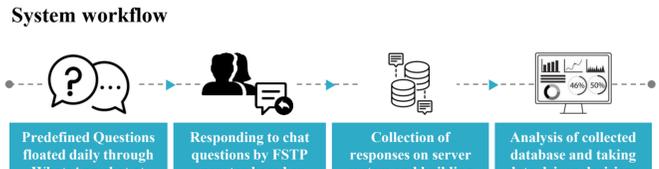
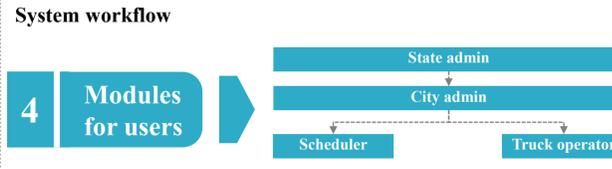
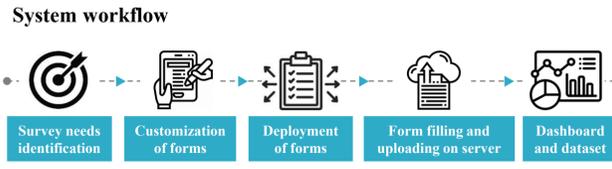


Unique database building for sanitation, WSS services and property tax for **20+ cities**

Real time tracking for septic tank desludging service in **400+ cities**

Tracking delivery of sludge at FSTPs in **222 +** to understand their operations, functionality, utilization and performance.

Capturing community feedback for WASH service delivery in **26 slums**

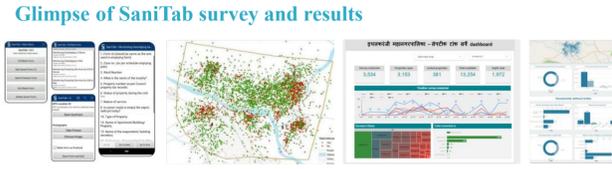


- #### Features and benefits
- Build and deploy surveys according to user needs
 - Support for local languages
 - Reduce human error and provides Geotagged, timestamped dataset
 - Saves database even when there is no internet connectivity

- #### Features and benefits
- Record key data points from desludging operations at each property
 - Tracking from emptying to unload at FSTP with location, time and signatures
 - Real time tracking for city on dashboard – indicators, charts and map view
 - Digitization of record keeping through online data report

- #### Features and benefits
- Daily timed reporting initiation at large scale with no manual effort
 - Using familiar daily-use apps and minimum effort for reporting
 - Send questions to pre-identifies list of operators on fixed time daily
 - Respond anytime. Reminders to non-responders.

- #### Features and benefits
- Available in various local languages and accessible to vulnerable citizens
 - Can capture feedback from non-tech savvy users through simple phone calls
 - Automatic response registration and easy to analyze the response
 - Questionnaire branching and adaptation as per citizen response



Used in countries : India (state of Maharashtra, Orissa and Uttar Pradesh) and Vietnam

Piloted in 7 cities of Maharashtra state of India and scaled up across 417 cities of Maharashtra state

Piloted in 30 cities of Maharashtra state of India and scaled up across 417 cities of Maharashtra state

Piloted in 26 slums settlement of 2 cities i.e. Satara (18) and Sinnar (8 slums) in Maharashtra state of India

Over **1 Lakh** responses recorded using the IT enable systems

Provision of safe desludging services for **20,000+** properties

Ensuring safe disposal of over **70 million liters** of faecal sludge

Building of WASH system database for **20 cities**



Please scan for more information



Name of the presenter: Jigisha Jaiswal
Mail id: jigisha.jaiswal@cept.ac.in

cwas.org.in

pas.org.in