

SERVICE LEVEL BENCHMARKING- CONNECT

(SLBC)

Background: SLB Connect is an ICT based Citizen Engagement and feedback system, which aims at improved Service Outcomes. The Water and Sanitation Programme (WSP) of The World Bank has developed a mobile application that can help cities monitor service quality based on public perception.

Partnering CURE, WSP decided to pilot SLB connect in slum settlements of Delhi; to enable poor households to connect with the city service providers to monitor and provide feedback improve services in the area .

Area Description: For this pilot two bastis namely Safeda and Nursery Basti were selected. Situated to the east of Yamuna near Geeta Colony, The two bastis has 920 households.

Services Level Benchmarking – Connect: Following are the steps taken for this pilot

Stage 1: Questionnaire and Application Development

The questionnaire that has been developed by WSP for earlier SLB connect exercise is contextualized for the site (nursary Basti and Safeda Basti). CURE outlines the questions to capture the information at the smallest individual unit level i.e. a street. The application is then developed in both english and hindi language so as to accommodate the wider acceptability and knowledge of the later.

Stage 2: Orientation and Training

A team of young boys from the basti having android-based mobile phones was formed. The members were given a one day orientation program to make them understand the project, its objectives and key importance of doing the exercise. Subsequently, a two day training program was organized. They were trained to use the application to collect information and record the feedback of the residents regarding water supply and sewage disposal services in the area.

Stage 3: Baseline survey

A baseline survey is carried out covering 100% households.

Real-time Survey Monitoring:

A web-based survey monitoring portal is constructed to track the progress of the survey on a real-time basis. This web portal enables the managers to get access to the collected information allowing proper and regular monitoring of the survey. and visualize the data at the same time to city administrators, Civic engineers and officers, people representatives, sector professionals, researchers and civil society organizations.

Stage 4: Awareness Generation

Volunteers from the basti are trained to use the application thus creating awareness among the local residents about the online feedback services.

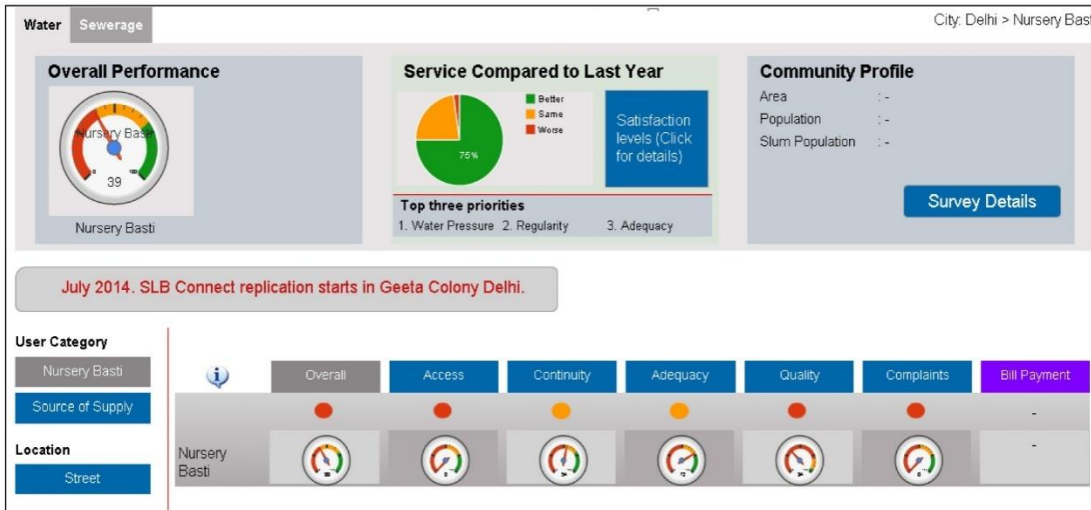


Web-Portal:

This dashboard provides the ready analysis of the collected information. The responses are categorized to provide information on accessibility, adequacy, quality, compliant redressed and frequency of water supply, along with information on sanitation and sewerage.

* Below are the web-dashboard showing the information collected on Water and Sewer

Water



Sewer



Way Forward: Through this initiative, WSP and CURE believes that greater transparency can be brought about in the system and also empowers the residents of bastis to directly take actions for improvement in their day-to-day lives.

At present the App is designed as a one-way information flow – from people to the city - for purposes of monitoring. WSP and CURE wishes to broaden the remit of this application to improve information flows and service delivery from the service providers’ side to the citizens

