



# SLB CONNECT

AJMER

CITIZEN FEEDBACK SURVEY ON WATER SUPPLY AND SANITATION SERVICES IN AJMER CITY, RAJASTHAN

SLB Connect is an initiative of **Ministry of Urban Development** that captures citizen feedback on basic services using mobile to web systems. It complements the Ministry's Service Level Benchmarks programme according to which the city reports its performance levels of basic services.

Water supply service in Ajmer is provided by the **Public Health and Engineering Department (PHED)**, Sewerage service is provided by **Ajmer Development Authority (ADA)** while services related to septic tanks etc. are provided by **Ajmer Municipal Corporation**.

## CITY PROFILE



Population  
5,42,580



Households  
1,26,818



Slum households  
21,066



Wards  
60\*



Municipal area  
55.76 Km<sup>2</sup>

\*SLB Connect survey is conducted in old 55 wards

## SAMPLE

Total sample  
HHs: 5500

Sample households  
Non-slum 82%

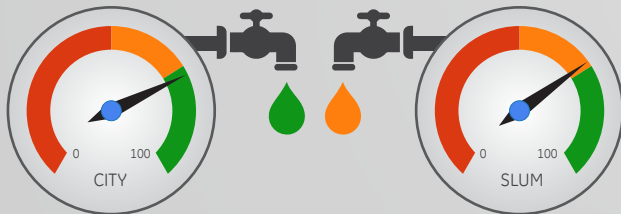
Sample households  
Slum 18%

Female respondents  
38%

Respondents willing to give feedback in future  
38%

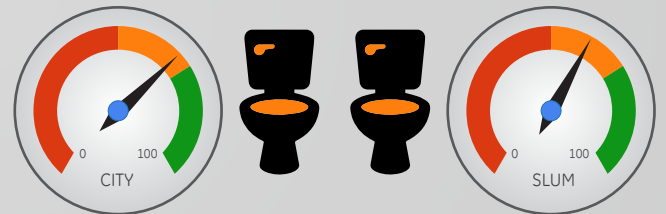
Survey duration:  
December 2014 to April 2015

## OVERALL SCORE - WATER SUPPLY



City Performance > **71%** **69.3%** < Slum Performance

## OVERALL SCORE - SANITATION



City Performance > **65.2%** **59.9%** < Slum Performance

## HIGHLIGHTS

### WATER SUPPLY

HHs connected to piped supply:

- Use as main source **97%**
- Water supply adequate **81%**
- Convenience of timing **50%**
- HHs facing water scarcity during summers **65%**
- Never received dirty water **80%**
- HHs with water meter **52%**
- Complaints redressed within one day **16%**

### SANITATION

- **96%** HHs have access to toilet facilities and **100%** of them use toilets
- Access to toilet facilities in **39 wards** is greater than the city average of **96%**
- **1%** HHs have sewerage connection
- **19%** HHs drain toilet waste in open drains



# WATER SUPPLY

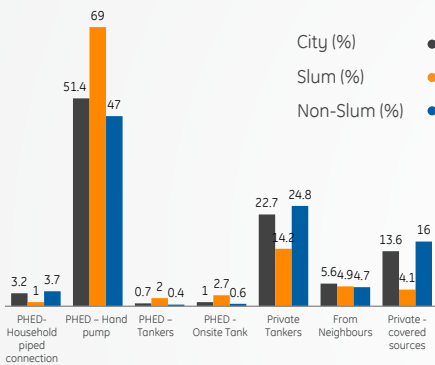


## ACCESS ●●●

**97%** HHs use piped water supply for drinking purposes and **94%** for other purposes

**4%** HHs do not have access to any municipal water sources  
**6%** of them from slums

Main Sources of Drinking Water during Scarcity



## ADEQUACY ●●●

**82%** HHs using household piped water supply report the supply to be adequate, while **67%** HHs that are dependent on non-piped water supply sources report the supply to be adequate

## QUALITY ●●●

**2%** HHs having household piped connection always receive dirty water

Incidence of dirty water supply is higher among outside- piped sources. **9%** HHs always receive dirty water

## METERING AND BILLING ●●●

**9%** HHs reported errors in billing

**98%** HHs make payment for water supply

**36%** HHs paid bills at PHED counter

**58%** HHs paid bills at e- Mitra kiosk

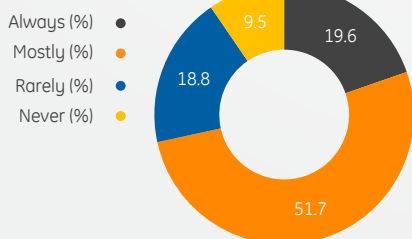
**6%** HHs do not find location of bill payment counter convenient

## CONTINUITY ●●●

**12%** HHs with piped water supply get water 7 days a week for more than an hour a day

**54%** female respondents found the timing of water supply inconvenient or somewhat convenient

Predictability of piped water supply



## COMPLAINTS ●●●

**8%** HHs lodged complaints regarding water supply services

**64%** of these HHs reported that their complaints were not attended

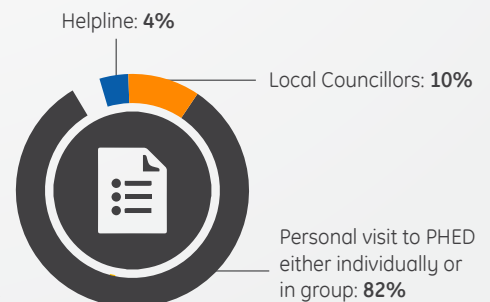
**16%** of HHs whose complaints were attended, reported that these were resolved within one day

**84%** reported that it took more than a week to get their complaints resolved

### Type of Complaints

Irregular supply of water **47%**  
Poor quality of water **19%**  
Billing errors **20%**

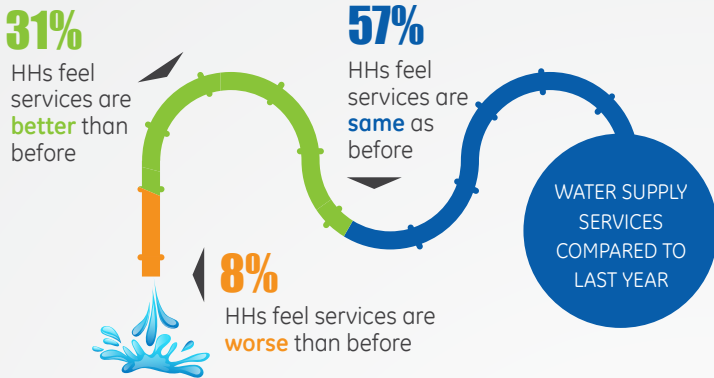
### Mode of Complaints



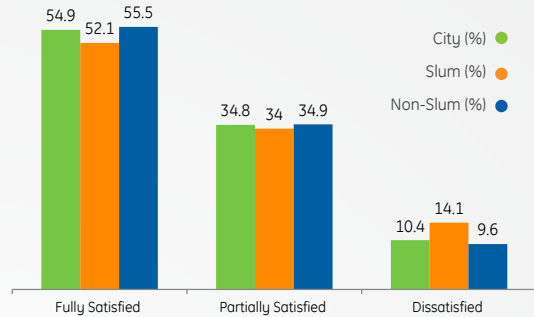
# WATER SUPPLY



## LEVEL OF SATISFACTION ●●●



## SATISFACTION WITH WATER SUPPLY SERVICES



## TOP 3 CITIZEN'S CONCERNS

**1** Regularity of water supply on time

**2** Adequacy

**3** Water pressure

## SLB CONNECT AND SLB SCORES ON WATER SUPPLY ●●●

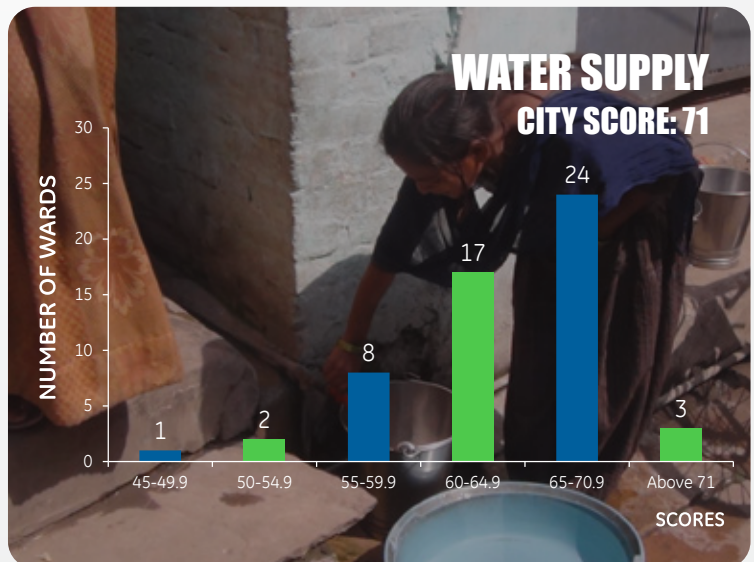
INDICATORS	SLB CONNECT (2014-15)	SLB (2012-13)*
Access	<span style="color: green;">●</span> <b>97%</b> HHs reporting main source of water from household piped connections	<b>81%</b> Coverage of water supply through HH piped connections
Adequacy	<span style="color: green;">●</span> <b>81%</b> HHs reporting adequate supply of water through PHED sources	<b>90 lpcd</b> Quantity of water supply per capita per day
Continuity	<span style="color: red;">●</span> <b>4 days a week, 1 hrs</b> Median value for duration of piped water supply reported by HHs	<b>0.75 hrs</b> Duration of water supply per day
Water quality	<span style="color: red;">●</span> <b>80%</b> HHs reporting no incidence of dirty PHED water supply in last 3 months	<b>77%</b> of water samples meeting standards
Customer complaints	<span style="color: red;">●</span> <b>7%</b> HHs lodging complaints and reporting complaints resolved within one day	<b>82%</b> of complaints resolved in one day
Metering	<span style="color: red;">●</span> <b>52%</b> HHs reporting functional meters	<b>36%</b> of HHs with functional meters

Needs to maintain performance ●      \*SLB Scores (2012-13), Ajmer Municipal Corporation  
Needs urgent attention ●

## Aspects

## Wards require urgent attention

Access	-
Continuity	All wards
Adequacy	4   5   19   50   46   3   21   55   7   1   12   11   51   14
Quality	5   12   20   21   16   29   7   14   3   19   34   25   27   4   35   2   6   33   10   1   24   26   15   43   51   50   13   37   9
Complaints	All wards





## TOILET ACCESS ●●●

**14%** slum HHs and **2%** non-slum HHs do not have access to toilet facilities. Of these **65%** HHs reported that it is too expensive, **11%** HHs reported insufficient space and **7%** HHs reported insufficient water

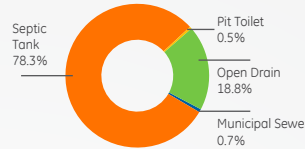


**88%** HHs have tap inside the toilet as main source of water  
**70%** HHs in slum areas have tap inside the toilet as main source of water  
**10%** HHs carry water by hand  
**99%** HHs are willing to have toilet if available

## TOILET USAGE ●●●

**1%** Slum HHs where all members do not use toilet at home reported reasons **lack of water** and **poor ventilation**

## WASTE WATER DISPOSAL ●●●



**30%** HHs reported that their pit toilet or septic tank not filled up or not cleaned. HHs who get these cleaned use private contractor, municipality service followed by local labour.

## SLB CONNECT AND SLB SCORES ON SANITATION ●●●

INDICATORS	SLB CONNECT (2014-15)	SLB (2012-13)*
Toilet access	<b>96%</b> HHs reporting access to individual, shared or public toilet	<b>93%</b> HHs have access to individual, shared or public toilet
Toilet usage	<b>100%</b> HHs reporting all family members using toilets	Not covered under SLB
Access to sewerage network	<b>1%</b> HHs reporting having connections to sewerage network	<b>0.55%</b> HHs having connections to sewerage network

Needs to maintain performance ●  
 Needs urgent attention ●

\*SLB Scores (2012-13), Ajmer Municipal Corporation

Aspects	Wards require urgent attention
Toilet Access	3   45   1   24   53
Toilet Usage	6   11   55
Sewerage	All wards



### How Ajmer Municipal Corporation can gain from SLB Connect Survey

- Ward level information on gaps in service delivery provides inputs for designing service improvement plans under SMART CITY, AMRUT, HRIDAY, SBM and other programs.
- 38% surveyed households show their willingness to provide feedback in future. Short telephonic/ SMS survey can be done in future to gauge improvements over the current level of performance.
- Municipal Corporation can promote transparency and accountability by uploading the survey findings on municipality web site.
- IT enabled citizen engagement can be enhanced under e-Governance and other ICT based programs.

### Recent initiatives taken by Public Health & Engineering Department and Ajmer Municipal Corporation

- 255 Km new water supply distribution network is laid down replacing old pipeline.
- 24 Hrs functional control room for attending complaints related to water supply
- Sewer line covering around 60 percent of the city is laid down linked to two sewerage treatment plants.
- Camps organised for the provisioning of toilets to households having no toilet facility.

For Ward wise scores and other information log on to <http://www.slbconnect.in>

