

**Water and Sanitation services in Raebareli,  
Baseline survey for SLB Connect  
Synthesis Report**

*Prepared by*

**PRIA Educational Trust**

42, Tughlakabad Institutional Area

New Delhi, India

Web: [www.pria.org](http://www.pria.org)

## **About**

The synthesis report for the baseline study conducted in Raebareli is a shorter version of a more comprehensive study report. The comprehensive baseline report has been prepared based on an extensive scoping study undertaken by PRIA's local partners in Lucknow and Raebareli between July and August, 2014. The synthesis report culls information from the longer report which has immediate bearing on the survey results.

The information for the scoping study has been gathered through both primary and secondary research. Primary research included informal consultations, discussions and field visits to gather and validate city level information. Interviews and discussions were held with different officials from the municipality including Mr. P.N. Singh, Executive Officer; Aparna Singh, Sanitation Inspector; Onkar Nath Tripathi, Sanitation Inspector; R.S. Varma, Water Engineer; and Lalji Yadav, Head Clerk (Water). Secondary research includes referring to the Raebareli municipal corporation website, documents and reports available in the public domain, and documents shared by respective municipal officials with partners.

## Management of Water and Sanitation services in Rae Bareli

### SLB Connect: Background

In 2009 the Ministry of Urban Development (MoUD), Government of India under the Jawaharlal Nehru Urban Renewal Mission (JNNURM) initiated 'Service Level Benchmarks' (SLB). SLB encourages municipalities and utilities to collect data to report their performances. The type of information to be collected encompasses data on three broad aspects, namely: financial performance, operational efficiency, and citizen service.

As of now, SLB related information is generated and reported by service providers. Based on official reporting for Rae Bareli's SLB indicators, table 1 provides results for water and sanitation services.

Table 1: SLB Indicators for water and sanitation services, 2012-2013

<b>WATER</b>	<b>Coverage of water supply Connections (%)</b>	<b>Per capita supply of water</b>	<b>Extent of metering of water connections (%)</b>	<b>Extent of non-revenue water (%)</b>	<b>Continuity of water supply</b>	<b>Quality of water supplied (%)</b>
Target	100	135 lpcd	100 %	20 %	24 hours	100 %
Achievement	44.1	120.91	Not applicable	19.49	3	96.29
<b>SANITATION</b>	<b>Coverage of toilets (%)</b>	<b>Coverage of sewage network services (%)</b>	<b>Collection efficiency of the sewage network (%)</b>	<b>Adequacy of sewage treatment capacity (%)</b>	<b>Quality of sewage treatment (%)</b>	<b>Extent of reuse and recycling of treated sewage (%)</b>
Target	100	100	100	100	100	20
Achievement	74.2	32.14	0	0	0	0

The feedback process in its current form does not involve residents.

World Bank's SLB Connect builds on the service-metrics model established by SLB. It is designed to survey users/citizens and collect information on service levels in water and sanitation. It aims to provide feedback on SLB indicators and collect and analyse citizen feedback on service delivery using an innovative mobile app and Information & Communication Technology (ICT) enabled analytical tools.

To collect data on the metrics included in SLB, proxies have been created. Some of the proxies include - source, quality, timings, and adequacy, user charges, and ease of payment. For sanitation services proxies include availability, ease of use, bill payments, grievance redressal, and coverage etc.

The survey is being launched in six cities across three states. These include Ajmer and Jhunjhunu in Rajasthan; Jabalpur and Bhopal in Madhya Pradesh; and Rae Bareilly and Varanasi in Uttar Pradesh.

Four major components of SLB Connect:

- ❖ Conducting a mobile-based survey of sample households on service aspects
- ❖ Real-time monitoring of survey quality using an online survey management system
- ❖ Real-time analysis of survey results using a web-based dashboard and data analysis tool
- ❖ Supporting ULBs to design appropriate reform and response processes based on the findings from the survey

The overall goal is to improve access to UWSS services with special focus on poor and marginalized citizens.

The survey seeks to collect information on the quality of water and sanitation services as experienced by citizens as users of the services. The analysis of the data collected from citizens as users of the services will then be used to complement SLB information as reported by the municipality.

PRIA is undertaking the SLB Connect project to help improve water and sanitation services in cities by mobilizing citizen participation and feedback. PRIA brings to SLB Connect its conviction in social accountability and draws from its years of experience as an enabler of participatory democracy.

In doing so, PRIA is training and engaging with grassroots organizations and local (youth) citizens in the selected cities to both conduct and manage the survey. The results will be shared with citizen groups, civil societies, thought leaders and opinion makers including members of the academia and the media, NGOs operating in the area, government officials at the city, state and national level.

SLB Connect will be launched in Rae Bareilly in January, 2015.

### **City: Overview**

The Rae Bareilly district is part of the Gangetic plains and is drained by the Ganga and Sai rivers and their tributaries. The topography is a fairly compact tract and mildly undulating. Rae Bareilly city in Uttar Pradesh is the administrative headquarters of Rae Bareilly district. It is classified as a Class I town. According to census 2011, the urban population of Rae Bareilly city is 1, 91, 056 and its average literacy rate stands at 82.97%<sup>1</sup>.

The Rae Bareilly municipality is divided into 31 wards and three water zones. There are 53 slums in the city. Rae Bareilly Municipal Corporation is in charge of the city's administration. The Rae Bareilly Municipal Corporation or Nagar Palika is responsible for the overall development and maintenance of the social environment of the city. It is divided into eight sub-divisions/ departments which are jointly responsible for overall municipal level functions.

The Nagar Palika's major functions include public works like the maintenance of roads, street lights, water and sanitation services and land calculation, etc. Within water services, its responsibilities are to ensure proper water distribution to every household, installing tube-wells, and organizing

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<sup>1</sup> Source: <http://www.census2011.co.in/census/city/128-rae-bareilly.html>

safe drinking water. The Nagar Palika is also responsible for implementing public health initiatives. These cover services ensuring proper sanitation services, cleaning works across the district, using pesticides for a safer environment for people and organizing vaccination centers.

In Rae Bareilly, the municipal corporation's sub-division the Jalkal Vibhag water supply is responsible for water supply and management services. Sanitation services and management are looked after by the municipality's health department.

### **Water Services: Management**

In Rae Bareilly, water supply is looked after by a subdivision of municipality, known as the Jalkal Vibhag. The Rae Bareilly municipal corporation jurisdiction has been divided into three water zones for the management of water services.

Water supply in the city is through ground water and is graded 'India Mark II' based on pre-determined quality standards. The water is supplied to household taps and community connections through municipality pipelines. This water supply network accounts for around 70% of the city area<sup>2</sup>. Based on 2001 data municipal water is supplied to 58.22% of the population while almost 40% is dependent on hand-pumps.

Rae Bareilly municipality charges users of water and sanitation services annually. The method adopted by the municipality is that it charges the house hold 5 % of 1200 INR per room.

Water and sanitation services are charged once a year. For the sake of convenience this amount is included in the house tax and the beneficiary does not have to pay separately for these services. Tax is collected through door-to-door collection.

- Water and sanitation services are separately charged at 5% of 1200 per room (1 room house would pay  $\frac{5}{100} \times 1200$  (for water) +  $\frac{5}{100} \times 1200$  (for sanitation))

### **Citizen engagement and grievance redressal**

Customer complaints are accepted through phones, application letters and a complaint register. The most popular and informal system followed by most citizens is to inform ward members, who then get in touch with the municipality authorities or employees to get the complaint addressed/resolved.

Every second Monday of the month, the municipality also organizes a Grievance Redress Day, 'Samadhan Diwas' where ward members and individuals visit the municipality and hand over/discuss the complaint.

### **Challenges faced by the Jalkal Vibhag:**

In spite of inadequate water supply coverage, the officials responded that there were 'no challenges/problems'.

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<sup>2</sup> Rae Bareilly RAY report

## **Sanitation Services: Management**

Sanitation services are the responsibility of the health department of the municipality. About 31 % of the households are connected to the city wide sewerage system. The sewerage network is used to channel sewer water. The sewerage is further dumped into the river water without being treated.

25% of households access soak-pit latrines and 22% of the households use other types of latrines. 21.6% of the households in the city do not have any type of latrine.

Rae Bareli has two major lanes of drainage system. The first lane starts from the city road and passes through the jail road. The second lane starts from near the bus stand and passes through Kanpur road leading eventually to the river.

Sanitation services are charged at the same rate as water services (explained in the Water Services: Management section above)

### **Citizen engagement and grievance redressal** *(Same as water services)*

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Every second Monday of the month, the municipality also organizes a Grievance Redress Day, 'Samadhan Diwas' where ward members and individuals visit the municipality and hand over/discuss the complaint.

### **Challenges faced**

- Inadequate sewerage network
- Existing network is very old and therefore is in dire need of repair