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 and Sanitation services in Rae Bareli are provided by the Municipal Corporation.

CITY PROFILE
- Population: 1,91,056
- Households: 35,197
- Slum households: 8447
- Wards: 31
- Municipal area: 43.3 Km²

SAMPLE
- Total sample HHs: 3134
- Sample households: Non-slum 74%, Slum 26%
- Female respondents: 23%
- Respondents willing to give feedback in future: 96%
- Survey duration: January to May 2015

OVERALL SCORE - WATER SUPPLY
- City Performance: 58.3%
- Slum Performance: 56.3%

OVERALL SCORE - SANITATION
- City Performance: 75.4%
- Slum Performance: 49.5%

HIGHLIGHTS

WATER SUPPLY
- HHs connected to piped supply:
  - Use as main source: 52%
  - Water supply adequate: 97%
  - Convenience of timing: 71%
  - HHs facing water scarcity during summers: 63%
  - Never received dirty water: 63%
  - None of the HHs reported water meter: 95%
  - HHs make payment for water supply: 11%
  - Complaint redressal in one day: 2%
  - Wards below city level score: 58.3% in water services

SANITATION
- HHs have access to toilet facilities and 100% of them use toilets
- Access to toilet facilities in 20 wards is greater than the city average of 82%
- HHs have sewerage connection: 49%
- HHs drain toilet waste in open drains: 2%
**ACCESS**

- **25%** HHs use piped water supply for drinking purposes and **37%** for other purposes.
- **48%** HHs do not have access to any municipal water sources, **19%** of them from slums.

**Main Sources of Drinking Water during Scarcity**

<table>
<thead>
<tr>
<th>Source</th>
<th>City (%)</th>
<th>Slum (%)</th>
<th>Non-Slum (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Govt. Piped connection</td>
<td>80.2</td>
<td>5.6</td>
<td>4.2</td>
</tr>
<tr>
<td>Govt. onsite Tank</td>
<td>8.2</td>
<td>12.4</td>
<td>2.6</td>
</tr>
<tr>
<td>Govt. Handpump</td>
<td>74.6</td>
<td>8.9</td>
<td>9.5</td>
</tr>
<tr>
<td>Govt. covered well</td>
<td>7.4</td>
<td>8.9</td>
<td>11.2</td>
</tr>
<tr>
<td>From neighbours</td>
<td>6.9</td>
<td>8.9</td>
<td>25.0</td>
</tr>
<tr>
<td>Private Covered Sources</td>
<td>5.6</td>
<td>8.9</td>
<td>3.8</td>
</tr>
</tbody>
</table>

**ADEQUACY**

- **94%** HHs using household piped water supply report the supply to be adequate, while **96%** HHs that are dependent on non-piped water supply sources report the supply to be adequate.

**QUALITY**

- **50%** HHs having household piped connection always receive dirty water.

**COMPLAINTS**

- **7%** HHs lodged complaints regarding water supply services.
- **53%** of these HHs reported that their complaints were not attended.
- **2%** of HHs whose complaints were attended, reported that these were resolved within one day.
- **33%** reported that it took more than a week to get their complaints resolved.

**Type of Complaints**

- Breakdown of hand pump
- Poor quality of water: **31%**
- Irregular supply of water: **13%**

**Mode of Complaints**

- Local Councillors: **40%** (Slum HHs lodging complaints through local councillors: **60%**)
- Personal visit to Municipal Corporation either individually or in group: **59%**

- **100%** HHs with piped water supply get water 7 days a week for more than an hour a day.
- **71%** HHs reported water supply time is very convenient, others found timings somewhat or not at all convenient.
- **26%** female respondents found the timing of water supply inconvenient or somewhat convenient.

**CONTINUITY**

- HHs paid bills at Municipal Corporation counter: **56%** through municipal agents.

- Out of total HHs making payment for water supply, **24%** are Slum HHs and **7%** are non-slum HHs.

**METERING AND BILLING**

- HHs paid bills at Municipal Corporation counter: **56%** through municipal agents.

(Majority HHs making payment at Municipal counter found it convenient in terms of timing and location)
SLB CONNECT AND SLB SCORES ON WATER SUPPLY

LEVEL OF SATISFACTION

- 25% HHs feel services are better than before
- 73% HHs feel services are same as before
- 1% HHs feel services are worse than before

WATER SUPPLY SERVICES COMPARED TO LAST YEAR

- 58.6
- 64.0
- 39.3
- 34.8

Aspects

<table>
<thead>
<tr>
<th>Wards require urgent attention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
</tr>
<tr>
<td>All wards</td>
</tr>
<tr>
<td>Continuity</td>
</tr>
<tr>
<td>All wards</td>
</tr>
<tr>
<td>Adequacy</td>
</tr>
<tr>
<td>-</td>
</tr>
<tr>
<td>Quality</td>
</tr>
<tr>
<td>All wards</td>
</tr>
<tr>
<td>Complaints</td>
</tr>
<tr>
<td>All wards</td>
</tr>
</tbody>
</table>

INDICATORS

<table>
<thead>
<tr>
<th>INDICATORS</th>
<th>SLB CONNECT (2014-15)</th>
<th>SLB (2013-14)*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>37%</td>
<td>46% Coverage of water supply through HH piped connections</td>
</tr>
<tr>
<td>Adequacy</td>
<td>95%</td>
<td>121 lpcd Quantity of water supply per capita per day</td>
</tr>
<tr>
<td>Continuity</td>
<td>7 days a week, 4 hrs</td>
<td>7 days a week, 3 hrs Duration of water supply per day</td>
</tr>
<tr>
<td>Water quality</td>
<td>58% Municpal water supply in last 3 months</td>
<td>96% of water samples meeting standards</td>
</tr>
<tr>
<td>Customer complaints</td>
<td>1% HHs lodging complaints and reporting complaints resolved within one day</td>
<td>95% of complaints resolved in one day</td>
</tr>
<tr>
<td>Metering</td>
<td>0% HHs reporting functional meters</td>
<td>0% of HHs with functional meters</td>
</tr>
</tbody>
</table>

WATER SUPPLY CITY SCORE: 58.3
SLB CONNECT AND SLB SCORES ON SANITATION

TOILET ACCESS
- 45% slum HHs and 8% non-slum HHs do not have access to toilet facilities. Of these 85% HHs reported that it is too expensive, 4% HHs reported they do not have sufficient space.
- 100% HHs carry water by hand for use in toilet
- 100% HHs are willing to have toilet if available

TOILET USAGE
- 90% Slum HHs where all members do not use toilet at home reported major reason is lack of proper disposal of waste water.

WASTE WATER DISPOSAL
- 54% HHs reported that their pit toilet or septic tank not filled up or not cleaned. HHs who gets these cleaned use local labour and services of Municipal Corporation.

How Rae Bareli 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, SWACHH BHARAT MISSION and other programs.
- 96% 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 Rae Bareli Municipal Corporation
- 34 new tubewells laid down having 1200- 1500 feet depth
- Reorganisation of water supply line for whole city. Earlier it is laid down in 1953. 60 percent work is already completed.
- DPR prepared and submitted for the construction of new Sewer line and Sewer treatment plant.
- Under Swachh Bharat Mission, 50000 pamphlets are distributed in slum areas for filing applications for the toilets
- 5 Public toilets are constructed and survey is under process for construction of 3 public toilets.

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