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 sewerage services in Varanasi is provided by the Jal Kal Department, Varanasi Municipal Corporation, while services related to septic tanks etc. are provided by the Varanasi Municipal Corporation.

**CITY PROFILE**
- Population: 15,97,051
- Households: 1,90,835
- Slum households: 86,369
- Wards: 90
- Municipal area: 79.79 Km²

**SAMPLE**
- Total sample HHs: 9330
- Sample households: 78%
- Female respondents: 32%
- Respondents willing to give feedback in future: 99%
- Survey duration: February to May 2015

**OVERALL SCORE - WATER SUPPLY**
- City Performance: 57.3%
- Slum Performance: 50%

**OVERALL SCORE - SANITATION**
- City Performance: 93%
- Slum Performance: 85.3%

**HIGHLIGHTS**

**WATER SUPPLY**
- HHs connected to piped supply:
  - Use as main source: 59%
  - Water supply adequate: 83%
  - Convenience of timing: 27%
  - HHs facing water scarcity during summers: 49%
  - Never received dirty water: 27%
  - None of the HHs reported water meter
  - Complaints redressed within one day: 7%
  - Wards below city level score 57.3 in water services: 93%

**SANITATION**
- HHs access to toilet facilities and 100% of them use toilets
- Access to toilet facilities in 73 wards is greater than the city average of 98%
- HHs have sewerage connection
- 3% HHs drain toilet waste in open drains
**WATER SUPPLY**

**ACCESS**
- 59% HHs use piped water supply for drinking purposes and 61% for other purposes.
- 37% HHs do not have access to any municipal water sources, 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>Jal Kal piped connection</td>
<td>23.9</td>
<td>24.9</td>
<td>25.2</td>
</tr>
<tr>
<td>Jal Kal Stand Post</td>
<td></td>
<td>5.2%</td>
<td></td>
</tr>
<tr>
<td>Jal Kal Hand Pumps</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jal Kal Open Well</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>From neighbours covered sources</td>
<td>5.8%</td>
<td>5.6%</td>
<td>8%</td>
</tr>
<tr>
<td>Private covered sources</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Open sources</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**ADEQUACY**
- 82% HHs using household piped water supply report the supply to be adequate, while 78% HHs that are dependent on non-piped water supply sources report the supply to be adequate.

**QUALITY**
- 12% HHs having household piped connection always receive dirty water.
  
**COMPLAINTS**
- 12% HHs lodged complaints regarding water supply services.
  - 76% of these HHs reported that their complaints were not attended.
  - 7% of HHs whose complaints were attended, reported that these were resolved within one day.
  - 29% reported that it took more than a week to get their complaints resolved.

**Type of Complaints**
- Irregular supply of water: 44%
- Poor quality of water: 81%

**Mode of Complaints**
- Helpline: 2%
- Personal visit to Jal Kal department, VMC: either individually or in group: 57%
- Local Councillors: 38% (slum HHs lodging complaints through local councillors - 44%)
# Water Supply

## Level of Satisfaction

- **20%** HHs feel services are better than before
- **67%** HHs feel services are same as before
- **10%** HHs feel services are worse than before

## Water Supply Services Compared to Last Year

<table>
<thead>
<tr>
<th>Service</th>
<th>Fully Satisfied</th>
<th>Partially Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>26.9</td>
<td>28.5</td>
<td>12.3</td>
</tr>
<tr>
<td>Adequacy</td>
<td>60.8</td>
<td>65.6</td>
<td>14</td>
</tr>
<tr>
<td>Continuity</td>
<td>96</td>
<td></td>
<td>11.9</td>
</tr>
</tbody>
</table>

## 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

<table>
<thead>
<tr>
<th>Indicator</th>
<th>SLB Connect (2014-15)</th>
<th>SLB (2013-14)*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>64%</td>
<td>69%</td>
</tr>
<tr>
<td>Adequacy</td>
<td>82%</td>
<td>275 lpcd</td>
</tr>
<tr>
<td>Continuity</td>
<td>7 days a week, 5 hrs</td>
<td>10 hrs</td>
</tr>
<tr>
<td>Water quality</td>
<td>27%</td>
<td>96%</td>
</tr>
<tr>
<td>Customer complaints</td>
<td>2%</td>
<td>96%</td>
</tr>
<tr>
<td>Metering</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Aspects

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Wards require urgent attention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>30  36  16  27  31  33  29  7  8  6  9  38  25</td>
</tr>
<tr>
<td>Continuity</td>
<td>All wards</td>
</tr>
<tr>
<td>Adequacy</td>
<td>48  87  43  59</td>
</tr>
<tr>
<td>Quality</td>
<td>All wards</td>
</tr>
<tr>
<td>Complaints</td>
<td>All wards except 36</td>
</tr>
</tbody>
</table>

## Water Supply City Score: 57.3

#### Scores

- **Number of Wards**
  - 3
  - 18
  - 41
  - 26
  - 2

#### Levels
- Needs to maintain performance
- Needs improvement
- Needs urgent attention

*SLB Scores (2013-14), Jal KI, Department, Varanasi Municipal Corporation"
SLB CONNECT AND SLB SCORES ON SANITATION

**TOILET ACCESS**
- 7% slum HHs and 1% non-slum HHs do not have access to toilet facilities. Of these 48% HHs reported that it is too expensive, 13% HHs reported they do not have sufficient space.
- 57% HHs have tap inside the toilet as main source of water.
- 38% HHs in slum areas have tap inside the toilet as main source of water.
- 35% HHs carry water by hand.
- 100% HHs are willing to have toilet if available.

**TOILET USAGE**
- 73% are the male family members in the HHs where all members do not use toilet facility at their home.
- 1.3% Slum HHs where all members do not use toilet at home reported reasons lack of water, lack of ventilation and lack of proper disposal of waste water.

**WASTE WATER DISPOSAL**
- 77% HHs reported that their pit toilet or septic tank not filled up or not cleaned. HHs who get these cleaned use local labour and less than 1% use Municipal Corporation services.

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**Aspects** | **Wards require urgent attention**
--- | ---
Toilet Access | -
Toilet Usage | -
Sewerage | 30 | 3 | 26 | 9 | 6 | 36 | 16

---

**INDICATORS**
- **SLB CONNECT (2014-15)**
  - **Toilet access**: 97% HHs reporting access to individual, shared or public toilet.
  - **Toilet usage**: 99% HHs reporting all family members using toilets.
  - **Access to sewerage network**: 81% HHs reporting having connections to sewerage network.

**SLB (2013-14)**
- **Toilet access**: 82% HHs have access to individual, shared or public toilet.
- **Toilet usage**: Not covered under SLB.
- **Access to sewerage network**: 78% HHs having connections to sewerage network.

Needs to maintain performance

*SLB Scores (2013-14), Jal Kal Department, Varanasi Municipal Corporation

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**How Varanasi 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, SWACHH BHARAT MISSION and other programs.
- 99% 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.

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**Recent initiatives taken by Varanasi Municipal Corporation**
- Process of getting Water and sewerage connections has been simplified.
- Online complaint redressal has been established.
- 300 crore project has been sanctioned for Varanasi for water metering. Trail runs are already underway with 290 Demo meters installed in 290 houses.
- Citizen charter is already in place.
- SLB Connect dashboard link is integrated to the Jal Kal department website.

For further details on survey findings and ward wise scores log on to [http://jalikalvaranasi.org/](http://jalikalvaranasi.org/)
For Ward wise scores and other information log on to [http://www.slbconnect.in](http://www.slbconnect.in)