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 Km²

### 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%
- **Slum Performance**: 69.3%

### OVERALL SCORE - SANITATION

- **City Performance**: 65.2%
- **Slum Performance**: 59.9%

### 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 and **6%** 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>Household piped connection</td>
<td>64.6</td>
<td>51.5</td>
<td>3.7</td>
</tr>
<tr>
<td>Hand-pump</td>
<td>3.2</td>
<td>7.7</td>
<td>11.6</td>
</tr>
<tr>
<td>Piped tanker</td>
<td>7.7</td>
<td>4.7</td>
<td>11.6</td>
</tr>
<tr>
<td>Private tanker</td>
<td>0.7</td>
<td>0.4</td>
<td>0.7</td>
</tr>
<tr>
<td>Private - covered sources</td>
<td>1.6</td>
<td>2.7</td>
<td>1.6</td>
</tr>
<tr>
<td>From Neighbours</td>
<td>22.7</td>
<td>24.8</td>
<td>11.6</td>
</tr>
<tr>
<td>Piped tankers</td>
<td>8.4</td>
<td>11.6</td>
<td>11.6</td>
</tr>
<tr>
<td>vwPHEf</td>
<td>11.6</td>
<td>11.6</td>
<td>11.6</td>
</tr>
</tbody>
</table>

### 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.

**Incidence of Dirty Water Supply**
- **2%** HHs having household piped connection always receive dirty water.
- **9%** HHs always receive dirty water from outside-piped sources.

### Quality
- **2%** HHs having household piped connection always receive dirty water.
- **9%** HHs always receive dirty water from outside-piped sources.

### 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**

- Always (%): 19.6
- Mostly (%): 19.6
- Rarely (%): 18.8
- Never (%): 51.7

### 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.

### 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**

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

**Mode of Complaints**

- Helpline: 4%
- Local Councillors: 10%
- Personal visit to PHED either individually or in group: 82%
# Water Supply

## Level of Satisfaction

<table>
<thead>
<tr>
<th>HHs feel services are</th>
<th>before</th>
<th>worse than before</th>
</tr>
</thead>
<tbody>
<tr>
<td>31%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>57%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Top 3 Citizens' Concerns

1. **Regularity of water supply on time**
2. **Adequacy**
3. **Water pressure**

## SLB Connect and SLB Scores on Water Supply

<table>
<thead>
<tr>
<th>Indicators</th>
<th>SLB Connect (2014-15)</th>
<th>SLB (2012-13)*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>97%</td>
<td>81%</td>
</tr>
<tr>
<td></td>
<td>HHs reporting main source of water from household piped connections</td>
<td>Coverage of water supply through HH piped connections</td>
</tr>
<tr>
<td>Adequacy</td>
<td>81%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>HHs reporting adequate supply of water through PHED sources</td>
<td></td>
</tr>
<tr>
<td>Continuity</td>
<td>4 days a week, 1 hrs</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Median value for duration of piped water supply reported by HHs</td>
<td>Duration of water supply per day</td>
</tr>
<tr>
<td>Water quality</td>
<td>80%</td>
<td>77%</td>
</tr>
<tr>
<td></td>
<td>HHs reporting no incidence of dirty PHED water supply in last 3 months</td>
<td>of water samples meeting standards</td>
</tr>
<tr>
<td>Customer complaints</td>
<td>7%</td>
<td>82%</td>
</tr>
<tr>
<td></td>
<td>HHs lodging complaints and reporting complaints resolved within one day</td>
<td>of complaints resolved in one day</td>
</tr>
<tr>
<td>Metering</td>
<td>52%</td>
<td>36%</td>
</tr>
<tr>
<td></td>
<td>HHs reporting functional meters</td>
<td>of HHs with functional meters</td>
</tr>
</tbody>
</table>

## Aspects

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

## Water Supply City Score: 71

**Needs to maintain performance:**
- *SLB Scores (2012-13), Ajmer Municipal Corporation*
**SLB CONNECT AND SLB SCORES ON SANITATION**

**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.
- 88% HHs have tap inside the toilet as main source of water.
- 70% HHs are willing to have toilet if available.

**INDICATORS**

<table>
<thead>
<tr>
<th>Aspects</th>
<th>Wards require urgent attention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toilet Access</td>
<td>3</td>
</tr>
<tr>
<td>Toilet Usage</td>
<td>6</td>
</tr>
<tr>
<td>Sewerage</td>
<td>All wards</td>
</tr>
</tbody>
</table>

**Needs to maintain performance**
- Needs urgent attention

**SLB CONNECT (2014-15)**
- 96% HHs reporting access to individual, shared or public toilet.
- 100% HHs reporting all family members using toilets.
- 1% HHs reporting having connections to sewerage network.

**SLB (2012-13)**
- 93% HHs have access to individual, shared or public toilet.
- Not covered under SLB.

**Access to sewerage network**
- 0.55% HHs having connections to sewerage network.

**Sanitation City Score: 65.2**

**Camps organised for the provisioning of toilets to households having no toilet facility.**

**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](http://www.slbconnect.in)**

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**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.

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**SLB Connect** is an initiative by Water and Sanitation Programme (WSP). The citizen feedback survey in Ajmer has been conducted by Participatory Research in Asia (PRIA) in partnership with GNMA BKs.