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 Jabalpur city are provided by the Jabalpur Municipal Corporation.

CITY PROFILE

- Population: 10,69,292
- Households: 2,22,613
- Slum households: 96,754
- Wards: 79*
- Municipal area: 106.19 Km²

*SLB Connect survey is conducted in 70 wards based on recent delimitation in 2014

SAMPLE

- Total sample: HHs: 6636
- Sample households: Non-slum 52%, Slum 48%
- Female respondents: 45%
- Respondents willing to give feedback in future: 99%
- Survey duration: March to April 2015

OVERALL SCORE - WATER SUPPLY

City Performance: 59.4% Slum Performance: 54%

Over all score - water supply

- HHs connected to piped supply:
  - Use as main source: 56%
  - Water supply adequate: 78%
  - Convenience of timing: 44%
  - HHs facing water scarcity during summers: 43%
  - Never received dirty water: 56%
  - None of the HHs reported water meter: 8%
  - Complaints redressed within one day: 7%

OVERALL SCORE - SANITATION

City Performance: 64.4% Slum Performance: 61.9%

Over all score - sanitation

- 94% HHs have access to toilet facilities and 100% of them use toilets
- Access to toilet facilities in 40 wards is greater than the city average of 94%
- <2% HHs have sewerage connection
- 14% HHs drain toilet waste in open drains
**WATER SUPPLY**

**ACCESS**
- 55% HHs use piped water supply for drinking purposes and 42% for other purposes.
- 13% 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>City (%)</th>
<th>Slum (%)</th>
<th>Non-Slum (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>28.5</td>
<td>8.7</td>
<td>20.5</td>
</tr>
<tr>
<td>18.2</td>
<td>7.7</td>
<td>30.7</td>
</tr>
<tr>
<td>7.7</td>
<td>7</td>
<td>22.6</td>
</tr>
<tr>
<td>5.7</td>
<td>11.8</td>
<td>29</td>
</tr>
<tr>
<td>0.7</td>
<td>7.5</td>
<td>31.3</td>
</tr>
</tbody>
</table>

**ADEQUACY**
- 85% HHs using household piped water supply report the supply to be adequate, while 64% HHs that are dependent on non-piped water supply sources report the supply to be adequate.

**QUALITY**
- 6% HHs having household piped connection always receives dirty water.
- Incidence of dirty water supply is higher among non-piped sources.

**CONTINUITY**
- 64% HHs with piped water supply get water 7 days a week for more than an hour a day.
- 48% female respondents found the timing of water supply inconvenient or somewhat convenient.

**Predictability of piped water supply**
- Always (%): 8
- Mostly (%): 5
- Rarely (%): 46
- Never (%): 44

**COMPLAINTS**
- 8% HHs lodged complaints regarding water supply services.
- 65% of these HHs reported that their complaints were not attended.
- 12% of HHs whose complaints were attended, reported that these were resolved within one day.
- 23% reported that it took more than a week to get their complaints resolved.

**Type of Complaints**
- Irregular supply of water: 71%
- Poor quality of water: 25%

**Mode of Complaints**
- CM Helpline: 1%
- Local Councillors: 72%
- Personal visit to Municipal Corporation either individually or in group: 23%

**METEERING AND BILLING**
- 90% HHs make payment for water supply.
- 96% HHs paid bills at Municipal Corporation/MC Zonal office counter.

Majority HHs making payment at MC counter found it convenient in terms of timing and location.
**WATER SUPPLY**

**LEVEL OF SATISFACTION**

- 28% HHs feel services are better than before
- 63% HHs feel services are same as before
- 7% HHs feel services are worse than before

**SLB CONNECT AND SLB SCORES ON WATER SUPPLY**

**INDICATORS**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Access</td>
<td>56%</td>
<td>68% Coverage of water supply through HH piped connections</td>
</tr>
<tr>
<td>Adequacy</td>
<td>77%</td>
<td>135 lpcd Quantity of water supply per capita per day</td>
</tr>
<tr>
<td>Continuity</td>
<td>7 days a week, 2 hrs</td>
<td>4 hrs Duration of water supply per day</td>
</tr>
<tr>
<td>Water quality</td>
<td>55%</td>
<td>98% of water samples meeting standards</td>
</tr>
<tr>
<td>Customer complaints</td>
<td>7%</td>
<td>80% of complaints resolved in one day</td>
</tr>
<tr>
<td>Metering</td>
<td>5%</td>
<td>2% of HHs with functional meters</td>
</tr>
</tbody>
</table>

**WATER SUPPLY SERVICES COMPARED TO LAST YEAR**

- Fully Satisfied: 41.9
- Partially Satisfied: 52.3
- Dissatisfied: 41.5

**CITY SCORE:** 59.4

**TOP 3 CITIZEN’S CONCERNS**

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

**SATISFACTION WITH WATER SUPPLY SERVICES**

- Access: 70 | 30 | 47 | 61 | 53 | 41 | 52 | 67 | 66 | 16 | 40 | 17 | 23 | 55 | 50 | 51 | 14 | 26 | 9 | 68 | 36 | 29 | 46 | 42 | 27 | 5
- Continuity: All wards
- Adequacy: 50 | 49 | 41
- Quality: All wards except 3 | 68 | 47 | 69 | 41 | 18
- Complaints: All wards except 32 and 59

**LEVEL OF SATISFACTION**

- HHs feel services are the same as before

**SWATC**

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

*SLB Scores (2014-15), Jabalpur Municipal Corporation*
SLB Connect is an initiative by Water and Sanitation Programme (WSP). The citizen feedback survey in Jabalpur has been conducted by Participatory Research in Asia (PRIA) in partnership with SHODH.

How Jabalpur 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, SBM 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.

Recent initiatives taken by Jabalpur Municipal Corporation

- Provisioning of free water connections in Slum areas and on a nominal annual charge of Rs 300 for BPL households
- Construction of 40000 toilets targeted. Ten thousand toilets already constructed mainly in slum areas.
- Construction of Sulabh toilets in PPP mode
- Municipal Corporation is willing to have a feedback section on the Jabalpur MC website for citizens to give their feedback.

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