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**:
  - Non-slum: 78%
  - Slum: 22%
- **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
- HHs drain toilet waste in open drains

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SLB Connect 
CITIZEN FEEDBACK SURVEY ON WATER SUPPLY AND SANITATION SERVICES IN VARANASI CITY, UTTAR PRADESH
## 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.

#### 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 HH</td>
<td>24.9</td>
<td>21.9</td>
<td>21.9</td>
</tr>
<tr>
<td>Jal Kal Stand Post</td>
<td>1.2</td>
<td>6.6</td>
<td>1.2</td>
</tr>
<tr>
<td>Jal Kal Open Post</td>
<td>1.9</td>
<td>5.8</td>
<td>1.9</td>
</tr>
<tr>
<td>Jal Kal Hand Pumps</td>
<td>1.9</td>
<td>5.8</td>
<td>1.9</td>
</tr>
<tr>
<td>Open Well</td>
<td>25.2</td>
<td>11.8</td>
<td>11.8</td>
</tr>
<tr>
<td>From neighbours covered sources</td>
<td>59.2</td>
<td>50.5</td>
<td>50.5</td>
</tr>
<tr>
<td>Private sources</td>
<td>4.6</td>
<td>5.6</td>
<td>5.6</td>
</tr>
<tr>
<td>Open sources</td>
<td>5</td>
<td>8</td>
<td>8</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.
- Incidence of dirty water supply is highest among HH piped sources as compared to outside piped and non-piped sources.

### CONTINUITY
- 96% HHs with piped water supply get water 7 days a week for more than an hour a day.
- 27% HHs reported water supply time is very convenient, others found timings somewhat or not at all convenient.
- 68% female respondents found the timing of water supply inconvenient or somewhat convenient.

### COMPLAINTS

#### 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: 29%
- Local Councillors: 38% (slum HHs lodging complaints through local councillors - 44%)
- Helpdesk: 1%

#### Predictability of piped water supply
- Always (%): 12.5
- Mostly (%): 16.2
- Rarely (%): 67.6
- Never (%): 3.5

#### Metering and Billing
- 90% HHs make payment for water supply.
- 93% HHs paid bills at Jal Kal counter.
(Majority HHs making payment at Jal Kal counter found it convenient in terms of timing and location.)
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

SLB CONNECT AND SLB SCORES ON WATER SUPPLY

Access
- 64% HHs reporting main source of water from household piped connections
- 69% Coverage of water supply through HH piped connections

Adequacy
- 82% HHs reporting adequate supply of water through Municipal sources
- 275 lpcd Quantity of water supply per capita per day

Continuity
- 7 days a week, 5 hrs Median value for duration of piped water supply reported by HHs
- 10 hrs Duration of water supply per day

Water quality
- 27% HHs reporting no incidence of dirty Municipal water supply in last 3 months
- 96% of water samples meeting standards

Customer complaints
- 2% HHs lodging complaints and reporting complaints resolved within one day
- 96% of complaints resolved in one day

Metering
- 0% HHs reporting functional meters
- 0% of HHs with functional meters

INDICATORS

SLB CONNECT (2014-15)

SLB (2013-14)*

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

WATER SUPPLY CITY SCORE: 57.3

Aspects

Wards require urgent attention

Access
- 30 | 36 | 16 | 27 | 26 | 31 | 33 | 29 | 7 | 8 | 6 | 9 | 38 | 25

Continuity
- All wards

Adequacy
- 48 | 87 | 43 | 59

Quality
- All wards

Complaints
- All wards except 36

TOP 3 CITIZEN’S CONCERNS

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

LEVEL OF SATISFACTION

Satisfaction with Water Supply Services

Figure showing the satisfaction levels of water supply services with a bar chart.
SANITATION

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.

- 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.

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.

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://jalKalvaranasi.org/

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

SLB Connect is an initiative by Water and Sanitation Programme (WSP). The citizen feedback survey in Varanasi has been conducted by Participatory Research in Asia (PRIA) in partnership with Sahbhagi Sikshan Kendra (SSK)