IT enabled FSSM monitoring at scale in Maharashtra

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60% of urban population in the Indian state of Maharashtra is dependent on onsite sanitation systems which require regular emptying services.

1. Desludging at regular intervals
2. Safe withdrawal of sludge by following necessary protocol
3. Safe conveyance to designated treatment site
4. Indicators for making decisions on “performance linked payments”
5. Collect data on onsite sanitation for future planning

Shifting from paper-based monitoring systems to digital systems provides many benefits

**SaniTab**
- Custom survey app: Assistance in building database
- Unique database building for sanitation, WSS services and property tax

**SaniSaniTrack**
- Mobile app and web dashboard: Assistance in comprehensive tracking and management of FSSM service chain and service delivery

**MahaSaniTrack**
- No need to process data for results

**SaniChatbot**
- WhatsApp chatbot for daily desludging: Assistance in daily performance tracking of treatment facilities and make decisions in terms of improvement

**Citizen IVR feedback**
- Custom surveys over phone: Assistance in identification citizen perspectives regarding the basic service and delivery status and identification vulnerable areas

**Tracking delivery of sludge at FSTPs in 222+**
- To understand their operations, functionality, utilization and performance.

- Available in various languages
- Easy to analyze the service delivery on citizen perspective
- Identification of vulnerable citiizen status and identification vulnerable areas
- Suitable for non-tech savvy

- Can be used anytime.

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- Custom surveys over phone: for citizen feedback.

**Capturing community feedback for WASH service delivery in 26 slums**
- Over 1 Lakh responses recorded using the IT enable systems
- Provision of safe desludging services for 20,000+ properties
- Ensuring safe disposal of over 70 million liters of faecal sludge

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**Features and benefits**
- System workflow
- User interface
- Features and benefits
- Dashboard
- Data driven decision-making
- Analysis of collected data
- Identification of vulnerable areas
- Performance tracking of treatment facilities and make decisions in terms improvement

**Provision of safe desludging services**
- For 20,000+ properties
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**Piloted in 11 cities of Maharashtra state of India and scaled up across 417 cities of Maharashtra state**
- Proven data collection platform
- Suitable for non-tech savvy
- Suitable for users

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