

# Frequently Asked Questions (FAQ) on Service Level Benchmarking (SLB):

## (1) What is service level benchmarking?

Ministry of Urban Development has developed and released a minimum set of standard performance parameters for service provision for the Water and Sanitation sector for adoption by the City level authorities and other stakeholders involved. The standardized framework drawn as a **Handbook on Service Level Benchmark** was adopted by the Ministry in 2008. The SLB Framework is developed for monitoring and reporting on the performance of the services covered.

## (2) How many sectors are covered under the current National SLB Framework?

In the current National Framework of SLB adopted by the Ministry of Urban Development four sectors are covered, viz., water supply, sewerage, solid waste management and storm water drainage

## (3) At present, How many indicators are covered in the four sectors ?

The SLB Framework for monitoring and reporting on the performance of the services covered the following 28 Indicators:

Water Supply:	Waste water management:
1. Coverage of water supply connections	1. Coverage of toilets
2. Per capita supply of water	2. Coverage of waste water network services
3. Extent of metering of water connections	3. Collection efficiency of waste water network
4. Extent of Non-Revenue Water	4. Adequacy of waste water treatment capacity
5. Continuity of water supply	5. Quality of waste water treatment
6. Efficiency in redressal of customer complaints	6. Extent of reuse and recycling of waste water
7. Quality of water supplied	7. Extent of cost recovery in waste water management
8. Cost recovery in water supply services	8. Efficiency in redressal of customer complaints
9. Efficiency in collection of water supply related charges	9. Efficiency in collection of sewerage related charges

<b>Solid Waste Management:</b>	<b>Storm water Drainage:</b>
1. Household level coverage of Solid Waste Management services	1. Coverage of Storm water drainage network
2. Efficiency of collection of municipal solid waste	2. Incidence of water logging / flooding
3. Extent of segregation of municipal solid waste	
4. Extent of municipal solid waste recovered	
5. Extent of scientific disposal of municipal solid waste	
6. Extent of cost recovery in Solid Waste Management services	
7. Efficiency in redressal of customer complaints/td>	
8. Efficiency in collection of SWM related user related	

(4) **How SLB Data requirements are determined?**

The SLB data requirements can be determined from the definitions of the 28 SLB indicators listed in the SLB Handbook covering the four services (water supply, sewerage and wastewater, drainage, and solid waste).

(5) **How SLB is calculated, could that be explained with some examples?**

For example,

- Water Supply Coverage indicator can be calculated by having the data ***number of households in the service area*** to the ***number of Households connected to water supply connections***
- Per capita supply of water requires ***annual volume of water consumed***, ***number of population served*** and ***number of days*** in a year.
- Extent of non revenue water will require the ***annual volume of water produced*** and the ***annual volume of water sold***.
- Cost recovery requires ***annual operating expenses*** and ***annual operating revenues***.
- Quality of water sold requires ***test results of water samples taken at the required intervals*** and at different sampling points.

Similar analysis of the data requirements for the other indicators can be done by identifying the data required for computing the indicators based on their definitions

**(6) What is the period of measurement of SLB?**

As far as the reporting for the SLB National Framework it is an annual exercise. But for the purpose of individual data measurement it varies on the nature of the data collected. For example, per capita water supplied needs the total quantity of water supplied throughout the year and the total number of population served and number of days in a year. For example, in a city supplying water for 3 days in a week to only certain specified locations, say 10 wards out of 30 wards requires exact data to arrive at the per capita supplied. The robustness of the data available makes the reliability of the indicator higher.

**(7) What is reliability of Indicator and how is it assigned?**

While deriving the SLB Indicators surrogate (proxy or substitute) data points are used, the reliability of the Indicators for planning purpose is reduced. Hence, systems for capturing data at the lowest unit of the city jurisdiction, aggregation at the ward, zone and city level and the periodicity of measurement as required and availability of the data all improves the reliability. Depending on the robustness of data, information systems maintained at the City level and the systems available for its collation and unambiguous interpretation of methods of measurement also affects the reliability.

**(8) Is there a reliability level for SLB Indicators?**

The Scale of reliability has four levels, A to D, Highest to the lowest (A ,B,C,D).

**(9) What is the preferable Reliability level for Performance Improvement Planning?**

The preferred level of reliability for performance improvement planning should be A.

**(10) Why Services needs to be measured?**

For all the people living in urban areas certain essential services like water supply, sewerage, solid waste management and storm water drainage should be provided by the cities for an acceptable level of living standards at the prescribed national standards or benchmarks. Hence, measuring the services provided in cities is necessary to identify whether the services provided are above or below the benchmark level.

**(11) What is the use of measuring of services?**

Levels of services measured gives an idea about how far the current level of services are from the national benchmarks, what is the shortfall and gives the scope for measurement of performance and planning for performance improvement.

**(12) Why Performance Improvement Planning and how Service Level Benchmarks helps in carrying out this?**

Measuring the provision of current level of services (baseline) and setting targets for improvement in provision of services over the next year would help in measuring the performance of cities and utilities. National Service Level Benchmarks are the datum points which provides for the city managers and utility operators to plan for the investment required for reaching the benchmarks and in carrying out performance improvement.

**(13) How Service Level Benchmarking framework enables performance improvement planning?**

Measuring delivery of urban services is the key to monitoring performance in level of services, setting targets to achieve the desired results and performance improvement planning to achieve the fixed national standards (benchmark) over a period of time

**(14) How Performance Improvement Planning (PIP) is helpful for various actors?**

- (i) PIP helps the local decision-makers identify gaps, plan and prioritise improvement measures;
- (ii) PIP enables the identification and transfer of best practice;
- (iii) PIP enhances accountability of utilities and city authorities to customers for service delivery levels;
- (iv) PIP provides a framework that can underlie contracts/agreements with service providers;
- (v) PIP makes it possible to link decision-making on financial allocations to service outcomes.

**(15) Where can we access all information related to SLB and other related activities?**

All information related to SLB can be accessed at <http://urbanservices.gov.in>

**(16) Is there a channel of communication available for communicating in writing on all issues related SLB?**

Yes, all official communication related to SLB activities, explanations, clarifications can be communicated to the Ministry of Urban Development at [slbmoud@gmail.com](mailto:slbmoud@gmail.com)

**(17) How Cities can draw their SLB indicators, is there any tools and facilitation is available for Cities?**

Yes, all the Cities can fill up the data requirements for deriving the 28 Indicators in the four sectors by accessing the SLB Online Application Facility available on <http://urbanservices.gov.in>.

**(18) How can the Cities get access to the SLB Online Application Facility?**

Every State has constituted a State level SLB Cell and nominated a State Nodal Officer (SNO) for coordination with the Municipalities and Corporations in the respective States. SNO has been authorized by the State Urban Development/Municipal Administration Department to provide the user name and password for the respective Cities coming under their jurisdiction.

**(19) What kind of facilities is available on the SLB Online Application?**

Data Entry facility, Indicator Report, Indicator Comparison Report (Intra State and across Cities), Target Comparison report are available on SLB online Application.

**(20) What is the period of notification of SLB indicators by the States for compliance of 13<sup>th</sup> Finance Commission recommendations?**

13<sup>th</sup> Finance Commission in its recommendations has specified Nine conditions for States to be eligible for accessing the Performance Grants from the divisible pool of devolution funds. Notification of Service Level Benchmarks (Baseline for the current year and fixing of targets to be achieved over the next year) should be done for all the Corporations and Municipalities before, 31<sup>st</sup> March of every year starting from 2010-11.