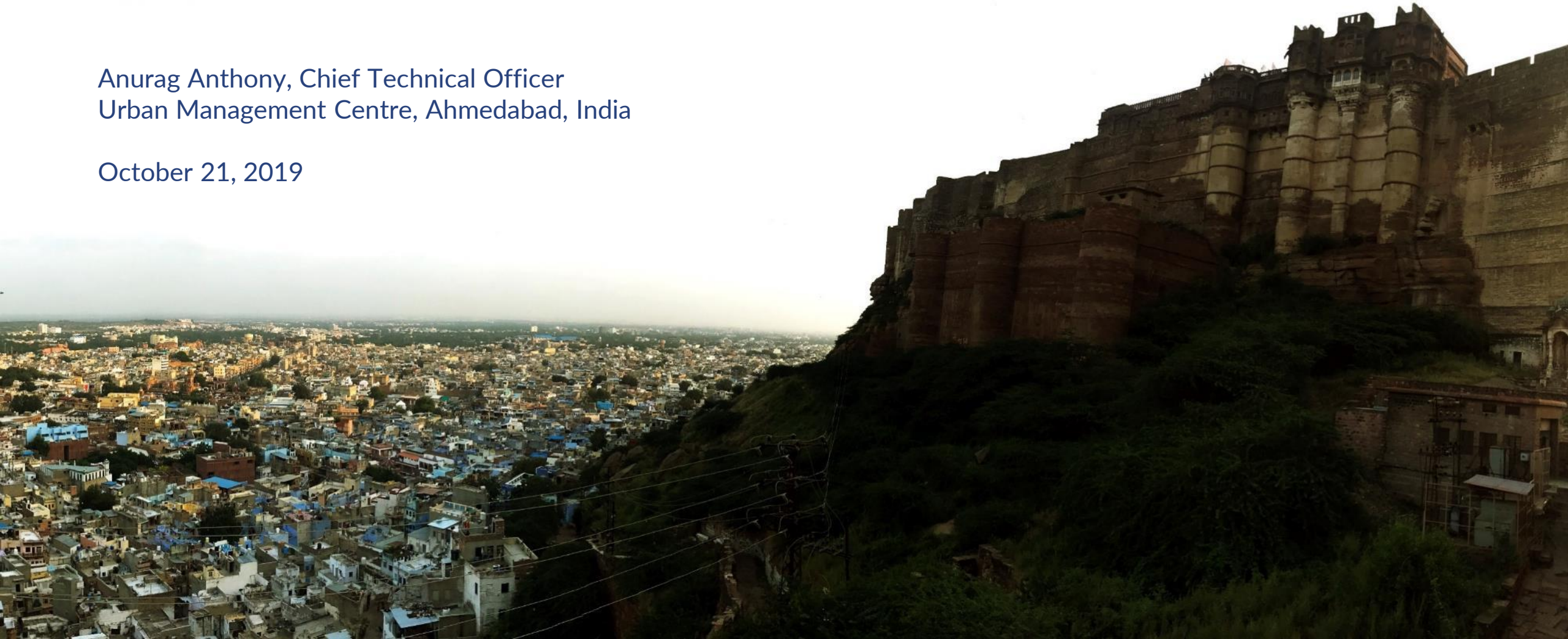


Mission Impossible: Serving the Underserved in India

Anurag Anthony, Chief Technical Officer
Urban Management Centre, Ahmedabad, India

October 21, 2019



┌ OCTOBER 20–23, 2019

/

MUSIC CITY CENTER, NASHVILLE, TN

/

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Urban Management Centre Ahmedabad, India

Urban Management Centre (UMC) started as ICMA's Project Office in South Asia in 1997, and registered as an independent non-profit organisation in 2005 to professionalize local governments.

UMC designs and implements interventions through the

1. National Government
2. State governments
3. Local government
4. Community mobilisation





... since then

5038

people trained directly through UMC programs

6600

people trained through network of associations

68

City managers trained through international study tours

103

International delegates trained

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How we are supporting governments to reach to the communities in need

1. Strengthening local governments through national policies
2. Stirring the '**city managers associations**' movement in India
3. Strengthening data and map-driven local government management of services
4. Securing institutions and funds to strengthen community platforms

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STRENGTHENING LOCAL GOVERNMENTS THROUGH NATIONAL POLICIES

National policies are designed with good intent. Owing to varying geography, culture, governance and economics, they tend to be generic.

States and cities often struggle to adapt policies to their context and equitably deliver services.



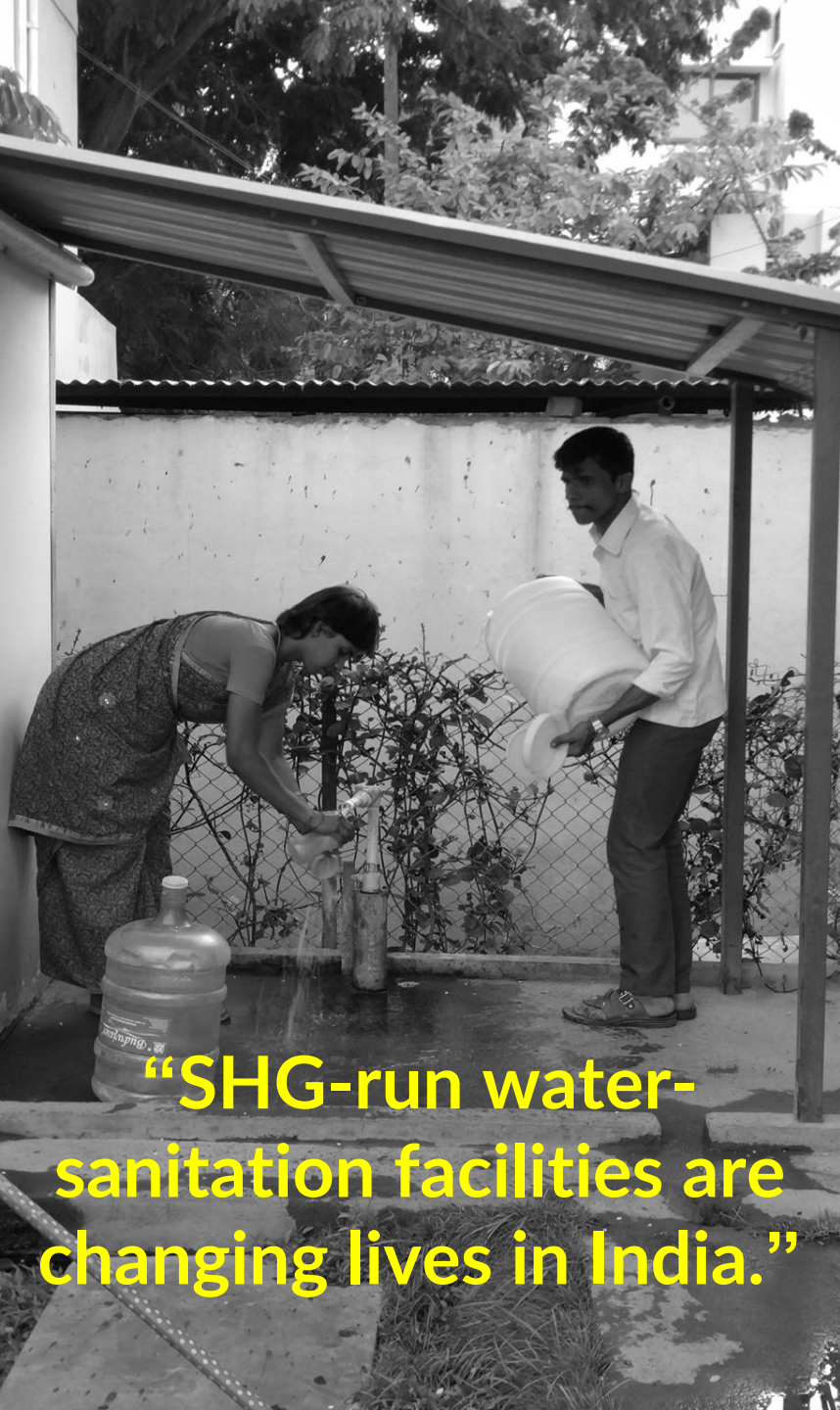
Strengthening local governments through national policies

So far, UMC has supported the Government of India in

1. *Swachh Bharat* Mission (Clean India Mission)
2. National Urban Livelihoods Mission
3. Heritage City Development and Augmentation Yojana



These are national flagship missions being implemented by local governments in India



“SHG-run water-sanitation facilities are changing lives in India.”

National Urban Livelihoods Mission

Aimed to alleviate the urban poor, UMC supports the national government to

1. Update national guidelines to respond to ground realities
2. Build provisions to sustain self-help groups (SHG)
3. Strengthen skilling for the urban poor
4. Enable financial inclusion of urban poor
5. Develop robust models for enterprises/ businesses by the urban poor

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SIGN IN

Welcome to Swachh Bharat e-Learning Portal!

GET STARTED



Microsoft

UMC

Course Moderation and Secretariat support for SBM E-Learning : Urban Management Center
For queries, please contact: sbm-ecourse@umcasia.org

Citizen Training



Advanced: Best Practices in Sanitary Disposal



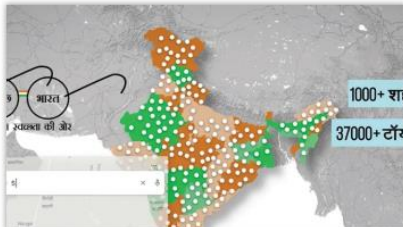
Advanced: Bioremediation clears dumps



Beginners: Compost at home



Beginners: Say NO to Plastic



Beginners: Search For a SBM Toilet



Intermediate: Septic Tanks NEED a Soak Pit



UMC's support for E-Learning

1. Content Development and Secretariat Support to Government of India for SBM E-learning Portal (End to end development of 149 tutorials)
2. Developed as part of an orderly curriculum, tailored for implementers, bi-lingual (English and Hindi)

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867,758
Certificates
Issued



102,146
Viewership



179 Tutorials

503,097

Certificates issued to
government employees

35 states &
2,845 cities registered



TOP 3 COURSES CERTIFIED

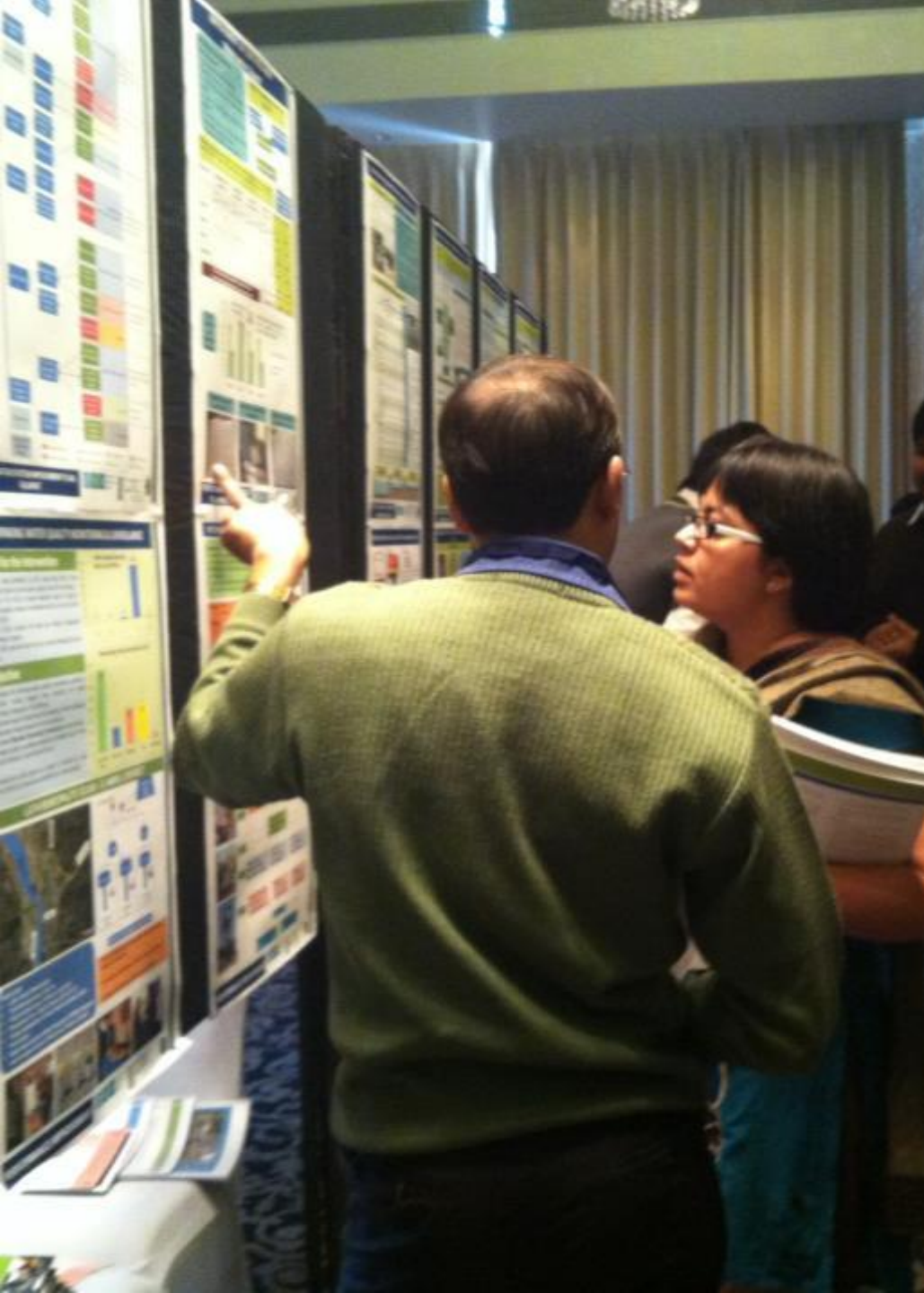
Course 205 (Moderated)- Methods for Reducing Collection of Wet Waste in Municipalities; Nov. 2015	33,732 certificates
Course 202 (Moderated)-IEC in SWM for Collaborative Governance, Wake-Up-Clean- Up, Bangalore; Oct. 2015	33,677 certificates
Course 203 (Moderated)- Decentralised Waste Management, Case of Bangalore Municipal Corporation; Oct. 2015	29,631 certificates

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STIRRING 'CITY MANAGERS ASSOCIATION' MOVEMENT IN INDIA

City management took prominence in India only in 1990s. India is estimated to be ~35% urban today with 4,000+ cities.

Despite massive urbanisation challenges, professional development and collectives of city managers are limited.



Late 1990's and early 2000, the right time

In wake of decentralisation in India in 1992, city governments needed strengthening of human resources, systems, policies and tools.

New ideas of municipal bonds for financial autonomy and sustainability were floated and achieved by a few cities.

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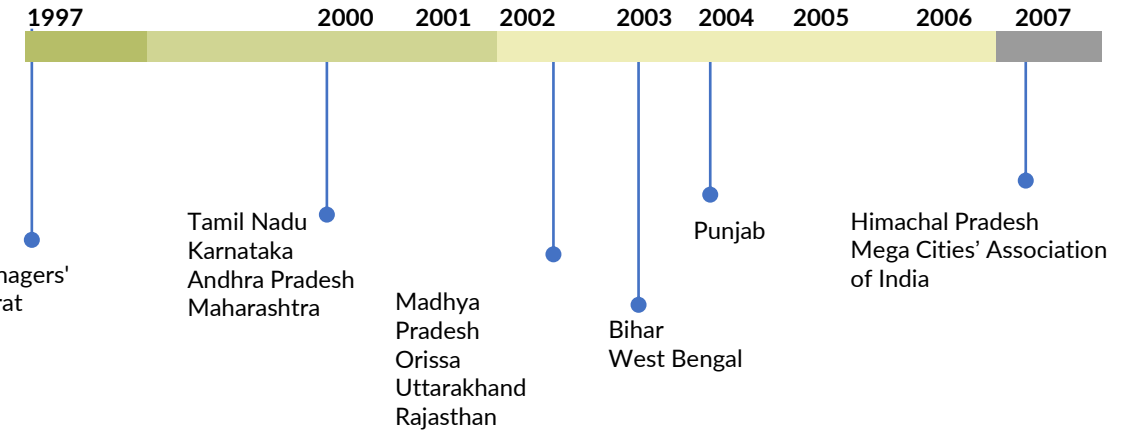
The journey of city managers associations in India began in 1997.

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India



Scaling up of the City Managers' Movement to other states of India



Opting for Change.. ascribing to ICMA's mission

- 13 State level associations
- More than 1800 local governments
- Outreach to more than 65% of urban India
- UMC mentored the secretariat, initiated technical programs, membership, orientation, annual roundtables of CMAs.

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Activities by state associations in India



Contents	
Greetings from ICMA ...2	
CMAMP ...on the move! ...2	
CMAG ...a success story ...3	
Servant on Rainwater Harvesting ...4	
Integrated Urban Development Project in Madhya Pradesh Funded by Asian Development Bank (ADB) ...6	
Good Governance Campaign ...7	
CMAMP participated in "Good Urban Governance - Making Cities Work" ...7	
Nagar Sampark Abhiyan ...8	
ISO 9001 Certification ...8	
Return based financing schemes ...9	
CMAMP Activities ...10	

.....lets manage our cities better.....

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CMA Madhya Pradesh newsletter



CMA Tamil Nadu newsletter



CMA Rajasthan newsletter

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Extending the CMA movement to Sri Lanka



1. UMC & ICMA formed and operationalized 12 Good Governance Resource Centres in Sri Lanka
2. Built capacity of secretariat and members
3. Conducted study tours to India
4. Trainings on financial sustainability
5. Forging affiliations between 2 GGRCs and 2 Indian CMAs

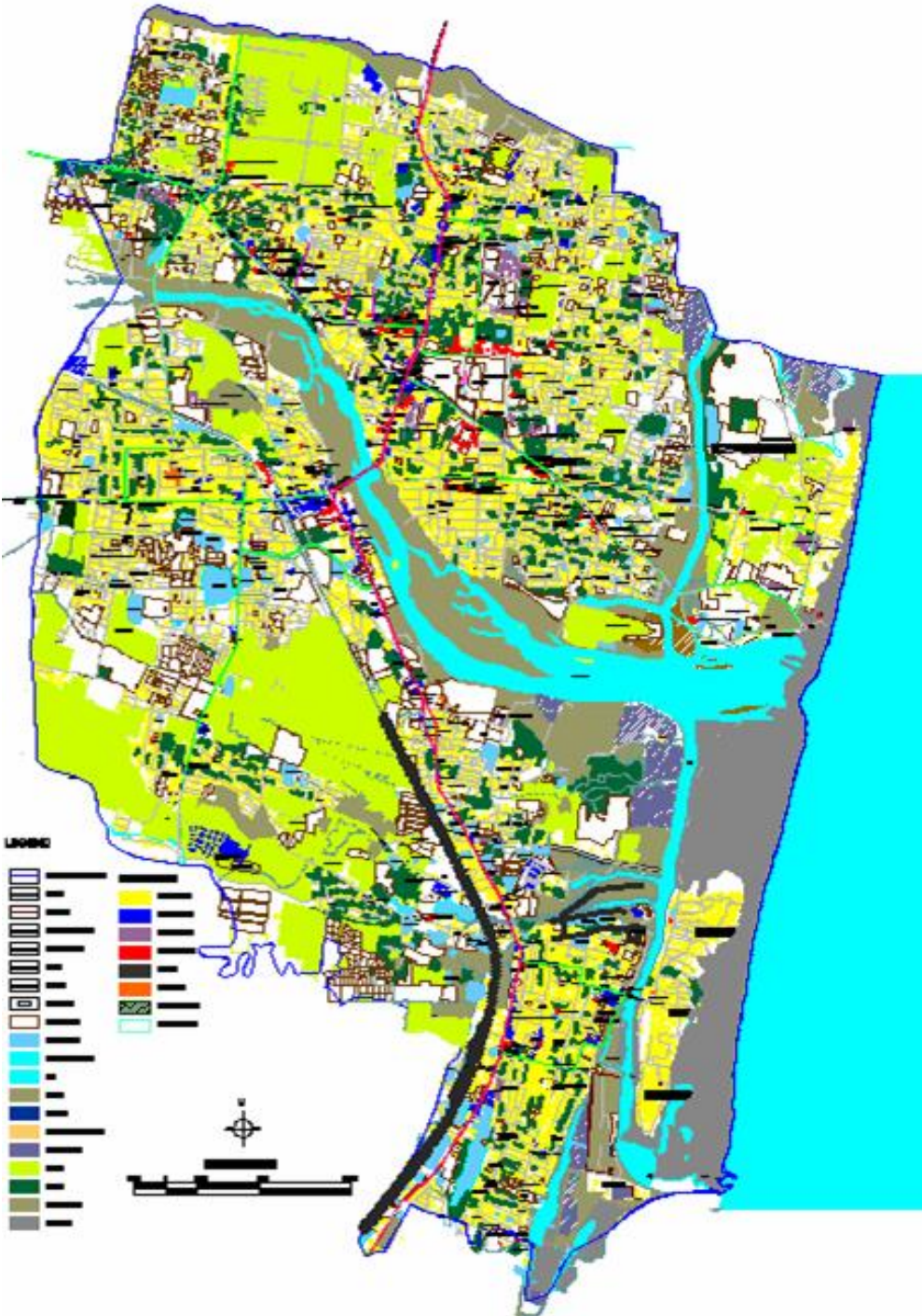
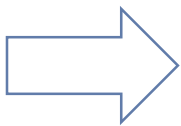
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STRENGTHENING DATA AND MAP-DRIVEN LOCAL GOVERNMENT MANAGEMENT OF SERVICES

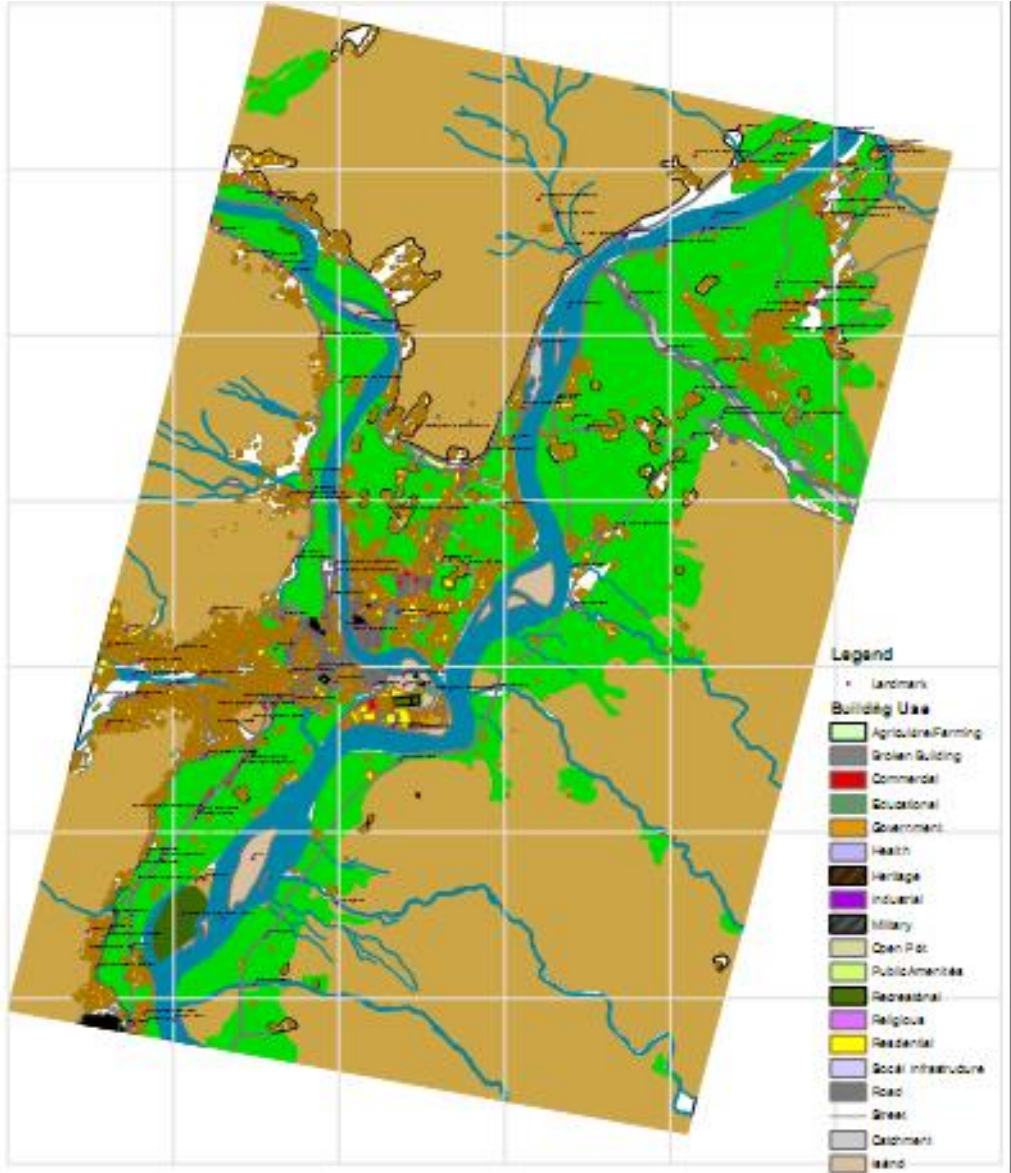
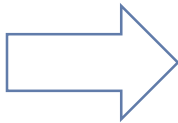
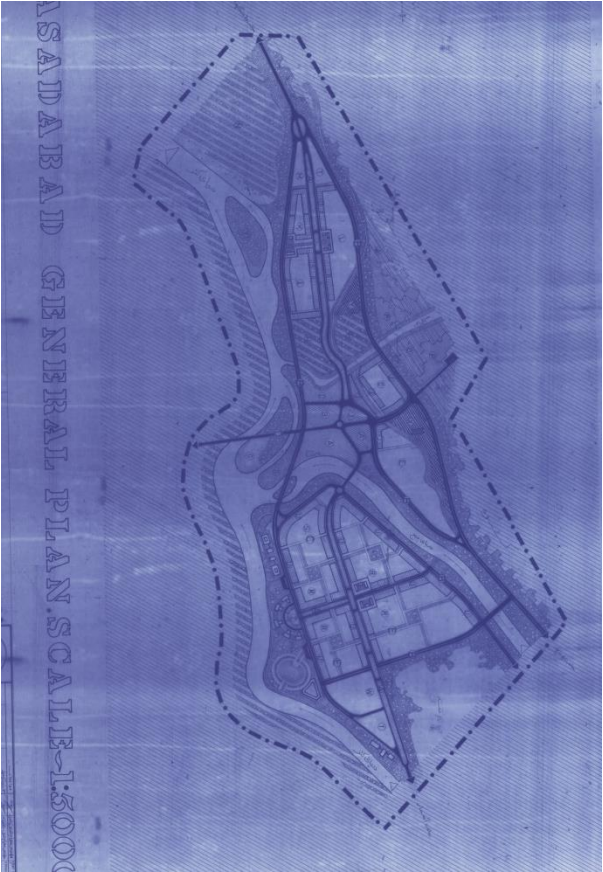
Use of maps is evolving and local governments are rapidly seeking spatial platforms in India to manage basic services.

UMC is supporting a few states to build and operationalize spatial database

Evolving mapping in local governments in India



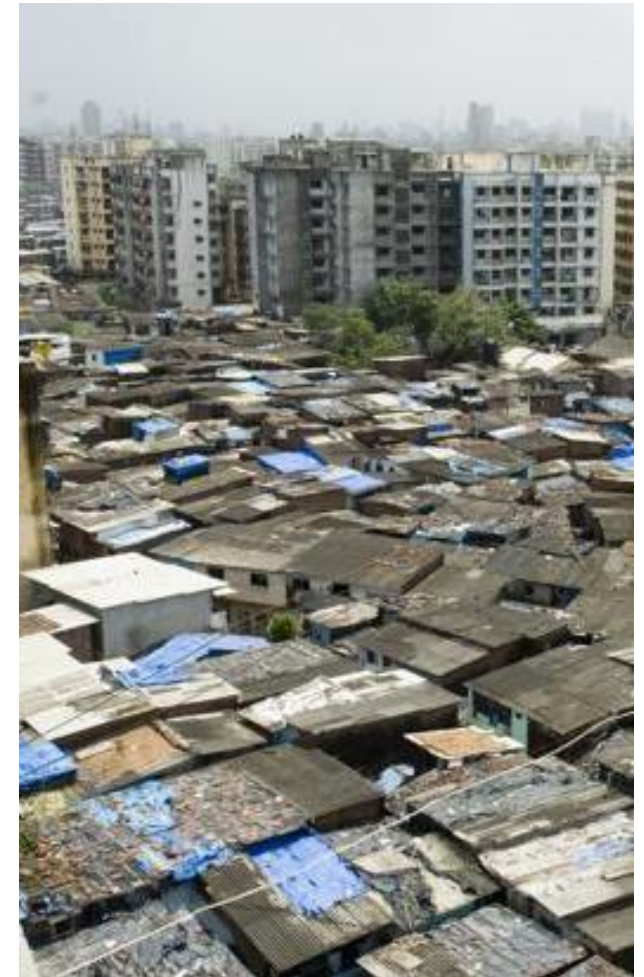
Evolving mapping in local governments



Sanitation mapping tools: a game changer for Indian cities

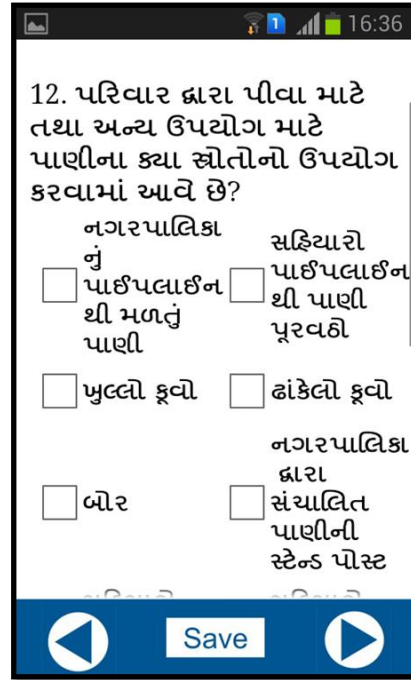
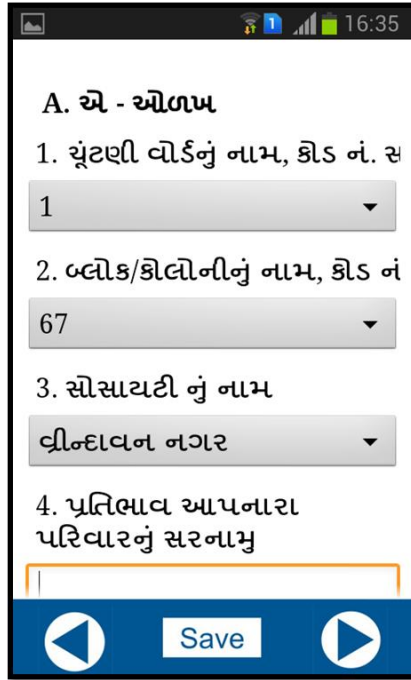


Tools	Diagnostic	Prioritization	Planning and Decision making
Open defecation risk mapping tool	✓	✓	-
Slum sanitation survey tool	✓	✓	✓
Public conveniences diagnostic and improvement tool	✓	✓	✓
Behavior change communication tool	✓	-	-
IHHL accelerator tool	✓	-	-
SWM vehicles and equipment gap assessment tool	✓	✓	✓
Decision support tool for SLRM	✓	-	✓



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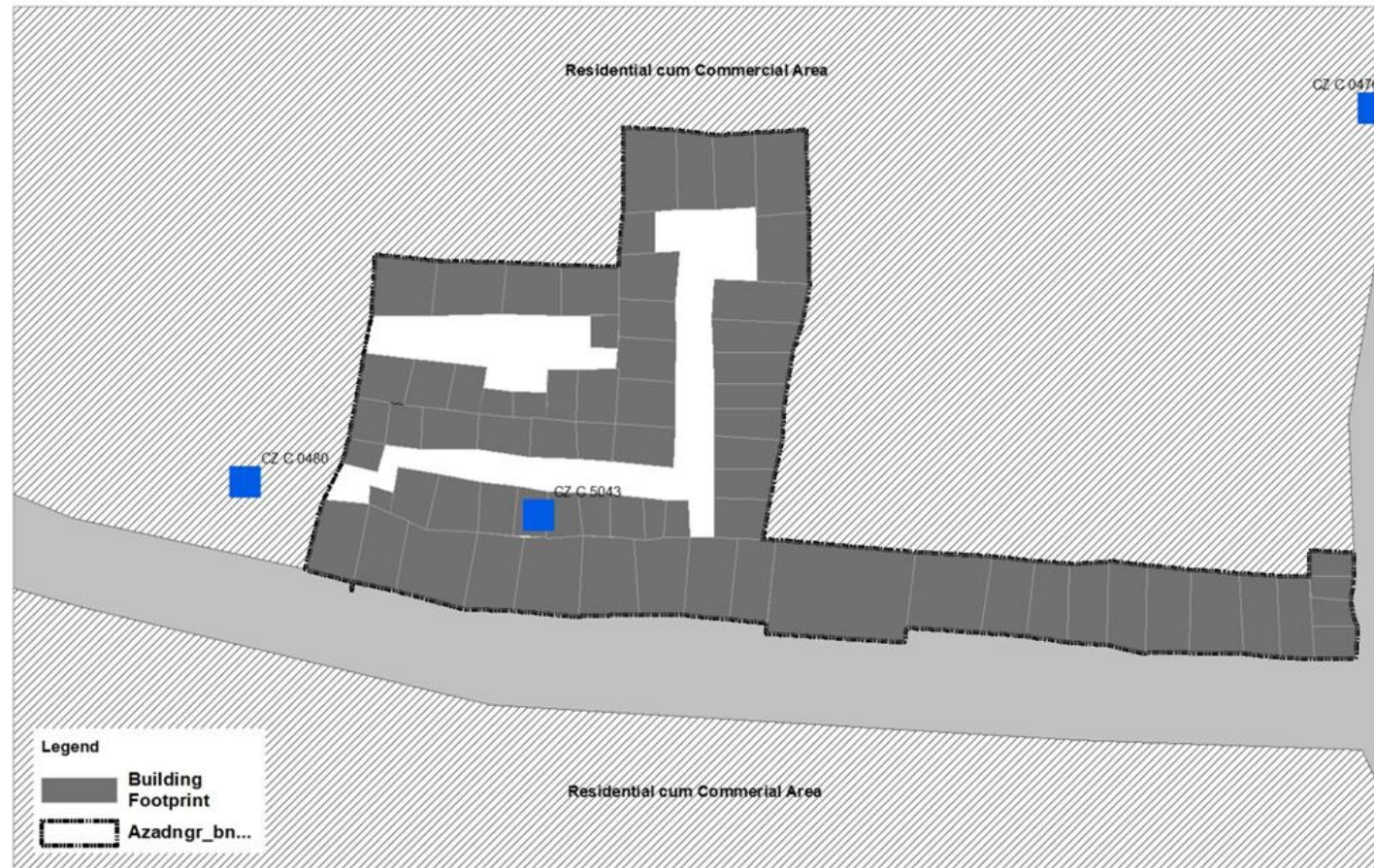
Strengthening communities to undertake sanitation mapping



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Slum sanitation and households mapping tool

Sanitation map of settlements



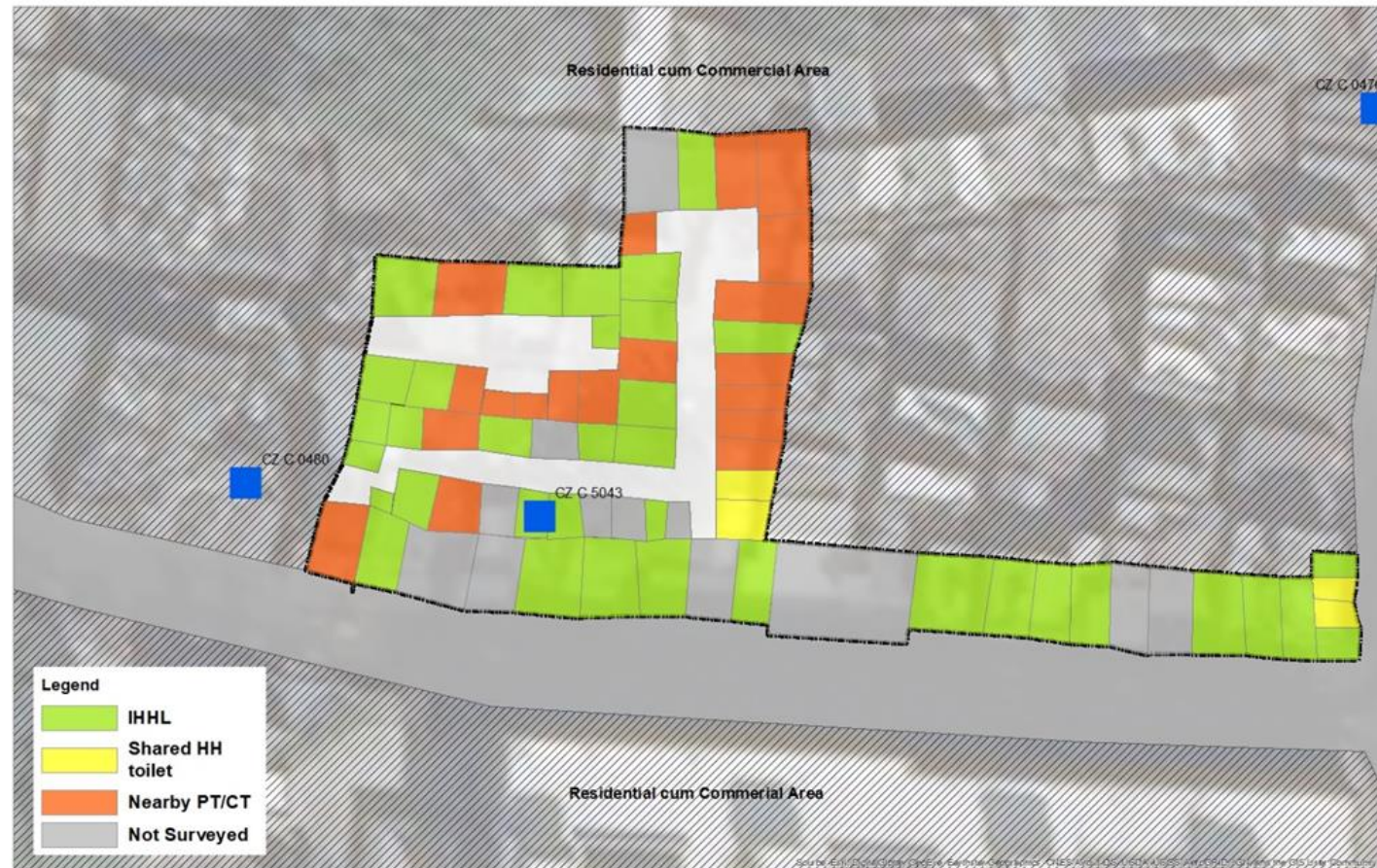
Slum sanitation and households mapping tool

Sanitation map of settlements



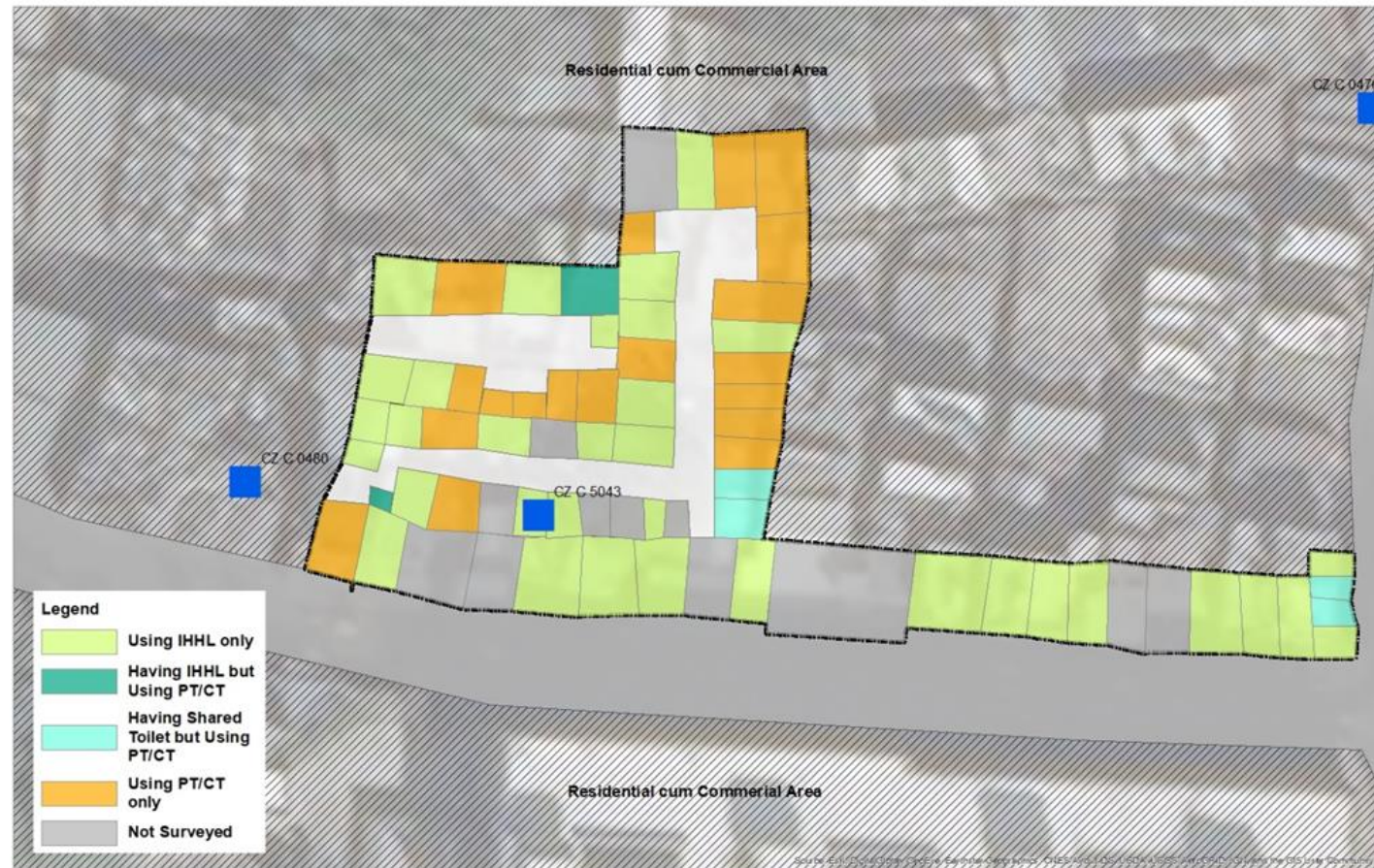
Slum sanitation and households mapping tool

Sanitation map of settlements



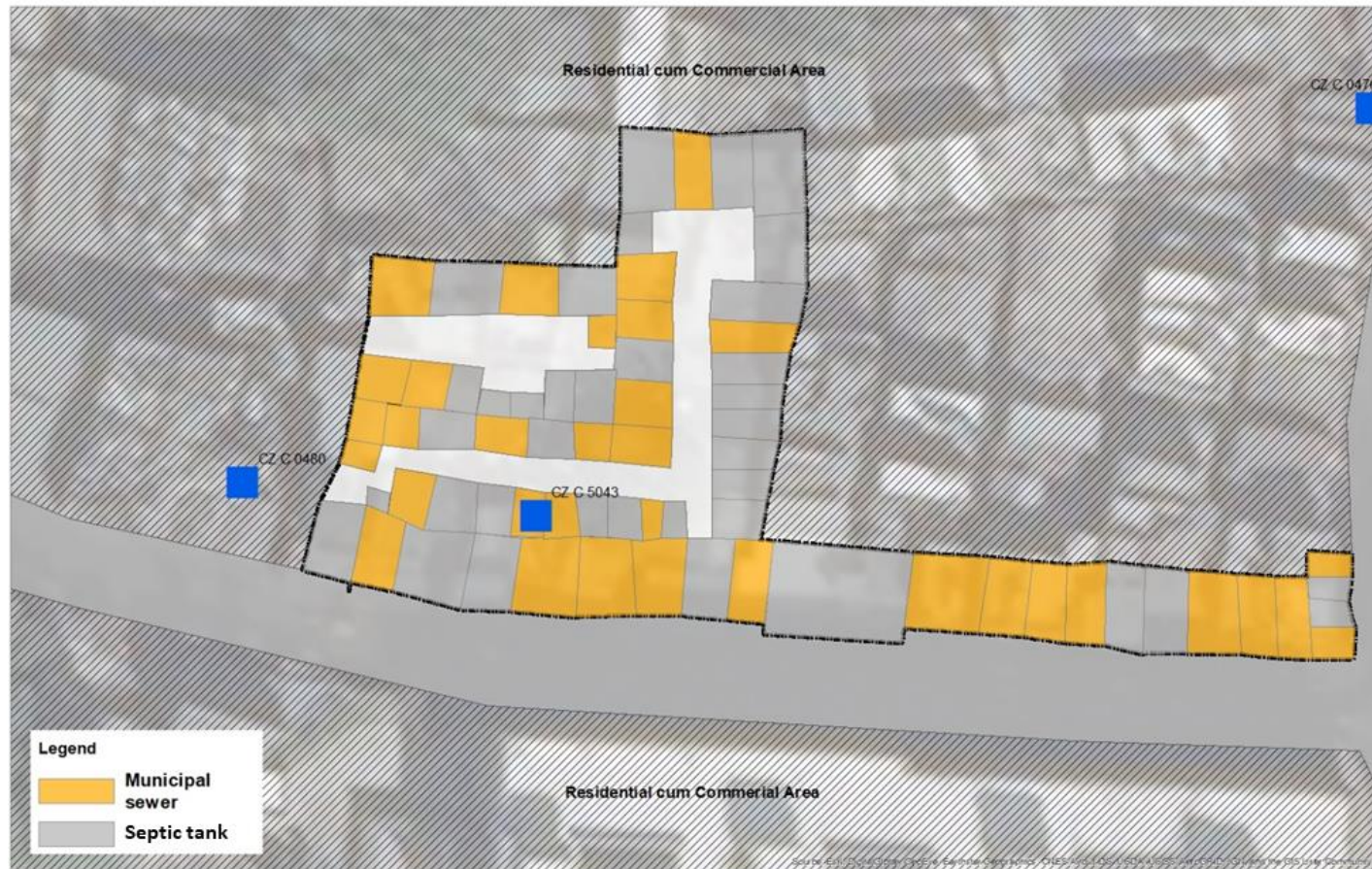
Slum sanitation and households mapping tool

Sanitation map of settlements



Slum sanitation and households mapping tool

Sanitation map of settlements



Slum sanitation and households mapping tool

Sanitation map of settlements



Slum sanitation and households mapping tool

Process

Fill out HH survey form



Identify the HH on a map



A settlement profile is generated

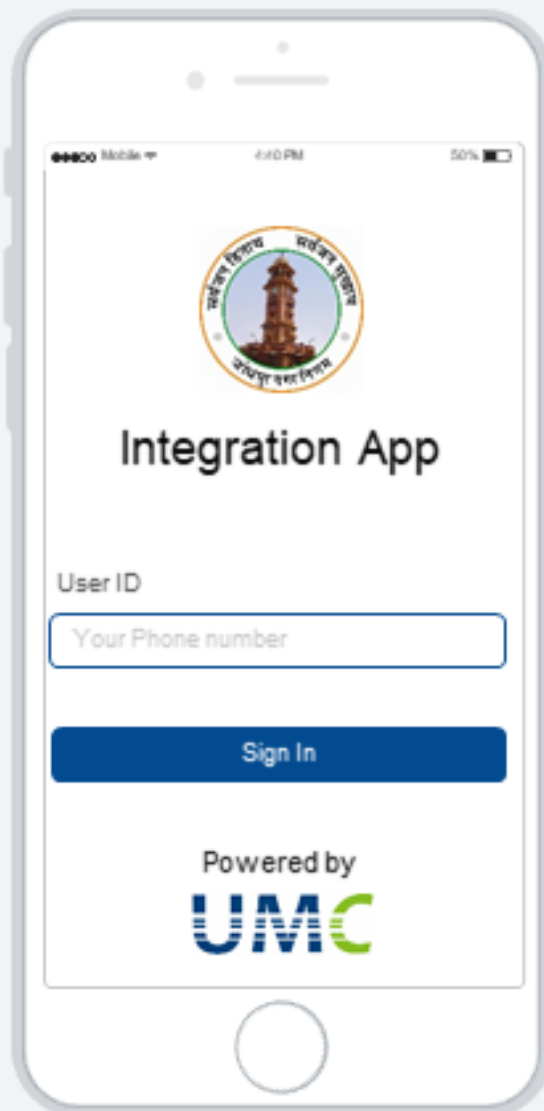
Slum Improvement Action Plan				
Ward	25	Slum	Krishna nagar	
Total Households	40	Surveyed Population	199	
Surveyed Households	38	Average HH size	5	
Financial Recommendations		₹	603,500	
Capital Investment Required				
Sr No	Proposal	Numbers	Estimated CAPEX	Source of Funding
1	Provisioning of new individual water tap connection	0	₹	- Household
2	Provisioning of new individual household latrine	2	₹ 24,000	SBM grant
3	Conversion of insanitary toilet to sanitary toilet	0	₹	- SBM grant
4	Provisioning of sewer connection for waste water disposal	2	₹ 1,500	Household
5	Rehabilitation of Public or Community Toilet	15	₹	- SBM grant
6	Construction of new public toilet seats	1	₹ 98,000	SBM grant
7	Six bin hand cart for D2D waste collection	NA	₹	- SBM grant
		Total	₹ 123,500	
Operational Investment Required				
Sr No	Proposal	Numbers	Estimated OPEX in INR	Source of Funding
3	Maintenance of Public or Community Toilet	1	₹ 480,000	ULB
4	Maintenance of Solid waste management	NA	₹	- ULB
		Total	₹ 480,000	
I. Access to Municipal Water Supply				
		HHs Having individual water tap connection	38	
			100%	
		Continuity of water supply (Hrs in a day)	30 min to 1 hour	
		Good quality of water supplied (Citizen Perception)	97%	
		Reason for bad quality water	Not Applicable	

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How can sanitation mapping benefit ULBs?

Key features

- UMC aims to convert sanitation mapping into a Knowledge Management (KM) Tool.
- The KM tool would bring the sanitation information (spatial and non-spatial) in a handy manner to the field level officers of ULBs for on-the-spot decision making and monitoring sanitation status of their jurisdictions.
- We intend to integrate the KM tool as a part of the city's app or with Google for Government/ Google Maps.



Ward Officer's Interface



● 30 Pickups completed

● 30 Pickups pending

 Critical

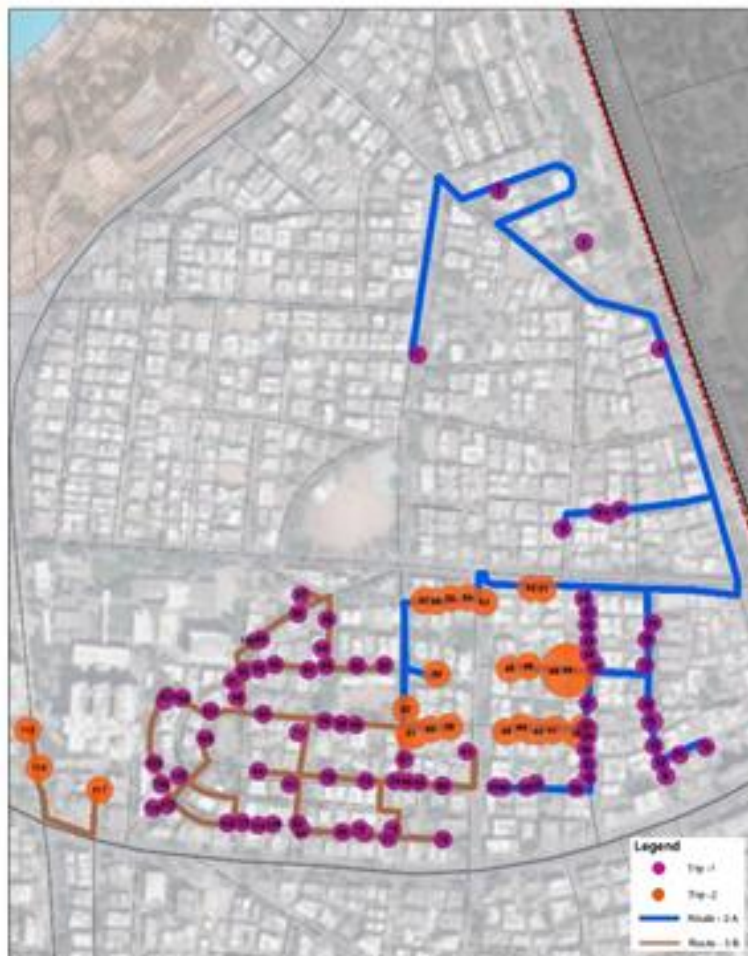
 New

 Chat

 Explore

 Options

Rationalised Routes




Critical


New



Chat


Explore

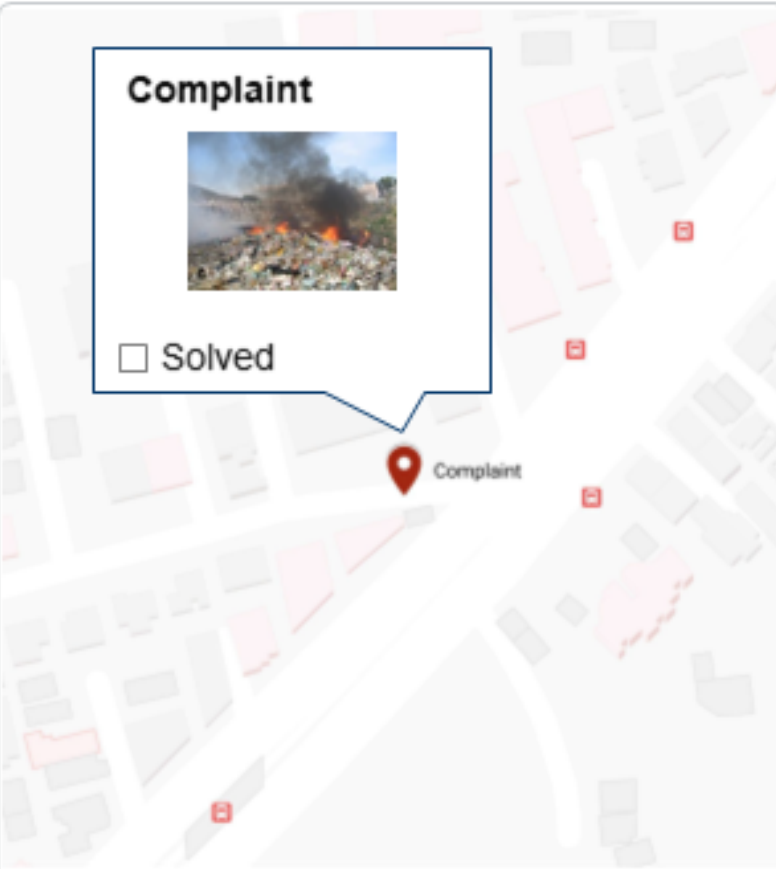

Options

Complaint Tracking

Complaint





☐ Solved





Name


Contact


 Picture

 Critical

 New

 Chat

 Explore

 Options

Container Lifting Routes



Dumper Placer Tracking



Truck ID
Route



Contact 9xxxxxxxxx


Critical

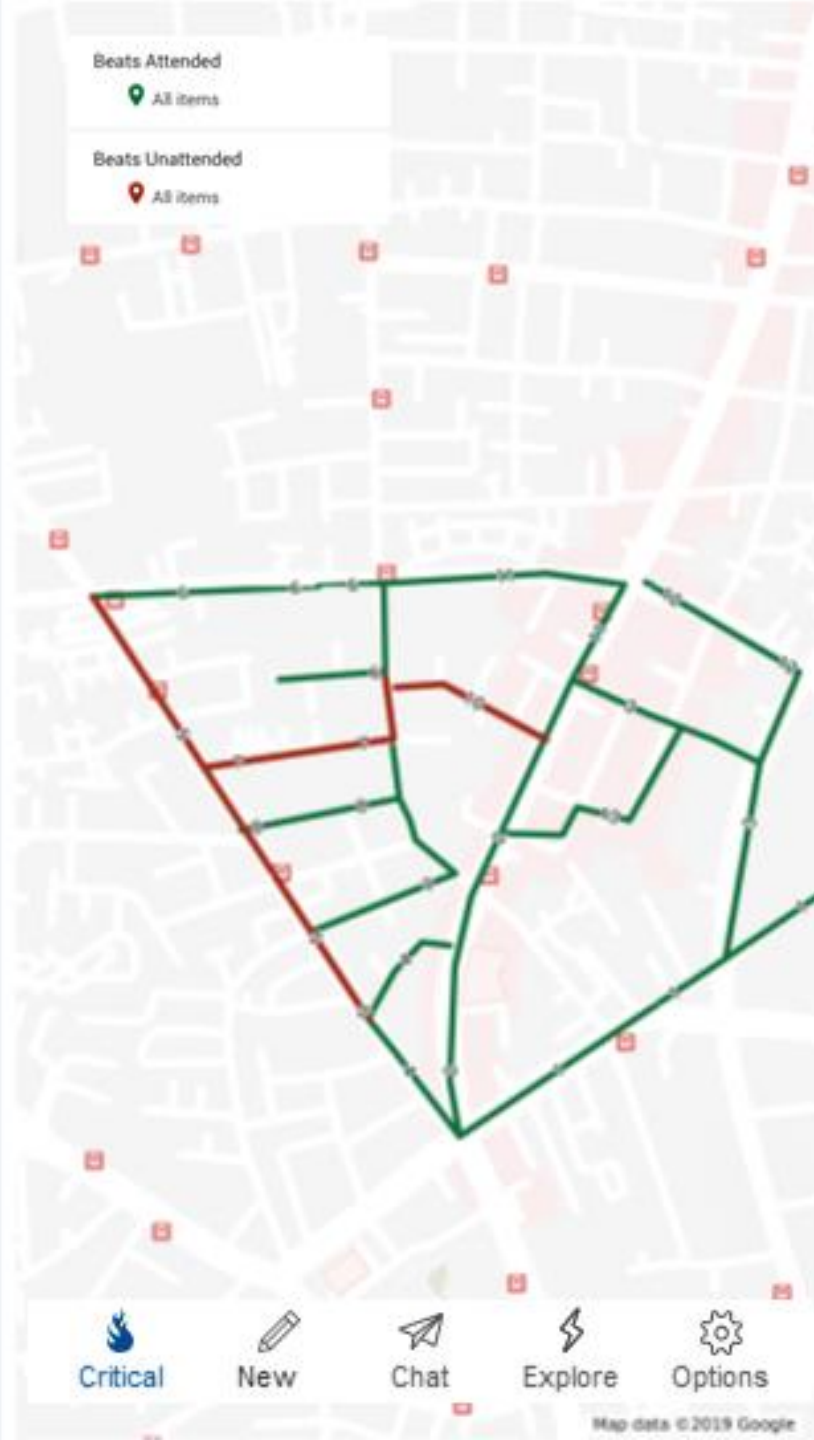

New


Chat


Explore


Options

Sanitation Workers' Beat-wise Attendance



Sanitation Worker Records

- The tool will identify the areas most vulnerable to open defecation
- Identification of such areas will help cities to prioritize areas that need immediate attention to prevent slippage in ODF

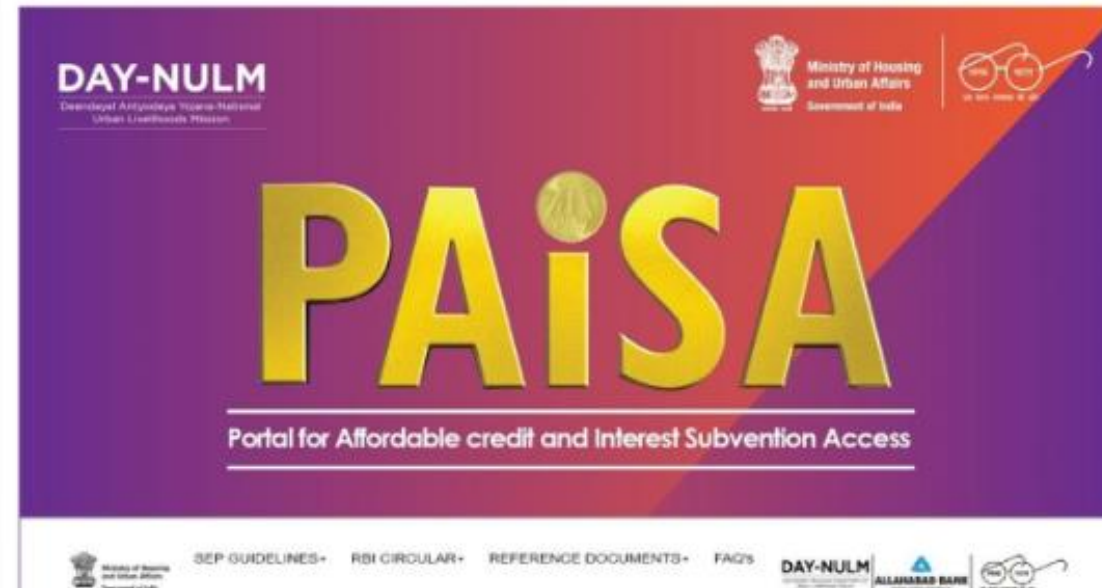


SECURING INSTITUTIONS AND FUNDS TO STRENGTHEN COMMUNITY PLATFORMS

Financial inclusion of the poor has been a challenge. UMC strengthened PORTAL FOR AFFORDABLE CREDIT & INTEREST SUBVENTION (PAiSA) for the Government of India to accelerate financial incentive delivery to the poor

PAiSA Portal Launched For Quicker Processing Of Loans Under National Urban Livelihoods Mission

by *Swarajya Staff* - Nov 27 2018, 3:26 pm,



PAiSA Portal (@MoHUA/Twitter)

Ministry of Housing and Urban Affairs announced PAiSA portal for processing subvented loans for beneficiaries of Deendayal Antyodaya Yojana – National Urban Livelihoods Mission (DAY-NULM), according to a

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Skilling women masons to construct toilets



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Health and safety training of sanitation workers



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Thank you

Questions?

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