

CWIS Information Management System (CWIS IMS)

CWISIMS is a vital module of the IMIS that provides tools to generate CWIS indicators for the city and Key Performance Indicators (KPIs) to monitor the performance of sanitation service providers for a specified year. The CWISIMS is a part of the UMDSS which allows municipalities to set targets for each indicator in alignment with city policies and standards, and it includes a dashboard for the visualization of these indicators. The generated indicator data is maintained in a database, enabling easy access and review when needed, ensuring effective monitoring and planning.

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CWIS IMIS Introduction

CWISIMS is a vital module of the IMIS that provides tools to generate CWIS indicators for the city and Key Performance Indicators (KPIs) to monitor the performance of sanitation service providers for a specified year. The CWISIMS is a part of the UMDSS which allows municipalities to set targets for each indicator in alignment with city policies and standards, and it includes a dashboard for the visualization of these indicators. The generated indicator data is maintained in a database, enabling easy access and review when needed, ensuring effective monitoring and planning.

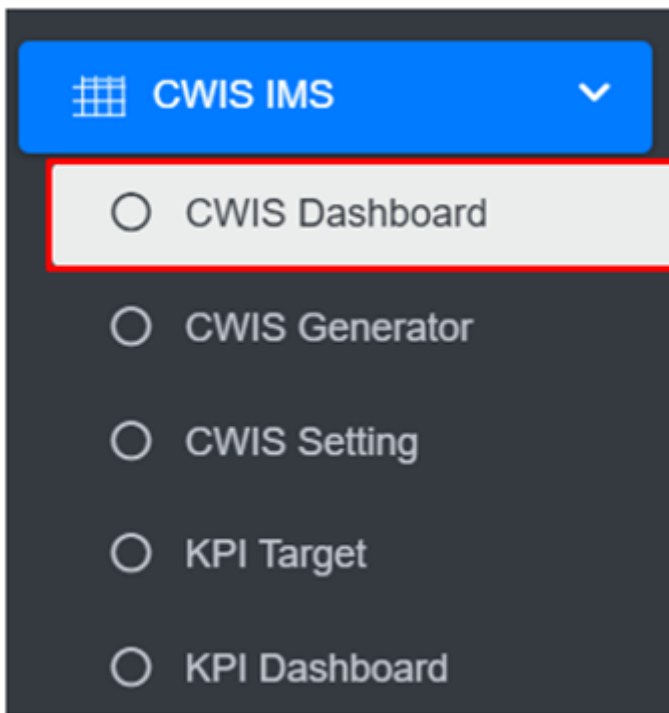
- i. CWIS Dashboard - The CWIS Dashboard tracks 22 sanitation indicators (Annex 1), which are generated annually. The indicators are based on the CWIS framework developed by Athena Informatics, ensuring consistency with globally recognized standards for inclusive sanitation monitoring. This dashboard provides municipalities with a centralized platform for tracking sanitation progress and assessing the effectiveness of implemented policies and services.
- ii. KPI Dashboard - The KPI Dashboard complements the CWIS Dashboard by focusing on the performance of sanitation service providers. It monitors seven critical KPIs (1. Application Response Efficiency, 2. Customer Satisfaction, 3. PPE Compliance, 4. Safe Desludging, 5. Faecal Sludge Collection Ratio, 6. Response Time, 7. Inclusion), which are also generated annually, using sanitation service data related to faecal sludge management (FSM) service delivery. These KPIs are designed to evaluate the efficiency and quality of services provided by sanitation operators, based on metrics developed by SNV Bangladesh. By leveraging this dashboard, municipalities can benchmark service provider performance and identify areas for operational improvement within their sanitation systems.

CWISIMS, through its dual focus on CWIS indicators and KPIs, provides municipalities with robust tools for monitoring and improving their sanitation systems. By aligning indicator and KPI tracking with international standards and municipal goals, it ensures data-driven decision-making and continuous improvement in sanitation service delivery and management.

13.1 CWIS Dashboard

13.1.1 Navigation to CWIS Dashboard

- Open the sidebar and click on **CWIS IMS** to expand.
- Select the **CWIS Dashboard**.



Overview:

- The **CWIS Dashboard** provides the CWIS indicators of the city.

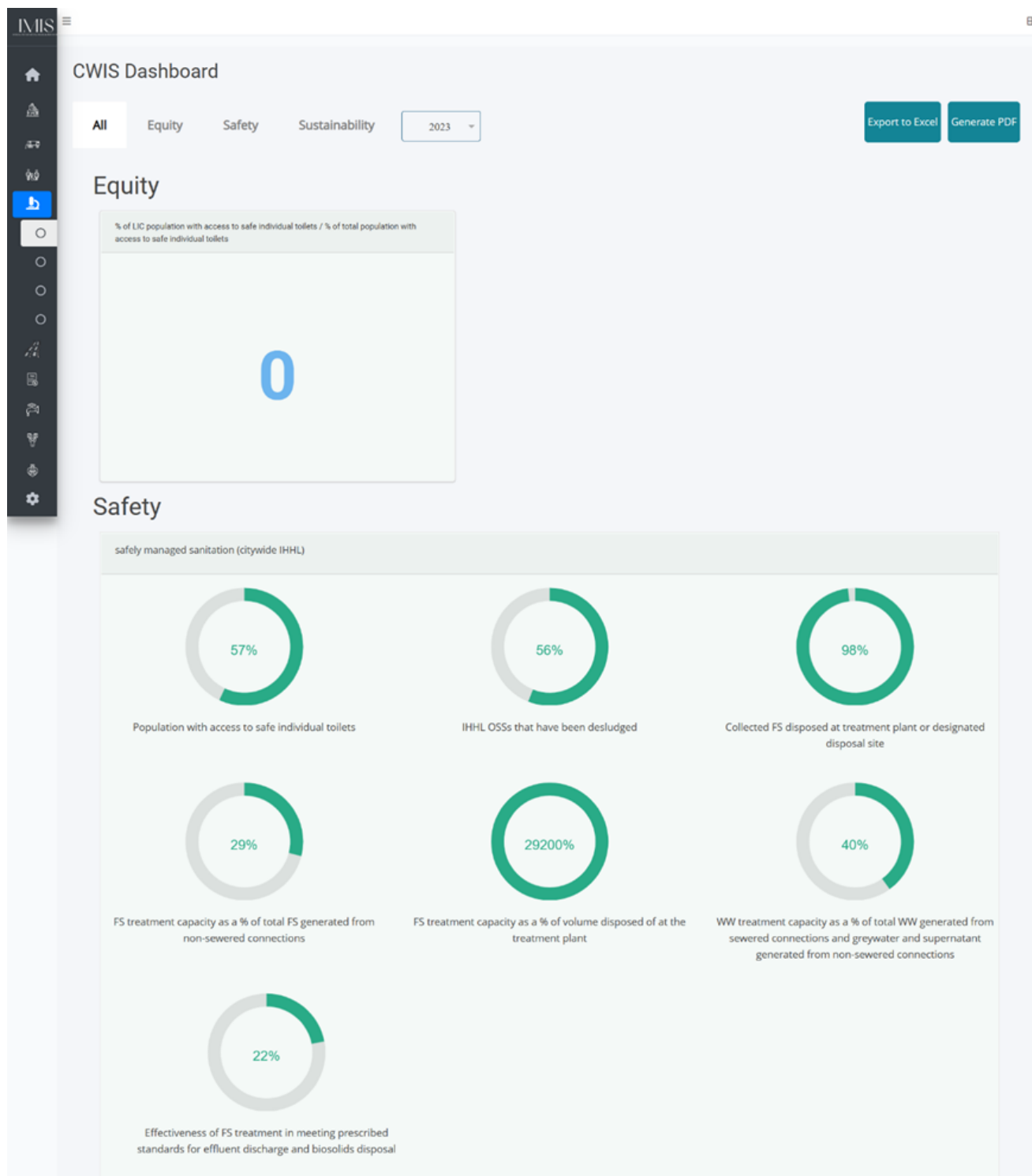


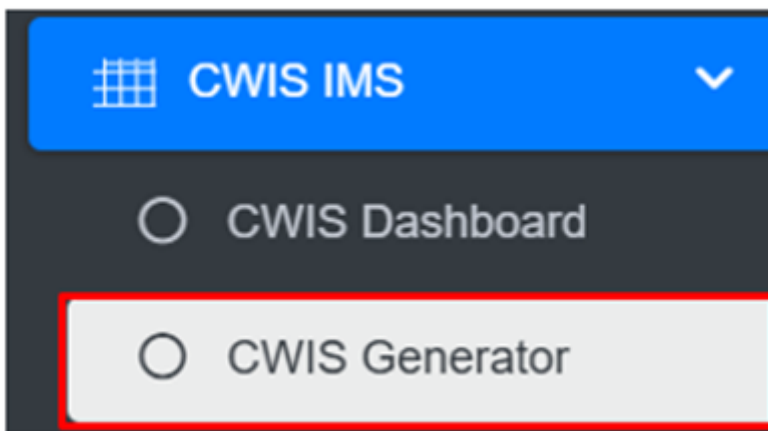
Figure 13?1 CWIS Dashboard

13.2 CWIS Generator

CWIS can be generated through the addition of data on a yearly basis. The system is also capable of generating and compiling the yearly data.

13.2.1 Navigation to CWIS Generator

- Open the sidebar and click on '**CWIS IMS**' to expand.
- Select the **CWIS Generator**.



Overview:

The CWIS Generator page lists all the attribute records stored in the module and provides Filters, and Tools that can be used according to the requirements. For more details (refer to section 5 Filters, and section 8 Tools).

- Add CWIS Data (refer to section 13.2.2 Add CWIS Data)

CWIS Indicators Monitoring and Evaluation

Edit CWIS Data
Export to Excel

Year
2024

% of LIC population with access to safe individual toilets / % of total population with access to safe individual toilets

Indicators	Outcome	Data Type	Data
% of LIC population with access to safe individual toilets / % of total population with access to safe individual toilets ⓘ	equity	quantitative	0

Safe management LIC/ safe management citywide (IHHL)

Indicators	Outcome	Data Type	Data
Safe management LIC/% safe management citywide (IHHL) ⓘ	equity	quantitative	Enter value in percent

Figure 13 2 CWIS Indicators Monitoring and Evaluation

Note:

- The user must add the correct and accurate values in the CWIS Settings Page in order to display the accurate calculation of indicators. Refer to Section 13.2.2 Add CWIS Data for more details.

13.2.2 Add CWIS Data

- Click on the **Add CWIS Data** button to add new CWIS Data and it is also capable of generating the yearly data at the end of the year.

Add CWIS Data

Export to Excel

Back to List

- This redirects to the **Data Framework for Monitoring and Evaluation** form page.

CWIS Indicators Monitoring and Evaluation

Add CWIS Data
Export to Excel
Back to List

Year 2024

% of LIC population with access to safe individual toilets / % of total population with access to safe individual toilets

Indicators	Outcome	Data Type	Data
% of LIC population with access to safe individual toilets / % of total population with access to safe individual toilets ⓘ	equity	quantitative	0

Safe management LIC/ safe management citywide (IHL)

Indicators	Outcome	Data Type	Data
Safe management LIC/ safe management citywide (IHL) ⓘ	equity	quantitative	Enter value in percent

Subsidy amount paid to NSS/SS

Indicators	Outcome	Data Type	Data
Subsidy amount paid to NSS/SS (monetary unit) ⓘ	equity	quantitative	Enter value in percent

Figure 13-3 Add CWIS Data

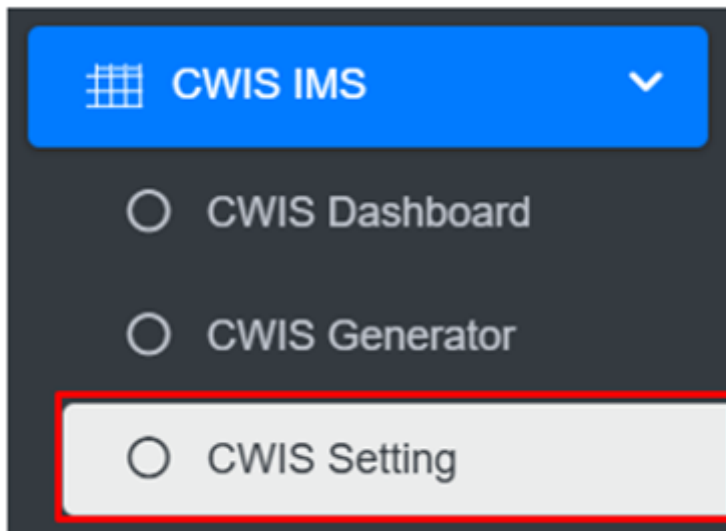
After filling out the form click **Save** and make sure a pop-up message is displayed, refer to section 7.1 Save for more details.

13.3 CWIS Settings

CWIS Setting sub-module also set the standard parameter for the module that is [CWIS Generator](#), when interacted the web-application. CWIS Generator displays the data of the module whereas CWIS Settings is the standard values which is used according to CWIS Indicator(SF_1g).

13.3.1 Navigation to CWIS Settings

- Open the sidebar and click on the '**Settings**' to expand.
- Select the **CWIS Setting**.



- This redirects to the CWIS Settings page.

Overview:

- The user can view the general information maintained by the sub-module and carry out different processes as required.
- The user can Edit the CWIS Setting.

CWIS Setting

Average Household Size (Average household size in building)

1.2

Total Population

143679

Fecal sludge Generation Rate for Septic Tank (m³/day)

0.077

Fecal sludge Generation Rate for Septic Pit (m³/day)

0.026

Waste Water Generated From Sewer Connection (liter/day)

80

Waste Water Generated From GreyWater (liter/day)

60

Waste Water Generated From Supernatant (liter/day)

35

Water Consumption (liter/day)

100

Figure 13- 4 Edit CWIS Settings form page

After Editing is completed click **Save** and make sure a pop-up message is displayed, refer to section 7.1 Save for more details.

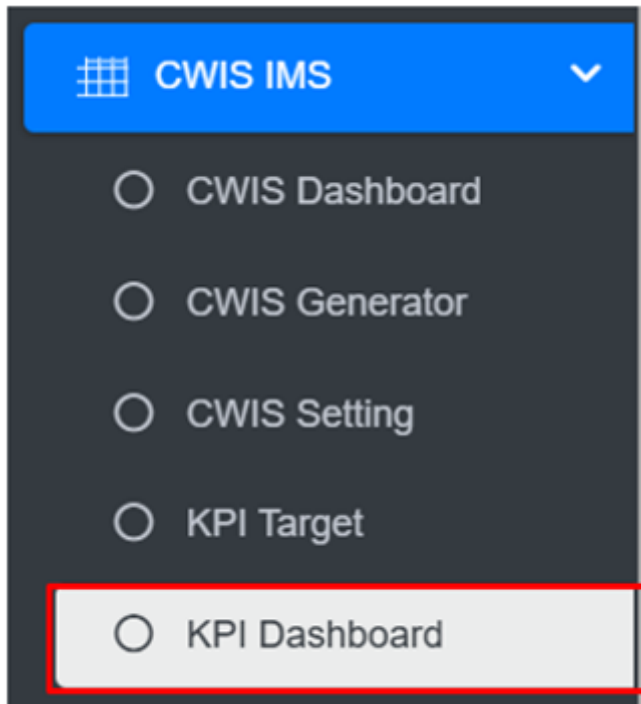
The fields that are displayed while editing the form are mentioned below:

- Average Water Consumption (LPCD):
- Waste Water Conversion Factor (%):
- Greywater Conversion Factor Connected To Sewer (%):
- Greywater Conversion Factor Not Connected To Sewer (%):

13.4 KPI Dashboard

13.4.1 Navigation to KPI Dashboard

- Open the sidebar and click on '**CWIS IMS**' to expand.
- Select the **KPI Dashboard**.



- This redirects to the KPI Dashboard page.

Overview:

- The **KPI Dashboard** contains different indicators under the KPI Target.
- The user can interact with the chart tools (refer to section 6.8).
- User can hover over the chart to get percentage information.

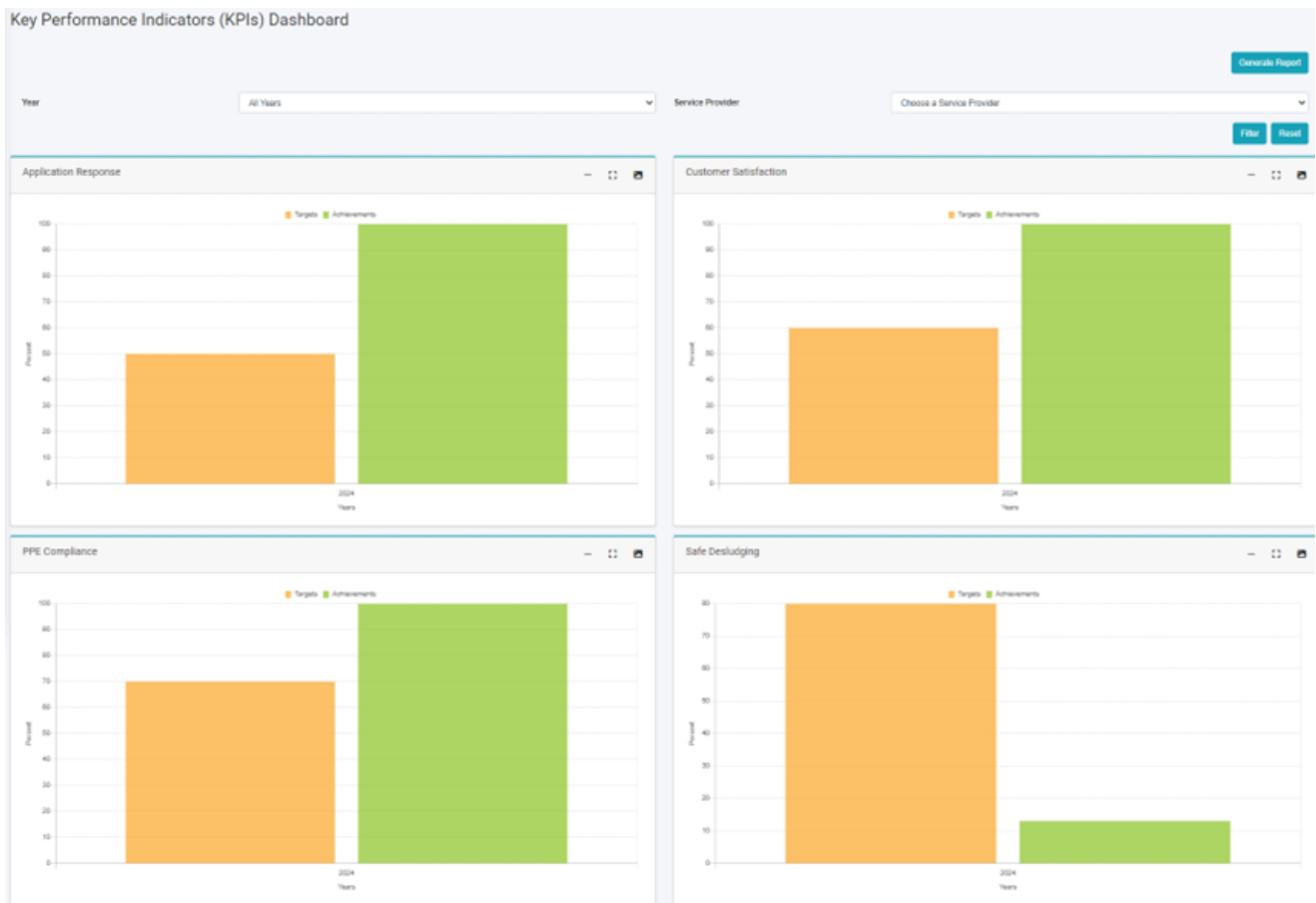


Figure 13- 5 KPI Dashboard

- The filter can be used to visualize the dashboard with the chosen data.

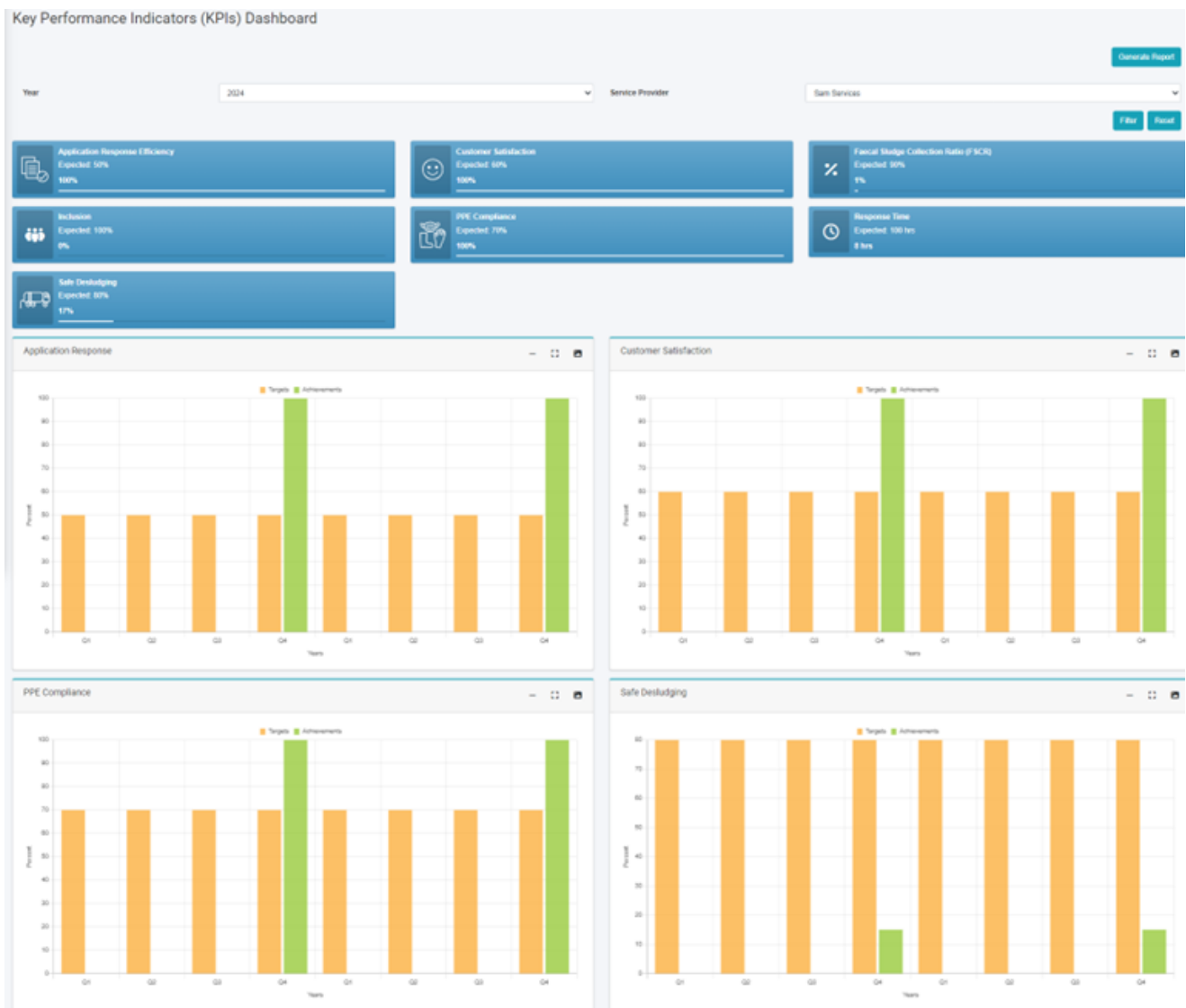
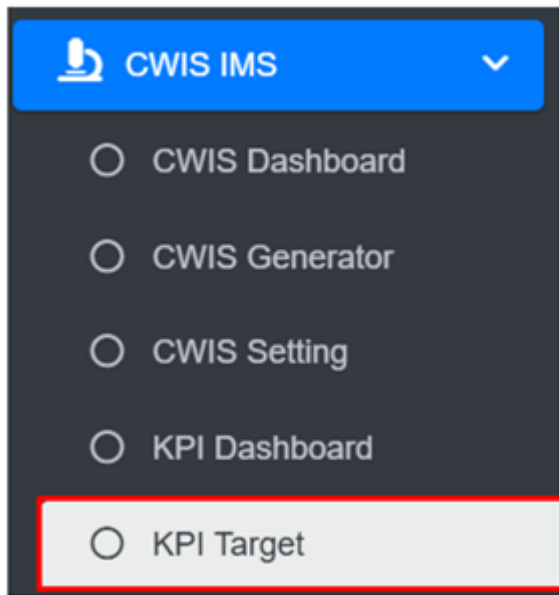


Figure 13- 6 KPI Dashboard (Filter Year)

13.5 KPI Target

13.5.1 Navigation to KPI Target

- Open the sidebar and click on 'CWIS IMS' to expand.
- Select the KPI Target.



- This redirects to the KPI Target page.

Overview:

- The KPI Target Page lists all the attribute records stored in the module and provides different Filters, Actions and Tools that can be used according to the requirements. For more details (refer to section 5 Filters, section 6 Actions and section 8 Tools).

KPI Target

[Add KPI Target](#)[Export to CSV](#)[Show Filter](#)

Show 10 entries

ID	Indicator	Year	Target (%)	Actions
28	Inclusion	2024	3	Edit List Refresh Delete
27	Response Time	2024	48	Edit List Refresh Delete
26	Faecal Sludge Collection Ratio (FSCR)	2024	65	Edit List Refresh Delete
25	Safe Desludging	2024	90	Edit List Refresh Delete
24	PPE Compliance	2024	85	Edit List Refresh Delete
23	Customer Satisfaction	2024	80	Edit List Refresh Delete
22	Application Response Efficiency	2024	90	Edit List Refresh Delete
21	Inclusion	2023	3	Edit List Refresh Delete
20	Response Time	2023	48	Edit List Refresh Delete

Figure 13-7 List KPI Target

13.5.2 Add KPI Target

- Click on the '**Add KPI Target**' button.

[Add KPI Target](#)[Export to CSV](#)

- This redirects to the Add KPI Target form page.

Add KPI Target

Indicator*	Application Response Efficiency ▾
Year*	Year
Target (%)*	Target (%)

Back to ListSave

Figure 13-8 Add KPI Target

- After filling out the form click Save and make sure a pop-up message is displayed, refer to section 7.1 Save for more details.
- If a mandatory field is left out or any form failed validation during the form submission a validation message box will be prompted, refer to section 7.2 Validation Message Box for more details.

Overview:

- The Add KPI Target page consists of information that is explained below:
- Indicator – The user must choose Indicator which is available in options from the dropdown
- Year- The year that indicator was used (Do not use the same year more than once for the same indicator)
- Target (%) - The annual target set for the selected indicator.