

Appendix D. IMIS-Driven Sanitation Service Delivery

| | SN | Requirements | Importance (M=Mandatory, D=Desirable) | Availability (Yes/No) | Remarks |
|----------------------|----|---|--|--------------------------|---------|
| Enabling Environment | 1 | Has the LG officially endorsed and adopted the CWIS (Citywide Inclusive Sanitation) approach? | M | | |
| | 2 | Does LG have any specific plans or strategies focused on sanitation, such as a CSP (City Sanitation Plan), sanitation strategy, or FSM (Fecal Sludge Management) by-laws? If not, is the LG currently working on developing such plans? | D | | |
| | 3 | Are there any clearly defined mandates assigned or established for various aspects of the sanitation value chain within the LG's policy or official documents? | M | | |

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| 4 | Has LG established a central-level committee to oversee sanitation activities? | D | | |
| 5 | Does LG have a dedicated unit responsible for FSM (fecal sludge management)? If not, has the LG assigned the responsibility of FSM to any specific department or staff? | M | | |
| 6 | Has the LG allocated a specific budget for sanitation purposes? | D | | |
| 7 | Does LG already formulate any established model for sanitation service delivery (e.g., process, payments, information collection)? | M | | |
| 8 | Does LG need to submit annual/quarterly report of progress to higher bodies? If yes, are there any sanitation related indicators in the report? | D | | |

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| 9 | Does LG address inclusive sanitation services targeting poor, vulnerable communities in its policy, planning and budgeting process s? Is there any defined LICs areas within municipality? | D | | |
| 10 | Does LG conduct periodic promotion for safe sanitation, behavior change and community engagement? | D | | |
| 11 | Are there any policies that require households to regularly empty containments? Is there a plan for moving towards scheduled desludging? | D | | |
| 12 | Are there any policy mandates for safe disposal? | M | | |
| Sanitation Service Delivery | 13 | Is there a mechanism in place for citizens to request emptying services through the LG or private operators? | M | |

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|----|--|---|--|--|
| 14 | Does LG enforce licensing mechanism for private operators? | M | | |
| 15 | Is there standard tariff set for emptying by LG? | M | | |
| 16 | Are there desludging vehicles and other necessary infrastructure available for the emptying service? | M | | |
| 17 | Does a formal system for citizens to request emptying services exist? | M | | |
| 18 | Does the LG periodically monitor service providers? | M | | |
| 19 | Does customer database available for sanitation services? | M | | |
| 20 | Does customer database available in digital format? | D | | |
| 21 | Does a mechanism for customers to provide feedback on the emptying service exist? | M | | |

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| 22 | Is there a provision of transfer stations for buildings that are not directly accessible due to narrow roads? (Yes/No) | D | | |
| 23 | Does the LG or private operator manage public toilets (PT) and community toilets (CT) within the city? | M | | |
| 24 | Is there a feedback system in place to monitor the condition and usage of PTs and CTs? | D | | |
| 25 | Is there a presence of FSTP or any designated area for the disposal of sludge? | M | | |
| 26 | Are there potential buyers identified for treated wastewater and sludge? | D | | |
| 27 | Does the LG currently have a building permit process in place to issue and verify building permits? | D | | |
| 28 | Is there a step within the building permit process to verify the sanitation system? | D | | |

29

Does the LG
monitor the
quality and
standards of the
existing
sanitation
systems?

D

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