

# 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		

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		

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	

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		

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		

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

D

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