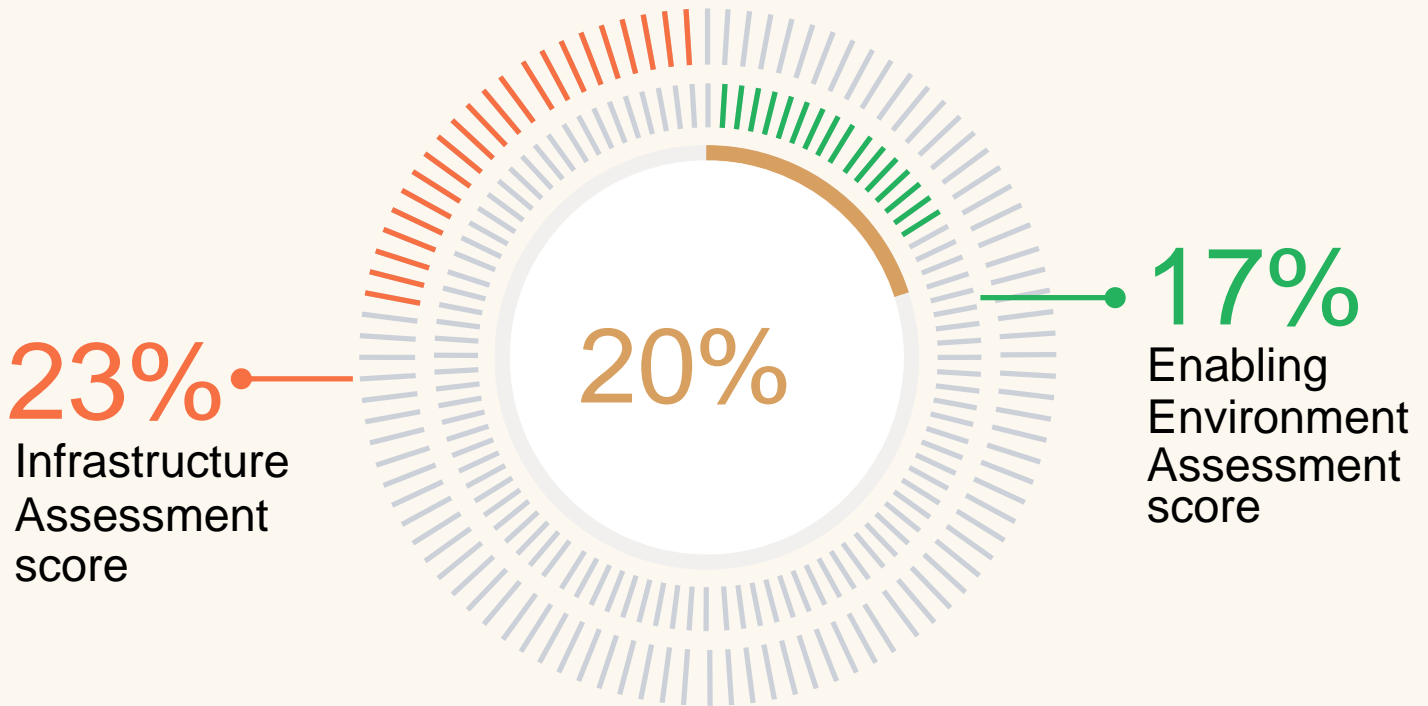


# City Assessment Report Natore Municipality

2020-2021

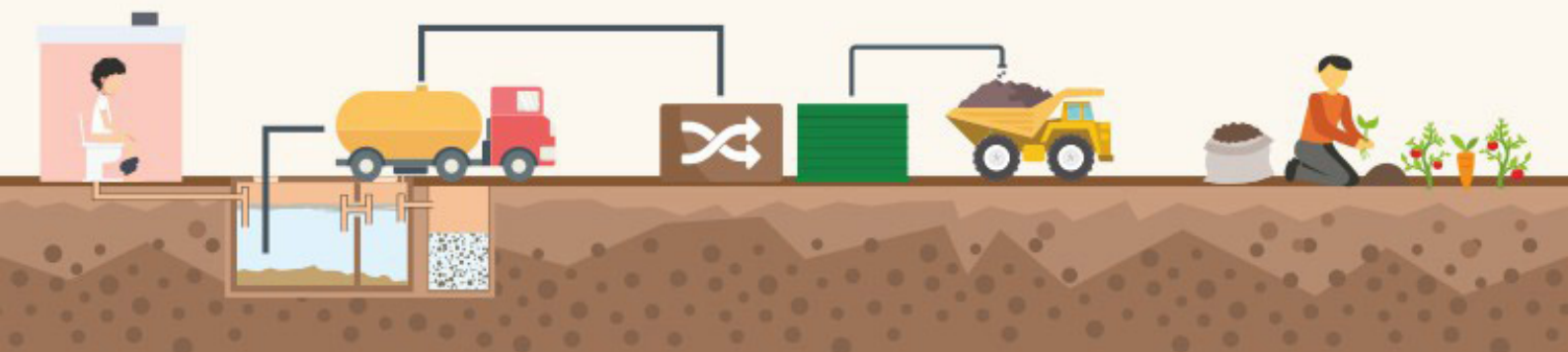


The FSM Index score indicates that the Overall FSM performance of the city is

**Poor**

Scale: Poor 0-33% | Developing 33-66% | Good 67-100%.

The FSM infrastructure of the city requires improvement with a focus on - containment systems, desludging and transportation services in the city. The enabling environment assessment score indicates need for improvement in aspects of - defining service targets, public finance commitments, quality of FSM services, demand generation, programmes for sector development and overall quantity of FS safely managed across the value chain.



# City Assessment Report: Natore Municipality

*15 Jan 20*

**Produced By:** Gunjan Barua, Mab, Natore Municipality, Nator, Bangladesh.

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Source: The FSM Toolbox.

**[www.fsmtoolbox.com](http://www.fsmtoolbox.com)**



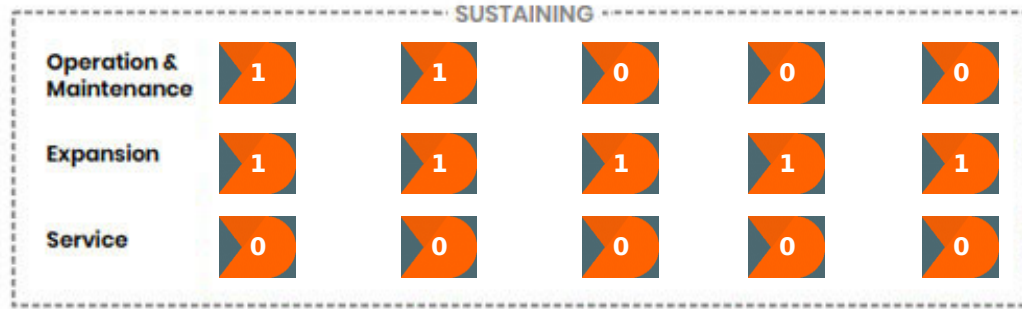
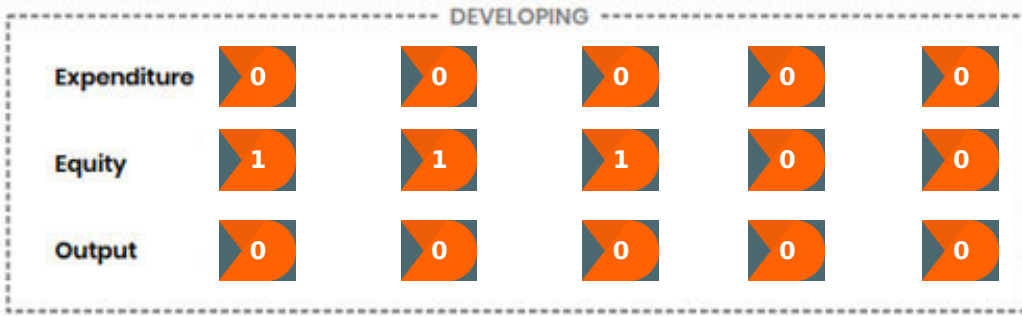
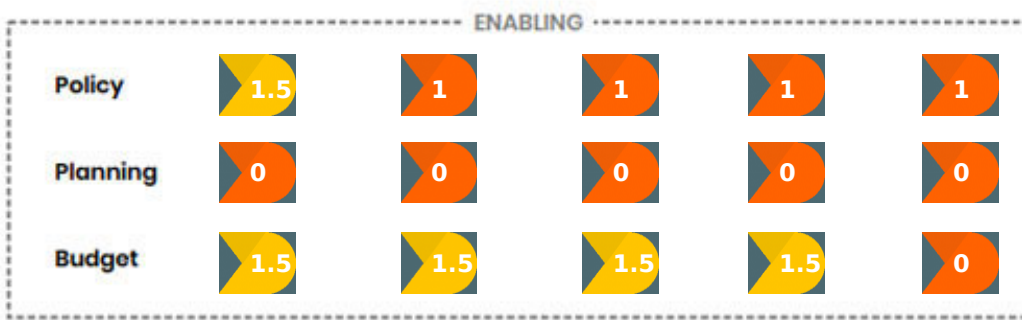
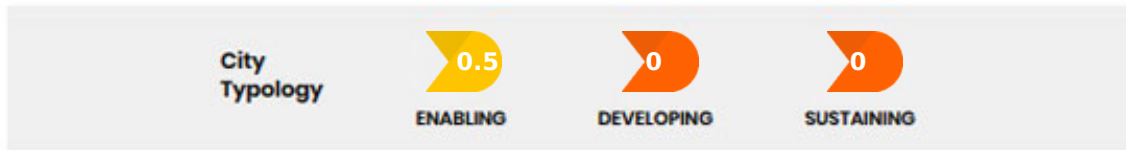
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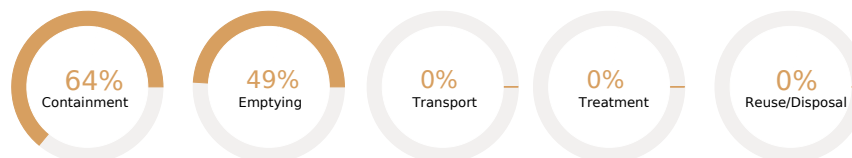
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# Overall Assessment Output

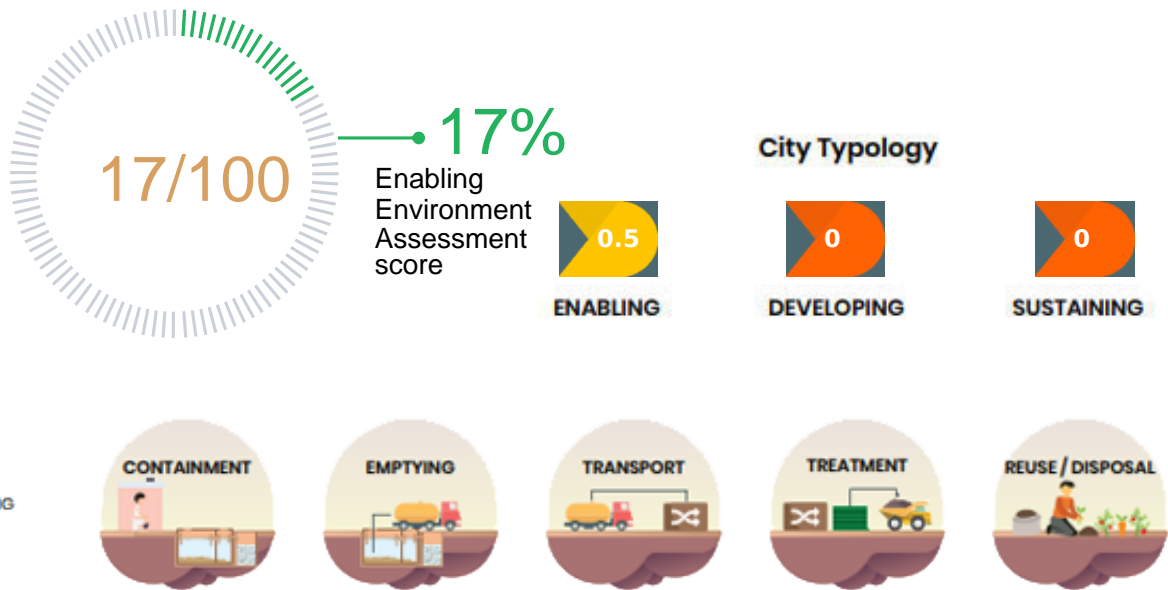
## Enabling Environment Assessment



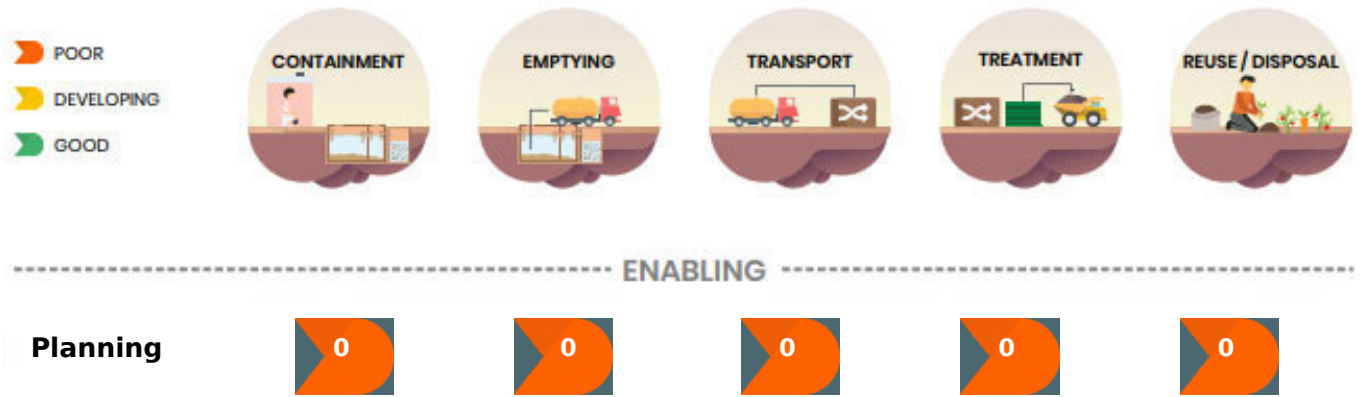
## Infrastructure Assessment



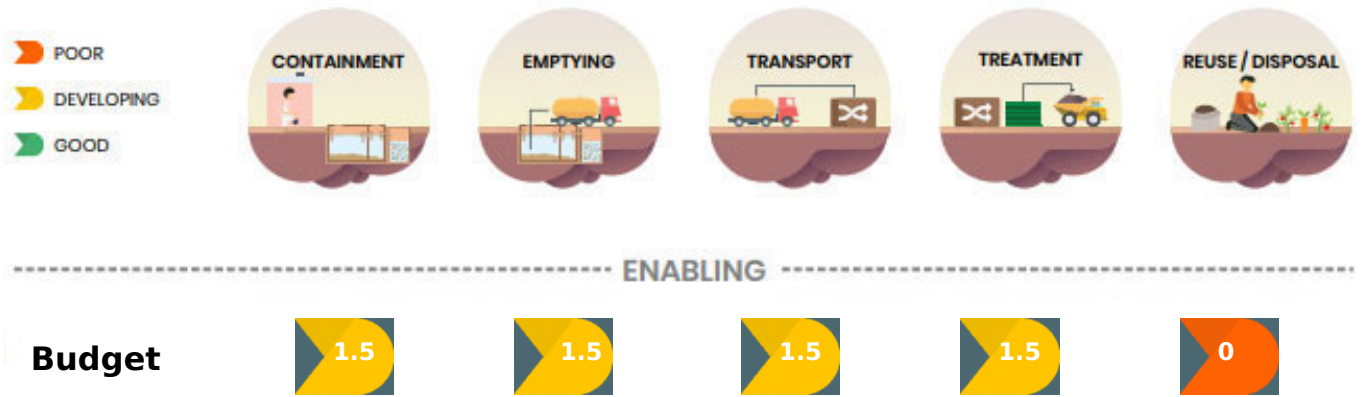
# Enabling Environment Assessment



- Good that you have taken the first step towards development of the policy document. Present the draft policy document among the core stakeholder, solicit feedback from the core group, refine and publish the policy document widely.  
**(Containment|Emptying|Transport|Treatment|Reuse/Disposal)**
- Encourage / enforce the stakeholders to operationalize defined institutional roles  
**(Containment)**
- Identifying the key stakeholders and demarcating roles and responsibilities among the group will enhance FSM service delivery across the city  
**(Emptying|Transport|Treatment|Reuse/Disposal)**
- Though legal and regulatory mechanisms exist in your city, it is important to operationalize them effectively. Educate and encourage the ground officers about the pros of effectively operationalizing legal and regulatory systems in the city.  
**(Containment|Emptying|Transport|Treatment|Reuse/Disposal)**

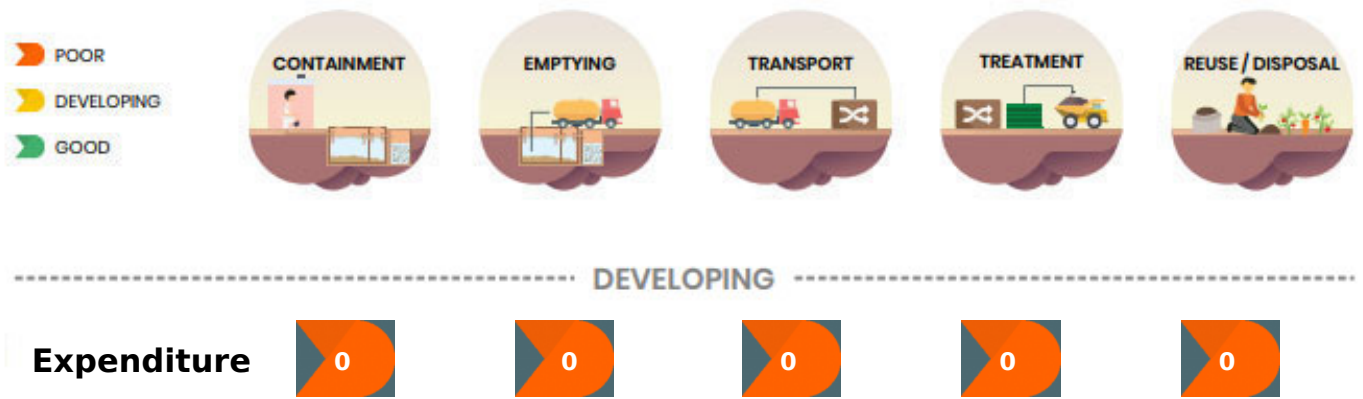


- No service targets are defined at the city level. Please engage with the relevant stakeholders and define service targets in a collaborative fashion.  
**(Containment|Emptying|Transport|Treatment|Reuse/Disposal)**
- Cities must have a dedicated development and investment plan for improvement of FSM situation in the city. It is recommended to engage with relevant financial experts to develop investment plan inline with the overall city FSM development plan of the city  
**(Containment|Emptying|Transport|Treatment|Reuse/Disposal)**

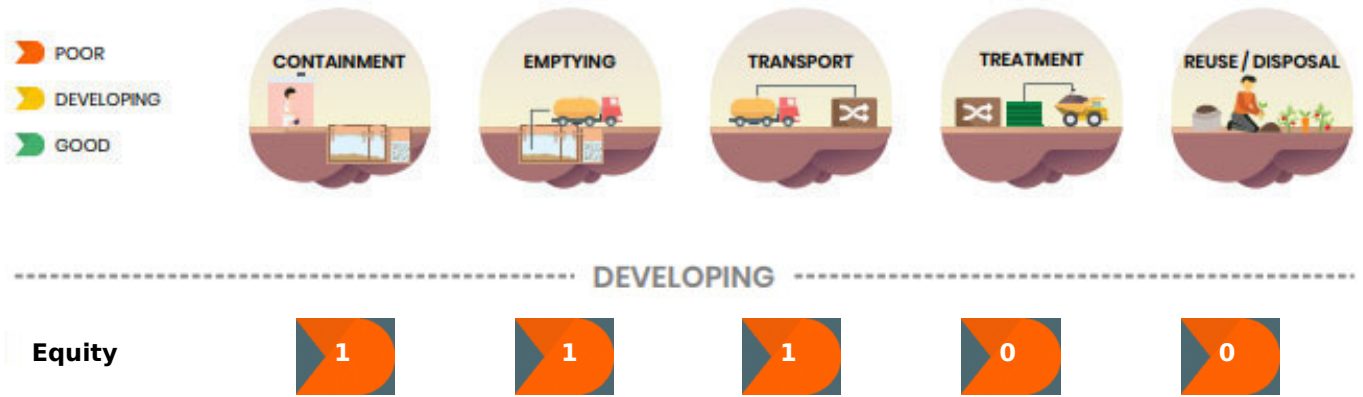


- The city must strengthen the process for coordinating investments from domestic and international donors, national grants, state budgets, donor loans, grants and others  
**(Containment|Emptying|Transport|Treatment)**
- The city must establish a process for coordinating investments from domestic and international donors, national grants, state budgets, donor loans, grants and others  
**(Reuse/Disposal)**





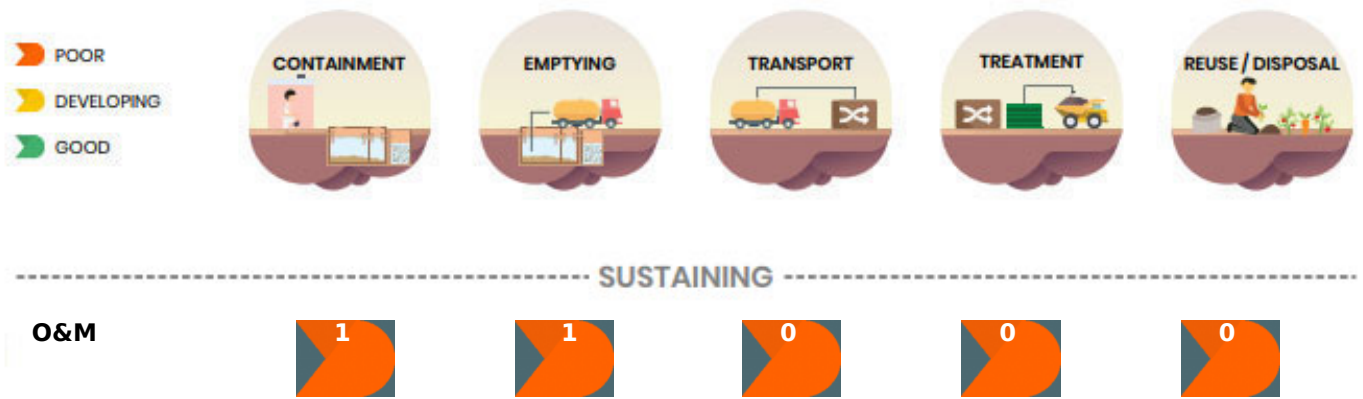
- The annual public financial commitments for fsm is insufficient to meet the service levels and needs for the city. The existing financial commitment meets less than 50% overall FSM requirement for the city. It is advised that the city attempts to mobilize funds from domestic and international donors, national grants, state budgets, donor loans, grants and others. **(Containment|Emptying|Transport|Treatment|Reuse/Disposal)**



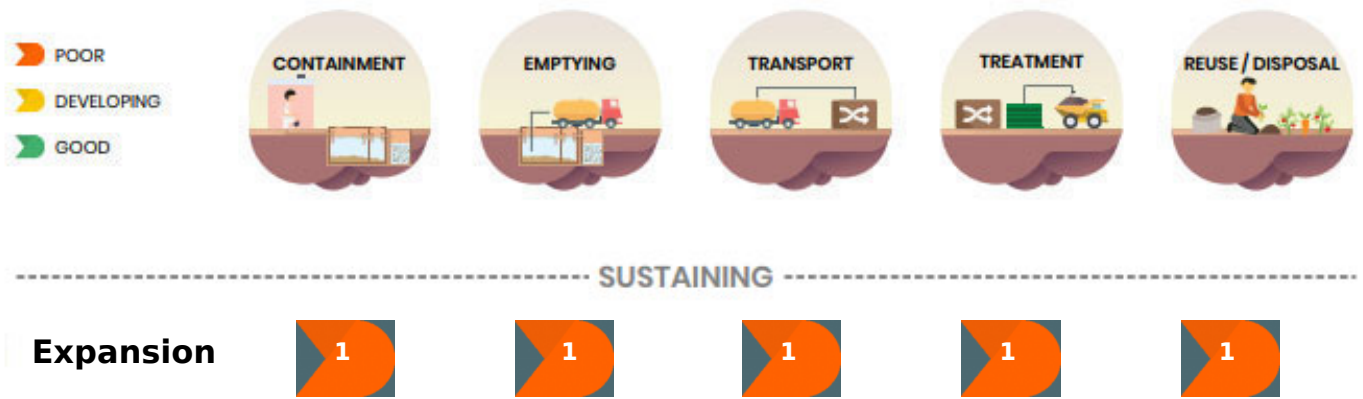
- The technology options are not sufficiently available in the city. The city needs to encourage private sector to research / develop / make available technologies that meets the needs of the urban poor **(Containment|Emptying|Transport)**
- The technology options are insufficient in the city. The city needs to engage with private sector extensively to encourage mobilization of affordable, appropriate, safe and adoptable technologies for FSM services in the city **(Treatment|Reuse/Disposal)**
- The city must take adequate efforts to reduce inequalities by ensuring adequate funds, plans and measures are in place to serve FSM for all users in the city **(Containment|Emptying|Transport|Treatment|Reuse/Disposal)**



- The capacity of the FSM players / infrastructure is not growing at the pace required (Less than 50% growth) to meet the needs, demands and targets to protect the overall public and environmental health. The city must encourage players to build capacities / mobilize investments / seek VGF / encourage PPP to improve the overall quality of FSM service delivery in the city. **(Containment|Emptying|Transport|Treatment)**
- The technology options are insufficient in the city. The city needs to engage with private sector extensively to encourage mobilization of affordable, appropriate, safe and adoptable technologies for FSM services in the city **(Reuse/Disposal)**
- The quality of FSM is insufficient, less than 50% of services are adequate to meet the public health standards. It is recommended to engage with sanitation experts to improve the overall quality of service delivery. **(Containment|Emptying|Transport|Treatment)**
- The city must take adequate efforts to reduce inequalities by ensuring adequate funds, plans and measures are in place to serve FSM for all users in the city **(Reuse/Disposal)**



- Less than 50% of the city's overall operations and maintenance cost is met through user fees and/or local revenue or transfers. It is highly recommended that the city should revisit its cost to deliver services and revise its cost to the consumer such that 100% of the operational cost is covered through either user fees / local revenues. **(Containment|Emptying|Transport|Treatment|Reuse/Disposal)**
- Though the city is monitoring the overall user fees collection progress, the city is not adequately levying penalties for users who are unwilling to comply to set standards. It is highly encouraged that the city should set individual collection targets for each year, encourage the tax collectors to levy penalties for users unwilling to comply to standards and incentivize the fees collectors for achieving individual service targets. **(Containment|Emptying)**
- Though norms and standards exist for systematic collection of the user fees, the collection efficiency is not being monitored at the city level. It is highly encouraged that the city should set collection targets for each year, monitor the overall collection progress and incentivize fees collectors for achieving individual service targets. **(Transport|Treatment|Reuse/Disposal)**



- The city should take adequate efforts to increase the overall FSM demand by creation of policies, procedures and plan programs to stimulate demand of FSM services, behavior of households and responses by service providers  
**(Containment|Emptying|Transport|Treatment|Reuse/Disposal)**
- Though programs and measures to strengthen the quality of service providers exist, little has been changed over years. Majority of the service providers remain disorganized and the sector is not expanding as per the development plans prepared by the city government.  
**(Containment|Emptying|Transport|Treatment|Reuse/Disposal)**



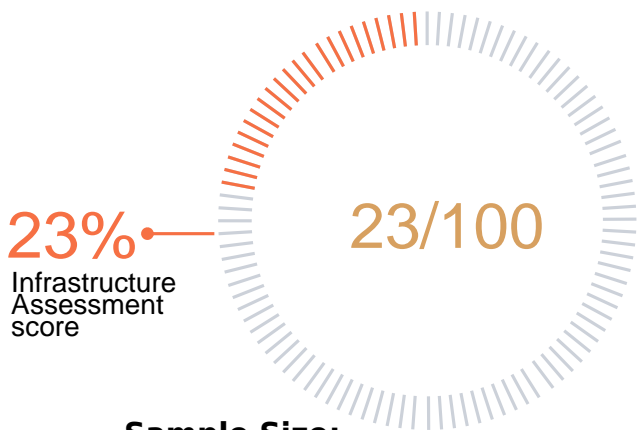
----- SUSTAINING -----

**Service outcomes**



- Less than 50% of FS generated in the city is safely managed at the containment stage. The city should encourage households to improve the overall quality of containment systems in the city to meet environmental safety standards. **(Containment)**
- Less than 50% of FS generated in the city is safely managed at the emptying stage. The city should enforce the desludging operators to adhere to global safety standards and educate them about personal health and hygiene. **(Emptying)**
- Less than 50% of FS generated in the city is safely managed at the conveyance stage. The city should enforce the desludging operators to strictly adhere to conveyance and disposal standards. **(Transport)**
- Less than 50% of FS generated in the city is safely managed at the treatment stage. The city should ensure adherence of safe treatment standards in all treatment units installed in and around the city. **(Treatment)**
- Less than 50% of FS generated in the city is safely managed at the re-use/disposal stage. The city should educate / ensure safe disposal / re-use of treated byproducts produced from the treatment plants operating in and around the city **(Reuse/Disposal)**
- FSM systems and services are not available to any extent to low-income communities in the city. The city should take adequate effort to ensure inclusive coverage of hygienic FSM services to all low income communities in the city. **(Containment|Emptying|Transport|Treatment|Reuse/Disposal)**

# Infrastructure Assessment



**14,122** Households

**71** Commercial

**77** Institutional

**48** Industrial

**7** Community toilets

**10** Public Toilets

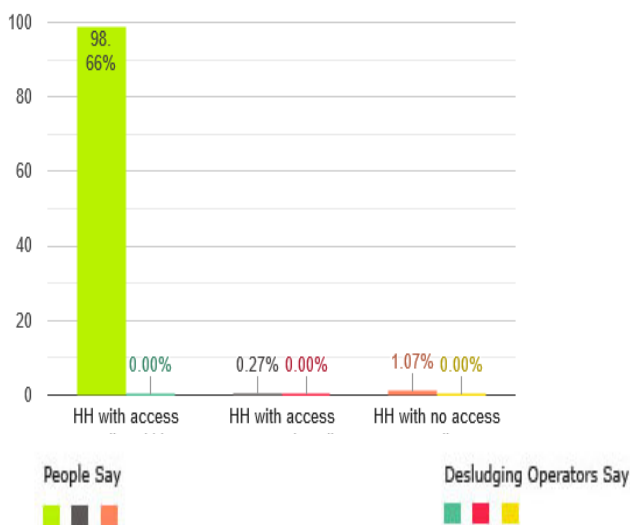
### Sample Size:

The FSM Pro assessment was conducted in Natore Municipality with a city level sampled population. The sample was calculated with a confidence level of 95%. The table shown below is the sample size that was covered for arriving at the assessment report.



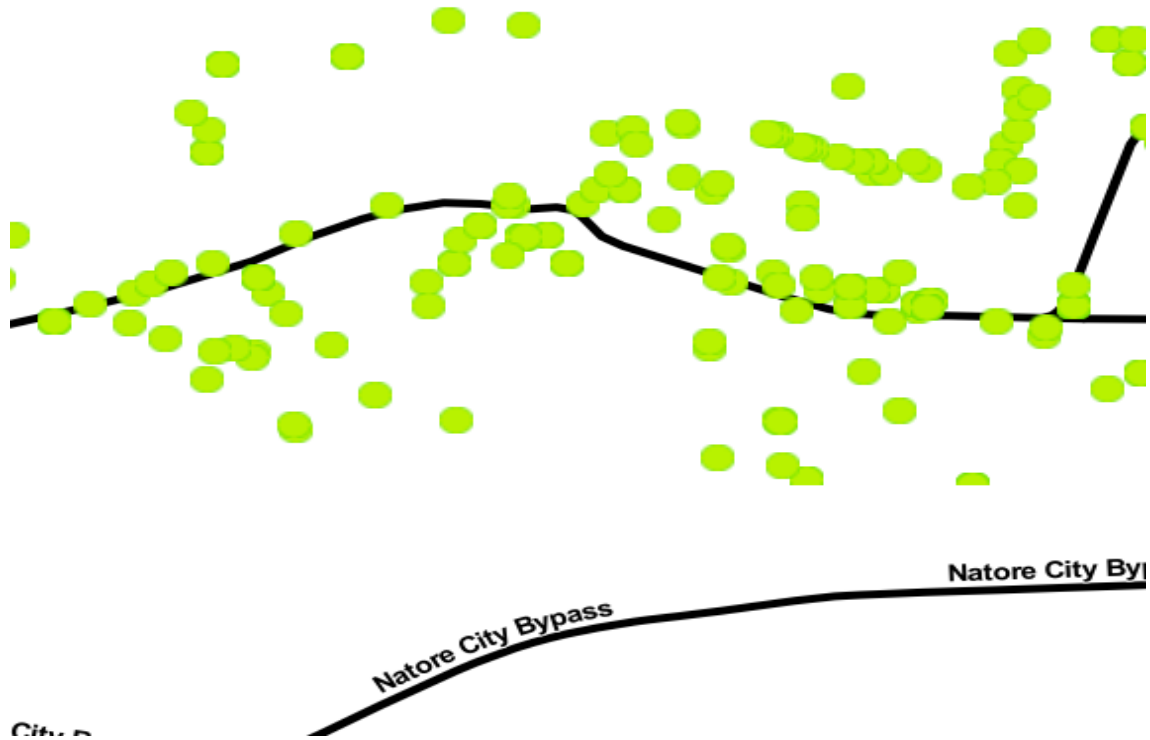
## Access to Toilets

### Access to toilet by households



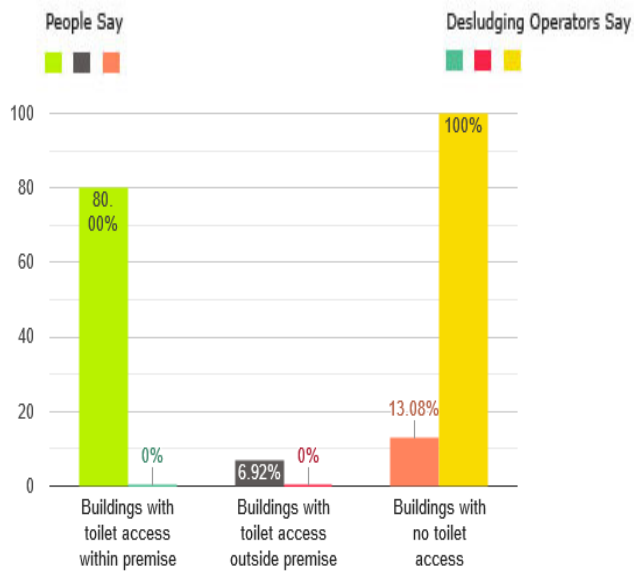
Access to toilet by households, of the 14,122 households in the city, about 99% of households have access to household toilet facilities and about 0% of households have access to community toilets in their neighbourhood. The remaining 1% of households do not have access to any kind of toilet facility in the city. The city has already taken adequate efforts to improve the overall coverage of toilet access in the city.

FSM Toolbox has dedicated planning modules to assist you in planning household and community toilet construction required by geography, type of toilet user interface and onsite sanitation system technology relevant by geography in your city. [Learn more](#)

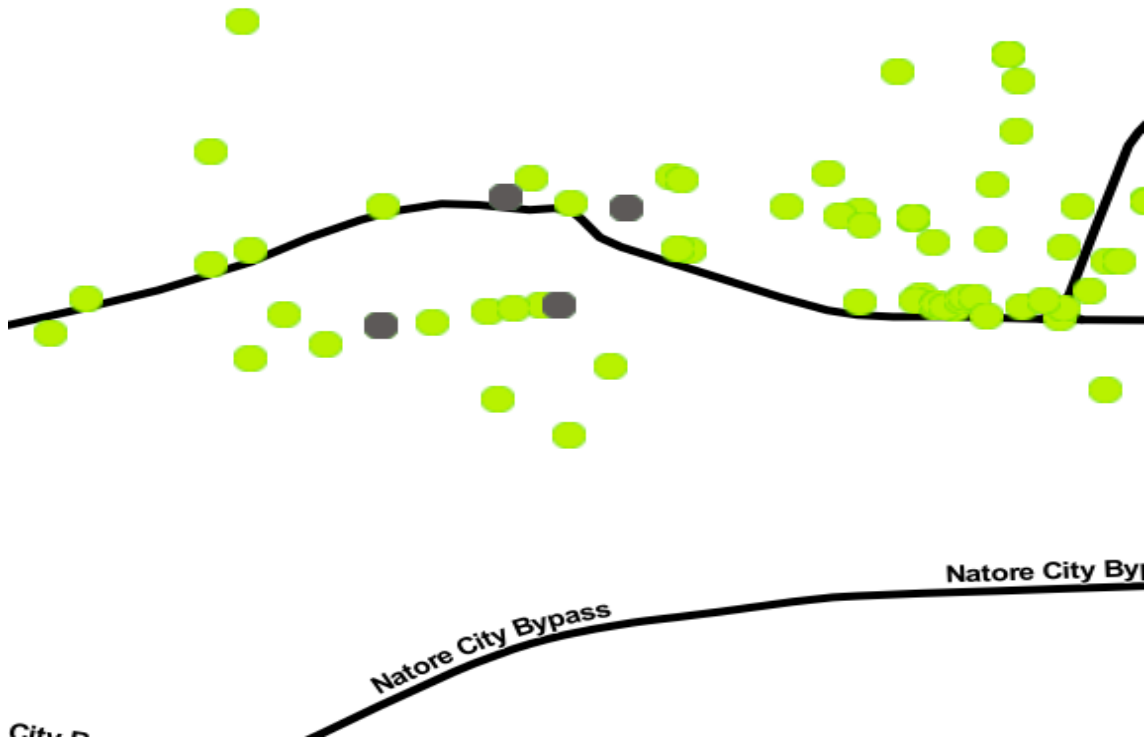




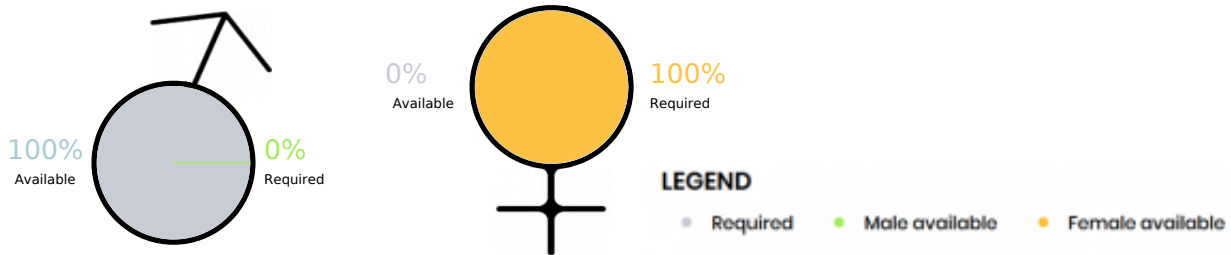
## Access to toilet - Other buildings



The commercial establishments, institutions and industrial properties are together classified as CII buildings. There are a total of properties in this category in the city of Natore Municipality. About 80% of buildings have access to toilet facility within their premises, and 7% of buildings have access to toilet facility outside their premises. The remaining 13% of buildings do not have access to any kind of toilet facility in the city. The city has already taken adequate efforts to improve the overall access to toilets in CII buildings in the city.



## Community toilet seats adequacy

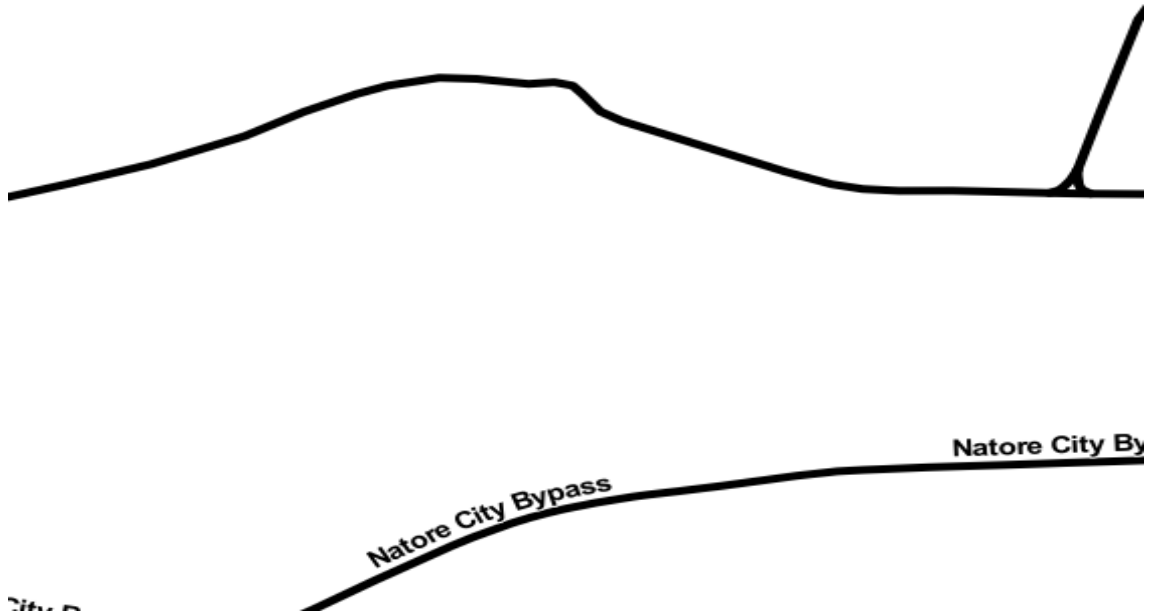


**Community toilets** It is interesting to learn that city of Natore Municipality has adequate toilet seats for men in public areas of the city. However, there is only about 0% toilet seats for women in public areas of the city. It is important for city governments to take initiative to improve the coverage of community toilets across the public areas in city.

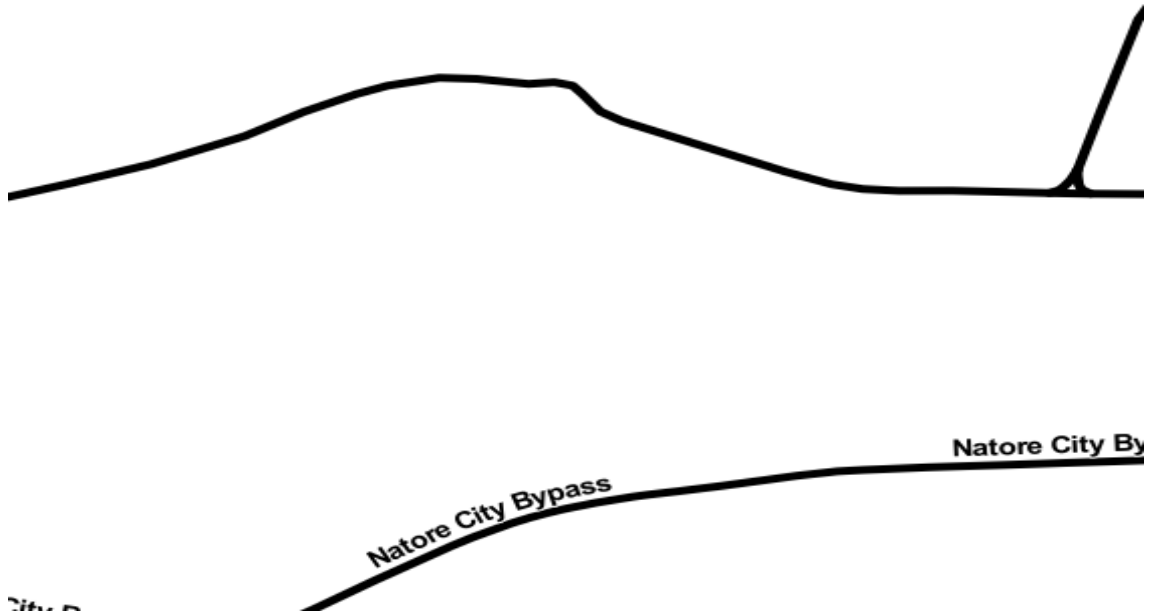
*\*It is to be noted that the rapid assessment is built to measure only the adequacy of toilets in terms of quantity while the actual geographical positioning of these toilets could vary in reality. In order to conduct an accurate assessment, we highly recommend you conduct FSMPro assessment to arrive at a comprehensive geospatial assessment of sanitation situation of your city.*

FSM Toolbox has dedicated planning modules to assist you in planning total number of community toilet seats required by geography, type of toilet user interface and onsite sanitation system technology relevant by geography in your city. [Learn more](#)

# Community toilet seats - Male Map



# Community toilet seats - Female Map

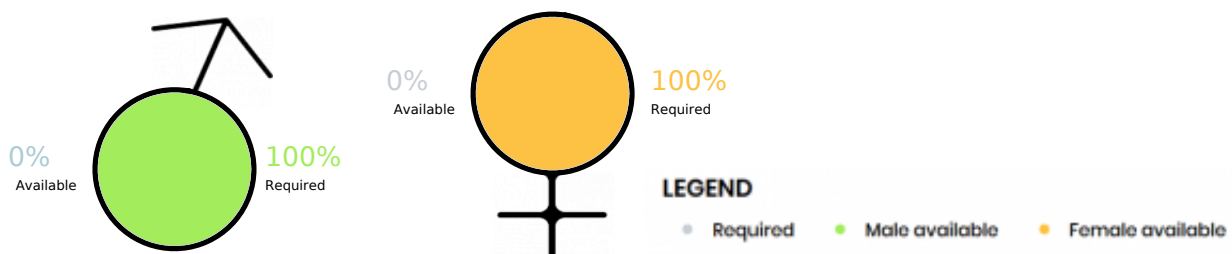


## Community toilet - ease of access



On average, community toilets can be accessed at a distance of 15 meters and people take about 2 minutes to reach the nearest community toilet and it takes at least 8.43 minutes of waiting time to get a turn to use the community toilet seat in the city.

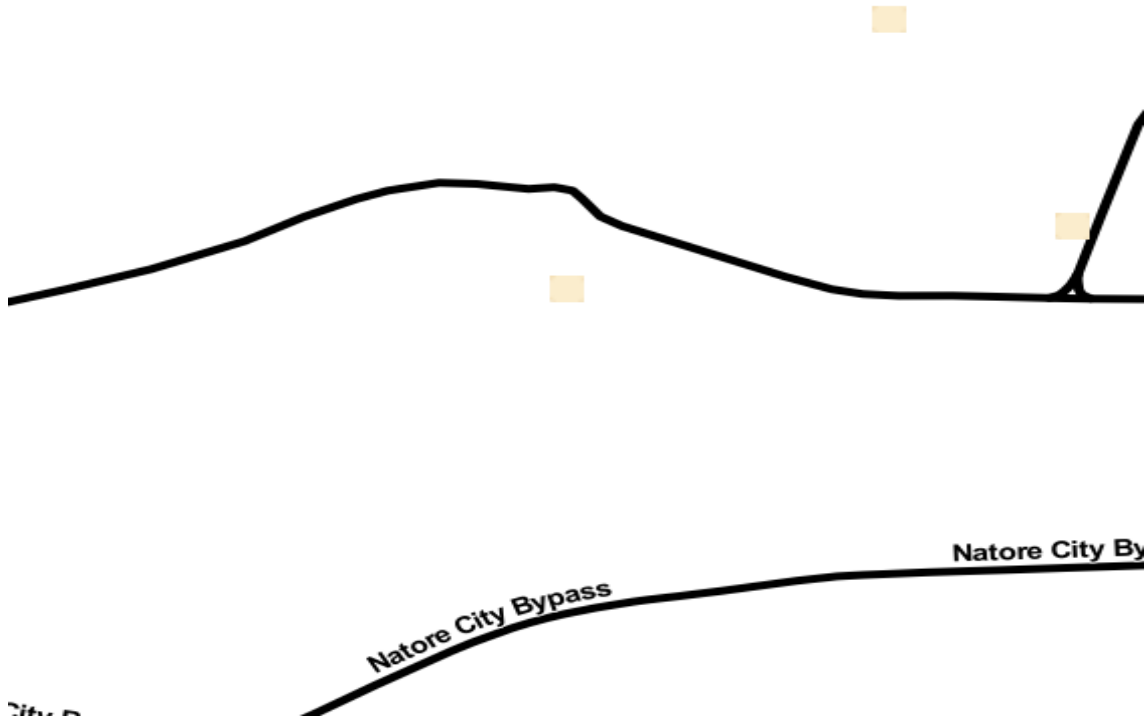
## Public toilet seats - male / female (Required)



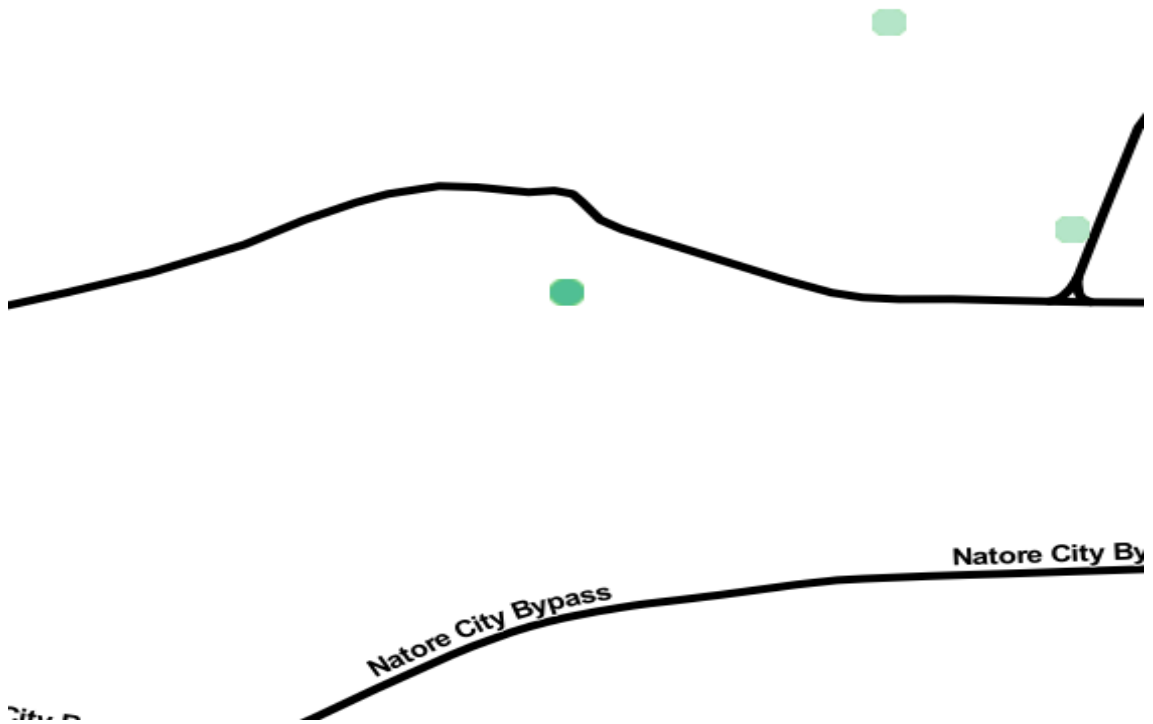
**Public Toilets** It is interesting to learn that city of Natore Municipality has adequate toilet facilities (100 toilet seats for men and 100 toilet seats for women) in the city to meet the requirement of floating population (9211) in the city.

FSM Toolbox has dedicated planning modules to assist you in planning total number of public toilet seats required by geography, type of toilet user interface and onsite sanitation system technology relevant by geography in your city. [Learn more](#)

# Public toilet seats - Male Map

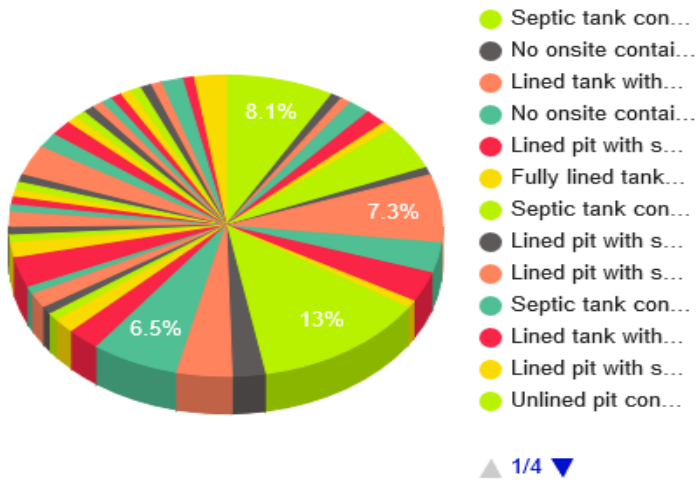


## Public toilet seats - Female Map



# Types of OSS

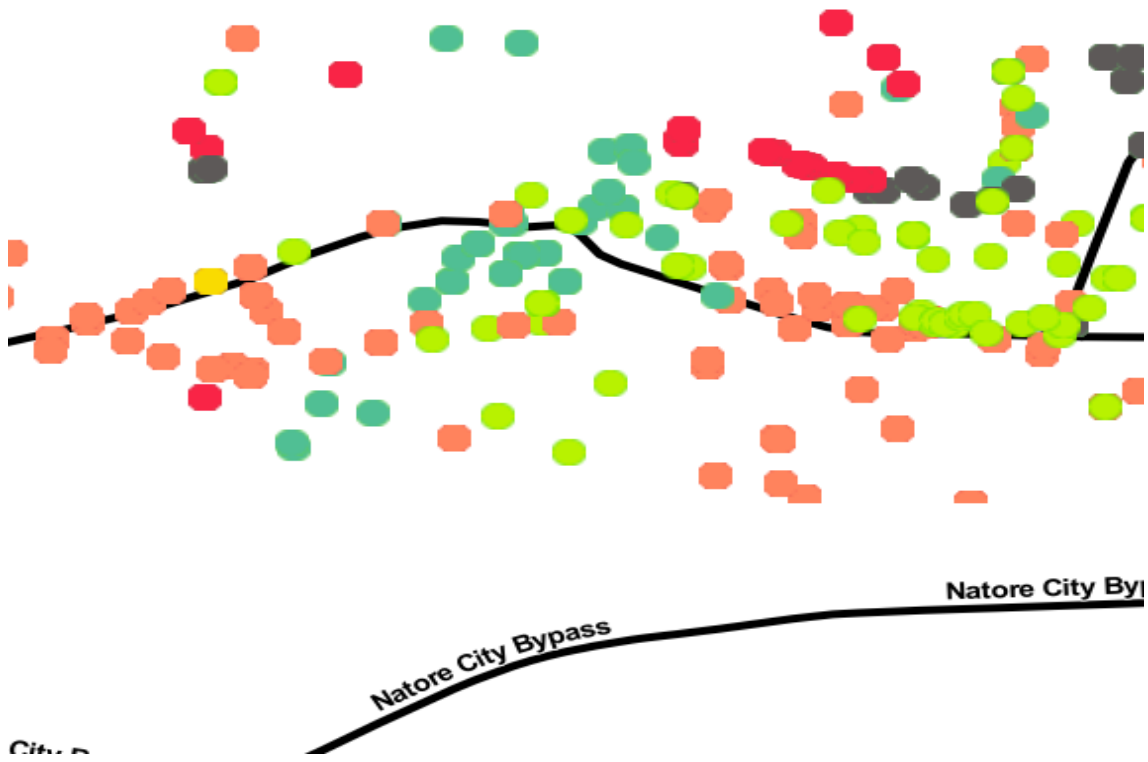
## People say



## Desludging operators say

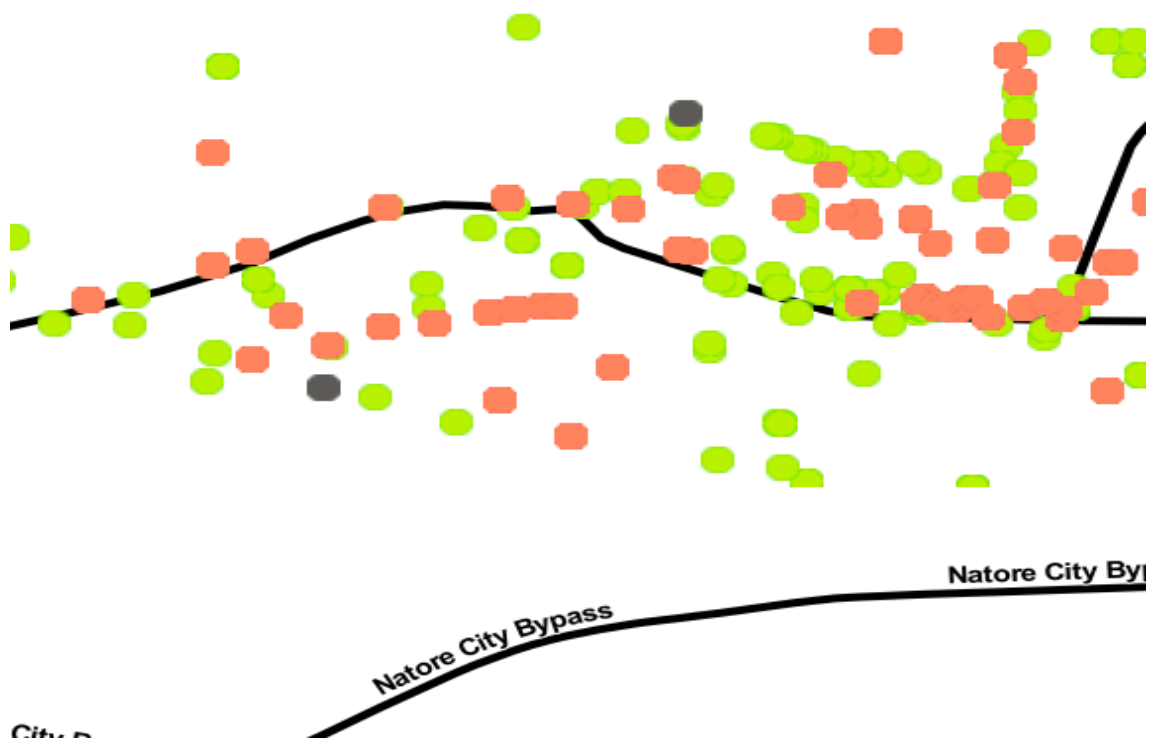
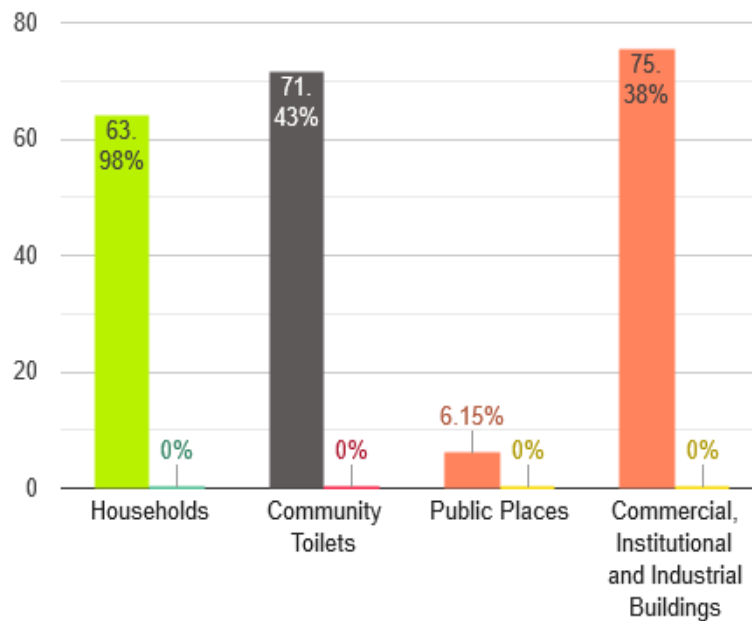
No data





## Accessibility of properties easily by road (greater than 3m)

The graph shown here describes the percentage distribution of properties in the Natore Municipality that can be accessed by road of width greater than 3m only. It is to be noted that the desludging operators should take efforts to cater to the needs of properties located on roads with poor access.

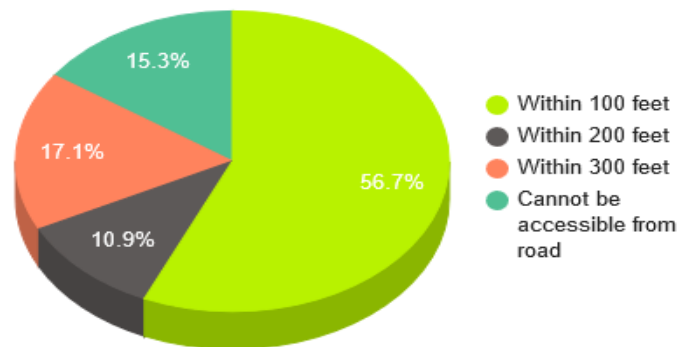




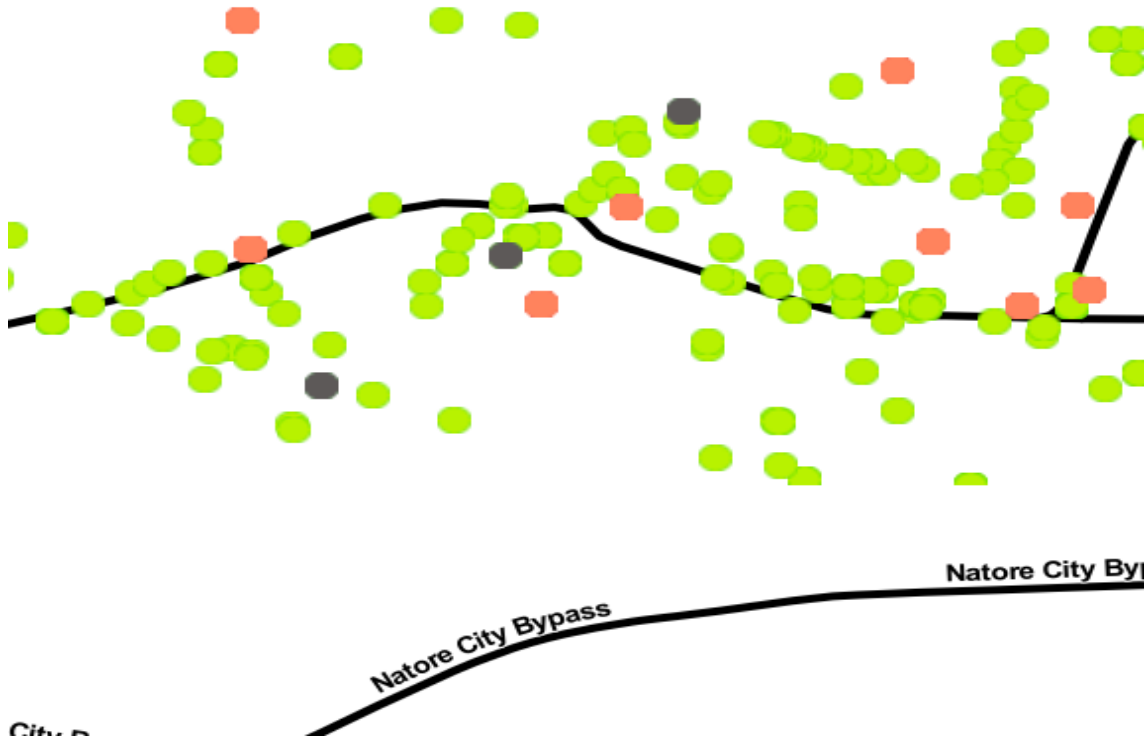
## Accessibility of properties easily by road (greater than 3m)

The graph shown here describes the percentage distribution of properties in the Natore Municipality with varying degrees of access to the containment system for conducting the desludging service. It is to be noted that the city government should enforce the property owners to adhere to construction standards in order to reduce the

People say



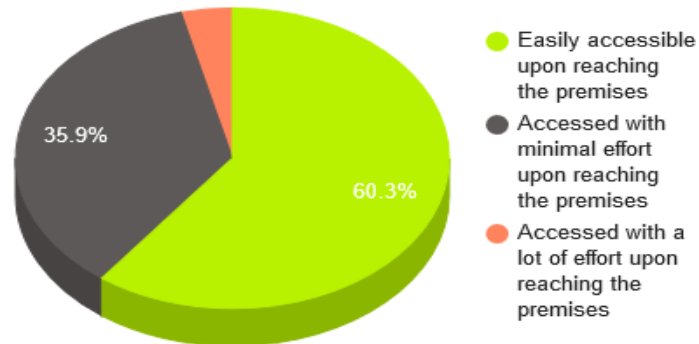
Desludging operators say



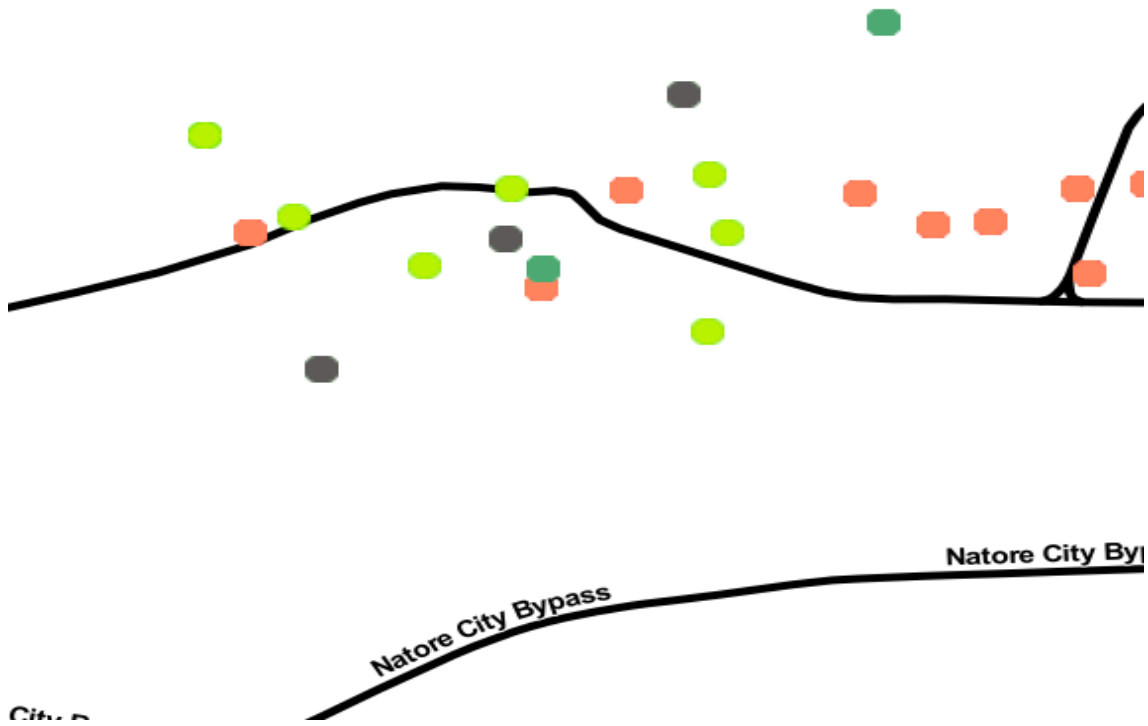
## Accessibility to containment systems

The graph shown here describes the percentage distribution of properties in the Natore Municipality that can be accessed by road of width greater than 3m only. It is to be noted that the desludging operators should take efforts to cater to the needs of properties located on roads with poor access.

People say



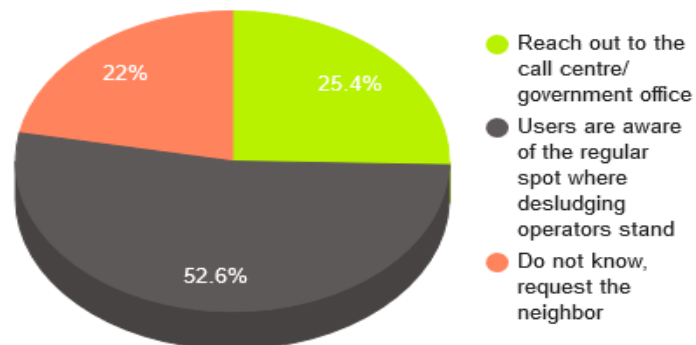
Desludging operators say



## Reaching out to desludging operators

The following are the preferred modes of reaching out to desludging operators in the city. City government should take adequate effort to streamline / ease the process of booking operators for conducting desludging services in the city.

People say



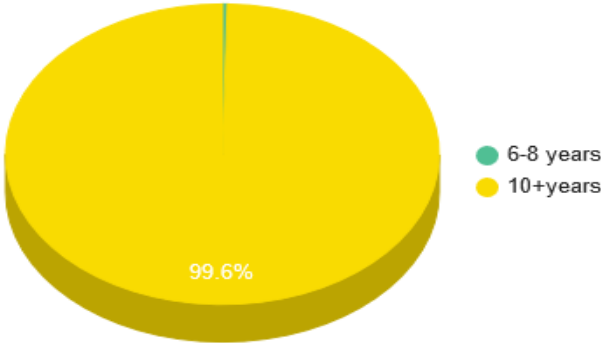
Desludging operators say



# Average desludging frequency

The graph shown here describes the desludging frequency of properties in the city. Effort should be taken by the city government to enforce property owners to adhere to safe desludging standards.

People say



Desludging operators say

## **Usage of safety gears**

It is learnt that about 0% of desludging operators use safety gears at the time of conducting desludging services. City government should take efforts to educate and enforce the desludging operators to adhere to safety standards.



## Adequacy of desludging vehicles and operators in the city

**INADEQUATE**

**0%**

After studying the existing desludging operators in the city, it is apparent that there are inadequate desludging vehicles in the city. The city should take efforts to encourage existing desludging operators / increase the desludging vehicles available in the city to meet the needs of the

The options should be

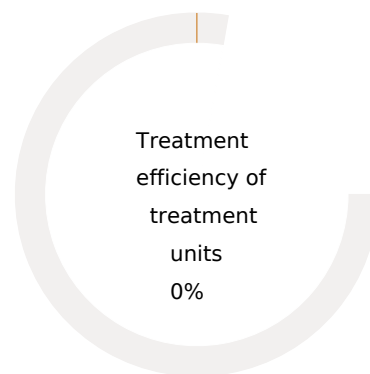
FSM Toolbox has dedicated modules to assist you in developing vehicle procurement plan in order to meet the city's overall demand for conducting desludging services effectively [Learn more](#).



It is to be noted that the emptied faecal sludge do not reach to any treatment plant and is possibly dumped into the environment. The desludging operators do not have any dedicated treatment unit in the neighbourhood for safe disposal of the collected faecal waste. The city government should take adequate steps to set up faecal sludge treatment unit in the neighbourhoods of the Natore Municipality



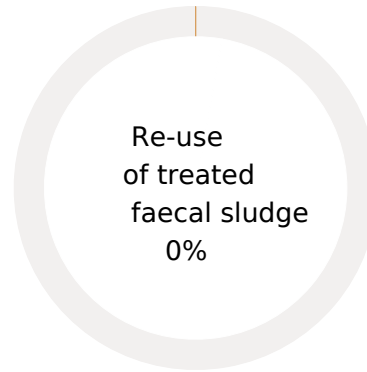
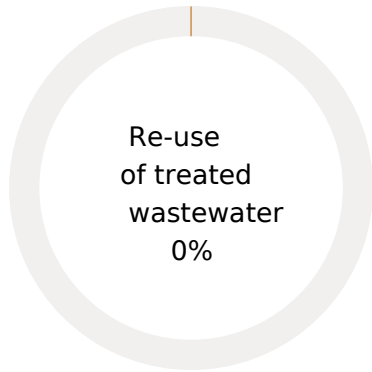
## Presence of treatment systems in and around the city



It is to be noted that there is no treatment plant located in and around . It is important to ensure safe management of faecal sludge collected in the city. Hence the city should take appropriate steps towards the construction of a treatment plant each neighbourhood.

FSM Toolbox has dedicated modules to assist you in planning and implementation of faecal sludge treatment units in the neighbourhood. [Learn more](#)

## End-use/Disposal



0% of treated wastewater and 0% of treated faecal sludge is currently being re-used in the city. The remaining treated products are mixed with natural sources without being reused in the city. The city should take efforts to promote re-use of treated sanitation products among key stakeholders in the city neighbourhoods.