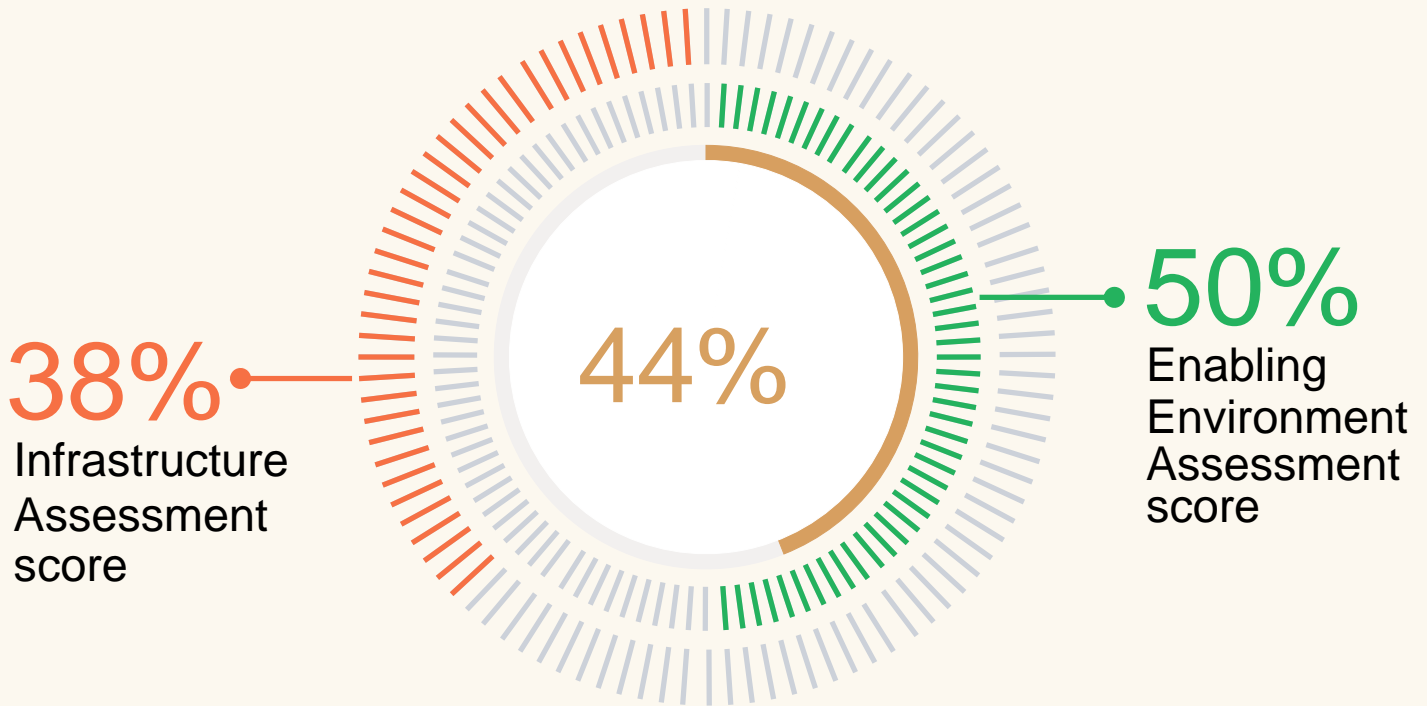


City Assessment Report Khulna

2020-2021

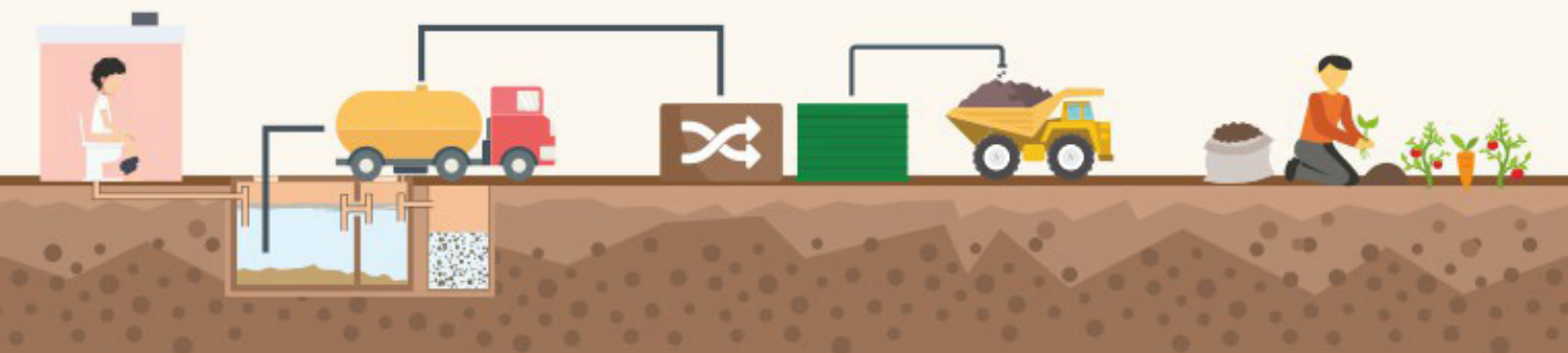


The FSM Index score indicates that the Overall FSM performance of the city is

Developing

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 : Khulna

25 September 2019

Produced By: ঐকান্তিক , Athena , Khulna , Khulna, Bangladesh.

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Source: The FSM Toolbox.

www.fsmtoolbox.com

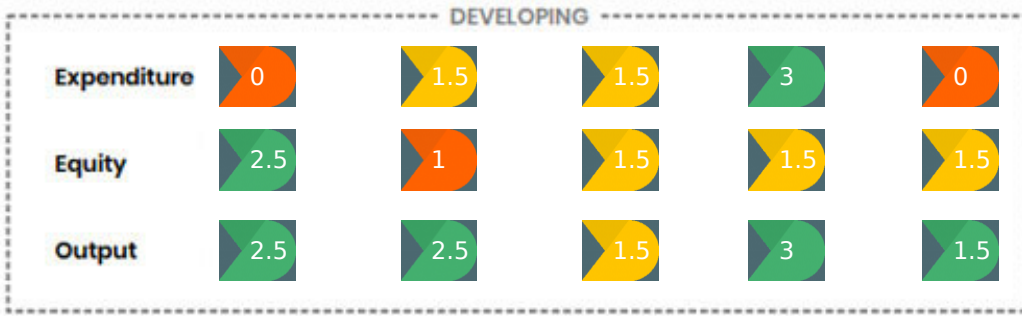
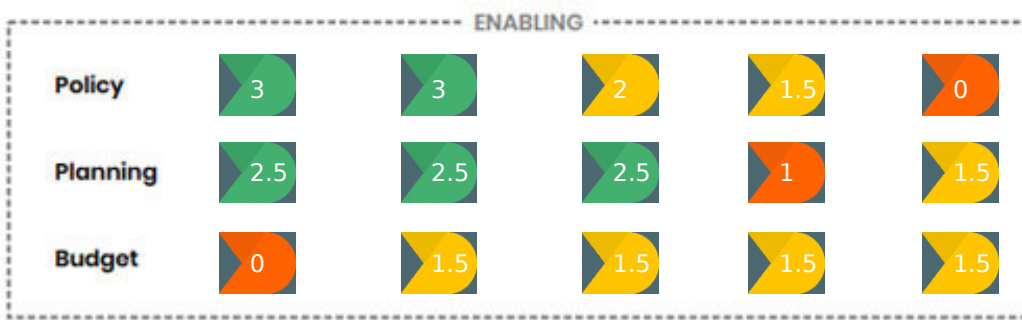
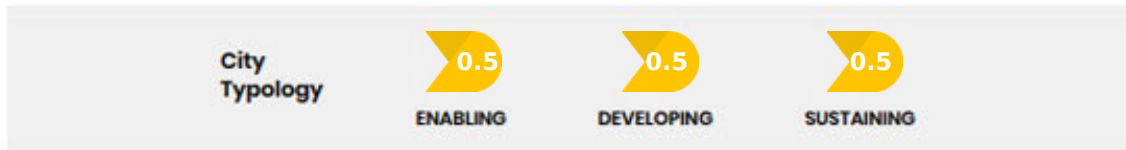


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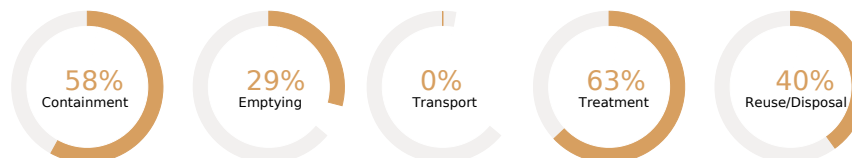
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Overall Assessment Output

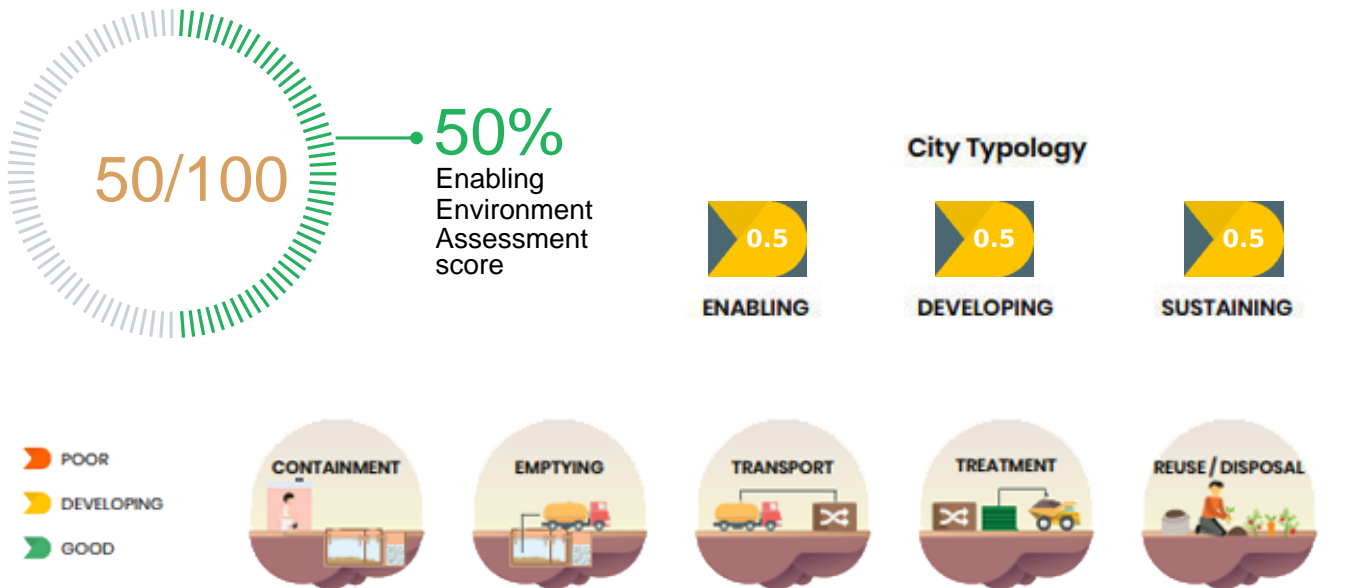
Enabling Environment Assessment



Infrastructure Assessment

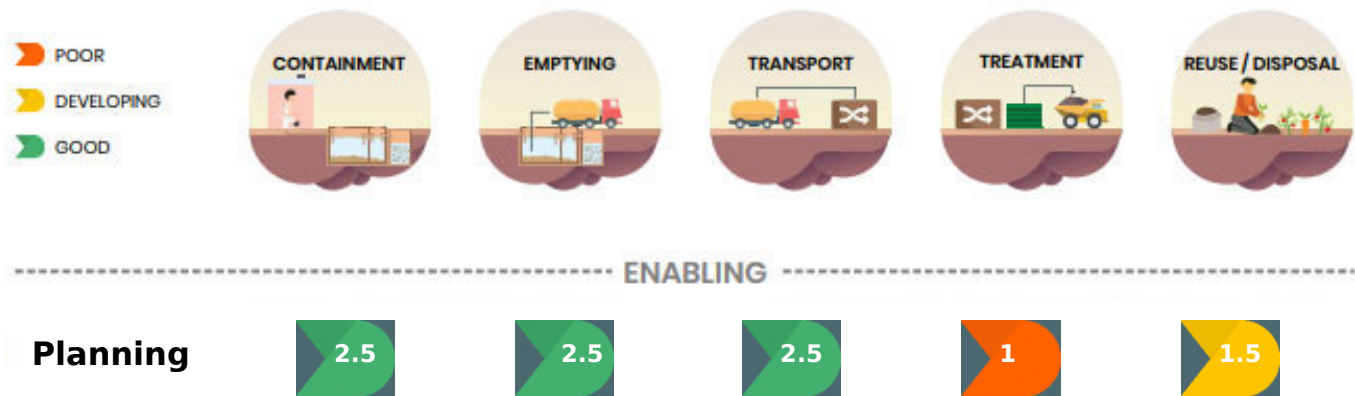


Enabling Environment Assessment

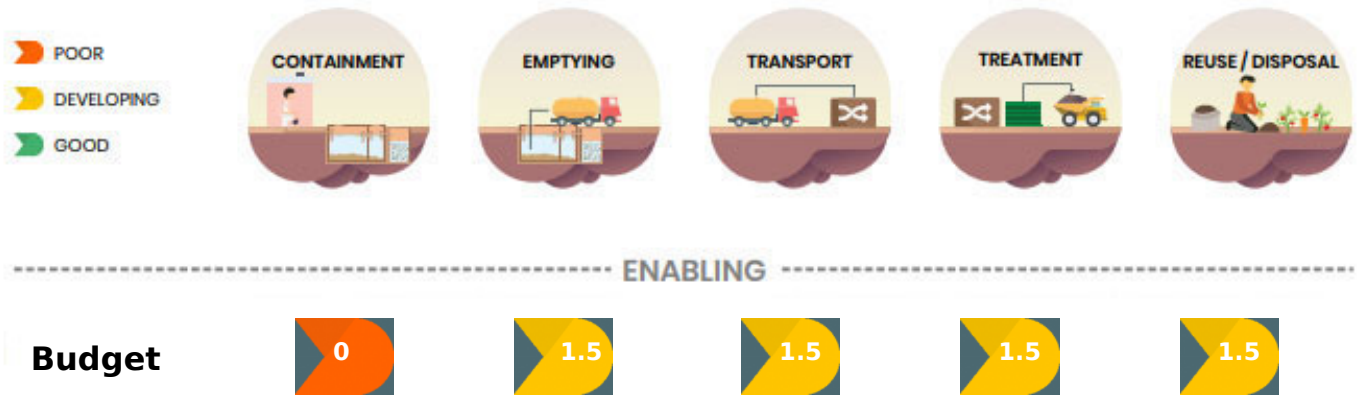


- Great to learn that the city has an appropriate and approved policy document acknowledged by all the stakeholders in the city **(Containment|Emptying)**
- Good that you have taken the first step towards development of the policy document. Present the draft policy document among the core stakeholder, solicit feedback from the core group, refine and publish the policy document widely. **(Transport|Treatment)**
- Currently there is no policy document for FSM operation in your city. Creation of a policy document is an important step towards establishing safe FSM operating model in the city. **(Reuse/Disposal)**
- Great to learn that the city has clearly defined and operationalized institutional roles **(Containment|Emptying|Transport)**
- Encourage / enforce the stakeholders to operationalize defined institutional roles **(Treatment)**
- Identifying the key stakeholders and demarcating roles and responsibilities among the group will enhance FSM service delivery across the city **(Reuse/Disposal)**
- Great to learn that the city has established and enforced legal and regulatory mechanisms in the city **(Containment|Emptying)**

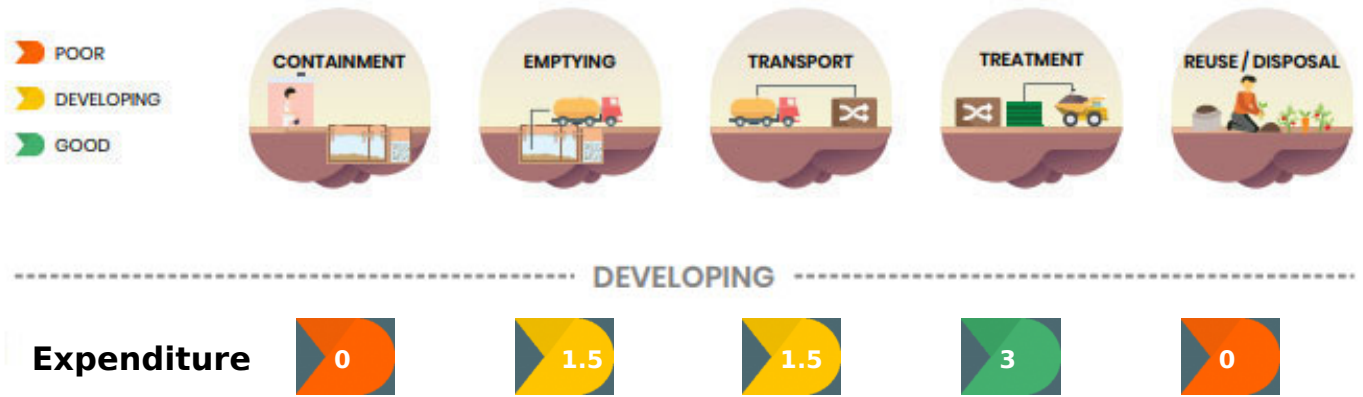
- Though legal and regulatory mechanisms exist in your city, it is important to operationalize them effectively. Educate and encourage the ground officers about the pros of effectively operationalizing legal and regulatory systems in the city. **(Transport|Treatment)**
- Legal and regulatory mechanisms are the backbone for successful FSM implementation in cities. It is recommended that your city should take efforts to establish appropriate legal and regulatory mechanisms. **(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|Treatment|Reuse/Disposal)**
- Great to learn that the city has defined service targets as part of the FSM service chain in the development plan that is adopted at the city level **(Emptying|Transport)**
- Great to learn that the city has FSM incorporated into an approved investment plan that covers all aspects of project lifecycle including HR investment plan, TA, capacity building, etc. **(Containment|Reuse/Disposal)**
- Though FSM investment plan exists, it is important to comprehensively cover all aspects of FSM implementation such as HR needs, TA needs, etc. **(Emptying|Transport)**
- 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 **(Treatment)**



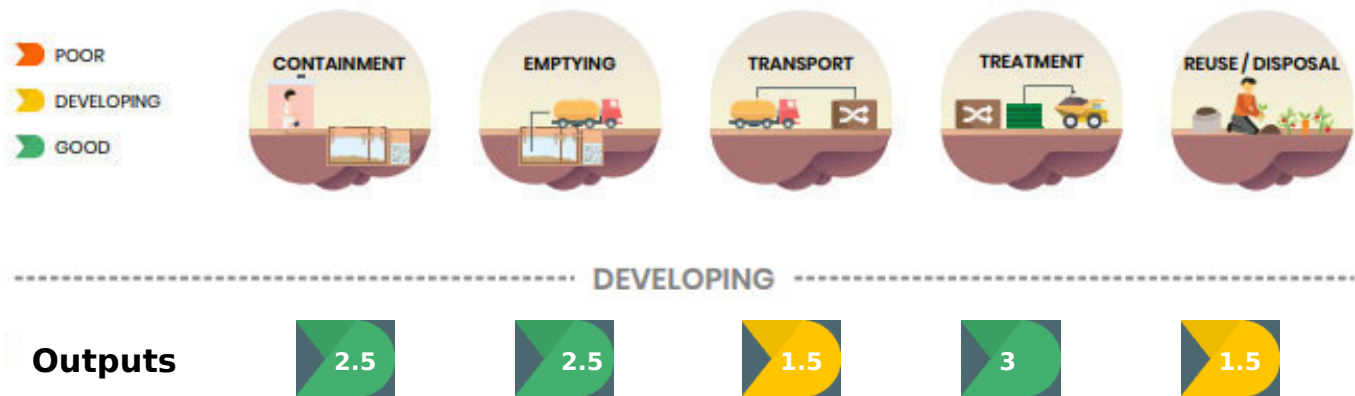
- The city must establish a process for coordinating investments from domestic and international donors, national grants, state budgets, donor loans, grants and others **(Containment)**
- The city must strengthen the process for coordinating investments from domestic and international donors, national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



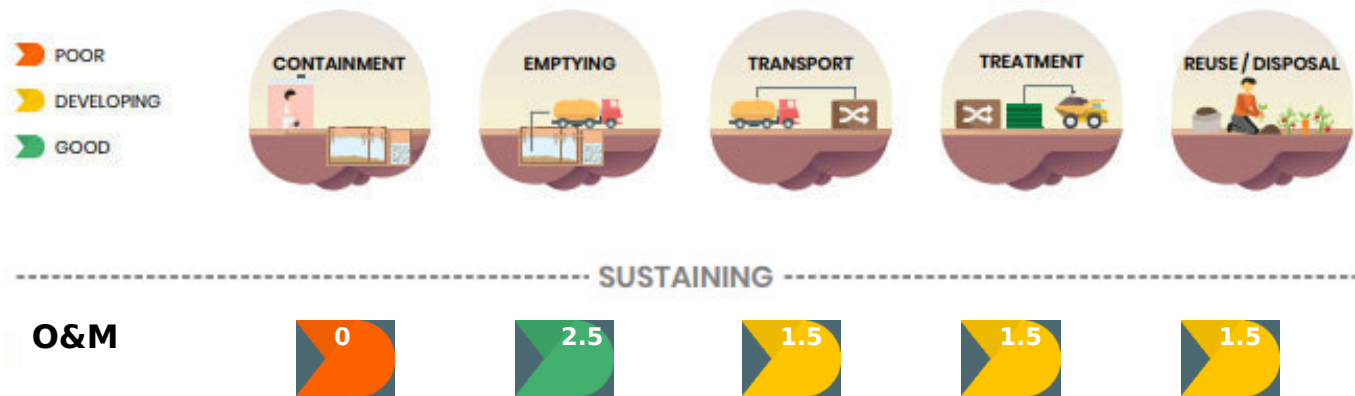
- The annual public financial commitments for fsm is insufficient to meet the service levels and needs for the city. The existing financial commitment meets less than 50% overall FSM requirement for the city. It is advised that the city attempts to mobilize funds from domestic and international donors, national grants, state budgets, donor loans, grants and others. **(Containment|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 just over 50% of 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. **(Emptying|Transport)**
- The annual public financial commitments for fsm is quite healthy to meet the service levels and needs for the city. The existing financial commitment meets over 75% of overall FSM requirement for the city. It is advised that the city attempts to mobilize gap funds from domestic and international donors, national grants, state budgets, donor loans, grants or engage the private sector through PPP mode. **(Treatment)**



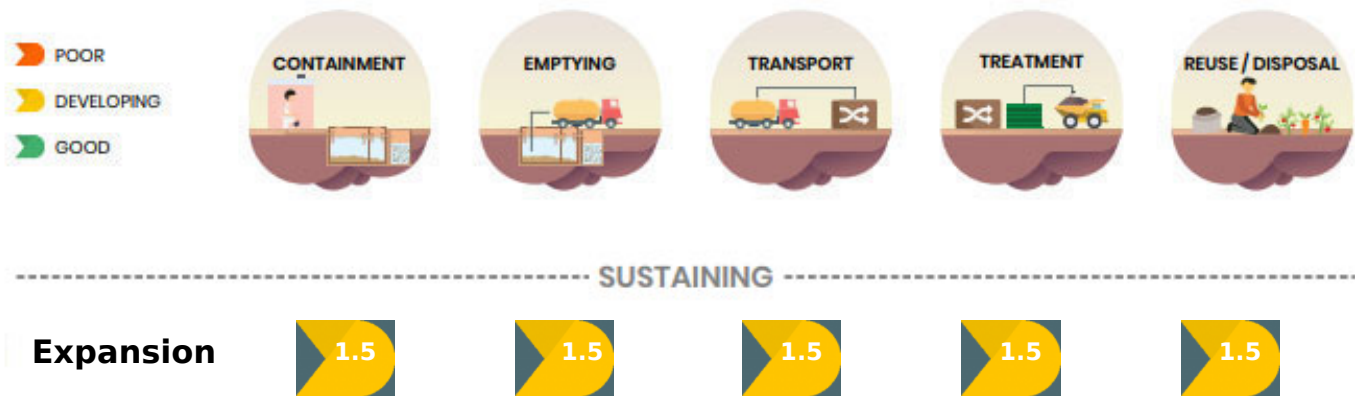
- Great to learn that the city has sufficient technology options, especially to meet the needs of the urban poor **(Containment|Treatment)**
- The technology options are not sufficiently available in the city. The city needs to encourage private sector to research / develop / make available technologies that meets the needs of the urban poor **(Emptying|Reuse/Disposal)**
- 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 **(Transport)**
- Though there are adequate funds arranged according to the plan, measures must be taken to actually implement and reduce inequalities in the city, specifically for the urban poor **(Containment|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 **(Emptying|Treatment)**
- Great to learn that the city has adequate funds, plans and measures to reduce inequities by serving FSM to all users, specifically to the urban poor **(Transport)**



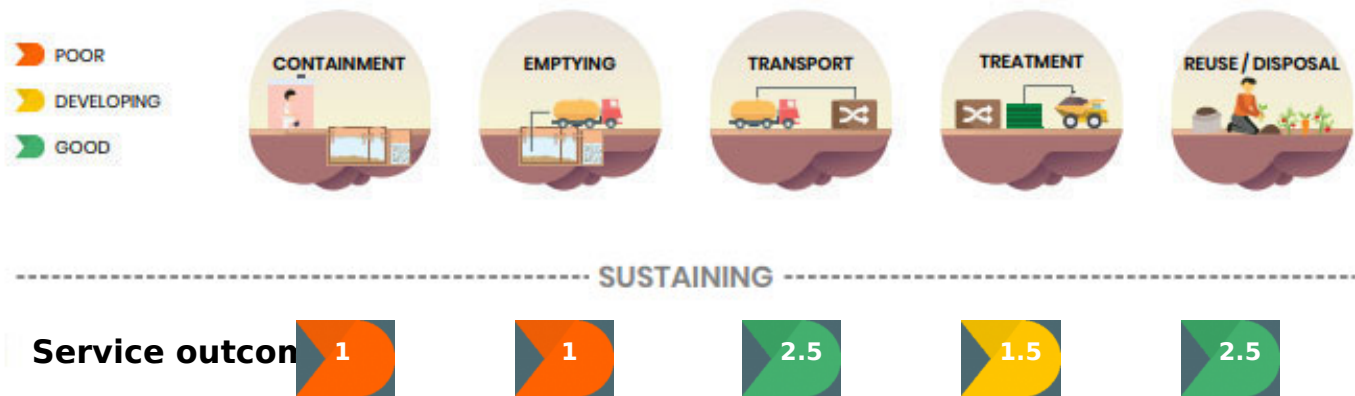
- Great to learn that the the capacity of the FSM players / infrastructure in CityName is growing at a good pace (over 75% growth) to meet the needs, demands and targets to protect the overall public and environmental health. The city can further encourage players to build capacities / mobilize investments / seek VGF / encourage PPP to improve the overally quality of FSM service delivery in the city. **(Containment|Emptying|Treatment)**
- The capacity of the FSM players / infrastructure is partially growing at a decent pace (just over 50% growth) to meet the needs, demands and targets to protect the overall public and environmental health. The city must further encourage players to build capacities / mobilize investments / seek VGF / encourage PPP to improve the overally quality of FSM service delivery in the city. **(Transport)**
- 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 **(Reuse/Disposal)**
- The quality of FSM is insufficient, just greater 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)**
- Great to learn that the quality of FSM is quite sufficient, just greater than 75% of services are adequate to meet the public health standards. Cities must revisit their service delivery value chain to improve the overall quality of services. **(Treatment)**
- Though there are adequate funds arranged according to the plan, measures must be taken to actually implement and reduce inequalities in the city, specifically for the urban poor **(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)**
- Great to learn that over 75% 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. **(Emptying|Transport)**
- Just over 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. **(Treatment|Reuse/Disposal)**
- 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. **(Containment|Transport)**
- 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. **(Emptying|Treatment|Reuse/Disposal)**

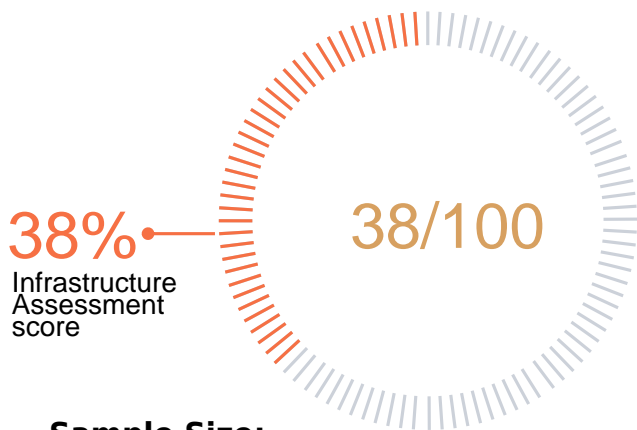


- Though city has taken effort to increase the overall FSM demand, it is learnt that the demand has not increased quite significantly. The city should build capacities of the service providers and develop targetted IEC strategies for improving the overall demand for FSM services in the city **(Containment|Treatment|Reuse/Disposal)**
- 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 **(Emptying)**
- Great to learn that the city taken adequate effort to increase the overall demand for FSM services and this has resulted to a constant growth in demand. **(Transport)**
- 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|Treatment|Reuse/Disposal)**
- Great to learn that the programs and measures to strengthen overall quality of service providers has been successfully implemented in the city. The entire value chain has been streamlined, the sector is highly organized and is constantly expanding over years. **(Emptying)**
- The city should focus on overall sector development by establishing programs to strengthen the quality of service providers, structure in their day to day operations and develop a roadmap for comprehensive growth / expansion over years **(Transport)**



- Just over 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)**
- Just over 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)**
- Over 75% 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)**
- Just over 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)**
- Just over 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)**
- FSM systems and services are little available 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. **(Transport|Treatment)**
- FSM systems and services are very well available to low-income communities in the city. **(Reuse/Disposal)**

Infrastructure Assessment



50,000 Households

2,000 Commercial

1,000 Institutional

500 Industrial

30 Community Toilets

40 Public Toilets

Sample Size:

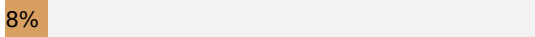
The FSM Pro assessment was conducted in Khulna with a city level sampled population. The sample was calculated with a confidence level of 95%. The table shown below is the sample size that was covered for arriving at the assessment report.



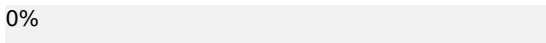
Access to Toilets

Households

HHs with access to individual toilet



HHs with access to community toilet



HHs with no access to toilet

99%

Access to toilet by households

Of the 50,000 households in the city, about 8% of households have access to household toilet facilities. 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.](#)

CII Buildings

Buildings with access to toilet within the premise

14%

Buildings with access to toilet outside the premise

9%

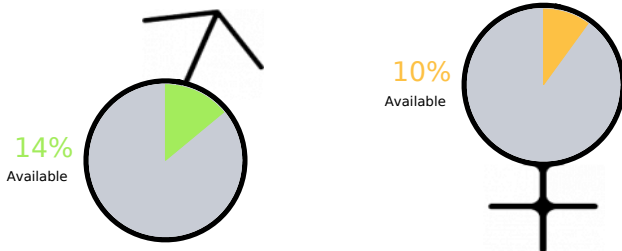
Buildings with no access to toilet

0%

Access to toilet by CII buildings in the city. The commercial establishments, institutions and industrial properties are together classified as CII buildings. There are a total of 501 properties in this category in the city of Khulna. It is great to learn that 14% of buildings have access to toilet within the premise. It is also great to learn that 9% of buildings have access to toilet outside the premise. It is important for city governments to take initiative to improve the coverage of toilets across the city.



Adequacy of Public Toilets (in the)



Public Toilets It is interesting to learn that city of Khulna do not have adequate toilet seats for men and women in public areas of the city. The coverage of public toilets for men is about 14% and 10% for women respectively. It is important for city governments to take initiative to improve the coverage of public 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.*

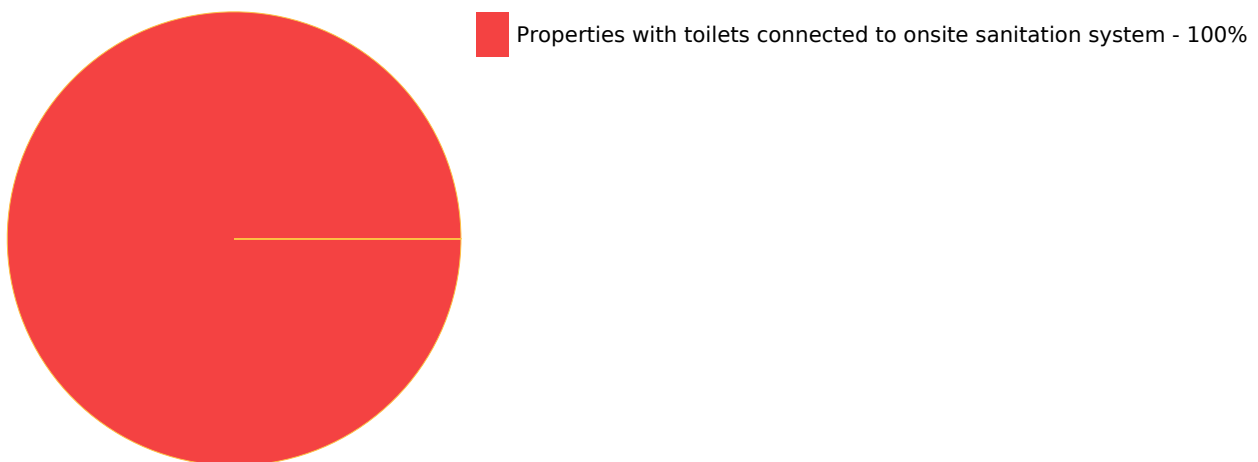
FSM Toolbox has dedicated planning modules to assist you in planning total number of public toilet seats required by geography, type of toilet user interface and onsite sanitation system technology relevant by geography in your city. [Learn more.](#)

Onsite Vs Offsite Systems

Of all the existing properties in the city with toilet facilities (including public and community toilets), 100% of toilets are connected to onsite sanitation systems.

OSS Characteristics

The graph shown here describes the overall distribution of types of onsite sanitation systems (OSS) in the city.



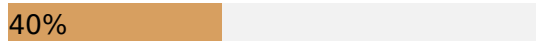


About 62% of Onsite Sanitation Systems in properties in the city have been emptied at least once. About 38% of OSS have not been emptied even once since the time of construction. These OSSs have a great risk of seepage over years and hence act as a risk factor, polluting the ground water table of the city. The local authority should take appropriate measures to ensure timely desludging of such OSSs in the city. [Learn more.](#)

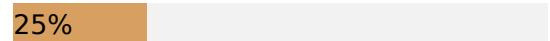


Accessibility of containment systems easily by road (greater than 3m)

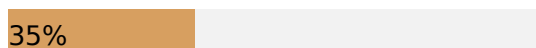
HHS (with containment systems) that can be accessible by road of width greater than 3m - 40%



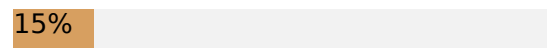
Community toilets (with containment systems) that can be accessible by road of width greater than - 25%



Commercial, institutional and industrial buildings (with containment systems) that can be accessible by road of width greater than 3m - 35%



What is the percentage of public toilets (with containment systems) that can be accessible by road of width greater than 3m? - 15%



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



Adequacy of desludging vehicles and operators in the city

Inadequate

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 only 56% of emptied faecal sludge reaches the treatment plant in the neighbourhood. The city government should take adequate steps to administer that all of the emptied faecal sludge treatment reaches the treatment unit in a timely manner.

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.](#)



Presence of treatment systems in and around the city

It is great to learn that the City of Khulna meets the output effluent and biosolids standards in the treatment plants installed in the city neighbourhood.

FSM Toolbox has dedicated modules to assist you in developing vehicle procurement plan to meet future demand. [Learn more.](#)



35 % of treated wastewater and 45 % 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.