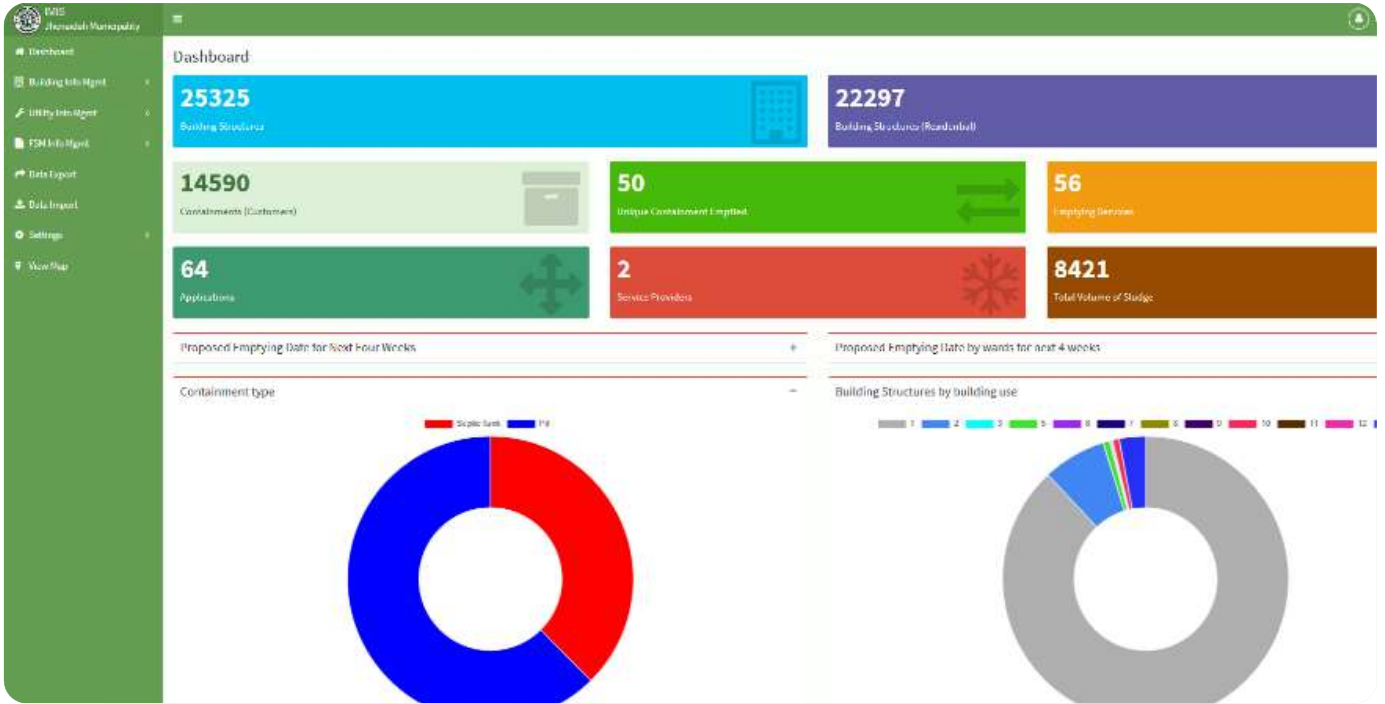
Integrated Municipal Information System (IMIS)

A Tool for planning and monitoring urban services



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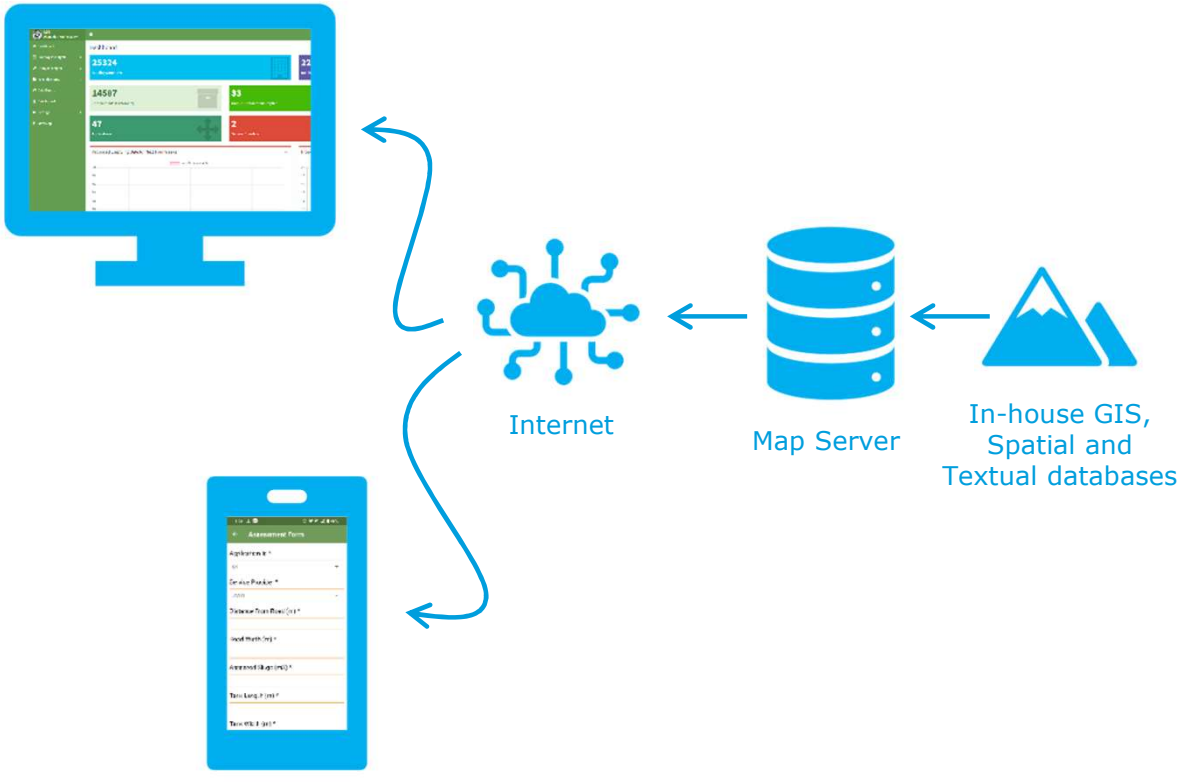
What is IMIS?

A **web GIS-based information system** which enables information-based decision making and planning for municipal services.

A useful management system for **government, utilities, and service provers that is** in line with smart city initiatives.



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How IMIS can help municipalities?

Payment status (holding tax, water, waste).

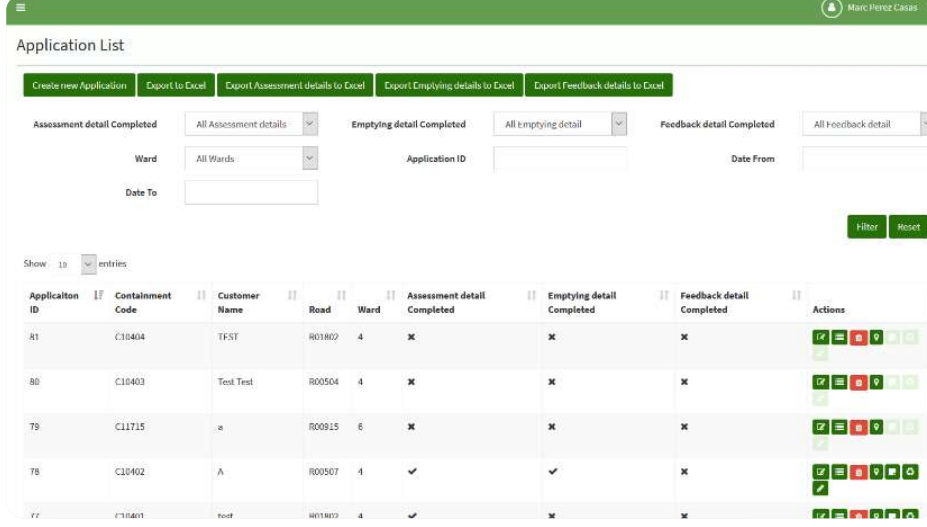
Manage service delivery (FSM/sewer):

- Applications requests.
- Services provided per ward, year, type.
- Customer feedback.
- Faecal Sludge collection and disposal.

Monitor Key Performance Indicators.

Updated GIS database (mobile Apps).

- Buildings' footprint.
- Containments.



- Plan block/scheduled FSM services:
  - Based on demand or containment situation.
- Plan Infrastructure Investment
  - Real-time picture of the city in many sector.
- Link/visualise external databases:
  - Health system (outbreaks)
  - Emergency response system
  - KWASA/KDA

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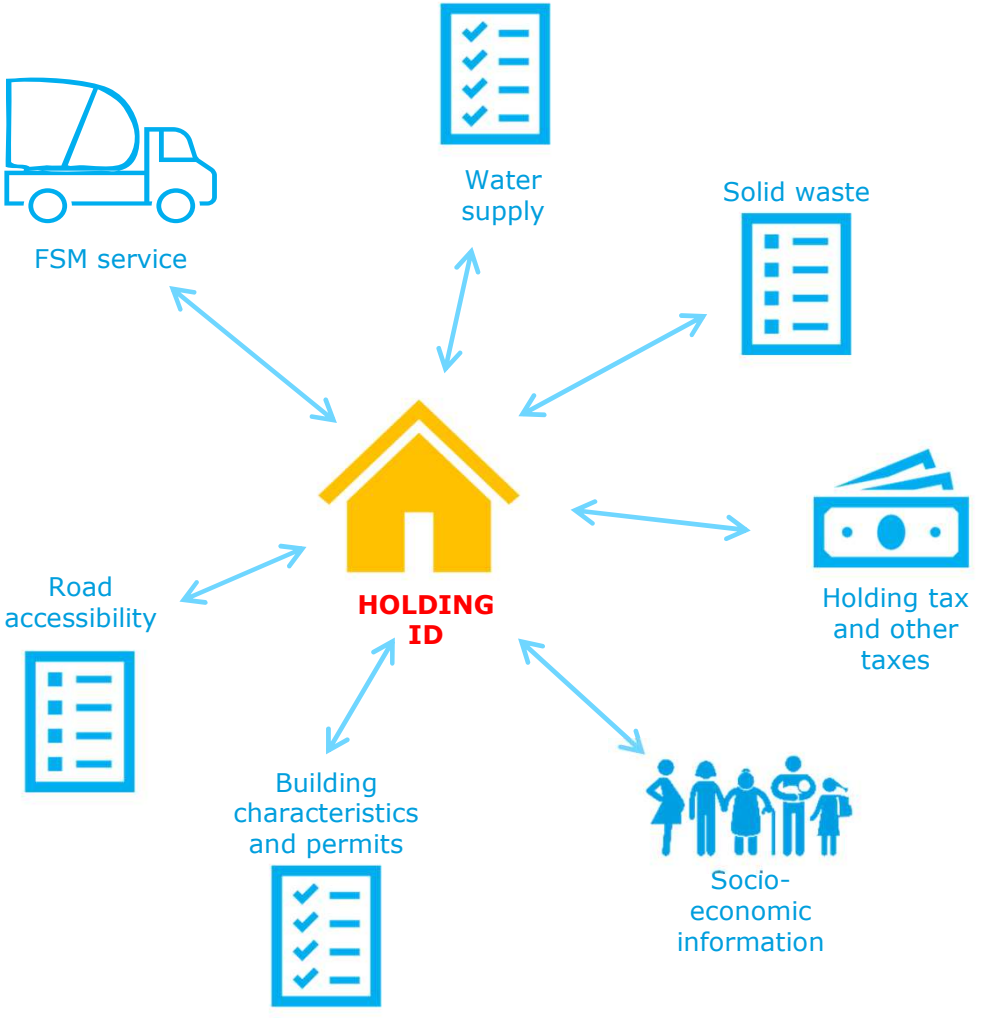
One platform that links up multiple services info to residents' holding ID



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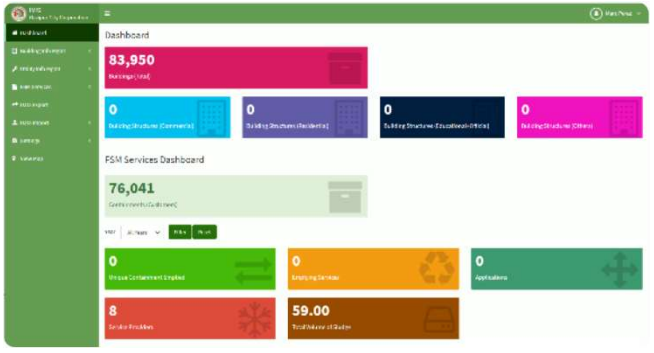
Key functions

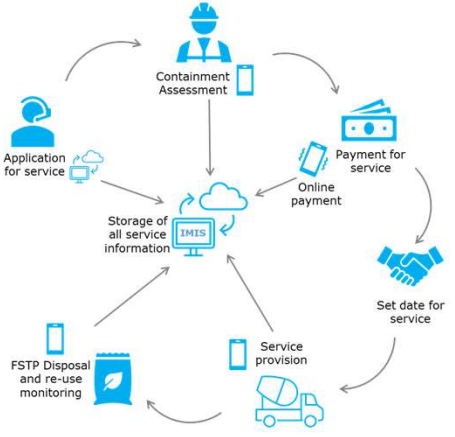


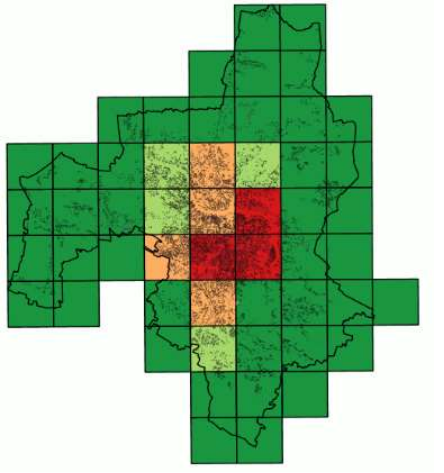
Reporting

Dashboard

Managing

the services





GIS analysis

Planning and decision-making

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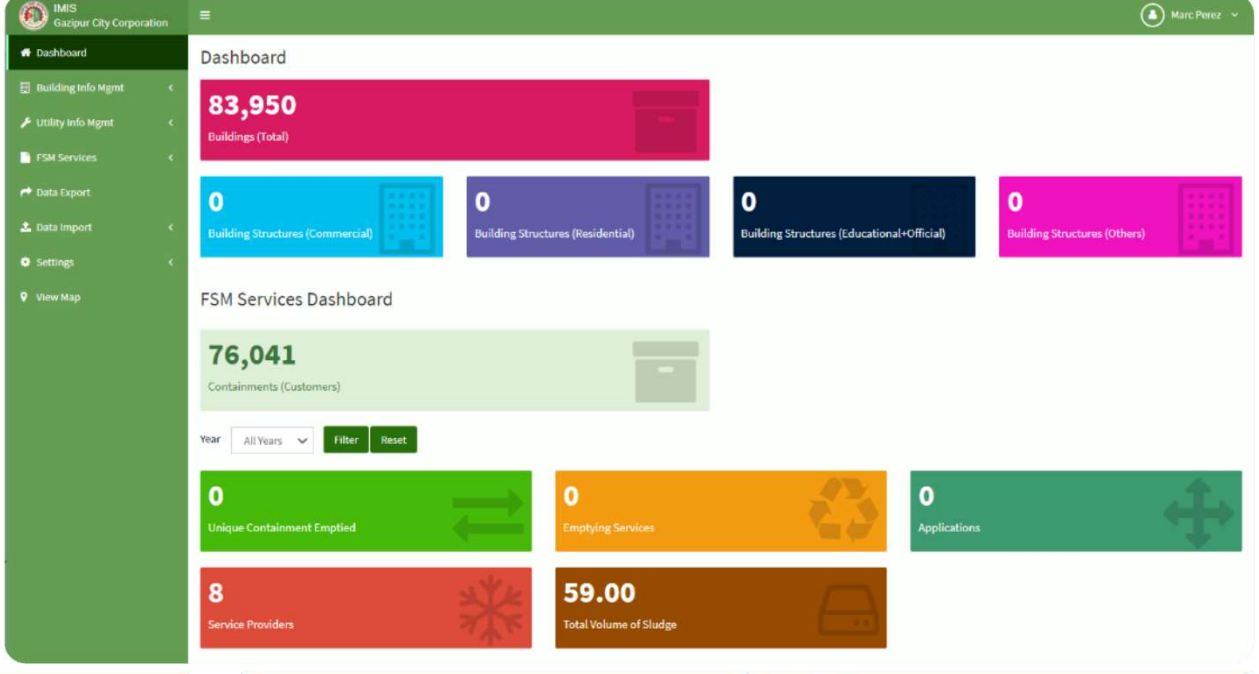
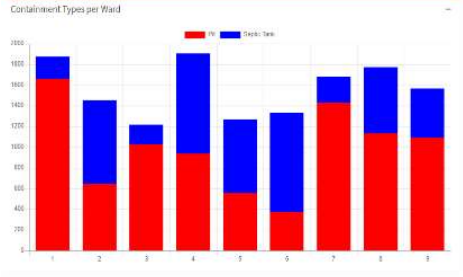
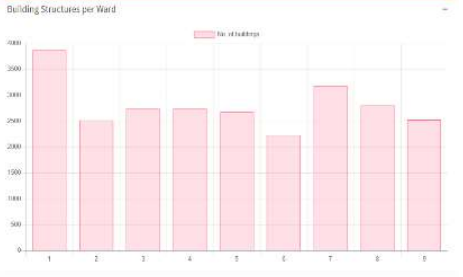
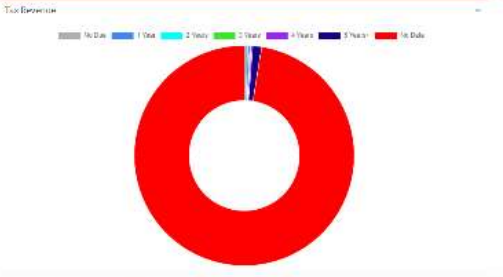
Reporting

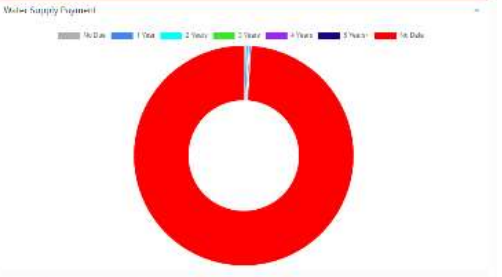
using a powerful Dashboard for real-time status of services

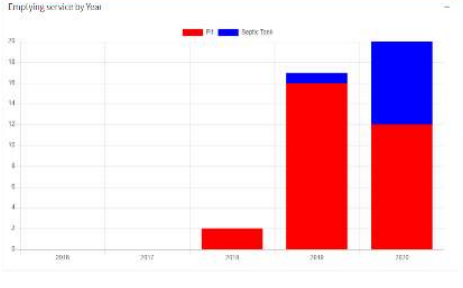


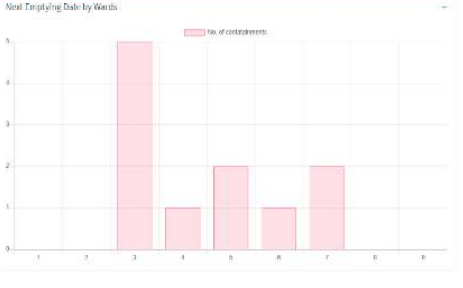


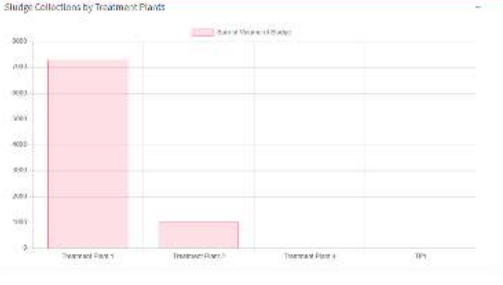


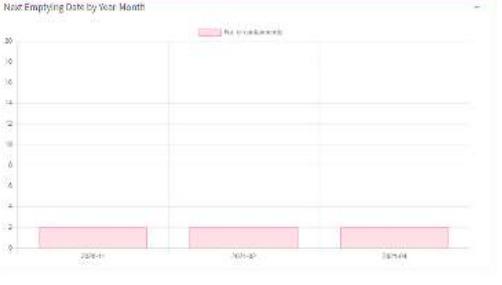












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Managing services

Web-based App (IMIS)

for desk office work

Mobile Apps

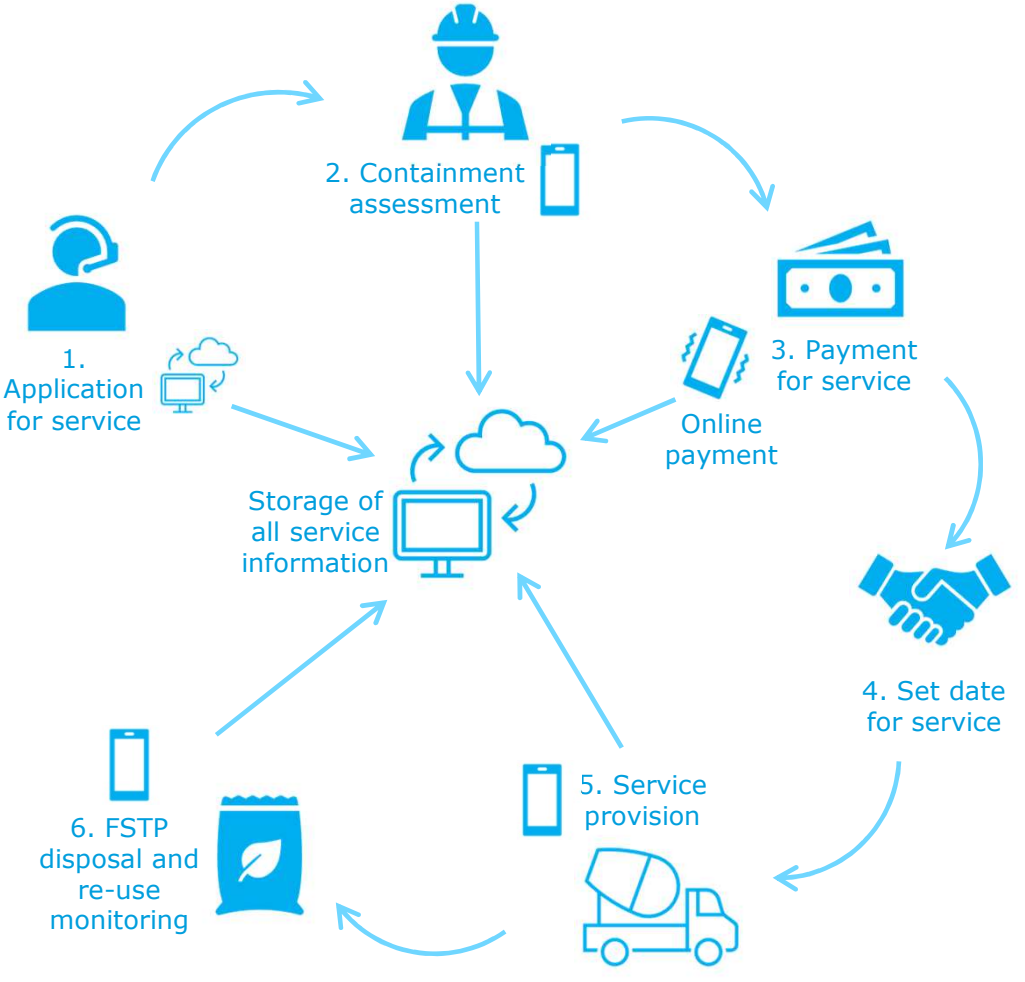
for field assessment, survey and service delivery

External interfaces

For online payment or linking up to local or national databases

Process

Delivering an FSM service



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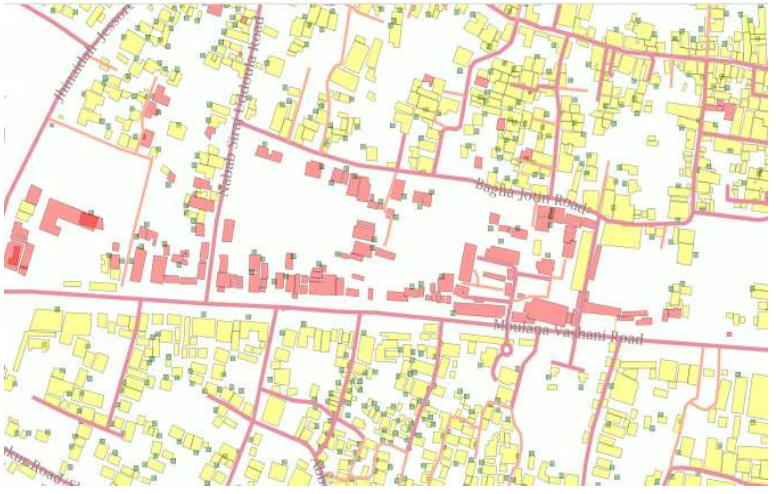
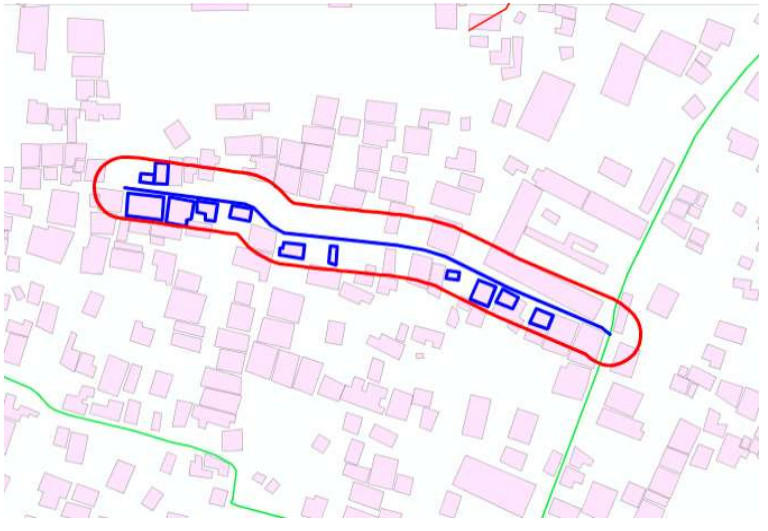
GIS analysis

Accurate info to better plan services and Infrastructure development



Water Supply connection status



Potential buildings to get connected to a selected drain

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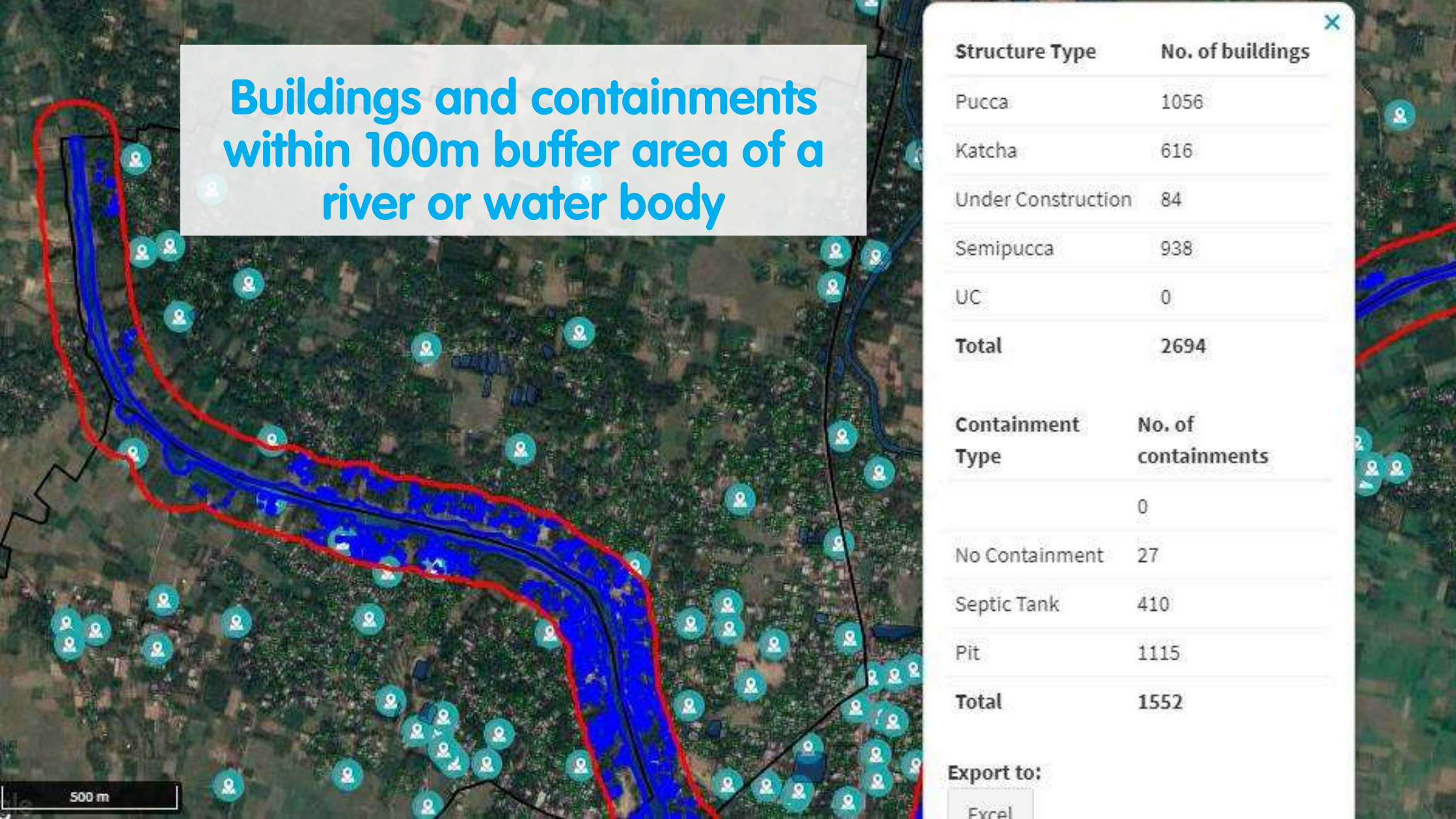
Buildings and containments within 100m buffer area of a river or water body



Structure Type	No. of buildings
Pucca	1056
Katcha	616
Under Construction	84
Semipucca	938
UC	0
Total	**2694**

Containment Type	No. of containments
	0
No Containment	27
Septic Tank	410
Pit	1115
Total	**1552**

Export to:

Excel

IMIS development stages

GIS Data Creation

- Collection of available GIS data
- Gap analysis
- Digitization of missing data layers using high resolution satellite image
- Field verification and establishment of base GIS database

(3 Months)

Survey & Attribute Data Creation

- Collect available attribute data and integrate with GIS data
- Gap analysis
- Conduct survey for attribute information of buildings, containments, utilities, etc of ULB
- Establish attribute database

(3-4 Months)

IMIS Customization & Setup

- Analyze the system's functional requirements including value added functionalities
- Analyze the ULB's policy guidelines and business process
- System customization and set up in the ULB's server

(3 Weeks)

Data Migration

- Migration of the Data in the Server and make system ready for training

(1 Week)

Training & Launching

- Conduct Hands on training for operation to relevant departments
- Get feedback from trainees and update the system accordingly
- Prepare sustainability plan for system implementation
- Launch the system

(2 Weeks)

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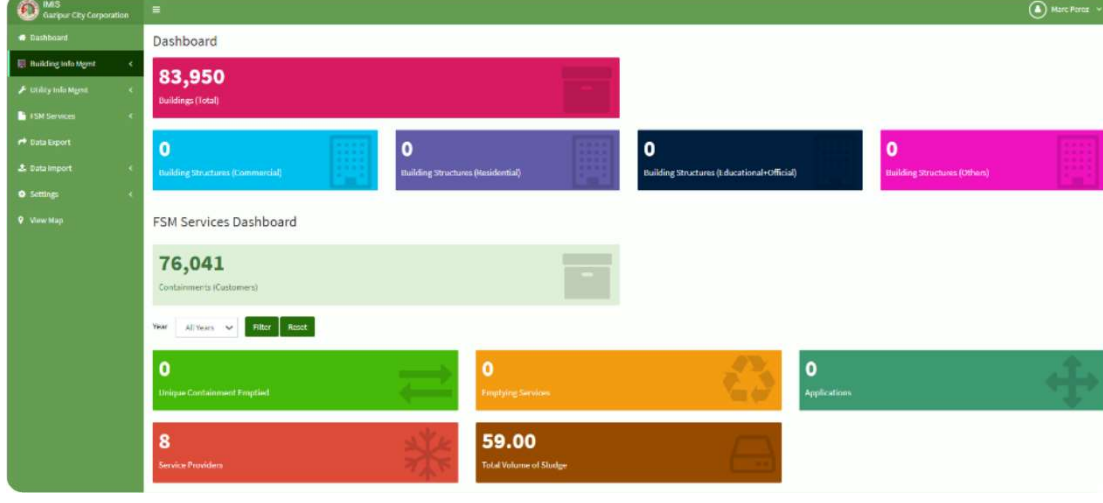
* Source: Innovative Solution Pvt.

Jhenaidah's IMIS



Coverage 27,047 buildings

20,016 containments (septic tanks and pit latrines)

Features **FSM services**, holding tax

Layers Buildings, roads, drains, containments, water bodies, boundaries, FSTP

Users Paurashava: monitor, report and analysis
AID Foundation: FSM service, customer database (2017), IMIS (Jan 2021)

Status Launched and trained staff end 2019 & 2020
City residents' holding ID linked to building outline

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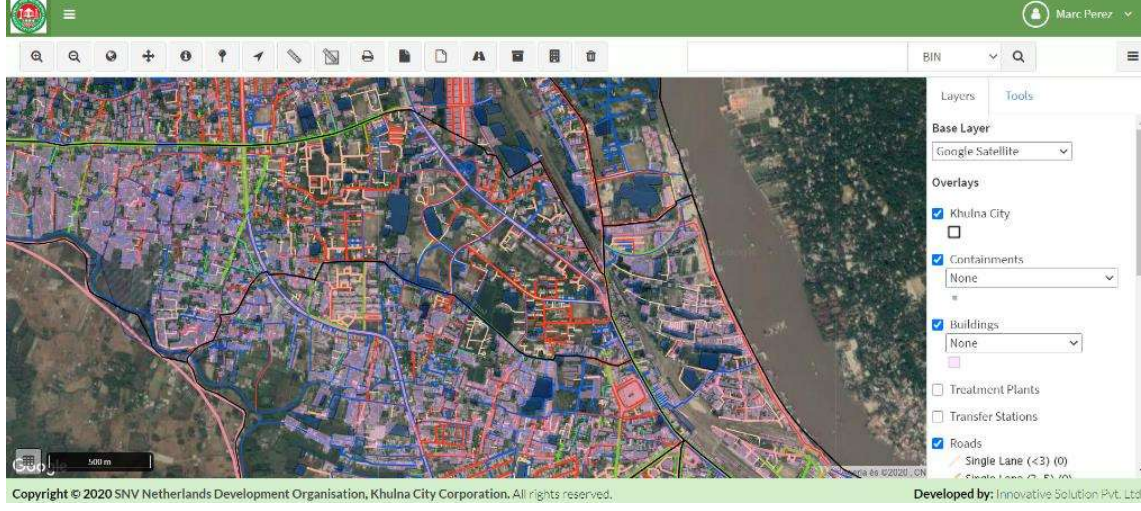
Khulna's IMIS



Coverage

156,052 Buildings

67,330 containments (septic tanks and pit latrines)

Features

FSM services, holding tax, trade license

Layers

Buildings, roads, drains, containments, water bodies, water logging areas, informal settlements, boundaries, FSTP

Users

Conservancy department: FSM services
Tax department: Holding tax and trade license

Status

Training in 2021, ready for official launch in 2021
Introduced Holding tax calculation and trade license in 2021

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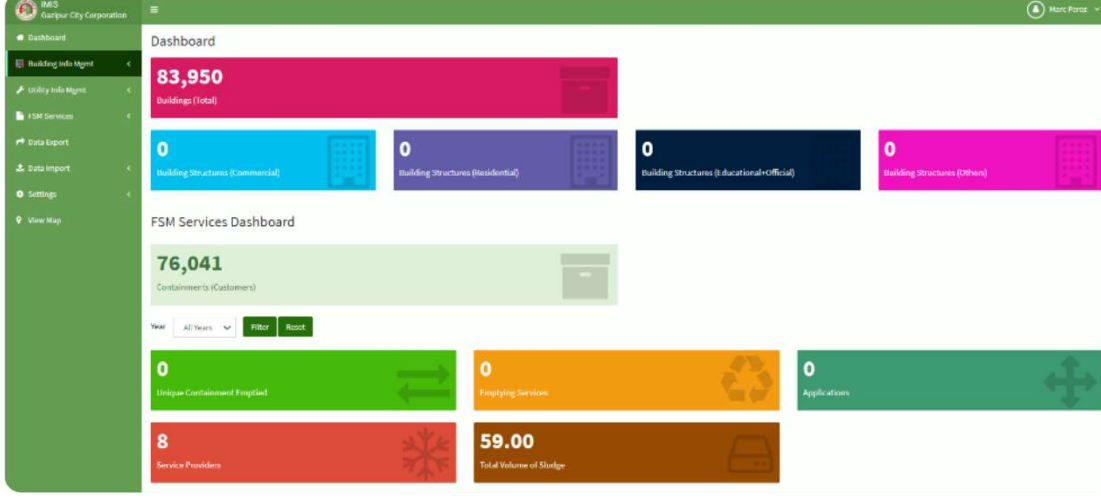
Gazipur's IMIS



Coverage — **83,950** (Zone 1) + **48,393** (Zone 4) Buildings

Containments in-build into building (septic tanks and pit latrines)

Features — **FSM** services, **sewer** system, **holding** tax, **water** supply

Layers — Buildings, roads, drains, water bodies, boundaries, water connections

Users — Conservancy department (new PPP): FSM services and sewer
Tax department: Holding tax
Water department: Water supply service

Status — Developed for Zone 1; Ongoing data collection Zone 4 (**2030WRG/SNV**)

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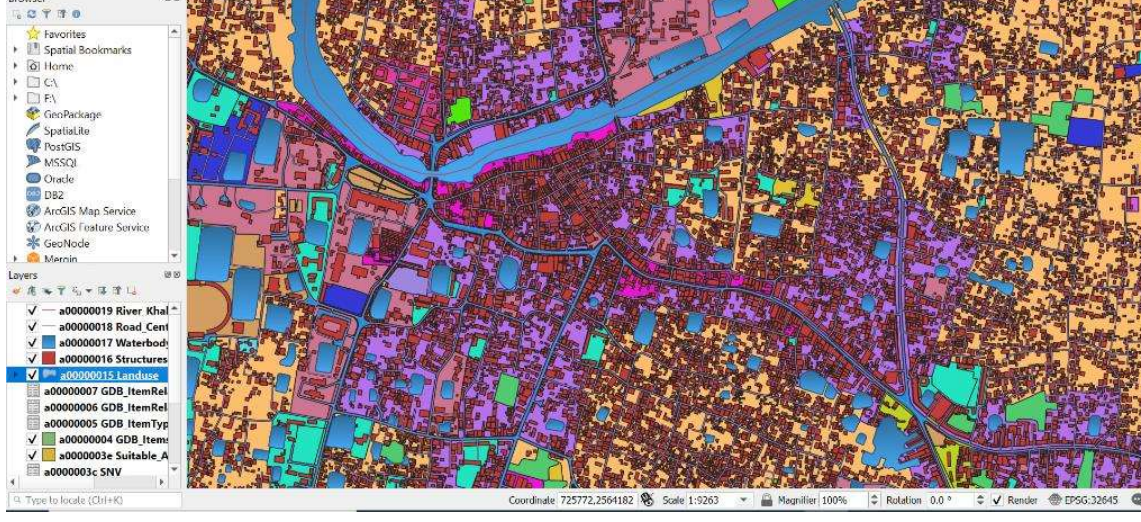
Jashore's IMIS



Coverage
43,358 buildings

5,200 containments (only ward 5)

Features
FSM services, holding tax

Layers
Buildings, roads, drains, containments, water bodies, boundaries, FSTP, Informal settlements

Users
Conservancy department (new PPP): FSM services
Tax department: Holding tax

Status
Pending final customisation and training
Planned containment data collection in rest of the city

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Challenges

Data collection practices

- Not comprehensive enough.
- Not updated on time.
- Unwillingness to share data.

Holding ID

- Holding nomenclator.
- Not linked to roads.

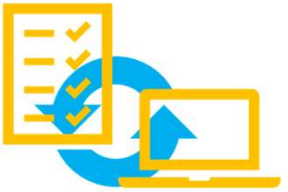
Systems' change

- Adopting changes in internal processes and systems.

Hosting data

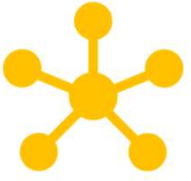
- National Data Centre - government services.
- Huge amounts need to be paid.
- Needed Government support

Potential new features



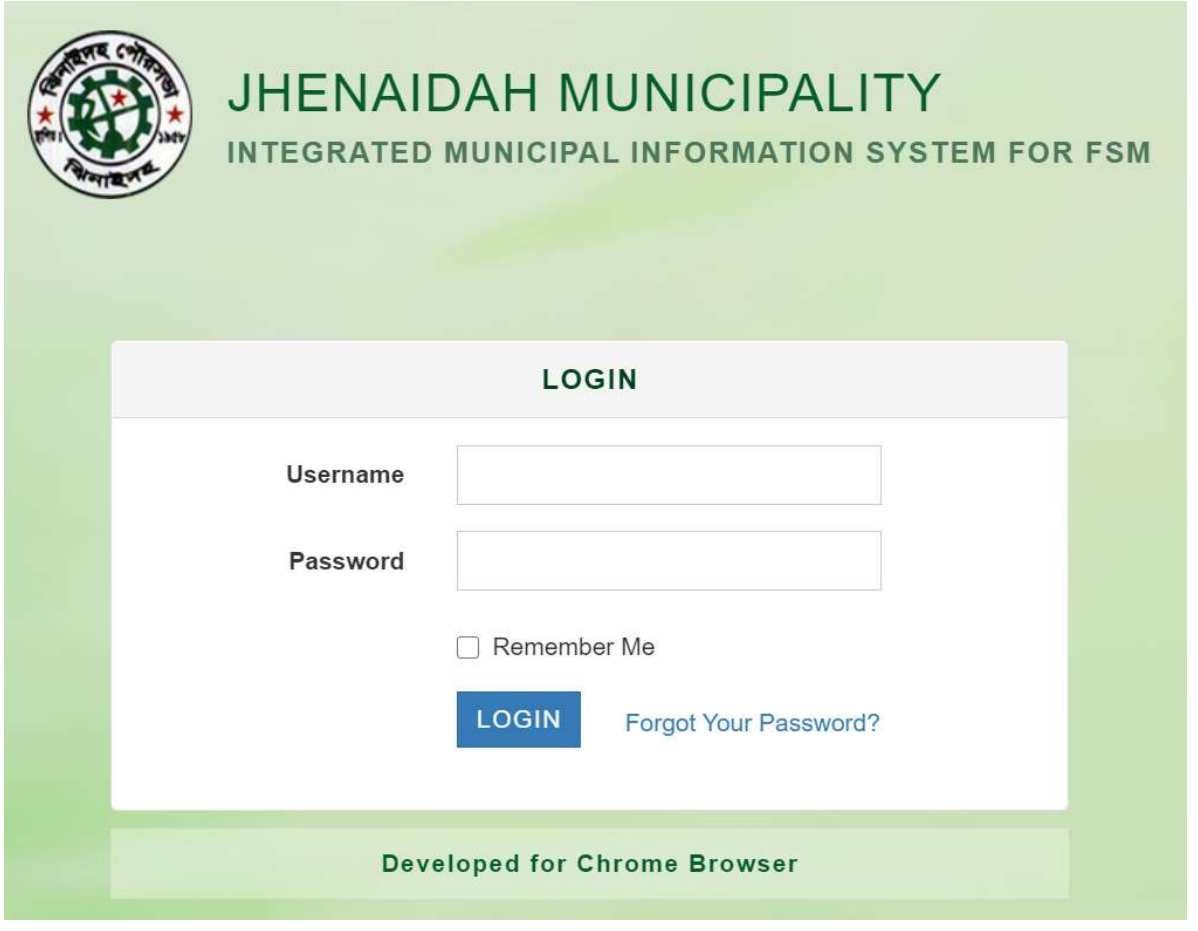
Share common databases within a city

Online payments



Link to national databases

Let's log into IMIS…



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Thanks

IMIS:
Strengthening local governments' capacities

For more information, read: https://snv.org/update/imis-improving-municipal-led-fsm-service-efficiency-and-accountability

Contact: Marc Pérez Casas, mcasas@snv.org
Shahidul Islam, shahidulislam@snv.org