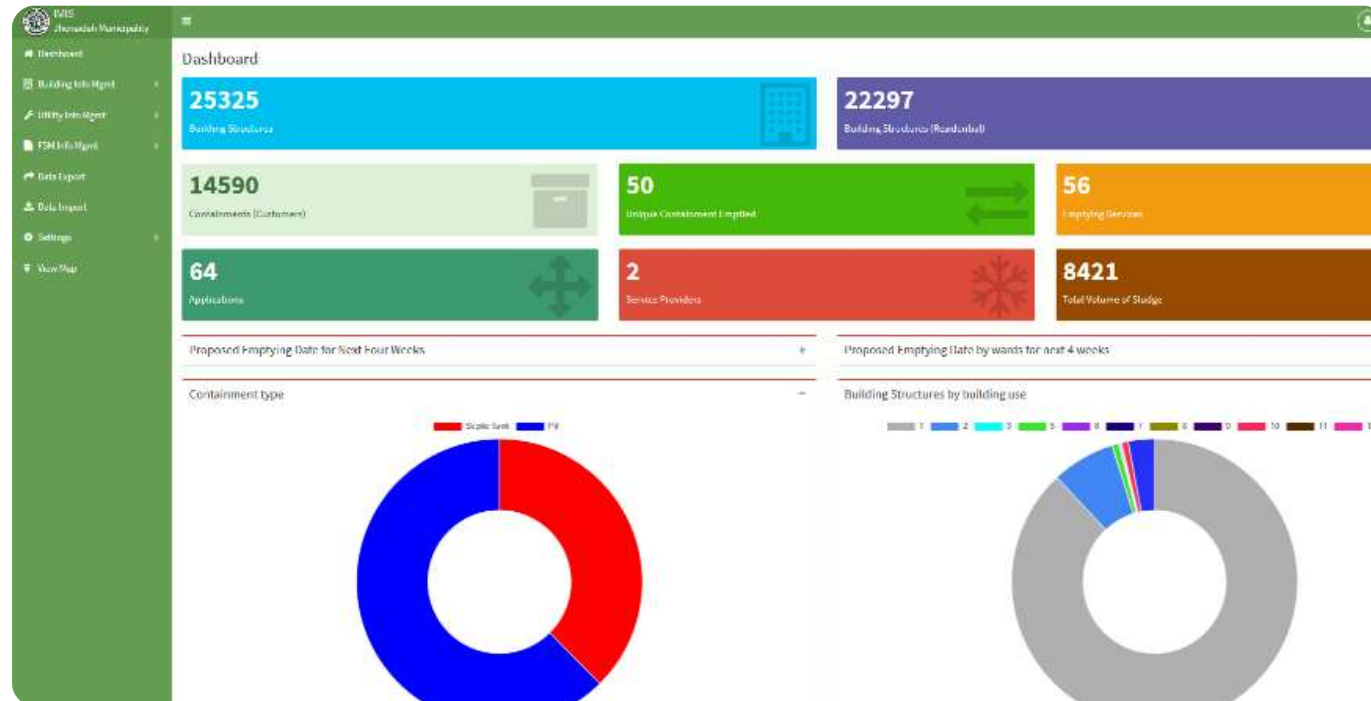


# Integrated Municipal Information System (IMIS)

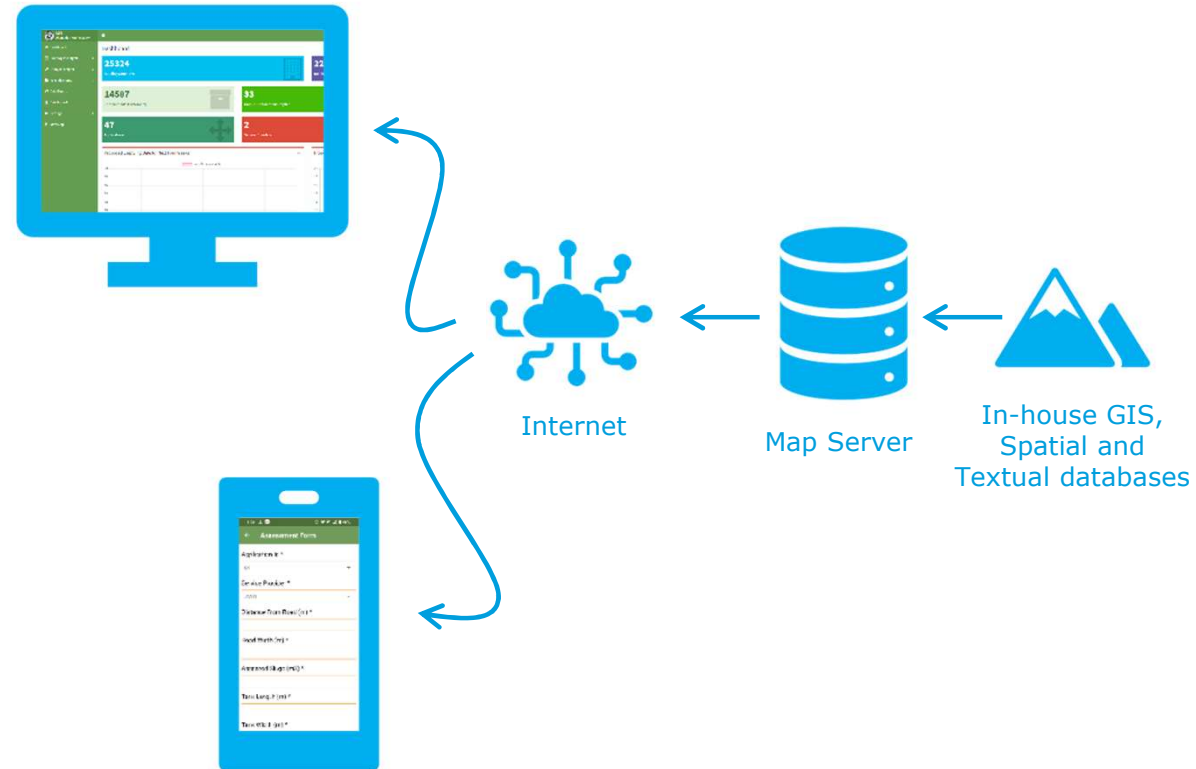
A Tool for planning and monitoring urban services



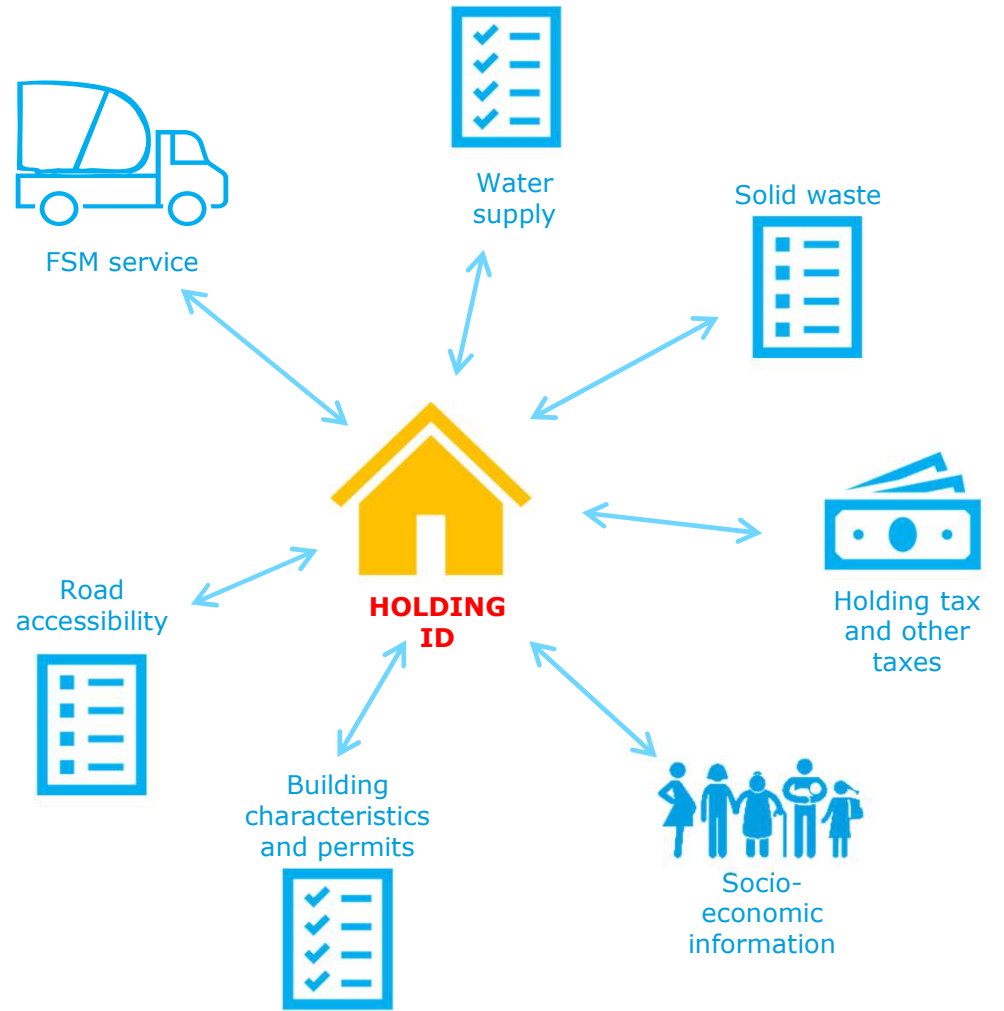
# What is IMIS?

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

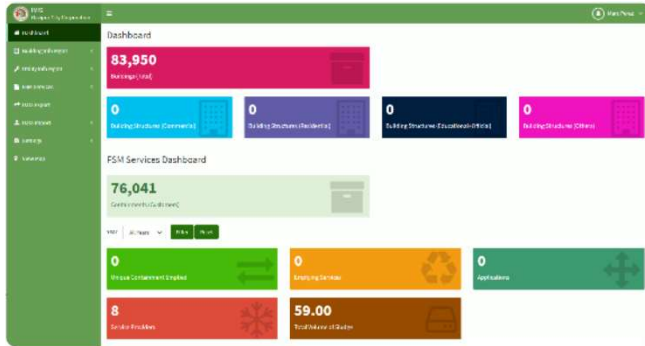
A useful management system for **government, utilities, and service providers** that is in line with smart city initiatives.



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

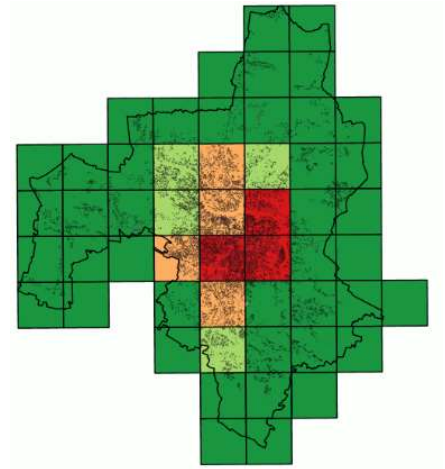
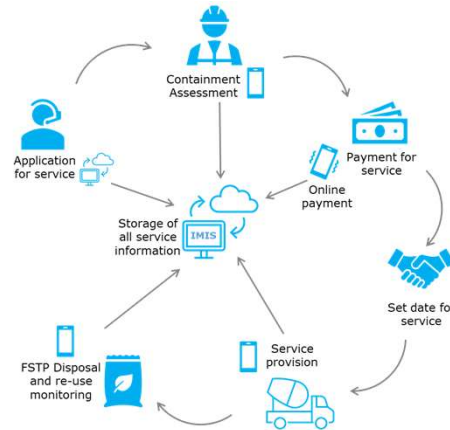


# Key functions



## Reporting Dashboard

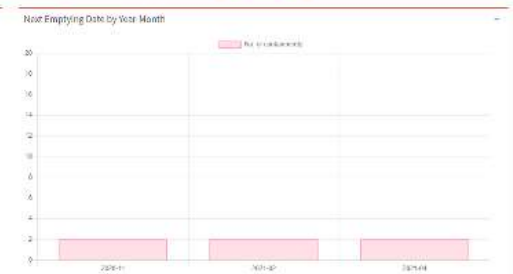
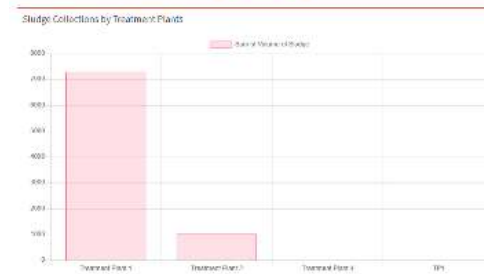
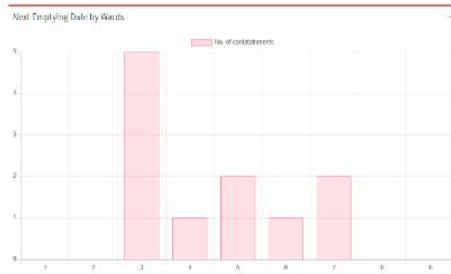
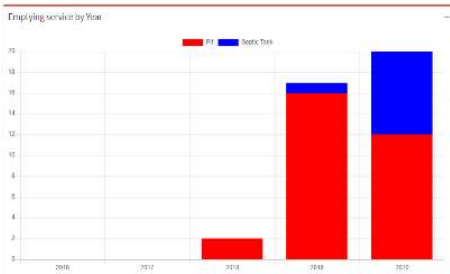
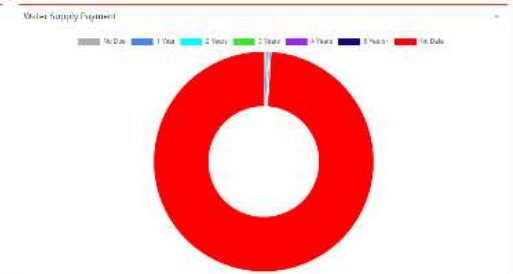
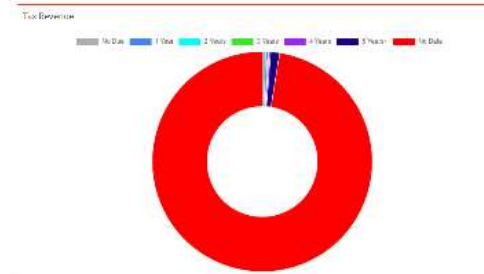
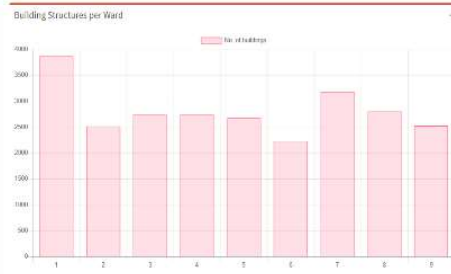
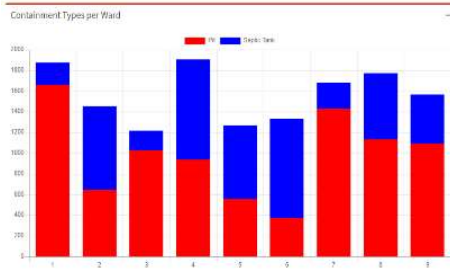
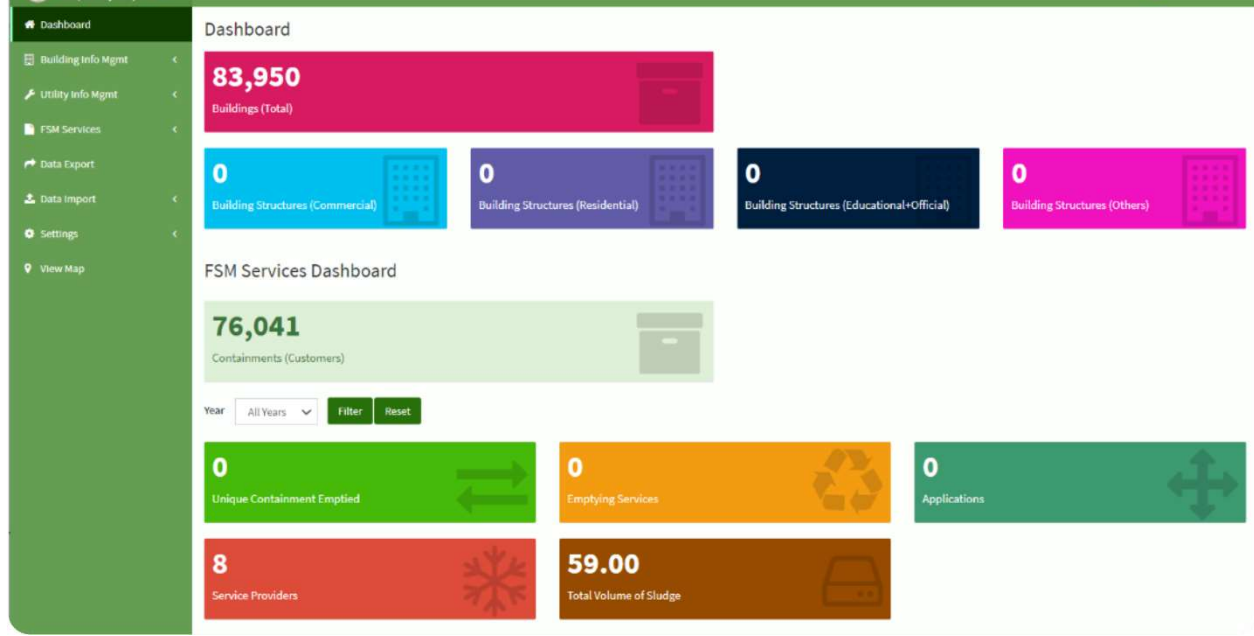
## Managing the services



## GIS analysis Planning and decision-making

# Reporting

using a powerful  
Dashboard for real-time  
status of services



# Reporting

## Key Performance Indicators (KPI)

### FSM Key Performance Indicators (KPI)

Year



to improve efficiency, monitor  
service and accountability

# Managing services



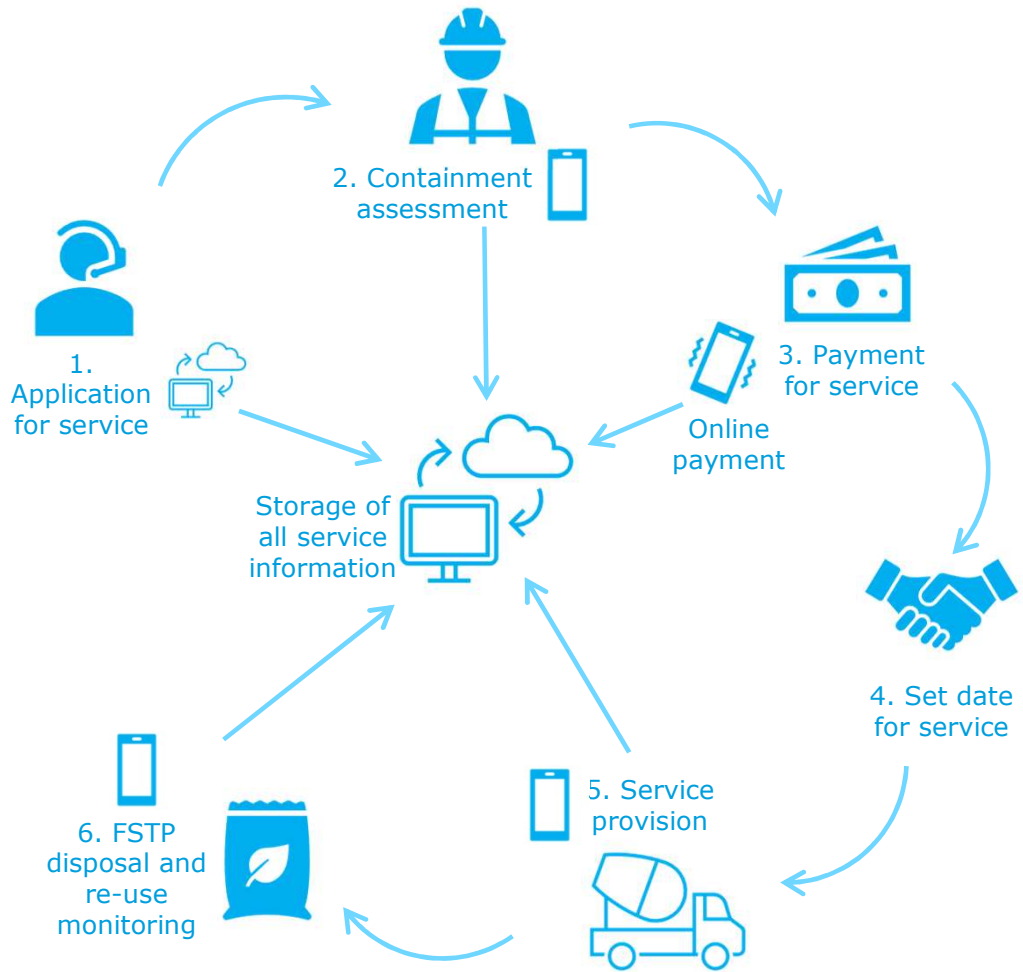
**Web-based App (IMIS)**  
for desk office work

**Mobile Apps**  
for field assessment, survey  
and service delivery

**External interfaces**  
Linking up to local or  
national databases

**Online payments**

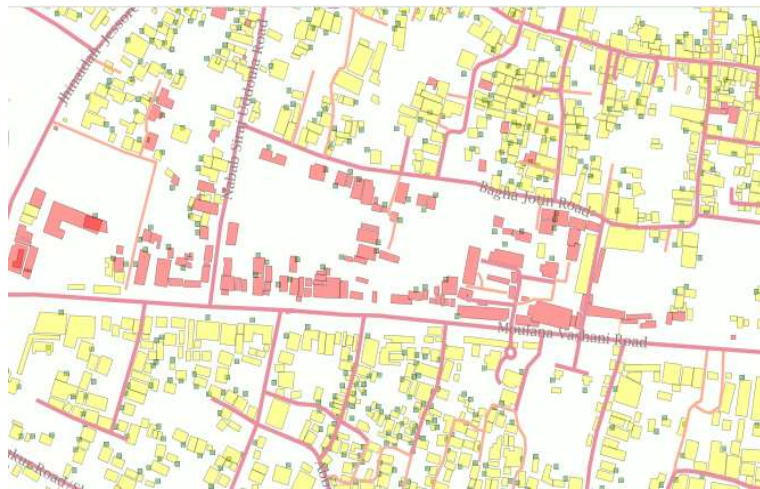
# Managing Digitilised Service Delivery process of FSM service





# GIS analysis

Accurate info  
to better plan  
services and  
Infrastructure  
development



Water Supply  
connection  
status



Potential buildings  
to get connected  
to a selected  
drain

# GIS analysis

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 |
|----|---|

|              |             |
|--------------|-------------|
| <b>Total</b> | <b>2694</b> |
|--------------|-------------|

| Containment Type | No. of containments |
|------------------|---------------------|
|------------------|---------------------|

|  |   |
|--|---|
|  | 0 |
|--|---|

|                |    |
|----------------|----|
| No Containment | 27 |
|----------------|----|

|             |     |
|-------------|-----|
| Septic Tank | 410 |
|-------------|-----|

|     |      |
|-----|------|
| Pit | 1115 |
|-----|------|

|              |             |
|--------------|-------------|
| <b>Total</b> | <b>1552</b> |
|--------------|-------------|

Export to:

Excel

500 m



## IMIS in Bangladesh

**2** City Corporations  
KHULNA  
GAZIPUR

**4** Municipalities  
JASHORE  
BENAPOLE  
JHENAIDAH  
KUSHTIA

**1** Water Supply and Sewerage Authority (WASA)  
KHULNA WASA

## Launched and in use

|              |  | KHULNA   | JASHORE                   | JHENAIDAH                 |
|--------------|--|----------|---------------------------|---------------------------|
| Buildings    |  | 156,052  | 43,358                    | 27,047                    |
| Containments |  | 67,330   | 5,200*                    | 20,016                    |
| FSM service  |  |          |                           |                           |
| Holding Tax  |  |          | Currently manually linked | Currently manually linked |
| Launching    |  | Oct 2021 | Sep 2021                  | Jan 2021                  |

\*Only in Ward 5

## Under development

|          | KWASA                              | GAZIPUR  |
|----------|------------------------------------|--|
| Coverage | 798 water connections<br>(Ward 22) | 149,146 Buildings<br>90,639 Containments<br>(Zone 1 & 4)   |
| Features | <br>Water supply                   | FSM service<br>Holding Tax<br>Water supply<br>Sewer system |
| Status   | Piloting<br>(one ward)             | Yet to launch  |

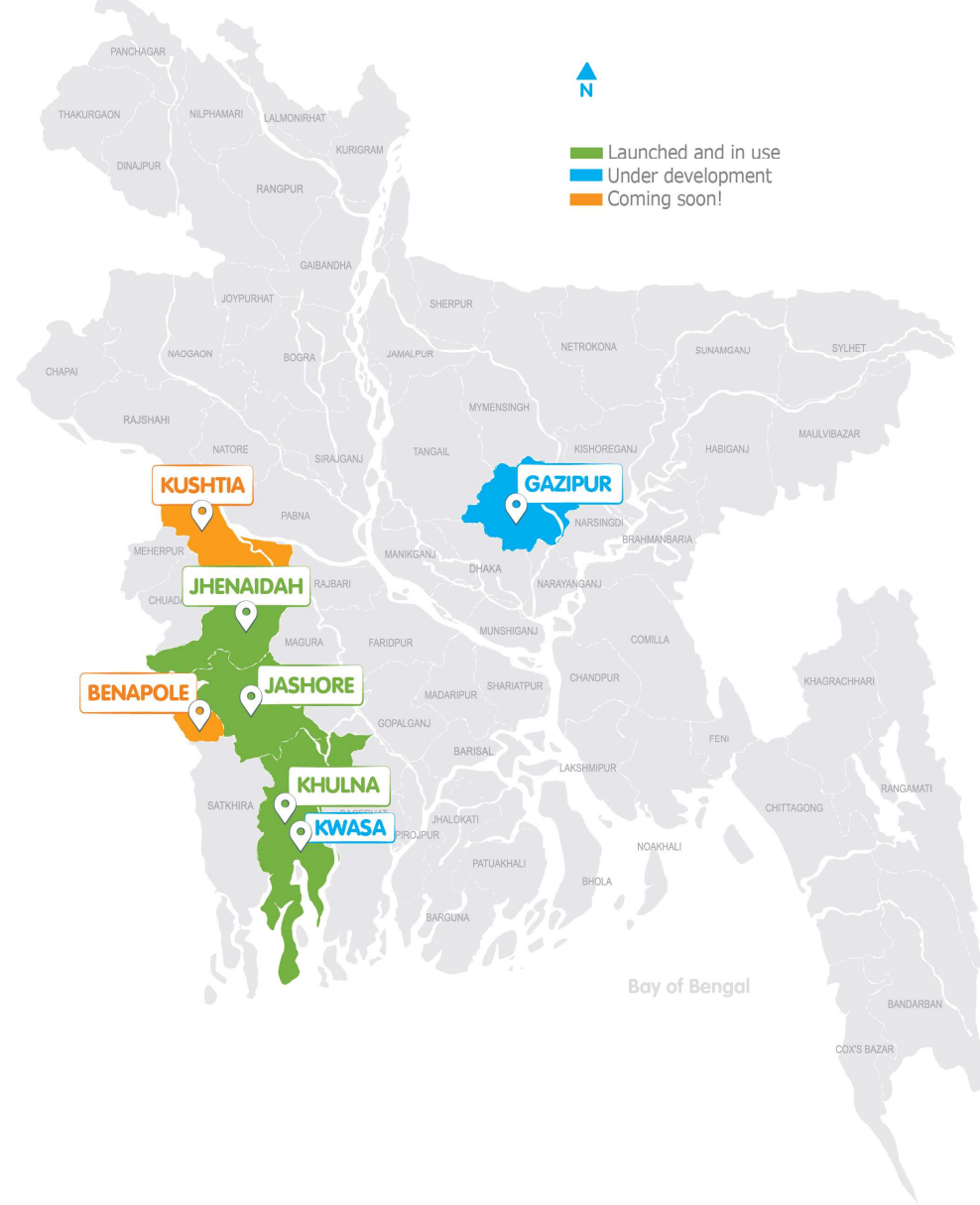
In future

## Coming soon!

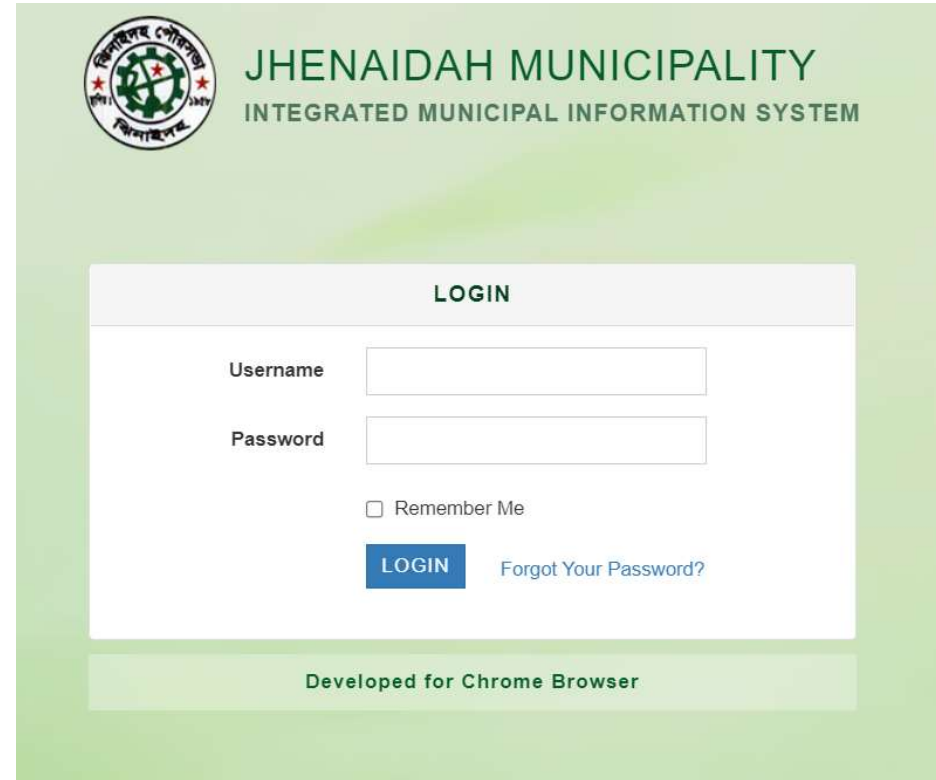
KUSHTIA


BENAPOLE

Collecting data



Let's see how  
AID Foundation  
is using the IMIS



 **JHENAIDAH MUNICIPALITY**  
INTEGRATED MUNICIPAL INFORMATION SYSTEM

**LOGIN**

Username

Password

Remember Me

[LOGIN](#) [Forgot Your Password?](#)

Developed for Chrome Browser

# Let's hear the experience by Jashore Paurashava

*Md. Azmal Hossain,  
Secretary*



# Challenges

## IMIS

## implementation/ replication

## Data collection practices

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

## Holding ID

- Standard Holding nomenclator.

# Challenges

## Sustainability of the IMIS at local level

### Maximise uses by municipalities

- Holding Tax management
- Water Supply management
- Building construction permission
- Trade license
- ....

### Authorities share common data

- City Corporation, WASA, City Development Authority
- Power/ Gas distribution companies, ..

### Behaviour change

- From paper based to digital system
- Adapting changes in the business procedures

### Institutionalise within LGIs

- Establish as the city's system.
- Commitment from higher authorities.

# National level initiatives/ support

## National Government to enforce Digital Agenda

- To Promote transparency and efficiency at local governments.
- To ensure Data Protection of the citizens.

## Link National and Local Systems

- To Promote cooperation within institutions.
- To Reduce duplication of data and efforts.

## Technical Support led from National Level

- To Facilitate Hosting of databases/systems and ensure Security.
- To Centralise Maintenance and system Development.

## Align with Accountability mechanisms

- To coordinate reporting of performance and situation (SDGs indicators)



# Thanks

## IMIS:

### Strengthening local governments' capacities

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

View: <https://www.youtube.com/watch?v=CxIWcwZG1Fk>

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Shahidul Islam, [shahidulislam@snv.org](mailto:shahidulislam@snv.org)