ATHAMALIK

Na	me of ULB:- Athamatik NAC	e Level Ber	ichmar	KS				
No.	indicators	Moud Beschmark	For PG	2017-18	For PG	2018-19	For PG	2019-20
			Status 2016-17	Target 2017-18	Status 2017-18	Target 2018-19	Status 2018-19	Target 2019-20
ī	Coverage of water supply connections	ater Supply Ser	vices					2013-20
F	Per capita Supply of Water	100%	27.51	50	31.11	100		-
+		135 lpcd	103	135	114	135		
-	Extend of metering of Water Connections	100%	-		-	-	_	107
1	Extend of non-revenue water (NRW)	20%	36	10				
3	Continuity of Water Supply			25	18	18		
	Quality of Water Supplied	24 hours	4	4	4	- 4		
	Efficiency in Redressal of Customers Complains	100%	100	100	100	100		-
8	Cost Recovery to 1999	80%	95	100	90	100	.	
	Cost Recovery in Water Supply Services	100%	62.62	75	12.69		-	
9	Efficiency in Collection of Water Supply related charges	90%	63.67	75	63.67	50	-	40

Asst. Executive Engineer

Memo No. 5852_ /Dated. 2-2-18'
Copy to the Executive Officer, Athanalik NAC for information and necessary action. In fact, region and necessary action. In fact, region and necessary action.

Executive Engineer

P.H. Division, Angul.

N.A.C. Athmallick

BANKI

DECLARATION OF SERVICE STANDARDS

Year 2018-19
Name of the ULB: Notified Area Council, Banki

i. Vo.	Service Indicators	Benchmark	Status for FY 2017-18	Target for the FY 2018-19
1	2	3	4	5
	ER SUPPLY			
1	Coverage of water supply connections (%)	300	70	73
2	Per capita Supply of Water at Consumer end	135	40	45
	(LPCD)	100	0	0
3	Extend of metering of Water Connections (%)	20	15	- 15
4	Extend of non-revenue water (NRW) (%)	24	4	7
5	Continuity of Water Supply (Hours)	100	90	97
6	Quality of Water Supplied (%)		90	95
7	Efficiency in Redressal of Customers Complains (%)	90	40	45
8	Cost Recovery in Water Supply Services (%)	100	50	55
9	Efficiency in Collection of Water Supply related charges (%)	90	- 30	
SEW	AGE MANAGEMENT			
1	Coverage of Yollets 9%)	100	70	90
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complains (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage charges (%)	90	0	0
10	ULB provides water connections to Public and	100	0	0
-	Community Toilets (%) JD WASTE MANAGEMENT	-		
	Household Level Coverage of SWM Services (%)	100	100	100
1	Efficiency of Collection of MSW (%)	100	100	100
2	Extent of Segregation of Municipal Solid Waste (%)		0	100
1	Extent of Municipal Solid Waste Recovered (%)	80	.0	0
5	Extent of Scientific Disposal of Municipal Solid	100	0	0
-	Waste (%)	80	80	90
6	Efficiency in Redressal of Complaints (%) Extent of Cost Recovery in SWM Services (%)	100	0	0
7	Efficiency in Collection of SWM Charges (%)	90	0	60
8	Efficiency in Collection of Styles (No.	80	0	0
9	Extent of Scientific Processing of Waste (%)	1 000		
-	ORM WATER DRAINGE	100	60	70
1 2	Coverage of Storm Water Drainage Network (%) Incident of Water Logging / Flooding (Number)	0	20	17



BASUDEVPUR

22	For the Performance Gran	nt of 2018-19		
No.	Indicators	MoHUA Benchmark	Service Level	Benchmarks
			Status 2017-18	Target 2018-11
Nat	or Supply Services			
1	Coverage of water supply connections	100%	24.9	80
2	Per capita supply of water	135 lpcd	63	100
3	Extent of metering of water connections	100%	0	0
4.	Extent of Non-Revenue Water (NRW)	20%	58	50
5	Continuity of water supply	24 hours	7	7
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	80	90
8	Cost recovery in water supply services	100%	22.3	50
9	Efficiency in collection of water supply related charges	90%	82	90
ew	ige management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	75	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
5	Quality of sewage treatment	100%	.0	D
6	Extent of reuse and recycling of sewage	20%	0	0
7	Efficiency in redressal of customer complaints	80%	0	D
8	Extent of cost recovery in sewage management.	100%	0	0
9	Efficiency in collection of sewerage charges	90%	0	0
olid	Waste Management			
1	Household level coverage of Solid Waste Management services	100%	0	100
2	Efficiency of collection of municipal solid waste	100%	0	90
3	Extent of segregation of municipal solid waste	100%	. 0	90
4	Extent of municipal solid waste recovered	80%	0	0
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	75	80
7	Extent of cost recovery in SWM services	100%	0	100
8	Efficiency in collection of SWM charges	90%	-0	100
_	Water Drainage	- 4500		200
1	Coverage of Storm water drainage network	100%	0	0
2	Incidence of water logging / flooding	0%	10	0
YE.	For the Performance Grant of 2018-19 : 9	LB Status of 2017-		
	Coverage of Water Supply (24 X 7) in all Public/Community Tollets	24)(7	YES	
2	Percentage of waste being processed scientifically*	100%	0	



<Berhampur Municipal Corporation >

S. No.	Declaration of Service Star Indicators	Moud Benchmark	Status 2017-18	Target 2018-19
Water	Supply Services	-		
1	Coverage of water supply connections	100%	90	100
2	Per capita supply of water	135 lpcd	121	122
3.	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	20	15
5	Continuity of water supply	24 hours	1	1
6	Quality of water supplied	100%	99	100
7	Efficiency in redressal of customer complaints	80%	94	94
8	Cost recovery in water supply services	100%	37	36
9	Efficiency in collection of water supply related charges	90%	56	30
Sewag	e management (Sewerage and Sanitation)		
1	Coverage of tollets	100%	85	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	60
5	Quality of sewage treatment	100%	D	0
6	Extent of reuse and recycling of sewage	20%	0	0
7	Efficiency in redressal of customer complaints	80%	80	90
8	Extent of cost recovery in sewage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	0	0
10	ULB provides water connection to public and community toilets	100%		
Solid V	Waste Management			
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	10	100
4	Extent of municipal solid waste recovered	80%	20	50
5	Extent of scientific disposal of municipal solid waste	100%	o	50
6	Efficiency in redressal of customer complaints	80%	80	90
7	Extent of cost recovery in SWM services	100%	1	30
8	Efficiency in collection of SWM charges	90%	20	70
9	Extent of scientific processing of waste	80%		
Storm	Water Drainage			-
1	Coverage of Storm water drainage network	100%	40	70
2	Incidence of water logging / flooding	0%	0	0



S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks			
		bentimark	Status 2017-18	Target 2018-15		
Was	er Supply Services					
1	Coverage of water supply connections	100%	18.5	100		
2	Per capita supply of water	135 lpcd	94.23	118		
3	Extent of metering of water connections	100%	0	0		
4	Extent of Non-Revenue Water (NRW)	20%	22	20		
5	Continuity of water supply	24 hours	4	6		
6	Quality of water supplied	100%	100	100		
7	Efficiency in redressal of customer complaints	80%	80	80		
8	Cost recovery in water supply services	100%	29.6	50		
9	Efficiency in collection of water supply related charges	90%	21.5	55		
ew	age management (Sewerage and Sanitation)					
1	Coverage of toilets	100%	90	95		
2	Coverage of sewage network services	100%	0	0		
3	Collection efficiency of the sewage network	100%	0	0		
4	Adequacy of sewage treatment capacity	100%	0	0		
5	Quality of sewage treatment	100%	0	0		
6	Extent of reuse and recycling of sewage	20%	0	.0		
7	Efficiency in redressal of customer complaints	80%	0	0		
8	Extent of cost recovery in sewage management	100%	0	0		
9	Efficiency in collection of sewerage charges	90%	0	0		
iolid	I Waste Management					
1	Household level coverage of Solid Waste Management services	100%	85	90		
2	Efficiency of collection of municipal solid waste	100%	80	85		
3	Extent of segregation of municipal solid waste	100%	30	40		
4	Extent of municipal solid waste recovered	80%	0	0		
5	Extent of scientific disposal of municipal solid waste	100%	20	30		
6	Efficiency in redressal of customer complaints	80%	80	80		
7	Extent of cost recovery in SWM services	100%	50	65		
8	Efficiency in collection of SWM charges	90%	80	85		
ton	m Water Drainage		- 4			
1	Coverage of Storm water drainage network	100%	30	60		
2	Incidence of water logging / flooding	0%	0	0		
	For the Performance Grant of 2018-19 :	SLB Status of 201	7-18			
1	Coverage of Water Supply (24 x 7) in all Public/Community Toilets	24X7	Ye	в		
2	Percentage of waste being processed scientifically*	100%	2	0		



BHUBANESWAR MUNICIPAL CORPORATION

S. No.	Declaration of Service Standards Indicators	Moud Benchmark	Status 2017-18	Target 2018-19
Water	Supply Services			
t	Coverage of water supply connections	100%	90	100
2	Per capita supply of water	135 lpcd	218.4	170
3	Extent of metering of water connections	100%	1.29	2
4	Extent of Non-Revenue Water (NRW)	20%	20	15
5	Continuity of water supply	24 hours	1.73	2
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	81.59	100
8	Cost recovery in water supply services	100%	40.11	60
9	Efficiency in collection of water supply related charges	90%	97.68	100
Sewas	e management (Sewerage and Sanitation)		
1	Coverage of toilets	100%	90	100
2	Coverage of sewage network services	100%	55	70
3	Collection efficiency of sewage network	100%	90	100
4	Adequacy of sewage treatment capacity	100%	70	90
5	Quality of sewage treatment	100%	70	100
6	Extent of reuse and recycling of sewage	20%	10	20
7	Efficiency in redressal of customer complaints	80%	100	100
8	Extent of cost recovery in sewage management	100%	.0	25
9	Efficiency in collection of sewerage charges	90%	0	50
10	ULB provides water connection to public and community toilets	100%	100	100
Solid V	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	0	50
4	Extent of municipal solid waste recovered	80%	0	50
5	Extent of scientific disposal of municipal solid waste	100%	0	50
6	Efficiency in redressal of customer complaints	80%	100	100
7	Extent of cost recovery in SWM services	100%	0	20
8	Efficiency in collection of 5WM charges	90%	0	100
9	Extent of scientific processing of waste	80%	20	80
torm	Water Drainage	\$		16-
1	Coverage of Storm water drainage network	100%	40	60
2	Incidence of water logging / flooding	0%	3	1



BRAJARAJNAGAR

	For the Performance Gran	t of 2018-19			
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks		
raco.			Status 2017-18	Target 2018-19	
Vati	r Supply Services				
1	Coverage of water supply connections	100%	50	55	
2	Per capita supply of water	135 lpcd	55	58	
3	Extent of metering of water connections	100%	5	5	
4	Extent of Non-Revenue Water (NRW)	20%	19	19	
5	Continuity of water supply	24 hours	2	2	
6	Quality of water supplied	100%	100	100	
7	Efficiency in redressal of customer complaints	80%	100	100	
8	Cost recovery in water supply services.	100%	12	13	
9	Efficiency in collection of water supply related charges	90%	10	10	
	age management (Sewerage and Sanitation)			- 222	
1	Coverage of toilets	100%	70	100	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of the sewage network	100%	0	0	
4	Adequacy of sewage treatment capacity	100%	0	-0	
5	Quality of sewage treatment	100%	0	0	
6	Extent of reuse and recycling of sewage	20%	0	0	
7	Efficiency in redressal of customer complaints	80%	60	60	
8	Extent of cost recovery in sewage management	100%	0	0	
9	Efficiency in collection of sewerage charges	90%	.0	0	
Sollo	Waste Management				
1	Household level coverage of Solid Waste Management services	1.00%	32	32	
2	Efficiency of collection of municipal solid waste	100%	80	80	
1	Extent of segregation of municipal solid waste	100%	18	18	
4	Extent of municipal solid waste recovered	80%	23	23	
5	Extent of municipal solid waste	100%	20	20	
6	Efficiency in redressal of customer complaints	80%	55	60	
7	Extent of cost recovery in SWM services	100%	29	25	
8	Efficiency in collection of SWM charges	90%	12	12	
_	m Water Drainage				
1	Coverage of Storm water drainage network	100%	43	45	
2	Incidence of water logging / flooding	0%	.0	0	
-	For the Performance Grant of 2018-19	SLB Status of 20	17-18		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	2407		YES	
2	Percentage of waste being processed scientifically*	100%		0	



GUDAYGIRI

	Serv	rice Level B	enchmar	ks				
S. No.	Indicators	Moud Benchmark	Performa	the mor Grant 117-18	Performa	the ince Grant 18-19	Performa	the nce Grad 19-20
			Status 2008-17	7arget 2017-08	2017-18	Torget 2018-19	2016-19	791gst 2019-20
	or Supply Services							
1	Coverage of water supply connections	100%	30	33	33	35	35	43)
2	Fer capits supply of water	135 lpcd	60	65	- 66	.70	70	70
. 3	Extent of metering of water connections	100%	0	0	0	.0	. n	0
4	Extent of Non-Revenue Water (NRW)	20%	20	311	18	20	20	25
5	Continuity of water supply	24 hours	. 5	5	.5	7	7	7
6	Quality of water supplied	100%	100	200	100	100	100	100
7	Efficiency in redressal of customer complaints	80%	300	100	100	100	100	100
8	Cost recovery in water supply services	100%	35	35	35	37	37	37-
9	Efficiency in collection of water supply related charges	90%	90	90	90	10	90	92
Sewa	ige management (Sewerage and Sanitation)							
1	Coverage of toilets	100%	0	.0	0	0	0	0.
2	Coverage of sewage network services	100%	0	0	0	.0	0	0:
3	Collection efficiency of sewage network	100%	0	0	0	- 0	0	0
4	Adequacy of sewage treatment capacity	100%	0	Ó	0	-0	0	0
5	Quality of sewage treatment	100%	. 0	0	0	0	0	
6	Extent of reuse and recycling of sowage	20%	0	0	0	0	0	0
3	Efficiency in redressal of customer complaints	80%	-0	0	0	0	0	0
8	Extent of cost recovery in sewage management	100%	0	0	0	0	0	0
9	Efficiency in collection of sewerage charges	90%	- 0	0	0	0	0	- 0
ialid	Waste Management	-		_	-	-		- 0
1	Household level coverage of Solid Wester Management services	100%	75	80	80	82	82	85%
2	Efficiency of collection of municipal solid waste	3,00%	92	92	92	92	-92	95%
3.	Extent of segregation of municipal solid water	100%	. 0	D	0	0.	0	0%
4	Extent of municipal solid waste recovered	80%	80	85	85	87	87	90%
	Extent of scientific disposal of municipal solid watte	100%	.0	0	0	Q.	0	0%
ñ	Efficiency in redressel of customer complaints	80%	85	85	85	85	85	85%
7	Extent of cost recovery in SWM services	100%	0	0	0	0	0	-0%
8.1	Efficiency in collection at SWM charges	90%	0	0	0	0	0	0%
	Water Drainage					W	· ·	N/A
1	Coverage of Scorm water drainage network	100%	10	20	20	23	25	25%
	incidence of water legging / flooding	0%	0	0	0	0	0	- 0%
			For the Port Grant of 3(1) Status at 3	POR: SUB	For the Peri Grant of 201 Status of 2	01010100 8-49 : 518	For the Part Status of 201 Status of 2	01001,0000 0-30 : 11.6
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	NO		NO		NO	13
2	Percentage of wante being processed scientifically	N	0		0		.0	

Note: Please see the following link for instructions to provide the status of Service Sevel Benchmarks current year/target year



ferman 1467 inc. contrate have str

HINJILKUT

БГ	Service	ce Level Be	The second secon		Die o	2.3	15	20.3	For t	ha
	Indicators B	Moud	Performa of 20	nce Grant	Per	For t forman of 201	ce Grant	Perfo	rman	ce Grant 9-20
0.	Indicators	Benchmark	States 2016-17	Target 2017-38	1	17-18	Target 2018-19	2018		Tanget 2019-20
late	r Supply Services	100%	28.31	50	+	50	80			
1	Coverage of water supply connections	135 lpcd	135	135	T	135	135			
2	ther capita supply of water	100%	0	0	\vdash	0	0			
3	Extent of metering of water connections	20%	50	40		40	40			
4	Extent of Non-Revenue Water (NRW)	24 hours	4	6		6	6			
5	Continuity of water supply		100	100	+	100	100			
6	Ovaliny of water supplied	1,00%	100	100		100	100			
7	Efficiency in redressal of customer complaints	80%	17	50	+	50	80			
8	Court encourery in warter supply services	100%	11		+		1000			
9	Efficiency in collection of water supply related	90%	36	50	+	50	80	-	_	-
	age management (Sewerage and Sanitation)		-	80	+	80	100			
1	Coverage of toilets	100%	70	80	+	80	100	+		
-in	Coverage of sewage network services	100%	70		+	60	100			
3	Collection efficiency of sewage network	100%	50	60	+	0	60	+		
-	Adequacy of sewage treatment capacity	100%	0	0	+	0	60	1		
_	To a contract of the contract	100%	0	0	+	80	80	+		
5	and the small and of the property	20%	0	0	-		50	+		1
6	The state of the s	80%	70	80	+	20	50	+		
7	the second of th	100%		0 20	+	0	10	+	_	1
8	Charten of commence charges	90%	. 0	20	-	0	10	-		
9					1		_	-	_	-
_	id Waste Management Household level coverage of Solid Waste	100%	80	90		90	90	_		
3	Management services	100%	70	80	1	80	90			
1	Efficiency of collection of municipal solid waste		0	20		20	50			
	3 Extent of segregation of municipal solid waste	100%	0	20	_	20	50			
_	Execut of explicital solid waste recovered	80%	- 0	2.0		176.5	1 22			
-	Extent of scientific disposal of municipal solid waste	100%	45.0	20		80	80	-	_	-
-	E Efficiency in redressal of customer complaints	80%	70	20	_	20	50	_		
H	7 Extent of cost recovery in SWM services	100%			_	20	60	_		
H	and and an arrival and an arrival and arrival and arrival and arrival and arrival arri	90%	0	20	-	20	- 00	-		
L	8 Efficiency in conection of Seven Chargestorm Water Drainage			-		90	90			
P	the state of the s	100%	_	_		0	0	$\overline{}$		
H	I design	0%	0		_	_	Performan	200	Grit	e Performan
t	2 Incidence of water togges; / Hobbing		Grant	on Performa of 2017-18 tos of 2016	5L8	Grant e	# 2019-19 ; at of 2017-1	Si.B. 1	Grieft.	of 2019-20 1
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hos	era era	A.M.	H-8	4 4	YES	1	A.	NO
1	2 Percentage of waste being processed scientific	cally %				1				

Note: Please see the following link for instructions to provide the status of Service Level Benchmarks current year/target year http://mount.com/in/peff/57f1e6k1d6caeHandbook06.pdf

> Executive Officer Hinjilicut Municipality

JAJPUR MUNICIPALITY

Declaration of Service Standards (14th Finance Commission)

S. No.	Declaration of Service Standards Indicators	Moud Benchmark	Status 2017-18	Target 2018-19
Water	Supply Services		711001111111111111111111111111111111111	
1	Coverage of water supply connections	100%	80	90
2	Per capita supply of water	135 lpcd	106	110
3	Extent of metering of water connections	100%	10	20
4	Extent of Non-Revenue Water (NRW)	20%	20	20
5	Continuity of water supply	24 hours	8	10
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	50	no.
8	Cost recovery in water supply services	100%	35	50
9	Efficiency in collection of water supply related charges	90%	40	50
Sewag	ge management (Sewerage and Sanitation)		
1	Coverage of toilets	100%	70	100
2	Coverage of sewage network services	100%	ű.	0
3	Collection efficiency of sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	.0	- 0
5	Quality of sewage treatment	100%	0	.0
6	Extent of reuse and recycling of sewage	20%	ū	.0
7	Efficiency in redressal of customer complaints	80%	0	0
8	Extent of cost recovery in sewage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	.0	-0
10	ULB provides water connection to public and community toilets	100%	Q.	0
Solid V	Waste Management			
-1	Household level coverage of Solid Waste Management services	100%	80	60
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	75	50
4	Extent of municipal solid waste recovered	80%	75	HQ:
5	Extent of scientific disposal of municipal solid waste	100%	O.	70
6	Efficiency in redressal of customer complaints	80%	80	110
7	Extent of cost recovery in SWM services	100%	.15	25
5	Efficiency in collection of SWM charges	90%	25	85
9	Extent of scientific processing of waste	80%	0	0
Storm	Water Drainage			
1	Coverage of Storm water drainage network	100%	60	35
2	Incidence of water logging / flooding	0%		

Executive office

JALESWR

S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks		
			Status 2017-18	Target 2018-11	
Wat	er Supply Services				
1	Coverage of water supply connections	100%	24	80	
2	Per capita supply of water	135 lpcd	74	100	
3	Extent of metering of water connections	100%	0	0	
4	Extent of Non-Revenue Water (NRW)	20%	59.1	40	
5	Continuity of water supply	24 hours	3	3	
6	Quality of water supplied	100%	85	90	
7	Efficiency in redressal of customer complaints	80%	100	100	
.0	Cost recovery in water supply services	100%	47.7	60	
9	Efficiency in collection of water supply related charges	90%	53.4	80	
iew	age management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	55	70	
2	Coverage of sewage network services	100%	0	.0	
3	Collection efficiency of the sewage network	100%	0	.0	
4	Adequacy of sewage treatment capacity	100%	0	0	
5	Quality of sewage treatment.	100%	0	0	
6.	Extent of reuse and recycling of sewage	20%	0	.0	
7	Efficiency in redressal of customer complaints	80%	-O	0	
8	Extent of cost recovery in sewage management	100%	0	0	
9	Efficiency in collection of sewerage charges	90%	0	0	
alid	Waste Management				
1	Household level coverage of Solid Waste Management services	100%	65	90	
2	Efficiency of collection of municipal solid waste	100%	45	80	
3	Extent of segregation of municipal solid waste	100%	20	60	
4	Extent of municipal solid waste recovered	80%	20	80	
5	Extent of scientific disposal of municipal sulid waste	100%	0		
				50	
6	Efficiency in redressal of customer complaints	80%	50	70	
7	Extent of cost recovery in SWM services	100%	0	0	
8	Efficiency in collection of SWM charges	90%	20	90	
1007000	n Water Drainage				
1	Coverage of Storm water drainage network	100%	50	65	
2	Incidence of water logging / flooding	0%	5	4	
_	For the Parformance Grant of 2018-19 :	SLB Status of 2017	-18		
1	Coverage of Water Supply (24 X 7) in all Public/Community Tollets	2417	Y	s	
2	Percentage of waste being processed scientifically*	100%	0) .	
% a open of co	mount of waste that is disposed in landfills that have been design ated and maintained as per standards laid down by Central agenc mpliance should be expressed as a percentage of the total quantities at landfill sites, including open dump sites (Source: Handbook Benchmarking, MoUD, Gol, Pg 66)	ed, built, les. This extent am of waste			

Executive Officer Paleswar Municipality

JHARSUGUDA

S.	Indicators	MoHUA Benchmark	Service Level Benchmarks			
			Status 2017-15	1a-get 2018-11		
Vate	r Supply Services					
1	Coverage of water supply connections	100%	0.0	60		
2	Per capita supply of water	135 lpcd	80	30		
3	Extent of metering of water connections	100%		- 22		
4	Extent of Non-Revenue Water (NRW)	20%	55	50		
5	Continuity of water supply	24 hours	4	- 4		
6	Quality of water supplied	100%	100	100		
7	Efficiency in redressal of customer complaints	80%	55	50		
#	Cost recovery in water supply services	100%	40	45		
9	Efficiency in collection of water supply related charges	90%	30	40		
ewa	ige management (Sewerage and Sanitation)			1.112		
1	Coverage of to lets	100%	40	100		
2	Coverage of sewage network services	100%				
3	Collection officiency of the sewage network	100%				
4	Adequacy of sewage treatment capacity	100%				
5	Quality of sewage treatment	100%				
G.	Extent of reuse and recycling of sewage	20%				
7	Efficiency in redressal of customer complaints	80%				
#	Extent of cost recovery in sewage management	100%				
9	Efficiency in collection of sewerage charges	90%				
olid	l Waste Management					
1	Household level coverage of Solid Waste Management services	100%	100			
2	Efficiency of collection of municipal solid waste.	100%	100			
3	Extent of segregation of municipal solid waste	100%	3.715	100		
à	Extent of municipal solid waste recovered	80%		20		
5	Extent of scientific disposal of municipal splid waste	100%		20		
-6	Efficiency in redressal of customer complaints	80%	80	100		
7	Extent of cost recovery in SWM services	100%		25		
5	Efficiency in collection of SWM charges	90%		25		
delicate	m Water Drainage	7.00				
1	Coverage of Storm water drainage network	100%	80	100		
7	Incidence of water logging / flooding	0%	0	0		
-	For the Performance Grant of 2018-19:	SLB Status of 201	7-18			
		and the same				
1	Coverage of Water Supply (24 & 7) in all Public/Community Toilets	24X7	- 4	res		
2	Percentage of wante being processed scientifically*	100%				
aper of co stap	impunt of waste that is disposed in landfills that have been design rated and maintained as per standards hid down by Central agent ompliance should be expressed as a percentage of the fetal quant osed at landfill sites, including open dump sites (Source: Mondbook) of Benchmarking, MoUD, Gol. Pg 66)	cies. This extent rum of waste				



	Servi	ce Level Be	- Liphan	Marco Company	For	the	For	the
	indicators	Moud Benchmark	For the Performance Grant of 2017-18		Performance Grant of 2018-19		of 2019-20	
ia.			Status 2016-17	Target 2017-18	Status 2017-18	Target 2018-19	Status 2018-19	Target 2019-20
	- Constant						a le le	
ate	r Supply Services	100%	20	25	75	90		
1	Coverage of water supply connections	135 lpcd	112	135	135	135		
2	Per capita supply of water	100%	5	10	37	50		
3	Extent of metering of water connections	20%	20	18	18	18		
4	Extent of Non-Revenue Water (NRW)	24 hours	8	8	8	8		
5	Continuity of water supply	The second second second	100	100	100	100		
6	Quality of water supplied	100%	80	100	80	100		
7	Efficiency in redressal of customer complaints	80%	-	20	20	20		
8	Cost recovery in water supply services	100%	20	20				
9	Efficiency in collection of water supply related charges	90%	80	90	44	60		
-	nge management (Sewerage and Sanitation)	14		ma.	75	100		
-	Coverage of toilets	100%	60	70	-	0		
1	Coverage of sewage network services	100%	0	0	0	0	-	
Z	Collection efficiency of sewage network	100%	0	0	0	_		
3	Adequacy of sewage treatment capacity	100%	0	0	0	0	-	
4	Adequacy of sewage treatment	100%	0	0	0	0		-
5	Quality of sewage treatment	20%	0	0	0	0	-	-
6	Extent of reuse and recycling of sewage	30%	0	0	0	0		-
7	Efficiency in redressal of customer complaints	100%		0 0	0	0	-	-
8	Extent of cost recovery in sewage management	90%	0	0	0	0		-
9	Efficiency in collection of sewerage charges							
ioli	d Waste Management	-			100	****		
1	Household level coverage of Solid Waste Management services	100%	90	100	100	100	-	-
2	t Wester of municipal solid waste	100%	100	100	100	100		-
_	5 municipal collid seaster	100%	70	80	90	0	-	
3		80%	0	0	0	U		
5	Extent of scientific disposal of municipal solid	100%	0	0	*40	.0		-
	IMPACTO:	80%	100	100	100	100	-	-
6	Efficiency in redressal of customer complaints	100%	0	0	0	0	-	-
7	Extent of cost recovery in SWM services	90%	0	30	40	50		
8								
Sto	rm Water Drainage	100%	60	70	70	80		-
1	Coverage of Storm water drainage network	0%	0	0	0	0	-	THE PERSON NAMED IN
2	Incidence of water logging / flooding		Granto	Performan f 2017-18 : 5 is of 2016-17	LB Grant o	Performant f 2018-19 : 50 is of 2017-18	.B Grunt s	2010-30 15 12010-30 15 15 07 1038-33
	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hour	15	YES		YES		NO
-	2 Percentage of waste being processed scientifically	96		0		0		

Note: Please see the following link for instructions to provide the status of Service Level Benchmarks current year/target year http://moud.gov.in/pdf/57f1ef81d6caeHandbook06.caff

EMOUTH OFFICER LITY

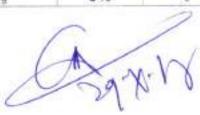
KASHINAGAR

5.	For the Performance Gran	Монил	Service Level Benchmarks		
No.		Benchmark	Status 2017-18	Target 2018-15	
Wate	r Supply Services		7	0.000.000.000	
1	Coverage of water supply connections	100%	70	100	
2	Per capita supply of water	135 lpcd	120	125	
3	Extent of metering of water connections	100%	5	10	
4	Extent of Non-Revenue Water (NRW)	20%	20	20	
5	Continuity of water supply	24 hours	8	10	
5	Quality of water supplied	100%	100	100	
7	Efficiency in redressal of customer complaints	80%	80	80	
8	Cost recovery in water supply services	100%	50	60	
9	Efficiency in collection of water supply related charges	90%	80	90	
iewi	ge management (Sewerage and Sanitation)		G		
1	Coverage of toilets	100%	0	0.	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of the sewage network	100%	0	0	
4	Adequacy of sewage treatment capacity	100%	0	0	
5	Quality of sewage treatment	100%	0	0	
6	Extent of reuse and recycling of sewage	20%	0	0	
7	Efficiency in redressal of customer complaints	80%	0	0	
В	Extent of cost recovery in sewage management	100%	0	0	
9	Efficiency in collection of sewerage charges	90%	0	0	
olid	Waste Management				
1	Household level coverage of Solid Waste Management services	100%	100	100	
2	Efficiency of collection of municipal solid waste	100%	100	100	
3	Extent of segregation of municipal solid waste	100%	50	100	
4	Extent of municipal solid waste recovered	80%	50	80	
5	Extent of scientific disposal of municipal solid waste	100%	0	0	
6	Efficiency in redressal of customer complaints	80%	80	80	
7	Extent of cost recovery in SWM services	100%	50	100	
8	Efficiency in collection of SWM charges	90% "	50	90	
_	Water Drainage	3010			
	Coverage of Storm water drainage network	100%	70	85	
2	Incidence of water logging / flooding	0%	0	0	
- 6	For the Performance Grant of 2018-19 :	777		-	
i	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	NO		
2	Percentage of waste being processed scientifically*	100%	0		



Keonjhargarh Municipality> eclaration of Service Standards (14th Finance Commission)

S. No.	Declaration of Service Standards (Moud Benchmark	Status 2017-18	Target 2018-19
Water	Supply Services			
1	Coverage of water supply connections	100%	80	90
2	Per capita supply of water	135 lpcd	120	135
3	Extent of metering of water connections	100%	6	10
4	Extent of Non-Revenue Water (NRW)	20%	25	20
5	Continuity of water supply	24 hours	4	5
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	80	80
8	Cost recovery in water supply services	100%	35	50
9	Efficiency in collection of water supply related charges	90%	16	50
Sewas	e management (Sewerage and Sanitation)		
1	Coverage of toilets	100%		
2	Coverage of sewage network services	100%		
3	Collection efficiency of sewage network	100%		
4	Adequacy of sewage treatment capacity	100%		
5	Quality of sewage treatment	100%		
б	Extent of reuse and recycling of sewage	20%		
7	Efficiency in redressal of customer complaints	80%	92	100
8	Extent of cost recovery in sewage management	100%		
9	Efficiency in collection of sewerage charges	90%		_
10	ULB provides water connection to public and community toilets	100%		
Solid	Waste Management			
1	Household level coverage of Solid Waste Management services	100%	80	95
2	Efficiency of collection of municipal solid waste	100%	80	100
3	Extent of segregation of municipal solid waste	100%	10	40
4	Extent of municipal solid waste recovered	80%	30	55
5	Extent of scientific disposal of municipal solid waste	100%	0	100
6	Efficiency in redressal of customer complaints	80%	70	90
7	Extent of cost recovery in SWM services	100%	5	50
8	Efficiency in collection of SWM charges	90%	15	40
9	Extent of scientific processing of waste	80%	0	0
Storm	Water Drainage			
10	Coverage of Storm water drainage network	100%	80	90
2	Incidence of water logging / flooding	0%	0	0



KESINGA

	For the Performance Grant	t of 2018-19			
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks		
		SIMMETER S	Status 2017-18	Target 2018-19	
Vate	r Supply Services	- indicate			
1	Coverage of water supply connections	100%	65	80	
2	Per capita supply of water	135 lpcd	108	110	
3	Extent of metering of water connections	100%	0	0	
4	Extent of Non-Revenue Water (NRW)	20%	20	18	
5	Continuity of water supply	24 hours	3	3.5	
	Quality of water supplied	100%	90	95	
7	Efficiency in redressal of customer complaints	80%	80	90	
8	Cost recovery in water supply services	100%	35	40	
9	Efficiency in collection of water supply related charges	90%	40	45	
	age management (Sewerage and Sanitation)				
1	Coverage of tollets	100%	0	0	
2	Coverage of sewage network services	100%	0	0	
1	Collection efficiency of the sewage network	100%	0	D	
4	Adequacy of sewage treatment capacity	100%	0	0	
5	Quality of sewage treatment	100%	0	0	
6	Extent of reuse and recycling of sewage	20%	0	0	
7	Efficiency in recreasal of customer complaints	80%	.0	0	
8	Extent of cost recovery in sewage management	100%	0	0	
9	Efficiency in collection of sewerage charges	90%	0	0	
-	d Waste Management				
1	Household level coverage of Solid Waste Management services	100%	90	100	
2	Efficiency of collection of municipal solid waste	100%	90	100	
-		100%	.0	0	
3	Extent of segregation of municipal solid waste	80%	0	0.	
4	Extent of municipal solid waste recovered	100%	0	0	
5				100	
6		80%	90	0	
7		100%	0	0	
8	The second secon	90%	0	0	
Sto	rm Water Drainage	Laner	80	90	
-	Coverage of Storm water drainage network	100%		0	
2	Incidence of water logging / flooding	0%	0	0	
	For the Performance Grant of 2018-19	: SLB Status of 20	117-18		
3	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES		
1	Percentage of waste being processed scientifically*	100%		0	

KHARIAR

S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks		
			Status 2017-18	Terget 2018-19	
Wate	r Supply Services				
1	Coverage of water supply connections	100%	80	100	
2	Per capita supply of water	135 ipcd	108	135	
3	Extent of metering of water connections	100%	0	0	
4	Extent of Non-Revenue Water (NRW)	20%			
5	Continuity of water supply	24 hours	6	8	
5	Quality of water supplied	100%	100	100	
7	Efficiency in redressal of customer complaints	80%	100	100	
В	Cost recovery in water supply services	100%	70	100	
9	Efficiency in collection of water supply related charges	90%	50	50	
Sewa	ige management (Sewerage and Sanitation)		8 1010		
1	Coverage of toilets	100%	0	0	
2	Coverage of sewage network services	100%	90	95	
3	Collection afficiency of the sewage network	100%	80	90	
4	Adequacy of sewage treatment capacity	100%	0	0	
5	Quality of sewage treatment	100%	0	0	
6	Extent of rouse and recycling of sewage	20%	0	0	
.7	Efficiency in redressal of customer complaints	80%	100	100	
8	Extent of cost recovery in sewage management	100%	0	0	
9	Efficiency in collection of sewerage charges	90%	0	0	
Solid	Waste Management				
1	Household level coverage of Solid Waste Management services	100%	90	100	
2	Efficiency of collection of municipal solid waste	100%	70	80	
3	Extent of segregation of municipal solid waste	100%	50	60	
4	Extent of municipal solid waste recovered	80%	0	0	
5	Extent of scientific disposal of municipal solid waste	100%	0	0	
6	Efficiency in redressal of customer complaints	80%	100	100	
7	Extent of cost recovery in SWM services	100%	0	0	
	Efficiency in collection of SWM charges	90%	0	0	
	m Water Drainage				
1	Coverage of Storm water drainage network	100%	80	90	
2	Incidence of water logging / flooding	0%	0	0	
	For the Performance Grant of 2018-19:	SLB Status of 201	7-18		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES		
2	Percentage of waste being processed scientifically*	100%	P.	10	

Executive Officer Notified Area Council Khariar

	VI.	Service Lev	el Benchma		2000	Section 1	2000	SECTION AND A	
S. No.	Indicators.	Moud Benchmark		rmance Grant 17-18	For the Perio of 20	rmance Grant 18-19		rmance Grant 19-20	
	111.54.0.550		Status 2016-17	Target 3057-18	Status 2007-13	Terpet 2008-19	Status 2018-19	Target 3009-30	
	paly Services	-							
1	Coverage of water supply connections	100%	80	100					
. 2	Per capits supply of water	135 locd							Please criter
3	Extent of metering of water connections	100%							Murrantir Valores
4	Extent of Non-Revenue Water (NRW)	20%	18	20					only. Do not use
5	Continuity of water supply	24 hours							any symbol such
6	Quality of water supplied	100%							as "%" or any too
7	Efficiency in redressal of customer complaints	90%							such as "Ipod" or "hours" etc.
8	Cost recovery in water supply services	100%							160013 (16)
9	Efficiency in collection of water supply related charges	90%							
ениде п	nanagement (Sewerage and Sanitation)			V					
T	Coverage of toilets	100%	60	75	70	100			
2	Coverage of sewage network services	100%							
3	Collection efficiency of sewage network	100%							Please enter Numeric Value only. Do not us
4	Adequaty of sewage treatment capacity	100%							
- 5	Quality of sewage treatment	100%							
- 6	Excent of reuse and recycling of sawage	20%							any symbol such
7	Efficiency in redressal of customer complaints	80%							05.7%",
8	Extent of cost recovery in sewage management	100%							
9	Efficiency in collection of sewerage charges	90%							
olid Was	de Management								
1	Household level coverage of Solid Waste Wanagement pervious	100%	75	90	80	90			
-2	Efficiency of collection of municipal solid waste	100%	60	75	70	80			Please enter
3.	Extent of segregation of municipal solid waste	100%	0	50	30	50			Numeric Values
4	Extent of municipal solid waste recovered	80%	0	0	0	0		= +	only. Do not use
5	Extent of scientific disposal of municipal solid waste	100%	0	0	0	0			any symbol such
6	Efficiency in redressal of oustomer complaints	80%	50	100	80	100			48 "%".
7	Extent of cost recovery in SWM services	100%	0	0	0	0			
	Efficiency in collection of SWM charges	90%	0	0	0	0			
torm Wa	ater Drainage								
1	Coverage of Storm water drainage network	100%	60	75	75	100			
2	Incidence of water logging / flooding	016	6	6	3	3	Automorphis		
	and the second of the second o	71=000	2017-18-518 5	Status of 2016-17	2018-18-19-5	Setus of 3857-18	2019-20 - 518 5	earm of 1868-19	
1	Coverage of Wister Supply (24 X 7) in all Public/Community Tollets	24 hours	3.	nes .	Y	rs.		es	Please Enter "YES or "NO" only.
2	Percentage of waste being processed scientifically	: x ::		00		0		0	Please eater Numers Volum exhip Do net use any symbol such as "N".

Note: Please see the following link for instructions to provide the status of Service Level Benchmark's current year/ranget year https://mousl.com/s/josh/3/TLefEudicantiansbook/Rupdf

> Executive Officer Khordha Municipality

Name of ULB: Notified Area council Kuchinda

S. No.	Declaration of Service Standar	Moud Benchmark	Status 2017-18	Target 2018-19
Wate	r Supply Services			
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	135	135
3	Extent of metering of water connections	100% _	0	10
4	Extent of Non-Revenue Water (NRW)	20%	10	20
5	Continuity of water supply	24 hours	24	24
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	100	100
8	Cost recovery in water supply services	100%	100	100
9	Efficiency in collection of water supply related charges	90%	100	100
Sewa	ge management (Sewerage and Sanitation)		
1	Coverage of toilets	100%	0	0
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
5	Quality of sewage treatment	100%	0	0
6	Extent of reuse and recycling of sewage	20%	0	0
7	Efficiency in redressal of customer complaints	80%	0	0
8	Extent of cost recovery in sewage management	100%	0	D
9	Efficiency in collection of sewerage charges	90%	0	0
10	ULB provides water connection to public and community toilets	100%	0	0
olid V	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	50	70
4	Extent of municipal solid waste recovered	80%	20	30
5	Extent of scientific disposal of municipal solid waste	100%	30	50
6	Efficiency in redressal of customer complaints	80%	100	100
7	Extent of cost recovery in SWM services	100%	0	10
8	Efficiency in collection of SWM charges	90%	0	50
9	Extent of scientific processing of waste	80%	0	30

ATTACAMENT AND			
verage of Storm water drainage network	100%	15	15
idence of water logging / flooding	0%	- 5	5
	verage of Storm water drainage network cidence of water logging / flooding		cidence of water looping (8 4)

July 10 12 Conficer

NUAPADA

	For the Performance Gran	t of 2018-19			
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks		
			Status 2017-18	Target 2018-15	
Wate	r Supply Services	1			
1	Coverage of water supply connections	100%	25	26	
2	Per capita supply of water	135 lpcd	51	53	
3	Extent of metering of water connections	100%	0	0	
4	Extent of Non-Revenue Water (NRW)	20%	30	32	
5	Continuity of water supply	24 hours	3	5	
6	Quality of water supplied	100%	100	100	
7	Efficiency in redressal of customer complaints	80%	80	-80	
8	Cost recovery in water supply services	100%	24	2.4	
9	Efficiency in collection of water supply related charges	90%	22	25	
Sewi	age management (Sewerage and Sanitation)	I Surrey V			
1	Coverage of toilets	100%	35	70	
2	Coverage of sewage network services	100%	. 0	0	
3	Collection efficiency of the sewage network	100%	0	- 0	
4	Adequacy of sewage treatment capacity	100%	0	.0	
5	Quality of sewage treatment	100%	0	0	
6	Extent of reuse and recycling of sewage	20%	0	0	
7	Efficiency in redressel of customer complaints	80%	0	0	
8	Extent of cost recovery in sewage management	100%	0	0	
9	Efficiency in collection of sewerage charges	90%	0	0	
Solid	I Waste Management				
1	Household level coverage of Solid Waste Management services	100%	80	80	
2	Efficiency of collection of municipal solid waste	100%	90	90	
3	Extent of segregation of municipal solid waste	100%	0	0	
4	Extent of municipal solid waste recovered	80%	0	0	
5	Extent of municipal solid waste recovered Extent of scientific disposal of municipal solid waste	100%	0	0	
6	Efficiency in redressal of customer complaints	80%	90	90	
7	Extent of cost recovery in SWM services	100%	.0	0	
8	Efficiency in collection of SWM charges	90%	.0	0	
-	m Water Drainage				
1	Coverage of Storm water drainage network	100%	70	70	
-		0%	1	1	
2	Incidence of water logging / flooding For the Performance Grant of 2018-19	37.7	17-18		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	NO		
2	Percentage of waste being processed scientifically*	100%		D	



PARADEEP

S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks		
	the state of the s	300000000000000000000000000000000000000	Status 2017-18	Target 2018-19	
Wat	er Supply Services				
1	Coverage of water supply connections	100%	80	91	
2	Per capita supply of water	135 lpcd	211.03	211.03	
3	Extent of metering of water connections	100%		30	
4	Extent of Non-Revenue Water (NRW)	20%	15	20	
5	Continuity of water supply	24 hours	6	8	
6	Quality of water supplied	100%	100	100	
7	Efficiency in redressal of customer complaints	80%	15	10	
8	Cost recovery in water supply services	100%	15	20	
9	Efficiency in collection of water supply related charges	90%	77	83	
ewi	age management (Sewerage and Sanitation)	and the same		707	
1	Coverage of tollets	100%		40	
2	Coverage of sewage network services	100%		40	
3	Collection efficiency of the sewage network	100%		40	
4	Adequacy of sewage treatment capacity	100%		30	
5	Quality of sewage treatment	100%		80	
6	Extent of reuse and recycling of sewage	20%		15	
7	Efficiency in redressal of customer complaints	80%		60	
8	Extent of cost recovery in sewage management	100%		30	
9	Efficiency in collection of sewerage charges	90%	-	20	
alld	Waste Management				
1	Household level coverage of Solid Waste Management services	100%	95	100	
2	Efficiency of collection of municipal solid waste	100%	95	100	
3	Extent of segregation of municipal solid waste	100%	70	80	
4	Extent of municipal solid waste recovered	80%	40	45	
5	Extent of scientific disposal of municipal solid waste	100%		25	
6	Efficiency in redressal of customer complaints	80%	80	80	
7	Extent of cost recovery in SWM services	100%			
8	Efficiency in collection of SWM charges	90%	85	90	
-	m Water Drainage	1000			
1	Coverage of Storm water drainage network	100%	80	85	
2	Incidence of water logging / flooding	0%	0	0	
Ì	For the Performance Grant of 2015-19	CONTRACTOR OF THE PARTY OF THE	-18		
1	Coverage of Water Supply (24 X 7) in all Public/Community Tollets	24X7	ye.	4	
2	Percentage of waste being processed scientifically*	100%	2	0	
per f co lapo	mount of waste that is disposed in landfills that have been designs ated and maintained as per standards laid down by Central agenci impliance should be expressed as a percentage of the total quantu used at landfill sites, including open dump sites (Source: Handbook Benchmarking, MoUD, Gol, Pg 66)	es. This extent im of waste		1	

MS_EXEEL FORMAT-PG_Claim-2018-19.klsx

OF STORE

Parabeen Municip

PARALAKHIMUNDI

_	For the Performance Gra	nt of 2018-19			
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks		
			56etus 2017-18	Target 2018-11	
295204	r Supply Services				
1	Coverage of water supply connections	100%	55	100	
3	Per capita supply of water	135 lpcd	126	135	
3	Extent of metering of water connections	100%	0	5	
4	Extent of Non-Revenue Water (NRW)	20%	22	20	
5	Continuity of water supply	24 hours	2.5	4	
0	Quality of water supplied	100%	100	100	
1	Efficiency in redressel of customer complaints	80%	80	85	
ā.	Cost recovery in water supply services	100%	48	50	
9	Efficiency in collection of water supply related charges	90%	71	75	
ewa	ge management (Sewerage and Sonitation)				
1	Contrage of toilets	100%	-65	100	
2	Coverage of sawage network services	100%	-0	0	
3	Collection efficiency of the sewage network	100%	0	0	
4	Adequacy of sewage treatment capacity	100%	D	0	
5.	Quality of sewage treatment	100%	0	0	
6	Extent of reuse and recycling of sewage	20%	0	0	
7	Efficiency in redressal of customer complaints	80%	100	100	
#	Extent of cost recovery in sewage management	100%	0	0	
11	Efficiency in collection of sowerage charges	90%	0	0	
olid	Waste Management				
1	Household level coverage of Solid Waste Management services	100%	100	100	
2	Officiency of collection of municipal solid waste	100%	100	100	
3	Extent of segregation of municipal solid waste	100%	0	50	
4	Extent of municipal solid waste recovered	80%	1.0	0	
	Extent of szientific disposal of municipal solid waste	100%	.0	0	
	Efficiency in redressal of customer complaints	80%	100	100	
7	Extent of cost recovery in SWM services	100%	0	50	
0	Efficiency in collection of SWM charges	90%	0	50	
orm	Water Drainage		-	30	
1.	Overage of Storm water drainage network	100%	85	95	
	ncidence of water logging / flooding	0%	- 0	107.0	
	For the Performance Grant of 2018-19 : 5	A STATE OF THE PARTY OF THE PAR		0	
	Coverage of Water Supply (24 x 7) in all Public/Community Follets	24X7	Yes		
	Percentage of waste being processed scientifically*	100%	0		

Executive Officer
Perlathemend Municipality

PATNAGARH - NAC

S. No.	Indicators	Moud Benchmark	Status 2017-18	Target 2018-19
Water	Supply Services			
1	Coverage of water supply connections	100%	90	100
2	Per capita supply of water	135 lpcd	95	100
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	10	15
5	Continuity of water supply	24 hours	12	12
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	80	80
8	Cost recovery in water supply services	100%	60	60
9	Efficiency in collection of water supply related charges	90%	50	50
Sewag	e management (Sewerage and Sanitation)		
1	Coverage of toilets	100%	0	0
2	Coverage of sewage network services	100%	60	70
3	Collection efficiency of sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
5	Quality of sewage treatment	100%	0	0
6	Extent of reuse and recycling of sewage	20%	0	0
7	Efficiency in redressal of customer complaints	80%	0	0
8	Extent of cost recovery in sewage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	0	0
10	ULB provides water connection to public and community tollets	100%	0	0
Solid V	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	90	95
3	Extent of segregation of municipal solid waste	100%	0	0
4	Extent of municipal solid waste recovered	80%	0	0
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	80	80
7	Extent of cost recovery in SWM services	100%	0	0
8	Efficiency in collection of SWM charges	90%	0	0
9	Extent of scientific processing of waste	80%	0	0
Storm	Water Drainage			
1	Coverage of Storm water drainage network	100%	0	0
2	Incidence of water logging / flooding	0%	0	0



PHULABANI

1	For the Performance Gran	nt of 2018-19	<u> </u>		
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks		
			Status 2017-18	Target 2018-19	
Vate	er Supply Services			- Calculation	
1	Coverage of water supply connections	100%	80	100	
2	Per capita supply of water	135 lpcd	125	135	
3	Extent of metering of water connections	100%	1.49		
4	Extent of Non-Revenue Water (NFW)	20%	37	30	
5	Continuity of water supply	24 hours	8	24	
6	Quality of water supplied	100%	100	100	
7	Efficiency in redressal of customer complaints	80%	95	100	
8	Cost recovery in water supply services	100%	35	50	
9	Efficiency in collection of water supply related charges	90%	45	50	
ewa	age management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	23	100	
2	Coverage of sewage network services	100%	0	100	
3	Collection efficiency of the sewage network	100%	0	100	
4	Adequacy of sewage treatment capacity	100%	0	100	
5	Quality of sewage treatment	100%	0	100	
6	Extent of reuse and recycling of sewage	20%	0	20	
7	Efficiency in redressal of customer complaints	80%	80	80	
8	Extent of cost recovery in sewage management	100%	0	100	
9	Efficiency in collection of sewerage charges	90%	0	90	
alid	Waste Management				
1	Household level coverage of Solid Waste Management services	100%	100	100	
2	Efficiency of collection of municipal solid waste	100%	100	100	
3	Extent of segregation of municipal solid waste	100%	100	100	
4	Extent of municipal solid waste recovered	80%	80	80	
5	Extent of scientific disposal of municipal solid waste	100%	0	100	
6	Efficiency in redressal of customer complaints	80%	80	80	
7	Extent of cost recovery in SWM services	100%	70	100	
8	Efficiency in collection of SWM charges	90%	90	90	
_	m Water Drainage				
1	Coverage of Storm water drainage network	100%	0	100	
2	Incidence of water logging / flooding	0%	0	0	
i	For the Performance Grant of 2018-19:	SLB Status of 2017	7-18		
1	Coverage of Water Supply (24 x 7) in all Public/Community Toilets	24X7	Y	es	
2	Percentage of waste being processed scientifically*	100%		o	



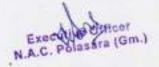
PIPILI

	For the Performance Grant	01 20 30			
5.	Indicators	MoHUA Benchmark	Service Level Benchmarks		
io.			Status 2017-18	Target 2018-19	
Visto	e Supply Services		20	30	
1	Coverage of water supply connections	100%	105	135	
2	Por capita supply of water	135 lpcd	0	10	
3	Extent of metering of water connections	100%	9	8	
4	Extent of Non-Revenue Water (NRW)	10%	5	6	
5	Continuity of water supply	24 hours		100	
-	Quality of water supplied	100%	100	98	
_	Efficiency in redressal of customer complaints	80%	95	25	
7	Cost recovery in water supply services	100%	13	80	
8	Efficiency in collection of water supply related charges	90%	70	80	
9	age management (Sewerage and Sanitation)	E STERNEY			
_	age management (sewerage and seminary)	100%	- 0	RS	
1	Coverage of toilets	100%	0.	0	
2	Coverage of sewage network services	100%	0	0	
3.	Collection efficiency of the sewage network	100%	0	. 0	
4	Adequaty of sewage treatment capacity	100%	0	- 0	
5	Quality of sewage treatment	2014	- 0	0	
-6	Extent of reuse and recycling of sewage	80%	0	85	
7	Efficiency to redressal of customer complaints	100%	0	65	
8	Extent of cost recovery in sewage management	90%	0	88	
9	Efficiency in collection of suwerage charges	1011			
Sol	id Waste Management				
1	I See A services of Colid Waste Management services	100%	0	70	
-	Efficiency of collection of municipal solid waste	100%	.0	-	
1	Elitoping at Contestion of the Application and the Application	100%	0	45	
1	Extent of sugregation of municipal tolid waste	80%	- 0	55	
-	Extent of municipal solid waste recovered	100%	0	0	
- 1	Extent of scientific disposal of municipal solid waste	80%	0	85	
101	6 Efficiency in redressal of customer complaints	100%	0	20	
	Extent of cost recovery in SWM services	The second second second	0	80	
-	8 Efficiency in collection of SWM charges	90%	-	V	
	orm Water Drainage	1 man		65	
100	Coverage of Storm water drainage network.	100%	-	0	
-	a Distance of water lowering / flooding	0%			
-	For the Performance Grant of 2018 1:	9: SLB Status of	2017-18		
-	1 Coverage of Water Supply (24 X 7) in all Public/Community Telless	24X7	NO.		
-	2 Percentage of waste being processed scientifically*	100%		0	

Executive Officer N.A.C. Pipili,

POLSARA

S. No.	Indicators	MeHUA Benchmark	Service Level Benchmarks		
			Status 2017-18	Target 2018-15	
Wat	er Supply Services				
1	Coverage of water supply connections	100%	75	80	
2	Per capita supply of water	135 (pcd	64	70	
3	Extent of metering of water connections	100%	0	0	
4	Extent of Non-Revenue Water (NRW)	20%	14	- 11	
5	Continuity of water supply	24 hours	- 4	47	
6	Quality of water supplied	100%	96	96.	
7	Efficiency in redressal of customer complaints	80%	100	100	
8	Cost recovery in water supply services	100%	27	3.2	
2	Efficiency in collection of water supply related sharges	90%	84	84	
_	age management (Sewerage and Sanitation)	-			
1	Coverage of toilets	100%	0	0	
2	Coverage of sewage network services	100%	55	55	
3	Collection efficiency of the sewage network	100%	D	0	
4	Adequacy of sewage treatment capacity	100%	0	0	
3.	Quality of sewage treatment	100%	D	0	
6	Extent of reuse and recycling of sewage	20%	0	-0.	
7	Efficiency in redressal of customer complaints	80%	0	0	
8	Extent of cost recovery in sewage management	100%	0	0	
5	Efficiency in collection of sewerage charges	90%	0	0	
Solie	i Waste Management				
1	Household level coverage of Solid Waste Management services	100%	67	67	
2	Efficiency of coffection of municipal solid waste	100%	84.	84	
3	Extent of segregation of municipal solid waste	100%	0	0	
4	Extent of municipal solid waste recovered	80%	D	0	
5	Extent of scientific disposal of municipal solid waste	100%	0	0	
6	Efficiency in redressal of customer complaints	80%	0	0	
7	Extent of cost recovery in SWM services	100%	D	0	
8	Efficiency in collection of SWM charges	90%	0	0	
	m Water Drainage	20.0			
1	Coverage of Storm water drainage network	190%	50	50	
2	incidence of water logging / flooding	0%	.0	0	
	For the Performance Grant of 2018-19:				
1	Coverage of Water Supply (24 X 7) in all Public/Community Tollets	24X7	**	ts	
2	Percentage of waste being processed scientifically*	100%			
2 *% a oper of co	Tollets	100% ed. built. es. This extent on of waste	***		



RAIRANGPUR

S. Na.	Indicators	MoHUA Benchmark	Service Level Benchmarks		
			Status 2017-18	Target 2018-15	
Wat	er Supply Services				
1	Coverage of water supply connections	100%	47	100	
2	Per capita supply of water	135 lpcd	75	80	
3	Extent of metering of water connections	100%	0	- 5	
4	Extent of Non-Revenue Water (NRW)	20%	35	30	
5	Continuity of water supply	24 hours	3	3	
6	Quality of water supplied	100%	100	100	
7	Efficiency in redressal of customer complaints	80%	97	98	
8	Cost recovery in water supply services	100%	20	30	
9	Efficiency in collection of water supply related charges	90%	53	70	
ewi	age management (Sowerage and Sanitation)			- 10	
1	Coverage of toilets	100%	60	90	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of the sewage network	100%	.0	0	
4	Adequacy of sewage treatment capacity	100%	0	0	
5	Quality of sewage treatment	100%	D	0	
fi.	Extent of reuse and recycling of sewage	20%	0	0	
7	Efficiency in redressal of customer complaints	80%	100	100	
B	Extent of cost recovery in sewage management	100%	0	0	
2	Efficiency in collection of sewerage charges	90%	0	0	
alld	Waste Management				
1	Household level coverage of Solid Waste Management services	100%	85	100	
2	Efficiency of collection of municipal solid wasta	100%	85	85	
3	Extent of segregation of municipal solid waste	100%	0	0	
4	Extent of municipal solid waste recovered				
5	Extent of scientific disposal of municipal solid waste	80%	. 0	0	
6		100%	0	0	
_	Efficiency in redressal of customer complaints	80%	80	80	
7	Extent of cost recovery in SWM services	100%	0	0	
8	Efficiency in collection of SWM charges	90%	53	70	
	n Water Drainage	2,8111			
1	Coverage of Storm water drainage network	100%	95	100	
2	Incidence of water logging / flooding	0%	0	0	
	For the Performance Grant of 2018-19	SLB Status of 2017	-18		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES		
2	Percentage of waste being processed scientifically*	100%	0	N.	
cor	mount of waste that is disposed in landfills that have been designed and maintained as per standards laid down by Central agence impliance should be expressed as a percentage of the total quantuised at landfill sites, including open dump sites. (Source: Hondbook Senchmarking, MoUD, Gol. Pa 66)	es. This extent m of waste			

MS_EXCEL_FORMAT-PG_Claim-2018-19

Executive Officer, Ralrangour Municipality

RAYGADA

S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks		
		100000000000000000000000000000000000000	Status 2017-18	Target 2018:11	
Wat	er Supply Services				
1	Coverage of water supply connections	100%	50	60	
2	Per capita supply of water	135 lpcd	115	120	
3	Extent of metering of water connections	100%	0	0	
4	Extent of Non-Revenue Water (NRW)	20%	22	20	
5	Continuity of water supply	24 hours	5	6	
5	Quality of water supplied	100%	100	100	
7	Efficiency in redressal of customer complaints	80%	90	95	
8	Cost recovery in water supply services	100%	70	80	
9	Efficiency in collection of water supply related charges	90%	60	75	
ew.	age management (Sewerage and Sanitation)		-		
	Coverage of toilets	100%	90	-100	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of the sewage network	100%	0	0	
4	Adequacy of sewage treatment capacity	100%	0	0	
5	Quality of sewage treatment	100%	0	0	
6	Extent of reuse and recycling of sewage	20%	0	0	
7	Efficiency in redressal of customer complaints	80%	0	0	
8	Extent of cost recovery in sewage management	100%	0	0	
9	Efficiency in collection of sewerage charges	90%	0	0	
olid	Waste Management				
1	Household level coverage of Solid Waste Management services	100%	100	100	
2	Efficiency of collection of municipal solid waste	100%	100	100	
3	Extent of segregation of municipal solid waste	100%	0	0	
4	Extent of municipal solid waste recovered	80%	100	100	
	Extent of scientific disposal of municipal solid waste	100%	0	0	
6	Efficiency in redressal of customer complaints	80%	80	80	
	Extent of cost recovery in SWM services	100%	0		
	Efficiency in collection of SWM charges	90%	0	0	
	Water Drainage	2016		0	
	Coverage of Storm water drainage network	100%	100	102	
	Incidence of water logging / flooding	0%	0	100	
	For the Performance Grant of 2018-19 : 1			0	
	Coverage of Water Supply (24 x 7) in all Public/Community Toilets	2417	YES		
2	Percentage of waste being processed scientifically*	100%	0		

Executive Officer Rayagada Municipality

ROURKELA

	Servi	ce Lavel Ba	nnchmark	CS CS				
S.	indicators	Mood Benchmark	100		Partnersa	The mor Grand 18-29	Performe	the rest Grant 19-30
	lie -	parcinal.	5040an 2016-07	Target 2017-10	Statut 2017-18	Target post-an	5105-13	Fargatt SRES-20
Nati	or Supply Services				100			
1	Coverage of water supply connections	100%	411	9.2	1.2	5.0		
	her capita cuppy of water	135 Iped	169	166	160	170		
3	Extent of matering of water connections	199%	- 0	9	0	0		
4	Extent of from Revenue Water (NHW)	30%	48.91	47	42	40		
5	Continuity of water supply	24 hours	2.8	2.8	2.8	3		
4	Oscietty of worker supplied	100%	100	\$197	1001	100		
2.	Efficiency an austropat of cursomer complaints	80%	99.	50	99	90		
A	Cost recovery in water supply services	100%	24	219	ire	25		
2	Efficiency in collection of water supply ritiated sharpes	90%	57	77	37	77		
10.00	igo managemorn (Sewerage and Socitation)							
1	Coverage of testors	100%	0	- 2	- 2	- 2		
F	Coverage of sewage network services	100%	1 2	460	25	40		
4.	Collection officionally of sessage metwork.	100%	20	40	.0	a ·		
4	Advigues of sewagh trewiment sepacity	100%	0.		- 6	0.		
5	Osnits of seeinge (metinent	1490%	0	12	19	0		
4	Extent of reuse and recycling of sewage	20%	. 0		0	0		
7	I Majerney in restressed of customer complaints.	80%	75	Pà	- a	U.		
-	Extent of cost recovery in sewage management.	100%	0	0	0	0		
2	Efficiency in ophection of sewanage charges	90%	-0		-29	100		
-	Waste Management			1				
F	International level coverage of Solid Waste Management services	100%	97	100	100	100		
7	Efficiency of collection of municipal soled waster	100%	100	100	100	100		
3	Extent of aggregation of municipal strip waste	300%	0	50	5	- 20		
7	Futent of municipal until waste recovered	BUTH.	0	20	20	811		
3	fixent of scientific disposal of municipal solid inside	100%	0	10	0	20		
-	Efficiency is restressed of customer compliants	80%	60	50	80	95		
2	Extent of cost recovery in SWM services	100%	25	30	5	7		
	Efficiency in consistion of SWM changes	90%	5/3	40	40	50		
	m Winer Brainage							
T	Coverage of Storm water downage network	100%	40	607	0	80		
7	Incidence of mater logging / Snoding	0%	1		- 0	0	100	0.1400
			To the To	07-18 N.B.	for the Pe	100 10 Sep. 100 10 Sep.		(Approx.) (Approx.)
#	Coverage of Water Supply (28 x 7) to all Public/Community Tollets	24 hours	THE M	M	3 . 5		12/8/92	0
5	Processage of waste being processed spinns@cally	*		3		0		

Native Phonose uses this following less for enstructions to provide the status of Services Level Burchmarks current year/barget provides of Services Lovel Burchmarks current year/barget provides of Services (Services Lovel Burchmarks) and Services (Services Lovel Burchmarks) and Services (Services B

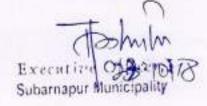
Municipal Commissioner Rourkels Municipal Corporation

Corner 1865 PG 2017 18 10 8 17 old

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Sonepur Municipality

S. No.	Declaration of Service Standards Indicators	Moud Benchmark	Status 2017-18	Target 2018-19
Wate	r Supply Services			
1	Coverage of water supply connections	100%	90	100
2	Per capita supply of water	135 lpcd	132	135
3	Extent of metering of water connections	100%	30	40
4	Extent of Non-Revenue Water (NRW)	20%	20	20
5	Continuity of water supply	24 hours	20	24
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	77	80
8	Cost recovery in water supply services	100%	40	50
9	Efficiency in collection of water supply related charges	90%	25	45
sewa	ge management (Sewerage and Sanitation)		
1	Coverage of toilets	100%	70	80
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
5	Quality of sewage treatment	100%	0	0
6	Extent of reuse and recycling of sewage	20%	0	
7	Efficiency in redressal of customer complaints	80%	.0	0
8	Extent of cost recovery in sewage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	0	0
10	ULB provides water connection to public and community toilets	100%	100	100
olid V	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	90	95
2	Efficiency of collection of municipal solid waste	100%	90	95
3	Extent of segregation of municipal solid waste	100%	0	0
4	Extent of municipal solid waste recovered	80%	0	0
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	0	0
7	Extent of cost recovery in SWM services	100%	80	80
8	Efficiency in collection of SWM charges	90%	0	0
9	Extent of scientific processing of waste	80%	50	60
orm 1	Water Drainage			
1	Coverage of Storm water drainage network	100%	95	98
2	Incidence of water logging / flooding	0%	0	0



SUNDARGARH

S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks		
			Scatus 2017-18	Target 2018-11	
Vate	r Supply Services				
1	Coverage of water supply connections	100%	82	100	
2	Per capita supply of water	135 lpcd	90	135	
3	Extent of metering of water connections	100%	20	40	
A.	Extent of Non-Revenue Water (NRW)	20%	24	75	
5	Continuity of water supply	24 hours	2	4	
6	Quality of water supplied	100%	100	100	
7	Efficiency in redressal of customer complaints	80%	100	100	
H	Cost recovery in water supply services	100%	25	30	
9	Efficiency in collection of water supply related charges	90%	90	90	
ewo	ge management (Sewerage and Sanitation)	2000			
1	Coverage of toilets	100%	50	90	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of the sewage network	100%	0	0	
4	Adequacy of sewage treatment capacity	100%	0	0	
5	Quality of sewage treatment	100%	0	0	
6	Extent of rouse and recycling of sowage	20%	0	0	
7	Efficiency in redressal of customer complaints	80%	0	0	
8	Extent of cost recovery in sewage management	100%	0	.0	
9	Efficiency in collection of sewerage charges	90%	0	0	
ialid	Waste Management				
1	Household level coverage of Solid Waste Management services	100%	95	100	
7	Efficiency of collection of municipal solid waste	100%	90	100	
3	Extent of segregation of municipal solid waste	100%	0	0	
1	Extent of municipal solid waste recovered	80%	0	0	
5	Extent of scientific disposal of municipal solid waste	100%	D	0	
		80%	75	80	
0	Efficiency in redressal of customer complaints				
7	Extent of cost recovery in SWM services	100%	0	0	
8	Efficiency in collection of SWM charges	90%	0:	.0	
-	n Water Drainage		60	- 00	
1	Coverage of Storm water drainage network	100%	80	90	
3	incidence of water logging / flooding	0%	4	4	
_	For the Performance Grant of 2018-19 :	SUB Status of 2013	7-18		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toriets	24X7	Y	ES	
2	Percentage of waste being processed scientifically*	100%		0	
per of co	mount of waste that is disposed in landfills that have been design ated and maintained as per standards laid down by Central agent impliance should be expressed as a percentage of the total quant used at landfill sites, including open dump sites (Source: Handbook i Benchmarking, MoUD, Got, Pg 66)	cies. This extent um of waste			



TALCHER

-	For the Performance Gran	nt of 2018-19]			
S. No.	Indicators	MeHUA, Benchmark	Service Level	reico Lesvel Benchmarks				
			School Oct.	Target 2019 19				
Wat	er Supply Services			-				
1	Coverage of water supply connections	100%	90	100				
2	Per capita supply of water	125 lace	125	135	1			
3	Extent of metering of water connections	100%	27	15	Les son des estados de la			
4	Extent of Non-Revenue Water (NRW)	20%	24	15	Fixus eiter Numeric Values only.			
5	Continuity of water supply	24 hours	- 4	4	Do not use any symbol such as "%"			
6	Quality of water supplied	100%	92	98	or any text such as "lpcd" or			
7	Efficiency in rediessal of customer complaints	80%	65	94	"hours" etc.			
	Court recovery in water supply services	100%	32	38				
9	Efficiency in collection of water supply related charges	90%	73	15				
fem	age management (Sewerage and Sanitation)	0.000						
1	Coverage of tollets	100%	62	10				
2	Coverage of sewage network services	100%	0	0	1			
3	Collection efficiency of the sewage network	100%	0	D.	1			
4	Attenuacy of sewage treatment capacity	100N	48	35				
5	Quality of sawaps treatment	100%	49	60	Please enter Numeric Values only			
6	Extons of seuse and recycling of sewage .	20%	0	0	Do not use any symbol such as "%"			
7	Efficiency in redressal of customer complaints	80%	0					
8	Extent of cost recovery in sewage management.	100%	.0	0				
9.	Efficiency in collection of sewerage charges.	10%	46	60	-			
elid	Waste Management		1					
ı	Household level coverage of Solid Waste Management services	100%	93	518				
2	Efficiency of collection of municipal solid waste	100%	100	300				
_	Estimated singregation of municipal solid seaster	100%	72	80				
4	Extent of municipal solid waste recovered	80%	13	82	Please writer Numeric Values on			

Takther Municipality_PG Claim 2018 19

5	Letent of spentific disposal of municipal solid exacts	100%	80	100	The stat are such showers show as
6	Efficiency in redressel of customer complaints.	80%	91.	95	
1	Extent of cost receivery in SWM services	300%	17	25	
8	Efficiency in collection of SWM charges.	90%	27	35	
Ston	m Water Drainage	13/18/19			
1	Coverage of Storm water drainage network	100%	NA.	95	Pleasy ectar Numeric Values ently. Do not
2	Incidence of water logging / flooding	0%	D D	0	son organish tuck as "M".
M	For the Performance Grant of 2018-19	SLB Status of 2017	48		
1	Coverage of Water Supply (24 x 7) in all Fublic/Community Totals	2417	YES		Please Enter "YES" or "NO" only.
2	Percentage of waste being precessed scientifically*	100%	RO		Please enter Normaris Values only. Do not see any symbol such as "10"



TARBHA NAC (NAGAR PANCHAYAT)

S. No.	Declaration of Service Standards (Indicators	Moud Benchmark	Status 2017-18	Target 2018-19
Water	Supply Services			
1	Coverage of water supply connections	100%	89	90
2	Per capita supply of water	135 lpcd	115	120
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	15	17
5	Continuity of water supply	24 hours	1.2	2
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	72	75
8	Cost recovery in water supply services	100%	75	80
9.	Efficiency in collection of water supply related charges	90%	66	70
Sewas	ge management (Sewerage and Sanitation)		
1	Coverage of toilets	100%	70	80
2	Coverage of sewage network services	100%	40	50
3	Collection efficiency of sewage network	100%	0	25
4	Adequacy of sewage treatment capacity	100%	D	25
5	Quality of sewage treatment	100%	0	25
6	Extent of reuse and recycling of sewage	20%	0	10
7	Efficiency in redressal of customer complaints	80%	85	100
8	Extent of cost recovery in sewage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	0	0
10	ULB provides water connection to public and community toilets	100%	100	100
Solid	Waste Management			
1	Household level coverage of Solid Waste Management services	100%	20	80
2	Efficiency of collection of municipal solid waste	100%	92	95
3	Extent of segregation of municipal solid waste	100%	0	50
-4	Extent of municipal solid waste recovered	80%	0	40
5	Extent of scientific disposal of municipal solid waste	100%	0	50
6	Efficiency in redressal of customer complaints	80%	82	90
7	Extent of cost recovery in SWM services	100%	0	50
8	Efficiency in collection of SWM charges	90%	0	50
9	Extent of scientific processing of waste	80%	0	0
Storr	m Water Drainage			
1	Coverage of Storm water drainage network	100%	85	90
2	Incidence of water logging / flooding	0%	2	0

Executive Officer N.A.C. Tarbha

TUSURA

S. No.	For the Performance Gran	MoHUA Benchmark	Service Level Benchmarks		
		80400000000	Status 2017-18	Target 2018-11	
Wate	er Supply Services				
1	Coverage of water supply connections	100%	58%	65%	
2	Per capita supply of water	135 lpcd	0	0	
3	Extent of metering of water connections	100%	0	0	
4	Extent of Non-Revenue Water (NRW)	20%	8%	8%	
5	Continuity of water supply	24 hours	3%	5%	
6	Quality of water supplied	100%	100%	100%	
7	Efficiency in redressal of customer complaints	80%	80%	90%	
8	Cost recovery in water supply services	100%	50%	60%	
9	Efficiency in collection of water supply related charges	90%	42%	50%	
Sew	age management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	0	0	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of the sewage network	100%	0	0	
4	Adequacy of sewage treatment capacity	100%	0	0	
5	Quality of sewage treatment	100%	0	0	
6	Extent of reuse and recycling of sewage	20%	0	0	
7	Efficiency in redressal of customer complaints	80%	0	0	
8	Extent of cost recovery in sewage management	100%	0	0	
9	Efficiency in collection of sewerage charges	90%	0	0	
Solia	d Waste Management	4			
1	Household level coverage of Solid Waste Management services	100%	93%	95%	
2	Efficiency of collection of municipal solid waste	100%	80%	85%	
3	Extent of segregation of municipal solid waste	100%	0	0	
4	Extent of municipal solid waste recovered	80%	0	0	
5	Extent of scientific disposal of municipal solid waste	100%	0	0	
6	Efficiency in redressal of customer complaints	80%	50%	60%	
7	Extent of cost recovery in SWM services	100%	0	0	
8	Efficiency in collection of SWM charges	90%	0	0	
Stor	m Water Drainage		V.13	12 200	
1	Coverage of Storm water drainage network	100%	75%	85%	
2	Incidence of water logging / flooding	0%	0	Ø	
	For the Performance Grant of 2018-19	SLB Status of 2017	7-18		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES		
2	Percentage of waste being processed scientifically*	100%		0	



	Declaration of Service Standards (14 ¹¹ Finance Comm Name of ULB- UDALA NAC			
S. N.	Service/ Indicator	Benchmark	Current Status for FY 2017-18	Target for FY 2018-19
(1)	(2)	(3)	(4)	(5)
	WATER SUPPLY			
1	Coverage of Water Supply Connections (%)	100	50	55
2	Per capita supply of water at consumer end (LPCD)	135	125	135
3	Extent of metering of water connections (%)	100	0	. 0
4	Extent of non-revenue water (NRW) (%)	20	25	28
5	Continuity of Water Supply (Hours)	2.4	2.5	2.5
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in redressal of customer complaints (%)	80	80	80
8	Cost recovery in water supply services (%)	100	30	34
9	Efficiency in collection of water supply related charges (%)	90	50	55
	SEWAGE MANAGEN	MENT		
1	Coverage of Toilets (%)	100	80	100
2	Coverage of Sewage Network Services (%)	100	0 -	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	()
6	Extent of Reuse and Recycling of Sewage (%)	20	0	Ü
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	. 0
9	Efficiency in Collection of Sewage Charges (%)	: 90	0	.0
	SOLID WASTE MANAG	EMENT		
H	Household Level Coverage of SWM Services (%)	100	100	100
2.	Efficiency of Collection of MSW (%)	100	-60	70
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	- 0
4.	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	80	80
7	Extent of Cost Recovery in SWM Services (%)	100	20	20
8	Efficiency in Collection of SWM Charges (%)	90	0	0
	STORM WATER DRAI	NAGE		
1	Coverage of Storm Water Drainage Network (%)	100	0	60
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Executive Officer Udala N.A.C., Udala

	-	Level Be	1	303cm	Fo.	tho	Ene	the	
1	Indicators	Moud Senchmark	For the Performance Grant of 2017-18		For the Performance Grant of 2018-19		For the Performance Grant of 2019-20		
No.			Status 2016-17	Target 2017-18	Status 2017-18	Target 2018-19	Status 2018-19	Target 2019-20	
Wate	er Supply Services								
1	Coverage of water supply connections	100%	90	80	80	90			
2	Per capita supply of water	135 lpcd	65	66	70	80			
3	Extent of metering of water connections	100%							
. 4	Extent of Non-Revenue Water (NRW)	20%			1	2			
5	Continuity of water supply	24 hours	2	2.5	3	4			
6	Quality of water supplied	100%	100	100	100	100			
7	Efficiency in redressal of customer complaints	80%	80	90	100	100			
8	Cost recovery in water supply services	100%	50	50	60	60			
9	Efficiency in collection of water supply related charges	90%	60	60	70	70			
Sew	age management (Sewerage and Sanitation)								
1	Coverage of toilets	100%	50	50	65	100			
2	Coverage of sewage network services	100%							
3	Collection efficiency of sewage network	100%							
4	Adequacy of sewage treatment capacity	100%							
5	Quality of sewage treatment	100%							
6	Extent of reuse and recycling of sewage	20%	18-46						
7	Efficiency in redressal of customer complaints	80%							
8	Extent of cost recovery in sewage management	100%							
9	Efficiency in collection of sewerage charges	90%							
7	d Waste Management								
2011			1 550	1	100	7 8665		_	
1	Household level coverage of Solid Waste Management services	100%	60	65	7.5	80	-	-	
2	Efficiency of collection of municipal solid waste	100%	50	60	80	80			
3	Extent of segregation of municipal solid waste	100%	.60	60	70	80	-	-	
4		80%	40	50	60	50	-	-	
5	Extent of scientific disposal of municipal solid waste	100%							
6	Efficiency in redressal of customer complaints	80%	60	70	100	100			
7	Extent of cost recovery in SWM services	100%	30	50	60	60			
- 8	Efficiency in collection of SWM charges	90%	20	30	50	50			
Sto	rm Water Drainage	1							
1	Coverage of Storm water drainage network	100%	70	70	80	80			
2	Incidence of water logging / flooding	0%							
			Grant of	Performance 2017-18 : St of 2016-17	B Grant of	Performance 2018-19 : SL of 2017-18	B Grant of	Performance 2019-20 : SLI s of 2018-19	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hour		NO		YES		NO	
2	Percentage of waste being processed scientifically	96		0 0		0	0		

Note: Please see the following link for instructions to provide the status of Service Level Benchmarks current year/target year http://maud.gov.in/pdf/57f1ef81d6caeHandbook06.pdf

Executive Officer

DECLARATION OF SERVICE STANDARDS

Veur 1/2018-19

WAR THE WAS AN AGAR MUNICIPALITY JAJPUR ROAD

	Service Indicators B		Current Status for Pinericial Year 2017-18	Financial Year	
-	2	3	-4	5	
1	The state of the s				
	WATER SUPPLY	100	67	100	
3	Coverage of Water Suply Connections (%)	135	84.05	100	
7	Per capita Supply of Water at Consumer end (LECO)	100	0		
3.	Extent of matering of Water Connections (%)	20	22	18	
4	Extent of non-revenue Water (NRW)(30)	24	5		
7	Continuity of Water Supply (Hours)	100	100		
- 5	Quality of Water Supplied(%)	80	100		
7	Efficiency in Redressal of Customers Complaints(%)	100	40	1000	
- 15	Dost Recovery in Water Supply Services(%)	90	44	-	
9	Efficiency in Collection of Water Supply related charges(%)	30	44		
	SEWAGE MANAGEMENT	1			
1	(Coverage of Tolliuts (%)	100	75		
2	Coverage of Sowage Network Services(%)	100			
3	Collection Efficiency of Sewarage Network (%)	100		0	
-4	Adequaty of Sewage Treatment Capacity (%)	100		0 0	
5	Chality of Sewarage Treatment (%)	100		0 0	
6	Extent of Beuse and Recycling of Sawage (%)	20		0 0	
7	Efficiency in Redressal of Customers Comptaints(%)	80	-	0 0	
8	Extent of Cost Recovery In Sewarage Management(%)	100		0 D	
9	Efficiency in Collection of Sawarage charges(%)	90		0 0	
10	a but and Community Tollate	100			
-	SOLID WASTE MANAGEMENT	. +			
1	- Contract of the Contract of	100	6	95	
2	Efficiency of Collection of MSW(%)	100	8	98 08	
3	Extent of Sagregation of Municipal Solid Waste (%)	100		5 25	
4		80		0 5	
5	The state of the s	100		0 25	
-	The state of the s	BO		75 80	
7	and the state of t	100			
8	The state of the s	90		0 5	
9	The state of the s	80		0 :	
1	STORM WATER DRAINAGE			-	
-	1 804	100	9	15 3	
1 2	The state of the s	0		0]	

MUNICIPAL ENGINEER
VYASANAGAR MUNICIPALITY

Executive Officer Vyasanagar Municipality