

ATHAMALIK

**Service Level Benchmarks**

Name of ULB:- Athamalik NAC

Sl. No.	Indicators	Modd Benchmark	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
<b>Water Supply Services</b>								
1	Coverage of water supply connections	100%	27.51	50	31.11	100	-	-
2	Per capita Supply of Water	135 lpcd	103	135	114	185	-	-
3	Extend of metering of Water Connections	100%	-	-	-	-	-	-
4	Extend of non-revenue water (NRW)	20%	36	25	18	18	-	-
5	Continuity of Water Supply	24 hours	4	4	4	4	-	-
6	Quality of Water Supplied	100%	100	100	100	100	-	-
7	Efficiency in Redressal of Customers Complaints	80%	95	100	90	100	-	-
8	Cost Recovery in Water Supply Services	100%	62.62	75	12.69	50	-	-
9	Efficiency in Collection of Water Supply related charges	90%	63.67	75	63.67	90	-	-

Memo No. 1150 /Dated. 02.08.18

Copy submitted to the Executive Engineer, P.H. Division, Angul for favour of kind information and necessary action.

*22*  
*2.8.18*  
Asst. Executive Engineer  
P.H. Sub-Division, Angul.

Memo No. 5852 /Dated. 2.8.18

Copy to the Executive Officer, Athamalik NAC for information and necessary action.

*N/C 12444 NO. 1005 dtd. 1/8/2018*

*with reference to*  
*3/8/18*  
Executive Engineer  
P.H. Division, Angul.

*True copy*  
*20-8-18*  
Executive Officer  
N.A.C. Athamalick

# BANKI

## DECLARATION OF SERVICE STANDARDS

Year 2018-19

Name of the ULB: Notified Area Council, Banki

Sl. No.	Service Indicators	Benchmark	Current Status for FY 2017-18	Target for the FY 2018-19
1	2	3	4	5
<b>WATER SUPPLY</b>				
1	Coverage of water supply connections (%)	100	70	73
2	Per capita Supply of Water at Consumer end (LPCD)	135	40	45
3	Extend of metering of Water Connections (%)	100	0	0
4	Extend of non-revenue water (NRW) (%)	20	15	15
5	Continuity of Water Supply (Hours)	24	4	7
6	Quality of Water Supplied (%)	100	90	97
7	Efficiency in Redressal of Customers Complains (%)	80	90	95
8	Cost Recovery in Water Supply Services (%)	100	40	45
9	Efficiency in Collection of Water Supply related charges (%)	90	50	55
<b>SEWAGE MANAGEMENT</b>				
1	Coverage of Toilets 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 Community Toilets (%)	100	0	0
<b>SOLID WASTE MANAGEMENT</b>				
1	Household Level Coverage of SWM Services (%)	100	100	100
2	Efficiency of Collection of MSW (%)	100	100	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	100
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	90
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	60
9	Extent of Scientific Processing of Waste (%)	80	0	0
<b>STORM WATER DRAINAGE</b>				
1	Coverage of Storm Water Drainage Network (%)	100	60	70
2	Incident of Water Logging / Flooding (Number)	0	20	17

  
 17/11/18  
 Executive Officer  
 N.A.C., BANKI

**BASUDEVPUR**

For the Performance Grant of 2018-19				
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
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%	68	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
<b>Sewage management (Sewerage and Sanitation)</b>				
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	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
<b>Solid Waste Management</b>				
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
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	0	0
2	Incidence of water logging / flooding	0%	10	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	

  
 Executive Officer  
 Municipality, Basudevpur

**<Berhampur Municipal Corporation >**  
**Declaration of Service Standards (14<sup>th</sup> Finance Commission)**

S. No.	Indicators	Moud Benchmark	Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
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
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	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%	0	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%		
<b>Solid Waste Management</b>				
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%	0	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%		
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	40	70
2	Incidence of water logging / flooding	0%	0	0

  
 Chief Finance Officer  
 Berhampur Municipal Corporation

For the Performance Grant of 2018-19				
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
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
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
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
<b>Storm Water Drainage</b>				
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 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%	20	

  
 Executive Officer  
 Bhawanipatna Municipality

**BHUBANESWAR MUNICIPAL CORPORATION**  
**Declaration of Service Standards (14<sup>th</sup> Finance Commission)**

S. No.	Indicators	Moud Benchmark	Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	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
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
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 SWM charges	90%	0	100
9	Extent of scientific processing of waste	80%	20	80
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	40	60
2	Incidence of water logging / flooding	0%	3	1

  
**CHIEF FINANCE OFFICER**  
**BHUBANESWAR MUNICIPAL CORPORATION**

**BRAJARAJNAGAR**

For the Performance Grant of 2018-19				
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
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
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	32	32
2	Efficiency of collection of municipal solid waste	100%	80	80
3	Extent of segregation of municipal solid waste	100%	18	18
4	Extent of municipal solid waste recovered	80%	23	23
5	Extent of scientific disposal 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%	25	25
8	Efficiency in collection of SWM charges	90%	12	12
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	43	45
2	Incidence of water logging / flooding	0%	0	0
<b>For the Performance Grant of 2018-19 - SLB Status of 2017-18</b>				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24x7	YES	
2	Percentage of waste being processed scientifically*	100%	0	

  
 Executive Officer  
 Brajarajnagar Municipality  
 23/10/18

## GUDAYGIRI

Service Level Benchmarks								
S. No.	Indicators	Moud Benchmark	For the Performance Grant of 2017-18		For the Performance Grant of 2018-19		For the Performance Grant of 2019-20	
			Status	Target	Status	Target	Status	Target
			2016-17	2017-18	2017-18	2018-19	2018-19	2019-20
<b>Water Supply Services</b>								
1	Coverage of water supply connections	100%	30	33	33	35	35	40
2	Per capita supply of water	135 lpcd	60	65	66	70	70	70
3	Extent of metering of water connections	100%	0	0	0	0	0	0
4	Extent of Non-Revenue Water (NRW)	20%	20	18	18	20	20	25
5	Continuity of water supply	24 hours	5	5	5	7	7	7
6	Quality of water supplied	100%	100	100	100	100	100	100
7	Efficiency in redressal of customer complaints	80%	100	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%	80	90	90	90	90	92
<b>Sewage management (Sewerage and Sanitation)</b>								
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	0	0	0	0	0
5	Quality of sewage treatment	100%	0	0	0	0	0	0
6	Extent of reuse and recycling of sewage	20%	0	0	0	0	0	0
7	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
<b>Solid Waste Management</b>								
1	Household level coverage of Solid Waste Management services	100%	75	80	80	82	82	85%
2	Efficiency of collection of municipal solid waste	100%	92	92	92	92	92	95%
3	Extent of segregation of municipal solid waste	100%	0	0	0	0	0	0%
4	Extent of municipal solid waste recovered	80%	80	85	85	87	87	90%
5	Extent of scientific disposal of municipal solid waste	100%	0	0	0	0	0	0%
6	Efficiency in redressal 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	Efficiency in collection of SWM charges	90%	0	0	0	0	0	0%
<b>Storm Water Drainage</b>								
1	Coverage of Storm water drainage network	100%	10	20	20	25	25	25%
2	Incidence of water logging / flooding	0%	0	0	0	0	0	0%
			For the Performance Grant of 2017-18 : SLB Status of 2016-17		For the Performance Grant of 2018-19 : SLB Status of 2017-18		For the Performance Grant of 2019-20 : SLB Status of 2018-19	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	NO		NO		NO	
2	Percentage of waste being processed scientifically	%	0		0		0	

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

  
 Executive Officer  
 W.A.C., Gudayagiri  
 2019-20



## HINJIKUT

Service Level Benchmarks								
S- No.	Indicators	Moud Benchmark	For the Performance Grant of 2017-18		For the Performance Grant of 2018-19		For the Performance Grant of 2019-20	
			Status 2018-17	Target 2017-18	Status 2017-18	Target 2018-19	Status 2018-19	Target 2019-20
<b>Water Supply Services</b>								
1	Coverage of water supply connections	100%	28.31	50	50	80		
2	Per capita supply of water	135 lpcd	135	135	135	135		
3	Extent of metering of water connections	100%	0	0	0	0		
4	Extent of Non-Revenue Water (NRW)	20%	50	40	40	40		
5	Continuity of water supply	24 hours	4	6	6	6		
6	Quality of water supplied	100%	100	100	100	100		
7	Efficiency in redressal of customer complaints	80%	100	100	100	100		
8	Cost recovery in water supply services	100%	17	50	50	80		
9	Efficiency in collection of water supply related charges	90%	36	50	50	80		
<b>Sewage management (Sewerage and Sanitation)</b>								
1	Coverage of toilets	100%	70	80	80	100		
2	Coverage of sewage network services	100%	70	80	80	100		
3	Collection efficiency of sewage network	100%	50	60	60	100		
4	Adequacy of sewage treatment capacity	100%	0	0	0	60		
5	Quality of sewage treatment	100%	0	0	0	60		
6	Extent of reuse and recycling of sewage	20%	0	0	80	80		
7	Efficiency in redressal of customer complaints	80%	70	80	20	50		
8	Extent of cost recovery in sewage management	100%	0	20	20	50		
9	Efficiency in collection of sewerage charges	50%	0	20	0	10		
<b>Solid Waste Management</b>								
1	Household level coverage of Solid Waste Management services	100%	80	90	90	90		
2	Efficiency of collection of municipal solid waste	100%	70	80	80	90		
3	Extent of segregation of municipal solid waste	100%	0	20	20	50		
4	Extent of municipal solid waste recovered	80%	0	20	20	50		
5	Extent of scientific disposal of municipal solid waste	100%	0	20	20	80		
6	Efficiency in redressal of customer complaints	80%	70	80	80	80		
7	Extent of cost recovery in SWM services	100%	0	20	20	60		
8	Efficiency in collection of SWM charges	90%	0	20	20	60		
<b>Storm Water Drainage</b>								
1	Coverage of Storm water drainage network	100%	80	90	90	90		
2	Incidence of water logging / flooding	0%	0	0	0	0		
			For the Performance Grant of 2017-18 : SLB Status of 2018-17		For the Performance Grant of 2018-19 : SLB Status of 2017-18		For the Performance Grant of 2019-20 : SLB Status of 2018-19	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	Yes		YES		NO	
2	Percentage of waste being processed scientifically	%						

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/57f1ef81d6c8e8handbook06.pdf>

  
 Executive Officer  
 Hinjicut Municipality

**JAJPUR MUNICIPALITY**

**Declaration of Service Standards (14<sup>th</sup> Finance Commission)**

S. No.	Indicators	Moud Benchmark	Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
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	30
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%	80	80
8	Cost recovery in water supply services	100%	35	50
9	Efficiency in collection of water supply related charges	90%	40	50
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	70	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	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 toilets	100%	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	80	80
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	75	80
4	Extent of municipal solid waste recovered	80%	75	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%	15	25
8	Efficiency in collection of SWM charges	90%	75	85
9	Extent of scientific processing of waste	80%	0	0
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	60	75
2	Incidence of water logging / flooding	0%		

  
 30.10.18  
 Executive office,  
 Jaipur Municipality

**JALESWR**

For the Performance Grant of 2018-19				
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
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
8	Cost recovery in water supply services	100%	47.7	60
9	Efficiency in collection of water supply related charges	90%	53.4	80
<b>Sewage management (Sewerage and Sanitation)</b>				
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%	0	0
8	Extent of cost recovery in sewage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	0	0
<b>Solid Waste Management</b>				
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 solid 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
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	50	65
2	Incidence of water logging / flooding	0%	5	4
<b>For the Performance Grant of 2018-19 : SLB Status of 2017-18</b>				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	0	
<p>*% amount of waste that is disposed in landfills that have been designed, built, operated and maintained as per standards laid down by Central agencies. This extent of compliance should be expressed as a percentage of the total quantum of waste disposed at landfill sites, including open dump sites. (Source: Handbook of Service Level Benchmarking, MoUD, GoI, Pg 66)</p>				

  
 Executive Officer  
 Jaleswar Municipality  
 26/09/18

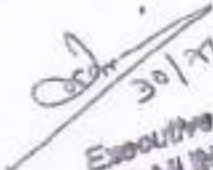
**JHARSUGUDA**

For the Performance Grant of 2018-19				
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	60	60
2	Per capita supply of water	135 lpcd	80	80
3	Extent of metering of water connections	100%		
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	60
8	Cost recovery in water supply services	100%	40	45
9	Efficiency in collection of water supply related charges	90%	30	40
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	40	100
2	Coverage of sewage network services	100%		
3	Collection efficiency of the 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%		
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%		
<b>Solid Waste Management</b>				
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%		100
4	Extent of municipal solid waste recovered	80%		20
5	Extent of scientific disposal of municipal solid waste	100%		20
6	Efficiency in redressal of customer complaints	80%	80	100
7	Extent of cost recovery in SWM services	100%		25
8	Efficiency in collection of SWM charges	90%		25
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	80	100
2	Incidence of water logging / flooding	0%	0	0
<b>For the Performance Grant of 2018-19 - SLB Status of 2017-18</b>				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%		
<p>*% amount of waste that is disposed in landfills that have been designed, built, operated and maintained as per standards laid down by Central agencies. This extent of compliance should be expressed as a percentage of the total quantum of waste disposed at landfill sites, including open dump sites (Source: Handbook of Service Level Benchmarking, AfLU/D, GoI, Pg 66)</p>				

### Service Level Benchmarks

No.	Indicators	Moud Benchmark	For the Performance Grant of 2017-18		For the Performance Grant of 2018-19		For the Performance Grant of 2019-20	
			Status 2016-17	Target 2017-18	Status 2017-18	Target 2018-19	Status 2018-19	Target 2019-20
<b>Water Supply Services</b>								
1	Coverage of water supply connections	100%	20	25	75	90		
2	Per capita supply of water	135 lpcd	112	135	135	135		
3	Extent of metering of water connections	100%	5	10	37	50		
4	Extent of Non-Revenue Water (NRW)	20%	20	18	18	18		
5	Continuity of water supply	24 hours	8	8	8	8		
6	Quality of water supplied	100%	100	100	100	100		
7	Efficiency in redressal of customer complaints	80%	80	100	80	100		
8	Cost recovery in water supply services	100%	20	20	20	20		
9	Efficiency in collection of water supply related charges	90%	80	90	44	60		
<b>Sewage management (Sewerage and Sanitation)</b>								
1	Coverage of toilets	100%	60	70	75	100		
2	Coverage of sewage network services	100%	0	0	0	0		
3	Collection efficiency of sewage network	100%	0	0	0	0		
4	Adequacy of sewage treatment capacity	100%	0	0	0	0		
5	Quality of sewage treatment	100%	0	0	0	0		
6	Extent of reuse and recycling of sewage	20%	0	0	0	0		
7	Efficiency in redressal of customer complaints	80%	0	0	0	0		
8	Extent of cost recovery in sewage management	100%	0	0	0	0		
9	Efficiency in collection of sewerage charges	90%	0	0	0	0		
<b>Solid Waste Management</b>								
1	Household level coverage of Solid Waste Management services	100%	90	100	100	100		
2	Efficiency of collection of municipal solid waste	100%	100	100	100	100		
3	Extent of segregation of municipal solid waste	100%	70	80	90	100		
4	Extent of municipal solid waste recovered	80%	0	0	0	0		
5	Extent of scientific disposal of municipal solid waste	100%	0	0	0	0		
6	Efficiency in redressal of customer complaints	80%	100	100	100	100		
7	Extent of cost recovery in SWM services	100%	0	0	0	0		
8	Efficiency in collection of SWM charges	90%	0	30	40	50		
<b>Storm Water Drainage</b>								
1	Coverage of Storm water drainage network	100%	60	70	70	80		
2	Incidence of water logging / flooding	0%	0	0	0	0		
			For the Performance Grant of 2017-18 : SLB Status of 2016-17		For the Performance Grant of 2018-19 : SLB status of 2017-18		For the Performance Grant of 2019-20 : SLB Status of 2018-19	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES		YES		NO	
2	Percentage of waste being processed scientifically	%	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.pdf>

  
 30/7/18  
 Executive Officer  
 JODA MUNICIPALITY

**KASHINAGAR**

For the Performance Grant of 2018-19				
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
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
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%	50	60
9	Efficiency in collection of water supply related charges	90%	80	90
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	0	0
2	Coverage of sewerage network services	100%	0	0
3	Collection efficiency of the sewerage network	100%	0	0
4	Adequacy of sewerage treatment capacity	100%	0	0
5	Quality of sewerage treatment	100%	0	0
6	Extent of reuse and recycling of sewerage	20%	0	0
7	Efficiency in redressal of customer complaints	80%	0	0
8	Extent of cost recovery in sewerage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	0	0
<b>Solid Waste Management</b>				
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
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	70	85
2	Incidence of water logging / flooding	0%	0	0
<b>For the Performance Grant of 2018-19 : SLB Status of 2017-18</b>				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	<b>NO</b>	
2	Percentage of waste being processed scientifically*	100%	0	

  
 Executive Officer  
 N.A.C., Kashinagar  
 Gajapati

**<Keonjharh Municipality>  
Declaration of Service Standards (14<sup>th</sup> Finance Commission)**

S. No.	Indicators	Moud Benchmark	Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
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
<b>Sewage management (Sewerage and Sanitation)</b>				
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%		
6	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%		
<b>Solid Waste Management</b>				
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
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	80	90
2	Incidence of water logging / flooding	0%	0	0

  
29.8.18

KESINGA


For the Performance Grant of 2018-19				
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
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
6	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
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	90	100
2	Efficiency of collection of municipal solid waste	100%	90	100
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%	90	100
7	Extent of cost recovery in SWM services	100%	0	0
8	Efficiency in collection of SWM charges	90%	0	0
<b>Storm Water Drainage</b>				
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 ; SLO 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	

  
 Executive Officer  
 N.A.C., Kesinga  
 27/7/18



**KHARIAR**


For the Performance Grant of 2018-19				
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	80	100
2	Per capita supply of water	135 lpcd	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
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%	70	100
9	Efficiency in collection of water supply related charges	90%	50	50
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	0	0
2	Coverage of sewage network services	100%	90	95
3	Collection efficiency 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 reuse 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
<b>Solid Waste Management</b>				
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
8	Efficiency in collection of SWM charges	90%	0	0
<b>Storm Water Drainage</b>				
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 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%	NO	

  
 Executive Officer  
 Notified Area Council  
 Khariar

### Service Level Benchmarks

S. No.	Indicators	Moud Benchmark	For the Performance Grant of 2017-18		For the Performance Grant of 2018-19		For the Performance Grant of 2019-20		
			Status 2016-17	Target 2017-18	Status 2017-18	Target 2018-19	Status 2018-19	Target 2019-20	
<b>Water Supply Services</b>									
1	Coverage of water supply connections	100%	80	100					Please enter Numeric Values only. Do not use any symbol such as "%" or any text such as "lpcd" or "hours" etc.
2	Per capita supply of water	135 lpcd							
3	Extent of metering of water connections	100%							
4	Extent of Non-Revenue Water (NRW)	20%	18	20					
5	Continuity of water supply	24 hours							
6	Quality of water supplied	100%							
7	Efficiency in redressal of customer complaints	80%							
8	Cost recovery in water supply services	100%							
9	Efficiency in collection of water supply related charges	90%							
<b>Sewage management (Sewerage and Sanitation)</b>									
1	Coverage of toilets	100%	60	75	70	100			Please enter Numeric Values only. Do not use any symbol such as "%".
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%							
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%							
<b>Solid Waste Management</b>									
1	Household level coverage of Solid Waste Management services	100%	75	90	80	90			Please enter Numeric Values only. Do not use any symbol such as "%".
2	Efficiency of collection of municipal solid waste	100%	60	75	70	80			
3	Extent of segregation of municipal solid waste	100%	0	50	30	50			
4	Extent of municipal solid waste recovered	80%	0	0	0	0			
5	Extent of scientific disposal of municipal solid waste	100%	0	0	0	0			
6	Efficiency in redressal of customer complaints	80%	50	100	80	100			
7	Extent of cost recovery in SWM services	100%	0	0	0	0			
8	Efficiency in collection of SWM charges	90%	0	0	0	0			
<b>Storm Water Drainage</b>									
1	Coverage of Storm water drainage network	100%	60	75	75	100			
2	Incidence of water logging / flooding	0%	6	6	3	3			
			2017-18 - SAR Status of 2016-17		2018-19 - SAR Status of 2017-18		2019-20 - SAR Status of 2018-19		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES		YES		YES		Please Enter "YES" or "NO" only.
2	Percentage of waste being processed scientifically	%	0		0		0		Please enter Numeric Values only. Do not use any symbol such as "%".

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/2017ef83d9ce81aef6ee66.pdf>

  
 Executive Officer  
 Khordha Municipality

**Name of ULB: Notified Area council Kuchinda**  
**Declaration of Service Standards (14<sup>th</sup> Finance Commission)**

S. No.	Indicators	Moud Benchmark	Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
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
<b>Sewage management (Sewerage and Sanitation)</b>				
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	0
9	Efficiency in collection of sewerage charges	90%	0	0
10	ULB provides water connection to public and community toilets	100%	0	0
<b>Solid Waste Management</b>				
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

**Storm Water Drainage**

1	Coverage of Storm water drainage network	<b>100%</b>	15	15
2	Incidence of water logging / flooding	<b>0%</b>	5	5

*J. Kuchinda*  
20/10/18  
Executive Officer  
M.A.C, Kuchinda

**NUAPADA**

<b>For the Performance Grant of 2018-19</b>				
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
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	24
9	Efficiency in collection of water supply related charges	90%	22	25
<b>Sewage management (Sewerage and Sanitation)</b>				
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 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
<b>Solid Waste Management</b>				
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 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
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	70	70
2	Incidence of water logging / flooding	0%	1	1
<b>For the Performance Grant of 2018-19 : SLB Status of 2017-18</b>				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	NO	
2	Percentage of waste being processed scientifically*	100%	0	

  
 EXECUTIVE OFFICER  
 N.A.C., NUAPADA

PARADEEP

For the Performance Grant of 2018-19				
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
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
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	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
<b>Solid Waste Management</b>				
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
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	80	85
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%	20	
<p>*% amount of waste that is disposed in landfills that have been designed, built, operated and maintained as per standards laid down by Central agencies. This extent of compliance should be expressed as a percentage of the total quantum of waste disposed at landfill sites, including open dump sites. (Source: Handbook of Service Level Benchmarking, MoUD, GoI, Pg 66)</p>				

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Executive Officer  
Paradeep Municipality

Sh. Sankar Das

**PARALAKHIMUNDI**

For the Performance Grant of 2018-19				
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	55	100
2	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
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	80	85
8	Cost recovery in water supply services	100%	48	50
9	Efficiency in collection of water supply related charges	90%	71	75
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	65	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%	100	100
8	Extent of cost recovery in sewage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	0	0
<b>Solid Waste Management</b>				
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	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	50
8	Efficiency in collection of SWM charges	90%	0	50
<b>Storm Water Drainage</b>				
1	Coverage of Storm-water drainage network	100%	85	95
2	Incidence of water logging / flooding	0%	0	0
<b>For the Performance Grant of 2018-19 - SLB Status of 2017-18</b>				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically*	100%	0	

*f*  
*4/10/18*  
 Executive Officer  
 Paralakhemundi Municipality

**PATNAGARH - NAC**  
**Declaration of Service Standards (14<sup>th</sup> Finance Commission)**

S. No.	Indicators	Moud Benchmark	Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
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
<b>Sewage management (Sewerage and Sanitation)</b>				
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 toilets	100%	0	0
<b>Solid Waste Management</b>				
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
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	0	0
2	Incidence of water logging / flooding	0%	0	0



**Executive Officer**  
**N.A.C.Patnagarh**



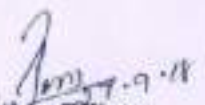
**PHULABANI**

<b>For the Performance Grant of 2018-19</b>				
<b>S. No.</b>	<b>Indicators</b>	<b>MoHUA Benchmark</b>	<b>Service Level Benchmarks</b>	
			<b>Status 2017-18</b>	<b>Target 2018-19</b>
<b>Water Supply Services</b>				
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 (NRW)	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
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
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
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	0	100
2	Incidence of water logging / flooding	0%	0	0
<b>For the Performance Grant of 2018-19 : SLB Status of 2017-18</b>				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	0	

  
 Executive Officer  
 Phulabani Municipality

PIPILI

For the Performance Grant of 2018-19				
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	20	30
2	Per capita supply of water	135 lpcd	105	135
3	Extent of metering of water connections	100%	0	10
4	Extent of Non-Revenue Water (NRW)	20%	9	8
5	Conduity of water supply	24 hours	5	6
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	95	98
8	Cost recovery in water supply services	100%	13	25
9	Efficiency in collection of water supply related charges	90%	70	80
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	0	85
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	85
8	Extent of cost recovery in sewage management	100%	0	65
9	Efficiency in collection of sewerage charges	90%	0	88
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	0	70
2	Efficiency of collection of municipal solid waste	100%	0	80
3	Extent of segregation of municipal solid waste	100%	0	45
4	Extent of municipal solid waste recovered	80%	0	55
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	0	85
7	Extent of cost recovery in SWM services	100%	0	20
8	Efficiency in collection of SWM charges	90%	0	80
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%		65
2	Incidence of water logging / flooding	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		NO
2	Percentage of waste being processed scientifically*	100%		0

  
 Executive Officer  
 N.A.C. Pipili.

POLSARA

For the Performance Grant of 2018-19				
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	75	80
2	Per capita supply of water	135 lpcd	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	4
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	32
9	Efficiency in collection of water supply related charges	90%	84	84
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	0	0
2	Coverage of sewerage network services	100%	55	55
3	Collection efficiency of the sewerage network	100%	0	0
4	Adequacy of sewerage treatment capacity	100%	0	0
5	Quality of sewerage 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 sewerage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	67	67
2	Efficiency of collection 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%	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%	0	0
8	Efficiency in collection of SWM charges	90%	0	0
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	50	50
2	Incidence of water logging / flooding	0%	0	0
<b>For the Performance Grant of 2018-19 : SLB Status of 2017-18</b>				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%		
<p>*% amount of waste that is disposed in landfills that have been designed, built, operated and maintained as per standards laid down by Central agencies. This extent of compliance should be expressed as a percentage of the total quantum of waste disposed at landfill sites, including open dump sites (Source: Handbook of Service Level Benchmarking, MoUD, Gov, Pg 66)</p>				

Executive Officer  
N.A.C. Polasara (Gm.)

**RAIRANGPUR**

For the Performance Grant of 2018-19				
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
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
<b>Sewage management (Sewerage and Sanitation)</b>				
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%	0	0
6	Extent of reuse 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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	85	100
2	Efficiency of collection of municipal solid waste	100%	85	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%	80	80
7	Extent of cost recovery in SWM services	100%	0	0
8	Efficiency in collection of SWM charges	90%	53	70
<b>Storm Water Drainage</b>				
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	
<p>*% amount of waste that is disposed in landfills that have been designed, built, operated and maintained as per standards laid down by Central agencies. This extent of compliance should be expressed as a percentage of the total quantum of waste disposed at landfill sites, including open dump sites. (Source: Handbook of Service Level Benchmarking, MoUD, GoI, Pg 66)</p>				

RAYGADA

For the Performance Grant of 2018-19				
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
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
6	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
<b>Sewage management (Sewerage and Sanitation)</b>				
1	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 sewerage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	0	0
<b>Solid Waste Management</b>				
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
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
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	100	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	

  
 Executive Officer  
 Rayagada Municipality

# ROURKELA

Service Level Benchmarks									
S. No.	Indicators	Mood Benchmark	For the Performance Grant of 2017-18		For the Performance Grant of 2018-19		For the Performance Grant of 2019-20		
			Status	Target	Status	Target	Status	Target	
			2018-17	2017-18	2017-18	2018-19	2018-19	2019-20	
<b>Water Supply Services</b>									
1	Coverage of water supply connections	100%	48	52	52	53			
2	Per capita supply of water	135 liter	109	140	140	170			
3	Extent of monitoring of water connections	100%	0	0	0	0			
4	Extent of non-revenue water (NWR)	30%	48.91	47	47	40			
5	Continuity of water supply	24 hours	2.8	2.8	2.8	3			
6	Quality of water supplied	100%	100	100	100	100			
7	Efficiency in redressal of customer complaints	80%	92	99	99	99			
8	Cost recovery in water supply services	100%	24	29	29	25			
9	Efficiency in collection of water supply related charges	90%	57	77	77	77			
<b>Sewage Management (Sewerage and Sanitation)</b>									
1	Coverage of toilets	100%	0	2	2	2			
2	Coverage of sewage network services	100%	2	40	15	40			
3	Collection efficiency of sewage network	100%	20	40	0	0			
4	Adequacy of sewage treatment capacity	100%	0	5	0	0			
5	Quality of sewage treatment	100%	0	15	11	0			
6	Extent of reuse and recycling of sewage	20%	0	0	0	0			
7	Efficiency in redressal of customer complaints	80%	75	75	0	0			
8	Extent of cost recovery in sewage management	100%	0	0	0	0			
9	Efficiency in collection of sewerage charges	90%	0	0	99	100			
<b>Solid Waste Management</b>									
1	Household level coverage of Solid Waste Management services	100%	97	100	100	100			
2	Efficiency of collection of municipal solid waste	100%	100	100	100	100			
3	Extent of segregation of municipal solid waste	100%	0	50	5	20			
4	Extent of municipal solid waste recovered	80%	0	20	20	80			
5	Extent of scientific disposal of municipal solid waste	100%	0	20	0	20			
6	Efficiency in redressal of customer complaints	80%	80	80	80	80			
7	Extent of cost recovery in SWM services	100%	25	30	5	7			
8	Efficiency in collection of SWM charges	90%	50	40	40	50			
<b>Storm Water Drainage</b>									
1	Coverage of storm water drainage network	100%	40	40	0	40			
2	Incidence of water logging / flooding	0%	3	0	0	0			
			For the Performance Grant of 2017-18 : SLB Status of 2017-17		For the Performance Grant of 2018-19 : SLB Status of 2017-18		For the Performance Grant of 2019-20 : SLB Status of 2018-19		
2	Coverage of Water Supply (24 x 7) in all Public/Community Toilets	24 hours	YES	YES	YES	NO			
3	Percentage of waste being processed scientifically	%	0	0	0				

Note: Please see the following link for instructions to provide the status of Service Level Benchmarks current year/target year  
<http://www.odg.mca.gov.in/2017-18/SLB/Instructions.pdf>

*[Handwritten Signature]*

*[Handwritten Signature]*  
 Municipal Commissioner  
 Rourkela Municipal Corporation

**Sonepur Municipality**  
**Declaration of Service Standards (14<sup>th</sup> Finance Commission)**

S. No.	Indicators	Moud Benchmark	Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
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
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
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
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	95	98
2	Incidence of water logging / flooding	0%	0	0

  
 Executive Officer  
 Subarnapur Municipality

**SUNDARGARH**

For the Performance Grant of 2018-19				
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
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
4	Extent of Non-Revenue Water (NRW)	20%	24	25
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
8	Cost recovery in water supply services	100%	25	30
9	Efficiency in collection of water supply related charges	90%	90	90
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	80	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 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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	95	100
2	Efficiency of collection of municipal solid waste	100%	90	100
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%	75	80
7	Extent of cost recovery in SWM services	100%	0	0
8	Efficiency in collection of SWM charges	90%	0	0
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	80	90
2	Incidence of water logging / flooding	0%	4	4
<b>For the Performance Grant of 2018-19 ; SLB Status of 2017-18</b>				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	0	
*% amount of waste that is disposed in landfills that have been designed, built, operated and maintained as per standards laid down by Central agencies. This extent of compliance should be expressed as a percentage of the total quantum of waste disposed at landfill sites, including open dump sites. (Source: Handbook of Service Level Benchmarking, MoUD, Gov. Pg 66)				



TALCHER

For the Performance Grant of 2018-19					
S. No.	Indicators	MeHUA Benchmarks	Service Level Benchmarks		
			Status 2017-18	Target 2018-19	
<b>Water Supply Services</b>					
1	Coverage of water supply connections	100%	90	100	Please enter Numeric Values only. Do not use any symbol such as "%" or any text such as "lpcd" or "hours" etc.
2	Per capita supply of water	125 lpcd	125	135	
3	Extent of metering of water connections	100%	27	35	
4	Extent of Non Revenue Water (NRW)	22%	24	35	
5	Continuity of water supply	24 hours	4	4	
6	Quality of water supplied	100%	52	98	
7	Efficiency in redressal of customer complaints	85%	85	94	
8	Cost recovery in water supply services	100%	32	38	
9	Efficiency in collection of water supply related charges	85%	75	85	
<b>Sewage management (Sewerage and Sanitation)</b>					
1	Coverage of toilets	100%	62	80	Please enter Numeric Values only. Do not use any symbol such as "%".
2	Coverage of sewerage network services	100%	0	0	
3	Collection efficiency of the sewerage network	100%	0	0	
4	Adequacy of sewerage treatment capacity	100%	48	55	
5	Quality of sewerage treatment	100%	49	60	
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 sewerage management	100%	0	0	
9	Efficiency in collection of sewerage charges	90%	48	60	
<b>Solid Waste Management</b>					
1	Household level coverage of Solid Waste Management services	100%	93	98	Please enter Numeric Values only.
2	Efficiency of collection of municipal solid waste	100%	100	100	
3	Extent of segregation of municipal solid waste	100%	72	80	
4	Extent of municipal solid waste recovered	80%	83	87	

Talcher Municipality\_PG Claim 2018-19

5	Extent of scientific disposal of municipal solid waste	100%	80	100	Do not use any symbol such as "%".
6	Efficiency in redressal of customer complaints	80%	91	95	
7	Extent of cost recovery in SWM services	100%	17	25	
8	Efficiency in collection of SWM charges	90%	27	35	
<b>Storm Water Drainage</b>					Please enter Numeric Values only. Do not use any symbol such as "%".
1	Coverage of Storm water drainage network	100%	88	95	
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		Please Enter "YES" or "NO" only.
2	Percentage of waste being processed scientifically*	100%	80		Please enter Numeric Values only. Do not use any symbol such as "%".

  
**Executive Officer**  
**Talcher Municipality**

**TARBHA NAC (NAGAR PANCHAYAT)**  
**Declaration of Service Standards (14<sup>th</sup> Finance Commission)**

S. No.	Indicators	Moud Benchmark	Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
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
<b>Sewage management (Sewerage and Sanitation)</b>				
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%	0	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
<b>Solid Waste Management</b>				
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
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	85	90
2	Incidence of water logging / flooding	0%	2	0

  
 2017/18  
 Executive Officer  
 N.A.C. Tarbha

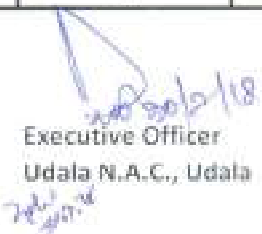
TUSURA

For the Performance Grant of 2018-19				
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
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%
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	0	0
2	Coverage of sewerage network services	100%	0	0
3	Collection efficiency of the sewerage 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 sewerage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	0	0
<b>Solid Waste Management</b>				
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
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	75%	85%
2	Incidence of water logging / flooding	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	

  
 Executive Officer  
 N.A.C. TUSURA

**Declaration of Service Standards (14<sup>th</sup> Finance Commission) for the Financial Year 2018-19**  
**Name of ULB- UDALA NAC**

S. N. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY 2017-18 (4)	Target for FY 2018-19 (5)
<b>WATER SUPPLY</b>				
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)	24	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
<b>SEWAGE MANAGEMENT</b>				
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	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 Sewage Charges (%)	90	0	0
<b>SOLID WASTE MANAGEMENT</b>				
1	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
<b>STORM WATER DRAINAGE</b>				
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

### Service Level Benchmarks

No.	Indicators	Moud Benchmark	For the Performance Grant of 2017-18		For the Performance Grant of 2018-19		For the Performance Grant of 2019-20	
			Status 2016-17	Target 2017-18	Status 2017-18	Target 2018-19	Status 2018-19	Target 2019-20
<b>Water Supply Services</b>								
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		
<b>Sewage management (Sewerage and Sanitation)</b>								
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%						
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%						
<b>Solid Waste Management</b>								
1	Household level coverage of Solid Waste Management services	100%	60	65	75	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	Extent of municipal solid waste recovered	80%	40	50	60	60		
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		
<b>Storm Water Drainage</b>								
1	Coverage of Storm water drainage network	100%	70	70	80	80		
2	Incidence of water logging / flooding	0%						
			For the Performance Grant of 2017-18 : SLB Status of 2016-17		For the Performance Grant of 2018-19 : SLB Status of 2017-18		For the Performance Grant of 2019-20 : SLB Status of 2018-19	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	NO		YES		NO	
2	Percentage of waste being processed scientifically	%	0		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/571ef81d6caeHandbook06.pdf>

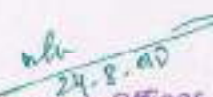
## DECLARATION OF SERVICE STANDARDS

Year: 2018-19

Name of the ULB: VYASANAGAR MUNICIPALITY, JAIPUR ROAD

S.No.	Service Indicators	Bench Mark	Current Status For Financial Year 2017-18	Target For Financial Year 2018-19
1	2	3	4	5
<b>WATER SUPPLY</b>				
1	Coverage of Water Supply Connections (%)	100	67	100
2	Per capita Supply of Water at Consumer end (LPCD)	135	84.06	100
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	22	18
5	Continuity of Water Supply (Hours)	24	5	6
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customers Complaints (%)	80	100	100
8	Cost Recovery in Water Supply Services (%)	100	40	60
9	Efficiency in Collection of Water Supply related charges (%)	90	44	60
<b>SEWAGE MANAGEMENT</b>				
1	Coverage of Toilets (%)	100	75	50
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewerage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewerage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customers Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewerage Management (%)	100	0	0
9	Efficiency in Collection of Sewerage charges (%)	90	0	0
10	ULB provides water connections to Public and Community Toilets (%)	100	-	-
<b>SOLID WASTE MANAGEMENT</b>				
1	Household Level Coverage of SWM Services (%)	100	60	85
2	Efficiency of Collection of MSW (%)	100	80	88
3	Extent of Segregation of Municipal Solid Waste (%)	100	5	25
4	Extent of Municipal Solid Waste Recovered (%)	80	0	5
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	25
6	Efficiency in Redressal of Complaints (%)	80	75	80
7	Extent of Cost Recovery in SWM Services (%)	100	0	5
8	Efficiency in Collection of SWM Charges (%)	90	0	5
9	Extent of Scientific Processing of Waste (%)	80	0	5
<b>STORM WATER DRAINAGE</b>				
1	Coverage of Storm Water Drainage Network (%)	100	15	35
2	Incident of Water Logging / Flooding (Number)	0	0	0

  
 MUNICIPAL ENGINEER  
 VYASANAGAR MUNICIPALITY

  
 Executive Officer  
 Vyasanagar Municipality