


GOVERNMENT OF TRIPURA  
URBAN DEVELOPMENT DEPARTMENT  
AGARTALA : TRIPURA

NO.F.18(6)-UDD/DUD/2015(P)/6947 Dated, Agartala, The 24<sup>th</sup> August, 2018.

MEMORANDUM

Certificate of uploading of service level benchmark showing status of service delivery in 2016-17 and target in 2017-18 in the website for receiving Grant under 14<sup>th</sup> Finance Commission Performance Grant Scheme during the year 2017-18.

All the remaining 8(eight) ULBs have submitted status of service delivery in 2016-17 and target in 2017-18. The data has been verified and found correct. Thereafter, it has been uploaded on the website as per prevailing norm.

  
( Dr. Milind Ramteke, IAS )  
Additional Secretary to the  
Government of Tripura

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	
Water Supply Services									
1	Coverage of water supply connections	100%	70	70					
2	Per capita supply of water	135 lpcd	70	80					
3	Extent of metering of water connections	100%	9	16					
4	Extent of Non-Revenue Water (NRW)	20%	19	19					
5	Continuity of water supply	24 hours	2	5					
6	Quality of water supplied	100%	100	100					
7	Efficiency in redressal of customer complaints	80%	90	100					
8	Cost recovery in water supply services	100%	70	100					
9	Efficiency in collection of water supply related charges	90%	65	90					
Sewage management (Sewerage and Sanitation)									
1	Coverage of toilets	100%	95	95					
2	Coverage of sewage network services	100%	20	20					
3	Collection efficiency of sewage network	100%	70	70					
4	Adequacy of sewage treatment capacity	100%	25	25					
5	Quality of sewage treatment	100%	90	90					
6	Extent of reuse and recycling of sewage	20%	20	20					
7	Efficiency in redressal of customer complaints	80%	80	80					
8	Extent of cost recovery in sewerage management	100%	70	100					
9	Efficiency in collection of sewerage charges	90%	90	90					

8/30/18




Solid Waste Management									
1	Household level coverage of Solid Waste Management services	100%	60	75					
2	Efficiency of collection of municipal solid waste	100%	90	95					
3	Extent of segregation of municipal solid waste	100%	80	100					
4	Extent of municipal solid waste recovered	80%	80	80					
5	Extent of scientific disposal of municipal solid waste	100%	60	100					
6	Efficiency in redressal of customer complaints	80%	70	80					
7	Extent of cost recovery in SWM services	100%	20	50					
8	Efficiency in collection of SWM charges	90%	10	30					
<b>Storm Water Drainage</b>									
1	Coverage of Storm water drainage network	100%	70	100					
2	Incidence of water logging / flooding	0%	20	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		NO		NO		
2	Percentage of waste being processed scientifically	%	35						

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>

23/08/18

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	
Water Supply Services									
1	Coverage of water supply connections	100%	85	90					
2	Per capita supply of water	135 lpcd	83	90					
3	Extent of metering of water connections	100%	0	0					
4	Extent of Non-Revenue Water (NRW)	20%	17	15					
5	Continuity of water supply	24 hours	6	6					
6	Quality of water supplied	100%	100	100					
7	Efficiency in redressal of customer complaints	80%	45	50					
8	Cost recovery in water supply services	100%	80	85					
9	Efficiency in collection of water supply related charges	90%	85	90					
Sewage management (Sewerage and Sanitation)									
1	Coverage of toilets	100%	84	87					
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%	80	80					
8	Extent of cost recovery in sewerage management	100%	100	100					
9	Efficiency in collection of sewerage charges	90%	90	90					
Solid Waste Management									
1	Household level coverage of Solid Waste Management services	100%	80	80					
2	Efficiency of collection of municipal solid waste	100%	80	90					
3	Extent of segregation of municipal solid waste	100%	40	40					
4	Extent of municipal solid waste recovered	80%	80	82					
5	Extent of scientific disposal of municipal solid waste	100%	20	25					
6	Efficiency in redressal of customer complaints	80%	80	82					

  
**Chief Executive Officer**  
 Mohanpur Municipal Council  
 Mohanpur, Tripura (W).

7	Extent of cost recovery in SWM services	100%	80	82					
8	Efficiency in collection of SWM charges	90%	80	82					
<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 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	No	No	No	Please Enter "YES" or "NO" only.
2	Percentage of waste being processed scientifically	%	30						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/57f1ef81dbcaeHandbook06.pdf>

*18/08/18*  
**Chief Executive Officer**  
 Mohanpur Municipal Council  
 Mohanpur, Tripura (W).



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	
Water Supply Services									
1	Coverage of water supply connections	100%	0	47					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	0	47					
3	Extent of metering of water connections	100%	0	0					
4	Extent of Non-Revenue Water (NRW)	20%	18	15					
5	Continuity of water supply	24 hours	0	0					
6	Quality of water supplied	100%	100	100					
7	Efficiency in redressal of customer complaints	80%	50	50					
8	Cost recovery in water supply services	100%	82	85					
9	Efficiency in collection of water supply related charges	90%	42	42					
Sewage management (Sewerage and Sanitation)									
1	Coverage of toilets	100%	0	40					Please enter Numeric Values only. Do not use any symbol such as "%".
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	40					
8	Extent of cost recovery in sewage management	100%	0	40					
9	Efficiency in collection of sewerage charges	90%	0	35					

*[Signature]*  
 Executive Officer  
 Panisagar Nagar Anchayat  
 Panisagar - 520001 Tirupura.

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>

21/10/2018  
Executive Officer  
Panisagar Nagar Anchayat  
Panisagar, North Tripura.

**Santirbazar MC**

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
Water Supply Services								
1	Coverage of water supply connections	100%	32	40				
2	Per capita supply of water	135 lpcd	135	135				
3	Extent of metering of water connections	100%	0	0				
4	Extent of Non-Revenue Water (NRW)	20%	31	25				
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%	70	80				
8	Cost recovery in water supply services	100%	20	30				
9	Efficiency in collection of water supply related charges	90%	30	40				
Sewage management (Sewerage and Sanitation)								
1	Coverage of toilets	100%	46	55				
2	Coverage of sewage network services	100%	0	10				
3	Collection efficiency of sewage network	100%	0	10				
4	Adequacy of sewage treatment capacity	100%	0	10				
5	Quality of sewage treatment	100%	0	10				
6	Extent of reuse and recycling of sewage	20%	0	10				
7	Efficiency in redressal of customer complaints	80%	0	10				
8	Extent of cost recovery in sewage management	100%	0	10				
9	Efficiency in collection of sewerage charges	90%	0	10				
Solid Waste Management								
1	Household level coverage of Solid Waste Management services	100%	10	30				
2	Efficiency of collection of municipal solid waste	100%	60	70				
3	Extent of segregation of municipal solid waste	100%	0	10				
4	Extent of municipal solid waste recovered	80%	70	80				
5	Extent of scientific disposal of municipal solid waste	100%	0	10				
6	Efficiency in redressal of customer complaints	80%	40	50				
7	Extent of cost recovery in SWM services	100%	0	10				
8	Efficiency in collection of SWM charges	90%	0	10				
Storm Water Drainage								
1	Coverage of Storm water drainage network	100%	5	10				
2	Incidence of water logging / flooding	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		Yes	
2	Percentage of waste being processed scientifically	%	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>

*[Signature]*  
**Chief Executive Officer**  
**Santirbazar Municipal Council**



## Audit of Annual Accounts (Max Marks 10)

Condition	PG Year	Reference Data	Yes /No	Marks Obtained	If published audited accounts on ULB website, Marks = 10; Otherwise marks = 0
Published audited accounts on ULB website	2017-18	Audited Accounts of 2015-16	Yes	10	
	2018-19	Audited Accounts of 2016-17	NO		
	2019-20	Audited Accounts of 2017-18	NO		

## (A): Covering Establishment costs and O&amp;M from own income (Maximum Marks 20)

Condition	PG Year	Reference Data	Own Revenue (i)	Revenue Expenditure (ii)	Achievement Range (i / ii)	Marks Obtained	If achievement range is more than 70 %, marks = 20; between 60 % to 70 %, marks = 15; between 50 % to 60 %; marks = 10, less than 50%, marks = 0.
			Rs. In Lakh		%		
ULBs able to recover costs related to revenue expenditure which is O&M costs as well as establishment & salaries from its own revenue funds excluding octroi, entry tax and stamp duty etc	2017-18	2016-17	38.25	304.61	12.56	0	
	2018-19	2017-18	0.00	0.00	0.00	0	
	2019-20	2018-19	0.00	0.00	0.00	0	

*H. B. M.*  
**Chief Executive Officer**  
 Santirbazar Municipal Council  
 Santirbazar, South Tripura

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	
Water Supply Services									
1	Coverage of water supply connections	100%	50	80					
2	Per capita supply of water	135 lpcd	75	100					
3	Extent of metering of water connections	100%	0	50					
4	Extent of Non-Revenue Water (NRW)	20%	15	20					
5	Continuity of water supply	24 hours	3	5					
6	Quality of water supplied	100%	70	100					
7	Efficiency in redressal of customer complaints	80%	70	80					
8	Cost recovery in water supply services	100%	40	70					
9	Efficiency in collection of water supply related charges	90%	90	100					
Sewage management (Sewerage and Sanitation)									
1	Coverage of toilets	100%	30	50					
2	Coverage of sewage network services	100%	40	50					
3	Collection efficiency of sewage network	100%	40	50					
4	Adequacy of sewage treatment capacity	100%	0	30					
5	Quality of sewage treatment	100%	0	30					
6	Extent of reuse and recycling of sewage	20%	0	20					
7	Efficiency in redressal of customer complaints	80%	70	80					
8	Extent of cost recovery in sewerage management	100%	0	30					
9	Efficiency in collection of sewerage charges	90%	0	50					

  
 Chief Executive Officer,  
 Teliamura Municipal Council,  
 Khewai, Tripura.


SLB



Solid Waste Management									
1	Household level coverage of Solid Waste Management services	100%	30	50					
2	Efficiency of collection of municipal solid waste	100%	80	100					
3	Extent of segregation of municipal solid waste	100%	20	50					
4	Extent of municipal solid waste recovered	80%	0	50					
5	Extent of scientific disposal of municipal solid waste	100%	20	50					
6	Efficiency in redressal of customer complaints	80%	70	80					
7	Extent of cost recovery in SWM services	100%	0	50					
8	Efficiency in collection of SWM charges	90%	20	50					
Storm Water Drainage									
1	Coverage of Storm water drainage network	100%	90	100					
2	Incidence of water logging / flooding	0%	15	0					
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	For the Performance Grant of 2017-18 : SLB Status of 2016-17		YES	For the Performance Grant of 2018-19 : SLB Status of 2017-18		NO	For the Performance Grant of 2019-20 : SLB Status of 2018-19
2	Percentage of waste being processed scientifically	%	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>

  
 Chief Executive Officer,  
 Teliamura Municipal Council,  
 Khawai, Tripura.



## 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
Water Supply Services								
1	Coverage of water supply connections	100%	90	95				
2	Per capita supply of water	135 lpcd	90	95				
3	Extent of metering of water connections	100%	0	0				
4	Extent of Non-Revenue Water (NRW)	20%	20	10				
5	Continuity of water supply	24 hours	6	6				
6	Quality of water supplied	100%	100	100				
7	Efficiency in redressal of customer complaints	80%	50	50				
8	Cost recovery in water supply services	100%	70	75				
9	Efficiency in collection of water supply related charges	90%	90	90				
Sewage management (Sewerage and Sanitation)								
1	Coverage of toilets	100%	86	90				
2	Coverage of sewage network services	100%	50	55				
3	Collection efficiency of sewage network	100%	50	55				
4	Adequacy of sewage treatment capacity	100%	50	55				
5	Quality of sewage treatment	100%	50	55				
6	Extent of reuse and recycling of sewage	20%	5	5				
7	Efficiency in redressal of customer complaints	80%	80	85				
8	Extent of cost recovery in sewage management	100%	100	100				
9	Efficiency in collection of sewerage charges	90%	90	90				
Solid 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%	35	40				
4	Extent of municipal solid waste recovered	80%	75	80				
5	Extent of scientific disposal of municipal solid waste	100%	20	25				
6	Efficiency in redressal of customer complaints	80%	80	80				
7	Extent of cost recovery in SWM services	100%	80	82				
8	Efficiency in collection of SWM charges	90%	80	82				
Storm Water Drainage								
1	Coverage of Storm water drainage network	100%	70	80				
2	Incidence of water logging / flooding	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					
2	Percentage of waste being processed scientifically	%	0%					

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



# Amarpur NP

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
Water Supply Services								
1	Coverage of water supply connections	100%	70	80				
2	Per capita supply of water	135 lpcd	80	100				
3	Extent of metering of water connections	100%	0	0				
4	Extent of Non-Revenue Water (NRW)	20%	20	20				
5	Continuity of water supply	24 hours	2	6				
6	Quality of water supplied	100%	100	100				
7	Efficiency in redressal of customer complaints	80%	80	100				
8	Cost recovery in water supply services	100%	40	100				
9	Efficiency in collection of water supply related charges	90%	90	100				
Sewage 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	0				
9	Efficiency in collection of sewerage charges	90%	0	0				
Solid Waste Management								
1	Household level coverage of Solid Waste Management services	100%	0	0				
2	Efficiency of collection of municipal solid waste	100%	50	60				
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%	60	60				
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				
Storm Water Drainage								
1	Coverage of Storm water drainage network	100%	40	50				
2	Incidence of water logging / flooding	0%	7	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					
2	Percentage of waste being processed scientifically	%	60%					

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>

Amarpur 14th F.C Excel - 21.08.2018

SLB

21/08/2018  
 Executive Officer  
 Amarapur Nagar Panchayat  
 Amarapur, Gomati, Tripura.

8/23/2018

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	
Water Supply Services									
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	110	135					
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	10	24					
6	Quality of water supplied	100%	90	100					
7	Efficiency in redressal of customer complaints	80%	60	80					
8	Cost recovery in water supply services	100%	90	100					
9	Efficiency in collection of water supply related charges	90%	60	100					
Sewage management (Sewerage and Sanitation)									
1	Coverage of toilets	100%	90	100					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 sewerage network	100%	80	90					
4	Adequacy of sewerage treatment capacity	100%	70	80					
5	Quality of sewerage treatment	100%	60	75					
6	Extent of reuse and recycling of sewage	20%	60	80					
7	Efficiency in redressal of customer complaints	80%	60	70					
8	Extent of cost recovery in sewerage management	100%	10	30					
9	Efficiency in collection of sewerage charges	90%	80	90					
Solid Waste Management									
1	Household level coverage of Solid Waste Management services	100%	20	100					Please enter Numeric Values only. Do not use any symbol such as "%".
2	Efficiency of collection of municipal solid waste	100%	70	100					
3	Extent of segregation of municipal solid waste	100%	0	30					
4	Extent of municipal solid waste recovered	80%	0	30					
5	Extent of scientific disposal of municipal solid waste	100%	70	100					
6	Efficiency in redressal of customer complaints	80%	50	70					
7	Extent of cost recovery in SWM services	100%	70	100					
8	Efficiency in collection of SWM charges	90%	20	100					
Storm Water Drainage									
1	Coverage of Storm water drainage network	100%	20	100					
2	Incidence of water logging / flooding	0%	20	100					





	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		Please Enter "YES" or "NO" only.  Please enter Numeric Values only. Do not use any symbol such as "%".
	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES				
1	Percentage of waste being processed scientifically	%	100				
2							

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>