TRIPURA GOVERNMENT DIRECTORATE OF URBAN DEVELOPMENT 3RD FLOOR OF KHADYA BHAVAN, PANDIT NEHRU COMPLEX AGARTALA: TRIPURA (W)

NO.F.18(6)-UDD/DUD/2015(P)/10/66

Dated 31st-oct 2019.

MEMORANDUM

(For Certificate of uploading of Service Level Benchmarks)

The certificate for uploading of service level benchmark showing the status of service delivery in the website for the year 2018-19 for receiving the Grant under 14th Finance Commission during the year 2019-20.

12(twelve) numbers of Urban Locl Bodies of Tripura namely Ambassa MC, Amarpur NP, Jirania NP, Kamalpur NP, Kumarghat MC, Melaghar MC, Mohanpur MC, Santirbazer MC, Sonamura NP, Udaipur MC, Khowai MC, and Teliamura MC have submitted status of the service delivery in 2018-19 and target in 2019-20. The data has been verified and found correct. Thereafter, it has been uploaded on the website of Directorate of Urban Development as per prevailing norms.

Director Director

Urban Development Department.

Amarpur Nagar Panchayat

S. Io.	Indicators	MoHUA Benchmark	Service Level	Benchmarks
			Status 2018-19	Target 2019-20
ater	Supply Services			
1	Coverage of water supply connections	100%	70	80
2	Per capita supply of water	135 lpcd	80	85
3	Extent of metering of water connections	100%	0	80
4	Extent of Non-Revenue Water (NRW)	20%	10	5
5	Continuity of water supply	24 hours	4	5
6	Quality of water supplied	100%	70	80
7	Efficiency in redressal of customer complaints	80%	60	70
8	Cost recovery in water supply services	100%	55	60
$\overline{}$	Efficiency in collection of water supply related charges	90%	80	90
_	ge management (Sewerage and Sanitation)			
	Coverage of toilets	100%	90	100
2	Coverage of sewage network services	100%	40	50
3	Collection efficiency of the sewage network	100%	80	90
4	Adequacy of sewage treatment capacity	100%	0	50
5	Quality of sewage treatment	100%	0	50
6	Extent of reuse and recycling of sewage	20%	0	50
7	Efficiency in redressal of customer complaints	80%	0	70
8	Extent of cost recovery in sewage management	100%	60	80
9	Efficiency in collection of sewerage charges	90%	50	80
olid	Waste Management			
1	Household level coverage of Solid Waste Management services	100%	65	70
2	Efficiency of collection of municipal solid waste	100%	70	80
3	Extent of segregation of municipal solid waste	100%	30	50
4	Extent of municipal solid waste recovered	80%	50	60
5	Extent of municipal solid waste recovered Extent of scientific disposal of municipal solid waste	100%	0	50
	Efficiency in redressal of customer complaints	80%	70	80
6				
7	Extent of cost recovery in SWM services	100%	70	75
8	Efficiency in collection of SWM charges	90%	80	90
	m Water Drainage	1000/	70	
1	Coverage of Storm water drainage network	100%	70	80
2	Incidence of water logging / flooding SLB Status of 2018-	0%	5	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YI	ES
2	Percentage of waste being processed scientifically*	100%	2	0
ope of d	amount of waste that is disposed in landfills that have been designerated and maintained as per standards laid down by Central agence compliance should be expressed as a percentage of the total quant posed at landfill sites, including open dump sites. (Source: Handbookel Benchmarking, MoUD, Gol, Pq 66)	cies. This extent um of waste	110	10/4

Ambassa Municipal Council

	For the Performance Gran	t of 2019	3-20			
	Indicators	MoHU Benchm	Α \	Service L	<u> </u>	Target 2019-20
		 				100
•		100	%	90		100
er Supply Service	es cupply connections	135 l		85	\longrightarrow	100
Coverage of wa	ter suppry	100		0		100
Per capita supp	ring of water connections	20		25		24
Extent of mete	Revenue Water (NRW)	24 h		7		100
Extent of Non-	Revenue Water		0%	95		100
Continuity of)%	80		100
Quality of wat	er supplied		0%	35		
Efficiency in r	edressal of customer complaints		0%	85		100
Cost recovery	in water supply related charges				1 1 1	100
		-	00%	70		100
wage managem	ent (Sewerage and		00%	0		100
1 Coverage of	tollets		.00%	0		100
2 Coverage of	sewage network services		100%)	100
			100%	()	100
- Jadaguacy O	sewage treatment of		20%	1	0	50
			80%	1 8	35	100
6 Extent of re	ouse and recycling of sewage		100%	+	Ö	50
7 Efficiency in	n redressal of customer complaints n redressal of customer management		90%		0	50
			90%			
9 Efficiency	n collection of several			+	90	100
Solid Waste Ma	d level coverage of Solid Waste Management se	rvices	100%			100
1 Househole	d level coverage of Solid Waste	-	100%	1, 200	90	100
	f - lection of municipal solid waste		100%		50	
-	agregation of municipal solid was		80%		50	100
		-	100%		0	100
4 Extent of	f scientific disposal of municipal solid waste		80%	-	50	100
5 Extent o	lead of customer complaints				25	100
6 Efficienc	y in redressal of customer complaints		100%	-	.90	100
	Coast recovery in SWIVI Services		90%			
8 Efficien	cy in collection of SWM charges				90	100
			100%	-	20	0
	of Storm Water draining		0%			
2 Incider	ice of water logging / flooding SLB Statu	us of 2018-19)			
Covera	age of Water Supply (24 X 7) in all Public/Comm		24X	7		YES
Tollets	stage of waste being processed scientifically*		100			0
*% amoun operated a of complia	t of waste that is disposed in landfills that have and maintained as per standards laid down by Counce should be expressed as a percentage of the landfill sites, including open dump sites. (Source charking, MoUD, GoI, Pg 66)	usiin ictot	Luin or w			

Chief Executive SLB

rks

Jirania Nagar Panchayat

S. No.	For the Performance Gran	MoHUA Benchmark	Service Level	Benchmarks
			Status 2018-19	Target 2019-20
Vate	er Supply Services			
1	Coverage of water supply connections	100%	60	90
2	Per capita supply of water	135 lpcd	100	150
3	Extent of metering of water connections	100%	0	90
4	Extent of Non-Revenue Water (NRW)	20%	10	5
5	Continuity of water supply	24 hours	4	6
6	Quality of water supplied	100%	70	90
7	Efficiency in redressal of customer complaints	80%	50	80
8	Cost recovery in water supply services	100%	70	90
9	Efficiency in collection of water supply related charges	90%	65	90
ewa	age management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	92	100
2	Coverage of sewage network services	100%	30	80
3	Collection efficiency of the sewage network	100%	90	100
4	Adequacy of sewage treatment capacity	100%	0	50
5	Quality of sewage treatment	100%	0	50
6	Extent of reuse and recycling of sewage	20%	0	0
7	Efficiency in redressal of customer complaints	80%	60	80
8	Extent of cost recovery in sewage management	100%	40	80
9	Efficiency in collection of sewerage charges	90%	80	90
olid	Waste Management			
1	Household level coverage of Solid Waste Management services	100%	40	100
2	Efficiency of collection of municipal solid waste	100%	70	90
3	Extent of segregation of municipal solid waste	100%	40	90
4	Extent of municipal solid waste recovered	80%	40	70
5	Extent of scientific disposal of municipal solid waste	100%	80	90
6	Efficiency in redressal of customer complaints	80%	60	80
7	Extent of cost recovery in SWM services	100%	30	70
8	Efficiency in collection of SWM charges	90%	85	90
	m Water Drainage			
1	Coverage of Storm water drainage network	100%	70	80
2	Incidence of water logging / flooding	0%	0	0
-	SLB Status of 2018-	19		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Y	ES
2	Percentage of waste being processed scientifically*	100%		70

Dy. Executive Officer
Jirania Nagar Panchayat
Jirania, West Tripura.

Kamalpur Nagar Panchayat

	For the Performance Gra	nt of 2019-20		
S. No.	Indicators	MoHUA Benchmark	Service Level	Benchmarks
Mot	or Summly Compt		Status 2018-19	Target 2019-20
vvat	er Supply Services			
2	Coverage of water supply connections	100%	72	75
3	Per capita supply of water	135 lpcd	71	75
4	Extent of metering of water connections	100%	0	0
	Extent of Non-Revenue Water (NRW)	20%	5	5
5	Continuity of water supply	24 hours	2	3
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%	70	80
9	Efficiency in collection of water supply related charges	90%	92	95
ewa	age management (Sewerage and Sanitation)			33
1	Coverage of toilets	100%	90	100
2	Coverage of sewage network services	100%	90	
3	Collection efficiency of the sewage network	100%	92	100 95
4	Adequacy of sewage treatment capacity	100%	90	
5	Quality of sewage treatment	100%	92	95
6	Extent of reuse and recycling of sewage	20%	20	95
7	Efficiency in redressal of customer complaints	80%	75	20
8	Extent of cost recovery in sewage management	100%		80
9	Efficiency in collection of sewerage charges	90%	95	100
olid	Waste Management	30%	90	100
_	Household level coverage of Solid Waste Management services	100%	80	90
2	Efficiency of collection of municipal solid waste	100%	85	00
3	Extent of segregation of municipal solid waste	100%	80	90
4	Extent of municipal solid waste recovered	80%	70	
5	Extent of scientific disposal of municipal solid waste	100%	90	75 95
_	Efficiency in redressal of customer complaints	80%	70	75
7	Extent of cost recovery in SWM services	100%	90	
8	Efficiency in collection of SWM charges	90%	80	95
$\overline{}$	Water Drainage	I by Age and a little of the same of the s	80	85
1	Coverage of Storm water drainage network	100%	60	
2	Incidence of water logging / flooding	0%		
	SLB Status of 2018-19	The second secon	30	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2 1	Percentage of waste being processed scientifically*	100%	75	

Executive Officer
Nagar Panchayet
Kamalpur, Dhalai, Tripura.

Khowai Municipal Council

	For the Performance Gran	nt of 2019-20		
S. No.	Indicators	MoHUA Benchmark	Service Level	Benchmarks
			Status 2018-19	Target 2019-20
Wate	r Supply Services			
1	Coverage of water supply connections	100%	95	97
2	Per capita supply of water	135 lpcd	35	50
3	Extent of metering of water connections	100%	0	50
4	Extent of Non-Revenue Water (NRW)	20%	7	7
5	Continuity of water supply	24 hours	3	4
6	Quality of water supplied	100%	85	90
7	Efficiency in redressal of customer complaints	80%	75	80
8	Cost recovery in water supply services	100%	37	50
9	Efficiency in collection of water supply related charges	90%	72	80
Sewa	ge management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	92	95
2	Coverage of sewage network services	100%	65	70
3	Collection efficiency of the sewage network	100%	72	80
4	Adequacy of sewage treatment capacity	100%	0	30
5	Quality of sewage treatment	100%	0	40
6	Extent of reuse and recycling of sewage	20%	0	10
7	Efficiency in redressal of customer complaints	80%	70	75
8	Extent of cost recovery in sewage management	100%	0	30
9	Efficiency in collection of sewerage charges	90%	80	85
Solid	Waste Management			
1	Household level coverage of Solid Waste Management services	100%	50	60
2	Efficiency of collection of municipal solid waste	100%	75	80
3	Extent of segregation of municipal solid waste	100%	40	50
4	Extent of municipal solid waste recovered	80%	10	50



100%	20	T
		50
	60	70
	0	50
90%	35	50
1000/		
100%	60	70
0%	12	0
18-19		
24X7	YE	S
100%	20)
igned, built, encies. This extent ntum of waste pok of Service		
	100% 0% 18-19 24X7 100% igned, built, encies. This extent	80% 60 100% 0 90% 35 100% 60 0% 12 18-19 24X7 YE 100% 20 igned, built, encies. This extent

Deputy Chief Executive officer Khowai Municipal Council Khowai, Tripura.

Kumarghat Municipal Council

5.	Indicators	MoHUA Benchmark	Service Level	Benchmarks
0.		Benchmark	Status 2018-19	Target 2019-20
ate	Supply Services		0.5	90
1	Coverage of water supply connections	100%	85	120
	Per capita supply of water	135 lpcd	115	50
3	Extent of metering of water connections	100%	0	5
4	Extent of Non-Revenue Water (NRW)	20%	10	5
200	Continuity of water supply	24 hours	4	
25	Quality of water supplied	100%	100	100
	Efficiency in redressal of customer complaints	80%	93	95
8	Cost recovery in water supply services	100%	93	95
9	Efficiency in collection of water supply related charges	90%	90	100
	ge management (Sewerage and Sanitation)			
	Coverage of toilets	100%	100	100
	Coverage of tolicis Coverage of sewage network services	100%	25	30
2	Collection efficiency of the sewage network	100%	25	50
3	Adequacy of sewage treatment capacity	100%	0	30
4		100%	0	30
5	Quality of sewage treatment	20%	0	30
6	Extent of reuse and recycling of sewage	80%	50	60
7	Efficiency in redressal of customer complaints	100%	20	30
8	Extent of cost recovery in sewage management	90%	20	30
9	Efficiency in collection of sewerage charges			
olid	Waste Management			
1	Household level coverage of Solid Waste Management services	100%	80	100
2	Efficiency of collection of municipal solid waste	100%	90	100
2445	Extent of segregation of municipal solid waste	100%	90	100
3		80%	30	50
4	Extent of municipal solid waste recovered	100%	80	90
5	Extent of scientific disposal of municipal solid waste		60	80
6	Efficiency in redressal of customer complaints	80%		
7	Extent of cost recovery in SWM services	100%	50	80
8	Efficiency in collection of SWM charges	90%	50	80
	m Water Drainage			
1	Coverage of Storm water drainage network	100%	60	80
2	Incidence of water logging / flooding	0%	3	0
	SLB Status of 2018	19		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7		YES
2	Percentage of waste being processed scientifically*	100%		10
*%	Percentage of waste being processed scientifically amount of waste that is disposed in landfills that have been designated and maintained as per standards laid down by Central ager compliance should be expressed as a percentage of the total quarposed at landfill sites, including open dump sites. (Source: Handbo	ned, built, ncies. This exten ntum of waste	t	SB.

Chief Executive Officer (S.D.M.) Kumarghat Municipal Council Kumarghat Unakoti, Tripura.

Melaghar Municipal Council

s.	Indicators	MoHUA Benchmark	Service Level	Benchmarks
No.	Section of Sections of	Dencimark	Status 2018-19	Target 2019-20
Nate	er Supply Services			0.5
1	Coverage of water supply connections	100%	80	85
2	Per capita supply of water	135 lpcd	.70	75
3	Extent of metering of water connections	100%	50	60
4	Extent of Non-Revenue Water (NRW)	20%	20	20
5	Continuity of water supply	24 hours	3	4
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%	80	85
9	Efficiency in collection of water supply related charges	90%	75	80
Sewa	age management (Sewerage and Sanitation)			_
1	Coverage of toilets	100%	95	100
2	Coverage of sewage network services	100%	40	45
3	Collection efficiency of the sewage network	100%	70	75
4	Adequacy of sewage treatment capacity	100%	30	35
5	Quality of sewage treatment	100%	90	100
6	Extent of reuse and recycling of sewage	20%	20	20
7	Efficiency in redressal of customer complaints	80%	80	85
8	Extent of cost recovery in sewage management	100%	75	80
9	Efficiency in collection of sewerage charges	90%	90	90
	Waste Management			
1	Household level coverage of Solid Waste Management services	100%	70	75
2	Efficiency of collection of municipal solid waste	100%	90	90
3	Extent of segregation of municipal solid waste	100%	85	87
4	Extent of municipal solid waste recovered	80%	80	80
5	Extent of scientific disposal of municipal solid waste	100%	72	75
7 101	Efficiency in redressal of customer complaints	80%	77	80
6	Extent of cost recovery in SWM services	100%	30	40
7	Efficiency in collection of SWM charges	90%	15	40
8				
-	m Water Drainage Coverage of Storm water drainage network	100%	75	80
1		0%	20	15
2	Incidence of water logging / flooding SLB Status of 2018-			
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7		YES
2	Percentage of waste being processed scientifically*	100%		20



Mohanpur Municipal Council

S. No.	For the Performance Gra	MoHUA Benchmark	Service Level	Benchmarks
			Status 2018-19	Target 2019-20
Wat	er Supply Services			
1	Coverage of water supply connections	100%	90	100
2	Per capita supply of water	135 lpcd	100	100
3	Extent of metering of water connections	100%	0	90
4	Extent of Non-Revenue Water (NRW)	20%	10	5
5	Continuity of water supply	24 hours	5	6
6	Quality of water supplied	100%	80	100
7	Efficiency in redressal of customer complaints	80%	90	100
8	Cost recovery in water supply services	100%	0	50
9	Efficiency in collection of water supply related charges	90%	65	90
Sewa	age management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	92	100
2	Coverage of sewage network services	100%	50	80
3	Collection efficiency of the sewage network	100%	90	100
4	Adequacy of sewage treatment capacity	100%	0	50
5	Quality of sewage treatment	100%	0	50
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 sewage management	100%	50	100
9	Efficiency in collection of sewerage charges	90%	80	90
olid	Waste Management			
1	Household level coverage of Solid Waste Management services	100%	80	100
2	Efficiency of collection of municipal solid waste	100%	80	100
3	Extent of segregation of municipal solid waste	100%	40	100
4	Extent of municipal solid waste recovered	80%	65	80
5	Extent of scientific disposal of municipal solid waste	100%	65	100
6	Efficiency in redressal of customer complaints	80%	70	80
7	Extent of cost recovery in SWM services	100%	50	100
8	Efficiency in collection of SWM charges	90%	85	90
torm	Water Drainage			
1	Coverage of Storm water drainage network	100%	80	85
2	Incidence of water logging / flooding	0%	0	0
	SLB Status of 2018-19	9		
	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	70	

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

Santirbazar Municipal Council

S. No.	Indicators	MoHUA Benchmark	Service Level	I Benchmarks
			Status 2018-19	Target 2019-20
Wat	er Supply Services			
1	Coverage of water supply connections	100%	40	45
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%	20	20
5	Continuity of water supply	24 hours	44	5
6	Quality of water supplied	100%	75	85
7	Efficiency in redressal of customer complaints	80%	25	35
8	Cost recovery in water supply services	100%	35	40
9	Efficiency in collection of water supply related charges	90%	40	45
_	age management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	90	100
2	Coverage of sewage network services	100%	10	15
3	Collection efficiency of the sewage network	100%	15	20
4	Adequacy of sewage treatment capacity	100%	12	20
5	Quality of sewage treatment	100%	15	20
6	Extent of reuse and recycling of sewage	20%	15	20
7	Efficiency in redressal of customer complaints	80%	70	75
8	Extent of cost recovery in sewage management	100%	30	40
9 olio	Efficiency in collection of sewerage charges Waste Management	90%	40	45
1	Household level coverage of Solid Waste Management services	100%	65	70
2	Efficiency of collection of municipal solid waste	100%	65	70
3	Extent of segregation of municipal solid waste	100%	80	85
4	Extent of municipal solid waste recovered	80%	70	80
5	Extent of scientific disposal of municipal solid waste	100%	15	20
6	Efficiency in redressal of customer complaints	80%	45	55
7	Extent of cost recovery in SWM services	100%	20	30
8	Efficiency in collection of SWM charges	90%	25	30
orn	n Water Drainage			
1	Coverage of Storm water drainage network	100%	15	20
2	Incidence of water logging / flooding	0%	0	0
	SLB Status of 2018-1	9		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YE	S
2	Percentage of waste being processed scientifically*	100%	0	

Deputy Chief Executive Officer Santirbazar Wunicipal Council Santirbazar, Tripura (S)

	For the Performance Grant of 2019-20	it of 2019-20			
	Indicators	МоНИА	Service Level Benchmarks	Benchmarks	
No.		Benchmark	Status 2018-19	Target 2019-20	
Wate	Water Supply Services				
Ы	Coverage of water supply connections	100%	75	80	
2	Per capita supply of water	135 lpcd	100	100	
ω	Extent of metering of water connections	100%	0	0	Dioace enter Numeric Values only
4	Extent of Non-Revenue Water (NRW)	20%	18	20	Do not use any symbol such as
5	Continuity of water supply	24 hours	3	4	or any tayt such as "locd" or
6	Quality of water supplied	100%	100	100	or any consumer nets
7	Efficiency in redressal of customer complaints	80%	45	50	1104119 0001
∞	Cost recovery in water supply services	100%	65	70	
9	Efficiency in collection of water supply related charges	90%	67	70	
Sewa	Sewage management (Sewerage and Sanitation)				
_	Coverage of toilets	100%	90	100	
2	Coverage of sewage network services	100%	45	50	
ω	Collection efficiency of the sewage network	100%	30	50	
4	Adequacy of sewage treatment capacity	100%	20	30	Please enter Numeric Values only.
5	Quality of sewage treatment	100%	20	30	Do not use any symbol such as "%".
6	Extent of reuse and recycling of sewage	20%	0	5	
7	Efficiency in redressal of customer complaints	80%	0	40	
8	Extent of cost recovery in sewage management	100%	0	50	
9	Efficiency in collection of sewerage charges	90%	0	30	
Solid	Solid Waste Management				
н	Household level coverage of Solid Waste Management services	100%	90	100	
2	Efficiency of collection of municipal solid waste	100%	90	100	
ω	Extent of segregation of municipal solid waste	100%	90	100	
4	Extent of municipal solid waste recovered	80%	70	75	Please enter Numeric Values only.
1	Fig. 1	100%	70	75	Do Hot use ally syllibol such as 70.

Sonamura Nagar Panchayat
Sepahijala Tripura.

Tripura_Sonamura_PG19-20

L					Γ
			ied, built, ies. This extent um of waste k of Service	*% 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, Gol, Pg 66)	op **
Please enter Numeric Values only. Do not use any symbol such as "%".	0	50	100%	2 Percentage of waste being processed scientifically*	
Please Enter "YES" or "NO" only.		NO	24X7	1 Coverage of Water Supply (24 X 7) in all Public/Community Toilets	
			[9]	SLB Status of 2018-19	
use any symbol such as "%"	0	5	0%	2 Incidence of water logging / flooding	
Please enter Numeric Values only. Do not	45	40	100%	1 Coverage of Storm water drainage network	
				Storm Water Drainage	St
	90	85	90%	8 Efficiency in collection of SWM charges	T.,
	85	80	100%	7 Extent of cost recovery in SWM services	1
	55	50	80%	6 Efficiency in redressal of customer complaints	1

Executive Officer,
Sonamura Nagar Panchayat
Sepahijala Tripura.

Teliamura Municipal Council

5.	For the Performance Grant	MoHUA Benchmark	Service Level Benchmarks	
No.			Status 2018-19	Target 2019-20
Vate	r Supply Services			95
1	Coverage of water supply connections	100%	90	100000
2	Per capita supply of water	135 lpcd	100	105
3	Extent of metering of water connections	100%	0	20
4	Extent of Non-Revenue Water (NRW)	20%	20	7
5	Continuity of water supply	24 hours	6	100
6	Quality of water supplied	100%	100	100000
7	Efficiency in redressal of customer complaints	80%	80	100
8	Cost recovery in water supply services	100%	100	100
9	Efficiency in collection of water supply related charges	90%	90	95
Sewa	age management (Sewerage and Sanitation)			75
1	Coverage of toilets	100%	60	75
2	Coverage of sewage network services	100%	80	85
3	Collection efficiency of the sewage network	100%	80	85
4	Adequacy of sewage treatment capacity	100%	40	45
5	Quality of sewage treatment	100%	40	45
6	Extent of reuse and recycling of sewage	20%	30	35
7	Efficiency in redressal of customer complaints	80%	90	90
8	Extent of cost recovery in sewage management	100%	40	45
9	Efficiency in collection of sewerage charges	90%	50	60
Solic	Waste Management			
1	Household level coverage of Solid Waste Management services	100%	60	65
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	60	75
	Extent of municipal solid waste recovered	80%	50	65
4	Extent of scientific disposal of municipal solid waste	100%	70	75
5	Efficiency in redressal of customer complaints	80%	80	85
6	SUBMITTED 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	100%	60	65
7	Extent of cost recovery in SWM services	90%	60	65
8	Efficiency in collection of SWM charges	30/6		
	m Water Drainage	100%	100	100
1	Coverage of Storm water drainage network	0%	0	0
2	Incidence of water logging / flooding		0	
	SLB Status of 2018-	19	1	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	30	

& ...

3-20

nan

en

Udaipur Municipal Council

1	For the Performance Gran	1012015-20		
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2018-19	Target 2019-20
Vate	er Supply Services			
1	Coverage of water supply connections	100%	97	98
2	Per capita supply of water	135 lpcd	96	97
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	14	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%	52	60
8	Cost recovery in water supply services	100%	76	80
9	Efficiency in collection of water supply related charges	90%	90	95
_	age management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	92	95
2	Coverage of sewage network services	100%	56	60
3	Collection efficiency of the sewage network	100%	57	60
4	Adequacy of sewage treatment capacity	100%	55	60
5	Quality of sewage treatment	100%	55	60
6	Extent of reuse and recycling of sewage	20%	5	10
7	Efficiency in redressal of customer complaints	80%	85	90
8	Extent of cost recovery in sewage management	100%	100	100
9	Efficiency in collection of sewerage charges	90%	90	95
_	Waste Management			
1	Household level coverage of Solid Waste Management services	100%	82	85
2	Efficiency of collection of municipal solid waste	100%	91	95
3	Extent of segregation of municipal solid waste	100%	43	45
	Extent of municipal solid waste recovered	80%	82	85
4	Extent of scientific disposal of municipal solid waste	100%	27	50
5		150.000		100
6	Efficiency in redressal of customer complaints	80%	80	85.
7	Extent of cost recovery in SWM services	100%	83	85
8	Efficiency in collection of SWM charges	90%	82	90
Stor	m Water Drainage			
1	Coverage of Storm water drainage network	100%	83	90
2	Incidence of water logging / flooding	0%	0	0
	5LB Status of 2018-	19		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	15	

Chief Executive Officer
Udalpur Municipal Louncit
Udalpur Gomati Dist. Triputa