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

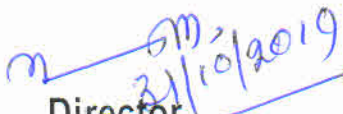NO.F.18(6)-UDD/DUD/2015(P)/ *10166*                    Dated *31st-oct* 2019.

## 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.

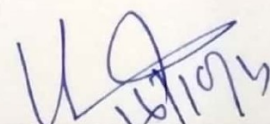12(twelve) numbers of Urban Locl Bodies of Tripura namely Ambassa MC, Amarpur NP, Jirania NP, Kamalpur NP, Kumarghat MC, Melaghar MC, Mohanpur MC, Santirbazer MC, Sonamura NP, Udaipur MC, Khowai MC, and Teliamura MC have submitted status of the service delivery in 2018-19 and target in 2019-20. The data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

**Director**
**Urban Development Department.**

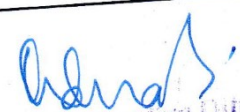Letters-R- 402

# Amarpur Nagar Panchayat

## For the Performance Grant of 2019-20

| S. No. | Indicators | MoHUA Benchmark | Service Level Benchmarks | |
|---|---|---|---|---|
| | | | 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 | 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 |
| 9 | Efficiency in collection of water supply related charges | 90% | 80 | 90 |
| **Sewage management (Sewerage and Sanitation)** | | | | |
| 1 | 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 |
| **Solid 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 scientific disposal of municipal solid waste | 100% | 0 | 50 |
| 6 | Efficiency in redressal of customer complaints | 80% | 70 | 80 |
| 7 | Extent of cost recovery in SWM services | 100% | 70 | 75 |
| 8 | Efficiency in collection of SWM charges | 90% | 80 | 90 |
| **Storm Water Drainage** | | | | |
| 1 | Coverage of Storm water drainage network | 100% | 70 | 80 |
| 2 | Incidence of water logging / flooding | 0% | 5 | 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% | 20 | |

*% 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)*

Executive Officer
Amarpur Nagar Panchayat
Amarpur, Gomati Tripura

SLB

# Ambassa Municipal Council

| | For the Performance Grant of 2019-20 | MoHUA Benchmark | Service Level Benchmarks | |
|---|---|---|---|---|
| No. | Indicators | | Status 2018-19 | Target 2019-20 |
| **Water Supply Services** | | | | |
| 1 | Coverage of water supply connections | 100% | 90 | 100 |
| 2 | Per capita supply of water | 135 lpcd | 85 | 100 |
| 3 | Extent of metering of water connections | 100% | 0 | 100 |
| 4 | Extent of Non-Revenue Water (NRW) | 20% | 25 | 100 |
| 5 | Continuity of water supply | 24 hours | 7 | 24 |
| 6 | Quality of water supplied | 100% | 95 | 100 |
| 7 | Efficiency in redressal of customer complaints | 100% | 80 | 100 |
| 8 | Cost recovery in water supply services | 80% | 35 | 100 |
| 9 | Efficiency in collection of water supply related charges | 90% | 85 | 100 |
| **Sewage management (Sewerage and Sanitation)** | | | | |
| 1 | Coverage of toilets | 100% | 70 | 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 | 50 |
| 7 | Efficiency in redressal of customer complaints | 80% | 85 | 100 |
| 8 | Extent of cost recovery in sewage management | 100% | 0 | 50 |
| 9 | Efficiency in collection of sewerage charges | 90% | 0 | 50 |
| **Solid Waste Management** | | | | |
| 1 | Household level coverage of Solid Waste Management services | 100% | 90 | 100 |
| 2 | Efficiency of collection of municipal solid waste | 100% | 90 | 100 |
| 3 | Extent of segregation of municipal solid waste | 100% | 50 | 100 |
| 4 | Extent of municipal solid waste recovered | 80% | 50 | 100 |
| 5 | Extent of scientific disposal of municipal solid waste | 100% | 0 | 100 |
| 6 | Efficiency in redressal of customer complaints | 80% | 50 | 100 |
| 7 | Extent of cost recovery in SWM services | 100% | 25 | 100 |
| 8 | Efficiency in collection of SWM charges | 90% | 90 | 100 |
| **Storm Water Drainage** | | | | |
| 1 | Coverage of Storm water drainage network | 100% | 90 | 100 |
| 2 | Incidence of water logging / flooding | 0% | 20 | 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% | | 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, GoI, Pg 66)

Chief Executive Officer

SLB

# Jirania Nagar Panchayat

| S. No. | Indicators | MoHUA Benchmark | Service Level Benchmarks | |
|---|---|---|---|---|
| | | | Status 2018-19 | Target 2019-20 |
| **For the Performance Grant of 2019-20** | | | | |
| **Water 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 |
| **Sewage 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 |
| **Solid 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 |
| **Storm 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 | YES | |
| 2 | Percentage of waste being processed scientifically* | 100% | 70 | |

K.L. R.
Dy. Executive Officer
Jirania Nagar Panchayat
Jirania, West Tripura.

# Kamalpur Nagar Panchayat

## For the Performance Grant of 2019-20

| S. No. | Indicators | MoHUA Benchmark | Service Level Benchmarks | |
|---|---|---|---|---|
| | | | Status 2018-19 | Target 2019-20 |
| **Water Supply Services** | | | | |
| 1 | Coverage of water supply connections | 100% | 72 | 75 |
| 2 | Per capita supply of water | 135 lpcd | 71 | 75 |
| 3 | Extent of metering of water connections | 100% | 0 | 0 |
| 4 | 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 |
| **Sewage management (Sewerage and Sanitation)** | | | | |
| 1 | Coverage of toilets | 100% | 90 | 100 |
| 2 | Coverage of sewage network services | 100% | 90 | 100 |
| 3 | Collection efficiency of the sewage network | 100% | 92 | 95 |
| 4 | Adequacy of sewage treatment capacity | 100% | 90 | 95 |
| 5 | Quality of sewage treatment | 100% | 92 | 95 |
| 6 | Extent of reuse and recycling of sewage | 20% | 20 | 20 |
| 7 | Efficiency in redressal of customer complaints | 80% | 75 | 80 |
| 8 | Extent of cost recovery in sewage management | 100% | 95 | 100 |
| 9 | Efficiency in collection of sewerage charges | 90% | 90 | 100 |
| **Solid Waste Management** | | | | |
| 1 | Household level coverage of Solid Waste Management services | 100% | 80 | 90 |
| 2 | Efficiency of collection of municipal solid waste | 100% | 85 | 90 |
| 3 | Extent of segregation of municipal solid waste | 100% | 80 | 85 |
| 4 | Extent of municipal solid waste recovered | 80% | 70 | 75 |
| 5 | Extent of scientific disposal of municipal solid waste | 100% | 90 | 95 |
| 6 | Efficiency in redressal of customer complaints | 80% | 70 | 75 |
| 7 | Extent of cost recovery in SWM services | 100% | 90 | 95 |
| 8 | Efficiency in collection of SWM charges | 90% | 80 | 85 |
| **Storm Water Drainage** | | | | |
| 1 | Coverage of Storm water drainage network | 100% | 60 | |
| 2 | Incidence of water logging / flooding | 0% | 30 | |
| **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% | 75 | |

श्री अन्त
16/08/19
**Executive Officer
Nagar Panchayet
Kamalpur, Dhalai, Tripura.**

Tripura_Kamalpur_PG19-20

SLB

# Khowai Municipal Council

| S. No. | Indicators | MoHUA Benchmark | Service Level Benchmarks | |
|---|---|---|---|---|
| | | | Status 2018-19 | Target 2019-20 |
| **For the Performance Grant of 2019-20** | | | | |
| **Water 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 |
| **Sewage 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 |

Deputy Chief Executive officer
Khowai Municipal Council
Khowai, Tripura.
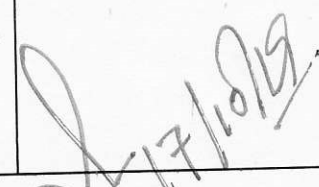
| 5 | Extent of scientific disposal of municipal solid waste | 100% | 20 | 50 |
|---|---|---|---|---|
| 6 | Efficiency in redressal of customer complaints | 80% | 60 | 70 |
| 7 | Extent of cost recovery in SWM services | 100% | 0 | 50 |
| 8 | Efficiency in collection of SWM charges | 90% | 35 | 50 |
| **Storm Water Drainage** | | | | |
| 1 | Coverage of Storm water drainage network | 100% | 60 | 70 |
| 2 | Incidence of water logging / flooding | 0% | 12 | 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% | 20 |

*% 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)*

Deputy Chief Executive officer
Khowai Municipal Council
Khowai, Tripura.

# Kumarghat Municipal Council

| | | | Service Level Benchmarks | |
|---|---|---|---|---|
| **S. No.** | **Indicators** | **MoHUA Benchmark** | **Status 2018-19** | **Target 2019-20** |
| **For the Performance Grant of 2019-20** | | | | |
| **Water Supply Services** | | | | |
| 1 | Coverage of water supply connections | 100% | 85 | 90 |
| 2 | Per capita supply of water | 135 lpcd | 115 | 120 |
| 3 | Extent of metering of water connections | 100% | 0 | 50 |
| 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% | 100 | 100 |
| 7 | 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 |
| **Sewage management (Sewerage and Sanitation)** | | | | |
| 1 | Coverage of toilets | 100% | 100 | 100 |
| 2 | Coverage of sewage network services | 100% | 25 | 30 |
| 3 | Collection efficiency of the sewage network | 100% | 25 | 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 | 30 |
| 7 | Efficiency in redressal of customer complaints | 80% | 50 | 60 |
| 8 | Extent of cost recovery in sewage management | 100% | 20 | 30 |
| 9 | Efficiency in collection of sewerage charges | 90% | 20 | 30 |
| **Solid 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 |
| 3 | Extent of segregation of municipal solid waste | 100% | 90 | 100 |
| 4 | Extent of municipal solid waste recovered | 80% | 30 | 50 |
| 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% | 50 | 80 |
| 8 | Efficiency in collection of SWM charges | 90% | 50 | 80 |
| **Storm 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 | |

*% 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)*

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

# Melaghar Municipal Council

| S. No. | Indicators | MoHUA Benchmark | Service Level Benchmarks | |
|---|---|---|---|---|
| | | | Status 2018-19 | Target 2019-20 |
| **Water Supply Services** | | | | |
| 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 |
| **Sewage 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 |
| **Solid 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 |
| 6 | Efficiency in redressal of customer complaints | 80% | 77 | 80 |
| 7 | Extent of cost recovery in SWM services | 100% | 30 | 40 |
| 8 | Efficiency in collection of SWM charges | 90% | 15 | 40 |
| **Storm Water Drainage** | | | | |
| 1 | Coverage of Storm water drainage network | 100% | 75 | 80 |
| 2 | Incidence of water logging / flooding | 0% | 20 | 15 |
| **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% | 20 | |

Tripura_Melaghar_PG19-20

HIMENDU B. PAUL, TCS
Chief Executive Officer
Melaghar Municipal Council
Sonamura, Tripura

SLB

# Mohanpur Municipal Council

| S. No. | Indicators | MoHUA Benchmark | Service Level Benchmarks | |
|---|---|---|---|---|
| | For the Performance Grant of 2019-20 | | Status 2018-19 | Target 2019-20 |
| **Water 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 |
| **Sewage 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 |
| **Solid 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 |
| **Storm 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** | | | | |
| 1 | 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

## For the Performance Grant of 2019-20

| S. No. | Indicators | MoHUA Benchmark | Service Level Benchmarks | |
|---|---|---|---|---|
| | | | Status 2018-19 | Target 2019-20 |
| **Water 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 | 4 | 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 |
| **Sewage 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 | Efficiency in collection of sewerage charges | 90% | 40 | 45 |
| **Solid Waste Management** | | | | |
| 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 |
| **Storm Water Drainage** | | | | |
| 1 | Coverage of Storm water drainage network | 100% | 15 | 20 |
| 2 | Incidence of water logging / flooding | 0% | 0 | 0 |
| **SLB Status of 2018-19** | | | | |
| 1 | Coverage of Water Supply (24 X 7) in all Public/Community Toilets | 24X7 | YES | |
| 2 | Percentage of waste being processed scientifically* | 100% | 0 | |

*Deputy Chief Executive Officer*
*Santirbazar Municipal Council*
*Santirbazar, Tripura (S)*

Tripura_Santirbazar_PG19-20 14th FC

# Sonamura Nagar Panchayat

## For the Performance Grant of 2019-20

| S. No. | Indicators | MoHUA Benchmark | Service Level Benchmarks | | Notes |
|---|---|---|---|---|---|
| | | | Status 2018-19 | Target 2019-20 | |
| **Water Supply Services** | | | | | |
| 1 | Coverage of water supply connections | 100% | 75 | 80 | Please enter Numeric Values only. |
| 2 | Per capita supply of water | 135 lpcd | 100 | 100 | or any text such as "lpcd" or |
| 3 | Extent of metering of water connections | 100% | 0 | 0 | "hours" etc. |
| 4 | Extent of Non-Revenue Water (NRW) | 20% | 18 | 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% | 45 | 50 | |
| 8 | Cost recovery in water supply services | 100% | 65 | 70 | |
| 9 | Efficiency in collection of water supply related charges | 90% | 67 | 70 | |
| **Sewage management (Sewerage and Sanitation)** | | | | | |
| 1 | Coverage of toilets | 100% | 90 | 100 | Do not use any symbol such as "%". |
| 2 | Coverage of sewage network services | 100% | 45 | 50 | |
| 3 | 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 | |
| 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 Waste Management** | | | | | |
| 1 | Household level coverage of Solid Waste Management services | 100% | 90 | 100 | Please enter Numeric Values only. Do not use any symbol such as "%". |
| 2 | Efficiency of collection of municipal solid waste | 100% | 90 | 100 | |
| 3 | Extent of segregation of municipal solid waste | 100% | 90 | 100 | |
| 4 | Extent of municipal solid waste recovered | 80% | 70 | 75 | |
| 5 | Extent of scientific disposal of municipal solid waste | 100% | 70 | 75 | |

Executive Officer,
Sonamura Nagar Panchayat
Sepahijala Tripura.
16.10.19

| 6 | Efficiency in redressal of customer complaints | 80% | 50 | 55 | |
|---|---|---|---|---|---|
| 7 | Extent of cost recovery in SWM services | 100% | 80 | 85 | |
| 8 | Efficiency in collection of SWM charges | 90% | 85 | 90 | |

**Storm Water Drainage**

| 1 | Coverage of Storm water drainage network | 100% | 40 | 45 | |
|---|---|---|---|---|---|
| 2 | Incidence of water logging / flooding | 0% | 5 | 0 | Please enter Numeric Values only. Do not use any symbol such as "%". |

**SLB Status of 2018-19**

| 1 | Coverage of Water Supply (24 X 7) in all Public/Community Toilets | 24X7 | NO | | Please Enter "YES" or "NO" only. |
|---|---|---|---|---|---|
| 2 | Percentage of waste being processed scientifically* | 100% | 50 | | Please enter Numeric Values only. Do not use any symbol such as "%" . |

*% 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)*

Executive Officer,
Sonamura Nagar Panchayat
Sepahijala Tripura.
16.10.19

# Teliamura Municipal Council

## For the Performance Grant of 2019-20

| S. No. | Indicators | MoHUA Benchmark | Service Level Benchmarks | |
|---|---|---|---|---|
| | | | 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 | 100 | 105 |
| 3 | Extent of metering of water connections | 100% | 0 | 20 |
| 4 | Extent of Non-Revenue Water (NRW) | 20% | 20 | 20 |
| 5 | Continuity of water supply | 24 hours | 6 | 7 |
| 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% | 100 | 100 |
| 9 | Efficiency in collection of water supply related charges | 90% | 90 | 95 |
| **Sewage management (Sewerage and Sanitation)** | | | | |
| 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 |
| **Solid 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 |
| 4 | Extent of municipal solid waste recovered | 80% | 50 | 65 |
| 5 | Extent of scientific disposal of municipal solid waste | 100% | 70 | 75 |
| 6 | Efficiency in redressal of customer complaints | 80% | 80 | 85 |
| 7 | Extent of cost recovery in SWM services | 100% | 60 | 65 |
| 8 | Efficiency in collection of SWM charges | 90% | 60 | 65 |
| **Storm Water Drainage** | | | | |
| 1 | Coverage of Storm water drainage network | 100% | 100 | 100 |
| 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 | YES | |
| 2 | Percentage of waste being processed scientifically* | 100% | 30 | |

## Udaipur Municipal Council

### For the Performance Grant of 2019-20

| S. No. | Indicators | MoHUA Benchmark | Service Level Benchmarks | |
|---|---|---|---|---|
| | | | Status 2018-19 | Target 2019-20 |
| **Water 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 |
| **Sewage 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 |
| **Solid 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 |
| 4 | Extent of municipal solid waste recovered | 80% | 82 | 85 |
| 5 | Extent of scientific disposal of municipal solid waste | 100% | 27 | 50 |
| 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 |
| **Storm Water Drainage** | | | | |
| 1 | Coverage of Storm water drainage network | 100% | 83 | 90 |
| 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 | YES | |
| 2 | Percentage of waste being processed scientifically* | 100% | 15 | |

Chief Executive Officer
Udaipur Municipal Council
Udaipur, Gomati Dist. Tripura

15/10/19