

Format for Declaration of Service Level Benchmark (14<sup>th</sup> Finance Commission) for the financial Year 2017-18

Name of ULB- BELPAHAR MUNICIPALITY.

S. N. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY 2016-17 (4)	Target for FY 2017-18 (5)
<b>WATER SUPPLY</b>				
1	Coverage of Water Supply Connections (%)	100	6	15
2	Per capita supply of water at consumer end (LPCD)	135	122	135
3	Extent of metering of water connections (%)	100	0	25
4	Extent of non-revenue water (NRW) (%)	20	20	5
5	Continuity of Water Supply (Hours)	24	8	9
6	Quality of Water Supplied (%)	100	70	75
7	Efficiency in redressal of customer complaints (%)	80	65	80
8	Cost recovery in water supply services (%)	100	0	25
9	Efficiency in collection of water supply related charges (%)	90	0	25
<b>SEWAGE MANAGEMENT</b>				
1	Coverage of Toilets (%)	100	60	70
2	Coverage of Sewage Network Services (%)	100	0	10
3	Collection Efficiency of Sewage Network (%)	100	0	6
4	Adequacy of Sewage Treatment Capacity (%)	100	0	5
5	Quality of Sewage Treatment (%)	100	0	5
6	Extent of Reuse and Recycling of Sewage (%)	20	0	5
7	Efficiency in Redressal of Customer Complaints (%)	80	0	20
8	Extent of Cost Recovery in Sewage Management (%)	100	0	2
9	Efficiency in Collection of Sewage Charges (%)	90	0	2
<b>SOLID WASTE MANAGEMENT</b>				
1	Household Level Coverage of SWM Services (%)	100	80	90
2	Efficiency of Collection of MSW (%)	100	87	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	5
4	Extent of Municipal Solid Waste Recovered (%)	80	0	5
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	5
6	Efficiency in Redressal of Complaints (%)	80	10	20
7	Extent of Cost Recovery in SWM Services (%)	100	0	5
8	Efficiency in Collection of SWM Charges (%)	90	0	10
<b>STORM WATER DRAINAGE</b>				
1	Coverage of Storm Water Drainage Network (%)	100	25	50
2	Incidence of Water Logging/Flooding (Number)	0	0	0