

Format for Declaration of Service Level Benchmark (14th Finance Commission) for the financial Year 2018-19

Name of ULB- BELPAHAR MUNICIPALITY.

Sl. No	Service/ Indicator	Benchmark	Current Status for FY 2017-18	Target for FY 2018-19
(1)	(2)	(3)	(4)	(5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	8	20
2	Per capita supply of water at consumer end (LPCD)	135	123	135
3	Extent of metering of water connections (%)	100	0	25
4	Extent of non-revenue water (NRW) (%)	20	20	0
5	Continuity of Water Supply (Hours)	24	8	10
6	Quality of Water Supplied (%)	100	70	80
7	Efficiency in redressal of customer complaints (%)	80	70	80
8	Cost recovery in water supply services (%)	100	0	25
9	Efficiency in collection of water supply related charges (%)	90	0	25
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	65	80
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
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	82	90
2	Efficiency of Collection of MSW (%)	100	88	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	20	30
7	Extent of Cost Recovery in SWM Services (%)	100	0	5
8	Efficiency in Collection of SWM Charges (%)	90	0	10
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	30	60
2	Incidence of Water Logging/Flooding (Number)	0	0	0
1	Coverage of Water supply (24 x 7) in all Public/ Community Toilets	24 Hours	Yes	
2	Percentage of waste being processed scientifically	%	0	