GOVERNMENT OF WEST BENGAL DEPARTMENT OF URBAN DEVELOPMENT & MUNICIPAL AFFAIRS (MUNICIPAL AFFAIRS BRANCH) NAGARAYAN DF - 8, SECTOR-1

SALT LAKE, KOLKATA-700064

NOTIFICATION

No. 902/MA/C-10/3S-12/2016

Dated, Kolkata, the 26th day of September, 2019

WHEREAS, the terms and conditions as laid down in the Guidelines for receipt of General Performance Grant by the State under 14th Finance Commission Grants, issued by Department of Expenditure, Finance Commission Division of Ministry of Finance, Government of India, vide No.13(32)FFC/FCD/2015-16 dated the 8th October 2015, it is stated that State Government must notify the service standard for basic urban service of all Urban Local Bodies as compliance of the said condition by the State Government.

AND, WHEREAS the following 110 (One hundred ten) Urban Local Bodies have prepared the Service Level Benchmark indicating the status for 2018-19 and targets for 2019-20 under the four basic service sectors, viz. Water Supply, Sewerage, Solid Waste Management and Drainage.

NOW, therefore the Governor, in order to ensure compliance of the said conditions, is pleased hereby to make the following Service Level Benchmark summary sheet in respect of the following 110 (One hundred ten) Urban Local Bodies indicating the status for 2018-19 and targets for 2019-20 under the four basic service sectors, viz. Water Supply, Sewerage, Solid Waste Management and Drainage.

By order of the Governor,

Joint Secretary to the Government of West Bengal

Joint Secretary
UD-& MA Deptt.
Municipal Affairs Branch
Government of West Bengal

Name of ULB : Alipurduar Municipality

Serv	vice Level Benchmarks Category :	D Population: 65232		
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
J. 140.	mateutors	Benchmarks	Status 2017-18	Target 2018-19
	Supply Services			
1	Coverage of water supply connections	100%	92	95
2	Per capita supply of water	135 lpcd	30	60
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	40	35
5	Continuity of water supply	24 hours	7	10
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	96	100
8	Cost recovery in water supply services	100%	16	20
9	Efficiency in collection of water supply related charges	90%	16	20
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	78	90
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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
olid W	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	51	55
2	Efficiency of collection of municipal solid waste	100%	90	95
3	Extent of segregation of municipal solid waste	100%	0	0
4	Extent of municipal solid waste recovered	80%	44	50
5	Extent of scientific disposal of municipal solid waste	100%	40	50
6	Efficiency in redressal of customer complaints	80%	51	55
7	Extent of cost recovery in SWM services	100%	11	15
8	Efficiency in collection of SWM charges	90%	16	20
torm '	Water Drainage			
1	Coverage of Storm water drainage network	100%	65	75
2	Incidence of water logging / flooding	0%	45	10
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically*	100%	20	
	-	-		

Name of ULB : Arambagh Municipality

Service Level Benchmarks Category: D Population: 66175				
Indicators	Central / State Govt.	Service Leve	l Benchmarks	
mulcators	Benchmarks	Status 2017-18	Target 2018-19	
Supply Services				
			92	
	135 lpcd	85	90	
	100%	0	0	
			28	
1 1 1			8	
Quality of water supplied	100%	100	100	
Efficiency in redressal of customer complaints	80%	80	80	
Cost recovery in water supply services	100%	15	17	
Efficiency in collection of water supply related charges	90%	90	90	
e management (Sewerage and Sanitation)				
Coverage of toilets	100%	90	96	
Coverage of sewage network services	100%	0	10	
Collection efficiency of the sewage network	100%	0	0	
Adequacy of sewage treatment capacity	100%	0	0	
Quality of sewage treatment	100%	0	0	
Extent of reuse and recycling of sewage	20%	0	0	
Efficiency in redressal of customer complaints	80%	20	31	
Extent of cost recovery in sewage management	100%	5	7	
Efficiency in collection of sewerage charges	90%	0	0	
/aste Management				
Household level coverage of Solid Waste Management services	100%	70	75	
Efficiency of collection of municipal solid waste	100%	95	98	
Extent of segregation of municipal solid waste	100%	15	25	
Extent of municipal solid waste recovered	80%	20	30	
Extent of scientific disposal of municipal solid waste	100%	10	10	
Efficiency in redressal of customer complaints	80%	85	90	
Extent of cost recovery in SWM services	100%	12	17	
Efficiency in collection of SWM charges	90%	15	18	
Water Drainage				
Coverage of Storm water drainage network	100%	80	83	
Incidence of water logging / flooding	0%	10	12	
Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES		
Percentage of waste being processed scientifically*	100%	10		
	Indicators Supply Services Coverage of water supply connections Per capita supply of water Extent of metering of water connections Extent of Non-Revenue Water (NRW) Continuity of water supply Quality of water supplied Efficiency in redressal of customer complaints Cost recovery in water supply services Efficiency in collection of water supply related charges Emanagement (Sewerage and Sanitation) Coverage of toilets Coverage of sewage network services Collection efficiency of the sewage network Adequacy of sewage treatment capacity Quality of sewage treatment Extent of reuse and recycling of sewage Efficiency in redressal of customer complaints Extent of cost recovery in sewage management Household level coverage of Solid Waste Management Household level coverage of Solid Waste Management services Efficiency of collection of municipal solid waste Extent of segregation of municipal solid waste Extent of scientific disposal of municipal solid waste Extent of scientific disposal of municipal solid waste Efficiency in redressal of customer complaints Extent of cost recovery in SWM services Efficiency in collection of SWM charges Mater Drainage Coverage of Storm water drainage network Incidence of water logging / flooding Coverage of Water Supply (24 X 7) in all Public/Community Toilets Percentage of waste being processed	Indicators Central / State Govt. Benchmarks Supply Services Coverage of water supply connections Per capita supply of water Per capita supply of water Per capita supply of water onnections Extent of metering of water connections Extent of Non-Revenue Water (NRW) Continuity of water supply Quality of water supplied Quality of water supplied Quality of water supplied Perficiency in redressal of customer complaints Cost recovery in water supply services Perficiency in collection of water supply related charges Personage of toilets Personage of toilets Personage of sewage network services Personage of sewage network services Personage of sewage treatment capacity Quality of sewage treatment capacity Quality of sewage treatment Personage of customer complaints Personage of customer complaints Personage of the sewage management Personage of the sewage management Personage of customer complaints Personage of Solid waste recovered Personage of Customer complaints Personage of Storm water drainage network Public/Community Toilets Percentage of Waster Supply (24 X 7) in all Public/Community Toilets Percentage of waste being processed	Indicators Indica	

Name of ULB: Asansol Municipal Corporation

Serv	Service Level Benchmarks Category: MC Population: 1156387				
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks	
3. 140.	indicators	Benchmarks	Status 2017-18	Target 2018-19	
Water	Supply Services				
1	Coverage of water supply connections	100%	80	100	
2	Per capita supply of water	135 lpcd	115	135	
3	Extent of metering of water connections	100%	15	20	
4	Extent of Non-Revenue Water (NRW)	20%	65	75	
5	Continuity of water supply	24 hours	10	16	
6	Quality of water supplied	100%	95	100	
7	Efficiency in redressal of customer complaints	80%	95	100	
8	Cost recovery in water supply services	100%	25	75	
9	Efficiency in collection of water supply related charges	90%	25	50	
Sewage	e management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	85	95	
2	Coverage of sewage network services	100%	5	5	
3	Collection efficiency of the sewage network	100%	5	5	
4	Adequacy of sewage treatment capacity	100%	2	5	
		100%	5		
5	Quality of sewage treatment			5	
6	Extent of reuse and recycling of sewage	20%	2	5	
7	Efficiency in redressal of customer complaints	80%	7.5	10	
8	Extent of cost recovery in sewage management	100%	2	5	
9	Efficiency in collection of sewerage charges	90%	5	5	
Solid W	/aste Management				
1	Household level coverage of Solid Waste Management services	100%	45	100	
2	Efficiency of collection of municipal solid waste	100%	75	90	
3	Extent of segregation of municipal solid waste	100%	15	75	
4	Extent of municipal solid waste recovered	80%	10	75	
5	Extent of scientific disposal of municipal solid waste	100%	10	75	
6	Efficiency in redressal of customer complaints	80%	75	95	
7	Extent of cost recovery in SWM services	100%	10	25	
8	Efficiency in collection of SWM charges	90%	45	75	
Storm '	Water Drainage				
1	Coverage of Storm water drainage network	100%	80	100	
2	Incidence of water logging / flooding	0%	0	0	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES		
2	Percentage of waste being processed scientifically*	100%	20		

Name of ULB: Ashokenagar-Kalyangarh

J ei (T Category		1 . 121592	
S. No.	Indicators	Central / State Govt.		l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
	Supply Services	1000/	7.5	
1	Coverage of water supply connections	100%	75	80
2	Per capita supply of water	135 lpcd	95	100
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	15	10
5	Continuity of water supply	24 hours	10	15
6	Quality of water supplied	100%	80	85
7	Efficiency in redressal of customer complaints	80%	80	85
8	Cost recovery in water supply services	100%	90	95
9	Efficiency in collection of water supply related charges	90%	30	35
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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
olid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	60	65
2	Efficiency of collection of municipal solid waste	100%	95	100
3	Extent of segregation of municipal solid waste	100%	20	25
4	Extent of municipal solid waste recovered	80%	20	25
5	Extent of scientific disposal of municipal solid waste	100%	25	30
6	Efficiency in redressal of customer complaints	80%	15	20
7	Extent of cost recovery in SWM services	100%	15	20
8	Efficiency in collection of SWM charges	90%	30	35
torm '	Water Drainage			
1	Coverage of Storm water drainage network	100%	50	55
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	50	

Name of ULB: Baduria Municipality

Serv	Service Level Benchmarks Category: D Population: 52500			
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
5. NO.	indicators	Benchmarks	Status 2017-18	Target 2018-19
Water 9	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%	10	10
4	Extent of Non-Revenue Water (NRW)	20%	39	42
5	Continuity of water supply	24 hours	8	8
6	Quality of water supplied	100%	85	90
7	Efficiency in redressal of customer complaints	80%	100	100
8	Cost recovery in water supply services	100%	15	15
9	Efficiency in collection of water supply related charges	90%	22	25
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	42	45
2	Efficiency of collection of municipal solid waste	100%	47	55
3	Extent of segregation of municipal solid waste	100%	38	40
4	Extent of municipal solid waste recovered	80%	20	30
5	Extent of scientific disposal of municipal solid waste	100%	0	
6	Efficiency in redressal of customer complaints	80%	87	90
7	Extent of cost recovery in SWM services	100%	20	20
8	Efficiency in collection of SWM charges	90%	20	20
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	45	55
2	Incidence of water logging / flooding	0%	4	4
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	20	

Name of ULB: Baidyabati Municipality

Service Level Benchmarks Category : C Population : 121081				
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
	Supply Services			
1	Coverage of water supply connections	100%	98	100
2	Per capita supply of water	135 lpcd	73	80
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	63	55
5	Continuity of water supply	24 hours	8.5	10
6	Quality of water supplied	100%	96	100
7	Efficiency in redressal of customer complaints	80%	95	97
8	Cost recovery in water supply services	100%	15	20
9	Efficiency in collection of water supply related charges	90%	15	20
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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%	85	90
8	Extent of cost recovery in sewage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	0	0
olid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	100	100
4	Extent of municipal solid waste recovered	80%	90	100
5	Extent of scientific disposal of municipal solid waste	100%	100	100
6	Efficiency in redressal of customer complaints	80%	85	88
7	Extent of cost recovery in SWM services	100%	95	100
8	Efficiency in collection of SWM charges	90%	80	85
torm	Water Drainage			
1	Coverage of Storm water drainage network	100%	93	97
2	Incidence of water logging / flooding	0%	13	10
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	96	

Name of ULB: Balurghat Municipality

S. No. Water S	Indicators	Central / State Govt.	Service Leve	l Benchmarks
Water S	mulcators			
1		Benchmarks	Status 2017-18	Target 2018-19
	Supply Services			
2	Coverage of water supply connections	100%	90	95
	Per capita supply of water	135 lpcd	100	100
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	10	10
5	Continuity of water supply	24 hours	10	12
6	Quality of water supplied	100%	90	95
7	Efficiency in redressal of customer complaints	80%	85	90
8	Cost recovery in water supply services	100%	15	20
9	Efficiency in collection of water supply related charges	90%	91	95
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	20	25
4	Extent of municipal solid waste recovered	80%	15	20
5	Extent of scientific disposal of municipal solid waste	100%	15	20
6	Efficiency in redressal of customer complaints	80%	90	90
7	Extent of cost recovery in SWM services	100%	25	30
8	Efficiency in collection of SWM charges	90%	15	20
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	85	85
2	Incidence of water logging / flooding	0%	0	0
-		-	•	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	40	

Name of ULB: Bankura Municipality

S. No.				
3. INU. I	Indicators	Central / State Govt.	Service Leve	l Benchmarks
	indicators	Benchmarks	Status 2017-18	Target 2018-19
Water S	Supply Services			
1	Coverage of water supply connections	100%	85	90
2	Per capita supply of water	135 lpcd	65	70
3	Extent of metering of water connections	100%	0	
4	Extent of Non-Revenue Water (NRW)	20%	55	50
5	Continuity of water supply	24 hours	9	12
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	65	75
8	Cost recovery in water supply services	100%	55	60
9	Efficiency in collection of water supply related charges	90%	30	35
Sewage	management (Sewerage and Sanitation)			
T	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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 W	aste Management			
1 1	Household level coverage of Solid Waste Management services	100%	50	60
2	Efficiency of collection of municipal solid waste	100%	98	98
3	Extent of segregation of municipal solid waste	100%	30	35
4	Extent of municipal solid waste recovered	80%	25	30
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	75	80
7	Extent of cost recovery in SWM services	100%	35	45
8	Efficiency in collection of SWM charges	90%	35	45
Storm V	Water Drainage			
1	Coverage of Storm water drainage network	100%	95	95
2	Incidence of water logging / flooding	0%	1	1
		,		
1 1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
	Percentage of waste being processed	100%	55	

Name of ULB: Bansberia Municipality

Service Level Benchmarks Category: C Population: 103920					
S. No.	Indicators	Central / State Govt.	Service Level Benchmark		
5. NO.	indicators	Benchmarks	Status 2017-18	Target 2018-19	
Water :	Supply Services				
1	Coverage of water supply connections	100%	100	100	
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%	50	25	
5	Continuity of water supply	24 hours	15	20	
6	Quality of water supplied	100%	100	100	
7	Efficiency in redressal of customer complaints	80%	95	95	
8	Cost recovery in water supply services	100%	45	50	
9	Efficiency in collection of water supply related charges	90%	95	95	
Sewage	e management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100	100	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of the 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%	90	0	
8	Extent of cost recovery in sewage management	100%	0	0	
9	Efficiency in collection of sewerage charges	90%	0	0	
Solid W	/aste Management				
1	Household level coverage of Solid Waste Management services	100%	80	85	
2	Efficiency of collection of municipal solid waste	100%	100	100	
3	Extent of segregation of municipal solid waste	100%	30	35	
4	Extent of municipal solid waste recovered	80%	30	35	
5	Extent of scientific disposal of municipal solid waste	100%	30	35	
6	Efficiency in redressal of customer complaints	80%	90	90	
7	Extent of cost recovery in SWM services	100%	25	30	
8	Efficiency in collection of SWM charges	90%	30	35	
Storm \	Water Drainage				
1	Coverage of Storm water drainage network	100%	100	100	
2	Incidence of water logging / flooding	0%	0	0	
		T			
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes		
2	Percentage of waste being processed scientifically*	100%	60		

Name of ULB: Baranagar Municipality

S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
3. IVO.	indicators	Benchmarks	Status 2017-18	Target 2018-19
Vater	Supply Services			
1	Coverage of water supply connections	100%	98	98
2	Per capita supply of water	135 lpcd	116	121
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	35	25
5	Continuity of water supply	24 hours	9	10
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	98	98
8	Cost recovery in water supply services	100%	21	30
9	Efficiency in collection of water supply related charges	90%	21	30
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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
olid W	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	98	98
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	50	60
4	Extent of municipal solid waste recovered	80%	50	60
5	Extent of scientific disposal of municipal solid waste	100%	50	60
6	Efficiency in redressal of customer complaints	80%	80	80
7	Extent of cost recovery in SWM services	100%	10	25
8	Efficiency in collection of SWM charges	90%	10	20
torm	Water Drainage			
1	Coverage of Storm water drainage network	100%	90	95
2	Incidence of water logging / flooding	0%	2	1
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	50	

Name of ULB: Barrackpore Municipality

Serv	rvice Level Benchmarks Category: C Population: 153783			
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
3. NO.	indicators	Benchmarks	Status 2017-18	Target 2018-19
Water 9	Supply Services			
1	Coverage of water supply connections	100%	92	96
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	16	18
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	95	100
8	Cost recovery in water supply services	100%	80	85
9	Efficiency in collection of water supply related charges	90%	85	90
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	70
3	Collection efficiency of the sewage network	100%	0	40
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	25
8	Extent of cost recovery in sewage management	100%	0	20
9	Efficiency in collection of sewerage charges	90%	0	20
Solid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	85	95
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	30	40
4	Extent of municipal solid waste recovered	80%	25	35
5	Extent of scientific disposal of municipal solid waste	100%	20	30
6	Efficiency in redressal of customer complaints	80%	45	60
7	Extent of cost recovery in SWM services	100%	40	50
8	Efficiency in collection of SWM charges	90%	100	100
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	50	80
2	Incidence of water logging / flooding	0%	10	5
		1		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
	Percentage of waste being processed	100%	25	

3611	vice Level Benchmarks Category :	D Population	: 53128	
S. No.	Indicators	Central / State Govt.	Service Leve	el Benchmarks
3. NO.	indicators	Benchmarks	Status 2017-18	Target 2018-19
Water :	Supply Services			
1	Coverage of water supply connections	100%	88	93
2	Per capita supply of water	135 lpcd	130	135
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	60	25
5	Continuity of water supply	24 hours	4.5	6
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	100	100
8	Cost recovery in water supply services	100%	75	85
9	Efficiency in collection of water supply related charges	90%	75	85
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	98	100
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	30	45
4	Extent of municipal solid waste recovered	80%	25	35
5	Extent of scientific disposal of municipal solid waste	100%	25	35
6	Efficiency in redressal of customer complaints	80%	55	70
7	Extent of cost recovery in SWM services	100%	60	75
8	Efficiency in collection of SWM charges	90%	45	60
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	100	100
2	Incidence of water logging / flooding	0%	1	0
		T		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	20	

Name of ULB: Basirhat Municipality

Service Level Berichmarks Category . C Population . 125254				
S. No.	Indicators	Central / State Govt.		l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
	Supply Services	12221	100	100
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	110	110
3	Extent of metering of water connections	100%	0	10
4	Extent of Non-Revenue Water (NRW)	20%	15	10
5	Continuity of water supply	24 hours	15	18
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	100	100
8	Cost recovery in water supply services	100%	100	100
9	Efficiency in collection of water supply related charges	90%	100	100
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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
olid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	85	95
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	50	60
4	Extent of municipal solid waste recovered	80%	60	75
5	Extent of scientific disposal of municipal solid waste	100%	50	60
6	Efficiency in redressal of customer complaints	80%	100	100
7	Extent of cost recovery in SWM services	100%	40	50
8	Efficiency in collection of SWM charges	90%	40	50
torm	Water Drainage			
1	Coverage of Storm water drainage network	100%	100	100
2	Incidence of water logging / flooding	0%	5	2
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	10	

Name of ULB: Beldanga Municipality

	Teategory.		. 29203	
S. No.	Indicators	Central / State	Service Level	1
		Govt. Benchmarks	Status 2017-18	Target 2018-19
	Supply Services	1000/		
1	Coverage of water supply connections	100%	82	85
2	Per capita supply of water	135 lpcd	70	75
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	40	40
5	Continuity of water supply	24 hours	10	12
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	85	87
8	Cost recovery in water supply services	100%	65	70
9	Efficiency in collection of water supply related charges	90%	65	70
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	50	60
2	Efficiency of collection of municipal solid waste	100%	45	50
3	Extent of segregation of municipal solid waste	100%	40	50
4	Extent of municipal solid waste recovered	80%	50	60
5	Extent of scientific disposal of municipal solid waste	100%	20	30
6	Efficiency in redressal of customer complaints	80%	80	80
7	Extent of cost recovery in SWM services	100%	100	100
8	Efficiency in collection of SWM charges	90%	80	80
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	75	80
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all	24X7	yes	
2	Public/Community Toilets Percentage of waste being processed scientifically*	100%	30	

Name of ULB: Berhampore Municipality

	Category.	Central / State Govt.		el Benchmarks
S. No.	Indicators	Benchmarks		
Matar	Cumply Convices	Delicililarks	Status 2017-18	Target 2018-19
vater:	Supply Services Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	85	90
3		133 ipcd 100%	0	0
	Extent of metering of water connections Extent of Non-Revenue Water (NRW)	20%	5	3
5	Continuity of water supply	20% 24 hours	24	24
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	100	100
8	Cost recovery in water supply services	100%	85	90
9	Efficiency in collection of water supply related charges	90%	85	90
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
	Collection efficiency of the 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
olid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	95	100
2	Efficiency of collection of municipal solid waste	100%	95	100
3	Extent of segregation of municipal solid waste	100%	60	65
4	Extent of municipal solid waste recovered	80%	30	35
5	Extent of scientific disposal of municipal solid waste	100%	25	30
6	Efficiency in redressal of customer complaints	80%	96	97
7	Extent of cost recovery in SWM services	100%	45	48
8	Efficiency in collection of SWM charges	90%	60	65
torm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	95	100
2	Incidence of water logging / flooding	0%	5	10
		Ţ		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	40	

Name of ULB: Bhadreswar Municipality

Service Level Benchmarks Category: C Population: 101477				
C No	Indicators	Central / State Govt.	Service Leve	l Benchmarks
S. No.	Indicators	Benchmarks	Status 2017-18	Target 2018-19
Water :	Supply Services			
1	Coverage of water supply connections	100%	95	100
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%	68	60
5	Continuity of water supply	24 hours	12	15
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	75	90
8	Cost recovery in water supply services	100%	51	55
9	Efficiency in collection of water supply related charges	90%	45	45
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	65	70
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	25	25
4	Extent of municipal solid waste recovered	80%	85	85
5	Extent of scientific disposal of municipal solid waste	100%	55	60
6	Efficiency in redressal of customer complaints	80%	27	27
7	Extent of cost recovery in SWM services	100%	22	25
8	Efficiency in collection of SWM charges	90%	25	30
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	35	40
2	Incidence of water logging / flooding	0%	23	20
		T		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	52	

Name of ULB: Bhatpara Municipality

Service Level Benchmarks Category: A Population: 385867				
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
J. 140.	maicators	Benchmarks	Status 2017-18	Target 2018-19
Vater	Supply Services			
1	Coverage of water supply connections	100%	98	98
2	Per capita supply of water	135 lpcd	118	118
3	Extent of metering of water connections	100%	9	9
4	Extent of Non-Revenue Water (NRW)	20%	65	65
5	Continuity of water supply	24 hours	12	14
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	100	100
8	Cost recovery in water supply services	100%	20	21
9	Efficiency in collection of water supply related charges	90%	90	90
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	80	80
3	Collection efficiency of the sewage network	100%	90	100
4	Adequacy of sewage treatment capacity	100%	100	100
5	Quality of sewage treatment	100%	100	100
6	Extent of reuse and recycling of sewage	20%	55	60
7	Efficiency in redressal of customer complaints	80%	85	85
8	Extent of cost recovery in sewage management	100%	15	15
9	Efficiency in collection of sewerage charges	90%	0	0
olid W	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	75	80
2	Efficiency of collection of municipal solid waste	100%	99	100
3	Extent of segregation of municipal solid waste	100%	65	65
4	Extent of municipal solid waste recovered	80%	70	75
5	Extent of scientific disposal of municipal solid waste	100%	40	60
6	Efficiency in redressal of customer complaints	80%	95	96
7	Extent of cost recovery in SWM services	100%	20	25
8	Efficiency in collection of SWM charges	90%	0	0
torm '	Water Drainage			
1	Coverage of Storm water drainage network	100%	95	98
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	60	
	•	•		

Name of ULB: Bidhannagar Municipal Corporation

S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
3. INU.	indicators	Benchmarks	Status 2017-18	Target 2018-19
Vater	Supply Services			
1	Coverage of water supply connections	100%	90	91
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%	55	52
5	Continuity of water supply	24 hours	14	14
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	81	83
8	Cost recovery in water supply services	100%	52	53
9	Efficiency in collection of water supply related charges	90%	68	70
ewag	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	87	88
3	Collection efficiency of the sewage network	100%	85	86
4	Adequacy of sewage treatment capacity	100%	100	100
5	Quality of sewage treatment	100%	90	91
	Extent of reuse and recycling of sewage	20%	25	27
7	Efficiency in redressal of customer complaints	80%	95	95
8	Extent of cost recovery in sewage management	100%	15	20
9	Efficiency in collection of sewerage charges	90%	85	87
olid V	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	85	100
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	65	65
4	Extent of municipal solid waste recovered	80%	85	90
5	Extent of scientific disposal of municipal solid waste	100%	87	90
6	Efficiency in redressal of customer complaints	80%	80	85
7	Extent of cost recovery in SWM services	100%	28	35
8	Efficiency in collection of SWM charges	90%	92	92
torm	Water Drainage			
1	Coverage of Storm water drainage network	100%	80	80
2	Incidence of water logging / flooding	0%	3	5
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	50	

Name of ULB: Birnagar Municipality

serv	vice Level Benchmarks Category :	E Population	1:30799	
C No	Indicators	Central / State Govt.	Service Leve	l Benchmarks
S. No.	Indicators	Benchmarks	Status 2017-18	Target 2018-19
Water:	Supply Services			
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	80	85
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	15	10
5	Continuity of water supply	24 hours	12	15
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	75	80
8	Cost recovery in water supply services	100%	12	15
9	Efficiency in collection of water supply related charges	90%	20	25
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	75	80
2	Efficiency of collection of municipal solid waste	100%	68	70
3	Extent of segregation of municipal solid waste	100%	25	30
4	Extent of municipal solid waste recovered	80%	40	45
5	Extent of scientific disposal of municipal solid waste	100%	25	30
6	Efficiency in redressal of customer complaints	80%	75	80
7	Extent of cost recovery in SWM services	100%	55	60
8	Efficiency in collection of SWM charges	90%	68	70
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	70	75
2	Incidence of water logging / flooding	0%	0	0
		T		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	20	

Name of ULB: Bishnupur Municipality

S. No. Indicators Central / State Govt. Benchmarks Senchmarks Senchmarks	Service Level Status 2017-18 100 80 50 20 11 100 75 35 60 0 0	100 85 55 25 12 100 80 40 65
Water Supply Services 1 Coverage of water supply connections 100% 2 Per capita supply of water 3 Extent of metering of water connections 4 Extent of Non-Revenue Water (NRW) 5 Continuity of water supply 6 Quality of water supplied 7 Efficiency in redressal of customer complaints 8 Cost recovery in water supply services 9 Efficiency in collection of water supply related charges Coverage of toilets 1 Coverage of toilets 2 Coverage of sewage network services 1 100% 2 Collection efficiency of the sewage network 4 Adequacy of sewage treatment capacity 5 Quality of sewage treatment 6 Extent of reuse and recycling of sewage 7 Efficiency in redressal of customer complaints 8 Water Supply connections 1 100% 1 100% 1 100% 1 100% 1 100% 1 100% 1 100% 1 100% 1 100% 1 100% 1 100% 1 100% 1 100%	100 80 50 20 11 100 75 35 60 80 0	100 85 55 25 12 100 80 40 65
1 Coverage of water supply connections 2 Per capita supply of water 3 Extent of metering of water connections 100% 4 Extent of Non-Revenue Water (NRW) 5 Continuity of water supply 6 Quality of water supplied 100% 7 Efficiency in redressal of customer complaints 8 Cost recovery in water supply services 9 Efficiency in collection of water supply related charges Sewage management (Sewerage and Sanitation) 1 Coverage of toilets 2 Coverage of sewage network services 100% 3 Collection efficiency of the sewage network 4 Adequacy of sewage treatment capacity 5 Quality of sewage treatment 6 Extent of reuse and recycling of sewage 7 Efficiency in redressal of customer complaints 8	80 50 20 11 100 75 35 60 80 0	85 55 25 12 100 80 40 65
2 Per capita supply of water 3 Extent of metering of water connections 4 Extent of Non-Revenue Water (NRW) 5 Continuity of water supply 6 Quality of water supplied 7 Efficiency in redressal of customer complaints 8 Cost recovery in water supply services 9 Efficiency in collection of water supply related charges Sewage management (Sewerage and Sanitation) 1 Coverage of toilets 2 Coverage of sewage network services 100% 2 Collection efficiency of the sewage network 4 Adequacy of sewage treatment capacity 5 Quality of sewage treatment 6 Extent of reuse and recycling of sewage 7 Efficiency in redressal of customer complaints 8	80 50 20 11 100 75 35 60 80 0	85 55 25 12 100 80 40 65
3 Extent of metering of water connections 4 Extent of Non-Revenue Water (NRW) 5 Continuity of water supply 6 Quality of water supplied 7 Efficiency in redressal of customer complaints 8 Cost recovery in water supply services 9 Efficiency in collection of water supply related charges Sewage management (Sewerage and Sanitation) 1 Coverage of toilets 2 Coverage of sewage network services 100% 3 Collection efficiency of the sewage network 4 Adequacy of sewage treatment capacity 5 Quality of sewage treatment 6 Extent of reuse and recycling of sewage 7 Efficiency in redressal of customer complaints 8	50 20 11 100 75 35 60 80 0	55 25 12 100 80 40 65
4 Extent of Non-Revenue Water (NRW) 5 Continuity of water supply 6 Quality of water supplied 7 Efficiency in redressal of customer complaints 8 Cost recovery in water supply services 9 Efficiency in collection of water supply related charges Sewage management (Sewerage and Sanitation) 1 Coverage of toilets 2 Coverage of sewage network services 100% 3 Collection efficiency of the sewage network 4 Adequacy of sewage treatment capacity 5 Quality of sewage treatment 6 Extent of reuse and recycling of sewage 7 Efficiency in redressal of customer complaints 8	20 11 100 75 35 60 80 0	25 12 100 80 40 65
5 Continuity of water supply 6 Quality of water supplied 7 Efficiency in redressal of customer complaints 8 Cost recovery in water supply services 9 Efficiency in collection of water supply related charges Sewage management (Sewerage and Sanitation) 1 Coverage of toilets 2 Coverage of sewage network services 100% 3 Collection efficiency of the sewage network 4 Adequacy of sewage treatment capacity 5 Quality of sewage treatment 6 Extent of reuse and recycling of sewage 7 Efficiency in redressal of customer complaints 8	11 100 75 35 60 80 0	12 100 80 40 65
6 Quality of water supplied 7 Efficiency in redressal of customer complaints 8 Cost recovery in water supply services 9 Efficiency in collection of water supply related charges Sewage management (Sewerage and Sanitation) 1 Coverage of toilets 2 Coverage of sewage network services 100% 3 Collection efficiency of the sewage network 4 Adequacy of sewage treatment capacity 5 Quality of sewage treatment 6 Extent of reuse and recycling of sewage 7 Efficiency in redressal of customer complaints 8 100%	100 75 35 60 80 0	100 80 40 65
7 Efficiency in redressal of customer complaints 8 Cost recovery in water supply services 9 Efficiency in collection of water supply related charges Sewage management (Sewerage and Sanitation) 1 Coverage of toilets 2 Coverage of sewage network services 100% 3 Collection efficiency of the sewage network 4 Adequacy of sewage treatment capacity 5 Quality of sewage treatment 6 Extent of reuse and recycling of sewage 7 Efficiency in redressal of customer complaints 8 100%	75 35 60 80 0	80 40 65
Efficiency in redressal of customer complaints 8	35 60 80 0	40 65 90
9 Efficiency in collection of water supply related charges Sewage management (Sewerage and Sanitation) 1 Coverage of toilets 2 Coverage of sewage network services 100% 3 Collection efficiency of the sewage network 4 Adequacy of sewage treatment capacity 5 Quality of sewage treatment 6 Extent of reuse and recycling of sewage 7 Efficiency in redressal of customer complaints 8 100%	80 0 0	65
Sewage management (Sewerage and Sanitation) 1 Coverage of toilets 2 Coverage of sewage network services 100% 3 Collection efficiency of the sewage network 4 Adequacy of sewage treatment capacity 5 Quality of sewage treatment 6 Extent of reuse and recycling of sewage 7 Efficiency in redressal of customer complaints 8 100%	80 0 0	90
1 Coverage of toilets 2 Coverage of sewage network services 100% 3 Collection efficiency of the sewage network 4 Adequacy of sewage treatment capacity 5 Quality of sewage treatment 6 Extent of reuse and recycling of sewage 7 Efficiency in redressal of customer complaints 8 100%	0	
2 Coverage of sewage network services 100% Collection efficiency of the sewage network Adequacy of sewage treatment capacity Quality of sewage treatment Extent of reuse and recycling of sewage Fificiency in redressal of customer complaints 8 100%	0	
3 Collection efficiency of the sewage network 4 Adequacy of sewage treatment capacity 5 Quality of sewage treatment 6 Extent of reuse and recycling of sewage 7 Efficiency in redressal of customer complaints 8 100%	0	0
Collection efficiency of the sewage network 4 Adequacy of sewage treatment capacity 5 Quality of sewage treatment 6 Extent of reuse and recycling of sewage 7 Efficiency in redressal of customer complaints 8 100%		
5 Quality of sewage treatment 6 Extent of reuse and recycling of sewage 7 Efficiency in redressal of customer complaints 8 100%	0	0
6 Extent of reuse and recycling of sewage 20% 7 Efficiency in redressal of customer complaints 80%	•	0
7 Efficiency in redressal of customer complaints 8 100%	0	0
Efficiency in redressal of customer complaints 8 100%	0	0
8 Extent of cost recovery in sewage management 100%	0	0
	0	0
9 Efficiency in collection of sewerage charges 90%	0	0
Solid Waste Management		
Household level coverage of Solid Waste Management services 100%	65	70
2 Efficiency of collection of municipal solid waste 100%	90	95
3 Extent of segregation of municipal solid waste 100%	25	30
4 Extent of municipal solid waste recovered 80%	25	30
5 Extent of scientific disposal of municipal solid waste 100%	10	15
6 Efficiency in redressal of customer complaints 80%	85	90
7 Extent of cost recovery in SWM services 100%	25	30
8 Efficiency in collection of SWM charges 90%	25	30
Storm Water Drainage		
1 Coverage of Storm water drainage network 100%	90	95
2 Incidence of water logging / flooding 0 %	0	0
_		
1 Coverage of Water Supply (24 X 7) in all Public/Community Toilets 24X7	yes	
Percentage of waste being processed scientifically*		

Name of ULB: Budge Budge Municipality

Service Level Benchmarks Category . D Population . 78838				
S. No.	Indicators	Central / State Govt.		l Benchmarks
•••		Benchmarks	Status 2017-18	Target 2018-19
	Supply Services	4000/	0.2	100
1	Coverage of water supply connections	100%	92 135	100
3	Per capita supply of water Extent of metering of water connections	135 lpcd 100%	0	135 0
4	Extent of Non-Revenue Water (NRW)	20%	85	80
5	Continuity of water supply	24 hours	4	6
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	30	80
8	Cost recovery in water supply services	100%	30	40
9	Efficiency in collection of water supply related charges	90%	15	45
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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
olid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	60	70
2	Efficiency of collection of municipal solid waste	100%	75	80
3	Extent of segregation of municipal solid waste	100%	15	35
4	Extent of municipal solid waste recovered	80%	45	55
5	Extent of scientific disposal of municipal solid waste	100%	5	10
6	Efficiency in redressal of customer complaints	80%	55	80
7	Extent of cost recovery in SWM services	100%	10	15
8	Efficiency in collection of SWM charges	90%	10	15
	Water Drainage			
1	Coverage of Storm water drainage network	100%	75	85
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	20	

Name of ULB: Burdwan Municipality

361	The Level Benchmarks Category.	-		
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
	Supply Services			
1	Coverage of water supply connections	100%	93	94
2	Per capita supply of water	135 lpcd	95	95
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	28	25
5	Continuity of water supply	24 hours	7	7
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	92	94
8	Cost recovery in water supply services	100%	0	0
9	Efficiency in collection of water supply related charges	90%	0	0
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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
	/aste Management	3070		
1	Household level coverage of Solid Waste Management services	100%	91	92
2	Efficiency of collection of municipal solid waste	100%	94	95
3	Extent of segregation of municipal solid waste	100%	10	11
4	Extent of municipal solid waste recovered	80%	10	11
5	Extent of scientific disposal of municipal solid waste	100%	10	15
6	Efficiency in redressal of customer complaints	80%	80	85
7	Extent of cost recovery in SWM services	100%	10	10
8	Efficiency in collection of SWM charges	90%	12	12
torm	Water Drainage			
1	Coverage of Storm water drainage network	100%	60	65
2	Incidence of water logging / flooding	0%	3	3
				-
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically*	100%	20	

Name of ULB: Chakdaha Municipality

Service Level Benchmarks Category: C Population: 95203				
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
3. IVO.	indicators	Benchmarks	Status 2017-18	Target 2018-19
Water:	Supply Services			
1	Coverage of water supply connections	100%	92	95
2	Per capita supply of water	135 lpcd	92	94
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	24	23
5	Continuity of water supply	24 hours	9	9
6	Quality of water supplied	100%	97	97
7	Efficiency in redressal of customer complaints	80%	80	80
8	Cost recovery in water supply services	100%	12	14
9	Efficiency in collection of water supply related charges	90%	6	8
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	50	51
2	Efficiency of collection of municipal solid waste	100%	83	84
3	Extent of segregation of municipal solid waste	100%	15	17
4	Extent of municipal solid waste recovered	80%	55	55
5	Extent of scientific disposal of municipal solid waste	100%	15	18
6	Efficiency in redressal of customer complaints	80%	80	80
7	Extent of cost recovery in SWM services	100%	12	14
8	Efficiency in collection of SWM charges	90%	15	15
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	70	72
2	Incidence of water logging / flooding	0%	5	4
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically*	100%	22	

Name of ULB: Champdany Municipality

Service Level Berichmarks Category . C Population . 111251				
S. No.	Indicators	Central / State Govt.		l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
	Supply Services	1221		
1	Coverage of water supply connections	100%	95	100
2	Per capita supply of water	135 lpcd	110	135
3	Extent of metering of water connections	100%	20	40
4	Extent of Non-Revenue Water (NRW)	20%	40	30
5	Continuity of water supply	24 hours	20	24
6	Quality of water supplied	100%	90	100
7	Efficiency in redressal of customer complaints	80%	95	100
8	Cost recovery in water supply services	100%	25	40
9	Efficiency in collection of water supply related charges	90%	25	40
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
-	. , ,	100%	0	0
	Quality of sewage treatment			
6	Extent of reuse and recycling of sewage	20%	0	0
7	Efficiency in redressal of customer complaints	80%	50	60
8	Extent of cost recovery in sewage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	0	0
olid W	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	60	70
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	35	50
4	Extent of municipal solid waste recovered	80%	30	50
5	Extent of scientific disposal of municipal solid waste	100%	30	50
6	Efficiency in redressal of customer complaints	80%	75	80
7	Extent of cost recovery in SWM services	100%	15	30
8	Efficiency in collection of SWM charges	90%	15	30
torm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	90	100
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically*	100%	50	

Name of ULB: Chandernagore Municipal Corporation

Serv	Service Level Benchmarks Category: MC Population: 166867			
S. No.	Indicators	Central / State Govt. Service Level		l Benchmarks
3. NO.	indicators	Benchmarks	Status 2017-18	Target 2018-19
Water 9	Supply Services			
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	135	135
3	Extent of metering of water connections	100%	35	40
4	Extent of Non-Revenue Water (NRW)	20%	20	15
5	Continuity of water supply	24 hours	20	21
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	100	100
8	Cost recovery in water supply services	100%	50	55
9	Efficiency in collection of water supply related charges	90%	90	95
Sewage	management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	40	45
3	Collection efficiency of the sewage network	100%	25	30
4	Adequacy of sewage treatment capacity	100%	70	75
5	Quality of sewage treatment	100%	100	100
6	Extent of reuse and recycling of sewage	20%	10	15
7	Efficiency in redressal of customer complaints	80%	75	80
8	Extent of cost recovery in sewage management	100%	25	30
9	Efficiency in collection of sewerage charges	90%	25	30
Solid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	75	80
2	Efficiency of collection of municipal solid waste	100%	95	95
3	Extent of segregation of municipal solid waste	100%	25	30
4	Extent of municipal solid waste recovered	80%	35	40
5	Extent of scientific disposal of municipal solid waste	100%	30	35
6	Efficiency in redressal of customer complaints	80%	80	85
7	Extent of cost recovery in SWM services	100%	45	50
8	Efficiency in collection of SWM charges	90%	25	30
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	75	80
2	Incidence of water logging / flooding	0%	10	5
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	20	

Name of ULB: Chandrakona Municipality

Service Level Benchmarks Category : E Population : 23629					
S. No.	Indicators	Central / State Govt.	Service Level Benchmarks		
		Benchmarks	Status 2017-18	Target 2018-19	
	Supply Services				
1	Coverage of water supply connections	100%	100	100	
2	Per capita supply of water	135 lpcd	92	95	
3	Extent of metering of water connections	100%	0	15	
4	Extent of Non-Revenue Water (NRW)	20%	60	60	
5	Continuity of water supply	24 hours	12	12	
6	Quality of water supplied	100%	100	100	
7	Efficiency in redressal of customer complaints	80%	99	99	
8	Cost recovery in water supply services	100%	32	35	
9	Efficiency in collection of water supply related charges	90%	60	60	
Sewage	e management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100	100	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of the 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 W	/aste Management				
1	Household level coverage of Solid Waste Management services	100%	50	55	
2	Efficiency of collection of municipal solid waste	100%	50	60	
3	Extent of segregation of municipal solid waste	100%	20	30	
4	Extent of municipal solid waste recovered	80%	25	30	
5	Extent of scientific disposal of municipal solid waste	100%	45	50	
6	Efficiency in redressal of customer complaints	80%	90	95	
7	Extent of cost recovery in SWM services	100%	25	30	
8	Efficiency in collection of SWM charges	90%	20	30	
Storm	Water Drainage				
1	Coverage of Storm water drainage network	100%	50	65	
2	Incidence of water logging / flooding	0%	0	0	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES		
2	Percentage of waste being processed scientifically*	100%	50		

Name of ULB: Contai Municipality

Service Level Benchmarks Category: C Population: 92212					
S. No.	Indicators	Central / State Govt.	Service Level Benchmarks		
3. NO.	indicators	Benchmarks	Status 2017-18	Target 2018-19	
Water :	Supply Services				
1	Coverage of water supply connections	100%	90	100	
2	Per capita supply of water	135 lpcd	95	100	
3	Extent of metering of water connections	100%	0	0	
4	Extent of Non-Revenue Water (NRW)	20%	10	5	
5	Continuity of water supply	24 hours	16	18	
6	Quality of water supplied	100%	90	95	
7	Efficiency in redressal of customer complaints	80%	85	90	
8	Cost recovery in water supply services	100%	15	20	
9	Efficiency in collection of water supply related charges	90%	25	35	
Sewage	e management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100	100	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of the 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 W	/aste Management				
1	Household level coverage of Solid Waste Management services	100%	100	100	
2	Efficiency of collection of municipal solid waste	100%	95	100	
3	Extent of segregation of municipal solid waste	100%	30	35	
4	Extent of municipal solid waste recovered	80%	20	25	
5	Extent of scientific disposal of municipal solid waste	100%	20	25	
6	Efficiency in redressal of customer complaints	80%	30	35	
7	Extent of cost recovery in SWM services	100%	20	25	
8	Efficiency in collection of SWM charges	90%	20	25	
Storm \	Water Drainage				
1	Coverage of Storm water drainage network	100%	70	80	
2	Incidence of water logging / flooding	0%	0	0	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes		
2	Percentage of waste being processed scientifically*	100%	20		

Name of ULB: Coochbehar Municipality

Service Level Benchmarks Category: D Population: 89325					
S. No.	Indicators	Central / State Govt.	Service Level Benchmarks		
3. NO.	indicators	Benchmarks	Status 2017-18	Target 2018-19	
Nater 9	Supply Services				
1	Coverage of water supply connections	100%	90	95	
2	Per capita supply of water	135 lpcd	95	100	
3	Extent of metering of water connections	100%	0	0	
4	Extent of Non-Revenue Water (NRW)	20%	50	55	
5	Continuity of water supply	24 hours	15	20	
6	Quality of water supplied	100%	80	85	
7	Efficiency in redressal of customer complaints	80%	100	100	
8	Cost recovery in water supply services	100%	15	20	
9	Efficiency in collection of water supply related charges	90%	90	95	
ewage	e management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100	100	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of the sewage network	100%	0	0	
4		100%	0	0	
	Adequacy of sewage treatment capacity				
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	
olid W	/aste Management				
1	Household level coverage of Solid Waste Management services	100%	90	95	
2	Efficiency of collection of municipal solid waste	100%	90	95	
3	Extent of segregation of municipal solid waste	100%	30	35	
4	Extent of municipal solid waste recovered	80%	20	25	
5	Extent of scientific disposal of municipal solid waste	100%	20	25	
6	Efficiency in redressal of customer complaints	80%	95	100	
7	Extent of cost recovery in SWM services	100%	20	25	
8	Efficiency in collection of SWM charges	90%	20	25	
torm \	Water Drainage				
1	Coverage of Storm water drainage network	100%	70	75	
2	Incidence of water logging / flooding	0%	10	15	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes		
2	Percentage of waste being processed scientifically*	100%	50		

Name of ULB: Coopers Camp Notified Area Authority

Service Level Benchmarks Category: E Population: 18839						
S. No.	Indicators	Central / State Govt.	Service Leve	Service Level Benchmarks		
3. NO.	indicators	Benchmarks	Status 2017-18	Target 2018-19		
Water :	Supply Services					
1	Coverage of water supply connections	100%	85	85		
2	Per capita supply of water	135 lpcd	60	60		
3	Extent of metering of water connections	100%	0	0		
4	Extent of Non-Revenue Water (NRW)	20%	15	10		
5	Continuity of water supply	24 hours	6	7		
6	Quality of water supplied	100%	70	75		
7	Efficiency in redressal of customer complaints	80%	50	60		
8	Cost recovery in water supply services	100%	30	20		
9	Efficiency in collection of water supply related charges	90%	50	20		
Sewage	e management (Sewerage and Sanitation)					
1	Coverage of toilets	100%	100	100		
2	Coverage of sewage network services	100%	0	0		
3	Collection efficiency of the 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 W	/aste Management					
1	Household level coverage of Solid Waste Management services	100%	70	75		
2	Efficiency of collection of municipal solid waste	100%	70	75		
3	Extent of segregation of municipal solid waste	100%	20	40		
4	Extent of municipal solid waste recovered	80%	20	30		
5	Extent of scientific disposal of municipal solid waste	100%	40	50		
6	Efficiency in redressal of customer complaints	80%	40	50		
7	Extent of cost recovery in SWM services	100%	30	35		
8	Efficiency in collection of SWM charges	90%	30	35		
torm \	Water Drainage					
1	Coverage of Storm water drainage network	100%	100	100		
2	Incidence of water logging / flooding	0%	10	8		
		1				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes			
2	Percentage of waste being processed scientifically*	100%	20			

Name of ULB: Dainhat Municipality

Indicators	Central / State Govt.	Service Leve	l Ranchmarks
illuicators			i pencillidiks
	Benchmarks	Status 2017-18	Target 2018-19
Supply Services			
Coverage of water supply connections	100%	85	90
Per capita supply of water	135 lpcd	70	80
Extent of metering of water connections	100%	10	20
Extent of Non-Revenue Water (NRW)	20%	8	5
Continuity of water supply	24 hours	6	8
Quality of water supplied	100%	100	100
Efficiency in redressal of customer complaints	80%	80	85
Cost recovery in water supply services	100%	20	25
Efficiency in collection of water supply related charges	90%	90	90
management (Sewerage and Sanitation)			
Coverage of toilets	100%	100	100
Coverage of sewage network services	100%	0	0
	100%	0	0
, ,	100%	0	0
			0
		_	0
Efficiency in redressal of customer complaints	80%	0	0
Extent of cost recovery in sewage management	100%	0	0
Efficiency in collection of sewerage charges	90%	0	0
aste Management			
Household level coverage of Solid Waste Management services	100%	50	60
Efficiency of collection of municipal solid waste	100%	60	70
Extent of segregation of municipal solid waste	100%	20	30
Extent of municipal solid waste recovered	80%	20	30
Extent of scientific disposal of municipal solid waste	100%	20	30
Efficiency in redressal of customer complaints	80%	80	85
Extent of cost recovery in SWM services	100%	10	20
Efficiency in collection of SWM charges	90%	10	20
Vater Drainage			
Coverage of Storm water drainage network	100%	65	75
Incidence of water logging / flooding	0%	0	0
Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
Percentage of waste being processed scientifically*	100%	20	
	Per capita supply of water Extent of metering of water connections Extent of Non-Revenue Water (NRW) Continuity of water supply Quality of water supplied Efficiency in redressal of customer complaints Cost recovery in water supply services Efficiency in collection of water supply related charges management (Sewerage and Sanitation) Coverage of toilets Coverage of sewage network services Collection efficiency of the sewage network Adequacy of sewage treatment capacity Quality of sewage treatment Extent of reuse and recycling of sewage Efficiency in redressal of customer complaints Extent of cost recovery in sewage management Efficiency in collection of sewerage charges aste Management Household level coverage of Solid Waste Management services Efficiency of collection of municipal solid waste Extent of segregation of municipal solid waste Extent of scientific disposal of municipal solid waste Extent of scientific disposal of municipal solid waste Efficiency in redressal of customer complaints Extent of cost recovery in SWM services Efficiency in collection of SWM charges Vater Drainage Coverage of Storm water drainage network Incidence of water logging / flooding Coverage of Water Supply (24 X 7) in all Public/Community Toilets Percentage of waste being processed	Per capita supply of water Extent of metering of water connections Extent of Mon-Revenue Water (NRW) Continuity of water supply Quality of water supply Quality of water supplied Efficiency in redressal of customer complaints Cost recovery in water supply services Efficiency in collection of water supply related charges management (Sewerage and Sanitation) Coverage of sewage network services Collection efficiency of the sewage network Adequacy of sewage treatment capacity Quality of sewage treatment Extent of reuse and recycling of sewage Efficiency in collection of sewerage charges aste Management Household level coverage of Solid Waste Management services Efficiency of collection of municipal solid waste Extent of segregation of municipal solid waste Extent of succeptable of customer complaints Extent of segregation of municipal solid waste Extent of segregation of municipal solid waste Extent of succeptable of customer complaints Extent of segregation of municipal solid waste Extent of segregation of municipal solid waste Extent of segregation of severage charges Efficiency in redressal of customer complaints Extent of segregation of municipal solid waste Extent of segregation of severage charges Extent of segregation of severage charges Extent of segregation of severage charges Extent of segregation of severage charges 100% Extent of segregation of severage charges 100% Extend of severage charges 100% Extent of severage charges 100% Extent of severage charges 100% Extent of severage charges 100% Ex	Per capita supply of water Extent of metering of water connections Extent of Mon-Revenue Water (NRW) Continuity of water supply Quality of water supplied Efficiency in redressal of customer complaints Cost recovery in water supply services Efficiency in collection of water supply related charges Goverage of toilets Coverage of sewage network services Efficiency of sewage treatment capacity Quality of sewage treatment Extent of reuse and recycling of sewage Extent of cost recovery in sewage management Extent of cost recovery in sewage management Extent of cost recovery in water supply related sharges Management Extent of cost recovery in sewage network Adequacy of sewage treatment Extent of reuse and recycling of sewage Extent of cost recovery in sewage management Extent of cost recovery in sewage management Household level coverage of Solid Waste Management Household level coverage of Solid Waste Management services Efficiency of collection of municipal solid waste Extent of segregation of sum services Efficiency in redressal of customer complaints Extent of segregation of municipal solid waste Extent of scientific disposal of municipal solid Waste Extent of cost recovery in SWM services Enficiency in redressal of customer complaints 80% 80 Extent of cost recovery in SWM services 100% 100% 20 Extent of cost recovery in SWM services 100% 65 Coverage of Storm water drainage network 100% 65 Incidence of water logging / flooding 70% 70% 70% 70%

Name of ULB: Dalkhola Municipality

Service Level Benchmarks Category: D Population: 36930				
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
J. INU.	illuicators	Benchmarks	Status 2017-18	Target 2018-19
Water 9	Supply Services			
1	Coverage of water supply connections	100%	95	100
2	Per capita supply of water	135 lpcd	75	80
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	12	10
5	Continuity of water supply	24 hours	7	10
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	70	75
8	Cost recovery in water supply services	100%	20	25
9	Efficiency in collection of water supply related charges	90%	25	30
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	90	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	85	90
2	Efficiency of collection of municipal solid waste	100%	85	90
3	Extent of segregation of municipal solid waste	100%	20	25
4	Extent of municipal solid waste recovered	80%	40	45
5	Extent of scientific disposal of municipal solid waste	100%	40	45
6	Efficiency in redressal of customer complaints	80%	85	90
7	Extent of cost recovery in SWM services	100%	25	30
8	Efficiency in collection of SWM charges	90%	25	30
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	75	80
2	Incidence of water logging / flooding	0%	0	0
		1		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	50	

Name of ULB: Dhupguri Municipality

Service Level Benchmarks Category: D Population: 44719					
S. No.	Indicators	Central / State Govt.	Service Level Benchmarks		
3. NO.	indicators	Benchmarks	Status 2017-18	Target 2018-19	
Water	Supply Services				
1	Coverage of water supply connections	100%	100	100	
2	Per capita supply of water	135 lpcd	135	135	
3	Extent of metering of water connections	100%	80	100	
4	Extent of Non-Revenue Water (NRW)	20%	15	8	
5	Continuity of water supply	24 hours	10	15	
6	Quality of water supplied	100%	90	100	
7	Efficiency in redressal of customer complaints	80%	75	80	
8	Cost recovery in water supply services	100%	10	20	
0	Efficiency in collection of water supply related	000/	00	00	
9	charges	90%	80	90	
ewage	e management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100	100	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of the 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	
olid W	/aste Management				
1	Household level coverage of Solid Waste Management services	100%	60	60	
2	Efficiency of collection of municipal solid waste	100%	75	85	
3	Extent of segregation of municipal solid waste	100%	15	20	
4	Extent of municipal solid waste recovered	80%	30	40	
5	Extent of scientific disposal of municipal solid waste	100%	60	75	
6	Efficiency in redressal of customer complaints	80%	30	35	
7	Extent of cost recovery in SWM services	100%	10	15	
8	Efficiency in collection of SWM charges	90%	80	90	
torm	Water Drainage				
1	Coverage of Storm water drainage network	100%	60	75	
2	Incidence of water logging / flooding	0%	0	0	
		1			
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES		
2	Percentage of waste being processed scientifically*	100%	60		

Name of ULB: Diamond Harbour Municipality

Service Level Benchmarks Category: D Population: 41798				
S. No.	Indicators	Central / State Govt.	Service Level Benchmarks	
		Benchmarks	Status 2017-18	Target 2018-19
	Supply Services			
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	94	100
3	Extent of metering of water connections	100%	51	60
4	Extent of Non-Revenue Water (NRW)	20%	16	20
5	Continuity of water supply	24 hours	16	20
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	100	100
8	Cost recovery in water supply services	100%	75	80
9	Efficiency in collection of water supply related charges	90%	85	90
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	38	50
3	Collection efficiency of the sewage network	100%	35	40
4	Adequacy of sewage treatment capacity	100%	28	40
 5	Quality of sewage treatment	100%	82	90
6	Extent of reuse and recycling of sewage	20%	22	30
7	Efficiency in redressal of customer complaints	80%	80	80
8	Extent of cost recovery in sewage management	100%	15	25
9	Efficiency in collection of sewerage charges	90%	22	30
olid W	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	42	50
4	Extent of municipal solid waste recovered	80%	45	55
5	Extent of scientific disposal of municipal solid waste	100%	41	50
6	Efficiency in redressal of customer complaints	80%	100	100
7	Extent of cost recovery in SWM services	100%	52	60
8	Efficiency in collection of SWM charges	90%	50	60
torm	Water Drainage			
1	Coverage of Storm water drainage network	100%	82	90
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	12	

Name of ULB:	Dinhata	Municipality
--------------	---------	--------------

3611	vice Level Benchmarks Category:			
S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
Matar (Supply Services	Delicilliarks	Status 2017-18	Target 2018-19
1	Coverage of water supply connections	100%	95	100
2	Per capita supply of water	135 lpcd	85	90
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	15	10
5	Continuity of water supply	24 hours	5	7
6	Quality of water supplied	100%	80	<u>,</u> 85
7	Efficiency in redressal of customer complaints	80%	80	85
8	Cost recovery in water supply services	100%	80	85
9	Efficiency in collection of water supply related charges	90%	85	90
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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
olid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	85	90
3	Extent of segregation of municipal solid waste	100%	45	50
4	Extent of municipal solid waste recovered	80%	55	60
5	Extent of scientific disposal of municipal solid waste	100%	50	55
6	Efficiency in redressal of customer complaints	80%	75	80
7	Extent of cost recovery in SWM services	100%	15	20
8	Efficiency in collection of SWM charges	90%	80	85
	Water Drainage			
1	Coverage of Storm water drainage network	100%	100	100
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	30	

Name of ULB : Dubrajpur Municipality

Serv	vice Level Benchmarks Category :	D Population	: 38027	
S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
3. NO.			Status 2017-18	Target 2018-19
Water:	Supply Services			
1	Coverage of water supply connections	100%	90	95
2	Per capita supply of water	135 lpcd	110	115
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	80	75
5	Continuity of water supply	24 hours	8	9
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	80	80
8	Cost recovery in water supply services	100%	60	65
9	Efficiency in collection of water supply related charges	90%	50	55
Sewage	management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	75	80
2	Efficiency of collection of municipal solid waste	100%	95	100
3	Extent of segregation of municipal solid waste	100%	20	25
4	Extent of municipal solid waste recovered	80%	20	25
5	Extent of scientific disposal of municipal solid waste	100%	20	25
6	Efficiency in redressal of customer complaints	80%	80	85
7	Extent of cost recovery in SWM services	100%	30	35
8	Efficiency in collection of SWM charges	90%	35	40
Storm	Water Drainage			
1	Coverage of Storm water drainage network	100%	90	95
2	Incidence of water logging / flooding	0%	4	0
		1	-	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	20	

Name of ULB: Dum Dum Municipality

Service Level Benchmarks Category : C Population : 114726				
S. No.	Indicators	Central / State Govt.	Service Leve	el Benchmarks
3. 140.	maicators	Benchmarks	Status 2017-18	Target 2018-19
Water	Supply Services			
1	Coverage of water supply connections	100%	100	100
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%	55	50
5	Continuity of water supply	24 hours	10	10
6	Quality of water supplied	100%	95	100
7	Efficiency in redressal of customer complaints	80%	90	95
8	Cost recovery in water supply services	100%	20	30
9	Efficiency in collection of water supply related charges	90%	20	30
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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
	Extent of reuse and recycling of sewage	20%	0	U
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 W	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	25	60
4	Extent of municipal solid waste recovered	80%	10	20
5	Extent of scientific disposal of municipal solid waste	100%	50	50
6	Efficiency in redressal of customer complaints	80%	90	95
7	Extent of cost recovery in SWM services	100%	10	20
8	Efficiency in collection of SWM charges	90%	15	25
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	100	100
2	Incidence of water logging / flooding	0%	0	0
		<u> </u>		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	50	

Name of ULB: Durgapur Municipal Corporation

361	rece Level Benchmarks Category.	<u>. </u>	11 . 303370	
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
Water:	Supply Services			
1	Coverage of water supply connections	100%	82	84
2	Per capita supply of water	135 lpcd	135	135
3	Extent of metering of water connections	100%	25	30
4	Extent of Non-Revenue Water (NRW)	20%	7	8
5	Continuity of water supply	24 hours	7	8
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	80	81
8	Cost recovery in water supply services	100%	80	82
9	Efficiency in collection of water supply related charges	90%	95	95
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	80	85
3	Collection efficiency of the sewage network	100%	35	40
4	Adequacy of sewage treatment capacity	100%	35	40
_ -	Quality of sewage treatment	100%	90	90
6		20%	10	12
0	Extent of reuse and recycling of sewage	20%	10	12
7	Efficiency in redressal of customer complaints	80%	80	82
8	Extent of cost recovery in sewage management	100%	15	25
9	Efficiency in collection of sewerage charges	90%	15	20
olid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	95	95
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	100	100
4	Extent of municipal solid waste recovered	80%	80	80
5	Extent of scientific disposal of municipal solid waste	100%	100	100
6	Efficiency in redressal of customer complaints	80%	100	100
7	Extent of cost recovery in SWM services	100%	90	95
8	Efficiency in collection of SWM charges	90%	95	95
torm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	80	82
2	Incidence of water logging / flooding	0%	3	3
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	50	
	· · · · · · · · · · · · · · · · · · ·	•		

Name of ULB: Egra Municipality

<u> </u>	1	Central / State Govt.	Service Leve	l Benchmarks
S. No.	Indicators	Benchmarks	Status 2017-18	Target 2018-19
Vater	Supply Services			
1	Coverage of water supply connections	100%	90	100
2	Per capita supply of water	135 lpcd	70	75
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	10	8
5	Continuity of water supply	24 hours	15	16
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	95	100
8	Cost recovery in water supply services	100%	45	50
9	Efficiency in collection of water supply related charges	90%	45	50
ewag	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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
olid V	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	65	70
2	Efficiency of collection of municipal solid waste	100%	85	90
3	Extent of segregation of municipal solid waste	100%	35	40
4	Extent of municipal solid waste recovered	80%	25	30
5	Extent of scientific disposal of municipal solid waste	100%	10	15
6	Efficiency in redressal of customer complaints	80%	65	70
7	Extent of cost recovery in SWM services	100%	15	20
8	Efficiency in collection of SWM charges	90%	15	20
torm	Water Drainage			
1	Coverage of Storm water drainage network	100%	90	95
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	50	

Name of ULB: English Bazar Municipality

Service Level Benchmarks Category . B Population . 205521				
S. No.	Indicators	Central / State Govt.		l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
Water	Supply Services			
1	Coverage of water supply connections	100%	90	95
2	Per capita supply of water	135 lpcd	80	85
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	8	8
5	Continuity of water supply	24 hours	10	12
6	Quality of water supplied	100%	95	100
7	Efficiency in redressal of customer complaints	80%	70	75
8	Cost recovery in water supply services	100%	60	65
9	Efficiency in collection of water supply related charges	90%	90	95
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	95	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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 W	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	95	100
3	Extent of segregation of municipal solid waste	100%	25	30
4	Extent of municipal solid waste recovered	80%	30	35
5	Extent of scientific disposal of municipal solid waste	100%	30	35
6	Efficiency in redressal of customer complaints	80%	95	100
7	Extent of cost recovery in SWM services	100%	20	25
8	Efficiency in collection of SWM charges	90%	20	25
Storm	Water Drainage			
1	Coverage of Storm water drainage network	100%	90	100
2	Incidence of water logging / flooding	0%	5	5
	35 6, 444 6			
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	35	

Name of ULB: Gangarampur Municipality

Service Level Benchmarks Category: D Population: 56175				
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
3. NO.	indicators	Benchmarks	Status 2017-18	Target 2018-19
Water	Supply Services			
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	70	75
3	Extent of metering of water connections	100%	100	100
4	Extent of Non-Revenue Water (NRW)	20%	25	30
5	Continuity of water supply	24 hours	5	6
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	95	95
8	Cost recovery in water supply services	100%	100	100
9	Efficiency in collection of water supply related charges	90%	25	30
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	80	85
2	Efficiency of collection of municipal solid waste	100%	80	85
3	Extent of segregation of municipal solid waste	100%	15	20
4	Extent of municipal solid waste recovered	80%	60	65
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	90	95
7	Extent of cost recovery in SWM services	100%	35	40
8	Efficiency in collection of SWM charges	90%	35	50
Storm	Water Drainage			
1	Coverage of Storm water drainage network	100%	85	90
2	Incidence of water logging / flooding	0%	12	10
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	30	

Name of ULB: Garulia Municipality

Serv	vice Level Benchmarks Category :	C Population	: 85336	
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
J. 140.	mulcators	Benchmarks	Status 2017-18	Target 2018-19
N ater	Supply Services			
1	Coverage of water supply connections	100%	92	95
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%	40	35
5	Continuity of water supply	24 hours	11	11
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	80	80
8	Cost recovery in water supply services	100%	25	30
9	Efficiency in collection of water supply related charges	90%	30	40
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
	Adequacy of sewage treatment capacity	100%	0	0
	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
olid W	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	90	95
2	Efficiency of collection of municipal solid waste	100%	92	95
3	Extent of segregation of municipal solid waste	100%	30	40
4	Extent of municipal solid waste recovered	80%	30	40
5	Extent of scientific disposal of municipal solid waste	100%	20	30
6	Efficiency in redressal of customer complaints	80%	80	80
7	Extent of cost recovery in SWM services	100%	20	30
8	Efficiency in collection of SWM charges	90%	20	30
torm	Water Drainage			
1	Coverage of Storm water drainage network	100%	50	60
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	30	
		1		

Name of ULB: Gayeshpur Municipality

Service Level Benchmarks Category: D Population: 58998				
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
3. NO.	indicators	Benchmarks	Status 2017-18	Target 2018-19
Water :	Supply Services			
1	Coverage of water supply connections	100%	85	90
2	Per capita supply of water	135 lpcd	120	120
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	9	10
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	80	98
8	Cost recovery in water supply services	100%	50	96
9	Efficiency in collection of water supply related charges	90%	90	96
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	85
2	Coverage of sewage network services	100%	70	75
3	Collection efficiency of the sewage network	100%	85	90
4	Adequacy of sewage treatment capacity	100%	72	75
5	Quality of sewage treatment	100%	72	75
6	Extent of reuse and recycling of sewage	20%	15	15
7	Efficiency in redressal of customer complaints	80%	75	80
8	Extent of cost recovery in sewage management	100%	25	30
9	Efficiency in collection of sewerage charges	90%	50	60
Solid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	92	95
2	Efficiency of collection of municipal solid waste	100%	55	60
3	Extent of segregation of municipal solid waste	100%	25	30
4	Extent of municipal solid waste recovered	80%	25	30
5	Extent of scientific disposal of municipal solid waste	100%	25	30
6	Efficiency in redressal of customer complaints	80%	75	80
7	Extent of cost recovery in SWM services	100%	55	65
8	Efficiency in collection of SWM charges	90%	25	35
	Water Drainage			
1	Coverage of Storm water drainage network	100%	85	90
2	Incidence of water logging / flooding	0%	0	0
	T	<u> </u>		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	25	

Name of ULB: Ghatal Municipality

3011	Category.	-	Service Level Benchmarks		
S. No.	Indicators	Central / State Govt. Benchmarks			
A/-+	Comple Comitee	benchmarks	Status 2017-18	Target 2018-19	
	Supply Services	4000/	0.5	00	
1	Coverage of water supply connections	100%	85	90	
2	Per capita supply of water	135 lpcd	85	86	
3	Extent of metering of water connections	100%	15	15	
4	Extent of Non-Revenue Water (NRW)	20%	20	18	
5	Continuity of water supply	24 hours	10	11	
6	Quality of water supplied	100%	100	100	
7	Efficiency in redressal of customer complaints	80%	83	85	
8	Cost recovery in water supply services	100%	93	95	
9	Efficiency in collection of water supply related charges	90%	68	70	
ewage	e management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100	100	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of the 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	
olid W	Vaste Management				
1	Household level coverage of Solid Waste Management services	100%	50	60	
2	Efficiency of collection of municipal solid waste	100%	100	100	
3	Extent of segregation of municipal solid waste	100%	20	25	
4	Extent of municipal solid waste recovered	80%	25	30	
5	Extent of scientific disposal of municipal solid waste	100%	25	25	
6	Efficiency in redressal of customer complaints	80%	75	78	
7	Extent of cost recovery in SWM services	100%	20	25	
8	Efficiency in collection of SWM charges	90%	20	25	
torm \	Water Drainage				
1	Coverage of Storm water drainage network	100%	50	55	
2	Incidence of water logging / flooding	0%	15	12	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES		
2	Percentage of waste being processed scientifically*	100%	40		

Name of ULB: Gobardanga Municipality

Service Level Benchmarks Category: D Population: 45377				
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
3. NO.	indicators	Benchmarks	Status 2017-18	Target 2018-19
Water:	Supply Services			
1	Coverage of water supply connections	100%	90	95
2	Per capita supply of water	135 lpcd	85	90
3	Extent of metering of water connections	100%	25	30
4	Extent of Non-Revenue Water (NRW)	20%	22	18
5	Continuity of water supply	24 hours	14	16
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	100	100
8	Cost recovery in water supply services	100%	65	75
9	Efficiency in collection of water supply related charges	90%	35	40
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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
olid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	90	95
2	Efficiency of collection of municipal solid waste	100%	90	95
3	Extent of segregation of municipal solid waste	100%	97	98
4	Extent of municipal solid waste recovered	80%	65	75
5	Extent of scientific disposal of municipal solid waste	100%	80	87
6	Efficiency in redressal of customer complaints	80%	95	100
7	Extent of cost recovery in SWM services	100%	70	75
8	Efficiency in collection of SWM charges	90%	70	75
torm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	75	85
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	40	
	/	ļ.		1

Name of ULB: Haldia Municipality

	Vice Level Benchmarks Category:		Service Level Benchma	
S. No.	Indicators	Central / State Govt.		
		Benchmarks	Status 2017-18	Target 2018-19
	Supply Services			
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	110	115
3	Extent of metering of water connections	100%	20	25
4	Extent of Non-Revenue Water (NRW)	20%	50	40
5	Continuity of water supply	24 hours	12	15
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	100	100
8	Cost recovery in water supply services	100%	60	65
9	Efficiency in collection of water supply related charges	90%	50	55
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
-4 5		100%	0	0
6	Quality of sewage treatment	20%	0	0
0	Extent of reuse and recycling of sewage	20%	U	U
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
olid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	95	100
2	Efficiency of collection of municipal solid waste	100%	75	80
3	Extent of segregation of municipal solid waste	100%	100	100
4	Extent of municipal solid waste recovered	80%	85	85
5	Extent of scientific disposal of municipal solid waste	100%	100	100
6	Efficiency in redressal of customer complaints	80%	95	95
7	Extent of cost recovery in SWM services	100%	40	45
8	Efficiency in collection of SWM charges	90%	40	45
torm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	85	90
2	Incidence of water logging / flooding	0%	0	0
		•		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	96	

Name of ULB: Halisahar Municipality

C NI-	lu disatous	Central / State Govt.	Service Leve	l Benchmarks
S. No.	Indicators	Benchmarks	Status 2017-18	Target 2018-19
Vater	Supply Services			
1	Coverage of water supply connections	100%	95	100
2	Per capita supply of water	135 lpcd	100	105
3	Extent of metering of water connections	100%	0	30
4	Extent of Non-Revenue Water (NRW)	20%	20	15
5	Continuity of water supply	24 hours	10	15
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	95	100
8	Cost recovery in water supply services	100%	5	10
9	Efficiency in collection of water supply related charges	90%	40	50
ewag	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	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
_ _	Quality of sewage treatment	100%	0	100
6	Extent of reuse and recycling of sewage	20%	0	20
7	Efficiency in redressal of customer complaints	80%	0	100
8	Extent of cost recovery in sewage management	100%	0	100
9	Efficiency in collection of sewerage charges	90%	0	30
olid V	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	75	80
2	Efficiency of collection of municipal solid waste	100%	80	100
3	Extent of segregation of municipal solid waste	100%	0	10
4	Extent of municipal solid waste recovered	80%	0	10
5	Extent of scientific disposal of municipal solid waste	100%	20	50
6	Efficiency in redressal of customer complaints	80%	85	100
7	Extent of cost recovery in SWM services	100%	5	50
8	Efficiency in collection of SWM charges	90%	0	40
torm	Water Drainage			
1	Coverage of Storm water drainage network	100%	80	100
2	Incidence of water logging / flooding	0%	0	0
	<u> </u>			
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	20	

Name of ULB: Hooghly-Chinsurah Municipality

	Category .	Central / State Govt.		l Ranchmarks
S. No.	Indicators	Benchmarks		I Benchmarks
A/-+	Consider Consider	Benchmarks	Status 2017-18	Target 2018-19
	Supply Services	4000/	0.7	00
1	Coverage of water supply connections	100%	87	90
2	Per capita supply of water	135 lpcd	135	165
3	Extent of metering of water connections	100%	15	20
4	Extent of Non-Revenue Water (NRW)	20%	15	25
5	Continuity of water supply	24 hours	14	15
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	100	100
8	Cost recovery in water supply services	100%	25	40
9	Efficiency in collection of water supply related charges	90%	45	50
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	10	10
_ _	Collection efficiency of the 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%	10	20
9	Efficiency in collection of sewerage charges	90%	20	25
olid W	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	86	90
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	100	100
4	Extent of municipal solid waste recovered	80%	30	40
5	Extent of scientific disposal of municipal solid waste	100%	30	40
6	Efficiency in redressal of customer complaints	80%	80	85
7	Extent of cost recovery in SWM services	100%	35	40
8	Efficiency in collection of SWM charges	90%	35	40
torm '	Water Drainage			
1	Coverage of Storm water drainage network	100%	95	95
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	50	

Name of ULB: Howrah Municipal Corporation

Service Level Benchmarks Category: MC **Population** : 1362561 **Central / State Service Level Benchmarks** S. No. **Indicators Govt. Benchmarks** Status 2017-18 Target 2018-19 **Water Supply Services** Coverage of water supply connections 100% 75 90 Per capita supply of water **135 lpcd** 100 110 2 3 Extent of metering of water connections 100% 0 0 Extent of Non-Revenue Water (NRW) 20% 18 18 4 5 Continuity of water supply 24 hours 6 6 6 Quality of water supplied 100% 100 100 7 80% 95 Efficiency in redressal of customer complaints 80 Cost recovery in water supply services 100% 8 0 0 Efficiency in collection of water supply related 9 90% 0 0 charges Sewage management (Sewerage and Sanitation) Coverage of toilets 100% 90 100 2 Coverage of sewage network services 100% 69 66 Collection efficiency of the sewage network 75 3 100% 68 4 Adequacy of sewage treatment capacity 45 100% 45 5 Quality of sewage treatment 100% 67 72 6 Extent of reuse and recycling of sewage 20% 0 0 7 80% 83 Efficiency in redressal of customer complaints 72 100% 0 0 8 Extent of cost recovery in sewage management Efficiency in collection of sewerage charges 90% 0 0 Solid Waste Management Household level coverage of Solid Waste 1 100% 95 97 Management services Efficiency of collection of municipal solid waste 95 2 100% 90 Extent of segregation of municipal solid waste 100% 20 3 6 Extent of municipal solid waste recovered 80% 2 8 4 Extent of scientific disposal of municipal solid 5 100% 5 20 waste Efficiency in redressal of customer complaints 80% 95 98 6 7 90 Extent of cost recovery in SWM services 100% 80 Efficiency in collection of SWM charges 90 8 90% 80 Storm Water Drainage Coverage of Storm water drainage network 100% 72 66 Incidence of water logging / flooding 0% 45 35 2 Coverage of Water Supply (24 X 7) in all 1 24X7 yes **Public/Community Toilets** Percentage of waste being processed 2 0 100% scientifically*

Name of ULB: Islampur Municipality

	Tategory.	-		J. Damahara antar
S. No.	Indicators	Central / State Govt. Benchmarks		l Benchmarks
Motor	Summly Complete	benchmarks	Status 2017-18	Target 2018-19
water :	Supply Services Coverage of water supply connections	100%	85	92
2	Per capita supply of water	135 lpcd	60	80
3	Extent of metering of water connections	100%	0	15
4	Extent of Metering of Water Connections Extent of Non-Revenue Water (NRW)	20%	18	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%	90	95
8	Cost recovery in water supply services	100%	100	100
9	Efficiency in collection of water supply related charges	90%	40	45
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	90	95
2	Coverage of sewage network services	100%	30	35
3	Collection efficiency of the 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 W	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	85	90
2	Efficiency of collection of municipal solid waste	100%	95	100
3	Extent of segregation of municipal solid waste	100%	20	20
4	Extent of municipal solid waste recovered	80%	20	20
5	Extent of scientific disposal of municipal solid waste	100%	40	45
6	Efficiency in redressal of customer complaints	80%	90	95
7	Extent of cost recovery in SWM services	100%	30	30
8	Efficiency in collection of SWM charges	90%	30	30
Storm	Water Drainage			
1	Coverage of Storm water drainage network	100%	70	75
2	Incidence of water logging / flooding	0%	10	8
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	30	

Name of ULB: Jalpaiguri Municipality

	Category .	Central / State Govt.	Service Leve	l Benchmarks
S. No.	Indicators	Benchmarks	Status 2017-18	Target 2018-19
Water	I Supply Services	2 chamman no	Status 2017-10	Target 2010-15
1	Coverage of water supply connections	100%	90	100
2	Per capita supply of water	135 lpcd	85	90
3	Extent of metering of water connections	100%	1	5
4	Extent of Non-Revenue Water (NRW)	20%	1	1
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%	100	100
8	Cost recovery in water supply services	100%	100	100
9	Efficiency in collection of water supply related charges	90%	100	100
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	80	100
2	Coverage of sewage network services	100%	0	0
_ _	Collection efficiency of the 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
olid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	80	100
3	Extent of segregation of municipal solid waste	100%	40	60
4	Extent of municipal solid waste recovered	80%	45	60
5	Extent of scientific disposal of municipal solid waste	100%	50	90
6	Efficiency in redressal of customer complaints	80%	95	100
7	Extent of cost recovery in SWM services	100%	40	0
8	Efficiency in collection of SWM charges	90%	5	10
torm	Water Drainage			
1	Coverage of Storm water drainage network	100%	60	70
2	Incidence of water logging / flooding	0%	5	2
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	50	

Name of ULB: Jangipur Municipality

Service Level Benchmarks Category: C Population: 88165				
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
3. 140.	indicators	Benchmarks	Status 2017-18	Target 2018-19
Water	Supply Services			
1	Coverage of water supply connections	100%	75	80
2	Per capita supply of water	135 lpcd	85	90
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	12	10
5	Continuity of water supply	24 hours	10	11
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	80	85
8	Cost recovery in water supply services	100%	40	40
9	Efficiency in collection of water supply related charges	90%	92	95
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	80	85
2	Efficiency of collection of municipal solid waste	100%	100	100
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%	0	0
6	Efficiency in redressal of customer complaints	80%	90	95
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%	0	0
2	Incidence of water logging / flooding	0%	20	15
		•	-	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	30%	
	•		<u>!</u>	

Name of ULB: Jhalda Municipality

Service Level Benchmarks Category: E Population: 19727				
S. No.	Indicators	Central / State Govt.	Service Level Benchmarks	
3. NO.	indicators	Benchmarks	Status 2017-18	Target 2018-19
Water	Supply Services			
1	Coverage of water supply connections	100%	60	70
2	Per capita supply of water	135 lpcd	75	80
3	Extent of metering of water connections	100%	10	10
4	Extent of Non-Revenue Water (NRW)	20%	8	5
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	85
8	Cost recovery in water supply services	100%	20	30
9	Efficiency in collection of water supply related charges	90%	90	90
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	50	55
2	Efficiency of collection of municipal solid waste	100%	60	65
3	Extent of segregation of municipal solid waste	100%	20	25
4	Extent of municipal solid waste recovered	80%	20	25
5	Extent of scientific disposal of municipal solid waste	100%	20	25
6	Efficiency in redressal of customer complaints	80%	80	85
7	Extent of cost recovery in SWM services	100%	10	15
8	Efficiency in collection of SWM charges	90%	10	25
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	65	70
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	25	

Name of ULB: Jhargram Municipality

Service Level Benchmarks Category : D Population : 61				
S. No.	Indicators	Central / State Govt.	Central / State Govt. Service Level I	Benchmarks
J. 140.	indicators	Benchmarks	Status 2017-18	Target 2018-19
Water	Supply Services			
1	Coverage of water supply connections	100%	90	95
2	Per capita supply of water	135 lpcd	55	60
3	Extent of metering of water connections	100%	10	20
4	Extent of Non-Revenue Water (NRW)	20%	36	34
5	Continuity of water supply	24 hours	7	8
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	80	85
8	Cost recovery in water supply services	100%	0	0
9	Efficiency in collection of water supply related charges	90%	22	25
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	95	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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
0	Extent of reuse and recycling of sewage	20%	U	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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	65	70
2	Efficiency of collection of municipal solid waste	100%	95	100
3	Extent of segregation of municipal solid waste	100%	20	25
4	Extent of municipal solid waste recovered	80%	50	55
5	Extent of scientific disposal of municipal solid waste	100%	12	15
6	Efficiency in redressal of customer complaints	80%	40	50
7	Extent of cost recovery in SWM services	100%	90	95
8	Efficiency in collection of SWM charges	90%	30	35
Storm	Water Drainage			
1	Coverage of Storm water drainage network	100%	55	60
2	Incidence of water logging / flooding	0%	3	2
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	45	

Name of ULB: Joynagar Mozilpur Municipality

Service Level Benchmarks Category: E Population: 25922				
S. No.	Indicators	Central / State Govt.		l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
	Supply Services			
1	Coverage of water supply connections	100%	93	95
2	Per capita supply of water	135 lpcd	78	82
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	26	23
5	Continuity of water supply	24 hours	9	10
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	35	60
8	Cost recovery in water supply services	100%	29	32
9	Efficiency in collection of water supply related charges	90%	32	40
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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
- 0	Extent of reuse and recycling of sewage	20%	U	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
olid W	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	55	75
2	Efficiency of collection of municipal solid waste	100%	25	40
3	Extent of segregation of municipal solid waste	100%	35	50
4	Extent of municipal solid waste recovered	80%	35	45
5	Extent of scientific disposal of municipal solid waste	100%	25	40
6	Efficiency in redressal of customer complaints	80%	97	100
7	Extent of cost recovery in SWM services	100%	35	40
8	Efficiency in collection of SWM charges	90%	30	40
torm	Water Drainage			
1	Coverage of Storm water drainage network	100%	45	65
2	Incidence of water logging / flooding	0%	0	0
	.			
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically*	100%	0	

Name of ULB: Kalimpong Municipality

	Category .		l Donahmanila	
S. No.	Indicators	Central / State Govt.		l Benchmarks
A/-+	Comple Comitee	Benchmarks	Status 2017-18	Target 2018-19
	Supply Services	100%	01	92
2	Coverage of water supply connections		81 115	83 117
3	Per capita supply of water	135 lpcd 100%	0	
<u></u>	Extent of metering of water connections Extent of Non-Revenue Water (NRW)	20%	16	0 17
5	Continuity of water supply	20% 24 hours	4	4
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	70	70
8	Cost recovery in water supply services	100%	20	20
9	Efficiency in collection of water supply related charges	90%	60	60
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	95	95
2	Coverage of sewage network services	100%	65	65
	Collection efficiency of the sewage network	100%	70	
3	, ,			70
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%	75	75
8	Extent of cost recovery in sewage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	60	62
olid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	85	85
2	Efficiency of collection of municipal solid waste	100%	95	95
3	Extent of segregation of municipal solid waste	100%	40	40
4	Extent of municipal solid waste recovered	80%	30	30
5	Extent of scientific disposal of municipal solid waste	100%	60	60
6	Efficiency in redressal of customer complaints	80%	65	65
7	Extent of cost recovery in SWM services	100%	25	25
8	Efficiency in collection of SWM charges	90%	39	39
	Water Drainage			
1	Coverage of Storm water drainage network	100%	35	35
2	Incidence of water logging / flooding	0%	0	0
	T	T		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	55	

Name of ULB: Kaliyaganj Municipality

	vice Level Benchmarks Category :	D Population	. 55550		
S. No.	Indicators	Central / State Govt.	Service Level Benchmarks		
3. NO.	illuicators	Benchmarks	Status 2017-18	Target 2018-19	
Nater :	Supply Services				
1	Coverage of water supply connections	100%	95	100	
2	Per capita supply of water	135 lpcd	85	90	
3	Extent of metering of water connections	100%	10	10	
4	Extent of Non-Revenue Water (NRW)	20%	50	40	
5	Continuity of water supply	24 hours	7	8	
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%	15	20	
9	Efficiency in collection of water supply related charges	90%	15	20	
ewage	e management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	90	100	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of the 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	
olid W	/aste Management				
1	Household level coverage of Solid Waste Management services	100%	65	70	
2	Efficiency of collection of municipal solid waste	100%	100	100	
3	Extent of segregation of municipal solid waste	100%	20	22	
4	Extent of municipal solid waste recovered	80%	20	22	
5	Extent of scientific disposal of municipal solid waste	100%	35	40	
6	Efficiency in redressal of customer complaints	80%	100	100	
7	Extent of cost recovery in SWM services	100%	15	20	
8	Efficiency in collection of SWM charges	90%	15	20	
torm \	Water Drainage				
1	Coverage of Storm water drainage network	100%	50	60	
2	Incidence of water logging / flooding	0%	0	0	
	, 50 6, 55 6	,			
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes		
2	Percentage of waste being processed scientifically*	100%	50		

Name of ULB: Kalna Municipality

Service Level Benchmarks Category . D Population . 57000				
S. No.	Indicators	Central / State Govt.		l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
	Supply Services			
1	Coverage of water supply connections	100%	90	100
2	Per capita supply of water	135 lpcd	110	135
3	Extent of metering of water connections	100%	90	100
4	Extent of Non-Revenue Water (NRW)	20%	10	15
5	Continuity of water supply	24 hours	8	12
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	80	80
8	Cost recovery in water supply services	100%	80	95
9	Efficiency in collection of water supply related charges	90%	78	90
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
5			0	0
	Quality of sewage treatment	100%		
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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	90	95
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	30	40
4	Extent of municipal solid waste recovered	80%	30	50
5	Extent of scientific disposal of municipal solid waste	100%	23	35
6	Efficiency in redressal of customer complaints	80%	80	80
7	Extent of cost recovery in SWM services	100%	35	50
8	Efficiency in collection of SWM charges	90%	18	25
Storm	Water Drainage			
1	Coverage of Storm water drainage network	100%	80	100
2	Incidence of water logging / flooding	0%	3	0
	1		-	-
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	60	

Name of ULB: Kalyani Municipality

Serv	Service Level Benchmarks Category: C Population: 100620				
S. No.	Indicators	Central / State Govt.		el Benchmarks	
		Benchmarks	Status 2017-18	Target 2018-19	
	Supply Services				
1	Coverage of water supply connections	100%	85	95	
2	Per capita supply of water	135 lpcd	135	135	
3	Extent of metering of water connections	100%	25	30	
4	Extent of Non-Revenue Water (NRW)	20%	35	28	
5	Continuity of water supply	24 hours	14	15	
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%	55	60	
9	Efficiency in collection of water supply related charges	90%	90	90	
Sewage	e management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100	100	
2	Coverage of sewage network services	100%	80	90	
3	Collection efficiency of the sewage network	100%	90	95	
4	Adequacy of sewage treatment capacity	100%	90	95	
5	Quality of sewage treatment	100%	90	95	
6	Extent of reuse and recycling of sewage	20%	25	30	
7	Efficiency in redressal of customer complaints	80%	86	90	
8	Extent of cost recovery in sewage management	100%	30	35	
9	Efficiency in collection of sewerage charges	90%	90	95	
Solid W	/aste Management				
1	Household level coverage of Solid Waste Management services	100%	100	100	
2	Efficiency of collection of municipal solid waste	100%	96	100	
3	Extent of segregation of municipal solid waste	100%	30	60	
4	Extent of municipal solid waste recovered	80%	35	60	
5	Extent of scientific disposal of municipal solid waste	100%	25	60	
6	Efficiency in redressal of customer complaints	80%	95	96	
7	Extent of cost recovery in SWM services	100%	70	75	
8	Efficiency in collection of SWM charges	90%	90	95	
Storm \	Water Drainage				
1	Coverage of Storm water drainage network	100%	90	100	
2	Incidence of water logging / flooding	0%	0	0	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES		
2	Percentage of waste being processed scientifically*	100%	60		

Name of ULB: Kamarhati Municipality

Service Level Belicillians Category . A Population . 550579				
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
J. 110.	maicators	Benchmarks	Status 2017-18	Target 2018-19
Nater :	Supply Services			
1	Coverage of water supply connections	100%	98	100
2	Per capita supply of water	135 lpcd	105	110
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	8.5	15
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	95	100
8	Cost recovery in water supply services	100%	66	70
9	Efficiency in collection of water supply related charges	90%	90	90
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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
- 0	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 W	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	25	30
4	Extent of municipal solid waste recovered	80%	0	0
5	Extent of scientific disposal of municipal solid waste	100%	60	65
6	Efficiency in redressal of customer complaints	80%	85	90
7	Extent of cost recovery in SWM services	100%	100	100
8	Efficiency in collection of SWM charges	90%	100	100
torm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	100	100
2	Incidence of water logging / flooding	0%	0	0
		•		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	50	

Name of ULB: Kanchrapara Municipality

	Category .		Service Level Benchmarks	
S. No.	Indicators	Central / State Govt. Benchmarks		
Motor	Franks Comicos	Denchinarks	Status 2017-18	Target 2018-19
water :	Supply Services	100%	95	100
2	Coverage of water supply connections		135	
	Per capita supply of water	135 lpcd		135
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	40	30
5	Continuity of water supply	24 hours	15	16
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	100	100
8	Cost recovery in water supply services	100%	25	20
9	Efficiency in collection of water supply related charges	90%	25	20
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
	Adequacy of sewage treatment capacity		0	0
4	, , ,	100%		
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
olid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	95	100
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	20	25
4	Extent of municipal solid waste recovered	80%	10	15
5	Extent of scientific disposal of municipal solid waste	100%	10	15
6	Efficiency in redressal of customer complaints	80%	90	95
7	Extent of cost recovery in SWM services	100%	10	15
8	Efficiency in collection of SWM charges	90%	10	15
torm	Water Drainage			
1	Coverage of Storm water drainage network	100%	75	80
2	Incidence of water logging / flooding	0%	0	0
	, 55 6, 555 6		-	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	100	

Name of ULB: Kandi Municipality

	Name of OLD. Randi Municipality					
Ser	vice Level Benchmarks Category:	D Population	: 56115			
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks		
3. NO.	mulcators	Benchmarks	Status 2017-18	Target 2018-19		
Water	Supply Services					
1	Coverage of water supply connections	100%	85	90		
2	Per capita supply of water	135 lpcd	95	95		
3	Extent of metering of water connections	100%	30	45		
4	Extent of Non-Revenue Water (NRW)	20%	40	35		
5	Continuity of water supply	24 hours	15	18		
6	Quality of water supplied	100%	100	100		
7	Efficiency in redressal of customer complaints	80%	85	90		
8	Cost recovery in water supply services	100%	80	85		
9	Efficiency in collection of water supply related charges	90%	65	70		
Sewag	e management (Sewerage and Sanitation)					
1	Coverage of toilets	100%	90	100		
2	Coverage of sewage network services	100%	0	0		
3	Collection efficiency of the 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		
-	Extent of reuse and recycling of sewage	20/0	U	0		
7	Efficiency in redressal of customer complaints	80%	75	90		
8	Extent of cost recovery in sewage management	100%	0	0		
9	Efficiency in collection of sewerage charges	90%	0	0		
Solid V	Vaste Management					
1	Household level coverage of Solid Waste Management services	100%	100	100		
2	Efficiency of collection of municipal solid waste	100%	100	100		
3	Extent of segregation of municipal solid waste	100%	65	75		
4	Extent of municipal solid waste recovered	80%	35	50		
5	Extent of scientific disposal of municipal solid waste	100%	45	50		
6	Efficiency in redressal of customer complaints	80%	85	90		
7	Extent of cost recovery in SWM services	100%	45	50		
8	Efficiency in collection of SWM charges	90%	45	50		
Storm	Water Drainage					
1	Coverage of Storm water drainage network	100%	60	75		
2	Incidence of water logging / flooding	0%				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes			
2	Percentage of waste being processed scientifically*	100%	30			

Name of ULB: Katwa Municipality

Serv	Service Level Benchmarks Category: D Population: 81510			
S. No.	Indicators	Central / State Govt.	Service Level Benchmarks	
J. NO.	illuicators	Benchmarks	Status 2017-18	Target 2018-19
Water :	Supply Services			
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	70	80
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	10	6
5	Continuity of water supply	24 hours	9	10
6	Quality of water supplied	100%	95	100
7	Efficiency in redressal of customer complaints	80%	60	65
8	Cost recovery in water supply services	100%	92	95
9	Efficiency in collection of water supply related charges	90%	95	100
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	95	100
3	Extent of segregation of municipal solid waste	100%	15	20
4	Extent of municipal solid waste recovered	80%	15	20
5	Extent of scientific disposal of municipal solid waste	100%	10	15
6	Efficiency in redressal of customer complaints	80%	75	80
7	Extent of cost recovery in SWM services	100%	15	20
8	Efficiency in collection of SWM charges	90%	15	20
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	80	85
2	Incidence of water logging / flooding	0%	0	0
		T	T	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	10	

Name of ULB: Kharagpur Municipality

	Service Level Benchmarks Category: B Population: 289631				
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks	
5. 110.	a.cators	Benchmarks	Status 2017-18	Target 2018-19	
Water 9	Supply Services				
1	Coverage of water supply connections	100%	74	84	
2	Per capita supply of water	135 lpcd	110	115	
3	Extent of metering of water connections	100%	0	50	
4	Extent of Non-Revenue Water (NRW)	20%	15	12	
5	Continuity of water supply	24 hours	10.5	12	
6	Quality of water supplied	100%	100	100	
7	Efficiency in redressal of customer complaints	80%	95	95	
8	Cost recovery in water supply services	100%	48	50	
9	Efficiency in collection of water supply related charges	90%	95	95	
Sewage	management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	90	92	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of the 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 W	aste Management				
1	Household level coverage of Solid Waste Management services	100%	97	98	
2	Efficiency of collection of municipal solid waste	100%	91	92	
3	Extent of segregation of municipal solid waste	100%	42	45	
4	Extent of municipal solid waste recovered	80%	90	90	
5	Extent of scientific disposal of municipal solid waste	100%	10	15	
6	Efficiency in redressal of customer complaints	80%	96	96	
7	Extent of cost recovery in SWM services	100%	18	20	
8	Efficiency in collection of SWM charges	90%	35	40	
Storm \	Water Drainage				
1	Coverage of Storm water drainage network	100%	82	85	
2	Incidence of water logging / flooding	0%	4	3	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES		
2	Percentage of waste being processed scientifically*	100%	50		

Name of ULB: Khardah Municipality

Service Level Benchmarks Category . C Population . 109342				
S. No.	Indicators	Central / State Govt.		l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
	Supply Services			
1	Coverage of water supply connections	100%	94	96
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%	25	30
5	Continuity of water supply	24 hours	18	20
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	100	100
8	Cost recovery in water supply services	100%	0	0
9	Efficiency in collection of water supply related charges	90%	70	75
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	15	25
3	Collection efficiency of the sewage network	100%	15	25
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 W	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	85	90
2	Efficiency of collection of municipal solid waste	100%	93	95
3	Extent of segregation of municipal solid waste	100%	30	35
4	Extent of municipal solid waste recovered	80%	25	30
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	96	98
7	Extent of cost recovery in SWM services	100%	45	50
8	Efficiency in collection of SWM charges	90%	35	40
Storm	Water Drainage			
1	Coverage of Storm water drainage network	100%	63	65
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	20	

Name of ULB: Khirpai Municipality

Serv	vice Level Benchmarks Category :	E Population	: 16385	
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
3. NO.	indicators	Benchmarks	Status 2017-18	Target 2018-19
Water	Supply Services			
1	Coverage of water supply connections	100%	96	98
2	Per capita supply of water	135 lpcd	80	80
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	40	35
5	Continuity of water supply	24 hours	9	9
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	85	85
8	Cost recovery in water supply services	100%	0	0
9	Efficiency in collection of water supply related charges	90%	55	55
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	80	82
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
<u>·</u> 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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	60	65
2	Efficiency of collection of municipal solid waste	100%	82	82
3	Extent of segregation of municipal solid waste	100%	12	12
4	Extent of municipal solid waste recovered	80%	11	11
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	52	52
7	Extent of cost recovery in SWM services	100%	15	15
8	Efficiency in collection of SWM charges	90%	15	15
Storm	Water Drainage			
1	Coverage of Storm water drainage network	100%	50	50
2	Incidence of water logging / flooding	0%	1	1
		Ī		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	0	

Name of ULB: Kolkata Municipal Corporation

Service Level Benchmarks Category: MC Population: 4496694 **Central / State Govt. Service Level Benchmarks** S. No. **Indicators Benchmarks** Status 2017-18 Target 2018-19 Water Supply Services Coverage of water supply connections 100% 94 95 Per capita supply of water 135 lpcd 135 138 2 Extent of metering of water connections 100% 0.25 0.3 3 Extent of Non-Revenue Water (NRW) 20% 4 70 68 5 Continuity of water supply 24 hours 8 8 Quality of water supplied 100% 99.5 6 99.5 7 Efficiency in redressal of customer complaints 80% 96 97 100% 25 30 8 Cost recovery in water supply services Efficiency in collection of water supply related 9 90% 96 96 Sewage management (Sewerage and Sanitation) Coverage of toilets 100% 100 100 Coverage of sewage network services 99.6 2 100% 99.5 25 3 Collection efficiency of the sewage network 50 100% 4 Adequacy of sewage treatment capacity 100% 30 40 5 Quality of sewage treatment 100% 100 100 6 Extent of reuse and recycling of sewage 0 0 20% 7 Efficiency in redressal of customer complaints 80% 90 92 8 Extent of cost recovery in sewage management 100% 30 35 Efficiency in collection of sewerage charges 9 90% 95 95 **Solid Waste Management** Household level coverage of Solid Waste 100% 100 1 100 Management services 2 Efficiency of collection of municipal solid waste 100% 100 100 3 100% 7 20 Extent of segregation of municipal solid waste 4 Extent of municipal solid waste recovered 16 80% 80 Extent of scientific disposal of municipal solid 5 0 100% 14 waste 6 Efficiency in redressal of customer complaints 80% 95 100 7 Extent of cost recovery in SWM services 100% 35 40 Efficiency in collection of SWM charges 100 100 8 90% Storm Water Drainage Coverage of Storm water drainage network 100% 100 100 Incidence of water logging / flooding 0% 25 20 2 Coverage of Water Supply (24 X 7) in all 1 24X7 Yes Public/Community Toilets Percentage of waste being processed 2 100% 25 scientifically*

Name of ULB: Konnagar Municipality

361	vice Level Benchmarks Category :	D Population	: /6152	
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
J. 140.	maicators	Benchmarks	Status 2017-18	Target 2018-19
Water:	Supply Services			
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	125	126
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	13	13
5	Continuity of water supply	24 hours	11	12
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	20	20
8	Cost recovery in water supply services	100%	100	100
9	Efficiency in collection of water supply related charges	90%	100	100
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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%	4	4
8	Extent of cost recovery in sewage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	3	3
Solid W	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	85	87
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	75	77
4	Extent of municipal solid waste recovered	80%	75	77
5	Extent of scientific disposal of municipal solid waste	100%	75	77
6	Efficiency in redressal of customer complaints	80%	53	50
7	Extent of cost recovery in SWM services	100%	35	37
8	Efficiency in collection of SWM charges	90%	35	37
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	60	65
2	Incidence of water logging / flooding	0%	3	2
		•		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	70	

Name of ULB: Krishnanagar Municipality

Service Level Benchmarks Category : C Population : 153062				
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
J. 140.	maicators	Benchmarks	Status 2017-18	Target 2018-19
Water 9	Supply Services			
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	105	105
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	18	17
5	Continuity of water supply	24 hours	10	24
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%	25	30
9	Efficiency in collection of water supply related charges	90%	25	30
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
-	Quality of sewage treatment	100%	0	0
6			0	0
D	Extent of reuse and recycling of sewage	20%	U	U
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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	85	100
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	20	25
4	Extent of municipal solid waste recovered	80%	10	40
5	Extent of scientific disposal of municipal solid waste	100%	20	30
6	Efficiency in redressal of customer complaints	80%	95	100
7	Extent of cost recovery in SWM services	100%	10	20
8	Efficiency in collection of SWM charges	90%	10	20
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	70	80
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	35	

Name of ULB: Kurseong Municipality

3011	Service Level Benchmarks Category D Population . 42346			
S. No.	Indicators	Central / State Govt. Benchmarks		I Benchmarks
Matau	Complex Compless	Deficilitatiks	Status 2017-18	Target 2018-19
	Supply Services	100%	75	90
1	Coverage of water supply connections	<u> </u>		80
3	Per capita supply of water	135 lpcd 100%	55 0	60
<u></u>	Extent of metering of water connections Extent of Non-Revenue Water (NRW)	20%	10	5
5	Continuity of water supply	24 hours	4	5
6	Quality of water supplied	100%	90	95
7	Efficiency in redressal of customer complaints	80%	45	50
8	Cost recovery in water supply services	100%	15	20
9	Efficiency in collection of water supply related charges	90%	20	25
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	75	80
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%	90	90
5	Quality of sewage treatment	100%	35	40
6	Extent of reuse and recycling of sewage	20%	25	30
7	Efficiency in redressal of customer complaints	80%	55	60
8	Extent of cost recovery in sewage management	100%	35	40
9	Efficiency in collection of sewerage charges	90%	85	90
olid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	65	70
2	Efficiency of collection of municipal solid waste	100%	85	90
3	Extent of segregation of municipal solid waste	100%	15	20
4	Extent of municipal solid waste recovered	80%	15	20
5	Extent of scientific disposal of municipal solid waste	100%	10	15
6	Efficiency in redressal of customer complaints	80%	85	90
7	Extent of cost recovery in SWM services	100%	15	20
8	Efficiency in collection of SWM charges	90%	90	95
torm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	75	80
2	Incidence of water logging / flooding	0%	0	0
		1		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	40	

Name of ULB: Madhyamgram Municipality

Service Level Benchmarks Category : B Population : 197480				
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
	Supply Services			
1	Coverage of water supply connections	100%	84	88
2	Per capita supply of water	135 lpcd	110	115
3	Extent of metering of water connections	100%	5.4	30
4	Extent of Non-Revenue Water (NRW)	20%	64	60
5	Continuity of water supply	24 hours	6.5	7
6	Quality of water supplied	100%	97	98
7	Efficiency in redressal of customer complaints	80%	80	80
8	Cost recovery in water supply services	100%	20	25
9	Efficiency in collection of water supply related charges	90%	15	20
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
5		100%	0	0
	Quality of sewage treatment			
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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	75	100
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	15	50
4	Extent of municipal solid waste recovered	80%	10	15
5	Extent of scientific disposal of municipal solid waste	100%	25	50
6	Efficiency in redressal of customer complaints	80%	80	85
7	Extent of cost recovery in SWM services	100%	10	20
8	Efficiency in collection of SWM charges	90%	10	20
Storm	Water Drainage			
1	Coverage of Storm water drainage network	100%	35	45
2	Incidence of water logging / flooding	0%	10	5
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	25	

Name of ULB: Maheshtala Municipality

361	Service Level Benchmarks Category . A Population . 449425			
S. No.	Indicators	Central / State Govt.		l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
	Supply Services			
1	Coverage of water supply connections	100%	90	95
2	Per capita supply of water	135 lpcd	122	130
3	Extent of metering of water connections	100%	0	20
4	Extent of Non-Revenue Water (NRW)	20%	21	20
5	Continuity of water supply	24 hours	7	8
6	Quality of water supplied	100%	95	100
7	Efficiency in redressal of customer complaints	80%	80	80
8	Cost recovery in water supply services	100%	100	100
9	Efficiency in collection of water supply related charges	90%	55	60
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
<u>·</u> 	Quality of sewage treatment	100%	0	0
6	Extent of reuse and recycling of sewage	20%	0	0
0	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 W	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	80	85
2	Efficiency of collection of municipal solid waste	100%	70	75
3	Extent of segregation of municipal solid waste	100%	20	30
4	Extent of municipal solid waste recovered	80%	40	45
5	Extent of scientific disposal of municipal solid waste	100%	45	50
6	Efficiency in redressal of customer complaints	80%	75	75
7	Extent of cost recovery in SWM services	100%	60	65
8	Efficiency in collection of SWM charges	90%	55	60
torm '	Water Drainage			
1	Coverage of Storm water drainage network	100%	74	76
2	Incidence of water logging / flooding	0%	8	6
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically*	100%	35	

Name o	f ULB:	Mal Mu	unicipality	,
--------	--------	--------	-------------	---

Ser	vice Level Benchmarks Category:	E Population: 25218		
S. No.	Indicators	Central / State Govt.	Service Level Benchmarks	
J. 140.	mulcators	Benchmarks	Status 2017-18	Target 2018-19
Nater	Supply Services			
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	75	80
3	Extent of metering of water connections	100%	10	10
4	Extent of Non-Revenue Water (NRW)	20%	50	35
5	Continuity of water supply	24 hours	9	10
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%	35	40
9	Efficiency in collection of water supply related charges	90%	30	35
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
_ _	Collection efficiency of the 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
	/aste Management	3076	U	0
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	25	30
4	Extent of municipal solid waste recovered	80%	20	25
5	Extent of scientific disposal of municipal solid waste	100%	15	20
6	Efficiency in redressal of customer complaints	80%	90	95
7	Extent of cost recovery in SWM services	100%	30	35
8	Efficiency in collection of SWM charges	90%	30	35
torm	Water Drainage			
1	Coverage of Storm water drainage network	100%	55	60
2	Incidence of water logging / flooding	0%	4	2
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	20	

Name of ULB: Mathabhanga Municipality

Serv	vice Level Benchmarks Category :	E Population	: 23895	
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
J. 14U.	maicators	Benchmarks	Status 2017-18	Target 2018-19
Water	Supply Services			
1	Coverage of water supply connections	100%	70	70
2	Per capita supply of water	135 lpcd	75	80
3	Extent of metering of water connections	100%	10	15
4	Extent of Non-Revenue Water (NRW)	20%	8	8
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%	80	85
8	Cost recovery in water supply services	100%	20	25
9	Efficiency in collection of water supply related charges	90%	90	90
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	50	55
2	Efficiency of collection of municipal solid waste	100%	60	65
3	Extent of segregation of municipal solid waste	100%	20	25
4	Extent of municipal solid waste recovered	80%	20	25
5	Extent of scientific disposal of municipal solid waste	100%	20	25
6	Efficiency in redressal of customer complaints	80%	80	85
7	Extent of cost recovery in SWM services	100%	10	15
8	Efficiency in collection of SWM charges	90%	10	15
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	65	70
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	20	

Name of ULB: Mekliganj Municipality

Service Level Benchmarks Category: B Population: 9123						
C No	Indicators	Central / State Govt.	Service Level Benchmarks			
S. No.	Indicators	Benchmarks	Status 2017-18	Target 2018-19		
Water	Supply Services					
1	Coverage of water supply connections	100%	90	90		
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%	25	25		
5	Continuity of water supply	24 hours	10	10		
6	Quality of water supplied	100%	95	95		
7	Efficiency in redressal of customer complaints	80%	30	30		
8	Cost recovery in water supply services	100%	100	100		
9	Efficiency in collection of water supply related charges	90%	100	100		
Sewage	e management (Sewerage and Sanitation)					
1	Coverage of toilets	100%	95	95		
2	Coverage of sewage network services	100%	0	0		
3	Collection efficiency of the 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		
├	Extent of reuse and recycling of sewage	20%	U	U		
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 W	Vaste Management					
1	Household level coverage of Solid Waste Management services	100%	100	100		
2	Efficiency of collection of municipal solid waste	100%	85	85		
3	Extent of segregation of municipal solid waste	100%	50	50		
4	Extent of municipal solid waste recovered	80%	55	55		
5	Extent of scientific disposal of municipal solid waste	100%	65	65		
6	Efficiency in redressal of customer complaints	80%	95	95		
7	Extent of cost recovery in SWM services	100%	15	15		
8	Efficiency in collection of SWM charges	90%	85	85		
Storm	Water Drainage					
1	Coverage of Storm water drainage network	100%	100	100		
2	Incidence of water logging / flooding	0%	0	0		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES			
2	Percentage of waste being processed scientifically*	100%	30			
	scientifically*					

Name of ULB: Memari Municipality

Service Level Benchmarks Category : D Population : 41455				
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
<u> </u>	indicators	Benchmarks	Status 2017-18	Target 2018-19
Water:	Supply Services			
1	Coverage of water supply connections	100%	80	80
2	Per capita supply of water	135 lpcd	65	70
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	40	40
5	Continuity of water supply	24 hours	8	8
6	Quality of water supplied	100%	80	80
7	Efficiency in redressal of customer complaints	80%	75	80
8	Cost recovery in water supply services	100%	100	100
9	Efficiency in collection of water supply related charges	90%	90	90
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
5	Quality of sewage treatment	100%	0	0
6		20%	0	0
0	Extent of reuse and recycling of sewage	20%	U	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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	85	90
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	45	50
4	Extent of municipal solid waste recovered	80%	65	65
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	80	85
7	Extent of cost recovery in SWM services	100%	70	80
8	Efficiency in collection of SWM charges	90%	75	80
torm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	60	70
2	Incidence of water logging / flooding	0%	3	3
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	50	

Name of ULB: Midnapore Municipality

Serv	vice Level Benchmarks Category :	C Populatio	n : 169127	
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
Vater:	Supply Services			
1	Coverage of water supply connections	100%	80	85
2	Per capita supply of water	135 lpcd	125	125
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	11	10
5	Continuity of water supply	24 hours	15	16
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	90	90
8	Cost recovery in water supply services	100%	50	55
9	Efficiency in collection of water supply related charges	90%	10	15
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	85	90
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
	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
olid W	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	85	90
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	50	55
4	Extent of municipal solid waste recovered	80%	50	55
5	Extent of scientific disposal of municipal solid waste	100%	20	25
6	Efficiency in redressal of customer complaints	80%	90	95
7	Extent of cost recovery in SWM services	100%	55	60
8	Efficiency in collection of SWM charges	90%	90	90
Storm	Water Drainage			
1	Coverage of Storm water drainage network	100%	95	95
2	Incidence of water logging / flooding	0%	4	4
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	20	

Name of ULB: Mirik Notified Area Authority

Serv	vice Level Benchmarks Category :	E Populatio	n : 11513	
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
	Supply Services			
1	Coverage of water supply connections	100%	75	80
2	Per capita supply of water	135 lpcd	70	75
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	20	25
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	80
8	Cost recovery in water supply services	100%	20	20
9	Efficiency in collection of water supply related charges	90%	90	90
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
5	, , , , , , , , , , , , , , , , , , , ,	100%	0	0
	Quality of sewage treatment			
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
olid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	50	55
2	Efficiency of collection of municipal solid waste	100%	60	65
3	Extent of segregation of municipal solid waste	100%	20	25
4	Extent of municipal solid waste recovered	80%	20	25
5	Extent of scientific disposal of municipal solid waste	100%	20	25
6	Efficiency in redressal of customer complaints	80%	80	85
7	Extent of cost recovery in SWM services	100%	10	15
8	Efficiency in collection of SWM charges	90%	10	15
torm	Water Drainage			
1	Coverage of Storm water drainage network	100%	65	70
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%	20	

Name of ULB: Murshidabad Municipality

	vice Level Belicillians Category.	Population		
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
Water:	Supply Services			
1	Coverage of water supply connections	100%	80	82
2	Per capita supply of water	135 lpcd	60	62
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	25	24
5	Continuity of water supply	24 hours	15	15
6	Quality of water supplied	100%	80	80
7	Efficiency in redressal of customer complaints	80%	100	100
8	Cost recovery in water supply services	100%	15	18
9	Efficiency in collection of water supply related charges	90%	87	87
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	75	80
2	Coverage of sewage network services	100%	40	40
3	Collection efficiency of the sewage network	100%	80	82
4	Adequacy of sewage treatment capacity	100%	80	83
5	Quality of sewage treatment	100%	60	62
6	Extent of reuse and recycling of sewage	20%	0	0
0	Extent of reuse and recycling of sewage	20%	U	U
7	Efficiency in redressal of customer complaints	80%	80	84
8	Extent of cost recovery in sewage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	0	0
Solid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	95	97
2	Efficiency of collection of municipal solid waste	100%	95	95
3	Extent of segregation of municipal solid waste	100%	55	55
4	Extent of municipal solid waste recovered	80%	17	17
5	Extent of scientific disposal of municipal solid waste	100%	25	25
6	Efficiency in redressal of customer complaints	80%	100	100
7	Extent of cost recovery in SWM services	100%	30	30
8	Efficiency in collection of SWM charges	90%	30	35
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	90	92
2	Incidence of water logging / flooding	0%	0	0
	,	-		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	50	

Name of ULB: Nabadwip Municipality

Serv	vice Level Benchmarks Category :	C Population	: 125528	
S. No.	Indicators	Central / State Govt.	Service Leve	el Benchmarks
3. NO.	indicators	Benchmarks	Status 2017-18	Target 2018-19
Water	Supply Services			
1	Coverage of water supply connections	100%	70	80
2	Per capita supply of water	135 lpcd	65	70
3	Extent of metering of water connections	100%	60	70
4	Extent of Non-Revenue Water (NRW)	20%	30	25
5	Continuity of water supply	24 hours	12	16
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	99	100
8	Cost recovery in water supply services	100%	45	50
9	Efficiency in collection of water supply related charges	90%	55	60
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
5	Quality of sewage treatment	100%	0	0
6			0	0
7	Extent of reuse and recycling of sewage Efficiency in redressal of customer complaints	20% 80%	0	0
8	Extent of cost recovery in sewage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	0	0
_	Vaste Management	55,0		
1	Household level coverage of Solid Waste Management services	100%	85	90
2	Efficiency of collection of municipal solid waste	100%	90	95
3	Extent of segregation of municipal solid waste	100%	10	20
4	Extent of municipal solid waste recovered	80%	35	45
5	Extent of scientific disposal of municipal solid waste	100%	0	10
6	Efficiency in redressal of customer complaints	80%	80	80
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%	82	90
2	Incidence of water logging / flooding	0%	4	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	25	
	•			

Name of ULB: Naihati Municipality

S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
J. 140.	mulcators	Benchmarks	Status 2017-18	Target 2018-19
	Supply Services			
1	Coverage of water supply connections	100%	90	100
2	Per capita supply of water	135 lpcd	125	135
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	80	50
5	Continuity of water supply	24 hours	10	12
6	Quality of water supplied	100%	90	100
7	Efficiency in redressal of customer complaints	80%	75	80
8	Cost recovery in water supply services	100%	10	30
9	Efficiency in collection of water supply related charges	90%	20	40
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	95	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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%	8	10
olid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	40	90
2	Efficiency of collection of municipal solid waste	100%	70	95
3	Extent of segregation of municipal solid waste	100%	30	50
4	Extent of municipal solid waste recovered	80%	25	50
5	Extent of scientific disposal of municipal solid waste	100%	20	30
6	Efficiency in redressal of customer complaints	80%	40	80
7	Extent of cost recovery in SWM services	100%	30	50
8	Efficiency in collection of SWM charges	90%	10	30
torm	Water Drainage			
1	Coverage of Storm water drainage network	100%	60	100
2	Incidence of water logging / flooding	0%	1	2
1	Coverage of Water Supply (24 X 7) in all	24X7	YES	
2	Public/Community Toilets Percentage of waste being processed scientifically*	100%	20	

Name of ULB: Nalhati Municipality

S. No. Water 5 1 2 3	Indicators	Central / State Govt. Benchmarks		l Benchmarks
Water S		Benchmarks		
1 2	Comple Compless		Status 2017-18	Target 2018-19
2	Supply Services			
	Coverage of water supply connections	100%	96	100
'n	Per capita supply of water	135 lpcd	75	80
5	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	20	18
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%	90	95
8	Cost recovery in water supply services	100%	35	45
9	Efficiency in collection of water supply related charges	90%	40	50
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	90	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
 5	Quality of sewage treatment	100%	0	0
6			0	0
	Extent of reuse and recycling of sewage Efficiency in redressal of customer complaints	20% 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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	65	70
2	Efficiency of collection of municipal solid waste	100%	87	90
3	Extent of segregation of municipal solid waste	100%	25	30
4	Extent of municipal solid waste recovered	80%	25	30
5	Extent of scientific disposal of municipal solid waste	100%	10	15
6	Efficiency in redressal of customer complaints	80%	92	95
7	Extent of cost recovery in SWM services	100%	20	22
8	Efficiency in collection of SWM charges	90%	0	0
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	82	85
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
	Percentage of waste being processed scientifically*	100%	10	

Name of ULB: New Barrackpore Municipality

Jei (Category.	-		ln
S. No.	Indicators	Central / State Govt.		l Benchmarks
A/-:	Comple Comitee	Benchmarks	Status 2017-18	Target 2018-19
	Supply Services	100%	01	92
1	Coverage of water supply connections		91	
3	Per capita supply of water	135 lpcd 100%	113 3	117
<u>3</u>	Extent of metering of water connections	20%	80	78
 5	Extent of Non-Revenue Water (NRW) Continuity of water supply	20% 24 hours	7	8
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	91	93
8	Cost recovery in water supply services	100%	31	32
9	Efficiency in collection of water supply related charges	90%	21	23
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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
olid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	66	70
2	Efficiency of collection of municipal solid waste	100%	83	84
3	Extent of segregation of municipal solid waste	100%	30	35
4	Extent of municipal solid waste recovered	80%	25	30
5	Extent of scientific disposal of municipal solid waste	100%	40	45
6	Efficiency in redressal of customer complaints	80%	35	40
7	Extent of cost recovery in SWM services	100%	23	24
8	Efficiency in collection of SWM charges	90%	91	92
torm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	78	80
2	Incidence of water logging / flooding	0%	15	13
1	Coverage of Water Supply (24 X 7) in all	24X7	yes	
2	Public/Community Toilets Percentage of waste being processed scientifically*	100%	50	

Name of ULB: North Barrackpore Municipality

JE1 \	T Category		1 132806		
S. No.	Indicators	Central / State Govt.		l Benchmarks	
		Benchmarks	Status 2017-18	Target 2018-19	
	Supply Services	1221			
1	Coverage of water supply connections	100%	93	95	
2	Per capita supply of water	135 lpcd	122	135	
3	Extent of metering of water connections	100%	0	0	
4	Extent of Non-Revenue Water (NRW)	20%	90	70	
5	Continuity of water supply	24 hours	9	10	
6	Quality of water supplied	100%	100	100	
7	Efficiency in redressal of customer complaints	80%	80	80	
8	Cost recovery in water supply services	100%	22	30	
9	Efficiency in collection of water supply related charges	90%	2	10	
ewage	e management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	0	0	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of the sewage network	100%	0	0	
4	Adequacy of sewage treatment capacity	100%	0	0	
_ 	, , ,	100%	0	0	
	Quality of sewage treatment				
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	
olid W	/aste Management				
1	Household level coverage of Solid Waste Management services	100%	93	100	
2	Efficiency of collection of municipal solid waste	100%	83	90	
3	Extent of segregation of municipal solid waste	100%	4	15	
4	Extent of municipal solid waste recovered	80%	3	15	
5	Extent of scientific disposal of municipal solid waste	100%	5	20	
6	Efficiency in redressal of customer complaints	80%	30	50	
7	Extent of cost recovery in SWM services	100%	0	0	
8	Efficiency in collection of SWM charges	90%	18	0	
torm \	Water Drainage				
1	Coverage of Storm water drainage network	100%	86	90	
2	Incidence of water logging / flooding	0%	2	3	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES		
2	Percentage of waste being processed scientifically*	100%	0		

Name of ULB: North Dum Dum Municipality

JC1 (Tategory.	-		d Danielo III
S. No.	Indicators	Central / State Govt.		l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
	Supply Services	4000/	02	02
1	Coverage of water supply connections	100%	92	93
2	Per capita supply of water	135 lpcd	106	107
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	37	38
5	Continuity of water supply	24 hours	11.5	11.5
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	71	72
8	Cost recovery in water supply services	100%	32	33
9	Efficiency in collection of water supply related charges	90%	88	88
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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
olid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	91	92
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	27	28
4	Extent of municipal solid waste recovered	80%	17	20
5	Extent of scientific disposal of municipal solid waste	100%	55	57
6	Efficiency in redressal of customer complaints	80%	78.5	79
7	Extent of cost recovery in SWM services	100%	16	17
8	Efficiency in collection of SWM charges	90%	16	18
torm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	91	92
2	Incidence of water logging / flooding	0%	4	4
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	57	

Name of ULB: Old Malda Municipality

Service Level Benchmarks Category: D Population: 84012				
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
5. NO.	Indicators	Benchmarks	Status 2017-18	Target 2018-19
Water:	Supply Services			
1	Coverage of water supply connections	100%	85	86
2	Per capita supply of water	135 lpcd	72	76
3	Extent of metering of water connections	100%	0	20
4	Extent of Non-Revenue Water (NRW)	20%	28	25
5	Continuity of water supply	24 hours	9	10
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	36	39
8	Cost recovery in water supply services	100%	38	39
9	Efficiency in collection of water supply related charges	90%	87	89
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	90	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
 5		100%	0	0
	Quality of sewage treatment			
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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	77	80
2	Efficiency of collection of municipal solid waste	100%	97	99
3	Extent of segregation of municipal solid waste	100%	10	15
4	Extent of municipal solid waste recovered	80%	10	15
5	Extent of scientific disposal of municipal solid waste	100%	10	13
6	Efficiency in redressal of customer complaints	80%	50	55
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%	75	82
2	Incidence of water logging / flooding	0%	0	0
	,			
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	7	

Name of ULB: Panihati Municipality

Service Level Benchmarks Category . A Population . 377351				
S. No.	Indicators	Central / State Govt.		l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
	Supply Services	4000/	0.5	
1	Coverage of water supply connections	100%	95	97
2	Per capita supply of water	135 lpcd	119	122
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	20	19
5	Continuity of water supply	24 hours	15	16
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	80	90
8	Cost recovery in water supply services	100%	58	60
9	Efficiency in collection of water supply related charges	90%	80	90
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	95	97
2	Coverage of sewage network services	100%	0	0
_ _	Collection efficiency of the 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
olid W	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	90	95
2	Efficiency of collection of municipal solid waste	100%	90	95
3	Extent of segregation of municipal solid waste	100%	64	70
4	Extent of municipal solid waste recovered	80%	85	87
5	Extent of scientific disposal of municipal solid waste	100%	58	62
6	Efficiency in redressal of customer complaints	80%	88	90
7	Extent of cost recovery in SWM services	100%	80	90
8	Efficiency in collection of SWM charges	90%	80	85
torm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	90	100
2	Incidence of water logging / flooding	0%	1	0
		•		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	55	

Name of ULB: Panskura Municipality

Service Level Benchmarks Category . D Population . 37904				
S. No.	Indicators	Central / State Govt.		l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
	Supply Services			
1	Coverage of water supply connections	100%	90	90
2	Per capita supply of water	135 lpcd	90	100
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	8	6
5	Continuity of water supply	24 hours	8	10
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	50	55
8	Cost recovery in water supply services	100%	25	30
9	Efficiency in collection of water supply related charges	90%	25	30
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	·	100%	0	0
	Adequacy of sewage treatment capacity			
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 W	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	65	70
2	Efficiency of collection of municipal solid waste	100%	75	75
3	Extent of segregation of municipal solid waste	100%	20	25
4	Extent of municipal solid waste recovered	80%	20	25
5	Extent of scientific disposal of municipal solid waste	100%	20	20
6	Efficiency in redressal of customer complaints	80%	75	75
7	Extent of cost recovery in SWM services	100%	25	30
8	Efficiency in collection of SWM charges	90%	25	30
Storm	Water Drainage			
1	Coverage of Storm water drainage network	100%	65	70
2	Incidence of water logging / flooding	0%	0	0
	1 200 07 3000		-	-
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	30	

Name of ULB: Pujali Municipality

Service Level Benchmarks Category: E Population: 37047				
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
3. NO.	indicators	Benchmarks	Status 2017-18	Target 2018-19
Water	Supply Services			
1	Coverage of water supply connections	100%	80	90
2	Per capita supply of water	135 lpcd	70	75
3	Extent of metering of water connections	100%	100	
4	Extent of Non-Revenue Water (NRW)	20%	30	15
5	Continuity of water supply	24 hours	8	8
6	Quality of water supplied	100%	80	90
7	Efficiency in redressal of customer complaints	80%	80	90
8	Cost recovery in water supply services	100%	50	60
9	Efficiency in collection of water supply related charges	90%	50	60
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	50
3	Collection efficiency of the sewage network	100%	0	50
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	10
7	Efficiency in redressal of customer complaints	80%	0	25
8	Extent of cost recovery in sewage management	100%	0	25
9	Efficiency in collection of sewerage charges	90%	0	25
Solid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	15	25
2	Efficiency of collection of municipal solid waste	100%	20	30
3	Extent of segregation of municipal solid waste	100%	0	10
4	Extent of municipal solid waste recovered	80%	0	20
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	0	25
7	Extent of cost recovery in SWM services	100%	0	10
8	Efficiency in collection of SWM charges	90%	0	10
torm \	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%	20	

Name of ULB: Purulia Municipality

Serv	vice Level Benchmarks Category :	Service Level Benchmarks Category: C Population: 121067				
S. No.	Indicators	Central / State Govt.	Service Level Benchmarks			
3. NO.	indicators	Benchmarks	Status 2017-18	Target 2018-19		
Water:	Supply Services					
1	Coverage of water supply connections	100%	91	92		
2	Per capita supply of water	135 lpcd	100	110		
3	Extent of metering of water connections	100%	6	15		
4	Extent of Non-Revenue Water (NRW)	20%	40	35		
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%	100	100		
8	Cost recovery in water supply services	100%	88	93		
9	Efficiency in collection of water supply related charges	90%	90	92		
Sewage	e management (Sewerage and Sanitation)					
1	Coverage of toilets	100%	90	91		
2	Coverage of sewage network services	100%	0	0		
3	Collection efficiency of the 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 W	/aste Management					
1	Household level coverage of Solid Waste Management services	100%	60	62		
2	Efficiency of collection of municipal solid waste	100%	100	100		
3	Extent of segregation of municipal solid waste	100%	50	55		
4	Extent of municipal solid waste recovered	80%	25	28		
5	Extent of scientific disposal of municipal solid waste	100%	20	25		
6	Efficiency in redressal of customer complaints	80%	90	90		
7	Extent of cost recovery in SWM services	100%	15	20		
8	Efficiency in collection of SWM charges	90%	15	17		
Storm	Water Drainage					
1	Coverage of Storm water drainage network	100%	100	100		
2	Incidence of water logging / flooding	0%	0	0		
		T				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES			
2	Percentage of waste being processed scientifically*	100%	45			

Name of ULB: Raiganj Municipality

Service Level Benchmarks Category: B Population: 183682				
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
J. 140.	indicators	Benchmarks	Status 2017-18	Target 2018-19
Vater :	Supply Services			
1	Coverage of water supply connections	100%	70	75
2	Per capita supply of water	135 lpcd	70	75
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	10	12
5	Continuity of water supply	24 hours	8	8
6	Quality of water supplied	100%	50	60
7	Efficiency in redressal of customer complaints	80%	20	20
8	Cost recovery in water supply services	100%	25	30
9	Efficiency in collection of water supply related charges	90%	0	0
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	85	90
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	, ,		0	
	Adequacy of sewage treatment capacity	100%		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
olid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	50	60
2	Efficiency of collection of municipal solid waste	100%	50	60
3	Extent of segregation of municipal solid waste	100%	50	60
4	Extent of municipal solid waste recovered	80%	10	10
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	45	45
7	Extent of cost recovery in SWM services	100%	0	0
8	Efficiency in collection of SWM charges	90%	0	0
torm	Water Drainage			
1	Coverage of Storm water drainage network	100%	45	50
2	Incidence of water logging / flooding	0%	38	38
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	25	

Name of ULB: Rajpur Sonarpur Municipality

Serv	vice Level Benchmarks Category :	A Population	: 424368	
S. No.	Indicators	Central / State Govt.	Service Leve	el Benchmarks
J. 140.	mulcators	Benchmarks	Status 2017-18	Target 2018-19
Water :	Supply Services			
1	Coverage of water supply connections	100%	53	80
2	Per capita supply of water	135 lpcd	75	100
3	Extent of metering of water connections	100%	22	50
4	Extent of Non-Revenue Water (NRW)	20%	51	33
5	Continuity of water supply	24 hours	11	18
6	Quality of water supplied	100%	60	80
7	Efficiency in redressal of customer complaints	80%	70	80
8	Cost recovery in water supply services	100%	22	55
9	Efficiency in collection of water supply related charges	90%	60	30
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	,	100%	0	0
	Adequacy of sewage treatment capacity			
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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	98	99
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	0	25
4	Extent of municipal solid waste recovered	80%	0	10
5	Extent of scientific disposal of municipal solid waste	100%	0	23
6	Efficiency in redressal of customer complaints	80%	100	100
7	Extent of cost recovery in SWM services	100%	20	21
8	Efficiency in collection of SWM charges	90%	10	26
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	66	75
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	100	

Name of ULB: Ramjibonpur Municipality

361	Service Level Benchmarks Category . E Population . 19011			
S. No.	Indicators	Central / State Govt.		l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
	Supply Services	4000/	0.2	0.4
1	Coverage of water supply connections	100%	92	94
2	Per capita supply of water	135 lpcd	120	128
3	Extent of metering of water connections	100%	0	80
4	Extent of Non-Revenue Water (NRW)	20%	45	40
5	Continuity of water supply	24 hours	7	7
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	82	85
8	Cost recovery in water supply services	100%	40	48
9	Efficiency in collection of water supply related charges	90%	80	85
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	99	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
_ 	, , ,	100%	0	0
	Quality of sewage treatment			
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
olid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	65	68
2	Efficiency of collection of municipal solid waste	100%	80	88
3	Extent of segregation of municipal solid waste	100%	10	15
4	Extent of municipal solid waste recovered	80%	15	20
5	Extent of scientific disposal of municipal solid waste	100%	28	30
6	Efficiency in redressal of customer complaints	80%	10	15
7	Extent of cost recovery in SWM services	100%	8	12
8	Efficiency in collection of SWM charges	90%		
Storm	Water Drainage			
1	Coverage of Storm water drainage network	100%	78	85
2	Incidence of water logging / flooding	0%	1	5
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	30	

Name of ULB: Rampurhat Municipality

	ervice Level Benchmarks Category: D Population: 57891			
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
Water 9	Supply Services			
1	Coverage of water supply connections	100%	98	100
2	Per capita supply of water	135 lpcd	71	80
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	10	10
5	Continuity of water supply	24 hours	8	10
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	95	100
8	Cost recovery in water supply services	100%	15	20
9	Efficiency in collection of water supply related charges	90%	35	40
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
	1 / 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
olid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	80	85
3	Extent of segregation of municipal solid waste	100%	20	25
4	Extent of municipal solid waste recovered	80%	20	25
5	Extent of scientific disposal of municipal solid waste	100%	25	30
6	Efficiency in redressal of customer complaints	80%	90	90
7	Extent of cost recovery in SWM services	100%	25	30
8	Efficiency in collection of SWM charges	90%	25	30
torm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	85	90
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	20	

Name of ULB: Ranaghat Municipality

Service Level Benchmarks Category: B Population: 75344				
S. No.	Indicators	Central / State	Service Level Benchmarks	
3. NO.	indicators	Govt. Benchmarks	Status 2017-18	Target 2018-19
Water 9	Supply Services			
1	Coverage of water supply connections	100%	95	100
2	Per capita supply of water	135 lpcd	135	135
3	Extent of metering of water connections	100%	95	100
4	Extent of Non-Revenue Water (NRW)	20%	55	50
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%	65	70
8	Cost recovery in water supply services	100%	32	35
9	Efficiency in collection of water supply related charges	90%	27	30
Sewage	management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	90	100
2	Efficiency of collection of municipal solid waste	100%	90	90
3	Extent of segregation of municipal solid waste	100%	15	20
4	Extent of municipal solid waste recovered	80%	10	10
5	Extent of scientific disposal of municipal solid waste	100%	30	40
6	Efficiency in redressal of customer complaints	80%	75	75
7	Extent of cost recovery in SWM services	100%	40	40
8	Efficiency in collection of SWM charges	90%	27	30
	Water Drainage			
1	Coverage of Storm water drainage network	100%	70	75
2	Incidence of water logging / flooding	0%	15	10
		1		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	45	

Name of ULB: Rishra Municipality

Serv	vice Level Benchmarks Category :	C Population	1 : 124525		
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks	
		Benchmarks	Status 2017-18	Target 2018-19	
	Supply Services				
1	Coverage of water supply connections	100%	82	90	
2	Per capita supply of water	135 lpcd	120	122	
3	Extent of metering of water connections	100%	0	0	
4	Extent of Non-Revenue Water (NRW)	20%	38	30	
5	Continuity of water supply	24 hours	11	12	
6	Quality of water supplied	100%	100	100	
7	Efficiency in redressal of customer complaints	80%	62	70	
8	Cost recovery in water supply services	100%	40	42	
9	Efficiency in collection of water supply related charges	90%	40	42	
Sewage	e management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100	100	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of the sewage network	100%	0	0	
4	Adequacy of sewage treatment capacity	100%	0	0	
5	Quality of sewage treatment	100%	0	0	
6			0		
ь	Extent of reuse and recycling of sewage	20%	U	0	
7	Efficiency in redressal of customer complaints	80%	92	92	
8	Extent of cost recovery in sewage management	100%	0	0	
9	Efficiency in collection of sewerage charges	90%	0	0	
Solid W	Vaste Management				
1	Household level coverage of Solid Waste Management services	100%	91	98	
2	Efficiency of collection of municipal solid waste	100%	97	99	
3	Extent of segregation of municipal solid waste	100%	38	45	
4	Extent of municipal solid waste recovered	80%	25	30	
5	Extent of scientific disposal of municipal solid waste	100%	55	65	
6	Efficiency in redressal of customer complaints	80%	90	95	
7	Extent of cost recovery in SWM services	100%	20	25	
8	Efficiency in collection of SWM charges	90%	20	25	
Storm \	Water Drainage				
1	Coverage of Storm water drainage network	100%	92	95	
2	Incidence of water logging / flooding	0%	2	2	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES		
2	Percentage of waste being processed scientifically*	100%	55		

Name of ULB: Sainthia Municipality

Service Level Berichmarks Category . D Population . 44008				
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
	Supply Services			
1	Coverage of water supply connections	100%	90	95
2	Per capita supply of water	135 lpcd	72	75
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	25	30
5	Continuity of water supply	24 hours	8	9
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	50	55
8	Cost recovery in water supply services	100%	12	14
9	Efficiency in collection of water supply related charges	90%	12	14
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	75	80
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
<u>·</u> 	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
olid W	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	80	85
2	Efficiency of collection of municipal solid waste	100%	90	85
3	Extent of segregation of municipal solid waste	100%	15	20
4	Extent of municipal solid waste recovered	80%	20	25
5	Extent of scientific disposal of municipal solid waste	100%	30	35
6	Efficiency in redressal of customer complaints	80%	65	70
7	Extent of cost recovery in SWM services	100%	20	25
8	Efficiency in collection of SWM charges	90%	25	30
torm '	Water Drainage			
1	Coverage of Storm water drainage network	100%	45	50
2	Incidence of water logging / flooding	0%	0	0
	 			
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	20	

Name of ULB: Santipur Municipality

Service Level Benchmarks Category: C Population: 151777				
S. No.	Indicators	Central / State Govt.		l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
	Supply Services	4000/	100	100
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	75	80
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	30	25
5	Continuity of water supply	24 hours	8	10
6	Quality of water supplied	100%	80	90
7	Efficiency in redressal of customer complaints	80%	85	90
8	Cost recovery in water supply services	100%	0	0
9	Efficiency in collection of water supply related charges	90%	70	80
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	85	90
3	Extent of segregation of municipal solid waste	100%	70	75
4	Extent of municipal solid waste recovered	80%	70	75
5	Extent of scientific disposal of municipal solid waste	100%	55	60
6	Efficiency in redressal of customer complaints	80%	85	90
7	Extent of cost recovery in SWM services	100%	60	70
8	Efficiency in collection of SWM charges	90%	70	75
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	75	80
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	50	

Name of ULB: Serampore Municipality

Service Level Belicilliarks Category . B Population . 1835359					
S. No.	Indicators	Central / State	Service Leve	Service Level Benchmarks	
		Govt. Benchmarks	Status 2017-18	Target 2018-19	
	Supply Services				
1	Coverage of water supply connections	100%	100	100	
2	Per capita supply of water	135 lpcd	90	100	
3	Extent of metering of water connections	100%	20	20	
4	Extent of Non-Revenue Water (NRW)	20%	60	60	
5	Continuity of water supply	24 hours	15	15	
6	Quality of water supplied	100%	100	100	
7	Efficiency in redressal of customer complaints	80%	82	85	
8	Cost recovery in water supply services	100%	20	30	
9	Efficiency in collection of water supply related charges	90%	20	30	
ewage	e management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100	100	
2	Coverage of sewage network services	100%	35	45	
3	Collection efficiency of the sewage network	100%	40	45	
4	Adequacy of sewage treatment capacity	100%	40	45	
5	Quality of sewage treatment	100%	10	20	
6	Extent of reuse and recycling of sewage	20%	15	20	
7	Efficiency in redressal of customer complaints	80%	80	80	
8	Extent of cost recovery in sewage management	100%	2	20	
9	Efficiency in collection of sewerage charges	90%	2	20	
olid W	/aste Management				
1	Household level coverage of Solid Waste Management services	100%	86	90	
2	Efficiency of collection of municipal solid waste	100%	85	90	
3	Extent of segregation of municipal solid waste	100%	33	50	
4	Extent of municipal solid waste recovered	80%	22	30	
5	Extent of scientific disposal of municipal solid waste	100%	83	90	
6	Efficiency in redressal of customer complaints	80%	72	80	
7	Extent of cost recovery in SWM services	100%	17	25	
8	Efficiency in collection of SWM charges	90%	12	25	
torm \	Water Drainage				
1	Coverage of Storm water drainage network	100%	66	80	
2	Incidence of water logging / flooding	0%	10	8	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES		
2	Percentage of waste being processed scientifically*	100%	62		

Name of ULB: Siliguri Municipal Corporation

C NI =	lodiastous	Central / State Govt.	Service Leve	l Benchmarks
S. No.	Indicators	Benchmarks	Status 2017-18	Target 2018-19
Vater	Supply Services			
1	Coverage of water supply connections	100%	91	93
2	Per capita supply of water	135 lpcd	70	70
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	7	7
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	68	76
8	Cost recovery in water supply services	100%	85	87
9	Efficiency in collection of water supply related charges	90%	79	85
ewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	80	85
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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
olid W	Vaste Management		-	-
1	Household level coverage of Solid Waste Management services	100%	87	95
2	Efficiency of collection of municipal solid waste	100%	80	85
3	Extent of segregation of municipal solid waste	100%	35	50
4	Extent of municipal solid waste recovered	80%	30	35
5	Extent of scientific disposal of municipal solid waste	100%	30	40
6	Efficiency in redressal of customer complaints	80%	80	85
7	Extent of cost recovery in SWM services	100%	25	40
8	Efficiency in collection of SWM charges	90%	70	90
torm '	Water Drainage			
1	Coverage of Storm water drainage network	100%	92	95
2	Incidence of water logging / flooding	0%	30	20
		,		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	20	

Name of ULB: Sonamukhi Municipality Category: E Population: 29085 **Service Level Benchmarks Central / State Govt. Service Level Benchmarks** S. No. **Indicators Benchmarks** Status 2017-18 Target 2018-19

		Deficilitianks	3tatus 2017-18	Taiget 2016-15
Water	Supply Services			
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	85	90
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	20	15
5	Continuity of water supply	24 hours	8	10
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	70	75
8	Cost recovery in water supply services	100%	100	100
9	Efficiency in collection of water supply related charges	90%	70	75
Sewag	ge management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	80	85
2	Coverage of sewage network services	100%	30	30
3	Collection efficiency of the sewage network	100%	15	20
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%	70	75
	Linciency in redressar of customer complaints			
8	Extent of cost recovery in sewage management	100%	10	15
9	Efficiency in collection of sewerage charges	90%	10	15
Solid \	Waste Management			
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	95	100
3	Extent of segregation of municipal solid waste	100%	35	40
4	Extent of municipal solid waste recovered	80%	55	60
5	Extent of scientific disposal of municipal solid waste	100%	25	30
6	Efficiency in redressal of customer complaints	80%	95	100
7	Extent of cost recovery in SWM services	100%	45	50
8	Efficiency in collection of SWM charges	90%	45	50
Storm	Water Drainage			
1	Coverage of Storm water drainage network	100%	75	80
2	Incidence of water logging / flooding	0%	0	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%	0	
	•		•	

	SLB Status of 2016-19				
1	Coverage of Water Supply (24 X 7) in all	24X7	c		
	Public/Community Toilets	24//	yes		
2	Percentage of waste being processed	100%	0		
2	scientifically*	100%	U		

Name of ULB: South Dum Dum Municipality

Service Level Benchmarks Category: A Population: 403316				
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
5. NO.	indicators	Benchmarks	Status 2017-18	Target 2018-19
Water:	Supply Services			
1	Coverage of water supply connections	100%	94	95
2	Per capita supply of water	135 lpcd	135	135
3	Extent of metering of water connections	100%	34	36
4	Extent of Non-Revenue Water (NRW)	20%	70	70
5	Continuity of water supply	24 hours	12	12
6	Quality of water supplied	100%	93	95
7	Efficiency in redressal of customer complaints	80%	77	78
8	Cost recovery in water supply services	100%	35	37
9	Efficiency in collection of water supply related charges	90%	62	65
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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%		
9	Efficiency in collection of sewerage charges	90%	0	0
Solid W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	70	75
2	Efficiency of collection of municipal solid waste	100%	94	95
3	Extent of segregation of municipal solid waste	100%	35	37
4	Extent of municipal solid waste recovered	80%	34	36
5	Extent of scientific disposal of municipal solid waste	100%	37	42
6	Efficiency in redressal of customer complaints	80%	78	80
7	Extent of cost recovery in SWM services	100%	55	60
8	Efficiency in collection of SWM charges	90%	45	50
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	90	94
2	Incidence of water logging / flooding	0%	9	8
	,			
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically*	100%	55	

Service Level Benchmarks Category: D Population: 67864				
S. No.	Indicators	Central / State Govt.	Service Level Benchmarks	
J. NO.	indicators	Benchmarks	Status 2017-18	Target 2018-19
Water :	Supply Services			
1	Coverage of water supply connections	100%	90	95
2	Per capita supply of water	135 lpcd	80	85
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	35	33
5	Continuity of water supply	24 hours	9	10
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	95	96
8	Cost recovery in water supply services	100%	40	42
9	Efficiency in collection of water supply related charges	90%	51	53
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the 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 W	/aste Management			
	Household level coverage of Solid Waste	4000/	0.5	100
1	Management services	100%	95	100
2	Efficiency of collection of municipal solid waste	100%	97	98
3	Extent of segregation of municipal solid waste	100%	25	30
4	Extent of municipal solid waste recovered	80%	25	3
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	90	95
7	Extent of cost recovery in SWM services	100%	25	30
8	Efficiency in collection of SWM charges	90%	30	35
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	85	90
2	Incidence of water logging / flooding	0%	7	5
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically*	100%	50	

Name of ULB: Taherpur Notified Area Authority

	Indicators	Central / State Govt.	Sarvica Lava	
Water S			Sei vice Leve	l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
4	Supply Services			
	Coverage of water supply connections	100%	93	95
	Per capita supply of water	135 lpcd	80	135
3	Extent of metering of water connections	100%	0	100
4	Extent of Non-Revenue Water (NRW)	20%	40	25
5 (Continuity of water supply	24 hours	8	10
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	80	80
	Cost recovery in water supply services	100%	100	100
191	Efficiency in collection of water supply related charges	90%	80	85
Sewage	management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	45	50
	Collection efficiency of the sewage network	100%	0	10
-	Adequacy of sewage treatment capacity	100%	0	5
	Quality of sewage treatment	100%	0	5
—	Extent of reuse and recycling of sewage	20%	0	5
7	Efficiency in redressal of customer complaints	80%	65	68
8	Extent of cost recovery in sewage management	100%	0	10
9	Efficiency in collection of sewerage charges	90%	0	10
Solid Wa	aste Management			
1	Household level coverage of Solid Waste Management services	100%	65	80
2	Efficiency of collection of municipal solid waste	100%	80	95
3	Extent of segregation of municipal solid waste	100%	30	50
-	Extent of municipal solid waste recovered	80%	35	40
1 5 1	Extent of scientific disposal of municipal solid waste	100%	0	10
6	Efficiency in redressal of customer complaints	80%	78	80
7	Extent of cost recovery in SWM services	100%	15	20
8	Efficiency in collection of SWM charges	90%	15	20
Storm W	Vater Drainage			
1	Coverage of Storm water drainage network	100%	70	75
2	Incidence of water logging / flooding	0%	4	2
_				
1 1 1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
	Percentage of waste being processed scientifically*	100%	25	

Name of ULB: Taki Municipality

Service Level Belicilliarks Category . D Population . 36263					
S. No.	Indicators	Central / State Govt.	Service Level Benchmarks		
J. 140.	maicators	Benchmarks	Status 2017-18	Target 2018-19	
Water:	Supply Services				
1	Coverage of water supply connections	100%	90	95	
2	Per capita supply of water	135 lpcd	70	80	
3	Extent of metering of water connections	100%	0	0	
4	Extent of Non-Revenue Water (NRW)	20%	30	25	
5	Continuity of water supply	24 hours	8	10	
6	Quality of water supplied	100%	100	100	
7	Efficiency in redressal of customer complaints	80%	60	75	
8	Cost recovery in water supply services	100%	20	30	
9	Efficiency in collection of water supply related charges	90%	15	20	
Sewage	e management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100	100	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of the 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	
	Extent of rease and recycling of sewage	20/0	U	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	
olid W	/aste Management				
1	Household level coverage of Solid Waste Management services	100%	45	50	
2	Efficiency of collection of municipal solid waste	100%	50	60	
3	Extent of segregation of municipal solid waste	100%	10	15	
4	Extent of municipal solid waste recovered	80%	10	20	
5	Extent of scientific disposal of municipal solid waste	100%	0	5	
6	Efficiency in redressal of customer complaints	80%	60	70	
7	Extent of cost recovery in SWM services	100%	10	15	
8	Efficiency in collection of SWM charges	90%	10	15	
torm \	Water Drainage				
1	Coverage of Storm water drainage network	100%	60	70	
2	Incidence of water logging / flooding	0%	0	0	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES		
2	Percentage of waste being processed scientifically*	100%	20		
		•			

Name of ULB: Tamralipta Municipality

	vice Level Benchmarks Category :	D Population	. 05512	
S. No.	Indicators	Central / State Govt.	Service Level Benchmarks	
J. 140.	mulcators	Benchmarks	Status 2017-18	Target 2018-19
Nater	Supply Services			
1	Coverage of water supply connections	100%	95	100
2	Per capita supply of water	135 lpcd	85	90
3	Extent of metering of water connections	100%	5	10
4	Extent of Non-Revenue Water (NRW)	20%	15	10
5	Continuity of water supply	24 hours	8	10
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%	65	70
9	Efficiency in collection of water supply related charges	90%	90	95
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
5	Quality of sewage treatment	100%	0	0
	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
olid W	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	80	85
2	Efficiency of collection of municipal solid waste	100%	85	90
3	Extent of segregation of municipal solid waste	100%	15	20
4	Extent of municipal solid waste recovered	80%	45	50
5	Extent of scientific disposal of municipal solid waste	100%	25	30
6	Efficiency in redressal of customer complaints	80%	90	95
7	Extent of cost recovery in SWM services	100%	25	30
8	Efficiency in collection of SWM charges	90%	20	25
Storm	Water Drainage			
1	Coverage of Storm water drainage network	100%	85	90
2	Incidence of water logging / flooding	0%	10	5
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed	100%	15	

Name of ULB: Tarakeswar Municipality

Serv	vice Level Benchmarks Category:	E Population	i: 30947	
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
3. NO.	indicators	Benchmarks	Status 2017-18	Target 2018-19
Water:	Supply Services			
1	Coverage of water supply connections	100%	95	100
2	Per capita supply of water	135 lpcd	130	135
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	15	12
5	Continuity of water supply	24 hours	11	12
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	85	90
8	Cost recovery in water supply services	100%	40	50
9	Efficiency in collection of water supply related charges	90%	40	50
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
 5	Quality of sewage treatment	100%	0	0
6		20%	0	0
7	Extent of reuse and recycling of sewage 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 W	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	75	85
2	Efficiency of collection of municipal solid waste	100%	95	100
3	Extent of segregation of municipal solid waste	100%	25	30
4	Extent of municipal solid waste recovered	80%	25	30
5	Extent of scientific disposal of municipal solid waste	100%	25	30
6	Efficiency in redressal of customer complaints	80%	95	95
7	Extent of cost recovery in SWM services	100%	20	25
8	Efficiency in collection of SWM charges	90%	20	25
Storm \	Water Drainage			
1	Coverage of Storm water drainage network	100%	70	75
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%	35	

Name of ULB: Titagarh Municipality

.		Central / State Govt.	Service Level Benchmarks	
S. No.	Indicators	Benchmarks	Status 2017-18	Target 2018-19
Vater	Supply Services			
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	125	135
3	Extent of metering of water connections	100%	50	50
4	Extent of Non-Revenue Water (NRW)	20%	25	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%	80	80
8	Cost recovery in water supply services	100%	50	50
9	Efficiency in collection of water supply related charges	90%	40	40
ewag	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	75	90
3	Collection efficiency of the sewage network	100%	55	80
4	Adequacy of sewage treatment capacity	100%	25	50
5	Quality of sewage treatment	100%	50	60
6	Extent of reuse and recycling of sewage	20%	0	20
7	Efficiency in redressal of customer complaints	80%	60	70
8		100%	0	0
	Extent of cost recovery in sewage management			
9	Efficiency in collection of sewerage charges Vaste Management	90%	0	0
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	70	90
3	Extent of segregation of municipal solid waste	100%	0	90
4	Extent of municipal solid waste recovered	80%	0	40
5	Extent of scientific disposal of municipal solid waste	100%	0	40
6	Efficiency in redressal of customer complaints	80%	60	80
7	Extent of cost recovery in SWM services	100%	0	40
8	Efficiency in collection of SWM charges	90%	0	40
torm	Water Drainage			
1	Coverage of Storm water drainage network	100%	80	90
2	Incidence of water logging / flooding	0%	10	0
		1		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	20	

Name of ULB: Tufanganj Municipality

Serv	Service Level Benchmarks Category: E Population: 20999				
S. No.	Indicators	Central / State Govt.	Service Level Benchmarks		
3. NO.	indicators	Benchmarks	Status 2017-18	Target 2018-19	
Water:	Supply Services				
1	Coverage of water supply connections	100%	90	100	
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%	30	25	
5	Continuity of water supply	24 hours	10	10	
6	Quality of water supplied	100%	100	100	
7	Efficiency in redressal of customer complaints	80%	80	80	
8	Cost recovery in water supply services	100%	30	40	
9	Efficiency in collection of water supply related charges	90%	50	60	
Sewage	e management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100	100	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of the 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 W	Vaste Management				
1	Household level coverage of Solid Waste Management services	100%	90	95	
2	Efficiency of collection of municipal solid waste	100%	95	95	
3	Extent of segregation of municipal solid waste	100%	30	40	
4	Extent of municipal solid waste recovered	80%	30	40	
5	Extent of scientific disposal of municipal solid waste	100%	20	40	
6	Efficiency in redressal of customer complaints	80%	86	80	
7	Extent of cost recovery in SWM services	100%	20	30	
8	Efficiency in collection of SWM charges	90%	20	30	
Storm	Water Drainage				
1	Coverage of Storm water drainage network	100%	75	80	
2	Incidence of water logging / flooding	0%	5	5	
	T	T	,		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES		
2	Percentage of waste being processed scientifically*	100%	0		

Name of ULB: Uluberia Municipality

361	Service Level Belicilliarks Category . A Population . 252250			
S. No.	Indicators	Central / State Govt.	Service Leve	l Benchmarks
		Benchmarks	Status 2017-18	Target 2018-19
	Supply Services			
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	100	100
3	Extent of metering of water connections	100%	20	25
4	Extent of Non-Revenue Water (NRW)	20%	25	20
5	Continuity of water supply	24 hours	12	12
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	85	85
8	Cost recovery in water supply services	100%	35	40
9	Efficiency in collection of water supply related charges	90%	35	40
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	55	60
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
<u>·</u> 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%	25	35
8	Extent of cost recovery in sewage management	100%	15	20
9	Efficiency in collection of sewerage charges	90%	35	40
Solid W	Vaste Management			
1	Household level coverage of Solid Waste Management services	100%	80	85
2	Efficiency of collection of municipal solid waste	100%	95	100
3	Extent of segregation of municipal solid waste	100%	35	40
4	Extent of municipal solid waste recovered	80%	35	40
5	Extent of scientific disposal of municipal solid waste	100%	40	45
6	Efficiency in redressal of customer complaints	80%	80	85
7	Extent of cost recovery in SWM services	100%	30	35
8	Efficiency in collection of SWM charges	90%	30	35
Storm	Water Drainage			
1	Coverage of Storm water drainage network	100%	60	65
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	30	

Name of ULB: Uttarpara Kotrung Municipality

Serv	Service Level Benchmarks Category : C Population : 159413			
S. No.	Indicators	Central / State Govt.	Service Level Benchmarks	
		Benchmarks	Status 2017-18	Target 2018-19
Water:	Supply Services			
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	112	120
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	20	15
5	Continuity of water supply	24 hours	16	18
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	100	100
8	Cost recovery in water supply services	100%	32	35
9	Efficiency in collection of water supply related charges	90%	32	35
Sewage	e management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	12	15
3	Collection efficiency of the 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
	Extent of reuse and recycling of sewage	20%	U	U
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 W	/aste Management			
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	100	100
4	Extent of municipal solid waste recovered	80%	92	95
5	Extent of scientific disposal of municipal solid waste	100%	100	100
6	Efficiency in redressal of customer complaints	80%	100	100
7	Extent of cost recovery in SWM services	100%	65	70
8	Efficiency in collection of SWM charges	90%	75	75
Storm	Water Drainage			
1	Coverage of Storm water drainage network	100%	90	93
2	Incidence of water logging / flooding	0%	4	4
	,			
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	yes	
2	Percentage of waste being processed scientifically*	100%	100	