

**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 26<sup>th</sup> 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 14<sup>th</sup> 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 8<sup>th</sup> 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       |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 65232       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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             |
| Sewage 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              |
| Solid Waste 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             |
| Storm 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       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water Supply Services                       |   |                                  |                          |                |
| 1   | Coverage of water supply connections                              | 100%                             | 90                       | 92             |
| 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%                              | 30                       | 28             |
| 5   | Continuity of water supply  | 24 hours                         | 8                        | 8              |
| 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%                             | 15                       | 17             |
| 9   | Efficiency in collection of water supply related charges          | 90%                              | 90                       | 90             |
| Sewage management (Sewerage and Sanitation) |   |                                  |                          |                |
| 1   | Coverage of toilets   | 100%                             | 90                       | 96             |
| 2   | Coverage of sewage network services                               | 100%                             | 0                        | 10             |
| 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%                              | 20                       | 31             |
| 8   | Extent of cost recovery in sewage management                      | 100%                             | 5                        | 7              |
| 9   | Efficiency in collection of sewerage charges                      | 90%                              | 0                        | 0              |
| Solid Waste Management                      |   |                                  |                          |                |
| 1   | Household level coverage of Solid Waste Management services       | 100%                             | 70                       | 75             |
| 2   | Efficiency of collection of municipal solid waste                 | 100%                             | 95                       | 98             |
| 3   | Extent of segregation of municipal solid waste                    | 100%                             | 15                       | 25             |
| 4   | Extent of municipal solid waste recovered                         | 80%                              | 20                       | 30             |
| 5   | Extent of scientific disposal of municipal solid waste            | 100%                             | 10                       | 10             |
| 6   | Efficiency in redressal of customer complaints                    | 80%                              | 85                       | 90             |
| 7   | Extent of cost recovery in SWM services                           | 100%                             | 12                       | 17             |
| 8   | Efficiency in collection of SWM charges                           | 90%                              | 15                       | 18             |
| Storm Water Drainage                        |   |                                  |                          |                |
| 1   | Coverage of Storm water drainage network                          | 100%                             | 80                       | 83             |
| 2   | Incidence of water logging / flooding                             | 0%                               | 10                       | 12             |
|   |   |                                  |                          |                |
| 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 : Asansol Municipal Corporation |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : MC                    | Population : 1156387     |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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              |
| 5   | Quality of sewage treatment                                       | 100%                             | 5                        | 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 Waste 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        |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : C                     | Population : 121592      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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             |
| 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 Waste 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             |
| Storm 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          |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 52500       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water Supply Services                       |   |                                  |                          |                |
| 1   | Coverage of water supply connections                              | 100%                             | 80                       | 85             |
| 2   | Per capita supply of water  | 135 lpcd                         | 70                       | 75             |
| 3   | Extent of metering of water connections                           | 100%                             | 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 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 Waste 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. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water 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             |
| 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%                              | 85                       | 90             |
| 8   | Extent of cost recovery in sewage management                      | 100%                             | 0                        | 0              |
| 9   | Efficiency in collection of sewerage charges                      | 90%                              | 0                        | 0              |
| Solid Waste 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             |
| Storm 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        |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : C                     | Population : 151299      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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 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 Waste 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          |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : C                     | Population : 137386      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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) |   |                                  |                          |                |
| 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 Waste Management                      |   |                                  |                          |                |
| 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 Water Drainage                        |   |                                  |                          |                |
| 1   | Coverage of Storm water drainage network                          | 100%                             | 95                       | 95             |
| 2   | Incidence of water logging / flooding                             | 0%                               | 1                        | 1              |
|   |   |                                  |                          |                |
| 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 : Bansberia Municipality        |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : C                     | Population : 103920      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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 Waste 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              |
|   |   |                                  |                          |                |
| 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        |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : A                     | Population : 250265      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water 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             |
| 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 Waste 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             |
| Storm 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      |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : C                     | Population : 153783      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water 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 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 Waste 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   | 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 :   Baruipur Municipality       |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 53128       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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 Waste 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              |
|   |   |                                  |                          |                |
| 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 Benchmarks                    |   | Category : C                     | Population : 125254      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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            |
| 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 Waste 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             |
| Storm 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         |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : E                     | Population : 29205       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water Supply Services                       |   |                                  |                          |                |
| 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 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 Waste 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 Public/Community Toilets | 24X7                             | yes                      |                |
| 2   | Percentage of waste being processed scientifically*               | 100%                             | 30                       |                |

| Name of ULB : Berhampore Municipality       |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : B                     | Population : 195363      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 85                       | 90             |
| 3   | Extent of metering of water connections                           | 100%                             | 0                        | 0              |
| 4   | Extent of Non-Revenue Water (NRW)                                 | 20%                              | 5                        | 3              |
| 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%                              | 100                      | 100            |
| 8   | Cost recovery in water supply services                            | 100%                             | 85                       | 90             |
| 9   | Efficiency in collection of water supply related charges          | 90%                              | 85                       | 90             |
| 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 Waste 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             |
| Storm Water Drainage                        |   |                                  |                          |                |
| 1   | Coverage of Storm water drainage network                          | 100%                             | 95                       | 100            |
| 2   | Incidence of water logging / flooding                             | 0%                               | 5                        | 10             |
|   |   |                                  |                          |                |
| 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      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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 Waste 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             |
|   |   |                                  |                          |                |
| 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. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water 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             |
| Sewage 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              |
| Solid Waste 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              |
| Storm 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 |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                        |   | Category : MC                    | Population : 634107      |                |
| S. No.  | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water 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             |
| Sewage 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             |
| 6   | 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             |
| Solid Waste 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             |
| Storm 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         |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : E                     | Population : 30799       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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 Waste 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              |
|   |   |                                  |                          |                |
| 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        |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 67792       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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%                             | 50                       | 55             |
| 4   | Extent of Non-Revenue Water (NRW)                                 | 20%                              | 20                       | 25             |
| 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%                              | 75                       | 80             |
| 8   | Cost recovery in water supply services                            | 100%                             | 35                       | 40             |
| 9   | Efficiency in collection of water supply related charges          | 90%                              | 60                       | 65             |
| Sewage management (Sewerage and Sanitation) |   |                                  |                          |                |
| 1   | Coverage of toilets   | 100%                             | 80                       | 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              |
| Solid Waste Management                      |   |                                  |                          |                |
| 1   | 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                      |                |
| 2   | Percentage of waste being processed scientifically*               | 100%                             | 50                       |                |

| Name of ULB : Budge Budge Municipality      |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 76858       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water Supply Services                       |   |                                  |                          |                |
| 1   | Coverage of water supply connections                              | 100%                             | 92                       | 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%                              | 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             |
| 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 Waste 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             |
| Storm 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          |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : A                     | Population : 314265      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water 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              |
| 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 Waste Management                      |   |                                  |                          |                |
| 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             |
| Storm 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. Benchmarks | Service Level 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 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 Waste 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 Benchmarks                    |   | Category : C                     | Population : 111251      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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             |
| 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%                              | 50                       | 60             |
| 8   | Extent of cost recovery in sewage management                      | 100%                             | 0                        | 0              |
| 9   | Efficiency in collection of sewerage charges                      | 90%                              | 0                        | 0              |
| Solid Waste 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             |
| 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%                             | 50                       |                |

| Name of ULB : Chandernagore Municipal Corporation |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                          |   | Category : MC                    | Population : 166867      |                |
| S. No.  | Indicators  | Central / State Govt. Benchmarks | Service Level 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%                             | 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 Waste 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. Benchmarks | Service Level 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                         | 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 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 Waste 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. Benchmarks | Service Level 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 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 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%                             | 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. Benchmarks | Service Level 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                         | 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             |
| 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 Waste 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             |
| Storm 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. Benchmarks | Service Level 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 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 Waste 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             |
| Storm Water Drainage                               |   |                                  |                          |                |
| 1  | Coverage of Storm water drainage network                          | 100%                             | 100                      | 100            |
| 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%                             | 20                       |                |

| Name of ULB : Dainhat Municipality          |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : E                     | Population : 24390       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 70                       | 80             |
| 3   | Extent of metering of water connections                           | 100%                             | 10                       | 20             |
| 4   | Extent of Non-Revenue Water (NRW)                                 | 20%                              | 8                        | 5              |
| 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%                              | 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 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 Waste Management                      |   |                                  |                          |                |
| 1   | Household level coverage of Solid Waste Management services       | 100%                             | 50                       | 60             |
| 2   | Efficiency of collection of municipal solid waste                 | 100%                             | 60                       | 70             |
| 3   | Extent of segregation of municipal solid waste                    | 100%                             | 20                       | 30             |
| 4   | Extent of municipal solid waste recovered                         | 80%                              | 20                       | 30             |
| 5   | Extent of scientific disposal of municipal solid waste            | 100%                             | 20                       | 30             |
| 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%                             | 65                       | 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%                             | 20                       |                |

| Name of ULB : Dalkhola Municipality         |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 36930       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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 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 Waste 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   | 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. Benchmarks | Service Level 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             |
| 9   | Efficiency in collection of water supply related charges          | 90%                              | 80                       | 90             |
| 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 Waste 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             |
| Storm Water Drainage                        |   |                                  |                          |                |
| 1   | Coverage of Storm water drainage network                          | 100%                             | 60                       | 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%                             | 60                       |                |

| Name of ULB : Diamond Harbour Municipality  |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 41798       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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 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             |
| Solid Waste 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             |
| Storm 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          |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 36124       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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                       | 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             |
| 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 Waste 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             |
| 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                       |                |

| Name of ULB : Dubrajpur Municipality        |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 38027       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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 Waste 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   | 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. Benchmarks | Service Level 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 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 Waste 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              |
|   |   |                                  |                          |                |
| 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 |   |                                  |                          |                |
|--|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                     |   | Category : MC                    | Population : 563570      |                |
| S. No.                                       | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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             |
| 5  | Quality of sewage treatment                                       | 100%                             | 90                       | 90             |
| 6  | 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             |
| Solid Waste 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             |
| Storm 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             |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : E                     | Population : 30000       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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             |
| 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 Waste 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             |
| 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                      |                |
| 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. Benchmarks | Service Level 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 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 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%                             | 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              |
|   |   |                                  |                          |                |
| 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. Benchmarks | Service Level 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 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 Waste 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          |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : C                     | Population : 85336       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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             |
| 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 Waste 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             |
| Storm 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                       |                |

| Name of ULB : Gayeshpur Municipality        |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 58998       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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 Waste 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             |
| Storm 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%                             | 25                       |                |

| Name of ULB : Ghatal Municipality           |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 54591       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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             |
| 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 Waste 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             |
| Storm 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. Benchmarks | Service Level 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             |
| 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 Waste 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             |
| Storm 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                       |                |

| Name of ULB : Haldia Municipality           |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : B                     | Population : 200352      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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             |
| 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 Waste 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             |
| Storm 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        |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : C                     | Population : 124851      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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             |
| Sewage 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            |
| 5   | 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             |
| Solid Waste 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             |
| 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 : Hooghly-Chinsurah Municipality |   |                                  |                          |                |
|--|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                     |   | Category : B                     | Population : 177259      |                |
| S. No.                                       | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|  |   |                                  | Status 2017-18           | Target 2018-19 |
| Water Supply Services                        |   |                                  |                          |                |
| 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             |
| Sewage management (Sewerage and Sanitation)  |   |                                  |                          |                |
| 1  | Coverage of toilets   | 100%                             | 100                      | 100            |
| 2  | Coverage of sewage network services                               | 100%                             | 10                       | 10             |
| 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%                             | 10                       | 20             |
| 9  | Efficiency in collection of sewerage charges                      | 90%                              | 20                       | 25             |
| Solid Waste 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             |
| Storm 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     |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water Supply Services                       |   |                                  |                          |                |
| 1   | Coverage of water supply connections                              | 100%                             | 75                       | 90             |
| 2   | Per capita supply of water  | 135 lpcd                         | 100                      | 110            |
| 3   | Extent of metering of water connections                           | 100%                             | 0                        | 0              |
| 4   | Extent of Non-Revenue Water (NRW)                                 | 20%                              | 18                       | 18             |
| 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                       | 95             |
| 8   | Cost recovery in water supply services                            | 100%                             | 0                        | 0              |
| 9   | Efficiency in collection of water supply related charges          | 90%                              | 0                        | 0              |
| Sewage management (Sewerage and Sanitation) |   |                                  |                          |                |
| 1   | Coverage of toilets   | 100%                             | 90                       | 100            |
| 2   | Coverage of sewage network services                               | 100%                             | 66                       | 69             |
| 3   | Collection efficiency of the sewage network                       | 100%                             | 68                       | 75             |
| 4   | Adequacy of sewage treatment capacity                             | 100%                             | 45                       | 45             |
| 5   | Quality of sewage treatment                                       | 100%                             | 67                       | 72             |
| 6   | Extent of reuse and recycling of sewage                           | 20%                              | 0                        | 0              |
| 7   | Efficiency in redressal of customer complaints                    | 80%                              | 72                       | 83             |
| 8   | Extent of cost recovery in sewage management                      | 100%                             | 0                        | 0              |
| 9   | Efficiency in collection of sewerage charges                      | 90%                              | 0                        | 0              |
| Solid Waste Management                      |   |                                  |                          |                |
| 1   | Household level coverage of Solid Waste Management services       | 100%                             | 95                       | 97             |
| 2   | Efficiency of collection of municipal solid waste                 | 100%                             | 90                       | 95             |
| 3   | Extent of segregation of municipal solid waste                    | 100%                             | 6                        | 20             |
| 4   | Extent of municipal solid waste recovered                         | 80%                              | 2                        | 8              |
| 5   | Extent of scientific disposal of municipal solid waste            | 100%                             | 5                        | 20             |
| 6   | Efficiency in redressal of customer complaints                    | 80%                              | 95                       | 98             |
| 7   | Extent of cost recovery in SWM services                           | 100%                             | 80                       | 90             |
| 8   | Efficiency in collection of SWM charges                           | 90%                              | 80                       | 90             |
| Storm Water Drainage                        |   |                                  |                          |                |
| 1   | Coverage of Storm water drainage network                          | 100%                             | 66                       | 72             |
| 2   | Incidence of water logging / flooding                             | 0%                               | 45                       | 35             |
|   |   |                                  |                          |                |
| 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 : Islampur Municipality         |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 54340       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water Supply Services                       |   |                                  |                          |                |
| 1   | 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 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 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 Waste 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       |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : C                     | Population : 107000      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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            |
| Sewage management (Sewerage and Sanitation) |   |                                  |                          |                |
| 1   | Coverage of toilets   | 100%                             | 80                       | 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 Waste 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             |
| Storm 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. Benchmarks | Service Level 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 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 Waste 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%                      |                |

| Name of ULB : Jhalda Municipality           |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : E                     | Population : 19727       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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 Waste 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 : 61682       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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 Waste 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. Benchmarks | Service Level Benchmarks |                |
|  |   |                                  | Status 2017-18           | Target 2018-19 |
| Water 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 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 Waste 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             |
| Storm 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        |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : C                     | Population : 49403       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water Supply Services                       |   |                                  |                          |                |
| 1   | Coverage of water supply connections                              | 100%                             | 81                       | 83             |
| 2   | Per capita supply of water  | 135 lpcd                         | 115                      | 117            |
| 3   | Extent of metering of water connections                           | 100%                             | 0                        | 0              |
| 4   | Extent of Non-Revenue Water (NRW)                                 | 20%                              | 16                       | 17             |
| 5   | Continuity of water supply  | 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             |
| Sewage management (Sewerage and Sanitation) |   |                                  |                          |                |
| 1   | Coverage of toilets   | 100%                             | 95                       | 95             |
| 2   | Coverage of sewage network services                               | 100%                             | 65                       | 65             |
| 3   | Collection efficiency of the sewage network                       | 100%                             | 70                       | 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             |
| Solid Waste 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             |
| Storm Water Drainage                        |   |                                  |                          |                |
| 1   | Coverage of Storm water drainage network                          | 100%                             | 35                       | 35             |
| 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%                             | 55                       |                |

| Name of ULB : Kaliyaganj Municipality       |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 53530       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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             |
| Sewage 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 Waste 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             |
| Storm 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%                             | 50                       |                |

| Name of ULB : Kalna Municipality            |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 57006       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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 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 Waste 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   | 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          |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : C                     | Population : 100620      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water 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 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 Waste 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 Benchmarks                    |   | Category : A                     | Population : 336579      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water 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 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 Waste 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            |
| 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%                             | 50                       |                |

| Name of ULB : Kanchrapara Municipality      |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : C                     | Population : 129576      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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%                              | 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             |
| 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 Waste 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             |
| 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%                             | 100                      |                |

| Name of ULB : Kandi Municipality            |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 56115       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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             |
| Sewage 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%                              | 75                       | 90             |
| 8   | Extent of cost recovery in sewage management                      | 100%                             | 0                        | 0              |
| 9   | Efficiency in collection of sewerage charges                      | 90%                              | 0                        | 0              |
| Solid Waste 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            |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 81510       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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 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%                             | 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              |
|   |   |                                  |                          |                |
| 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. Benchmarks | Service Level Benchmarks |                |
|---|---|----------------------------------|--------------------------|----------------|
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water 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 Waste 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. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water 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 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 Waste 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          |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : E                     | Population : 16385       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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              |
| 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 Waste 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              |
|   |   |                                  |                          |                |
| 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     |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                      | 138            |
| 3   | Extent of metering of water connections                           | 100%                             | 0.25                     | 0.3            |
| 4   | Extent of Non-Revenue Water (NRW)                                 | 20%                              | 70                       | 68             |
| 5   | Continuity of water supply  | 24 hours                         | 8                        | 8              |
| 6   | Quality of water supplied   | 100%                             | 99.5                     | 99.5           |
| 7   | Efficiency in redressal of customer complaints                    | 80%                              | 96                       | 97             |
| 8   | Cost recovery in water supply services                            | 100%                             | 25                       | 30             |
| 9   | Efficiency in collection of water supply related charges          | 90%                              | 96                       | 96             |
| Sewage management (Sewerage and Sanitation) |   |                                  |                          |                |
| 1   | Coverage of toilets   | 100%                             | 100                      | 100            |
| 2   | Coverage of sewage network services                               | 100%                             | 99.5                     | 99.6           |
| 3   | Collection efficiency of the sewage network                       | 100%                             | 25                       | 50             |
| 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                           | 20%                              | 0                        | 0              |
| 7   | Efficiency in redressal of customer complaints                    | 80%                              | 90                       | 92             |
| 8   | Extent of cost recovery in sewage management                      | 100%                             | 30                       | 35             |
| 9   | Efficiency in collection of sewerage charges                      | 90%                              | 95                       | 95             |
| Solid Waste 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%                             | 7                        | 20             |
| 4   | Extent of municipal solid waste recovered                         | 80%                              | 16                       | 80             |
| 5   | Extent of scientific disposal of municipal solid waste            | 100%                             | 0                        | 14             |
| 6   | Efficiency in redressal of customer complaints                    | 80%                              | 95                       | 100            |
| 7   | Extent of cost recovery in SWM services                           | 100%                             | 35                       | 40             |
| 8   | Efficiency in collection of SWM charges                           | 90%                              | 100                      | 100            |
| Storm Water Drainage                        |   |                                  |                          |                |
| 1   | Coverage of Storm water drainage network                          | 100%                             | 100                      | 100            |
| 2   | Incidence of water logging / flooding                             | 0%                               | 25                       | 20             |
|   |   |                                  |                          |                |
| 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 : Konnagar Municipality         |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 76152       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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 Waste 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. Benchmarks | Service Level 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                         | 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 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 Waste 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         |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 42346       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 55                       | 60             |
| 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                         | 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             |
| Sewage 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             |
| Solid Waste 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             |
| 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%                             | 40                       |                |

| Name of ULB : Madhyamgram Municipality      |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : B                     | Population : 197480      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water 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 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 Waste 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       |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : A                     | Population : 449423      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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 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 Waste 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             |
| Storm 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 of ULB : Mal Municipality              |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : E                     | Population : 25218       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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 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 Waste 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%                              | 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             |
| Storm 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      |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : E                     | Population : 23895       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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 Waste 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        |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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              |
| 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 Waste 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                       |                |

| Name of ULB : Memari Municipality           |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 41455       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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 Waste 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             |
| Storm 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        |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : C                     | Population : 169127      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water 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 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   | 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 Waste 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 |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : E                     | Population : 11513       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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 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 Waste 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              |
| 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      |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 44024       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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              |
| 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 Waste 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         |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : C                     | Population : 125528      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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 Waste Management                      |   |                                  |                          |                |
| 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          |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : A                     | Population : 217900      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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             |
| Sewage 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             |
| Solid Waste 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             |
| Storm 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 Public/Community Toilets | 24X7                             | YES                      |                |
| 2   | Percentage of waste being processed scientifically*               | 100%                             | 20                       |                |

| Name of ULB : Nalhati Municipality          |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 41232       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water Supply Services                       |   |                                  |                          |                |
| 1   | Coverage of water supply connections                              | 100%                             | 96                       | 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%                              | 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 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 Waste 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                      |                |
| 2   | Percentage of waste being processed scientifically*               | 100%                             | 10                       |                |

| Name of ULB : New Barrackpore Municipality  |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 76887       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 113                      | 117            |
| 3   | Extent of metering of water connections                           | 100%                             | 3                        | 4              |
| 4   | Extent of Non-Revenue Water (NRW)                                 | 20%                              | 80                       | 78             |
| 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%                              | 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 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 Waste 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             |
| Storm 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 Public/Community Toilets | 24X7                             | yes                      |                |
| 2   | Percentage of waste being processed scientifically*               | 100%                             | 50                       |                |

| Name of ULB : North Barrackpore Municipality |   |                                  |                          |                |
|--|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                     |   | Category : C                     | Population : 132806      |                |
| S. No.                                       | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|  |   |                                  | Status 2017-18           | Target 2018-19 |
| Water Supply Services                        |   |                                  |                          |                |
| 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             |
| Sewage 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              |
| 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 Waste 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              |
| Storm 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    |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : A                     | Population : 249142      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water Supply Services                       |   |                                  |                          |                |
| 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             |
| 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 Waste 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             |
| Storm 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. Benchmarks | Service Level 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 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 Waste 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. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water Supply Services                       |   |                                  |                          |                |
| 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             |
| Sewage management (Sewerage and Sanitation) |   |                                  |                          |                |
| 1   | Coverage of toilets   | 100%                             | 95                       | 97             |
| 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 Waste 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             |
| Storm 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 : 57904       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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 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 Waste 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   | 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. Benchmarks | Service Level 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 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 Waste 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             |
| Storm Water Drainage                        |   |                                  |                          |                |
| 1   | Coverage of Storm water drainage network                          | 100%                             | 100                      | 100            |
| 2   | Incidence of water logging / flooding                             | 0%                               | 0                        | 0              |
| SLB Status of 2018-19                       |   |                                  |                          |                |
| 1   | Coverage of Water Supply (24 X 7) in all Public/Community Toilets | 24X7                             | Yes                      |                |
| 2   | Percentage of waste being processed scientifically*               | 100%                             | 20                       |                |

| Name of ULB : Purulia Municipality          |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : C                     | Population : 121067      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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 Waste 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              |
|   |   |                                  |                          |                |
| 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. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water 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              |
| Sewage 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   | 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 Waste 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              |
| Storm 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  |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : A                     | Population : 424368      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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 Waste 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      |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : E                     | Population : 19611       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water Supply Services                       |   |                                  |                          |                |
| 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             |
| Sewage 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              |
| 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 Waste 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        |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 57891       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water 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 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 Waste 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             |
| Storm 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 Govt. Benchmarks | Service Level 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%                             | 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 Waste 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             |
| Storm Water Drainage                        |   |                                  |                          |                |
| 1   | Coverage of Storm water drainage network                          | 100%                             | 70                       | 75             |
| 2   | Incidence of water logging / flooding                             | 0%                               | 15                       | 10             |
|   |   |                                  |                          |                |
| 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           |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : C                     | Population : 124529      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|   |   |                                  | Status 2017-18           | Target 2018-19 |
| Water 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 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%                              | 92                       | 92             |
| 8   | Extent of cost recovery in sewage management                      | 100%                             | 0                        | 0              |
| 9   | Efficiency in collection of sewerage charges                      | 90%                              | 0                        | 0              |
| Solid Waste 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 Benchmarks                    |   | Category : D                     | Population : 44608       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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             |
| Sewage 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              |
| 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 Waste 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             |
| Storm 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. Benchmarks | Service Level 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                         | 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 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 Waste 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 Benchmarks                    |   | Category : B                     | Population : 183339      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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             |
| Sewage 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             |
| Solid Waste 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             |
| Storm 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 |   |                                  |                          |                |
|--|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                     |   | Category : MC                    | Population : 513264      |                |
| S. No.                                       | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|  |   |                                  | Status 2017-18           | Target 2018-19 |
| Water 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             |
| Sewage 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              |
| Solid Waste 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             |
| Storm 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        |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : E                     | Population : 29085       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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             |
| Sewage 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             |
| 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   | 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 : South Dum Dum Municipality    |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : A                     | Population : 403316      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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 Waste 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                       |                |

| Name of ULB : Suri Municipality             |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 67864       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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 Waste Management                      |   |                                  |                          |                |
| 1   | Household level coverage of Solid Waste 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 |   |                                  |                          |                |
|--|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                       |   | Category : D                     | Population : 20895       |                |
| S. No.   | Indicators  | Central / State Govt. Benchmarks | Service Level Benchmarks |                |
|  |   |                                  | Status 2017-18           | Target 2018-19 |
| Water Supply Services                          |   |                                  |                          |                |
| 1  | Coverage of water supply connections                              | 100%                             | 93                       | 95             |
| 2  | 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             |
| 8  | Cost recovery in water supply services                            | 100%                             | 100                      | 100            |
| 9  | 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             |
| 3  | Collection efficiency of the sewage network                       | 100%                             | 0                        | 10             |
| 4  | Adequacy of sewage treatment capacity                             | 100%                             | 0                        | 5              |
| 5  | Quality of sewage treatment                                       | 100%                             | 0                        | 5              |
| 6  | Extent of reuse and recycling of sewage                           | 20%                              | 0                        | 5              |
| 7  | Efficiency in redressal of customer complaints                    | 80%                              | 65                       | 68             |
| 8  | Extent of cost recovery in sewage management                      | 100%                             | 0                        | 10             |
| 9  | Efficiency in collection of sewerage charges                      | 90%                              | 0                        | 10             |
| Solid Waste 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             |
| 4  | Extent of municipal solid waste recovered                         | 80%                              | 35                       | 40             |
| 5  | 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 Water Drainage                           |   |                                  |                          |                |
| 1  | Coverage of Storm water drainage network                          | 100%                             | 70                       | 75             |
| 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%                             | 25                       |                |

| Name of ULB : Taki Municipality             |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 38263       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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 Waste 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             |
| Storm 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       |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : D                     | Population : 65312       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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 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 Waste 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 scientifically*               | 100%                             | 15                       |                |

| Name of ULB : Tarakeswar Municipality       |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : E                     | Population : 30947       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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 Waste 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         |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : C                     | Population : 116520      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                      | 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             |
| Sewage 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   | Extent of cost recovery in sewage management                      | 100%                             | 0                        | 0              |
| 9   | Efficiency in collection of sewerage charges                      | 90%                              | 0                        | 0              |
| Solid Waste Management                      |   |                                  |                          |                |
| 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             |
| Storm Water Drainage                        |   |                                  |                          |                |
| 1   | Coverage of Storm water drainage network                          | 100%                             | 80                       | 90             |
| 2   | Incidence of water logging / flooding                             | 0%                               | 10                       | 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 : Tufanganj Municipality        |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : E                     | Population : 20999       |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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 Waste 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              |
|   |   |                                  |                          |                |
| 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         |   |                                  |                          |                |
|---|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                    |   | Category : A                     | Population : 232290      |                |
| S. No.                                      | Indicators  | Central / State Govt. Benchmarks | Service Level 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                         | 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 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              |
| 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 Waste 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 |   |                                  |                          |                |
|--|---|----------------------------------|--------------------------|----------------|
| Service Level Benchmarks                     |   | Category : C                     | Population : 159413      |                |
| S. No.                                       | Indicators  | Central / State Govt. Benchmarks | Service Level 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 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              |
| 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 Waste 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                      |                |