

GOVERNMENT OF WEST BENGAL
DEPARTMENT OF URBAN DEVELOPMENT & MUNICIPAL AFFAIRS
(MUNICIPAL AFFAIRS BRANCH)
NAGARAYAN
DF - 8, SECTOR-1
SALT LAKE, KOLKATA-700064

NOTIFICATION

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

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

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

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

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

By order of the Governor,


Joint Secretary to the Government of West Bengal

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

Name of ULB : Alipurduar Municipality

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 : Dhugguri 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
Other Services				
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
Additional Benchmarks				
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	