

GOVERNMENT OF WEST BENGAL
URBAN DEVELOPMENT & MUNICIPAL AFFAIRS DEPARTMENT
NAGARAYAN
DF-8, SECTOR-1
SALT LAKE, KOLKATA-700 064

NOTIFICATION

No. 950/MA/C-10/3S-12/2016 (Pt)


Dated, Kolkata, the 30th day of October, 2017

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 standards for basic urban service of all Urban Local Bodies as compliance of the said condition by the State Government.

AND, WHEREAS the following 92 (ninety two) Urban Local Bodies have prepared the Service Level Benchmark indicating the status for 2016-17 and targets for 2017-18 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 condition, is pleased hereby to make the following Service Level Benchmark summary sheet in respect of the following 92 (ninety two) Urban Local Bodies indicating the status for 2016-17 and targets for 2017-18 under the four basic service sectors, viz. Water Supply, Sewerage, Solid Waste Management and Drainage:

By order of the Governor,


30/10/2017

Joint Secretary to the Government of West Bengal

Name of ULB: Arambagh Municipality				
Service Level Benchmarks		Category: D	Population : 66175	
S. No.	Indicators	Central Govt. Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	80	90
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%	45	30
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%	95	96
8	Cost recovery in water supply services	100%	10	15
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 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	20
8	Extent of cost recovery in sewage management	100%	0	5
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%	90	95
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	0
6	Efficiency in redressal of customer complaints	80%	80	85
7	Extent of cost recovery in SWM services	100%	10	12
8	Efficiency in collection of SWM charges	90%	10	15
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	70	80
2	Incidence of water logging / flooding	0%	15	10
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	0	

Name of ULB: Ashokenagar-Kalyangarh Municipality				
Service Level Benchmarks		Category: C	Population : 121592	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	63	75
2	Per capita supply of water	135 lpcd	85	95
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	6	7
6	Quality of water supplied	100%	60	70
7	Efficiency in redressal of customer complaints	80%	60	70
8	Cost recovery in water supply services	100%	80	90
9	Efficiency in collection of water supply related charges	90%	15	25
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 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%	90	95
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%	15	20
6	Efficiency in redressal of customer complaints	80%	10	15
7	Extent of cost recovery in SWM services	100%	5	10
8	Efficiency in collection of SWM charges	90%	15	20
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	40	45
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	50	

Name of ULB: BAIDYABATI MUNICIPALITY				
Service Level Benchmarks		Category: C	Population : 121081	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	95	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%	85	65
5	Continuity of water supply	24 hours	8.5	10
6	Quality of water supplied	100%	90	100
7	Efficiency in redressal of customer complaints	80%	95	97
8	Cost recovery in water supply services	100%	10	15
9	Efficiency in collection of water supply related charges	90%	10	15
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 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%	80	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%	80	85
5	Extent of scientific disposal of municipal solid waste	100%	100	100
6	Efficiency in redressal of customer complaints	80%	80	85
7	Extent of cost recovery in SWM services	100%	90	95
8	Efficiency in collection of SWM charges	90%	80	90
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	80	90
2	Incidence of water logging / flooding	0%	26	20
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	yes	
2	Percentage of waste being processed scientifically	%	100	

Name of ULB : BALURGHAT MUNICIPALITY				
Service Level Benchmarks		Category: C	Population : 151299	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	75	90
2	Per capita supply of water	135 lpcd	70	100
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	15	20
5	Continuity of water supply	24 hours	9	9
6	Quality of water supplied	100%	80	100
7	Efficiency in redressal of customer complaints	80%	80	90
8	Cost recovery in water supply services	100%	10	20
9	Efficiency in collection of water supply related charges	90%	90	95
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	70	85
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of 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	95
2	Efficiency of collection of municipal solid waste	100%	95	96
3	Extent of segregation of municipal solid waste	100%	10	20
4	Extent of municipal solid waste recovered	80%	10	15
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	80	90
7	Extent of cost recovery in SWM services	100%	21	25
8	Efficiency in collection of SWM charges	90%	12	15
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	85	90
2	Incidence of water logging / flooding	0%	5	4
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	40	

Name of ULB: BANKURA MUNICIPALITY				
Service Level Benchmarks Category: C			Population : 137386	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	70	85
2	Per capita supply of water	135 lpcd	50	60
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	70	60
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%	50	60
8	Cost recovery in water supply services	100%	40	50
9	Efficiency in collection of water supply related charges	90%	15	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 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%	30	40
2	Efficiency of collection of municipal solid waste	100%	95	97
3	Extent of segregation of municipal solid waste	100%	15	25
4	Extent of municipal solid waste recovered	80%	15	20
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%	20	30
8	Efficiency in collection of SWM charges	90%	15	30
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	85	90
2	Incidence of water logging / flooding	0%	3	2
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	25	

Name of ULB: Bansberia Municipality				
Service Level Benchmarks Category: C			Population : 103920	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	90	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%	80	60
5	Continuity of water supply	24 hours	13	14
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%	30	35
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 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%	5	85
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%	100	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	25
6	Efficiency in redressal of customer complaints	80%	80	85
7	Extent of cost recovery in SWM services	100%	20	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%	3	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	50	

Name of ULB: Barasat Municipality				
Service Level Benchmarks		Category: A	Population : 278435	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	80	85
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%	28	25
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%	95	96
8	Cost recovery in water supply services	100%	30	35
9	Efficiency in collection of water supply related charges	90%	64	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 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	96
2	Efficiency of collection of municipal solid waste	100%	85	88
3	Extent of segregation of municipal solid waste	100%	50	50
4	Extent of municipal solid waste recovered	80%	20	22
5	Extent of scientific disposal of municipal solid waste	100%	30	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%	0	10
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	24 hours	YES	
2	Percentage of waste being processed scientifically	%	55	

Name of ULB: BARRACKPORE MUNICIPALITY				
Service Level Benchmarks		Category: C	Population : 152783	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	90	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%	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	25
3	Collection efficiency of 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%	20	30
4	Extent of municipal solid waste recovered	80%	20	25
5	Extent of scientific disposal of municipal solid waste	100%	0	10
6	Efficiency in redressal of customer complaints	80%	40	50
7	Extent of cost recovery in SWM services	100%	30	50
8	Efficiency in collection of SWM charges	90%	100	100
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	40	50
2	Incidence of water logging / flooding	0%	11	6
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	0	

Name of the Town: Baruiपुर Municipality

Service Level Benchmarks		Category-D	Population-53128	
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	72	75
2	Per capita supply of water	135 lpcd	120	130
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	100	100
5	Continuity of water supply	24 hours	4.3	4.3
6	Quality of water supplied	100%	98	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%	0	0
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 sewage network	100%	75	80
4	Adequacy of sewage treatment capacity	100%	20	30
5	Quality of sewage treatment	100%	20	30
6	Extent of reuse and recycling of sewage	20%	0	0
7	Efficiency in redressal of customer complaints	80%	100	100
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	80
2	Efficiency of collection of municipal solid waste	100%	70	85
3	Extent of segregation of municipal solid waste	100%	47	60
4	Extent of municipal solid waste recovered	80%	55	75
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	60	60
7	Extent of cost recovery in SWM services	100%	70	70
8	Efficiency in collection of SWM charges	90%	70	75
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	100	100
2	Incidence of water logging / flooding	0%	20	15
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	0	

Name of ULB: BASIRHAT MUNICIPALITY				
Service Level Benchmarks		Category: C	Population : 125254	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	80	100
2	Per capita supply of water	135 lpcd	70	100
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%	90	100
7	Efficiency in redressal of customer complaints	80%	80	100
8	Cost recovery in water supply services	100%	75	100
9	Efficiency in collection of water supply related charges	90%	10	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 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%	25	75
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	10	50
4	Extent of municipal solid waste recovered	80%	10	50
5	Extent of scientific disposal of municipal solid waste	100%	10	50
6	Efficiency in redressal of customer complaints	80%	80	100
7	Extent of cost recovery in SWM services	100%	15	30
8	Efficiency in collection of SWM charges	90%	10	30
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	70	80
2	Incidence of water logging / flooding	0%	20	15
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	10	

Name of ULB: BERHAMPORE MUNICIPALITY				
Service Level Benchmarks		Category: B	Population : 195363	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
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%	20	10
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%	90	95
8	Cost recovery in water supply services	100%	70	80
9	Efficiency in collection of water supply related charges	90%	70	80
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	70	95
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of 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%	25	50
4	Extent of municipal solid waste recovered	80%	20	25
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%	30	35
8	Efficiency in collection of SWM charges	90%	40	50
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	80	90
2	Incidence of water logging / flooding	0%	15	10
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	30	

Name of ULB: BHADRESWAR MUNICIPALITY				
Service Level Benchmarks		Category: C	Population : 101477	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	90	95
2	Per capita supply of water	135 lpcd	135	145
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	80	70
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%	85	90
8	Cost recovery in water supply services	100%	50	55
9	Efficiency in collection of water supply related charges	90%	40	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 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%	80	100
3	Extent of segregation of municipal solid waste	100%	50	65
4	Extent of municipal solid waste recovered	80%	80	85
5	Extent of scientific disposal of municipal solid waste	100%	70	80
6	Efficiency in redressal of customer complaints	80%	65	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%	30	35
2	Incidence of water logging / flooding	0%	15	12
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	55	

Name of ULB: BHATPARA MUNICIPALITY				
Service Level Benchmarks Category: A			Population : 385867	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	96	97
2	Per capita supply of water	135 lpcd	115	118
3	Extent of metering of water connections	100%	5	8
4	Extent of Non-Revenue Water (NRW)	20%	80	80
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%	95	98
8	Cost recovery in water supply services	100%	16	18
9	Efficiency in collection of water supply related charges	90%	75	80
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	55	75
3	Collection efficiency of sewage network	100%	75	80
4	Adequacy of sewage treatment capacity	100%	75	90
5	Quality of sewage treatment	100%	85	95
6	Extent of reuse and recycling of sewage	20%	55	75
7	Efficiency in redressal of customer complaints	80%	75	85
8	Extent of cost recovery in sewage management	100%	10	10
9	Efficiency in collection of sewerage charges	90%	0	0
Solid Waste Management				
1	Household level coverage of Solid Waste Management services	100%	45	55
2	Efficiency of collection of municipal solid waste	100%	90	98
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%	0	5
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%	0	0
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	24 hours	YES	
2	Percentage of waste being processed scientifically	%	2	

Name of ULB: Bidhannagar Municipal Corporation				
Service Level Benchmarks		Category: MC	Population : 634107	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	85	89
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%	70	60
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%	80	80
8	Cost recovery in water supply services	100%	40	50
9	Efficiency in collection of water supply related charges	90%	60	65
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 sewage network	100%	80	85
4	Adequacy of sewage treatment capacity	100%	100	100
5	Quality of sewage treatment	100%	90	90
6	Extent of reuse and recycling of sewage	20%	0	20
7	Efficiency in redressal of customer complaints	80%	90	95
8	Extent of cost recovery in sewage management	100%	15	15
9	Efficiency in collection of sewerage charges	90%	80	85
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%	50	60
4	Extent of municipal solid waste recovered	80%	80	85
5	Extent of scientific disposal of municipal solid waste	100%	80	85
6	Efficiency in redressal of customer complaints	80%	80	80
7	Extent of cost recovery in SWM services	100%	20	25
8	Efficiency in collection of SWM charges	90%	90	92
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	80	80
2	Incidence of water logging / flooding	0%	5	3
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	25	

Name of ULB: Bishnupur Municipality				
Service Level Benchmarks		Category: D	Population : 67792	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
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%	40	50
4	Extent of Non-Revenue Water (NRW)	20%	30	20
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%	60	70
8	Cost recovery in water supply services	100%	20	30
9	Efficiency in collection of water supply related charges	90%	55	60
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	70	75
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of 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%	80	90
3	Extent of segregation of municipal solid waste	100%	10	20
4	Extent of municipal solid waste recovered	80%	10	20
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	50	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	90
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	50	

Name of ULB: BONGAON MUNICIPALITY				
Service Level Benchmarks		Category: C	Population : 108864	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	70	80
2	Per capita supply of water	135 lpcd	55	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	6	8
6	Quality of water supplied	100%	80	80
7	Efficiency in redressal of customer complaints	80%	60	80
8	Cost recovery in water supply services	100%	20	30
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 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%	85	90
3	Extent of segregation of municipal solid waste	100%	0	30
4	Extent of municipal solid waste recovered	80%	0	10
5	Extent of scientific disposal of municipal solid waste	100%	10	35
6	Efficiency in redressal of customer complaints	80%	65	75
7	Extent of cost recovery in SWM services	100%	10	35
8	Efficiency in collection of SWM charges	90%	30	50
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	60	70
2	Incidence of water logging / flooding	0%	30	20
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	10	

Name of the ULB : Budge Budge Municipality

Service Level Benchmarks		Category-D	Population-76858		
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18	
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%	85	80	
5	Continuity of water supply	24 hours	6	11	
6	Quality of water supplied	100%	100	100	
7	Efficiency in redressal of customer complaints	80%	20	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 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%	75	80	
3	Extent of segregation of municipal solid waste	100%	10	35	
4	Extent of municipal solid waste recovered	80%	40	50	
5	Extent of scientific disposal of municipal solid waste	100%	0	0	
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%	70	85	
2	Incidence of water logging / flooding	0%	0	0	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES		
2	Percentage of waste being processed scientifically	%	0		

Name of ULB : Burdwan Municipality				
Service Level Benchmarks		Category: A	Population : 314265	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	90	92
2	Per capita supply of water	135 lpcd	82	84
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	30	30
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%	85	90
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 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%	80	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	90
2	Efficiency of collection of municipal solid waste	100%	90	90
3	Extent of segregation of municipal solid waste	100%	10	10
4	Extent of municipal solid waste recovered	80%	10	10
5	Extent of scientific disposal of municipal solid waste	100%	10	10
6	Efficiency in redressal of customer complaints	80%	80	80
7	Extent of cost recovery in SWM services	100%	10	10
8	Efficiency in collection of SWM charges	90%	10	10
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	60	60
2	Incidence of water logging / flooding	0%	3	3
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	22	

Name of ULB: Chakdaha Municipality				
Service Level Benchmarks		Category: C	Population : 95203	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	65	89
2	Per capita supply of water	135 lpcd	70	90
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	8	9
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%	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 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%	40	45
2	Efficiency of collection of municipal solid waste	100%	75	80
3	Extent of segregation of municipal solid waste	100%	10	15
4	Extent of municipal solid waste recovered	80%	45	50
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%	10	11
8	Efficiency in collection of SWM charges	90%	10	12
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	55	65
2	Incidence of water logging / flooding	0%	10	5
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	5	

Name of ULB : CHAMPDANY MUNICIPALITY				
Service Level Benchmarks		Category: C	Population : 111251	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	90	100
2	Per capita supply of water	135 lpcd	95	135
3	Extent of metering of water connections	100%	12	20
4	Extent of Non-Revenue Water (NRW)	20%	40	30
5	Continuity of water supply	24 hours	15	20
6	Quality of water supplied	100%	80%	90%
7	Efficiency in redressal of customer complaints	80%	92	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 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	80
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%	35	50
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	20	30
4	Extent of municipal solid waste recovered	80%	15	30
5	Extent of scientific disposal of municipal solid waste	100%	10	30
6	Efficiency in redressal of customer complaints	80%	70	80
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%	80	90
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	50	

Name of ULB: CHANDERNAGORE MUNICIPAL CORPORATION				
Service Level Benchmarks		Category: MC	Population : 166867	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	110	135
3	Extent of metering of water connections	100%	10	30
4	Extent of Non-Revenue Water (NRW)	20%	30	20
5	Continuity of water supply	24 hours	10	16
6	Quality of water supplied	100%	90	100
7	Efficiency in redressal of customer complaints	80%	60	70
8	Cost recovery in water supply services	100%	30	50
9	Efficiency in collection of water supply related charges	90%	60	90
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	25	40
3	Collection efficiency of sewage network	100%	8	20
4	Adequacy of sewage treatment capacity	100%	55	70
5	Quality of sewage treatment	100%	100	100
6	Extent of reuse and recycling of sewage	20%	0	10
7	Efficiency in redressal of customer complaints	80%	60	70
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%	50	70
2	Efficiency of collection of municipal solid waste	100%	75	90
3	Extent of segregation of municipal solid waste	100%	0	10
4	Extent of municipal solid waste recovered	80%	15	30
5	Extent of scientific disposal of municipal solid waste	100%	20	30
6	Efficiency in redressal of customer complaints	80%	76	80
7	Extent of cost recovery in SWM services	100%	30	40
8	Efficiency in collection of SWM charges	90%	10	20
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	50	70
2	Incidence of water logging / flooding	0%	18	10
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	50	

Name of the ULB : Chandrakona Municipality

Service Level Benchmarks Category-E Population-23629				
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	70	90
3	Extent of metering of water connections	100%	0	10
4	Extent of Non-Revenue Water (NRW)	20%	80	70
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%	99	99
8	Cost recovery in water supply services	100%	20	30
9	Efficiency in collection of water supply related charges	90%	50	60
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	70	80
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of 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%	40	45
2	Efficiency of collection of municipal solid waste	100%	35	45
3	Extent of segregation of municipal solid waste	100%	10	20
4	Extent of municipal solid waste recovered	80%	10	20
5	Extent of scientific disposal of municipal solid waste	100%	0	25
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%	6	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	50	

Name of the Town: Contai Municipality

Service Level Benchmarks Category-C Population-92212				
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	70	100
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	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%	10	10
9	Efficiency in collection of water supply related charges	90%	10	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 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	100
2	Efficiency of collection of municipal solid waste	100%	90	100
3	Extent of segregation of municipal solid waste	100%	10	30
4	Extent of municipal solid waste recovered	80%	10	20
5	Extent of scientific disposal of municipal solid waste	100%	0	20
6	Efficiency in redressal of customer complaints	80%	20	30
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%	55	65
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	20	

Name of the ULB : COOCHBEHAR MUNICIPALITY

Service Level Benchmarks		Category-D	Population-89325	
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
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%	10	15
4	Extent of Non-Revenue Water (NRW)	20%	70	65
5	Continuity of water supply	24 hours	8	10
6	Quality of water supplied	100%	10	75
7	Efficiency in redressal of customer complaints	80%	95	100
8	Cost recovery in water supply services	100%	40	12
9	Efficiency in collection of water supply related charges	90%	60	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 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%	10	15
5	Extent of scientific disposal of municipal solid waste	100%	0	10
6	Efficiency in redressal of customer complaints	80%	85	90
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	65
2	Incidence of water logging / flooding	0%	12	15
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	50	

Name of the ULB : Dalkhola Municipality

Service Level Benchmarks Category-D Population-36930				
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
1	Coverage of water supply connections	100%	80	90
2	Per capita supply of water	135 lpcd	60	70
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	15	15
5	Continuity of water supply	24 hours	5	5
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	50	65
8	Cost recovery in water supply services	100%	10	15
9	Efficiency in collection of water supply related charges	90%	10	20
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 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	80
2	Efficiency of collection of municipal solid waste	100%	75	80
3	Extent of segregation of municipal solid waste	100%	10	30
4	Extent of municipal solid waste recovered	80%	20	30
5	Extent of scientific disposal of municipal solid waste	100%	10	35
6	Efficiency in redressal of customer complaints	80%	70	80
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%	60	70
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	No	
2	Percentage of waste being processed scientifically	%	50	

Name of the ULB : Dhupguri Municipality

Service Level Benchmarks Category-D Population-44719				
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
1	Coverage of water supply connections	100%	90	100
2	Per capita supply of water	135 lpcd	90	135
3	Extent of metering of water connections	100%	12	100
4	Extent of Non-Revenue Water (NRW)	20%	10	15
5	Continuity of water supply	24 hours	6	12
6	Quality of water supplied	100%	80	90
7	Efficiency in redressal of customer complaints	80%	50	80
8	Cost recovery in water supply services	100%	5	10
9	Efficiency in collection of water supply related charges	90%	75	90
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 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%	40	60
2	Efficiency of collection of municipal solid waste	100%	35	80
3	Extent of segregation of municipal solid waste	100%	5	20
4	Extent of municipal solid waste recovered	80%	15	35
5	Extent of scientific disposal of municipal solid waste	100%	60	75
6	Efficiency in redressal of customer complaints	80%	25	35
7	Extent of cost recovery in SWM services	100%	5	15
8	Efficiency in collection of SWM charges	90%	80	90
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	65	75
2	Incidence of water logging / flooding	0%	5	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	60	

Name of the ULB : Diamond Harbour Municipality

Service Level Benchmarks Category-D Population-41798				
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	70	90
3	Extent of metering of water connections	100%	0	50
4	Extent of Non-Revenue Water (NRW)	20%	30	20
5	Continuity of water supply	24 hours	6	14
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%	50	70
9	Efficiency in collection of water supply related charges	90%	60	80
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	35
3	Collection efficiency of sewage network	100%	0	30
4	Adequacy of sewage treatment capacity	100%	0	25
5	Quality of sewage treatment	100%	0	80
6	Extent of reuse and recycling of sewage	20%	0	20
7	Efficiency in redressal of customer complaints	80%	0	70
8	Extent of cost recovery in sewage management	100%	0	10
9	Efficiency in collection of sewerage charges	90%	0	90
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	40
4	Extent of municipal solid waste recovered	80%	20	40
5	Extent of scientific disposal of municipal solid waste	100%	20	40
6	Efficiency in redressal of customer complaints	80%	75	90
7	Extent of cost recovery in SWM services	100%	30	40
8	Efficiency in collection of SWM charges	90%	15	40
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	60	75
2	Incidence of water logging / flooding	0%	10	5
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	45	

Name of the ULB : Dinhata Municipality

Service Level Benchmarks Category-D Population-36124				
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
1	Coverage of water supply connections	100%	75	100
2	Per capita supply of water	135 lpcd	70	90
3	Extent of metering of water connections	100%	0	20
4	Extent of Non-Revenue Water (NRW)	20%	20	15
5	Continuity of water supply	24 hours	6	12
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	0	95
8	Cost recovery in water supply services	100%	0	80
9	Efficiency in collection of water supply related charges	90%	100	90
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 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%	0	50
4	Extent of municipal solid waste recovered	80%	0	55
5	Extent of scientific disposal of municipal solid waste	100%	0	60
6	Efficiency in redressal of customer complaints	80%	0	95
7	Extent of cost recovery in SWM services	100%	0	15
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	24 hours	YES	
2	Percentage of waste being processed scientifically	%	30	

Name of the ULB : Dubrajpur Municipality

Service Level Benchmarks Category-D Population-38027				
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
1	Coverage of water supply connections	100%	95	100
2	Per capita supply of water	135 lpcd	70	90
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	38	20
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%	60	70
8	Cost recovery in water supply services	100%	28	40
9	Efficiency in collection of water supply related charges	90%	18	25
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	70	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of 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%	85	90
3	Extent of segregation of municipal solid waste	100%	5	10
4	Extent of municipal solid waste recovered	80%	5	10
5	Extent of scientific disposal of municipal solid waste	100%	5	10
6	Efficiency in redressal of customer complaints	80%	60	75
7	Extent of cost recovery in SWM services	100%	5	15
8	Efficiency in collection of SWM charges	90%	5	30
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	65	70
2	Incidence of water logging / flooding	0%	10	8
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	20	

Name of the ULB : Dum Dum Municipality

Service Level Benchmarks Category-C Population-114786				
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	85	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%	70	60
5	Continuity of water supply	24 hours	10	10
6	Quality of water supplied	100%	90	95
7	Efficiency in redressal of customer complaints	80%	90	95
8	Cost recovery in water supply services	100%	10	30
9	Efficiency in collection of water supply related charges	90%	10	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 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%	80	90
3	Extent of segregation of municipal solid waste	100%	10	10
4	Extent of municipal solid waste recovered	80%	10	10
5	Extent of scientific disposal of municipal solid waste	100%	10	10
6	Efficiency in redressal of customer complaints	80%	85	95
7	Extent of cost recovery in SWM services	100%	10	10
8	Efficiency in collection of SWM charges	90%	10	10
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	24 hours	YES	
2	Percentage of waste being processed scientifically	%	50	

Name of the ULB : Durgapur Municipal Corporation

Service Level Benchmarks Category-MC Population-563570				
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
1	Coverage of water supply connections	100%	55	80
2	Per capita supply of water	135 lpcd	135	135
3	Extent of metering of water connections	100%	12	20
4	Extent of Non-Revenue Water (NRW)	20%	8	6
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%	70	80
8	Cost recovery in water supply services	100%	75	80
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%	60	80
3	Collection efficiency of sewage network	100%	10	30
4	Adequacy of sewage treatment capacity	100%	6	30
5	Quality of sewage treatment	100%	86	90
6	Extent of reuse and recycling of sewage	20%	0	10
7	Efficiency in redressal of customer complaints	80%	61	80
8	Extent of cost recovery in sewage management	100%	0	15
9	Efficiency in collection of sewerage charges	90%	0	15
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%	100	100
4	Extent of municipal solid waste recovered	80%	100	100
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%	70	90
8	Efficiency in collection of SWM charges	90%	90	95
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	77	80
2	Incidence of water logging / flooding	0%	4	3
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	yes	
2	Percentage of waste being processed scientifically	%	46	

Name of the ULB : Egra Municipality

Service Level Benchmarks Category-E Population-30148				
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	80	90
2	Per capita supply of water	135 lpcd	55	75
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	6	12
6	Quality of water supplied	100%	95	100
7	Efficiency in redressal of customer complaints	80%	75	90
8	Cost recovery in water supply services	100%	10	40
9	Efficiency in collection of water supply related charges	90%	10	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 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%	70	80
3	Extent of segregation of municipal solid waste	100%	15	30
4	Extent of municipal solid waste recovered	80%	10	20
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	40	60
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%	65	85
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	50	

Name of the Town: English Bazar Municipality

Service Level Benchmarks Category-B Population-205521				
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
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%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	20	10
5	Continuity of water supply	24 hours	7	8
6	Quality of water supplied	100%	90	95
7	Efficiency in redressal of customer complaints	80%	60	70
8	Cost recovery in water supply services	100%	50	60
9	Efficiency in collection of water supply related charges	90%	85	90
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	80	95
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of 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
9	Efficiency in collection of sewerage charges	90%	0	0
Solid Waste Management				
1	Household level coverage of Solid Waste Management services	100%	80	100
2	Efficiency of collection of municipal solid waste	100%	90	95
3	Extent of segregation of municipal solid waste	100%	0	20
4	Extent of municipal solid waste recovered	80%	0	30
5	Extent of scientific disposal of municipal solid waste	100%	0	25
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%	80	90
2	Incidence of water logging / flooding	0%	16	15
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	50	

Name of the Town: Gangarampur Municipality

Service Level Benchmarks		Category-D	Population-56175	
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	40	100
2	Per capita supply of water	135 lpcd	45	65
3	Extent of metering of water connections	100%	0	100
4	Extent of Non-Revenue Water (NRW)	20%	20	20
5	Continuity of water supply	24 hours	3	6
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%	75	100
9	Efficiency in collection of water supply related charges	90%	10	20
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	80	95
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of 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	75
2	Efficiency of collection of municipal solid waste	100%	70	75
3	Extent of segregation of municipal solid waste	100%	10	10
4	Extent of municipal solid waste recovered	80%	50	50
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	80	90
7	Extent of cost recovery in SWM services	100%	0	30
8	Efficiency in collection of SWM charges	90%	0	30
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	50	80
2	Incidence of water logging / flooding	0%	15	14
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	30	

Name of the Town: Garulia Municipality

Service Level Benchmarks		Category-C	Population-85336	
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	90	92
2	Per capita supply of water	135 lpcd	135 lpcd	135 lpcd
3	Extent of metering of water connections	100%	0%	0%
4	Extent of Non-Revenue Water (NRW)	20%	70	70
5	Continuity of water supply	24 hours	9.5	10.5
6	Quality of water supplied	100%	80%	90%
7	complaints	80%	100%	100%
8	Cost recovery in water supply services	100%	10%	20%
9	Efficiency in collection of water supply related charges	90%	10%	90%
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100%	100%
2	Coverage of sewage network services	100%	0%	95%
3	Collection efficiency of sewage network	100%	0%	80%
4	Adequacy of sewage treatment capacity	100%	0%	0%
5	Quality of sewage treatment	100%	0%	90%
6	Extent of reuse and recycling of sewage	20%	0%	0%
7	Efficiency in redressal of customer	80%	10%	90%
8	Extent of cost recovery in sewage	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%	80%
2	Efficiency of collection of municipal solid waste	100%	85%	90%
3	Extent of segregation of municipal solid	100%	10%	30%
4	Extent of municipal solid waste recovered	80%	10%	20%
5	Extent of scientific disposal of municipal solid waste	100%	10%	20%
6	Efficiency in redressal of customer	80%	80%	80%
7	Extent of cost recovery in SWM services	100%	10%	10%
8	Efficiency in collection of SWM charges	90%	10%	100%
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	60%	85%
2	Incidence of water logging / flooding	0%	43%	0%
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	60	

Name of the Town: Gayeshpur Municipality

Service Level Benchmarks Category-D Population-58998				
S. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	80	85
2	Per capita supply of water	135 lpcd	100	120
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	80	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%	10	80
8	Cost recovery in water supply services	100%	30	50
9	Efficiency in collection of water supply related charges	90%	80	95
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 sewage network	100%	0	20
4	Adequacy of sewage treatment capacity	100%	0	70
5	Quality of sewage treatment	100%	0	70
6	Extent of reuse and recycling of sewage	20%	0	10
7	Efficiency in redressal of customer complaints	80%	0	75
8	Extent of cost recovery in sewage management	100%	0	20
9	Efficiency in collection of sewerage charges	90%	0	50
Solid Waste Management				
1	Household level coverage of Solid Waste Management services	100%	70	90
2	Efficiency of collection of municipal solid waste	100%	40	50
3	Extent of segregation of municipal solid waste	100%	10	20
4	Extent of municipal solid waste recovered	80%	10	20
5	Extent of scientific disposal of municipal solid waste	100%	10	20
6	Efficiency in redressal of customer complaints	80%	40	60
7	Extent of cost recovery in SWM services	100%	10	50
8	Efficiency in collection of SWM charges	90%	10	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	24 hours	Yes	
2	Percentage of waste being processed scientifically	%	50	

Name of the Town: Ghatal Municipality

Service Level Benchmarks		Category-D	Population-54591		
Sl. No.	Indicators	Central Level Benchmarks	Status 2016-17	Target 2017-18	
Water Supply Services					
1	Coverage of water supply connections	100%	70	80	
2	Per capita supply of water	135 lpcd	70	85	
3	Extent of metering of water connections	100%	10	15	
4	Extent of Non-Revenue Water (NRW)	20%	30	25	
5	Continuity of water supply	24 hours	7	9	
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%	90	95	
9	Efficiency in collection of water supply related charges	90%	50	65	
Sewage management (Sewerage and Sanitation)					
1	Coverage of toilets	100%	90	95	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of 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%	35	50	
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	25	
5	Extent of scientific disposal of municipal solid waste	100%	0	25	
6	Efficiency in redressal of customer complaints	80%	70	75	
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%	40	45	
2	Incidence of water logging / flooding	0%	15	11	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES		
2	Percentage of waste being processed scientifically	%	40		

Name of the Town: Gobardanga Municipality

Service Level Benchmarks Category-D Population-45392				
S. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	80	85
2	Per capita supply of water	135 lpcd	50	75
3	Extent of metering of water connections	100%	0	25
4	Extent of Non-Revenue Water (NRW)	20%	28	25
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%	100	100
8	Cost recovery in water supply services	100%	20	60
9	Efficiency in collection of water supply related charges	90%	15	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 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%	90	95
4	Extent of municipal solid waste recovered	80%	30	60
5	Extent of scientific disposal of municipal solid waste	100%	70	75
6	Efficiency in redressal of customer complaints	80%	92	95
7	Extent of cost recovery in SWM services	100%	30	60
8	Efficiency in collection of SWM charges	90%	30	60
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	40	70
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	25	

Name of the Town: Gushkara Municipality

Service Level Benchmarks		Category-D	Population-35374	
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	70	135
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	60	40
5	Continuity of water supply	24 hours	5.5	6
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%	0	0
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 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%	90	95
3	Extent of segregation of municipal solid waste	100%	10	25
4	Extent of municipal solid waste recovered	80%	30	40
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	20
8	Efficiency in collection of SWM charges	90%	0	30
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	45	50
2	Incidence of water logging / flooding	0%	26	15
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%		

Name of the Town : Habra Municipality

Service Level Benchmarks Category-C Population-147221				
S. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	80	80
2	Per capita supply of water	135 lpcd	40	50
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	30	20
5	Continuity of water supply	24 hours	6	8
6	Quality of water supplied	100%	75	80
7	Efficiency in redressal of customer complaints	80%	100	100
8	Cost recovery in water supply services	100%	80	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%	0	0
3	Collection efficiency of 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	100
2	Efficiency of collection of municipal solid waste	100%	85	100
3	Extent of segregation of municipal solid waste	100%	25	100
4	Extent of municipal solid waste recovered	80%	15	80
5	Extent of scientific disposal of municipal solid waste	100%	10	100
6	Efficiency in redressal of customer complaints	80%	85	90
7	Extent of cost recovery in SWM services	100%	10	80
8	Efficiency in collection of SWM charges	90%	85	90
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	50	80
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	50	

Name of the Town:Haldia Municipality				
Service Level Benchmarks		Category-B	Population-200352	
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	82	100
2	Per capita supply of water	135 lpcd	100	10
3	Extent of metering of water connections	100%	10	15
4	Extent of Non-Revenue Water (NRW)	20%	80	70
5	Continuity of water supply	24 hours	8	10
6	Quality of water supplied	100%	85	100
7	Efficiency in redressal of customer complaints	80%	95	100
8	Cost recovery in water supply services	100%	35	50
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 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	90
2	Efficiency of collection of municipal solid waste	100%	65	70
3	Extent of segregation of municipal solid waste	100%	95	100
4	Extent of municipal solid waste recovered	80%	70	80
5	Extent of scientific disposal of municipal solid waste	100%	90	95
6	Efficiency in redressal of customer complaints	80%	75	90
7	Extent of cost recovery in SWM services	100%	15	35
8	Efficiency in collection of SWM charges	90%	10	35
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	65	80
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	70	

Name of the Town: Halisahar Municipality

Service Level Benchmarks Category-C Population-124851				
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	85	95
2	Per capita supply of water	135 lpcd	70	100
3	Extent of metering of water connections	100%	0	100
4	Extent of Non-Revenue Water (NRW)	20%	20	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%	95	96
8	Cost recovery in water supply services	100%	3	5
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 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%	68	75
2	Efficiency of collection of municipal solid waste	100%	90	95
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	25
6	Efficiency in redressal of customer complaints	80%	90	95
7	Extent of cost recovery in SWM services	100%	5	15
8	Efficiency in collection of SWM charges	90%	0	0
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	24 hours	YES	
2	Percentage of waste being processed scientifically	%	20	

Name of ULB :Hooghly-Chinsurah Municipality				
Service Level Benchmarks		Category: B	Population : 177259	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	80	85
2	Per capita supply of water	135 lpcd	80	135
3	Extent of metering of water connections	100%	10	11
4	Extent of Non-Revenue Water (NRW)	20%	30	20
5	Continuity of water supply	24 hours	7	14
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%	5	20
9	Efficiency in collection of water supply related charges	90%	10	40
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	10
3	Collection efficiency of 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	10
9	Efficiency in collection of sewerage charges	90%	0	20
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%	80	100
4	Extent of municipal solid waste recovered	80%	15	25
5	Extent of scientific disposal of municipal solid waste	100%	10	25
6	Efficiency in redressal of customer complaints	80%	80	90
7	Extent of cost recovery in SWM services	100%	10	30
8	Efficiency in collection of SWM charges	90%	10	30
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	70	90
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	NO	
2	Percentage of waste being processed scientifically	%	50	

Name of ULB : Islampur Municipality				
Service Level Benchmarks		Category: D	Population : 54340	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	50	90
2	Per capita supply of water	135 lpcd	45	110
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	4	6
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	89	90
8	Cost recovery in water supply services	100%	100	100
9	Efficiency in collection of water supply related charges	90%	25	35
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	85	90
2	Coverage of sewage network services	100%	0	20
3	Collection efficiency of 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	90
2	Efficiency of collection of municipal solid waste	100%	90	95
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%	0	35
6	Efficiency in redressal of customer complaints	80%	80	90
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%	60	65
2	Incidence of water logging / flooding	0%	29	20
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	50	

Name of ULB : JALPAIGURI MUNICIPALITY				
Service Level Benchmarks		Category: C	Population : 107000	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
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	100
4	Extent of Non-Revenue Water (NRW)	20%	1	1
5	Continuity of water supply	24 hours	8	6
6	Quality of water supplied	100%	100	90
7	Efficiency in redressal of customer complaints	80%	95	95
8	Cost recovery in water supply services	100%	35	65
9	Efficiency in collection of water supply related charges	90%	30	60
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 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	90
2	Efficiency of collection of municipal solid waste	100%	60	70
3	Extent of segregation of municipal solid waste	100%	10	30
4	Extent of municipal solid waste recovered	80%	10	30
5	Extent of scientific disposal of municipal solid waste	100%	0	30
6	Efficiency in redressal of customer complaints	80%	80	90
7	Extent of cost recovery in SWM services	100%	10	30
8	Efficiency in collection of SWM charges	90%	10	30
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	45	50
2	Incidence of water logging / flooding	0%	15	10
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	30	

Name of ULB : Jangipur Municipality				
Service Level Benchmarks		Category: C	Population : 88165	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	65	75
2	Per capita supply of water	135 lpcd	70	85
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	7	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%	86	92
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	70	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of 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	80
2	Efficiency of collection of municipal solid waste	100%	100	100
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%	0	20
6	Efficiency in redressal of customer complaints	80%	90	90
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%	40	60
2	Incidence of water logging / flooding	0%	26	20
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	30	

Name of ULB: JHARGRAM MUNICIPALITY				
Service Level Benchmarks		Category: D	Population : 61682	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	80	85
2	Per capita supply of water	135 lpcd	35	45
3	Extent of metering of water connections	100%	0	10
4	Extent of Non-Revenue Water (NRW)	20%	40	38
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%	55	75
8	Cost recovery in water supply services	100%	0	0
9	Efficiency in collection of water supply related charges	90%	0	20
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	60	85
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of 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%	10	20
4	Extent of municipal solid waste recovered	80%	25	45
5	Extent of scientific disposal of municipal solid waste	100%	0	10
6	Efficiency in redressal of customer complaints	80%	18	25
7	Extent of cost recovery in SWM services	100%	85	90
8	Efficiency in collection of SWM charges	90%	25	30
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	40	55
2	Incidence of water logging / flooding	0%	12	5
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	Yes	
2	Percentage of waste being processed scientifically	%	40	

Name of ULB : Joynagar Mozilpur Municipality				
Service Level Benchmarks Category: E Population :25922				
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	90	95
2	Per capita supply of water	135 lpcd	70	90
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	35	30
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%	15	60
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 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	65
2	Efficiency of collection of municipal solid waste	100%	15	35
3	Extent of segregation of municipal solid waste	100%	25	40
4	Extent of municipal solid waste recovered	80%	25	30
5	Extent of scientific disposal of municipal solid waste	100%	15	30
6	Efficiency in redressal of customer complaints	80%	95	100
7	Extent of cost recovery in SWM services	100%	25	30
8	Efficiency in collection of SWM charges	90%	15	30
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	35	50
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	0	

Name of ULB: KALIYAGANJ MUNICIPALITY				
Service Level Benchmarks		Category: D	Population :53530	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	70	90
3	Extent of metering of water connections	100%	10	10
4	Extent of Non-Revenue Water (NRW)	20%	70	50
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%	90	90
8	Cost recovery in water supply services	100%	10	15
9	Efficiency in collection of water supply related charges	90%	10	15
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 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%	100	100
3	Extent of segregation of municipal solid waste	100%	10	20
4	Extent of municipal solid waste recovered	80%	15	20
5	Extent of scientific disposal of municipal solid waste	100%	10	35
6	Efficiency in redressal of customer complaints	80%	100	100
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%	35	50
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	50	

Name of ULB : KALNA MUNICIPALITY				
Service Level Benchmarks		Category: D	Population : 57066	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	55	65
2	Per capita supply of water	135 lpcd	45	135
3	Extent of metering of water connections	100%	0	100
4	Extent of Non-Revenue Water (NRW)	20%	20	10
5	Continuity of water supply	24 hours	8	17
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	55	80
8	Cost recovery in water supply services	100%	70	75
9	Efficiency in collection of water supply related charges	90%	35	60
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 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%	10	20
4	Extent of municipal solid waste recovered	80%	10	20
5	Extent of scientific disposal of municipal solid waste	100%	0	20
6	Efficiency in redressal of customer complaints	80%	65	75
7	Extent of cost recovery in SWM services	100%	20	30
8	Efficiency in collection of SWM charges	90%	10	15
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	50	60
2	Incidence of water logging / flooding	0%	8	5
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	50	

Name of ULB : KALYANI MUNICIPALITY				
Service Level Benchmarks		Category: C	Population : 100620	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
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	20
4	Extent of Non-Revenue Water (NRW)	20%	70	40
5	Continuity of water supply	24 hours	12	13
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	90	92
8	Cost recovery in water supply services	100%	40	50
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%	70	75
3	Collection efficiency of sewage network	100%	70	90
4	Adequacy of sewage treatment capacity	100%	85	90
5	Quality of sewage treatment	100%	85	90
6	Extent of reuse and recycling of sewage	20%	15	20
7	Efficiency in redressal of customer complaints	80%	80	85
8	Extent of cost recovery in sewage management	100%	20	30
9	Efficiency in collection of sewerage charges	90%	73	90
Solid Waste Management				
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	98	100
3	Extent of segregation of municipal solid waste	100%	10	20
4	Extent of municipal solid waste recovered	80%	10	20
5	Extent of scientific disposal of municipal solid waste	100%	10	20
6	Efficiency in redressal of customer complaints	80%	90	95
7	Extent of cost recovery in SWM services	100%	60	70
8	Efficiency in collection of SWM charges	90%	90	95
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	75	100
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	50	

Name of ULB : KAMARHATI MUNICIPALITY				
Service Level Benchmarks		Category: A	Population : 336579	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	98	99
2	Per capita supply of water	135 lpcd	100	105
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	0	0
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%	65	66
9	Efficiency in collection of water supply related charges	90%	65	90
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	41
3	Collection efficiency of 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%	10	15
4	Extent of municipal solid waste recovered	80%	60	80
5	Extent of scientific disposal of municipal solid waste	100%	100	100
6	Efficiency in redressal of customer complaints	80%	70	85
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	24 hours	YES	
2	Percentage of waste being processed	%	45	

Name of ULB: KANCHRAPARA MUNICIPALITY				
Service Level Benchmarks Category: C			Population : 129576	
S. No.	Indicators	Central Level Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	90	92
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	9	10
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	22
9	Efficiency in collection of water supply related charges	90%	20	22
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 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%	92	94
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	14	15
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%	85	88
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%	60	70
2	Incidence of water logging / flooding	0%	5	4
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	NO	
	Percentage of waste being processed			

Name of ULB: KHARAGPUR MUNICIPALITY				
Service Level Benchmarks		Category: B	Population : 289631	
S. No.	Indicators	Central Govt.	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	60	70
2	Per capita supply of water	135 lpcd	100	105
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%	95	95
8	Cost recovery in water supply services	100%	46	50
9	Efficiency in collection of water supply related charges	90%	92	95
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	75	85
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of 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	96
2	Efficiency of collection of municipal solid waste	100%	90	90
3	Extent of segregation of municipal solid waste	100%	20	40
4	Extent of municipal solid waste recovered	80%	85	90
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	95	96
7	Extent of cost recovery in SWM services	100%	15	20
8	Efficiency in collection of SWM charges	90%	15	25
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	80	85
2	Incidence of water logging / flooding	0%	7	6
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	50	

Name of ULB: KHARAR MUNICIPALITY				
Service Level Benchmarks		Category: E	Population : 12220	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	95	95.5
2	Per capita supply of water	135 lpcd	20	74
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	15	14
5	Continuity of water supply	24 hours	8	8.5
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	60	62
8	Cost recovery in water supply services	100%	25	30
9	Efficiency in collection of water supply related charges	90%	35	45
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	60	65
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of 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	61
2	Efficiency of collection of municipal solid waste	100%	70	71
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%	40	45
7	Extent of cost recovery in SWM services	100%	0	10
8	Efficiency in collection of SWM charges	90%	0	25
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	45	63
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	Yes	
2	Percentage of waste being processed scientifically	%	n	

Name of the Town: Khardah Municipality

Service Level Benchmarks Category-C Population-109342				
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
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%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	40	30
5	Continuity of water supply	24 hours	12	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%	0	0
9	Efficiency in collection of water supply related charges	90%	30	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 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%	10	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%	90	95
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%	0	0
6	Efficiency in redressal of customer complaints	80%	85	90
7	Extent of cost recovery in SWM services	100%	15	40
8	Efficiency in collection of SWM charges	90%	20	30
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	24 hours	Yes	
2	Percentage of waste being processed scientifically	%	20	

Name of ULB : KOLKATA MUNICIPAL CORPORATION				
Service Level Benchmarks		Category: MC	Population : 44,96,694	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	93	94
2	Per capita supply of water	135 lpcd	150	150
3	Extent of metering of water connections	100%	0	0.14
4	Extent of Non-Revenue Water (NRW)	20%	83	80
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%	95	96
8	Cost recovery in water supply services	100%	22	25
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	100
3	Collection efficiency of sewage network	100%	20	25
4	Adequacy of sewage treatment capacity	100%	28	30
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%	85	90
8	Extent of cost recovery in sewage management	100%	25	30
9	Efficiency in collection of sewerage charges	90%	92	95
Solid Waste Management				
1	Household level coverage of Solid Waste Management services	100%	98	99
2	Efficiency of collection of municipal solid waste	100%	95	98
3	Extent of segregation of municipal solid waste	100%	5	5
4	Extent of municipal solid waste recovered	80%	12.5	15
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	70	75
7	Extent of cost recovery in SWM services	100%	29	33
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%	35	30
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	22	

Name of ULB: Konnagar Municipality				
Service Level Benchmarks		Category: D	Population : 76152	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	100	120
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	15	14
5	Continuity of water supply	24 hours	10	10.5
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	23	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 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	5
8	Extent of cost recovery in sewage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	0	3
Solid Waste Management				
1	Household level coverage of Solid Waste Management services	100%	75	80
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	50	70
4	Extent of municipal solid waste recovered	80%	50	70
5	Extent of scientific disposal of municipal solid waste	100%	50	70
6	Efficiency in redressal of customer complaints	80%	50	55
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%	50	55
2	Incidence of water logging / flooding	0%	7	3
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	70	

Name of ULB: Krishnanagar Municipality				
Service Level Benchmarks		Category: C	Population : 153062	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	90	100
2	Per capita supply of water	135 lpcd	70	100
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	9	10
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%	15	25
9	Efficiency in collection of water supply related charges	90%	15	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 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%	10	15
4	Extent of municipal solid waste recovered	80%	10	20
5	Extent of scientific disposal of municipal solid waste	100%	10	20
6	Efficiency in redressal of customer complaints	80%	95	96
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	75
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	30	

Name of ULB: MADHYAMGRAM MUNICIPALITY				
Service Level Benchmarks		Category: B	Population : 197480	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
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%	70	65
5	Continuity of water supply	24 hours	12	15
6	Quality of water supplied	100%	90	95
7	Efficiency in redressal of customer complaints	80%	80	85
8	Cost recovery in water supply services	100%	10	15
9	Efficiency in collection of water supply related charges	90%	10	15
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 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%	100	100
3	Extent of segregation of municipal solid waste	100%	10	15
4	Extent of municipal solid waste recovered	80%	0	10
5	Extent of scientific disposal of municipal solid waste	100%	0	25
6	Efficiency in redressal of customer complaints	80%	85	90
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%	30	35
2	Incidence of water logging / flooding	0%	18	10
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	yes	
2	Percentage of waste being processed scientifically	%	25	

Name of ULB: MAHESHTALA MUNICIPALITY				
Service Level Benchmarks		Category: A	Population : 449423	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	85	90
2	Per capita supply of water	135 lpcd	90	115
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	23	20
5	Continuity of water supply	24 hours	6	7
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%	100	100
9	Efficiency in collection of water supply related charges	90%	45	48
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 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	65
2	Efficiency of collection of municipal solid waste	100%	35	60
3	Extent of segregation of municipal solid waste	100%	10	20
4	Extent of municipal solid waste recovered	80%	10	25
5	Extent of scientific disposal of municipal solid waste	100%	0	25
6	Efficiency in redressal of customer complaints	80%	65	70
7	Extent of cost recovery in SWM services	100%	15	40
8	Efficiency in collection of SWM charges	90%	10	40
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	65	72
2	Incidence of water logging / flooding	0%	12	10
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	

Name of ULB: Mal Municipality				
Service Level Benchmarks		Category: E	Population : 25218	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	95	100
2	Per capita supply of water	135 lpcd	60	70
3	Extent of metering of water connections	100%	0	10
4	Extent of Non-Revenue Water (NRW)	20%	70	60
5	Continuity of water supply	24 hours	6	8
6	Quality of water supplied	100%	80	100
7	Efficiency in redressal of customer complaints	80%	100	100
8	Cost recovery in water supply services	100%	10	30
9	Efficiency in collection of water supply related charges	90%	10	25
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	70	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of 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	100
2	Efficiency of collection of municipal solid waste	100%	70	100
3	Extent of segregation of municipal solid waste	100%	10	20
4	Extent of municipal solid waste recovered	80%	10	15
5	Extent of scientific disposal of municipal solid waste	100%	0	10
6	Efficiency in redressal of customer complaints	80%	80	90
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	50
2	Incidence of water logging / flooding	0%	7	5
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	0	

Name of ULB: Mekliganj Municipality				
Service Level Benchmarks		Category: E	Population : 9123	
S. No.	Indicators	Central Govt. Benchmark	Status For 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	75	80
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	6	10
6	Quality of water supplied	100%	75	90
7	Efficiency in redressal of customer complaints	80%	30	20
8	Cost recovery in water supply services	100%	90	100
9	Efficiency in collection of water supply related charges	90%	90%	100%
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 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%	0	50
4	Extent of municipal solid waste recovered	80%	0	55
5	Extent of scientific disposal of municipal solid waste	100%	0	60
6	Efficiency in redressal of customer complaints	80%	0	95
7	Extent of cost recovery in SWM services	100%	0	15
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	24 hours	YES	
2	Percentage of waste being processed scientifically	%	30	

Name of the Town: Memari Municipality

Service Level Benchmarks Category-D Population-41455				
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	55	70
2	Per capita supply of water	135 lpcd	40	60
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	6	8
6	Quality of water supplied	100%	20	80
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%	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 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%	35	40
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%	80	85
7	Extent of cost recovery in SWM services	100%	50	60
8	Efficiency in collection of SWM charges	90%	50	70
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	45	50
2	Incidence of water logging / flooding	0%	8	5
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	50	

Name of the Town: Midnapore

Service Level Benchmarks		Category-C	Population-169127		
S. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18	
Water Supply Services					
1	Coverage of water supply connections	100%	45	70	
2	Per capita supply of water	135 lpcd	70	122	
3	Extent of metering of water connections	100%	0	0	
4	Extent of Non-Revenue Water (NRW)	20%	12	11	
5	Continuity of water supply	24 hours	8	9	
6	Quality of water supplied	100%	90	100	
7	Efficiency in redressal of customer complaints	80%	70	80	
8	Cost recovery in water supply services	100%	35	45	
9	Efficiency in collection of water supply related charges	90%	5	7	
Sewage management (Sewerage and Sanitation)					
1	Coverage of toilets	100%	75	85	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of 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	80	
2	Efficiency of collection of municipal solid waste	100%	99	99	
3	Extent of segregation of municipal solid waste	100%	40	50	
4	Extent of municipal solid waste recovered	80%	40	50	
5	Extent of scientific disposal of municipal solid waste	100%	0	20	
6	Efficiency in redressal of customer complaints	80%	70	85	
7	Extent of cost recovery in SWM services	100%	50	55	
8	Efficiency in collection of SWM charges	90%	89	90	
Storm Water Drainage					
1	Coverage of Storm water drainage network	100%	80	95	
2	Incidence of water logging / flooding	0%	13	4	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	yes		
2	Percentage of waste being processed scientifically	%	0		

Name of the Town: Murshidabad Municipality

Service Level Benchmarks		Category-D	Population-44019		
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18	
Water Supply Services					
1	Coverage of water supply connections	100%	70	75	
2	Per capita supply of water	135 lpcd	49	55	
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	5	10	
6	Quality of water supplied	100%	65	75	
7	Efficiency in redressal of customer complaints	80%	100	100	
8	Cost recovery in water supply services	100%	10	12	
9	Efficiency in collection of water supply related charges	90%	81	85	
Sewage management (Sewerage and Sanitation)					
1	Coverage of toilets	100%	60	70	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of 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	95	
2	Efficiency of collection of municipal solid waste	100%	95	95	
3	Extent of segregation of municipal solid waste	100%	50	55	
4	Extent of municipal solid waste recovered	80%	10	15	
5	Extent of scientific disposal of municipal solid waste	100%	0	10	
6	Efficiency in redressal of customer complaints	80%	100	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%	80	85	
2	Incidence of water logging / flooding	0%	0	10	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES		
2	Percentage of waste being processed scientifically	%	50		

Name of the Town: Nabadwip Municipality

Service Level Benchmarks		Category-C	Population-125528	
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	90	100
2	Per capita supply of water	135 lpcd	45	60
3	Extent of metering of water connections	100%	40	60
4	Extent of Non-Revenue Water (NRW)	20%	40	20
5	Continuity of water supply	24 hours	12	24
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%	40	60
9	Efficiency in collection of water supply related charges	90%	50	70
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	50	100
3	Collection efficiency of sewage network	100%	48	100
4	Adequacy of sewage treatment capacity	100%	44	100
5	Quality of sewage treatment	100%	60	100
6	Extent of reuse and recycling of sewage	20%	40	20
7	Efficiency in redressal of customer complaints	80%	80	80
8	Extent of cost recovery in sewage management	100%	40	60
9	Efficiency in collection of sewerage charges	90%	60	80
Solid Waste Management				
1	Household level coverage of Solid Waste Management services	100%	70	90
2	Efficiency of collection of municipal solid waste	100%	70	90
3	Extent of segregation of municipal solid waste	100%	25	50
4	Extent of municipal solid waste recovered	80%	25	55
5	Extent of scientific disposal of municipal solid waste	100%	25	60
6	Efficiency in redressal of customer complaints	80%	80	90
7	Extent of cost recovery in SWM services	100%	100	100
8	Efficiency in collection of SWM charges	90%	50	60
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	80	90
2	Incidence of water logging / flooding	0%	5	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	25	

Name of the Town: Naihati Municipality

Service Level Benchmarks		Category-A Population-217900		
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	85	100
2	Per capita supply of water	135 lpcd	135	140
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	75	20
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%	75	100
8	Cost recovery in water supply services	100%	0	30
9	Efficiency in collection of water supply related charges	90%	10	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 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	100
2	Efficiency of collection of municipal solid waste	100%	80	100
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%	0	10
6	Efficiency in redressal of customer complaints	80%	90	95
7	Extent of cost recovery in SWM services	100%	20	30
8	Efficiency in collection of SWM charges	90%	0	20
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	85	90
2	Incidence of water logging / flooding	0%	5	3
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%		10

Name of the Town: New Barrackpore

Service Level Benchmarks Category-D Population-76846				
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	90	91
2	Per capita supply of water	135 lpcd	110	115
3	Extent of metering of water connections	100%	0	2
4	Extent of Non-Revenue Water (NRW)	20%	85	83
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	91
8	Cost recovery in water supply services	100%	30	31
9	Efficiency in collection of water supply related charges	90%	30	21
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 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	70
2	Efficiency of collection of municipal solid waste	100%	80	82
3	Extent of segregation of municipal solid waste	100%	20	25
4	Extent of municipal solid waste recovered	80%	20	22
5	Extent of scientific disposal of municipal solid waste	100%	0	20
6	Efficiency in redressal of customer complaints	80%	20	25
7	Extent of cost recovery in SWM services	100%	20	22
8	Efficiency in collection of SWM charges	90%	90	91
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	75	78
2	Incidence of water logging / flooding	0%	20	18
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	0	

Name of the Town: North DumDum Municipality

Service Level Benchmarks		Category-A	Population-249142		
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18	
Water Supply Services					
1	Coverage of water supply connections	100%	90	91	
2	Per capita supply of water	135 lpcd	100	105	
3	Extent of metering of water connections	100%	0	0	
4	Extent of Non-Revenue Water (NRW)	20%	70	39	
5	Continuity of water supply	24 hours	10.5	11	
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%	25	30	
9	Efficiency in collection of water supply related charges	90%	85	87	
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 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%	10	25	
4	Extent of municipal solid waste recovered	80%	10	15	
5	Extent of scientific disposal of municipal solid waste	100%	10	50	
6	Efficiency in redressal of customer complaints	80%	75	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%	90	90	
2	Incidence of water logging / flooding	0%	5	4	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES		
2	Percentage of waste being processed scientifically	%	50		

Name of the Town: New Barrackpore

Service Level Benchmarks		Category-C	Population-132806		
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18	
Water Supply Services					
1	Coverage of water supply connections	100%	95	98	
2	Per capita supply of water	135 lpcd	135	140	
3	Extent of metering of water connections	100%	0	0	
4	Extent of Non-Revenue Water (NRW)	20%	70	50	
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%	80	85	
8	Cost recovery in water supply services	100%	30	40	
9	Efficiency in collection of water supply related charges	90%	10	15	
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 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	95	
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	15	
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%	80	90	
Storm Water Drainage					
1	Coverage of Storm water drainage network	100%	80	85	
2	Incidence of water logging / flooding	0%	4	3	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES		
2	Percentage of waste being processed scientifically	%	0		

Name of the Town: Panihati Municipality

Service Level Benchmarks		Category-A	Population-377341		
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18	
Water Supply Services					
1	Coverage of water supply connections	100%	92	95	
2	Per capita supply of water	135 lpcd	92	112	
3	Extent of metering of water connections	100%	0	0	
4	Extent of Non-Revenue Water (NRW)	20%	29	30	
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%	100	100	
8	Cost recovery in water supply services	100%	50	55	
9	Efficiency in collection of water supply related charges	90%	15	25	
Sewage management (Sewerage and Sanitation)					
1	Coverage of toilets	100%	90	95	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of 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	10	
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%	40	60	
4	Extent of municipal solid waste recovered	80%	80	85	
5	Extent of scientific disposal of municipal solid waste	100%	52	55	
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%	90	100	
2	Incidence of water logging / flooding	0%	9	0	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES		
2	Percentage of waste being processed scientifically	%	52		

Name of the Town: Pujali Municipality

Service Level Benchmarks		Category-D	Population-37047		
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18	
Water Supply Services					
1	Coverage of water supply connections	100%	80	100	
2	Per capita supply of water	135 lpcd	70	105	
3	Extent of metering of water connections	100%	100	100	
4	Extent of Non-Revenue Water (NRW)	20%	30	15	
5	Continuity of water supply	24 hours	7	8	
6	Quality of water supplied	100%	90	100	
7	Efficiency in redressal of customer complaints	80%	55	90	
8	Cost recovery in water supply services	100%	80	90	
9	Efficiency in collection of water supply related charges	90%	99	100	
Sewage management (Sewerage and Sanitation)					
1	Coverage of toilets	100%	80	100	
2	Coverage of sewage network services	100%	0	50	
3	Collection efficiency of 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%	18	20	
3	Extent of segregation of municipal solid waste	100%	10	10	
4	Extent of municipal solid waste recovered	80%	15	20	
5	Extent of scientific disposal of municipal solid waste	100%	0	0	
6	Efficiency in redressal of customer complaints	80%	20	25	
7	Extent of cost recovery in SWM services	100%	10	10	
8	Efficiency in collection of SWM charges	90%	10	10	
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	24 hours	yes		
2	Percentage of waste being processed scientifically	%		0	

Name of the Town: Purulia Municipality

Service Level Benchmarks		Category-C	Population-121067		
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18	
Water Supply Services					
1	Coverage of water supply connections	100%	80	90	
2	Per capita supply of water	135 lpcd	70	110	
3	Extent of metering of water connections	100%	5	6	
4	Extent of Non-Revenue Water (NRW)	20%	1	1	
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%	100	100	
8	Cost recovery in water supply services	100%	80	90	
9	Efficiency in collection of water supply related charges	90%	75	90	
Sewage management (Sewerage and Sanitation)					
1	Coverage of toilets	100%	70	100	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of 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	60	
2	Efficiency of collection of municipal solid waste	100%	80	100	
3	Extent of segregation of municipal solid waste	100%	20	50	
4	Extent of municipal solid waste recovered	80%	10	20	
5	Extent of scientific disposal of municipal solid waste	100%	0	20	
6	Efficiency in redressal of customer complaints	80%	80	85	
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%	50	100	
2	Incidence of water logging / flooding	0%	0	0	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES		
2	Percentage of waste being processed scientifically	%	45		

Name of the Town: Raiganj Municipality

Service Level Benchmarks Category-B Population-183612				
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	70	25
2	Per capita supply of water	135 lpcd	55	70
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	30	10
5	Continuity of water supply	24 hours	6	8
6	Quality of water supplied	100%	100	50
7	Efficiency in redressal of customer complaints	80%	100	20
8	Cost recovery in water supply services	100%	30	25
9	Efficiency in collection of water supply related charges	90%	60	0
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	65	80
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of 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	50
2	Efficiency of collection of municipal solid waste	100%	78	45
3	Extent of segregation of municipal solid waste	100%	100	50
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%	85	40
7	Extent of cost recovery in SWM services	100%	10	0
8	Efficiency in collection of SWM charges	90%	10	0
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	60	45
2	Incidence of water logging / flooding	0%	3	52
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	50	

Name of the Town: Rajpur Sonarpur Municipality

Service Level Benchmarks		Category-A	Population-424368	
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	41	70
2	Per capita supply of water	135 lpcd	65	100
3	Extent of metering of water connections	100%	20	50
4	Extent of Non-Revenue Water (NRW)	20%	48	37
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%	60	80
8	Cost recovery in water supply services	100%	20	55
9	Efficiency in collection of water supply related charges	90%	56	71
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 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	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%	100	100
7	Extent of cost recovery in SWM services	100%	20	25
8	Efficiency in collection of SWM charges	90%	10	25
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	60	70
2	Incidence of water logging / flooding	0%		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	5	

Name of the Town: Rampurhat Municipality

Service Level Benchmarks Category-D Population-57891				
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	90	95
2	Per capita supply of water	135 lpcd	70	115
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	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%	10	15
9	Efficiency in collection of water supply related charges	90%	30	35
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	60	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of 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%	60	70
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%	0	20
6	Efficiency in redressal of customer complaints	80%	75	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%	75	80
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	50	

Name of the Town: Rishra Municipality

Service Level Benchmarks		Category-C	Population-124529	
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	70	80
2	Per capita supply of water	135 lpcd	100	120
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	60	40
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%	40	60
8	Cost recovery in water supply services	100%	30	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%	0	0
3	Collection efficiency of 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	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%	90	95
2	Efficiency of collection of municipal solid waste	100%	95	96
3	Extent of segregation of municipal solid waste	100%	20	35
4	Extent of municipal solid waste recovered	80%	20	22
5	Extent of scientific disposal of municipal solid waste	100%	30	50
6	Efficiency in redressal of customer complaints	80%	90	94
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%	80	90
2	Incidence of water logging / flooding	0%	5	3
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	35	

Name of the Town: Sainthia Municipality

Service Level Benchmarks Category-D Population-44608				
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	90	95
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%	70	60
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%	10	30
8	Cost recovery in water supply services	100%	10	12
9	Efficiency in collection of water supply related charges	90%	20	25
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	60	75
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of 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%	90	95
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	20
6	Efficiency in redressal of customer complaints	80%	60	80
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%	0	0
2	Incidence of water logging / flooding	0%	65	70
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	10	

Name of the Town: Santipur Municipality

Service Level Benchmarks Category-C Population-151777				
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	70	100
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	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%	60	70
9	Efficiency in collection of water supply related charges	90%	60	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 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	100
2	Efficiency of collection of municipal solid waste	100%	85	100
3	Extent of segregation of municipal solid waste	100%	50	70
4	Extent of municipal solid waste recovered	80%	50	70
5	Extent of scientific disposal of municipal solid waste	100%	50	60
6	Efficiency in redressal of customer complaints	80%	70	80
7	Extent of cost recovery in SWM services	100%	50	60
8	Efficiency in collection of SWM charges	90%	60	70
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	65	80
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	50	

Name of the Town: Serampore Municipality

Service Level Benchmarks		Category-B	Population-183339	
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	98	100
2	Per capita supply of water	135 lpcd	70	100
3	Extent of metering of water connections	100%	0	20
4	Extent of Non-Revenue Water (NRW)	20%	70	60
5	Continuity of water supply	24 hours	10.5	15
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	81	85
8	Cost recovery in water supply services	100%	10	30
9	Efficiency in collection of water supply related charges	90%	10	30
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	30	45
3	Collection efficiency of sewage network	100%	35	45
4	Adequacy of sewage treatment capacity	100%	30	45
5	Quality of sewage treatment	100%	0	20
6	Extent of reuse and recycling of sewage	20%	0	20
7	Efficiency in redressal of customer complaints	80%	80	80
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%	80	90
2	Efficiency of collection of municipal solid waste	100%	80	90
3	Extent of segregation of municipal solid waste	100%	30	50
4	Extent of municipal solid waste recovered	80%	15	30
5	Extent of scientific disposal of municipal solid waste	100%	80	90
6	Efficiency in redressal of customer complaints	80%	70	80
7	Extent of cost recovery in SWM services	100%	15	25
8	Efficiency in collection of SWM charges	90%	10	25
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	60	80
2	Incidence of water logging / flooding	0%	12	8
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%		62

Name of the Town: Siliguri Municipal Corporation

Service Level Benchmarks		Category-MC	Population-513264	
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	85	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%	23	18
5	Continuity of water supply	24 hours	6	8
6	Quality of water supplied	100%	84	90
7	Efficiency in redressal of customer complaints	80%	100	80
8	Cost recovery in water supply services	100%	80	85
9	Efficiency in collection of water supply related charges	90%	89	95
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 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%	70	75
3	Extent of segregation of municipal solid waste	100%	25	40
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%	75	90
7	Extent of cost recovery in SWM services	100%	15	25
8	Efficiency in collection of SWM charges	90%	70	85
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	90	95
2	Incidence of water logging / flooding	0%	5	4
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	20	

Name of the Town: Sonamukhi Municipality

Service Level Benchmarks		Category-E	Population-29085	
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
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	6	7
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	50	60
8	Cost recovery in water supply services	100%	100	100
9	Efficiency in collection of water supply related charges	90%	50	60
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	60	70
2	Coverage of sewage network services	100%	0	25
3	Collection efficiency of sewage network	100%	0	10
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	70
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%	80	95
2	Efficiency of collection of municipal solid waste	100%	70	90
3	Extent of segregation of municipal solid waste	100%	10	30
4	Extent of municipal solid waste recovered	80%	10	50
5	Extent of scientific disposal of municipal solid waste	100%	0	20
6	Efficiency in redressal of customer complaints	80%	80	90
7	Extent of cost recovery in SWM services	100%	10	40
8	Efficiency in collection of SWM charges	90%	10	40
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	50	70
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	5	

Name of the Town: South Dum Dum Municipality

Service Level Benchmarks		Category-A	Population-403316		
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18	
Water Supply Services					
1	Coverage of water supply connections	100%	92	95	
2	Per capita supply of water	135 lpcd	135	140	
3	Extent of metering of water connections	100%	0	30	
4	Extent of Non-Revenue Water (NRW)	20%	90	80	
5	Continuity of water supply	24 hours	11	15	
6	Quality of water supplied	100%	80	90	
7	Efficiency in redressal of customer complaints	80%	70	75	
8	Cost recovery in water supply services	100%	20	30	
9	Efficiency in collection of water supply related charges	90%	47	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 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	
	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%	60	70	
2	Efficiency of collection of municipal solid waste	100%	90	92	
3	Extent of segregation of municipal solid waste	100%	15	30	
4	Extent of municipal solid waste recovered	80%	10	20	
5	Extent of scientific disposal of municipal solid waste	100%	5	40	
6	Efficiency in redressal of customer complaints	80%	67	75	
7	Extent of cost recovery in SWM services	100%	10	50	
8	Efficiency in collection of SWM charges	90%	30	40	
Storm Water Drainage					
1	Coverage of Storm water drainage network	100%	85	90	
2	Incidence of water logging / flooding	0%	24	15	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES		
2	Percentage of waste being processed scientifically	%		40	

Name of the Town: Suri Municipality

Service Level Benchmarks		Category-D	Population-67864	
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
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%	35	32
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%	85	90
8	Cost recovery in water supply services	100%	30	35
9	Efficiency in collection of water supply related charges	90%	40	45
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	70	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of 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	95
3	Extent of segregation of municipal solid waste	100%	10	20
4	Extent of municipal solid waste recovered	80%	10	20
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	85	90
7	Extent of cost recovery in SWM services	100%	10	20
8	Efficiency in collection of SWM charges	90%	20	25
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	65	70
2	Incidence of water logging / flooding	0%	6	5
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%		50

Name of the Town: Taherpur Notified Area Authority

Service Level Benchmarks		Category-E	Population-20895		
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18	
Water Supply Services					
1	Coverage of water supply connections	100%	90	95	
2	Per capita supply of water	135 lpcd	70	135	
3	Extent of metering of water connections	100%	0	100	
4	Extent of Non-Revenue Water (NRW)	20%	60	25	
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%	60	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%	40	45	
3	Collection efficiency of 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%	60	65	
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%	60	80	
2	Efficiency of collection of municipal solid waste	100%	80	95	
3	Extent of segregation of municipal solid waste	100%	20	50	
4	Extent of municipal solid waste recovered	80%	30	40	
5	Extent of scientific disposal of municipal solid waste	100%	0	10	
6	Efficiency in redressal of customer complaints	80%	75	80	
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	70	
2	Incidence of water logging / flooding	0%	7	4	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES		
2	Percentage of waste being processed scientifically	%	20		

Name of the Town: Tamralipta Municipality

Service Level Benchmarks		Category-D	Population-65312		
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18	
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%	0	5	
4	Extent of Non-Revenue Water (NRW)	20%	20	20	
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%	85	87	
8	Cost recovery in water supply services	100%	55	60	
9	Efficiency in collection of water supply related charges	90%	85	87	
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 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	75	
2	Efficiency of collection of municipal solid waste	100%	75	80	
3	Extent of segregation of municipal solid waste	100%	0	10	
4	Extent of municipal solid waste recovered	80%	35	40	
5	Extent of scientific disposal of municipal solid waste	100%	0	25	
6	Efficiency in redressal of customer complaints	80%	80	85	
7	Extent of cost recovery in SWM services	100%	5	20	
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%	29	25	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES		
2	Percentage of waste being processed scientifically	%	25		

Name of the Town: Tarakeswar Municipality

Service Level Benchmarks		Category-E	Population-30947		
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18	
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%	20	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	85	
8	Cost recovery in water supply services	100%	30	40	
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 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	75	
2	Efficiency of collection of municipal solid waste	100%	70	95	
3	Extent of segregation of municipal solid waste	100%	10	20	
4	Extent of municipal solid waste recovered	80%	10	20	
5	Extent of scientific disposal of municipal solid waste	100%	0	20	
6	Efficiency in redressal of customer complaints	80%	80	95	
7	Extent of cost recovery in SWM services	100%	10	15	
8	Efficiency in collection of SWM charges	90%	10	20	
Storm Water Drainage					
1	Coverage of Storm water drainage network	100%	55	65	
2	Incidence of water logging / flooding	0%	5	0	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	yes		
2	Percentage of waste being processed scientifically	%	35		

Name of the Town: Titagarh Municipality

Service Level Benchmarks		Category-C	Population-116541		
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18	
Water Supply Services					
1	Coverage of water supply connections	100%	80	100	
2	Per capita supply of water	135 lpcd	110	125	
3	Extent of metering of water connections	100%	0	50	
4	Extent of Non-Revenue Water (NRW)	20%	25	25	
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%	70	80	
8	Cost recovery in water supply services	100%	10	50	
9	Efficiency in collection of water supply related charges	90%	10	40	
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 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	50	
7	Efficiency in redressal of customer complaints	80%	0	60	
8	Extent of cost recovery in sewage management	100%	0	50	
9	Efficiency in collection of sewerage charges	90%	0	50	
Solid Waste Management					
1	Household level coverage of Solid Waste Management services	100%	50	100	
2	Efficiency of collection of municipal solid waste	100%	70	90	
3	Extent of segregation of municipal solid waste	100%	10	40	
4	Extent of municipal solid waste recovered	80%	10	40	
5	Extent of scientific disposal of municipal solid waste	100%	0	100	
6	Efficiency in redressal of customer complaints	80%	65	80	
7	Extent of cost recovery in SWM services	100%	10	40	
8	Efficiency in collection of SWM charges	90%	10	40	
Storm Water Drainage					
1	Coverage of Storm water drainage network	100%	70	90	
2	Incidence of water logging / flooding	0%	0	0	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES		
2	Percentage of waste being processed scientifically	%	20		

Name of the Town: Tufanganj Municipality

Service Level Benchmarks		Category-E	Population-20999	
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	80	100
2	Per capita supply of water	135 lpcd	85	135
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	70	50
5	Continuity of water supply	24 hours	6	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%	10	20
9	Efficiency in collection of water supply related charges	90%	30	34
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 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%	80	90
3	Extent of segregation of municipal solid waste	100%	10	20
4	Extent of municipal solid waste recovered	80%	10	20
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	70	80
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	75
2	Incidence of water logging / flooding	0%	13	5
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	20	

Name of the Town: Uluberia Municipality

Service Level Benchmarks		Category-A	Population-232290	
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	80	90
2	Per capita supply of water	135 lpcd	60	70
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	15	15
5	Continuity of water supply	24 hours	5	5
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	50	65
8	Cost recovery in water supply services	100%	10	15
9	Efficiency in collection of water supply related charges	90%	10	20
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 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	80
2	Efficiency of collection of municipal solid waste	100%	75	80
3	Extent of segregation of municipal solid waste	100%	10	30
4	Extent of municipal solid waste recovered	80%	20	30
5	Extent of scientific disposal of municipal solid waste	100%	10	35
6	Efficiency in redressal of customer complaints	80%	70	80
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%	60	70
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	No	
2	Percentage of waste being processed scientifically	%	50	

Name of the Town: Uttarpara-Kotrung

Service Level Benchmarks		Category-C	Population-159413	
Sl. No.	Indicators	Central Level Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	95	100
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%	30	20
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%	100	100
8	Cost recovery in water supply services	100%	20	25
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	10
3	Collection efficiency of 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%	75	90
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%	50	60
8	Efficiency in collection of SWM charges	90%	70	75
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	75	90
2	Incidence of water logging / flooding	0%	6	4
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	95	