

DECLARATION OF SERVICE STANDARDS

Year 2017-18

Name of the ULB: Bhadrak Municipality

| Sl. No. | Service Indicators | Benchmark | Current Status for FY 2016-17 | Target for the FY 2017-18 |
|-------------------------------|--|-----------|-------------------------------|---------------------------|
| 1 | 2 | 3 | 4 | 5 |
| WATER SUPPLY | | | | |
| 1 | Coverage of water supply connections (%) | 100 | 9.35 | 20 |
| 2 | Per capita Supply of Water at Consumer end (LPCD) | 135 | 58.72 | 70 |
| 3 | Extend of metering of Water Connections (%) | 100 | 0 | 0 |
| 4 | Extend of non-revenue water (NRW) (%) | 20 | 56.5 | 45 |
| 5 | Continuity of Water Supply (Hours) | 24 | 8 | 8 |
| 6 | Quality of Water Supplied (%) | 100 | 100 | 100 |
| 7 | Efficiency in Redressal of Customers Complains (%) | 80 | 77 | 80 |
| 8 | Cost Recovery in Water Supply Services (%) | 100 | 17.6 | 30 |
| 9 | Efficiency in Collection of Water Supply related charges (%) | 90 | 85.1 | 90 |
| SEWAGE MANAGEMENT | | | | |
| 1 | Coverage of Toilets 9%) | 100 | 42.1 | 80 |
| 2 | Coverage of Sewage Network Services (%) | 100 | 5 | 20 |
| 3 | Collection Efficiency of Sewage Network (%) | 100 | 5 | 20 |
| 4 | Adequacy of Sewage Treatment Capacity (%) | 100 | 5 | 20 |
| 5 | Quality of Sewage Treatment (%) | 100 | 6 | 30 |
| 6 | Extent of Reuse and Recycling of Sewage (%) | 20 | 2 | 20 |
| 7 | Efficiency in Redressal of Customer Complains (%) | 80 | 10 | 30 |
| 8 | Extent of Cost Recovery in Sewage Management (%) | 100 | 2 | 25 |
| 9 | Efficiency in Collection of Sewage charges (%) | 90 | 5 | 25 |
| 10 | ULB provides water connections to Public and Community Toilets (%) | 100 | 100 | 100 |
| SOLID WASTE MANAGEMENT | | | | |
| 1 | Household Level Coverage of SWM Services (%) | 100 | 70 | 80 |
| 2 | Efficiency of Collection of MSW (%) | 100 | 85 | 90 |
| 3 | Extent of Segregation of Municipal Solid Waste (%) | 100 | 20 | 25 |
| 4 | Extent of Municipal Solid Waste Recovered (%) | 80 | 20 | 30 |
| 5 | Extent of Scientific Disposal of Municipal Solid Waste (%) | 100 | 10 | 10 |
| 6 | Efficiency in Redressal of Complaints (%) | 80 | 65 | 70 |
| 7 | Extent of Cost Recovery in SWM Services (%) | 100 | 15 | 20 |
| 8 | Efficiency in Collection of SWM Charges (%) | 90 | 15 | 20 |
| 9 | Extent of Scientific Processing of Waste (%) | 80 | 0 | 0 |
| STORM WATER DRAINAGE | | | | |
| 1 | Coverage of Storm Water Drainage Network (%) | 100 | 35 | 50 |
| 2 | Incident of Water Logging / Flooding (Number) | 0 | 12 | 15 |


 Executive Officer
 Bhadrak Municipality