

DECLARATION OF SERVICE STANDARDS

Year 2018-19

Name of the ULB: Bhadrak Municipality

Sl. No.	Service Indicators	Benchmark	Current Status for FY 2017-18	Target for the FY 2018-19
1	2	3	4	5
WATER SUPPLY				
1	Coverage of water supply connections (%)	100	20	25
2	Per capita Supply of Water at Consumer end (LPCD)	135	70	75
3	Extend of metering of Water Connections (%)	100	0	0
4	Extend of non-revenue water (NRW) (%)	20	45	40
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	80	85
8	Cost Recovery in Water Supply Services (%)	100	30	33
9	Efficiency in Collection of Water Supply related charges (%)	90	90	90
SEWAGE MANAGEMENT				
1	Coverage of Toilets 9%)	100	80	85
2	Coverage of Sewage Network Services (%)	100	20	20
3	Collection Efficiency of Sewage Network (%)	100	20	20
4	Adequacy of Sewage Treatment Capacity (%)	100	20	20
5	Quality of Sewage Treatment (%)	100	30	35
6	Extent of Reuse and Recycling of Sewage (%)	20	20	20
7	Efficiency in Redressal of Customer Complains (%)	80	30	30
8	Extent of Cost Recovery in Sewage Management (%)	100	25	28
9	Efficiency in Collection of Sewage charges (%)	90	25	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	80	85
2	Efficiency of Collection of MSW (%)	100	90	90
3	Extent of Segregation of Municipal Solid Waste (%)	100	25	30
4	Extent of Municipal Solid Waste Recovered (%)	80	30	35
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	10	10
6	Efficiency in Redressal of Complaints (%)	80	70	70
7	Extent of Cost Recovery in SWM Services (%)	100	20	25
8	Efficiency in Collection of SWM Charges (%)	90	20	25
9	Extent of Scientific Processing of Waste (%)	80	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	50	55
2	Incident of Water Logging / Flooding (Number)	0	15	18


 Executive Officer
 Bhadrak Municipality