

14th Finance Commission: Declaration of Service Level Standards (FY: 2018-19)

NPP-105 **District** **State** **Name of the Executive Officer** **Postal address with PIN code** **Phone & Fax Nos.** **Email ID**

NPP TILHAR **UP** **U.P.** **सरचक्र कुमार** **N.P.P. Tilhar Sahibganj** **05941-213032, 9452342069** **9992659899@ppnpp.com**

Water Supply Indicators		Coverage of Water supply		Per capita supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply service		Efficiency in collect water supply charges	
Benchmarks	100%	133%	100%	20%	24hours	100%	80%	100%	80%	100%	94%								
	Current (2018-19)	100	133	100	20	24	100	80	100	94									
Benchmarks	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Current (2018-19)	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Sewage Management (Sewerage and Sanitation)		Coverage of toilets		Coverage of sewerage network service		Collection efficiency of the sewerage network		Adequacy of sewerage treatment capacity		Quality of sewerage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewerage management		Efficiency in collect sewerage charges	
Benchmarks	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	30%	80%	100%	100%	100%	100%	100%	100%	100%
	Current (2018-19)	100	100	100	100	100	100	100	100	100	30	80	100	100	100	100	100	100	100

Solid Waste Management Indicators		Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collect SWM charges	
Benchmarks	100%	100%	100%	100%	100%	100%	80%	100%	100%	80%	100%	100%	100%	100%	100%	100%	100%
	Current (2018-19)	100	100	100	100	100	80	100	100	80	100	100	100	100	100	100	100

Storm Water Drainage Indicators		Coverage of Storm Water Drainage Network		Incidence of water logging/flooding	
Benchmarks	100%	100%	100%	0%	0%
	Current (2018-19)	100	100	0	0


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For the Performance Grant of 2019-20

No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2018-19	Target 2019-20
Water Supply Services				
1	Coverage of water supply connections	100%	37.9	40
2	Per capita supply of water	135 lpcd	57.2	60
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	8.6	9
5	Continuity of water supply	24 hours	11	12
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	91.2	80
8	Cost recovery in water supply services	100%	82.7	87
9	Efficiency in collection of water supply related charges	90%	75.7	80
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
5	Quality of sewage treatment	100%	0	0
6	Extent of reuse and recycling of sewage	20%	0	0
7	Efficiency in redressal of customer complaints	80%	0	0
8	Extent of cost recovery in sewage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	0	0
Solid Waste Management				
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	99.6	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%	84.6	80
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%	100	100
2	Incidence of water logging / flooding	0%	0	0
SLB Status of 2018-19				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	0	
<p>*% amount of waste that is disposed in landfills that have been designed, built, operated and maintained as per standards laid down by Central agencies. This extent of compliance should be expressed as a percentage of the total quantum of waste disposed at landfill sites, including open dump sites. (Source: Handbook of Service Level Benchmarking, MoUD, Gol, Pg 66)</p>				