

Format for Declaration of Service Level Benchmark (14th Finance Commission) for the Financial year 2016-17

Name of ULB- Berhampur Municipal Corporation

S. N. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY 2015-16 (4)	Target for FY 2016-17 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	57	65
2	Per capita supply of water at consumer end (LPCD)	135	121	125
3	Extent of metering of water connections (%)	100	0	0
4	Extent of non-revenue water (NRW) (%)	20	36	33
5	Continuity of Water Supply (Hours)	24	1	1
6	Quality of Water Supplied (%)	100	99	100
7	Efficiency in redressal of customer complaints (%)	80	94	95
8	Cost recovery in water supply services (%)	100	31	40
9	Efficiency in collection of water supply related	90	51	60
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	85%	88%
2	Coverage of Sewage Network Services (%)	100	NIL	5%
3	Collection Efficiency of Sewage Network (%)	100		
4	Adequacy of Sewage Treatment Capacity (%)	100		
5	Quality of Sewage Treatment (%)	100		
6	Extent of Reuse and Recycling of Sewage (%)	20		
7	Efficiency in Redressal of Customer Complaints (%)	80	95%	97%
8	Extent of Cost Recovery in Sewage Management (%)	100		
9	Efficiency in Collection of Sewage Charges (%)	90		
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	65%	72%
2	Efficiency of Collection of MSW (%)	100	95%	96%
3	Extent of Segregation of Municipal Solid Waste (%)	100	Nil	Nil
4	Extent of Municipal Solid Waste Recovered (%)	80	65%	72%
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	Nil	Nil
6	Efficiency in Redressal of Complaints (%)	80	75%	80%
7	Extent of Cost Recovery in SWM Services (%)	100	20%	22%
8	Efficiency in Collection of SWM Charges (%)	90	30%	31%
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	40.43%	45.00%
2	Incidence of Water Logging/Flooding (Number)	0	4	3

Signature
S.M.H.