

BARBIL
Declaration of Service Standards (14th Finance Commission)

S. No.	Indicators	Moud Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	14	60
2	Per capita supply of water	135 lpcd	110	120
3	Extent of metering of water connections	100%	100	12
4	Extent of Non-Revenue Water (NRW)	20%	20	22
5	Continuity of water supply	24 hours	24	5
6	Quality of water supplied	100%	100	80
7	Efficiency in redressal of customer complaints	80%	80	100
8	Cost recovery in water supply services	100%	100	35
9	Efficiency in collection of water supply related charges	90%	90	36.4
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	0	0
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	80
3	Extent of segregation of municipal solid waste	100%	30	40
4	Extent of municipal solid waste recovered	80%	10	20
5	Extent of scientific disposal of municipal solid waste	100%	10	15
6	Efficiency in redressal of customer complaints	80%	80	80
7	Extent of cost recovery in SWM services	100%	15	30
8	Efficiency in collection of SWM charges	90%	10	20
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	92	95
2	Incidence of water logging / flooding	0%	0	0


 Executive Officer
 BARBIL MUNICIPALITY

BHUBANESWAR
Declaration of Service Standards (14th Finance Commission)


S. No.	Indicators	Moud 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	230	180
3	Extent of metering of water connections	100%	20	40
4	Extent of Non-Revenue Water (NRW)	20%	20	15
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%	40	60
8	Cost recovery in water supply services	100%	20	40
9	Efficiency in collection of water supply related charges	90%	70	90
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	50	80
2	Coverage of sewage network services	100%	25	50
3	Collection efficiency of sewage network	100%	90	100
4	Adequacy of sewage treatment capacity	100%	70	90
5	Quality of sewage treatment	100%	70	100
6	Extent of reuse and recycling of sewage	20%	10	20
7	Efficiency in redressal of customer complaints	80%	50	75
8	Extent of cost recovery in sewage management	100%	0	25
9	Efficiency in collection of sewerage charges	90%	0	50
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%	0	80
4	Extent of municipal solid waste recovered	80%	0	40
5	Extent of scientific disposal of municipal solid waste	100%	0	20
6	Efficiency in redressal of customer complaints	80%	100	100
7	Extent of cost recovery in SWM services	100%	16	25
8	Efficiency in collection of SWM charges	90%	100	100
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	17	30
2	Incidence of water logging / flooding	0%	5	3

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DHENKANAL

Declaration of Service Standards (14th Finance Commission)

S. No.	Indicators	Moud 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	94	135
3	Extent of metering of water connections	100%	10	100
4	Extent of Non-Revenue Water (NRW)	20%	18	20
5	Continuity of water supply	24 hours	1	24
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%	100	100
9	Efficiency in collection of water supply related charges	90%	80	90
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%		
2	Coverage of sewage network services	100%		
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%		
8	Extent of cost recovery in sewage management	100%		
9	Efficiency in collection of sewerage charges	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%	100	100
3	Extent of segregation of municipal solid waste	100%		
4	Extent of municipal solid waste recovered	80%		
5	Extent of scientific disposal of municipal solid waste	100%		
6	Efficiency in redressal of customer complaints	80%	80	80
7	Extent of cost recovery in SWM services	100%		
8	Efficiency in collection of SWM charges	90%		
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%		
2	Incidence of water logging / flooding	0%		


 Executive Officer
 Dhenkanal Municipality

JAJPUR
Declaration of Service Standards (14th Finance Commission)

S.No	Indicators	Moud Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	25	60
2	Per capita supply of water	135 lpcd	104	106
3	Extent of metering of water connections	100%	5	10
4	Extent of Non-Revenue Water (NRW)	20%	20	20
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%	80	80
8	Cost recovery in water supply services	100%	32	35
9	Efficiency in collection of water supply related charges	90%	32	40
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	0	69
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%	49.4	49.4
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	50	75
4	Extent of municipal solid waste recovered	80%	60	75
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	80	80
7	Extent of cost recovery in SWM services	100%	15	15
8	Efficiency in collection of SWM charges	90%	60	75
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	45	60
2	Incidence of water logging / flooding	0%	0	0

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JATNI
Declaration of Service Standards (14th Finance Commission)

S. No	Indicators	Moud Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	11.2	11.5
2	Per capita supply of water	135 lpcd	60	62
3	Extent of metering of water connections	100%	0	50
4	Extent of Non-Revenue Water (NRW)	20%	5	2
5	Continuity of water supply	24 hours	2	2
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%	28	30
9	Efficiency in collection of water supply related charges	90%	70	70
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%		
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%	100	100
8	Extent of cost recovery in sewage management	100%		
9	Efficiency in collection of sewerage charges	90%	13	14
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%		
5	Extent of scientific disposal of municipal solid waste	100%		
6	Efficiency in redressal of customer complaints	80%	80	80
7	Extent of cost recovery in SWM services	100%		
8	Efficiency in collection of SWM charges	90%		
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	80	90
2	Incidence of water logging / flooding	0%		

(Signature)
Executive Director
Water & Sewerage Department
Jatni

JODA
Declaration of Service Standards (14th Finance Commission)

S. No.	Indicators	Moud Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	20	25
2	Per capita supply of water	135 lpcd	112	135
3	Extent of metering of water connections	100%	5	10
4	Extent of Non-Revenue Water (NRW)	20%	20	18
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%	80	100
8	Cost recovery in water supply services	100%	20	20
9	Efficiency in collection of water supply related charges	90%	80	90
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%	90	100
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	70	80
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%	0	0
8	Efficiency in collection of SWM charges	90%	0	30
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	60	70
2	Incidence of water logging / flooding	0%	0	0


 Executive Officer
 Joda Municipality

SONEPUR
Declaration of Service Standards (14th Finance Commission)

S.No.	Indicators	Moud Benchmark	Status 16-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	80	100
2	Per capita supply of water	135 lpcd	127	129
3	Extent of metering of water connections	100%	10	30
4	Extent of Non-Revenue Water (NRW)	20%	30	25
5	Continuity of water supply	24 hours	15	24
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	76	77
8	Cost recovery in water supply services	100%	35	40
9	Efficiency in collection of water supply related charges	90%	22	25
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%	80	90
2	Efficiency of collection of municipal solid waste	100%	80	90
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%	80	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%	90	95
2	Incidence of water logging / flooding	0%	0	0


 Executive Officer
 Subarnapur Municipality


SUNDARGARH
Declaration of Service Standards (14th Finance Commission)

S. No.	Indicators	Moud Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	81	85
2	Per capita supply of water	135 lpcd	87.97	135
3	Extent of metering of water connections	100%	10	20
4	Extent of Non-Revenue Water (NRW)	20%	23	25
5	Continuity of water supply	24 hours	2	4
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%	12	30
9	Efficiency in collection of water supply related charges	90%	92	90
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%	93	95
2	Efficiency of collection of municipal solid waste	100%	87	90
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%	72	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%	75	80
2	Incidence of water logging / flooding	0%	4	4


 Executive Officer
 Sundargarh Municipal Corporation

TALCHER
Declaration of Service Standards (14th Finance Commission)

S. No.	Indicators	Moud 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	137.25	155
3	Extent of metering of water connections	100%	20	30
4	Extent of Non-Revenue Water (NRW)	20%	30	25
5	Continuity of water supply	24 hours	4	4
6	Quality of water supplied	100%	95	95
7	Efficiency in redressal of customer complaints	80%	80	85
8	Cost recovery in water supply services	100%		
9	Efficiency in collection of water supply related charges	90%	70	80
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	61	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%	50	50
5	Quality of sewage treatment	100%	50	50
6	Extent of reuse and recycling of sewage	20%	0	0
7	Efficiency in redressal of customer complaints	80%	80	85
8	Extent of cost recovery in sewage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	40	50
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	100
3	Extent of segregation of municipal solid waste	100%	70	75
4	Extent of municipal solid waste recovered	80%	82	84
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	90	92
7	Extent of cost recovery in SWM services	100%	15	20
8	Efficiency in collection of SWM charges	90%	25	30
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	85	90
2	Incidence of water logging / flooding	0%	0	0


Executive Officer
Talcher Municipality

TARBHA
Declaration of Service Standards (14th Finance Commission)

S. No.	Indicators	Moud Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	88	90
2	Per capita supply of water	135 lpcd	114	120
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	13	15
5	Continuity of water supply	24 hours	1.1	1.2
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	70	72
8	Cost recovery in water supply services	100%	72	76
9	Efficiency in collection of water supply related charges	90%	65	70
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	65	80
2	Coverage of sewage network services	100%	40	50
3	Collection efficiency of sewage network	100%	0	25
4	Adequacy of sewage treatment capacity	100%	0	25
5	Quality of sewage treatment	100%	0	25
6	Extent of reuse and recycling of sewage	20%	0	10
7	Efficiency in redressal of customer complaints	80%	85	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%	0	20
2	Efficiency of collection of municipal solid waste	100%	80	90
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%	80	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%	85	80
2	Incidence of water logging / flooding	0%	2	0

[Signature]
21/09/17
Executive Officer
M.A.C. Tarbha