

**GOVERNMENT OF WEST BENGAL**  
**URBAN DEVELOPMENT & MUNICIPAL AFFAIRS DEPARTMENT**  
**NAGARAYAN**  
**DF – 8, SECTOR-1**  
**SALT LAKE, KOLKATA-700064**

**NOTIFICATION**

**No. 1177/MA/C-10/3S-12/2016(Pt)**

**Dated, Kolkata, the 28<sup>th</sup> day of September, 2018**

WHEREAS, the terms and conditions as laid down in the Guidelines for receipt of General Performance Grant by the State under 14<sup>th</sup> Finance Commission Grants, issued by Department of Expenditure, Finance Commission Division of Ministry of Finance, Government of India, vide no.13(32)FFC/FCD/2015-16 dated the 8<sup>th</sup> October 2015, it is stated that State Government must notify the service standard for basic urban service of all Urban Local Bodies as compliance of the said condition by the State Government.

AND, WHEREAS the following 108 (One hundred eight) Urban Local Bodies have prepared the Service Level Benchmark indicating the status for 2017-18 and targets for 2018-19 under the four basic service sectors, viz. Water Supply, Sewerage, Solid Waste Management and Drainage.

NOW, therefore the Governor, in order to ensure compliance of the said conditions, is pleased hereby to make the following Service Level Benchmark summary sheet in respect of the following 108 (One hundred eight) Urban Local Bodies indicating the status for 2017-18 and targets for 2018-19 under the four basic service sectors, viz. Water Supply, Sewerage, Solid Waste Management and Drainage.



By order of the Governor,

*[Handwritten signature]*  
28/9/2018

Joint Secretary to the Government of West Bengal

Joint Secretary  
UD & MA Deptt.  
Municipal Affairs Branch  
Government of West Bengal

**Name of ULB : Alipurduar Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 65232**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	90	95
2	Per capita supply of water	<b>135 lpcd</b>	30	60
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	40	35
5	Continuity of water supply	<b>24 hours</b>	7	10
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	95	100
8	Cost recovery in water supply services	<b>100%</b>	15	20
9	Efficiency in collection of water supply related charges	<b>90%</b>	15	20
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	75	90
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	50	55
2	Efficiency of collection of municipal solid waste	<b>100%</b>	90	95
3	Extent of segregation of municipal solid waste	<b>100%</b>	0	0
4	Extent of municipal solid waste recovered	<b>80%</b>	45	50
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	80	85
6	Efficiency in redressal of customer complaints	<b>80%</b>	50	55
7	Extent of cost recovery in SWM services	<b>100%</b>	11	15
8	Efficiency in collection of SWM charges	<b>90%</b>	15	20
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	60	75
2	Incidence of water logging / flooding	<b>0%</b>	50	10
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	20	

## Name of ULB : Arambagh Municipality

**Service Level Benchmarks**

**Category : D**

**Population : 66175**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	90	92
2	Per capita supply of water	135 lpcd	85	90
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	30	28
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	80
8	Cost recovery in water supply services	100%	15	17
9	Efficiency in collection of water supply related charges	90%	90	90
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	10
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%	20	30
8	Extent of cost recovery in sewage management	100%	5	7
9	Efficiency in collection of sewerage charges	90%	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	70	75
2	Efficiency of collection of municipal solid waste	100%	95	97
3	Extent of segregation of municipal solid waste	100%	15	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 customer complaints	80%	85	86
7	Extent of cost recovery in SWM services	100%	12	15
8	Efficiency in collection of SWM charges	90%	15	16
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	80	82
2	Incidence of water logging / flooding	0%	10	12
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	10	

**Name of ULB : Asansol Municipal Corporation**

**Service Level Benchmarks**

**Category : MC**

**Population : 1156387**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	88	95
2	Per capita supply of water	<b>135 lpcd</b>	135	135
3	Extent of metering of water connections	<b>100%</b>	6	15
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	80	79
5	Continuity of water supply	<b>24 hours</b>	8	10
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	96	100
8	Cost recovery in water supply services	<b>100%</b>	1	10
9	Efficiency in collection of water supply related charges	<b>90%</b>	1	10
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	98	100
2	Coverage of sewage network services	<b>100%</b>	3	10
3	Collection efficiency of the sewage network	<b>100%</b>	3	10
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	10
5	Quality of sewage treatment	<b>100%</b>	0	10
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	2
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	10
8	Extent of cost recovery in sewage management	<b>100%</b>	0	5
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	5
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	50	60
2	Efficiency of collection of municipal solid waste	<b>100%</b>	80	90
3	Extent of segregation of municipal solid waste	<b>100%</b>	0	10
4	Extent of municipal solid waste recovered	<b>80%</b>	0	10
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	0	10
6	Efficiency in redressal of customer complaints	<b>80%</b>	90	100
7	Extent of cost recovery in SWM services	<b>100%</b>	0.5	1
8	Efficiency in collection of SWM charges	<b>90%</b>	90	95
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	90	100
2	Incidence of water logging / flooding	<b>0%</b>	40	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	50	

## Name of ULB : Ashokenagar-Kalyangarh Municipality

**Service Level Benchmarks**

**Category : C**

**Population : 121592**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	70	75
2	Per capita supply of water	135 lpcd	85	95
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	15	15
5	Continuity of water supply	24 hours	7	10
6	Quality of water supplied	100%	70	80
7	Efficiency in redressal of customer complaints	80%	70	80
8	Cost recovery in water supply services	100%	90	90
9	Efficiency in collection of water supply related charges	90%	25	30
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	55	60
2	Efficiency of collection of municipal solid waste	100%	95	95
3	Extent of segregation of municipal solid waste	100%	15	20
4	Extent of municipal solid waste recovered	80%	15	20
5	Extent of scientific disposal of municipal solid waste	100%	20	25
6	Efficiency in redressal of customer complaints	80%	15	15
7	Extent of cost recovery in SWM services	100%	10	15
8	Efficiency in collection of SWM charges	90%	20	30
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	45	50
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	50	

**Name of ULB : Baduria Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 52500**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	71	75
2	Per capita supply of water	<b>135 lpcd</b>	65	70
3	Extent of metering of water connections	<b>100%</b>	10	10
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	39	39
5	Continuity of water supply	<b>24 hours</b>	8	8
6	Quality of water supplied	<b>100%</b>	82	85
7	Efficiency in redressal of customer complaints	<b>80%</b>	100	100
8	Cost recovery in water supply services	<b>100%</b>	15	15
9	Efficiency in collection of water supply related charges	<b>90%</b>	20	22
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	40	42
2	Efficiency of collection of municipal solid waste	<b>100%</b>	45	47
3	Extent of segregation of municipal solid waste	<b>100%</b>	30	38
4	Extent of municipal solid waste recovered	<b>80%</b>	17	20
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	0	0
6	Efficiency in redressal of customer complaints	<b>80%</b>	85	87
7	Extent of cost recovery in SWM services	<b>100%</b>	15	20
8	Efficiency in collection of SWM charges	<b>90%</b>	15	20
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	40	45
2	Incidence of water logging / flooding	<b>0%</b>	5	4
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	20	

## Name of ULB : Baidyabati Municipality

**Service Level Benchmarks**

**Category : C**

**Population : 121081**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	97	100
2	Per capita supply of water	135 lpcd	72	75
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	65	60
5	Continuity of water supply	24 hours	8.5	10
6	Quality of water supplied	100%	95	100
7	Efficiency in redressal of customer complaints	80%	95	97
8	Cost recovery in water supply services	100%	14	20
9	Efficiency in collection of water supply related charges	90%	14	20
<b>Sewage management (Sewerage and Sanitation)</b>				
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%	82	85
8	Extent of cost recovery in sewage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	0	0
<b>Solid Waste Management</b>				
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%	85	100
5	Extent of scientific disposal of municipal solid waste	100%	100	100
6	Efficiency in redressal of customer complaints	80%	85	88
7	Extent of cost recovery in SWM services	100%	95	100
8	Efficiency in collection of SWM charges	90%	80	85
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	92	95
2	Incidence of water logging / flooding	0%	15	10
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	95	

## Name of ULB : Balurghat Municipality

**Service Level Benchmarks**

**Category : C**

**Population : 151299**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	75	90
2	Per capita supply of water	135 lpcd	70	100
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	15	10
5	Continuity of water supply	24 hours	9	10
6	Quality of water supplied	100%	80	90
7	Efficiency in redressal of customer complaints	80%	80	85
8	Cost recovery in water supply services	100%	10	15
9	Efficiency in collection of water supply related charges	90%	85	91
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	70	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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	95	100
2	Efficiency of collection of municipal solid waste	100%	95	100
3	Extent of segregation of municipal solid waste	100%	10	20
4	Extent of municipal solid waste recovered	80%	10	15
5	Extent of scientific disposal of municipal solid waste	100%	10	15
6	Efficiency in redressal of customer complaints	80%	80	90
7	Extent of cost recovery in SWM services	100%	21	25
8	Efficiency in collection of SWM charges	90%	12	15
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	85	85
2	Incidence of water logging / flooding	0%	5	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	40	



## Name of ULB : Bankura Municipality

**Service Level Benchmarks**

**Category : C**

**Population : 137386**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	80	90
2	Per capita supply of water	135 lpcd	55	65
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	60	55
5	Continuity of water supply	24 hours	7	9
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	55	65
8	Cost recovery in water supply services	100%	45	55
9	Efficiency in collection of water supply related charges	90%	20	30
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	40	50
2	Efficiency of collection of municipal solid waste	100%	96	98
3	Extent of segregation of municipal solid waste	100%	20	30
4	Extent of municipal solid waste recovered	80%	18	25
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	72	75
7	Extent of cost recovery in SWM services	100%	25	35
8	Efficiency in collection of SWM charges	90%	20	35
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	90	95
2	Incidence of water logging / flooding	0%	2	1
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	55	

**Name of ULB : Bansberia Municipality**

**Service Level Benchmarks**

**Category : C**

**Population : 103920**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	95	100
2	Per capita supply of water	<b>135 lpcd</b>	135	135
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	60	50
5	Continuity of water supply	<b>24 hours</b>	14	15
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	90	95
8	Cost recovery in water supply services	<b>100%</b>	35	45
9	Efficiency in collection of water supply related charges	<b>90%</b>	90	95
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	85	90
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	75	80
2	Efficiency of collection of municipal solid waste	<b>100%</b>	100	100
3	Extent of segregation of municipal solid waste	<b>100%</b>	20	30
4	Extent of municipal solid waste recovered	<b>80%</b>	20	30
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	25	30
6	Efficiency in redressal of customer complaints	<b>80%</b>	85	90
7	Extent of cost recovery in SWM services	<b>100%</b>	20	25
8	Efficiency in collection of SWM charges	<b>90%</b>	20	30
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	95	100
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	60	

## Name of ULB : Baranagar Municipality

**Service Level Benchmarks**

**Category : A**

**Population : 250265**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	98	98
2	Per capita supply of water	135 lpcd	115	120
3	Extent of metering of water connections	100%	0	
4	Extent of Non-Revenue Water (NRW)	20%	10	8
5	Continuity of water supply	24 hours	9	9
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	98	98
8	Cost recovery in water supply services	100%	20	30
9	Efficiency in collection of water supply related charges	90%	20	30
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%		
3	Collection efficiency of the 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%		
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	98	98
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	50	60
4	Extent of municipal solid waste recovered	80%	50	60
5	Extent of scientific disposal of municipal solid waste	100%	50	60
6	Efficiency in redressal of customer complaints	80%	80	80
7	Extent of cost recovery in SWM services	100%	10	20
8	Efficiency in collection of SWM charges	90%	10	20
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	90	95
2	Incidence of water logging / flooding	0%	2	1
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	50	

**Name of ULB : Barasat Municipality**

**Service Level Benchmarks**

**Category : A**

**Population : 278435**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	84	85
2	Per capita supply of water	135 lpcd	135	135
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	9	8
5	Continuity of water supply	24 hours	12	12
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	95	96.5
8	Cost recovery in water supply services	100%	30	35
9	Efficiency in collection of water supply related charges	90%	65	65
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	100	90
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	95	96.5
2	Efficiency of collection of municipal solid waste	100%	86	88
3	Extent of segregation of municipal solid waste	100%	50	50
4	Extent of municipal solid waste recovered	80%	22	22
5	Extent of scientific disposal of municipal solid waste	100%	30	30
6	Efficiency in redressal of customer complaints	80%	95	95
7	Extent of cost recovery in SWM services	100%	25	28
8	Efficiency in collection of SWM charges	90%	10	15
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	100	100
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	55	

**Name of ULB : Barrackpore Municipality**

**Service Level Benchmarks**

**Category : C**

**Population : 152783**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	92	97
2	Per capita supply of water	135 lpcd	133	135
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	18	18
5	Continuity of water supply	24 hours	16	18
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	98	100
8	Cost recovery in water supply services	100%	75	85
9	Efficiency in collection of water supply related charges	90%	80	85
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	40	65
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	80	90
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	25	35
4	Extent of municipal solid waste recovered	80%	25	40
5	Extent of scientific disposal of municipal solid waste	100%	0	10
6	Efficiency in redressal of customer complaints	80%	45	60
7	Extent of cost recovery in SWM services	100%	35	50
8	Efficiency in collection of SWM charges	90%	100	100
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	45	55
2	Incidence of water logging / flooding	0%	7	3
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	15	

**Name of ULB : Baruipur Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 53128**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	85	90
2	Per capita supply of water	<b>135 lpcd</b>	130	130
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	65	60
5	Continuity of water supply	<b>24 hours</b>	4.5	4.5
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	100	100
8	Cost recovery in water supply services	<b>100%</b>	70	80
9	Efficiency in collection of water supply related charges	<b>90%</b>	55	60
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	96	98
2	Efficiency of collection of municipal solid waste	<b>100%</b>	100	100
3	Extent of segregation of municipal solid waste	<b>100%</b>	25	40
4	Extent of municipal solid waste recovered	<b>80%</b>	25	30
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	20	30
6	Efficiency in redressal of customer complaints	<b>80%</b>	45	60
7	Extent of cost recovery in SWM services	<b>100%</b>	40	60
8	Efficiency in collection of SWM charges	<b>90%</b>	30	50
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	100	100
2	Incidence of water logging / flooding	<b>0%</b>	3	2
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	20	

**Name of ULB : Basirhat Municipality**

**Service Level Benchmarks**

**Category : C**

**Population : 125254**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	100	100
2	Per capita supply of water	<b>135 lpcd</b>	100	110
3	Extent of metering of water connections	<b>100%</b>	0	10
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	15	10
5	Continuity of water supply	<b>24 hours</b>	10	15
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	100	100
8	Cost recovery in water supply services	<b>100%</b>	100	100
9	Efficiency in collection of water supply related charges	<b>90%</b>	100	100
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	75	85
2	Efficiency of collection of municipal solid waste	<b>100%</b>	100	100
3	Extent of segregation of municipal solid waste	<b>100%</b>	50	60
4	Extent of municipal solid waste recovered	<b>80%</b>	50	60
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	50	60
6	Efficiency in redressal of customer complaints	<b>80%</b>	100	100
7	Extent of cost recovery in SWM services	<b>100%</b>	30	40
8	Efficiency in collection of SWM charges	<b>90%</b>	30	40
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	80	100
2	Incidence of water logging / flooding	<b>0%</b>	15	5
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	10	

## Name of ULB : Beldanga Municipality

**Service Level Benchmarks**

**Category : E**

**Population : 29205**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	80	85
2	Per capita supply of water	135 lpcd	70	75
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	40	40
5	Continuity of water supply	24 hours	10	12
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	85	87
8	Cost recovery in water supply services	100%	60	60
9	Efficiency in collection of water supply related charges	90%	60	60
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	40	50
2	Efficiency of collection of municipal solid waste	100%	40	50
3	Extent of segregation of municipal solid waste	100%	40	40
4	Extent of municipal solid waste recovered	80%	40	40
5	Extent of scientific disposal of municipal solid waste	100%	20	30
6	Efficiency in redressal of customer complaints	80%	80	80
7	Extent of cost recovery in SWM services	100%	100	100
8	Efficiency in collection of SWM charges	90%	80	80
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	70	70
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	30	



**Name of ULB : Berhampore Municipality**

**Service Level Benchmarks**

**Category : B**

**Population : 195363**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	80	85
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	10	5
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%	95	100
8	Cost recovery in water supply services	100%	80	85
9	Efficiency in collection of water supply related charges	90%	80	85
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	95	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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	95	95
2	Efficiency of collection of municipal solid waste	100%	95	95
3	Extent of segregation of municipal solid waste	100%	50	60
4	Extent of municipal solid waste recovered	80%	25	30
5	Extent of scientific disposal of municipal solid waste	100%	15	25
6	Efficiency in redressal of customer complaints	80%	95	96
7	Extent of cost recovery in SWM services	100%	35	45
8	Efficiency in collection of SWM charges	90%	50	60
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	90	95
2	Incidence of water logging / flooding	0%	10	5
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	35	

**Name of ULB : Bhadreswar Municipality**

**Service Level Benchmarks**

**Category : C**

**Population : 101477**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	95	95
2	Per capita supply of water	<b>135 lpcd</b>	135	135
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	70	60
5	Continuity of water supply	<b>24 hours</b>	15	15
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	90	92
8	Cost recovery in water supply services	<b>100%</b>	55	53
9	Efficiency in collection of water supply related charges	<b>90%</b>	45	45
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	60	50
2	Efficiency of collection of municipal solid waste	<b>100%</b>	100	100
3	Extent of segregation of municipal solid waste	<b>100%</b>	65	25
4	Extent of municipal solid waste recovered	<b>80%</b>	85	85
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	80	55
6	Efficiency in redressal of customer complaints	<b>80%</b>	85	27
7	Extent of cost recovery in SWM services	<b>100%</b>	20	25
8	Efficiency in collection of SWM charges	<b>90%</b>	20	0
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	35	10
2	Incidence of water logging / flooding	<b>0%</b>	13	10
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	50	

**Name of ULB : Bhatpara Municipality**

**Service Level Benchmarks**

**Category : A**

**Population : 385867**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	97	98
2	Per capita supply of water	135 lpcd	116	118
3	Extent of metering of water connections	100%	6	9
4	Extent of Non-Revenue Water (NRW)	20%	80	65
5	Continuity of water supply	24 hours	10	12
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	99	100
8	Cost recovery in water supply services	100%	16	20
9	Efficiency in collection of water supply related charges	90%	78	90
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	79	80
3	Collection efficiency of the sewage network	100%	85	90
4	Adequacy of sewage treatment capacity	100%	100	100
5	Quality of sewage treatment	100%	100	100
6	Extent of reuse and recycling of sewage	20%	55	55
7	Efficiency in redressal of customer complaints	80%	87	85
8	Extent of cost recovery in sewage management	100%	10	15
9	Efficiency in collection of sewerage charges	90%	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	75	75
2	Efficiency of collection of municipal solid waste	100%	99	99
3	Extent of segregation of municipal solid waste	100%	35	65
4	Extent of municipal solid waste recovered	80%	65	70
5	Extent of scientific disposal of municipal solid waste	100%	35	40
6	Efficiency in redressal of customer complaints	80%	95	95
7	Extent of cost recovery in SWM services	100%	16	20
8	Efficiency in collection of SWM charges	90%	0	0
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	92	95
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	35	

**Name of ULB : Bidhannagar Municipal Corporation**

**Service Level Benchmarks**

**Category : MC**

**Population : 634107**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	89	90
2	Per capita supply of water	<b>135 lpcd</b>	135	135
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	60	55
5	Continuity of water supply	<b>24 hours</b>	14	14
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	80	81
8	Cost recovery in water supply services	<b>100%</b>	50	52
9	Efficiency in collection of water supply related charges	<b>90%</b>	65	68
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	85	87
3	Collection efficiency of the sewage network	<b>100%</b>	85	85
4	Adequacy of sewage treatment capacity	<b>100%</b>	100	100
5	Quality of sewage treatment	<b>100%</b>	90	90
6	Extent of reuse and recycling of sewage	<b>20%</b>	20	25
7	Efficiency in redressal of customer complaints	<b>80%</b>	95	95
8	Extent of cost recovery in sewage management	<b>100%</b>	15	15
9	Efficiency in collection of sewerage charges	<b>90%</b>	85	85
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	85	85
2	Efficiency of collection of municipal solid waste	<b>100%</b>	100	100
3	Extent of segregation of municipal solid waste	<b>100%</b>	60	65
4	Extent of municipal solid waste recovered	<b>80%</b>	85	85
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	85	87
6	Efficiency in redressal of customer complaints	<b>80%</b>	75	80
7	Extent of cost recovery in SWM services	<b>100%</b>	25	28
8	Efficiency in collection of SWM charges	<b>90%</b>	92	92
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	80	80
2	Incidence of water logging / flooding	<b>0%</b>	3	3
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	50	

## Name of ULB : Birnagar Municipality

**Service Level Benchmarks**

**Category : E**

**Population : 30799**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	80	85
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	30	10
5	Continuity of water supply	24 hours	12	14
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	75	80
8	Cost recovery in water supply services	100%	10	15
9	Efficiency in collection of water supply related charges	90%	15	20
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	70	80
2	Efficiency of collection of municipal solid waste	100%	60	70
3	Extent of segregation of municipal solid waste	100%	20	30
4	Extent of municipal solid waste recovered	80%	25	40
5	Extent of scientific disposal of municipal solid waste	100%	20	30
6	Efficiency in redressal of customer complaints	80%	70	80
7	Extent of cost recovery in SWM services	100%	50	60
8	Efficiency in collection of SWM charges	90%	60	70
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	60	70
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	20	

**Name of ULB : Bishnupur Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 67792**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	100	100
2	Per capita supply of water	<b>135 lpcd</b>	80	80
3	Extent of metering of water connections	<b>100%</b>	50	50
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	20	18
5	Continuity of water supply	<b>24 hours</b>	11	11
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	70	75
8	Cost recovery in water supply services	<b>100%</b>	30	35
9	Efficiency in collection of water supply related charges	<b>90%</b>	60	60
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	75	80
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	60	65
2	Efficiency of collection of municipal solid waste	<b>100%</b>	90	90
3	Extent of segregation of municipal solid waste	<b>100%</b>	20	25
4	Extent of municipal solid waste recovered	<b>80%</b>	20	25
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	0	10
6	Efficiency in redressal of customer complaints	<b>80%</b>	80	80
7	Extent of cost recovery in SWM services	<b>100%</b>	20	25
8	Efficiency in collection of SWM charges	<b>90%</b>	20	25
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	90	90
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	50	

## Name of ULB : Bongaon Municipality

**Service Level Benchmarks**

**Category : C**

**Population : 108864**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	80	80
2	Per capita supply of water	135 lpcd	70	70
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	20	20
5	Continuity of water supply	24 hours	8	8
6	Quality of water supplied	100%	80	80
7	Efficiency in redressal of customer complaints	80%	80	80
8	Cost recovery in water supply services	100%	30	30
9	Efficiency in collection of water supply related charges	90%	35	35
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	95	95
2	Efficiency of collection of municipal solid waste	100%	90	90
3	Extent of segregation of municipal solid waste	100%	30	30
4	Extent of municipal solid waste recovered	80%	10	10
5	Extent of scientific disposal of municipal solid waste	100%	35	35
6	Efficiency in redressal of customer complaints	80%	75	75
7	Extent of cost recovery in SWM services	100%	35	35
8	Efficiency in collection of SWM charges	90%	50	50
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	70	70
2	Incidence of water logging / flooding	0%	20	20
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	No	
2	Percentage of waste being processed scientifically	100%	20	

**Name of ULB : Budge Budge Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 76858**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	90	100
2	Per capita supply of water	135 lpcd	135	135
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	80	75
5	Continuity of water supply	24 hours	6	12
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	45	80
8	Cost recovery in water supply services	100%	40	50
9	Efficiency in collection of water supply related charges	90%	20	55
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	75	80
3	Extent of segregation of municipal solid waste	100%	10	25
4	Extent of municipal solid waste recovered	80%	40	55
5	Extent of scientific disposal of municipal solid waste	100%	5	10
6	Efficiency in redressal of customer complaints	80%	60	65
7	Extent of cost recovery in SWM services	100%	15	20
8	Efficiency in collection of SWM charges	90%	15	20
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	85	90
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	20	



**Name of ULB : Burdwan Municipality**

**Service Level Benchmarks**

**Category : A**

**Population : 314265**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	92	93
2	Per capita supply of water	<b>135 lpcd</b>	94	95
3	Extent of metering of water connections	<b>100%</b>		
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	30	28
5	Continuity of water supply	<b>24 hours</b>	7	7
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	90	92
8	Cost recovery in water supply services	<b>100%</b>	0	0
9	Efficiency in collection of water supply related charges	<b>90%</b>	0	0
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	90	91
2	Efficiency of collection of municipal solid waste	<b>100%</b>	90	94
3	Extent of segregation of municipal solid waste	<b>100%</b>	10	10
4	Extent of municipal solid waste recovered	<b>80%</b>	10	10
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	10	10
6	Efficiency in redressal of customer complaints	<b>80%</b>	80	80
7	Extent of cost recovery in SWM services	<b>100%</b>	10	10
8	Efficiency in collection of SWM charges	<b>90%</b>	10	12
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	60	60
2	Incidence of water logging / flooding	<b>0%</b>	3	3
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	20	

**Name of ULB : Chakdaha Municipality**

**Service Level Benchmarks**

**Category : C**

**Population : 95203**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	89	92
2	Per capita supply of water	<b>135 lpcd</b>	90	92
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	25	24
5	Continuity of water supply	<b>24 hours</b>	9	9
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	80	80
8	Cost recovery in water supply services	<b>100%</b>	10	12
9	Efficiency in collection of water supply related charges	<b>90%</b>	5	6
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	45	50
2	Efficiency of collection of municipal solid waste	<b>100%</b>	80	83
3	Extent of segregation of municipal solid waste	<b>100%</b>	15	15
4	Extent of municipal solid waste recovered	<b>80%</b>	50	55
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	15	15
6	Efficiency in redressal of customer complaints	<b>80%</b>	80	80
7	Extent of cost recovery in SWM services	<b>100%</b>	11	12
8	Efficiency in collection of SWM charges	<b>90%</b>	12	15
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	65	70
2	Incidence of water logging / flooding	<b>0%</b>	5	5
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	20	

**Name of ULB : Champdany Municipality**

**Service Level Benchmarks**

**Category : C**

**Population : 111251**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	95	100
2	Per capita supply of water	<b>135 lpcd</b>	110	135
3	Extent of metering of water connections	<b>100%</b>	20	40
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	40	30
5	Continuity of water supply	<b>24 hours</b>	20	24
6	Quality of water supplied	<b>100%</b>	90	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	95	100
8	Cost recovery in water supply services	<b>100%</b>	25	40
9	Efficiency in collection of water supply related charges	<b>90%</b>	25	40
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	30	80
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	50	70
2	Efficiency of collection of municipal solid waste	<b>100%</b>	100	100
3	Extent of segregation of municipal solid waste	<b>100%</b>	35	50
4	Extent of municipal solid waste recovered	<b>80%</b>	30	50
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	30	50
6	Efficiency in redressal of customer complaints	<b>80%</b>	75	80
7	Extent of cost recovery in SWM services	<b>100%</b>	15	30
8	Efficiency in collection of SWM charges	<b>90%</b>	15	30
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	90	100
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	50	

## Name of ULB : Chandernagore Municipal Corporation

**Service Level Benchmarks**

**Category : MC**

**Population : 166867**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	135	135
3	Extent of metering of water connections	100%	30	35
4	Extent of Non-Revenue Water (NRW)	20%	20	20
5	Continuity of water supply	24 hours	16	20
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	70	100
8	Cost recovery in water supply services	100%	50	50
9	Efficiency in collection of water supply related charges	90%	90	90
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	40	40
3	Collection efficiency of the sewage network	100%	20	25
4	Adequacy of sewage treatment capacity	100%	70	70
5	Quality of sewage treatment	100%	100	100
6	Extent of reuse and recycling of sewage	20%	10	10
7	Efficiency in redressal of customer complaints	80%	70	75
8	Extent of cost recovery in sewage management	100%	20	25
9	Efficiency in collection of sewerage charges	90%	20	25
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	70	75
2	Efficiency of collection of municipal solid waste	100%	90	95
3	Extent of segregation of municipal solid waste	100%	10	25
4	Extent of municipal solid waste recovered	80%	30	35
5	Extent of scientific disposal of municipal solid waste	100%	30	30
6	Efficiency in redressal of customer complaints	80%	80	80
7	Extent of cost recovery in SWM services	100%	40	45
8	Efficiency in collection of SWM charges	90%	20	25
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	70	75
2	Incidence of water logging / flooding	0%	10	10
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	20	

## Name of ULB : Chandrakona Municipality

**Service Level Benchmarks**

**Category : E**

**Population : 23629**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	90	95
3	Extent of metering of water connections	100%	0	10
4	Extent of Non-Revenue Water (NRW)	20%	70	60
5	Continuity of water supply	24 hours	10	12
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	99	99
8	Cost recovery in water supply services	100%	30	35
9	Efficiency in collection of water supply related charges	90%	60	60
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	80	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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	45	50
2	Efficiency of collection of municipal solid waste	100%	45	60
3	Extent of segregation of municipal solid waste	100%	10	25
4	Extent of municipal solid waste recovered	80%	20	25
5	Extent of scientific disposal of municipal solid waste	100%	40	45
6	Efficiency in redressal of customer complaints	80%	85	90
7	Extent of cost recovery in SWM services	100%	20	25
8	Efficiency in collection of SWM charges	90%	20	20
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	45	60
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	50	

**Name of ULB : Contai Municipality**

**Service Level Benchmarks**

**Category : C**

**Population : 92212**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	100	100
2	Per capita supply of water	<b>135 lpcd</b>	100	100
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	15	10
5	Continuity of water supply	<b>24 hours</b>	16	18
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	100	100
8	Cost recovery in water supply services	<b>100%</b>	10	20
9	Efficiency in collection of water supply related charges	<b>90%</b>	20	30
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	100	100
2	Efficiency of collection of municipal solid waste	<b>100%</b>	100	100
3	Extent of segregation of municipal solid waste	<b>100%</b>	30	35
4	Extent of municipal solid waste recovered	<b>80%</b>	20	25
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	20	25
6	Efficiency in redressal of customer complaints	<b>80%</b>	30	35
7	Extent of cost recovery in SWM services	<b>100%</b>	20	25
8	Efficiency in collection of SWM charges	<b>90%</b>	20	25
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	65	70
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	20	

**Name of ULB : Coochbehar Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 89325**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	95	100
2	Per capita supply of water	<b>135 lpcd</b>	100	100
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	65	50
5	Continuity of water supply	<b>24 hours</b>	10	15
6	Quality of water supplied	<b>100%</b>	75	80
7	Efficiency in redressal of customer complaints	<b>80%</b>	100	100
8	Cost recovery in water supply services	<b>100%</b>	12	15
9	Efficiency in collection of water supply related charges	<b>90%</b>	85	90
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	100	100
2	Efficiency of collection of municipal solid waste	<b>100%</b>	100	100
3	Extent of segregation of municipal solid waste	<b>100%</b>	25	30
4	Extent of municipal solid waste recovered	<b>80%</b>	15	20
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	10	20
6	Efficiency in redressal of customer complaints	<b>80%</b>	90	95
7	Extent of cost recovery in SWM services	<b>100%</b>	15	20
8	Efficiency in collection of SWM charges	<b>90%</b>	15	20
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	65	70
2	Incidence of water logging / flooding	<b>0%</b>	15	10
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	50	

## Name of ULB : Coopers Camp Notified Area Authority

**Service Level Benchmarks**

**Category : E**

**Population : 18839**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	80	85
2	Per capita supply of water	135 lpcd	50	60
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	20	15
5	Continuity of water supply	24 hours	5	6
6	Quality of water supplied	100%	60	70
7	Efficiency in redressal of customer complaints	80%	50	50
8	Cost recovery in water supply services	100%	20	30
9	Efficiency in collection of water supply related charges	90%	40	50
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	60	70
2	Efficiency of collection of municipal solid waste	100%	60	70
3	Extent of segregation of municipal solid waste	100%	10	20
4	Extent of municipal solid waste recovered	80%	10	20
5	Extent of scientific disposal of municipal solid waste	100%	30	40
6	Efficiency in redressal of customer complaints	80%	30	40
7	Extent of cost recovery in SWM services	100%	20	30
8	Efficiency in collection of SWM charges	90%	20	30
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	90	100
2	Incidence of water logging / flooding	0%	10	10
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	10	



**Name of ULB : Dainhat Municipality**

**Service Level Benchmarks**

**Category : E**

**Population : 24390**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	80	90
2	Per capita supply of water	<b>135 lpcd</b>	70	75
3	Extent of metering of water connections	<b>100%</b>	10	10
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	8	7
5	Continuity of water supply	<b>24 hours</b>	5	6
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	75	80
8	Cost recovery in water supply services	<b>100%</b>	18	20
9	Efficiency in collection of water supply related charges	<b>90%</b>	90	90
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	45	50
2	Efficiency of collection of municipal solid waste	<b>100%</b>	55	60
3	Extent of segregation of municipal solid waste	<b>100%</b>	10	20
4	Extent of municipal solid waste recovered	<b>80%</b>	10	20
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	10	20
6	Efficiency in redressal of customer complaints	<b>80%</b>	80	80
7	Extent of cost recovery in SWM services	<b>100%</b>	10	10
8	Efficiency in collection of SWM charges	<b>90%</b>	10	10
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	60	65
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	20	

**Name of ULB : Dalkhola Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 36930**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	90	95
2	Per capita supply of water	<b>135 lpcd</b>	70	75
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	15	12
5	Continuity of water supply	<b>24 hours</b>	5	7
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	65	70
8	Cost recovery in water supply services	<b>100%</b>	15	20
9	Efficiency in collection of water supply related charges	<b>90%</b>	20	25
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	85	90
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	80	85
2	Efficiency of collection of municipal solid waste	<b>100%</b>	80	85
3	Extent of segregation of municipal solid waste	<b>100%</b>	10	20
4	Extent of municipal solid waste recovered	<b>80%</b>	30	40
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	25	40
6	Efficiency in redressal of customer complaints	<b>80%</b>	80	85
7	Extent of cost recovery in SWM services	<b>100%</b>	20	25
8	Efficiency in collection of SWM charges	<b>90%</b>	20	25
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	70	75
2	Incidence of water logging / flooding	<b>0%</b>	0	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	50	

## Name of ULB : Dhuppuri Municipality

**Service Level Benchmarks**

**Category : D**

**Population : 44719**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	135	135
3	Extent of metering of water connections	100%	80	100
4	Extent of Non-Revenue Water (NRW)	20%	15	8
5	Continuity of water supply	24 hours	10	15
6	Quality of water supplied	100%	90	100
7	Efficiency in redressal of customer complaints	80%	75	80
8	Cost recovery in water supply services	100%	10	20
9	Efficiency in collection of water supply related charges	90%	80	90
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	60	60
2	Efficiency of collection of municipal solid waste	100%	75	85
3	Extent of segregation of municipal solid waste	100%	15	20
4	Extent of municipal solid waste recovered	80%	30	40
5	Extent of scientific disposal of municipal solid waste	100%	60	75
6	Efficiency in redressal of customer complaints	80%	30	35
7	Extent of cost recovery in SWM services	100%	10	15
8	Efficiency in collection of SWM charges	90%	80	90
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	60	75
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	60	

**Name of ULB : Diamond Harbour Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 41798**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	100	100
2	Per capita supply of water	<b>135 lpcd</b>	90	100
3	Extent of metering of water connections	<b>100%</b>	50	55
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	20	18
5	Continuity of water supply	<b>24 hours</b>	14	18
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	90	100
8	Cost recovery in water supply services	<b>100%</b>	70	75
9	Efficiency in collection of water supply related charges	<b>90%</b>	80	85
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	35	40
3	Collection efficiency of the sewage network	<b>100%</b>	30	35
4	Adequacy of sewage treatment capacity	<b>100%</b>	25	30
5	Quality of sewage treatment	<b>100%</b>	80	85
6	Extent of reuse and recycling of sewage	<b>20%</b>	20	25
7	Efficiency in redressal of customer complaints	<b>80%</b>	70	80
8	Extent of cost recovery in sewage management	<b>100%</b>	10	20
9	Efficiency in collection of sewerage charges	<b>90%</b>	20	25
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	100	100
2	Efficiency of collection of municipal solid waste	<b>100%</b>	100	100
3	Extent of segregation of municipal solid waste	<b>100%</b>	40	45
4	Extent of municipal solid waste recovered	<b>80%</b>	40	50
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	40	45
6	Efficiency in redressal of customer complaints	<b>80%</b>	90	100
7	Extent of cost recovery in SWM services	<b>100%</b>	40	50
8	Efficiency in collection of SWM charges	<b>90%</b>	40	50
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	75	85
2	Incidence of water logging / flooding	<b>0%</b>	5	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	48	

**Name of ULB : Dinhata Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 36124**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	80	100
2	Per capita supply of water	<b>135 lpcd</b>	80	90
3	Extent of metering of water connections	<b>100%</b>	20	25
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	12	15
5	Continuity of water supply	<b>24 hours</b>	10	5
6	Quality of water supplied	<b>100%</b>	80	85
7	Efficiency in redressal of customer complaints	<b>80%</b>	80	85
8	Cost recovery in water supply services	<b>100%</b>	75	80
9	Efficiency in collection of water supply related charges	<b>90%</b>	80	90
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	90	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	100	100
2	Efficiency of collection of municipal solid waste	<b>100%</b>	85	90
3	Extent of segregation of municipal solid waste	<b>100%</b>	40	50
4	Extent of municipal solid waste recovered	<b>80%</b>	50	60
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	50	60
6	Efficiency in redressal of customer complaints	<b>80%</b>	75	80
7	Extent of cost recovery in SWM services	<b>100%</b>	15	20
8	Efficiency in collection of SWM charges	<b>90%</b>	80	85
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	100	100
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	30	

**Name of ULB : Dubrajpur Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 38027**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	90	110
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	30	20
5	Continuity of water supply	24 hours	6	8
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	70	80
8	Cost recovery in water supply services	100%	40	60
9	Efficiency in collection of water supply related charges	90%	25	50
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	65	75
2	Efficiency of collection of municipal solid waste	100%	90	95
3	Extent of segregation of municipal solid waste	100%	10	20
4	Extent of municipal solid waste recovered	80%	10	20
5	Extent of scientific disposal of municipal solid waste	100%	10	20
6	Efficiency in redressal of customer complaints	80%	75	80
7	Extent of cost recovery in SWM services	100%	15	30
8	Efficiency in collection of SWM charges	90%	30	35
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	70	90
2	Incidence of water logging / flooding	0%	8	4
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	10	

## Name of ULB : Dum Dum Municipality

**Service Level Benchmarks**

**Category : C**

**Population : 114726**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	90	100
2	Per capita supply of water	135 lpcd	135	135
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	60	50
5	Continuity of water supply	24 hours	10	10
6	Quality of water supplied	100%	90	95
7	Efficiency in redressal of customer complaints	80%	90	95
8	Cost recovery in water supply services	100%	18	30
9	Efficiency in collection of water supply related charges	90%	15	30
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
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%	25	40
4	Extent of municipal solid waste recovered	80%	10	20
5	Extent of scientific disposal of municipal solid waste	100%	50	50
6	Efficiency in redressal of customer complaints	80%	90	95
7	Extent of cost recovery in SWM services	100%	10	20
8	Efficiency in collection of SWM charges	90%	15	25
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	100	100
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	50	

**Name of ULB : Durgapur Municipal Corporation**

**Service Level Benchmarks**

**Category : MC**

**Population : 563570**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	80	82
2	Per capita supply of water	<b>135 lpcd</b>	135	135
3	Extent of metering of water connections	<b>100%</b>	20	25
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	6	7
5	Continuity of water supply	<b>24 hours</b>	6	7
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	80	80
8	Cost recovery in water supply services	<b>100%</b>	80	80
9	Efficiency in collection of water supply related charges	<b>90%</b>	95	95
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	80	80
3	Collection efficiency of the sewage network	<b>100%</b>	30	35
4	Adequacy of sewage treatment capacity	<b>100%</b>	30	35
5	Quality of sewage treatment	<b>100%</b>	90	90
6	Extent of reuse and recycling of sewage	<b>20%</b>	10	10
7	Efficiency in redressal of customer complaints	<b>80%</b>	80	80
8	Extent of cost recovery in sewage management	<b>100%</b>	15	15
9	Efficiency in collection of sewerage charges	<b>90%</b>	15	15
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	95	95
2	Efficiency of collection of municipal solid waste	<b>100%</b>	100	100
3	Extent of segregation of municipal solid waste	<b>100%</b>	100	100
4	Extent of municipal solid waste recovered	<b>80%</b>	100	100
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	100	100
6	Efficiency in redressal of customer complaints	<b>80%</b>	100	100
7	Extent of cost recovery in SWM services	<b>100%</b>	90	90
8	Efficiency in collection of SWM charges	<b>90%</b>	95	95
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	80	80
2	Incidence of water logging / flooding	<b>0%</b>	3	3
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	50	



## Name of ULB : Egra Municipality

**Service Level Benchmarks**

**Category : E**

**Population : 30148**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	90	95
2	Per capita supply of water	135 lpcd	75	75
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	15	8
5	Continuity of water supply	24 hours	12	15
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	90	95
8	Cost recovery in water supply services	100%	40	45
9	Efficiency in collection of water supply related charges	90%	40	45
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	60	65
2	Efficiency of collection of municipal solid waste	100%	80	85
3	Extent of segregation of municipal solid waste	100%	30	35
4	Extent of municipal solid waste recovered	80%	20	25
5	Extent of scientific disposal of municipal solid waste	100%	0	10
6	Efficiency in redressal of customer complaints	80%	60	65
7	Extent of cost recovery in SWM services	100%	10	15
8	Efficiency in collection of SWM charges	90%	10	15
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	85	90
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	50	

**Name of ULB : English Bazar Municipality**

**Service Level Benchmarks**

**Category : B**

**Population : 205521**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	85	90
2	Per capita supply of water	135 lpcd	70	80
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	10	8
5	Continuity of water supply	24 hours	8	10
6	Quality of water supplied	100%	90	95
7	Efficiency in redressal of customer complaints	80%	65	70
8	Cost recovery in water supply services	100%	55	60
9	Efficiency in collection of water supply related charges	90%	85	90
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	90	95
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	95	100
2	Efficiency of collection of municipal solid waste	100%	90	95
3	Extent of segregation of municipal solid waste	100%	20	25
4	Extent of municipal solid waste recovered	80%	25	30
5	Extent of scientific disposal of municipal solid waste	100%	25	30
6	Efficiency in redressal of customer complaints	80%	90	95
7	Extent of cost recovery in SWM services	100%	15	20
8	Efficiency in collection of SWM charges	90%	15	20
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	85	90
2	Incidence of water logging / flooding	0%	15	5
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	30	

**Name of ULB : Gangarampur Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 56175**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	100	100
2	Per capita supply of water	<b>135 lpcd</b>	65	70
3	Extent of metering of water connections	<b>100%</b>	100	100
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	20	25
5	Continuity of water supply	<b>24 hours</b>	6	5
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	90	95
8	Cost recovery in water supply services	<b>100%</b>	100	100
9	Efficiency in collection of water supply related charges	<b>90%</b>	20	25
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	95	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	75	80
2	Efficiency of collection of municipal solid waste	<b>100%</b>	75	80
3	Extent of segregation of municipal solid waste	<b>100%</b>	10	15
4	Extent of municipal solid waste recovered	<b>80%</b>	50	60
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	0	0
6	Efficiency in redressal of customer complaints	<b>80%</b>	90	90
7	Extent of cost recovery in SWM services	<b>100%</b>	30	35
8	Efficiency in collection of SWM charges	<b>90%</b>	30	35
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	80	85
2	Incidence of water logging / flooding	<b>0%</b>	14	12
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	30	

**Name of ULB : Gayeshpur Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 58998**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	85	87
2	Per capita supply of water	135 lpcd	120	125
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	20	20
5	Continuity of water supply	24 hours	9	9
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%	50	55
9	Efficiency in collection of water supply related charges	90%	90	95
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	70	70
3	Collection efficiency of the sewage network	100%	20	60
4	Adequacy of sewage treatment capacity	100%	70	75
5	Quality of sewage treatment	100%	70	75
6	Extent of reuse and recycling of sewage	20%	10	15
7	Efficiency in redressal of customer complaints	80%	75	75
8	Extent of cost recovery in sewage management	100%	20	25
9	Efficiency in collection of sewerage charges	90%	50	55
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	90	92
2	Efficiency of collection of municipal solid waste	100%	50	55
3	Extent of segregation of municipal solid waste	100%	20	25
4	Extent of municipal solid waste recovered	80%	20	25
5	Extent of scientific disposal of municipal solid waste	100%	20	25
6	Efficiency in redressal of customer complaints	80%	60	70
7	Extent of cost recovery in SWM services	100%	50	60
8	Efficiency in collection of SWM charges	90%	20	30
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	85	90
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	25	

**Name of ULB : Ghatal Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 54591**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	80	85
2	Per capita supply of water	<b>135 lpcd</b>	85	86
3	Extent of metering of water connections	<b>100%</b>	15	15
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	20	18
5	Continuity of water supply	<b>24 hours</b>	9	10
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	80	85
8	Cost recovery in water supply services	<b>100%</b>	95	93
9	Efficiency in collection of water supply related charges	<b>90%</b>	65	70
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	95	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	50	50
2	Efficiency of collection of municipal solid waste	<b>100%</b>	100	100
3	Extent of segregation of municipal solid waste	<b>100%</b>	20	25
4	Extent of municipal solid waste recovered	<b>80%</b>	25	30
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	25	25
6	Efficiency in redressal of customer complaints	<b>80%</b>	75	77
7	Extent of cost recovery in SWM services	<b>100%</b>	20	20
8	Efficiency in collection of SWM charges	<b>90%</b>	20	20
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	45	50
2	Incidence of water logging / flooding	<b>0%</b>	15	12
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	40	

**Name of ULB : Gobardanga Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 45377**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	85	90
2	Per capita supply of water	<b>135 lpcd</b>	75	90
3	Extent of metering of water connections	<b>100%</b>	25	30
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	25	22
5	Continuity of water supply	<b>24 hours</b>	12	16
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	100	100
8	Cost recovery in water supply services	<b>100%</b>	60	65
9	Efficiency in collection of water supply related charges	<b>90%</b>	30	35
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	85	90
2	Efficiency of collection of municipal solid waste	<b>100%</b>	85	90
3	Extent of segregation of municipal solid waste	<b>100%</b>	95	98
4	Extent of municipal solid waste recovered	<b>80%</b>	60	70
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	75	85
6	Efficiency in redressal of customer complaints	<b>80%</b>	95	100
7	Extent of cost recovery in SWM services	<b>100%</b>	60	70
8	Efficiency in collection of SWM charges	<b>90%</b>	60	70
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	70	80
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	30	

## Name of ULB : Habra Municipality

**Service Level Benchmarks**

**Category : C**

**Population : 147221**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	80	85
2	Per capita supply of water	135 lpcd	50	60
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	30	20
5	Continuity of water supply	24 hours	8	8
6	Quality of water supplied	100%	95	100
7	Efficiency in redressal of customer complaints	80%	100	100
8	Cost recovery in water supply services	100%	85	90
9	Efficiency in collection of water supply related charges	90%	80	90
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	90	100
2	Efficiency of collection of municipal solid waste	100%	85	100
3	Extent of segregation of municipal solid waste	100%	60	80
4	Extent of municipal solid waste recovered	80%	40	80
5	Extent of scientific disposal of municipal solid waste	100%	25	100
6	Efficiency in redressal of customer complaints	80%	85	90
7	Extent of cost recovery in SWM services	100%	50	80
8	Efficiency in collection of SWM charges	90%	50	90
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	80	100
2	Incidence of water logging / flooding	0%	5	4
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	25	

**Name of ULB : Haldia Municipality**

**Service Level Benchmarks**

**Category : B**

**Population : 200352**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	100	100
2	Per capita supply of water	<b>135 lpcd</b>	100	110
3	Extent of metering of water connections	<b>100%</b>	15	20
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	70	50
5	Continuity of water supply	<b>24 hours</b>	10	12
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	100	100
8	Cost recovery in water supply services	<b>100%</b>	50	60
9	Efficiency in collection of water supply related charges	<b>90%</b>	40	50
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	90	95
2	Efficiency of collection of municipal solid waste	<b>100%</b>	70	75
3	Extent of segregation of municipal solid waste	<b>100%</b>	100	100
4	Extent of municipal solid waste recovered	<b>80%</b>	80	85
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	95	100
6	Efficiency in redressal of customer complaints	<b>80%</b>	90	95
7	Extent of cost recovery in SWM services	<b>100%</b>	35	40
8	Efficiency in collection of SWM charges	<b>90%</b>	35	40
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	80	85
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	96	



## Name of ULB : Halisahar Municipality

**Service Level Benchmarks**

**Category : C**

**Population : 124851**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	90	95
2	Per capita supply of water	135 lpcd	75	100
3	Extent of metering of water connections	100%	0	70
4	Extent of Non-Revenue Water (NRW)	20%	20	15
5	Continuity of water supply	24 hours	8	12
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	96	97
8	Cost recovery in water supply services	100%	3	5
9	Efficiency in collection of water supply related charges	90%	30	35
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	69	75
2	Efficiency of collection of municipal solid waste	100%	90	95
3	Extent of segregation of municipal solid waste	100%	0	10
4	Extent of municipal solid waste recovered	80%	0	10
5	Extent of scientific disposal of municipal solid waste	100%	20	25
6	Efficiency in redressal of customer complaints	80%	91	95
7	Extent of cost recovery in SWM services	100%	6	15
8	Efficiency in collection of SWM charges	90%	0	0
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	71	80
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	20	

**Name of ULB : Hooghly-Chinsurah Municipality**

**Service Level Benchmarks**

**Category : B**

**Population : 177259**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	85	87
2	Per capita supply of water	135 lpcd	135	135
3	Extent of metering of water connections	100%	11	15
4	Extent of Non-Revenue Water (NRW)	20%	20	15
5	Continuity of water supply	24 hours	14	14
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%	20	25
9	Efficiency in collection of water supply related charges	90%	40	45
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	10
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	10
9	Efficiency in collection of sewerage charges	90%	0	20
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	85	86
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%	25	30
5	Extent of scientific disposal of municipal solid waste	100%	25	30
6	Efficiency in redressal of customer complaints	80%	80	80
7	Extent of cost recovery in SWM services	100%	30	35
8	Efficiency in collection of SWM charges	90%	30	35
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	90	95
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	50	

## Name of ULB : Islampur Municipality

**Service Level Benchmarks**

**Category : D**

**Population : 54340**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	80	90
2	Per capita supply of water	135 lpcd	60	85
3	Extent of metering of water connections	100%	0	15
4	Extent of Non-Revenue Water (NRW)	20%	15	10
5	Continuity of water supply	24 hours	6	8
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	90	95
8	Cost recovery in water supply services	100%	100	100
9	Efficiency in collection of water supply related charges	90%	35	45
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	90	95
2	Coverage of sewage network services	100%	20	30
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	80	90
2	Efficiency of collection of municipal solid waste	100%	95	100
3	Extent of segregation of municipal solid waste	100%	15	20
4	Extent of municipal solid waste recovered	80%	15	20
5	Extent of scientific disposal of municipal solid waste	100%	20	45
6	Efficiency in redressal of customer complaints	80%	90	95
7	Extent of cost recovery in SWM services	100%	20	30
8	Efficiency in collection of SWM charges	90%	20	30
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	65	75
2	Incidence of water logging / flooding	0%	20	15
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	25	

**Name of ULB : Jalpaiguri Municipality**

**Service Level Benchmarks**

**Category : C**

**Population : 107000**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	82	90
2	Per capita supply of water	135 lpcd	70	80
3	Extent of metering of water connections	100%	1	5
4	Extent of Non-Revenue Water (NRW)	20%	1	1
5	Continuity of water supply	24 hours	6	6
6	Quality of water supplied	100%	90	100
7	Efficiency in redressal of customer complaints	80%	95	100
8	Cost recovery in water supply services	100%	100	100
9	Efficiency in collection of water supply related charges	90%	100	100
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	78	85
2	Coverage of sewage network services	100%		
3	Collection efficiency of the 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%		
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	85	100
2	Efficiency of collection of municipal solid waste	100%	70	100
3	Extent of segregation of municipal solid waste	100%	30	50
4	Extent of municipal solid waste recovered	80%	30	50
5	Extent of scientific disposal of municipal solid waste	100%	30	80
6	Efficiency in redressal of customer complaints	80%	90	100
7	Extent of cost recovery in SWM services	100%	30	50
8	Efficiency in collection of SWM charges	90%		
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	50	60
2	Incidence of water logging / flooding	0%	10	5
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	50	

**Name of ULB : Jangipur Municipality**

**Service Level Benchmarks**

**Category : C**

**Population : 88165**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	75	80
2	Per capita supply of water	<b>135 lpcd</b>	85	90
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	12	10
5	Continuity of water supply	<b>24 hours</b>	10	11
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	80	85
8	Cost recovery in water supply services	<b>100%</b>	40	40
9	Efficiency in collection of water supply related charges	<b>90%</b>	92	95
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	80	85
2	Efficiency of collection of municipal solid waste	<b>100%</b>	100	100
3	Extent of segregation of municipal solid waste	<b>100%</b>	30	40
4	Extent of municipal solid waste recovered	<b>80%</b>	30	40
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	20	20
6	Efficiency in redressal of customer complaints	<b>80%</b>	90	95
7	Extent of cost recovery in SWM services	<b>100%</b>	15	20
8	Efficiency in collection of SWM charges	<b>90%</b>	15	20
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	60	70
2	Incidence of water logging / flooding	<b>0%</b>	20	15
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	30	

**Name of ULB : Jhalda Municipality**

**Service Level Benchmarks**

**Category : E**

**Population : 19727**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	50	60
2	Per capita supply of water	<b>135 lpcd</b>	50	75
3	Extent of metering of water connections	<b>100%</b>	0	10
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	20	8
5	Continuity of water supply	<b>24 hours</b>	5	6
6	Quality of water supplied	<b>100%</b>	80	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	20	80
8	Cost recovery in water supply services	<b>100%</b>	70	20
9	Efficiency in collection of water supply related charges	<b>90%</b>	100	90
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	70	50
2	Efficiency of collection of municipal solid waste	<b>100%</b>	85	60
3	Extent of segregation of municipal solid waste	<b>100%</b>	20	20
4	Extent of municipal solid waste recovered	<b>80%</b>	25	20
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	0	20
6	Efficiency in redressal of customer complaints	<b>80%</b>	65	80
7	Extent of cost recovery in SWM services	<b>100%</b>	15	10
8	Efficiency in collection of SWM charges	<b>90%</b>	15	10
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	70	65
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	25	

**Name of ULB : Jhargram Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 61682**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	90	95
2	Per capita supply of water	135 lpcd	50	60
3	Extent of metering of water connections	100%	0	20
4	Extent of Non-Revenue Water (NRW)	20%	38	35
5	Continuity of water supply	24 hours	6	7
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	75	80
8	Cost recovery in water supply services	100%	0	0
9	Efficiency in collection of water supply related charges	90%	20	25
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	90	95
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	65	70
2	Efficiency of collection of municipal solid waste	100%	95	100
3	Extent of segregation of municipal solid waste	100%	20	25
4	Extent of municipal solid waste recovered	80%	40	50
5	Extent of scientific disposal of municipal solid waste	100%	10	15
6	Efficiency in redressal of customer complaints	80%	30	40
7	Extent of cost recovery in SWM services	100%	90	95
8	Efficiency in collection of SWM charges	90%	30	35
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	55	60
2	Incidence of water logging / flooding	0%	3	2
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	45	

**Name of ULB : Joynagar Mozilpur Municipality**

**Service Level Benchmarks**

**Category : E**

**Population : 25922**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	92	94
2	Per capita supply of water	<b>135 lpcd</b>	75	80
3	Extent of metering of water connections	<b>100%</b>		
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	30	25
5	Continuity of water supply	<b>24 hours</b>	8	9
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	20	60
8	Cost recovery in water supply services	<b>100%</b>	27	30
9	Efficiency in collection of water supply related charges	<b>90%</b>	30	35
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	50	65
2	Efficiency of collection of municipal solid waste	<b>100%</b>	20	40
3	Extent of segregation of municipal solid waste	<b>100%</b>	30	45
4	Extent of municipal solid waste recovered	<b>80%</b>	30	40
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	20	35
6	Efficiency in redressal of customer complaints	<b>80%</b>	96	100
7	Extent of cost recovery in SWM services	<b>100%</b>	30	35
8	Efficiency in collection of SWM charges	<b>90%</b>	20	35
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	40	60
2	Incidence of water logging / flooding	<b>0%</b>		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>		



**Name of ULB : Kalimpong Municipality**

**Service Level Benchmarks**

**Category : C**

**Population : 49403**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	72	81
2	Per capita supply of water	<b>135 lpcd</b>	25	115
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	17	16
5	Continuity of water supply	<b>24 hours</b>	2	4
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	60	70
8	Cost recovery in water supply services	<b>100%</b>	15	20
9	Efficiency in collection of water supply related charges	<b>90%</b>	50	60
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	80	95
2	Coverage of sewage network services	<b>100%</b>	0	65
3	Collection efficiency of the sewage network	<b>100%</b>	0	70
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	75
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	60
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	75	85
2	Efficiency of collection of municipal solid waste	<b>100%</b>	90	95
3	Extent of segregation of municipal solid waste	<b>100%</b>	10	40
4	Extent of municipal solid waste recovered	<b>80%</b>	10	30
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	50	60
6	Efficiency in redressal of customer complaints	<b>80%</b>	60	65
7	Extent of cost recovery in SWM services	<b>100%</b>	10	25
8	Efficiency in collection of SWM charges	<b>90%</b>	30	39
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	25	35
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	50	

**Name of ULB : Kaliyaganj Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 53530**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	100	100
2	Per capita supply of water	<b>135 lpcd</b>	90	90
3	Extent of metering of water connections	<b>100%</b>	10	10
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	50	50
5	Continuity of water supply	<b>24 hours</b>	8	8
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	90	90
8	Cost recovery in water supply services	<b>100%</b>	15	15
9	Efficiency in collection of water supply related charges	<b>90%</b>	15	15
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	90	90
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	65	70
2	Efficiency of collection of municipal solid waste	<b>100%</b>	100	100
3	Extent of segregation of municipal solid waste	<b>100%</b>	20	22
4	Extent of municipal solid waste recovered	<b>80%</b>	20	22
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	35	38
6	Efficiency in redressal of customer complaints	<b>80%</b>	100	100
7	Extent of cost recovery in SWM services	<b>100%</b>	15	15
8	Efficiency in collection of SWM charges	<b>90%</b>	15	15
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	50	55
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	50	

## Name of ULB : Kalna Municipality

**Service Level Benchmarks**

**Category : D**

**Population : 57066**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	75	95
2	Per capita supply of water	135 lpcd	65	135
3	Extent of metering of water connections	100%	75	100
4	Extent of Non-Revenue Water (NRW)	20%	10	10
5	Continuity of water supply	24 hours	8	17
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%	75	80
9	Efficiency in collection of water supply related charges	90%	65	80
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	82	90
2	Efficiency of collection of municipal solid waste	100%	90	100
3	Extent of segregation of municipal solid waste	100%	15	25
4	Extent of municipal solid waste recovered	80%	15	25
5	Extent of scientific disposal of municipal solid waste	100%	15	20
6	Efficiency in redressal of customer complaints	80%	70	80
7	Extent of cost recovery in SWM services	100%	25	35
8	Efficiency in collection of SWM charges	90%	10	20
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	55	70
2	Incidence of water logging / flooding	0%	5	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	50	

**Name of ULB : Kalyani Municipality**

**Service Level Benchmarks**

**Category : C**

**Population : 100620**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	100	100
2	Per capita supply of water	<b>135 lpcd</b>	135	135
3	Extent of metering of water connections	<b>100%</b>	20	25
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	40	30
5	Continuity of water supply	<b>24 hours</b>	13	14
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	92	95
8	Cost recovery in water supply services	<b>100%</b>	50	60
9	Efficiency in collection of water supply related charges	<b>90%</b>	90	90
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	75	85
3	Collection efficiency of the sewage network	<b>100%</b>	90	95
4	Adequacy of sewage treatment capacity	<b>100%</b>	90	95
5	Quality of sewage treatment	<b>100%</b>	90	95
6	Extent of reuse and recycling of sewage	<b>20%</b>	20	20
7	Efficiency in redressal of customer complaints	<b>80%</b>	85	90
8	Extent of cost recovery in sewage management	<b>100%</b>	30	35
9	Efficiency in collection of sewerage charges	<b>90%</b>	90	95
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	100	100
2	Efficiency of collection of municipal solid waste	<b>100%</b>	95	100
3	Extent of segregation of municipal solid waste	<b>100%</b>	20	60
4	Extent of municipal solid waste recovered	<b>80%</b>	20	60
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	20	60
6	Efficiency in redressal of customer complaints	<b>80%</b>	95	95
7	Extent of cost recovery in SWM services	<b>100%</b>	70	75
8	Efficiency in collection of SWM charges	<b>90%</b>	90	95
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	90	100
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	50	

**Name of ULB : Kamarhati Municipality**

**Service Level Benchmarks**

**Category : A**

**Population : 336579**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	98	99
2	Per capita supply of water	135 lpcd	105	108
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	25	20
5	Continuity of water supply	24 hours	9	10
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	96	97
8	Cost recovery in water supply services	100%	66	66
9	Efficiency in collection of water supply related charges	90%	80	90
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
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%	15	25
4	Extent of municipal solid waste recovered	80%	0	0
5	Extent of scientific disposal of municipal solid waste	100%	50	60
6	Efficiency in redressal of customer complaints	80%	80	85
7	Extent of cost recovery in SWM services	100%	100	100
8	Efficiency in collection of SWM charges	90%	100	100
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	100	100
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	50	

Name of ULB : Kanchrapara Municipality				
Service Level Benchmarks		Category : C	Population : 129576	
S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	92	95
2	Per capita supply of water	135 lpcd	135	135
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	35	40
5	Continuity of water supply	24 hours	10	15
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%	22	25
9	Efficiency in collection of water supply related charges	90%	22	25
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	94	95
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	15	20
4	Extent of municipal solid waste recovered	80%	0	10
5	Extent of scientific disposal of municipal solid waste	100%	0	10
6	Efficiency in redressal of customer complaints	80%	88	90
7	Extent of cost recovery in SWM services	100%	0	10
8	Efficiency in collection of SWM charges	90%	0	10
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	70	75
2	Incidence of water logging / flooding	0%	4	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	100	

**Name of ULB : Katwa Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 81510**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	100	100
2	Per capita supply of water	<b>135 lpcd</b>	70	75
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	12	8
5	Continuity of water supply	<b>24 hours</b>	8	9
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	55	60
8	Cost recovery in water supply services	<b>100%</b>	97	97
9	Efficiency in collection of water supply related charges	<b>90%</b>	100	100
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	95	100
2	Efficiency of collection of municipal solid waste	<b>100%</b>	100	100
3	Extent of segregation of municipal solid waste	<b>100%</b>	10	20
4	Extent of municipal solid waste recovered	<b>80%</b>	10	20
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	0	10
6	Efficiency in redressal of customer complaints	<b>80%</b>	75	80
7	Extent of cost recovery in SWM services	<b>100%</b>	10	20
8	Efficiency in collection of SWM charges	<b>90%</b>	10	20
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	80	85
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	0	

**Name of ULB : Kharagpur Municipality**

**Service Level Benchmarks**

**Category : B**

**Population : 289631**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	71	75
2	Per capita supply of water	135 lpcd	105	120
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	18	15
5	Continuity of water supply	24 hours	10	12
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	95	95
8	Cost recovery in water supply services	100%	48	50
9	Efficiency in collection of water supply related charges	90%	95	95
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	85	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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	96	100
2	Efficiency of collection of municipal solid waste	100%	90	95
3	Extent of segregation of municipal solid waste	100%	42	50
4	Extent of municipal solid waste recovered	80%	90	90
5	Extent of scientific disposal of municipal solid waste	100%	0	40
6	Efficiency in redressal of customer complaints	80%	96	96
7	Extent of cost recovery in SWM services	100%	15	20
8	Efficiency in collection of SWM charges	90%	30	40
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	81	85
2	Incidence of water logging / flooding	0%	5	5
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	50	



**Name of ULB : Khardah Municipality**

**Service Level Benchmarks**

**Category : C**

**Population : 109342**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	90	95
2	Per capita supply of water	<b>135 lpcd</b>	135	135
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	35	25
5	Continuity of water supply	<b>24 hours</b>	16	18
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	100	100
8	Cost recovery in water supply services	<b>100%</b>	0	0
9	Efficiency in collection of water supply related charges	<b>90%</b>	50	75
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	10
3	Collection efficiency of the sewage network	<b>100%</b>	0	10
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	78	85
2	Efficiency of collection of municipal solid waste	<b>100%</b>	92	95
3	Extent of segregation of municipal solid waste	<b>100%</b>	25	40
4	Extent of municipal solid waste recovered	<b>80%</b>	22	30
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	0	0
6	Efficiency in redressal of customer complaints	<b>80%</b>	90	95
7	Extent of cost recovery in SWM services	<b>100%</b>	40	45
8	Efficiency in collection of SWM charges	<b>90%</b>	30	35
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	62	65
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	20	

**Name of ULB : Khirpai Municipality**

**Service Level Benchmarks**

**Category : E**

**Population : 16385**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	96	98
2	Per capita supply of water	135 lpcd	80	80
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	15	15
5	Continuity of water supply	24 hours	9	9
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	85	85
8	Cost recovery in water supply services	100%	0	0
9	Efficiency in collection of water supply related charges	90%	50	55
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	70	80
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	60	65
2	Efficiency of collection of municipal solid waste	100%	80	82
3	Extent of segregation of municipal solid waste	100%	10	12
4	Extent of municipal solid waste recovered	80%	10	11
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	50	52
7	Extent of cost recovery in SWM services	100%	10	15
8	Efficiency in collection of SWM charges	90%	10	15
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	40	50
2	Incidence of water logging / flooding	0%	3	1
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	0	

## Name of ULB : Kolkata Municipal Corporation

**Service Level Benchmarks**

**Category : MC**

**Population : 4496694**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	94	94
2	Per capita supply of water	135 lpcd	135	135
3	Extent of metering of water connections	100%	0.14	0.25
4	Extent of Non-Revenue Water (NRW)	20%	75	70
5	Continuity of water supply	24 hours	8	8
6	Quality of water supplied	100%	99.16	99.5
7	Efficiency in redressal of customer complaints	80%	95	96
8	Cost recovery in water supply services	100%	23	25
9	Efficiency in collection of water supply related charges	90%	96	96
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	99.25	99.5
3	Collection efficiency of the sewage network	100%	22	25
4	Adequacy of sewage treatment capacity	100%	28	30
5	Quality of sewage treatment	100%	100	100
6	Extent of reuse and recycling of sewage	20%	0	0
7	Efficiency in redressal of customer complaints	80%	87	90
8	Extent of cost recovery in sewage management	100%	27	30
9	Efficiency in collection of sewerage charges	90%	93	95
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	99	100
2	Efficiency of collection of municipal solid waste	100%	98	100
3	Extent of segregation of municipal solid waste	100%	5	100
4	Extent of municipal solid waste recovered	80%	15	80
5	Extent of scientific disposal of municipal solid waste	100%	0	14
6	Efficiency in redressal of customer complaints	80%	80	100
7	Extent of cost recovery in SWM services	100%	33	35
8	Efficiency in collection of SWM charges	90%	100	100
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	100	100
2	Incidence of water logging / flooding	0%	30	25
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	22	

## Name of ULB : Konnagar Municipality

**Service Level Benchmarks**

**Category : D**

**Population : 76152**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	120	125
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	14	13
5	Continuity of water supply	24 hours	10.5	12
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	20	25
8	Cost recovery in water supply services	100%	100	100
9	Efficiency in collection of water supply related charges	90%	100	100
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	
3	Collection efficiency of the sewage network	100%	0	
4	Adequacy of sewage treatment capacity	100%	0	
5	Quality of sewage treatment	100%	0	
6	Extent of reuse and recycling of sewage	20%	0	
7	Efficiency in redressal of customer complaints	80%	5	4
8	Extent of cost recovery in sewage management	100%	0	
9	Efficiency in collection of sewerage charges	90%	3	3
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	80	85
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	70	75
4	Extent of municipal solid waste recovered	80%	70	75
5	Extent of scientific disposal of municipal solid waste	100%	70	75
6	Efficiency in redressal of customer complaints	80%	55	60
7	Extent of cost recovery in SWM services	100%	30	35
8	Efficiency in collection of SWM charges	90%	30	35
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	55	60
2	Incidence of water logging / flooding	0%	3	2
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	70	

**Name of ULB : Krishnanagar Municipality**

**Service Level Benchmarks**

**Category : C**

**Population : 153062**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	100	100
2	Per capita supply of water	<b>135 lpcd</b>	100	105
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	18	17
5	Continuity of water supply	<b>24 hours</b>	10	24
6	Quality of water supplied	<b>100%</b>	0	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	85	90
8	Cost recovery in water supply services	<b>100%</b>	25	30
9	Efficiency in collection of water supply related charges	<b>90%</b>	25	30
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	80	100
2	Efficiency of collection of municipal solid waste	<b>100%</b>	100	100
3	Extent of segregation of municipal solid waste	<b>100%</b>	10	20
4	Extent of municipal solid waste recovered	<b>80%</b>	10	40
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	20	30
6	Efficiency in redressal of customer complaints	<b>80%</b>	95	96
7	Extent of cost recovery in SWM services	<b>100%</b>	10	20
8	Efficiency in collection of SWM charges	<b>90%</b>	10	20
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	65	80
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	30	

**Name of ULB : Kurseong Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 42346**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	70	75
2	Per capita supply of water	<b>135 lpcd</b>	50	55
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	20	10
5	Continuity of water supply	<b>24 hours</b>	16	4
6	Quality of water supplied	<b>100%</b>	85	90
7	Efficiency in redressal of customer complaints	<b>80%</b>	40	45
8	Cost recovery in water supply services	<b>100%</b>	15	15
9	Efficiency in collection of water supply related charges	<b>90%</b>	15	20
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	70	75
2	Coverage of sewage network services	<b>100%</b>	40	40
3	Collection efficiency of the sewage network	<b>100%</b>	70	70
4	Adequacy of sewage treatment capacity	<b>100%</b>	85	90
5	Quality of sewage treatment	<b>100%</b>	30	35
6	Extent of reuse and recycling of sewage	<b>20%</b>	20	25
7	Efficiency in redressal of customer complaints	<b>80%</b>	50	55
8	Extent of cost recovery in sewage management	<b>100%</b>	30	35
9	Efficiency in collection of sewerage charges	<b>90%</b>	80	85
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	60	65
2	Efficiency of collection of municipal solid waste	<b>100%</b>	80	85
3	Extent of segregation of municipal solid waste	<b>100%</b>	15	15
4	Extent of municipal solid waste recovered	<b>80%</b>	15	15
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	0	10
6	Efficiency in redressal of customer complaints	<b>80%</b>	80	85
7	Extent of cost recovery in SWM services	<b>100%</b>	15	15
8	Efficiency in collection of SWM charges	<b>90%</b>	90	90
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	70	75
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	40	

**Name of ULB : Madhyamgram Municipality**

**Service Level Benchmarks**

**Category : B**

**Population : 197480**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	80	85
2	Per capita supply of water	135 lpcd	100	110
3	Extent of metering of water connections	100%	0	25
4	Extent of Non-Revenue Water (NRW)	20%	65	64
5	Continuity of water supply	24 hours	6.3	7
6	Quality of water supplied	100%	95	98
7	Efficiency in redressal of customer complaints	80%	80	80
8	Cost recovery in water supply services	100%	15	20
9	Efficiency in collection of water supply related charges	90%	10	15
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	75	100
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	15	50
4	Extent of municipal solid waste recovered	80%	10	15
5	Extent of scientific disposal of municipal solid waste	100%	25	50
6	Efficiency in redressal of customer complaints	80%	80	80
7	Extent of cost recovery in SWM services	100%	10	20
8	Efficiency in collection of SWM charges	90%	10	20
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	35	45
2	Incidence of water logging / flooding	0%	10	5
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	25	

**Name of ULB : Maheshtala Municipality**

**Service Level Benchmarks**

**Category : A**

**Population : 449423**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	90	95
2	Per capita supply of water	<b>135 lpcd</b>	118	130
3	Extent of metering of water connections	<b>100%</b>	0	20
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	21	20
5	Continuity of water supply	<b>24 hours</b>	7	8
6	Quality of water supplied	<b>100%</b>	95	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	80	80
8	Cost recovery in water supply services	<b>100%</b>	100	100
9	Efficiency in collection of water supply related charges	<b>90%</b>	48	55
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	70	80
2	Efficiency of collection of municipal solid waste	<b>100%</b>	60	70
3	Extent of segregation of municipal solid waste	<b>100%</b>	20	30
4	Extent of municipal solid waste recovered	<b>80%</b>	25	35
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	25	40
6	Efficiency in redressal of customer complaints	<b>80%</b>	70	75
7	Extent of cost recovery in SWM services	<b>100%</b>	45	60
8	Efficiency in collection of SWM charges	<b>90%</b>	45	55
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	<b>72</b>	<b>76</b>
2	Incidence of water logging / flooding	<b>0%</b>	10	8
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	25	



**Name of ULB : Mal Municipality**

**Service Level Benchmarks**

**Category : E**

**Population : 25218**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	100	100
2	Per capita supply of water	<b>135 lpcd</b>	70	75
3	Extent of metering of water connections	<b>100%</b>	0	10
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	60	50
5	Continuity of water supply	<b>24 hours</b>	8	9
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	100	100
8	Cost recovery in water supply services	<b>100%</b>	30	35
9	Efficiency in collection of water supply related charges	<b>90%</b>	25	30
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	100	100
2	Efficiency of collection of municipal solid waste	<b>100%</b>	100	100
3	Extent of segregation of municipal solid waste	<b>100%</b>	20	25
4	Extent of municipal solid waste recovered	<b>80%</b>	15	20
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	10	15
6	Efficiency in redressal of customer complaints	<b>80%</b>	90	95
7	Extent of cost recovery in SWM services	<b>100%</b>	20	30
8	Efficiency in collection of SWM charges	<b>90%</b>	20	30
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	50	55
2	Incidence of water logging / flooding	<b>0%</b>	5	4
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	20	

## Name of ULB : Mathabhanga Municipality

**Service Level Benchmarks**

**Category : E**

**Population : 23895**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	70	60
2	Per capita supply of water	135 lpcd	70	75
3	Extent of metering of water connections	100%	10	10
4	Extent of Non-Revenue Water (NRW)	20%	8	8
5	Continuity of water supply	24 hours	5	6
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	75	80
8	Cost recovery in water supply services	100%	18	20
9	Efficiency in collection of water supply related charges	90%	90	90
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	45	50
2	Efficiency of collection of municipal solid waste	100%	55	60
3	Extent of segregation of municipal solid waste	100%	10	20
4	Extent of municipal solid waste recovered	80%	10	20
5	Extent of scientific disposal of municipal solid waste	100%	10	20
6	Efficiency in redressal of customer complaints	80%	80	80
7	Extent of cost recovery in SWM services	100%	10	10
8	Efficiency in collection of SWM charges	90%	10	10
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	60	65
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	20	

**Name of ULB : Mekliganj Municipality**

**Service Level Benchmarks**

**Category : E**

**Population : 9123**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	80	90
2	Per capita supply of water	<b>135 lpcd</b>	135	135
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	25	25
5	Continuity of water supply	<b>24 hours</b>	10	10
6	Quality of water supplied	<b>100%</b>	90	95
7	Efficiency in redressal of customer complaints	<b>80%</b>	20	30
8	Cost recovery in water supply services	<b>100%</b>	100	100
9	Efficiency in collection of water supply related charges	<b>90%</b>	100	100
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	90	95
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	100	100
2	Efficiency of collection of municipal solid waste	<b>100%</b>	85	85
3	Extent of segregation of municipal solid waste	<b>100%</b>	50	50
4	Extent of municipal solid waste recovered	<b>80%</b>	55	55
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	60	65
6	Efficiency in redressal of customer complaints	<b>80%</b>	95	95
7	Extent of cost recovery in SWM services	<b>100%</b>	15	15
8	Efficiency in collection of SWM charges	<b>90%</b>	85	85
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	100	100
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	30	

**Name of ULB : Memari Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 41455**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	70	80
2	Per capita supply of water	135 lpcd	65	70
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	40	40
5	Continuity of water supply	24 hours	7	8
6	Quality of water supplied	100%	80	80
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%	90	90
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	85	90
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	40	50
4	Extent of municipal solid waste recovered	80%	65	70
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%	60	75
8	Efficiency in collection of SWM charges	90%	70	80
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	50	70
2	Incidence of water logging / flooding	0%	5	3
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	50	

**Name of ULB : Midnapore Municipality**

**Service Level Benchmarks**

**Category : C**

**Population : 169127**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	70	80
2	Per capita supply of water	135 lpcd	122	125
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	11	8
5	Continuity of water supply	24 hours	9	15
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	80	90
8	Cost recovery in water supply services	100%	45	50
9	Efficiency in collection of water supply related charges	90%	7	10
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	85	90
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	80	90
2	Efficiency of collection of municipal solid waste	100%	99	100
3	Extent of segregation of municipal solid waste	100%	50	50
4	Extent of municipal solid waste recovered	80%	50	50
5	Extent of scientific disposal of municipal solid waste	100%	20	20
6	Efficiency in redressal of customer complaints	80%	85	90
7	Extent of cost recovery in SWM services	100%	55	55
8	Efficiency in collection of SWM charges	90%	90	90
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	95	95
2	Incidence of water logging / flooding	0%	4	4
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	20	

**Name of ULB : Mirik Municipality**

**Service Level Benchmarks**

**Category : E**

**Population : 11513**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	70	80
2	Per capita supply of water	<b>135 lpcd</b>	70	75
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	20	15
5	Continuity of water supply	<b>24 hours</b>	5	6
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	75	80
8	Cost recovery in water supply services	<b>100%</b>	18	20
9	Efficiency in collection of water supply related charges	<b>90%</b>	90	90
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	45	50
2	Efficiency of collection of municipal solid waste	<b>100%</b>	55	60
3	Extent of segregation of municipal solid waste	<b>100%</b>	10	20
4	Extent of municipal solid waste recovered	<b>80%</b>	10	20
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	10	20
6	Efficiency in redressal of customer complaints	<b>80%</b>	80	80
7	Extent of cost recovery in SWM services	<b>100%</b>	10	10
8	Efficiency in collection of SWM charges	<b>90%</b>	10	10
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	60	65
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	20	

**Name of ULB : Murshidabad Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 44019**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	75	80
2	Per capita supply of water	<b>135 lpcd</b>	55	60
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	25	20
5	Continuity of water supply	<b>24 hours</b>	12	15
6	Quality of water supplied	<b>100%</b>	75	80
7	Efficiency in redressal of customer complaints	<b>80%</b>	100	100
8	Cost recovery in water supply services	<b>100%</b>	12	15
9	Efficiency in collection of water supply related charges	<b>90%</b>	85	87
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	70	80
2	Coverage of sewage network services	<b>100%</b>	40	40
3	Collection efficiency of the sewage network	<b>100%</b>	80	80
4	Adequacy of sewage treatment capacity	<b>100%</b>	80	80
5	Quality of sewage treatment	<b>100%</b>	50	60
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	80	80
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	95	95
2	Efficiency of collection of municipal solid waste	<b>100%</b>	95	95
3	Extent of segregation of municipal solid waste	<b>100%</b>	50	55
4	Extent of municipal solid waste recovered	<b>80%</b>	15	17
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	20	25
6	Efficiency in redressal of customer complaints	<b>80%</b>	100	100
7	Extent of cost recovery in SWM services	<b>100%</b>	25	30
8	Efficiency in collection of SWM charges	<b>90%</b>	25	30
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	85	90
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	50	

**Name of ULB : Nabadwip Municipality**

**Service Level Benchmarks**

**Category : C**

**Population : 125528**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	90	100
2	Per capita supply of water	<b>135 lpcd</b>	50	60
3	Extent of metering of water connections	<b>100%</b>	60	70
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	40	50
5	Continuity of water supply	<b>24 hours</b>	12	24
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	99	100
8	Cost recovery in water supply services	<b>100%</b>	45	60
9	Efficiency in collection of water supply related charges	<b>90%</b>	55	70
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	85	90
2	Efficiency of collection of municipal solid waste	<b>100%</b>	85	90
3	Extent of segregation of municipal solid waste	<b>100%</b>	10	20
4	Extent of municipal solid waste recovered	<b>80%</b>	30	40
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	1	20
6	Efficiency in redressal of customer complaints	<b>80%</b>	80	80
7	Extent of cost recovery in SWM services	<b>100%</b>	100	100
8	Efficiency in collection of SWM charges	<b>90%</b>	45	50
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	80	90
2	Incidence of water logging / flooding	<b>0%</b>	5	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	25	



**Name of ULB : Naihati Municipality**

**Service Level Benchmarks**

**Category : A**

**Population : 217900**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	90	100
2	Per capita supply of water	<b>135 lpcd</b>	135	135
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	70	50
5	Continuity of water supply	<b>24 hours</b>	10	12
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	77	80
8	Cost recovery in water supply services	<b>100%</b>	20	30
9	Efficiency in collection of water supply related charges	<b>90%</b>	20	40
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	10
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	80	90
2	Efficiency of collection of municipal solid waste	<b>100%</b>	85	95
3	Extent of segregation of municipal solid waste	<b>100%</b>	30	50
4	Extent of municipal solid waste recovered	<b>80%</b>	30	50
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	10	30
6	Efficiency in redressal of customer complaints	<b>80%</b>	95	100
7	Extent of cost recovery in SWM services	<b>100%</b>	30	50
8	Efficiency in collection of SWM charges	<b>90%</b>	20	30
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	90	100
2	Incidence of water logging / flooding	<b>0%</b>	3	1
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	25	

**Name of ULB : Nalhati Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 41232**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	95	100
2	Per capita supply of water	<b>135 lpcd</b>	75	80
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	20	18
5	Continuity of water supply	<b>24 hours</b>	6	7
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	90	95
8	Cost recovery in water supply services	<b>100%</b>	40	45
9	Efficiency in collection of water supply related charges	<b>90%</b>	40	50
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	90	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	60	70
2	Efficiency of collection of municipal solid waste	<b>100%</b>	85	90
3	Extent of segregation of municipal solid waste	<b>100%</b>	25	30
4	Extent of municipal solid waste recovered	<b>80%</b>	25	30
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	10	15
6	Efficiency in redressal of customer complaints	<b>80%</b>	95	95
7	Extent of cost recovery in SWM services	<b>100%</b>	20	22
8	Efficiency in collection of SWM charges	<b>90%</b>	0	0
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	80	85
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	No	
2	Percentage of waste being processed scientifically	<b>100%</b>	10	

## Name of ULB : New Barrackpore Municipality

**Service Level Benchmarks**

**Category : D**

**Population : 76887**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	91	92
2	Per capita supply of water	135 lpcd	112	114
3	Extent of metering of water connections	100%	2	3
4	Extent of Non-Revenue Water (NRW)	20%	80	78
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%	91	92
8	Cost recovery in water supply services	100%	31	32
9	Efficiency in collection of water supply related charges	90%	21	24
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	65	70
2	Efficiency of collection of municipal solid waste	100%	82	83
3	Extent of segregation of municipal solid waste	100%	25	30
4	Extent of municipal solid waste recovered	80%	22	28
5	Extent of scientific disposal of municipal solid waste	100%	35	50
6	Efficiency in redressal of customer complaints	80%	25	35
7	Extent of cost recovery in SWM services	100%	22	30
8	Efficiency in collection of SWM charges	90%	91	92
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	78	82
2	Incidence of water logging / flooding	0%	15	14
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	50	

**Name of ULB : North Barrackpore Municipality**

**Service Level Benchmarks**

**Category : C**

**Population : 132806**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	92	98
2	Per capita supply of water	135 lpcd	122	135
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	90	70
5	Continuity of water supply	24 hours	9	10
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%	20	30
9	Efficiency in collection of water supply related charges	90%	0	10
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	0	0
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	92	100
2	Efficiency of collection of municipal solid waste	100%	82	90
3	Extent of segregation of municipal solid waste	100%	2	15
4	Extent of municipal solid waste recovered	80%	2	15
5	Extent of scientific disposal of municipal solid waste	100%	5	20
6	Efficiency in redressal of customer complaints	80%	25	50
7	Extent of cost recovery in SWM services	100%	0	0
8	Efficiency in collection of SWM charges	90%	20	0
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	85	90
2	Incidence of water logging / flooding	0%	2	3
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	0	

**Name of ULB : North Dum Dum Municipality**

**Service Level Benchmarks**

**Category : A**

**Population : 249142**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	91	92
2	Per capita supply of water	135 lpcd	106	107
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	40	38
5	Continuity of water supply	24 hours	11	11.5
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	70	71
8	Cost recovery in water supply services	100%	31	32
9	Efficiency in collection of water supply related charges	90%	87	88
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	90	91
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	25	27
4	Extent of municipal solid waste recovered	80%	16	17
5	Extent of scientific disposal of municipal solid waste	100%	52	55
6	Efficiency in redressal of customer complaints	80%	78	78.5
7	Extent of cost recovery in SWM services	100%	15	16
8	Efficiency in collection of SWM charges	90%	15	16
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	90	91
2	Incidence of water logging / flooding	0%	4	4
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	55	

**Name of ULB : Panihati Municipality**

**Service Level Benchmarks**

**Category : A**

**Population : 377351**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	94	96
2	Per capita supply of water	<b>135 lpcd</b>	110	120
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	28.5	35
5	Continuity of water supply	<b>24 hours</b>	15	18
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	100	100
8	Cost recovery in water supply services	<b>100%</b>	54	60
9	Efficiency in collection of water supply related charges	<b>90%</b>	24.5	30
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	94	96
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	100	100
2	Efficiency of collection of municipal solid waste	<b>100%</b>	100	100
3	Extent of segregation of municipal solid waste	<b>100%</b>	58.5	65
4	Extent of municipal solid waste recovered	<b>80%</b>	84	86
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	54.5	60
6	Efficiency in redressal of customer complaints	<b>80%</b>	84.5	87
7	Extent of cost recovery in SWM services	<b>100%</b>	19	25
8	Efficiency in collection of SWM charges	<b>90%</b>	19	25
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	92	100
2	Incidence of water logging / flooding	<b>0%</b>	5	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	55	

**Name of ULB : Panskura Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 57904**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	80	90
2	Per capita supply of water	<b>135 lpcd</b>	100	100
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	10	8
5	Continuity of water supply	<b>24 hours</b>	6	8
6	Quality of water supplied	<b>100%</b>	90	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	30	50
8	Cost recovery in water supply services	<b>100%</b>	20	25
9	Efficiency in collection of water supply related charges	<b>90%</b>	20	25
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	60	65
2	Efficiency of collection of municipal solid waste	<b>100%</b>	65	75
3	Extent of segregation of municipal solid waste	<b>100%</b>	10	20
4	Extent of municipal solid waste recovered	<b>80%</b>	10	20
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	0	20
6	Efficiency in redressal of customer complaints	<b>80%</b>	70	75
7	Extent of cost recovery in SWM services	<b>100%</b>	20	25
8	Efficiency in collection of SWM charges	<b>90%</b>	20	25
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	65	65
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	30	

**Name of ULB : Pujali Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 37047**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	90	90
2	Per capita supply of water	<b>135 lpcd</b>	70	85
3	Extent of metering of water connections	<b>100%</b>	100	100
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	15	12
5	Continuity of water supply	<b>24 hours</b>	7	8
6	Quality of water supplied	<b>100%</b>	90	90
7	Efficiency in redressal of customer complaints	<b>80%</b>	85	90
8	Cost recovery in water supply services	<b>100%</b>	80	80
9	Efficiency in collection of water supply related charges	<b>90%</b>	40	50
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	50
3	Collection efficiency of the sewage network	<b>100%</b>	0	50
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	50
5	Quality of sewage treatment	<b>100%</b>	0	50
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	10
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	25
8	Extent of cost recovery in sewage management	<b>100%</b>	0	25
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	25
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	0	25
2	Efficiency of collection of municipal solid waste	<b>100%</b>	0	20
3	Extent of segregation of municipal solid waste	<b>100%</b>	0	10
4	Extent of municipal solid waste recovered	<b>80%</b>	0	20
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	0	0
6	Efficiency in redressal of customer complaints	<b>80%</b>	0	25
7	Extent of cost recovery in SWM services	<b>100%</b>	0	10
8	Efficiency in collection of SWM charges	<b>90%</b>	0	10
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	100	100
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	0	



**Name of ULB : Purulia Municipality**

**Service Level Benchmarks**

**Category : C**

**Population : 121067**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	90	91
2	Per capita supply of water	<b>135 lpcd</b>	100	110
3	Extent of metering of water connections	<b>100%</b>	6	7
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	1	2
5	Continuity of water supply	<b>24 hours</b>	5	6
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	100	100
8	Cost recovery in water supply services	<b>100%</b>	88	92
9	Efficiency in collection of water supply related charges	<b>90%</b>	80	90
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	90	91
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	50	60
2	Efficiency of collection of municipal solid waste	<b>100%</b>	85	100
3	Extent of segregation of municipal solid waste	<b>100%</b>	30	50
4	Extent of municipal solid waste recovered	<b>80%</b>	15	25
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	10	20
6	Efficiency in redressal of customer complaints	<b>80%</b>	85	90
7	Extent of cost recovery in SWM services	<b>100%</b>	10	15
8	Efficiency in collection of SWM charges	<b>90%</b>	10	15
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	60	100
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	45	

Name of ULB : Raghunathpur Municipality				
Service Level Benchmarks		Category : E	Population : 25532	
S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	90	100
2	Per capita supply of water	135 lpcd	70	82
3	Extent of metering of water connections	100%	0	100
4	Extent of Non-Revenue Water (NRW)	20%	15	20
5	Continuity of water supply	24 hours	9.5	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%	90	85
9	Efficiency in collection of water supply related charges	90%	90	85
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	0	100
3	Collection efficiency of the sewage network	100%	0	100
4	Adequacy of sewage treatment capacity	100%	0	100
5	Quality of sewage treatment	100%	0	100
6	Extent of reuse and recycling of sewage	20%	0	0
7	Efficiency in redressal of customer complaints	80%	0	80
8	Extent of cost recovery in sewage management	100%	0	100
9	Efficiency in collection of sewerage charges	90%	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	90	0
2	Efficiency of collection of municipal solid waste	100%	90	0
3	Extent of segregation of municipal solid waste	100%	10	0
4	Extent of municipal solid waste recovered	80%	10	0
5	Extent of scientific disposal of municipal solid waste	100%	10	0
6	Efficiency in redressal of customer complaints	80%	80	0
7	Extent of cost recovery in SWM services	100%	0	0
8	Efficiency in collection of SWM charges	90%	0	0
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	70	90
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	10	

**Name of ULB : Raiganj Municipality**

**Service Level Benchmarks**

**Category : B**

**Population : 183682**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	70	70
2	Per capita supply of water	<b>135 lpcd</b>	70	70
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	10	10
5	Continuity of water supply	<b>24 hours</b>	8	8
6	Quality of water supplied	<b>100%</b>	50	50
7	Efficiency in redressal of customer complaints	<b>80%</b>	20	20
8	Cost recovery in water supply services	<b>100%</b>	25	25
9	Efficiency in collection of water supply related charges	<b>90%</b>	0	0
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	80	85
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	50	50
2	Efficiency of collection of municipal solid waste	<b>100%</b>	45	50
3	Extent of segregation of municipal solid waste	<b>100%</b>	50	50
4	Extent of municipal solid waste recovered	<b>80%</b>	10	10
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	0	0
6	Efficiency in redressal of customer complaints	<b>80%</b>	40	45
7	Extent of cost recovery in SWM services	<b>100%</b>	0	0
8	Efficiency in collection of SWM charges	<b>90%</b>	0	0
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	45	45
2	Incidence of water logging / flooding	<b>0%</b>	52	38
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	25	

**Name of ULB : Rajpur-Sonarpur Municipality**

**Service Level Benchmarks**

**Category : A**

**Population : 424368**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	52	80
2	Per capita supply of water	135 lpcd	75	100
3	Extent of metering of water connections	100%	20	50
4	Extent of Non-Revenue Water (NRW)	20%	48	37
5	Continuity of water supply	24 hours	11	18
6	Quality of water supplied	100%	60	80
7	Efficiency in redressal of customer complaints	80%	70	80
8	Cost recovery in water supply services	100%	22	55
9	Efficiency in collection of water supply related charges	90%	60	70
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	98	99
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	0	25
4	Extent of municipal solid waste recovered	80%	0	10
5	Extent of scientific disposal of municipal solid waste	100%	0	25
6	Efficiency in redressal of customer complaints	80%	100	100
7	Extent of cost recovery in SWM services	100%	20	25
8	Efficiency in collection of SWM charges	90%	10	25
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	65	70
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	20	

**Name of ULB : Ramjibonpur Municipality**

**Service Level Benchmarks**

**Category : E**

**Population : 19602**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	90	93
2	Per capita supply of water	135 lpcd	115	126
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	55	45
5	Continuity of water supply	24 hours	7	7
6	Quality of water supplied	100%	80	80
7	Efficiency in redressal of customer complaints	80%	100	100
8	Cost recovery in water supply services	100%	32	45
9	Efficiency in collection of water supply related charges	90%	75	85
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	96	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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	55	65
2	Efficiency of collection of municipal solid waste	100%	72	84
3	Extent of segregation of municipal solid waste	100%	0	12
4	Extent of municipal solid waste recovered	80%	5	17
5	Extent of scientific disposal of municipal solid waste	100%	10	28
6	Efficiency in redressal of customer complaints	80%	0	10
7	Extent of cost recovery in SWM services	100%	2	10
8	Efficiency in collection of SWM charges	90%	55	65
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	70	78
2	Incidence of water logging / flooding	0%	3	1
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	25	

**Name of ULB : Rampurhat Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 57891**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	95	98
2	Per capita supply of water	<b>135 lpcd</b>	71	71
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	15	10
5	Continuity of water supply	<b>24 hours</b>	6	8
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	95	95
8	Cost recovery in water supply services	<b>100%</b>	10	15
9	Efficiency in collection of water supply related charges	<b>90%</b>	30	35
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	100	100
2	Efficiency of collection of municipal solid waste	<b>100%</b>	70	80
3	Extent of segregation of municipal solid waste	<b>100%</b>	15	20
4	Extent of municipal solid waste recovered	<b>80%</b>	15	20
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	20	25
6	Efficiency in redressal of customer complaints	<b>80%</b>	85	90
7	Extent of cost recovery in SWM services	<b>100%</b>	20	25
8	Efficiency in collection of SWM charges	<b>90%</b>	20	25
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	80	85
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	20	

**Name of ULB : Ranaghat Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 75344**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	93	100
2	Per capita supply of water	135 lpcd	70	135
3	Extent of metering of water connections	100%	65	100
4	Extent of Non-Revenue Water (NRW)	20%	60	50
5	Continuity of water supply	24 hours	6	6
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	60	70
8	Cost recovery in water supply services	100%	30	35
9	Efficiency in collection of water supply related charges	90%	25	30
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	80	100
2	Efficiency of collection of municipal solid waste	100%	90	90
3	Extent of segregation of municipal solid waste	100%	10	20
4	Extent of municipal solid waste recovered	80%	10	10
5	Extent of scientific disposal of municipal solid waste	100%	20	40
6	Efficiency in redressal of customer complaints	80%	75	75
7	Extent of cost recovery in SWM services	100%	40	40
8	Efficiency in collection of SWM charges	90%	25	30
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	60	70
2	Incidence of water logging / flooding	0%	25	10
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	45	

**Name of ULB : Rishra Municipality**

**Service Level Benchmarks**

**Category : C**

**Population : 124529**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	80	85
2	Per capita supply of water	135 lpcd	120	120
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	40	35
5	Continuity of water supply	24 hours	11	11
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	60	65
8	Cost recovery in water supply services	100%	40	42
9	Efficiency in collection of water supply related charges	90%	40	42
<b>Sewage management (Sewerage and Sanitation)</b>				
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%	92	92
8	Extent of cost recovery in sewage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	95	98
2	Efficiency of collection of municipal solid waste	100%	96	98
3	Extent of segregation of municipal solid waste	100%	35	45
4	Extent of municipal solid waste recovered	80%	22	25
5	Extent of scientific disposal of municipal solid waste	100%	50	60
6	Efficiency in redressal of customer complaints	80%	90	90
7	Extent of cost recovery in SWM services	100%	20	25
8	Efficiency in collection of SWM charges	90%	20	25
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	90	95
2	Incidence of water logging / flooding	0%	3	2
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	55	



**Name of ULB : Sainthia Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 44608**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	84	90
2	Per capita supply of water	<b>135 lpcd</b>	70	72
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	30	25
5	Continuity of water supply	<b>24 hours</b>	7	8
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	30	50
8	Cost recovery in water supply services	<b>100%</b>	12	12
9	Efficiency in collection of water supply related charges	<b>90%</b>	12	12
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	75	75
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	70	80
2	Efficiency of collection of municipal solid waste	<b>100%</b>	90	90
3	Extent of segregation of municipal solid waste	<b>100%</b>	12	15
4	Extent of municipal solid waste recovered	<b>80%</b>	18	20
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	25	30
6	Efficiency in redressal of customer complaints	<b>80%</b>	60	65
7	Extent of cost recovery in SWM services	<b>100%</b>	20	20
8	Efficiency in collection of SWM charges	<b>90%</b>	20	25
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	40	45
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	25	

**Name of ULB : Santipur Municipality**

**Service Level Benchmarks**

**Category : C**

**Population : 151777**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	70	80
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	30	35
5	Continuity of water supply	24 hours	8	8
6	Quality of water supplied	100%	80	85
7	Efficiency in redressal of customer complaints	80%	80	90
8	Cost recovery in water supply services	100%	0	0
9	Efficiency in collection of water supply related charges	90%	65	75
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	100	0
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	85	100
2	Efficiency of collection of municipal solid waste	100%	85	90
3	Extent of segregation of municipal solid waste	100%	55	70
4	Extent of municipal solid waste recovered	80%	55	70
5	Extent of scientific disposal of municipal solid waste	100%	50	60
6	Efficiency in redressal of customer complaints	80%	80	90
7	Extent of cost recovery in SWM services	100%	55	65
8	Efficiency in collection of SWM charges	90%	60	70
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	75	80
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	50	

**Name of ULB : Serampore Municipality**

**Service Level Benchmarks**

**Category : B**

**Population : 183339**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	100	100
2	Per capita supply of water	<b>135 lpcd</b>	90	100
3	Extent of metering of water connections	<b>100%</b>	20	20
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	60	60
5	Continuity of water supply	<b>24 hours</b>	15	15
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	82	85
8	Cost recovery in water supply services	<b>100%</b>	20	30
9	Efficiency in collection of water supply related charges	<b>90%</b>	20	30
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	35	45
3	Collection efficiency of the sewage network	<b>100%</b>	40	45
4	Adequacy of sewage treatment capacity	<b>100%</b>	40	45
5	Quality of sewage treatment	<b>100%</b>	10	20
6	Extent of reuse and recycling of sewage	<b>20%</b>	15	20
7	Efficiency in redressal of customer complaints	<b>80%</b>	80	80
8	Extent of cost recovery in sewage management	<b>100%</b>	2	20
9	Efficiency in collection of sewerage charges	<b>90%</b>	2	20
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	86	90
2	Efficiency of collection of municipal solid waste	<b>100%</b>	85	90
3	Extent of segregation of municipal solid waste	<b>100%</b>	33	50
4	Extent of municipal solid waste recovered	<b>80%</b>	22	30
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	83	90
6	Efficiency in redressal of customer complaints	<b>80%</b>	72	80
7	Extent of cost recovery in SWM services	<b>100%</b>	17	25
8	Efficiency in collection of SWM charges	<b>90%</b>	12	25
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	66	80
2	Incidence of water logging / flooding	<b>0%</b>	10	8
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	62	

**Name of ULB : Siliguri Municipal Corporation**

**Service Level Benchmarks**

**Category : MC**

**Population : 513264**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	90	91
2	Per capita supply of water	<b>135 lpcd</b>	100	110
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	20	18
5	Continuity of water supply	<b>24 hours</b>	7	8
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	68	80
8	Cost recovery in water supply services	<b>100%</b>	80	85
9	Efficiency in collection of water supply related charges	<b>90%</b>	89	95
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	80	85
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	87	95
2	Efficiency of collection of municipal solid waste	<b>100%</b>	72	80
3	Extent of segregation of municipal solid waste	<b>100%</b>	30	40
4	Extent of municipal solid waste recovered	<b>80%</b>	30	35
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	20	30
6	Efficiency in redressal of customer complaints	<b>80%</b>	80	85
7	Extent of cost recovery in SWM services	<b>100%</b>	25	40
8	Efficiency in collection of SWM charges	<b>90%</b>	70	90
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	92	95
2	Incidence of water logging / flooding	<b>0%</b>	4	3
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	20	

**Name of ULB : Sonamukhi Municipality**

**Service Level Benchmarks**

**Category : E**

**Population : 29085**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	95	100
2	Per capita supply of water	<b>135 lpcd</b>	80	85
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	25	20
5	Continuity of water supply	<b>24 hours</b>	7	8
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	60	70
8	Cost recovery in water supply services	<b>100%</b>	100	100
9	Efficiency in collection of water supply related charges	<b>90%</b>	60	70
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	70	80
2	Coverage of sewage network services	<b>100%</b>	25	30
3	Collection efficiency of the sewage network	<b>100%</b>	10	15
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	70	70
8	Extent of cost recovery in sewage management	<b>100%</b>	10	10
9	Efficiency in collection of sewerage charges	<b>90%</b>	10	10
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	95	100
2	Efficiency of collection of municipal solid waste	<b>100%</b>	90	95
3	Extent of segregation of municipal solid waste	<b>100%</b>	30	35
4	Extent of municipal solid waste recovered	<b>80%</b>	50	55
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	20	25
6	Efficiency in redressal of customer complaints	<b>80%</b>	90	95
7	Extent of cost recovery in SWM services	<b>100%</b>	40	45
8	Efficiency in collection of SWM charges	<b>90%</b>	40	45
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	70	75
2	Incidence of water logging / flooding	<b>0%</b>	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	0	

## Name of ULB : South Dum Dum Municipality

**Service Level Benchmarks**

**Category : A**

**Population : 403316**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	93	95
2	Per capita supply of water	135 lpcd	135	135
3	Extent of metering of water connections	100%	30	35
4	Extent of Non-Revenue Water (NRW)	20%	80	70
5	Continuity of water supply	24 hours	12	12
6	Quality of water supplied	100%	90	94
7	Efficiency in redressal of customer complaints	80%	76	77
8	Cost recovery in water supply services	100%	32	35
9	Efficiency in collection of water supply related charges	90%	58	65
<b>Sewage management (Sewerage and Sanitation)</b>				
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%		
9	Efficiency in collection of sewerage charges	90%	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	68	72
2	Efficiency of collection of municipal solid waste	100%	92	95
3	Extent of segregation of municipal solid waste	100%	32	35
4	Extent of municipal solid waste recovered	80%	32	35
5	Extent of scientific disposal of municipal solid waste	100%	25	40
6	Efficiency in redressal of customer complaints	80%	76	78
7	Extent of cost recovery in SWM services	100%	50	56
8	Efficiency in collection of SWM charges	90%	40	50
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	88	92
2	Incidence of water logging / flooding	0%	10	9
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	50	

**Name of ULB : Suri Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 67864**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	95	95
2	Per capita supply of water	135 lpcd	80	85
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	32	30
5	Continuity of water supply	24 hours	7	9
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	90	95
8	Cost recovery in water supply services	100%	35	40
9	Efficiency in collection of water supply related charges	90%	45	51
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	90	95
2	Efficiency of collection of municipal solid waste	100%	95	97
3	Extent of segregation of municipal solid waste	100%	20	25
4	Extent of municipal solid waste recovered	80%	20	25
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	90	90
7	Extent of cost recovery in SWM services	100%	20	25
8	Efficiency in collection of SWM charges	90%	25	30
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	70	85
2	Incidence of water logging / flooding	0%	5	7
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	50	

## Name of ULB : Taki Municipality

**Service Level Benchmarks**

**Category : D**

**Population : 38263**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	90	95
2	Per capita supply of water	135 lpcd	70	80
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	20	15
5	Continuity of water supply	24 hours	8	10
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	60	75
8	Cost recovery in water supply services	100%	20	30
9	Efficiency in collection of water supply related charges	90%	15	20
<b>Sewage management (Sewerage and Sanitation)</b>				
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	10
6	Extent of reuse and recycling of sewage	20%	0	0
7	Efficiency in redressal of customer complaints	80%	0	20
8	Extent of cost recovery in sewage management	100%	0	5
9	Efficiency in collection of sewerage charges	90%	0	10
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	45	50
2	Efficiency of collection of municipal solid waste	100%	50	60
3	Extent of segregation of municipal solid waste	100%	10	15
4	Extent of municipal solid waste recovered	80%	10	20
5	Extent of scientific disposal of municipal solid waste	100%	0	5
6	Efficiency in redressal of customer complaints	80%	60	70
7	Extent of cost recovery in SWM services	100%	10	15
8	Efficiency in collection of SWM charges	90%	10	15
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	60	70
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	20	



**Name of ULB : Tamralipta Municipality**

**Service Level Benchmarks**

**Category : D**

**Population : 65312**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	90	95
2	Per capita supply of water	<b>135 lpcd</b>	80	85
3	Extent of metering of water connections	<b>100%</b>	0	5
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	20	15
5	Continuity of water supply	<b>24 hours</b>	7	8
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	87	90
8	Cost recovery in water supply services	<b>100%</b>	60	65
9	Efficiency in collection of water supply related charges	<b>90%</b>	87	90
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	0	0
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	75	80
2	Efficiency of collection of municipal solid waste	<b>100%</b>	80	85
3	Extent of segregation of municipal solid waste	<b>100%</b>	10	15
4	Extent of municipal solid waste recovered	<b>80%</b>	40	45
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	10	25
6	Efficiency in redressal of customer complaints	<b>80%</b>	85	90
7	Extent of cost recovery in SWM services	<b>100%</b>	20	25
8	Efficiency in collection of SWM charges	<b>90%</b>	15	20
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	80	85
2	Incidence of water logging / flooding	<b>0%</b>	15	10
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	15	

**Name of ULB : Tarakeswar Municipality**

**Service Level Benchmarks**

**Category : E**

**Population : 30947**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	135	135
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	15	12
5	Continuity of water supply	24 hours	12	12
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	85	90
8	Cost recovery in water supply services	100%	40	45
9	Efficiency in collection of water supply related charges	90%	40	45
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	75	80
2	Efficiency of collection of municipal solid waste	100%	95	100
3	Extent of segregation of municipal solid waste	100%	20	25
4	Extent of municipal solid waste recovered	80%	20	25
5	Extent of scientific disposal of municipal solid waste	100%	20	25
6	Efficiency in redressal of customer complaints	80%	95	95
7	Extent of cost recovery in SWM services	100%	15	20
8	Efficiency in collection of SWM charges	90%	20	20
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	65	70
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	35	

**Name of ULB : Tufanganj Municipality**

**Service Level Benchmarks**

**Category : E**

**Population : 20999**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	85	90
2	Per capita supply of water	135 lpcd	90	135
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	50	30
5	Continuity of water supply	24 hours	6	10
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%	20	30
9	Efficiency in collection of water supply related charges	90%	34	50
<b>Sewage management (Sewerage and Sanitation)</b>				
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
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	85	90
2	Efficiency of collection of municipal solid waste	100%	90	95
3	Extent of segregation of municipal solid waste	100%	20	30
4	Extent of municipal solid waste recovered	80%	20	30
5	Extent of scientific disposal of municipal solid waste	100%	16	20
6	Efficiency in redressal of customer complaints	80%	70	86
7	Extent of cost recovery in SWM services	100%	16	20
8	Efficiency in collection of SWM charges	90%	10	20
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	70	75
2	Incidence of water logging / flooding	0%	13	5
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically	100%	10	

**Name of ULB : Uluberia Municipality**

**Service Level Benchmarks**

**Category : A**

**Population : 232290**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	100	100
2	Per capita supply of water	<b>135 lpcd</b>	100	100
3	Extent of metering of water connections	<b>100%</b>	15	20
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	28	25
5	Continuity of water supply	<b>24 hours</b>	10	12
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	80	85
8	Cost recovery in water supply services	<b>100%</b>	30	35
9	Efficiency in collection of water supply related charges	<b>90%</b>	30	35
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	50	55
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	20	25
8	Extent of cost recovery in sewage management	<b>100%</b>	10	15
9	Efficiency in collection of sewerage charges	<b>90%</b>	30	35
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	80	80
2	Efficiency of collection of municipal solid waste	<b>100%</b>	92	95
3	Extent of segregation of municipal solid waste	<b>100%</b>	30	35
4	Extent of municipal solid waste recovered	<b>80%</b>	30	35
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	40	40
6	Efficiency in redressal of customer complaints	<b>80%</b>	75	80
7	Extent of cost recovery in SWM services	<b>100%</b>	30	30
8	Efficiency in collection of SWM charges	<b>90%</b>	30	30
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	50	60
2	Incidence of water logging / flooding	<b>0%</b>	5	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	30	

**Name of ULB : Uttarpara Kotrung Municipality**

**Service Level Benchmarks**

**Category : C**

**Population : 159413**

S. No.	Indicators	Central / State Govt. Benchmarks	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	<b>100%</b>	100	100
2	Per capita supply of water	<b>135 lpcd</b>	110	115
3	Extent of metering of water connections	<b>100%</b>	0	0
4	Extent of Non-Revenue Water (NRW)	<b>20%</b>	20	18
5	Continuity of water supply	<b>24 hours</b>	16	18
6	Quality of water supplied	<b>100%</b>	100	100
7	Efficiency in redressal of customer complaints	<b>80%</b>	100	100
8	Cost recovery in water supply services	<b>100%</b>	25	35
9	Efficiency in collection of water supply related charges	<b>90%</b>	25	35
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	<b>100%</b>	100	100
2	Coverage of sewage network services	<b>100%</b>	10	15
3	Collection efficiency of the sewage network	<b>100%</b>	0	0
4	Adequacy of sewage treatment capacity	<b>100%</b>	0	0
5	Quality of sewage treatment	<b>100%</b>	0	0
6	Extent of reuse and recycling of sewage	<b>20%</b>	0	0
7	Efficiency in redressal of customer complaints	<b>80%</b>	0	0
8	Extent of cost recovery in sewage management	<b>100%</b>	0	0
9	Efficiency in collection of sewerage charges	<b>90%</b>	0	0
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	<b>100%</b>	100	100
2	Efficiency of collection of municipal solid waste	<b>100%</b>	100	100
3	Extent of segregation of municipal solid waste	<b>100%</b>	100	100
4	Extent of municipal solid waste recovered	<b>80%</b>	90	95
5	Extent of scientific disposal of municipal solid waste	<b>100%</b>	100	100
6	Efficiency in redressal of customer complaints	<b>80%</b>	100	100
7	Extent of cost recovery in SWM services	<b>100%</b>	60	70
8	Efficiency in collection of SWM charges	<b>90%</b>	75	75
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	<b>100%</b>	90	93
2	Incidence of water logging / flooding	<b>0%</b>	4	4
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	<b>24X7</b>	Yes	
2	Percentage of waste being processed scientifically	<b>100%</b>	100	