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HOUSING & URBAN DEVELOPMENT DEPARTMENT

NOTIFICATION

The 31st March, 2012

Sub: Declaration of Service Standards of Urban Local Bodies for the year 2012-13.

No.10124-Reforms-UR-46/2012/HUD.— In compliance to the recommendation of the 13th Finance Commission under Section 161-viii of Chapter 10 (Incentive Framework for General Performance Grant), the State Government vide its Notification No.8974/HUD., dated the 31st March, 2011 had initiated for putting the standards of deliveries in four essential services such as water supply, sewerage/sanitation, storm water drainage and solid waste management provided by Local Bodies for the year 2011-12.

After due evaluation of the achievement of such targets for the year 2011-12, the Government of Odisha have been pleased to notify herewith the service levels for the year 2011-12 and the targets for 2012-13 in the above four service sectors for 40 (forty) Urban Local Bodies covering all Municipal Corporations and Municipalities of the State after due consultation with them as per the indicators enshrined in the Handbook on Service Level Benchmarking published by the Ministry of Urban Development, Government of India.

By Order of the Governor

SAURABH GARG

Commissioner-*cum*-Secretary to Government

City Name		Water Supply								
		Coverage	LPCD	Metering	NRW	Continuity in supply	Complaint Redressal	Water Quality	Cost Recovery	Collection Efficiency
	BENCHMARK	100%	135 Ltr	100%	20%	24 Hrs	80%	100%	100%	90%
Bhubaneswar	Achieved 2011-12	54.1	107.1	1.2	57.	2.0	87.0	99.	36.5	90.3
	Target 2012-13	57.0	112.1	2.0	51.	2.5	97.0	100.	43.8	100.0
Berhampur	Achieved 2011-12	37.2	75.6	0.0	23.	1.0	89.2	97.	54.2	34.3
	Target 2012-13	43.0	85.6	0.0	19.	1.3	99.2	100.	65.0	41.2
Cuttack	Achieved 2011-12	57.6	78.8	0.0	51.	4.0	87.9	100.	45.9	71.9
	Target 2012-13	64.0	88.8	0.0	45.	5.0	97.9	100.	55.1	86.3
Anandapur	Achieved 2011-12	24.8	74.6	0.0	25.	3.0	86.1	80.	29.6	31.2
	Target 2012-13	31.0	84.6	0.0	21.	3.8	96.1	100.	35.5	37.4
Angul	Achieved 2011-12	11.7	25.3	0.0	50.	4.0	80.0	100.	18.9	47.5
	Target 2012-13	15.0	35.3	0.0	44.	5.0	90.0	100.	22.7	57.0
Bolangir	Achieved 2011-12	18.9	47.9	0.0	45.	1.0	50.0	100.	30.8	13.1
	Target 2012-13	22.0	57.9	0.0	39.	1.3	60.0	100.	37.0	15.7
Balasore	Achieved 2011-12	42.0	35.0	0.0	70.	2.0	90.0	100.	32.0	96.7
	Target 2012-13	45.0	45.0	0.0	60.	2.5	100.0	100.	38.4	100.0
Barbil	Achieved 2011-12	12.3	43.8	0.0	24.	3.0	100.0	80.	28.4	28.8
	Target 2012-13	15.0	53.8	0.0	20.	3.8	100.0	100.	34.1	34.6
Bargarh	Achieved 2011-12	10.0	42.0	0.0	29.	3.0	85.0	90.	25.4	30.5
	Target 2012-13	13.0	52.0	0.0	25.	3.8	95.0	100.	30.5	36.6
Baripada	Achieved 2011-12	40.0	82.6	0.0	27.	3.0	51.8	98.	16.3	99.8
	Target 2012-13	46.0	92.6	0.0	23.	3.8	61.8	100.	19.6	100.0
Belpahar	Achieved 2011-12	0.4	24.6	0.0	81.	3.0	86.0	100.	13.2	80.5
	Target 2012-13	3.0	34.6	0.0	71.	3.8	96.0	100.	15.8	100.0
Bhadrak	Achieved 2011-12	4.7	20.9	0.0	7.6	8.0	78.2	100.	5.3	100.0
	Target 2012-13	8.0	30.9	0.0	5.6	10.0	88.2	100.	6.4	100.0
Bhawanipatna	Achieved 2011-12	8.8	46.1	0.0	5.4	2.0	80.0	100.	29.7	64.7
	Target 2012-13	12.0	56.1	0.0	3.4	2.5	90.0	100.	35.6	77.6
Biramitrapur	Achieved 2011-12	9.4	38.0	0.0	25.	2.0	77.2	77.	8.8	46.9
	Target 2012-13	12.0	48.0	0.0	21.	2.5	87.2	93.	10.6	56.3

City Name		Water Supply								
		Coverage	LPCD	Metering	NRW	Continuity in supply	Complaint Redressal	Water Quality	Cost Recover	Collection Efficiency
	BENCHMARK	100%	135 Ltr	100%	20%	24 Hrs	80%	100%	100%	90%
Brajrajnagar	Achieved 2011-12	1.3	33.0	0.0	33.	2.0	96.3	100.	5.8	90.3
	Target 2012-13	4.0	43.0	0.0	29.	2.5	100.0	100.	7.0	100.0
Byasanagar	Achieved 2011-12	46.6	69.6	0.0	29.	1.0	82.4	100.	25.7	41.9
	Target 2012-13	50.0	79.6	0.0	25.	1.3	92.4	100.	30.8	50.3
Choudwar	Achieved 2011-12	7.3	25.7	0.0	37.	1.0	89.1	91.	37.0	75.2
	Target 2012-13	10.0	35.7	0.0	33.	1.3	99.1	100.	44.4	90.2
Deogarh	Achieved 2011-12	14.3	61.7	0.0	21.	2.0	92.2	96.	35.8	77.9
	Target 2012-13	17.0	71.7	0.0	17.	2.5	97.2	100.	43.0	93.5
Dhenkanal	Achieved 2011-12	21.8	31.0	0.0	65.	1.0	88.5	99.	16.0	46.2
	Target 2012-13	25.0	41.0	0.0	57.	1.3	98.5	100.	19.2	55.4
Jagatsinghpur	Achieved 2011-12	10.3	70.2	0.0	33.	2.0	76.1	73.	31.5	45.0
	Target 2012-13	16.0	80.2	0.0	29.	2.5	86.1	88.	37.8	54.0
Jeypore	Achieved 2011-12	23.0	34.7	0.0	65.	3.0	85.7	100.	18.1	39.0
	Target 2012-13	26.0	44.7	0.0	57.	3.8	95.7	100.	21.7	46.8
Jatani	Achieved 2011-12	8.5	34.7	0.0	38.	2.0	68.2	100.	33.8	24.8
	Target 2012-13	12.0	44.7	0.0	34.	2.5	78.2	100.	40.6	29.8
Jeypore	Achieved 2011-12	28.6	66.3	0.0	49.	3.0	100.0	100.	18.8	32.0
	Target 2012-13	32.0	76.3	0.0	43.	3.8	100.0	100.	22.6	38.4
Jharsuguda	Achieved 2011-12	10.0	32.2	0.0	28.	3.0	80.0	85.	37.2	18.8
	Target 2012-13	13.0	42.2	0.0	24.	3.8	90.0	100.	44.6	22.6
Joda	Achieved 2011-12	5.7	134.4	0.2	24.	4.0	100.0	84.	9.6	49.0
	Target 2012-13	16.0	139.4	0.0	20.	5.0	100.0	100.	11.5	58.8
Kendrapara	Achieved 2011-12	35.2	79.1	0.0	35.	8.0	66.7	75.	18.5	46.7
	Target 2012-13	41.0	89.1	0.0	31.	10.0	76.7	90.	22.2	56.0
Keonjhar	Achieved 2011-12	25.1	115.4	0.0	25.	2.0	80.7	100.	47.4	18.8
	Target 2012-13	35.0	120.4	0.0	21.	2.5	90.7	100.	56.9	22.6
Khurda	Achieved 2011-12	17.2	77.7	0.0	12.	2.0	100.0	100.	49.7	14.5
	Target 2012-13	23.0	87.7	0.0	10.	2.5	100.0	100.	59.6	17.4

City Name		Water Supply								
		Coverage	LPCD	Metering	NRW	Continuity in supply	Complaint Redressal	Water Quality	Cost Recovery	Collection Efficiency
	BENCHMARK	100%	135 Ltr	100%	20%	24 Hrs	80%	100%	100%	90%
Nawarangpur	Achieved 2011-12	20.9	51.2	0.0	33.	2.0	100.0	100.	34.7	21.0
	Target 2012-13	24.0	61.2	0.0	29.	2.5	100.0	100.	41.6	25.2
Paradeep	Achieved 2011-12	36.1	68.5	1.5	8.7	16.0	57.1	100.	25.5	0.0
	Target 2012-13	39.0	78.5	2.0	6.7	20.0	67.1	100.	30.6	0.0
Parlakhemundi	Achieved 2011-12	32.4	55.6	0.0	44.	1.0	84.9	95.	49.9	41.0
	Target 2012-13	35.0	65.6	0.0	38.	1.3	94.9	100.	59.9	49.2
Phulbani	Achieved 2011-12	26.8	42.0	0.0	59.	6.0	73.5	95.	66.8	64.4
	Target 2012-13	30.0	52.0	0.0	53.	7.5	83.5	100.	80.2	77.3
Puri	Achieved 2011-12	33.4	120.1	0.0	62.	2.0	84.0	93.	33.2	46.8
	Target 2012-13	43.0	125.1	0.0	54.	2.5	94.0	100.	39.8	56.2
Rajgangapur	Achieved 2011-12	14.5	39.4	0.0	31.	2.0	86.1	89.	10.7	28.3
	Target 2012-13	18.0	49.4	0.0	27.	2.5	96.1	100.	12.8	34.0
Rourkela	Achieved 2011-12	41.2	131.3	0.0	22.	3.0	83.4	88.	21.1	86.2
	Target 2012-13	44.0	136.3	0.0	18.	3.8	93.4	100.	25.3	100.0
Rayagada	Achieved 2011-12	48.4	124.6	0.0	14.	2.0	100.0	100.	91.0	60.1
	Target 2012-13	51.0	129.6	0.0	12.	2.5	100.0	100.	100.0	72.1
Sambalpur	Achieved 2011-12	48.9	224.5	0.2	75.	2.0	89.5	90.	23.1	51.0
	Target 2012-13	52.0	214.5	0.0	65.	2.5	99.5	100.	27.7	61.2
Sonepur	Achieved 2011-12	35.6	76.1	0.0	50.	2.0	57.0	100.	21.7	35.3
	Target 2012-13	42.0	86.1	0.0	44.	2.5	67.0	100.	26.0	42.4
Sundargarh	Achieved 2011-12	28.1	91.7	0.0	34.	2.0	80.0	89.	17.9	60.7
	Target 2012-13	34.0	101.7	0.0	30.	2.5	90.0	100.	21.5	72.8
Talcher	Achieved 2011-12	27.7	31.2	0.0	38.	4.0	80.0	100.	20.0	44.8
	Target 2012-13	31.0	41.2	0.0	34.	5.0	90.0	100.	24.0	53.8

City Name		Solid waste								Storm Water Drainage	
		HH Coverag	SWM Collection Efficienc	Segregation	Recovery from MSW	Scientific Disposal	Complaint Redressal	Cost Recovery	Collection Efficiency	Drain Coverage	Water logging
	BENCHMARK	100%	100%	100%	80%	100%	80%	100%	90%	100%	0 Nos.
Bhubaneswar	Achieved 2011-12	33.2	90.3	0.0	0.0	0.0	89.5	0.0	0.0	7.6	12.0
	Target 2012-13	43.0	95.0	0.0	0.0	0.0	100.0	0.0	0.0	18.0	4.0
Berhampur	Achieved 2011-12	26.1	83.4	0.0	0.0	0.0	95.8	0.0	0.0	35.8	45.0
	Target 2012-13	36.0	88.0	0.0	0.0	0.0	100.0	0.0	0.0	46.0	37.0
Cuttack	Achieved 2011-12	0.0	86.0	0.0	0.0	0.0	88.9	0.0	0.0	25.9	40.0
	Target 2012-13	10.0	91.0	0.0	0.0	0.0	100.0	0.0	0.0	36.0	32.0
Anandapur	Achieved 2011-12	62.6	90.0	0.0	0.0	0.0	65.0	0.0	0.0	1.7	16.0
	Target 2012-13	73.0	95.0	0.0	0.0	0.0	78.0	0.0	0.0	12.0	8.0
Anugul	Achieved 2011-12	88.2	80.0	0.0	0.0	0.0	87.8	0.0	0.0	0.0	12.0
	Target 2012-13	93.0	90.0	0.0	0.0	0.0	100.0	0.0	0.0	10.0	4.0
Bolangir	Achieved 2011-12	0.0	93.6	0.0	0.0	0.0	75.0	0.0	0.0	1.0	8.0
	Target 2012-13	10.0	99.0	0.0	0.0	0.0	90.0	0.0	0.0	11.0	3.0
Balasore	Achieved 2011-12	42.5	100.0	0.0	0.0	0.0	100.0	0.0	0.0	8.2	18.0
	Target 2012-13	53.0	100.0	0.0	0.0	0.0	100.0	0.0	0.0	18.0	10.0
Barbil	Achieved 2011-12	36.8	90.9	0.0	0.0	0.0	100.0	0.0	0.0	0.9	0.0
	Target 2012-13	47.0	96.0	0.0	0.0	0.0	100.0	0.0	0.0	11.0	0.0
Bargarh	Achieved 2011-12	35.2	84.7	0.0	0.0	0.0	100.0	0.0	0.0	0.0	4.0
	Target 2012-13	45.0	90.0	0.0	0.0	0.0	100.0	0.0	0.0	10.0	1.0
Baripada	Achieved 2011-12	62.1	77.7	0.0	0.0	0.0	50.7	0.0	0.0	45.0	2.0
	Target 2012-13	72.0	88.0	0.0	0.0	0.0	60.8	0.0	0.0	55.0	0.0
Belpahar	Achieved 2011-12	56.7	55.6	0.0	0.0	0.0	100.0	0.0	0.0	20.9	2.0
	Target 2012-13	67.0	76.0	0.0	0.0	0.0	100.0	0.0	0.0	31.0	0.0
Bhadrak	Achieved 2011-12	91.0	86.4	0.0	0.0	0.0	96.7	0.0	0.0	0.0	0.0
	Target 2012-13	96.0	91.0	0.0	0.0	0.0	100.0	0.0	0.0	10.0	0.0
Bhawanipatna	Achieved 2011-12	23.7	74.4	0.0	0.0	0.0	66.7	0.0	0.0	0.8	6.0
	Target 2012-13	34.0	84.0	0.0	0.0	0.0	80.0	0.0	0.0	11.0	1.0
Biramitrapur	Achieved 2011-12	24.4	95.2	0.0	0.0	0.0	62.4	0.0	0.0	3.1	4.0
	Target 2012-13	34.0	100.0	0.0	0.0	0.0	74.9	0.0	0.0	13.0	1.0

City Name		Solid waste Management								Storm Water Drainage	
		HH Coverag	SWM Collection Efficiency	Segregation	Recovery from MSW	Scientific Disposal	Complaint Redressal	Cost Recovery	Collection Efficiency	Drain Coverage	Water logging
	BENCHMARK	100%	100%	100%	80%	100%	80%	100%	90%	100%	0 Nos.
Brajrajnagar	Achieved 2011-12	50.7	55.5	0.0	0.0	0.0	100.0	0.0	0.0	14.4	6.0
	Target 2012-13	61.0	76.0	0.0	0.0	0.0	100.0	0.0	0.0	24.0	1.0
Byasanagar	Achieved 2011-12	12.1	66.2	0.0	0.0	0.0	66.7	0.0	0.0	1.7	8.0
	Target 2012-13	22.0	86.0	0.0	0.0	0.0	80.0	0.0	0.0	12.0	3.0
Choudwar	Achieved 2011-12	47.8	91.3	0.0	0.0	0.0	65.9	0.0	0.0	23.2	6.0
	Target 2012-13	58.0	96.0	0.0	0.0	0.0	79.1	0.0	0.0	33.0	1.0
Deogarh	Achieved 2011-12	0.0	75.0	0.0	0.0	0.0	75.0	0.0	0.0	0.9	4.0
	Target 2012-13	10.0	85.0	0.0	0.0	0.0	90.0	0.0	0.0	11.0	1.0
Dhenkanal	Achieved 2011-12	61.8	89.3	0.0	0.0	0.0	100.0	0.0	0.0	10.1	15.0
	Target 2012-13	72.0	94.0	0.0	0.0	0.0	100.0	0.0	0.0	20.0	7.0
Jagatsinghpur	Achieved 2011-12	66.8	88.5	0.0	0.0	0.0	100.0	0.0	0.0	4.8	6.0
	Target 2012-13	77.0	94.0	0.0	0.0	0.0	100.0	0.0	0.0	15.0	1.0
Jajpur	Achieved 2011-12	52.2	89.7	0.0	0.0	0.0	100.0	0.0	0.0	5.0	28.0
	Target 2012-13	62.0	95.0	0.0	0.0	0.0	100.0	0.0	0.0	15.0	20.0
Jatani	Achieved 2011-12	64.9	78.6	0.0	0.0	0.0	66.7	0.0	0.0	10.9	1.0
	Target 2012-13	75.0	89.0	0.0	0.0	0.0	80.0	0.0	0.0	21.0	0.0
Jeypore	Achieved 2011-12	34.2	83.1	0.0	0.0	0.0	83.3	0.0	0.0	51.8	24.0
	Target 2012-13	44.0	88.0	0.0	0.0	0.0	100.0	0.0	0.0	62.0	16.0
Jharsuguda	Achieved 2011-12	2.3	50.0	0.0	0.0	0.0	100.0	0.0	0.0	11.8	1.0
	Target 2012-13	12.0	70.0	0.0	0.0	0.0	100.0	0.0	0.0	22.0	0.0
Joda	Achieved 2011-12	90.5	89.1	0.0	0.0	0.0	100.0	0.0	0.0	7.3	84.0
	Target 2012-13	96.0	94.0	0.0	0.0	0.0	100.0	0.0	0.0	17.0	76.0
Kendrapara	Achieved 2011-12	50.0	50.0	0.0	0.0	0.0	50.0	0.0	0.0	0.0	20.0
	Target 2012-13	60.0	70.0	0.0	0.0	0.0	60.0	0.0	0.0	10.0	12.0
Keonjhar	Achieved 2011-12	48.0	90.0	0.0	0.0	0.0	100.0	0.0	0.0	44.7	2.0
	Target 2012-13	58.0	95.0	0.0	0.0	0.0	100.0	0.0	0.0	55.0	0.0
Khurda	Achieved 2011-12	62.5	93.4	0.0	0.0	0.0	80.0	0.0	0.0	12.4	0.0
	Target 2012-13	73.0	98.0	0.0	0.0	0.0	100.0	0.0	0.0	22.0	0.0

City Name		Solid waste Management								Storm Water Drainage	
		HH Coverage	SWM Collection Efficiency	Segregation	Recovery from MSW	Scientific Disposal	Complaint Redressal	Cost Recovery	Collection Efficiency	Drain Coverage	Water logging
	BENCHMARK	100%	100%	100%	80%	100%	80%	100%	90%	100%	0 Nos.
Nawarangpur	Achieved 2011-12	0.0	74.0	0.0	0.0	0.0	66.7	0.0	0.0	0.0	2.0
	Target 2012-13	10.0	84.0	0.0	0.0	0.0	80.0	0.0	0.0	10.0	0.0
Paradeep	Achieved 2011-12	44.2	94.4	0.0	0.0	0.0	100.0	0.0	0.0	7.1	2.0
	Target 2012-13	54.0	99.0	0.0	0.0	0.0	100.0	0.0	0.0	17.0	0.0
Parlakhemundi	Achieved 2011-12	8.7	80.4	0.0	0.0	0.0	66.7	0.0	0.0	67.5	8.0
	Target 2012-13	19.0	85.0	0.0	0.0	0.0	80.0	0.0	0.0	78.0	3.0
Phulbani	Achieved 2011-12	45.9	91.7	0.0	0.0	0.0	75.7	0.0	0.0	6.6	0.0
	Target 2012-13	56.0	97.0	0.0	0.0	0.0	90.8	0.0	0.0	17.0	0.0
Puri	Achieved 2011-12	0.0	96.1	6.0	71.1	0.0	67.0	29.0	0.0	4.1	20.0
	Target 2012-13	10.0	100.0	15.0	80.0	0.0	80.4	35.0	25.0	14.0	12.0
Rajagangapur	Achieved 2011-12	0.0	82.5	0.0	0.0	0.0	93.3	0.0	0.0	0.6	4.0
	Target 2012-13	10.0	88.0	0.0	0.0	0.0	100.0	0.0	0.0	11.0	1.0
Rourkela	Achieved 2011-12	35.3	88.9	0.0	0.0	0.0	67.0	0.0	0.0	4.0	12.0
	Target 2012-13	45.0	94.0	0.0	0.0	0.0	80.4	0.0	0.0	14.0	4.0
Rayagada	Achieved 2011-12	30.5	97.1	0.0	0.0	0.0	40.0	0.0	0.0	5.4	0.0
	Target 2012-13	41.0	100.0	0.0	0.0	0.0	48.0	0.0	0.0	15.0	0.0
Sambalpur	Achieved 2011-12	0.0	77.5	0.0	0.0	0.0	93.8	0.0	0.0	5.0	12.0
	Target 2012-13	10.0	88.0	0.0	0.0	0.0	100.0	0.0	0.0	15.0	4.0
Sonapur	Achieved 2011-12	99.8	80.9	0.0	0.0	0.0	20.0	0.0	0.0	44.2	12.0
	Target 2012-13	100.0	86.0	0.0	0.0	0.0	24.0	0.0	0.0	54.0	4.0
Sundargarh	Achieved 2011-12	0.0	64.6	0.0	0.0	0.0	47.6	0.0	0.0	0.7	5.0
	Target 2012-13	10.0	85.0	0.0	0.0	0.0	57.1	0.0	0.0	11.0	0.0
Talcher	Achieved 2011-12	15.7	93.1	0.0	0.0	0.0	67.3	0.0	0.0	0.0	2.0
	Target 2012-13	26.0	98.0	0.0	0.0	0.0	80.8	0.0	0.0	10.0	0.0