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HOUSING & URBAN DEVELOPMENT DEPARTMENT

NOTIFICATION

The 30th September, 2015

No. 25772-HUD-13-REFM-65-SCH-17-0015/2015/HUD.—

Sub: Declaration of Service Standards of Urban Local Bodies for the year 2014-15 & 2015-16 in four essential services i.e. Water Supply, Sewage Management, Solid Waste Management and Storm Water Drainage

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. 36924/HUD., dated the 27th December, 2013 had notified standards of service deliveries in four essential services, namely, Water Supply, Sewerage Management, Storm Water Drainage and Solid Waste Management provided by the local bodies for the year 2013-14.

After due evaluation of the achievements of such targets for the year 2013-14 the Government of Odisha have been pleased to notify herewith the service level targets for the year 2014-15 & 2015-16 in the four service sectors mentioned above for 50 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

G.MATHI VATHANAN

Commissioner-*cum*-Secretary to Government

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Anandpur Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	22	23
2	Per capita Supply of Water at Consumer end (LPCD)	135	61.5	65
3	Extent of metering of Water Connections (%)	100	5	10
4	Extent of non-revenue Water (NRW) (%)	20	46	30
5	Continuity of Water Supply (Hours)	24	4	4
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	86	90
8	Cost recovery in Water Supply Services (%)	100	41	45
9	Efficiency in Collection of Water Supply related charges (%)	90	24	40
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	18	25
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	33	68
2	Efficiency of Collection of MSW (%)	100	60	80
3	Extent of Segregation of Municipal Solid Waste (%)	100	20	50
4	Extent of Municipal Solid Waste Recovered (%)	80	0	12
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	80	80
7	Extent of Cost Recovery in SWM Services (%)	100	0	20
8	Efficiency in Collection of SWM Charges (%)	90	0	12
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	60	60
2	Incidence of Water Logging/Flooding (Number)	0	6	0

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Angul Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	11.92	11.92
2	Per capita Supply of Water at Consumer end (LPCD)	135	64	79
3	Extent of metering of Water Connections (%)	100	0	20
4	Extent of non-revenue Water (NRW) (%)	20	47.09	43.38
5	Continuity of Water Supply (Hours)	24	4	4
6	Quality of Water Supplied (%)	100	92	98
7	Efficiency in Redressal of Customer Complaints (%)	80	92	90
8	Cost recovery in Water Supply Services (%)	100	16.56	26
9	Efficiency in Collection of Water Supply related charges (%)	90	23.1	25
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	82	85
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	90	100
2	Efficiency of Collection of MSW (%)	100	85	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	70	80
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	80	85
2	Incidence of Water Logging/Flooding (Number)	0	4	2

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Bolangir Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	21.21	30
2	Per capita Supply of Water at Consumer end (LPCD)	135	92.01	100
3	Extent of metering of Water Connections (%)	100	0	2
4	Extent of non-revenue Water (NRW) (%)	20	44.77	40
5	Continuity of Water Supply (Hours)	24	1.5	1.5
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	17.32	30
9	Efficiency in Collection of Water Supply related charges (%)	90	25.06	30
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	84	100
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	38	60
2	Efficiency of Collection of MSW (%)	100	100	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	80	80
7	Extent of Cost Recovery in SWM Services (%)	100	100	100
8	Efficiency in Collection of SWM Charges (%)	90	70	90
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	40	80
2	Incidence of Water Logging/Flooding (Number)	0	3	0

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Balasore Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	59	59.3
2	Per capita Supply of Water at Consumer end (LPCD)	135	107.25	135
3	Extent of metering of Water Connections (%)	100	0	2
4	Extent of non-revenue Water (NRW) (%)	20	66	62
5	Continuity of Water Supply (Hours)	24	2	2
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	88	98
8	Cost recovery in Water Supply Services (%)	100	48	50
9	Efficiency in Collection of Water Supply related charges (%)	90	55	55
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	35	55
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	0	70
2	Efficiency of Collection of MSW (%)	100	70	80
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	0	0
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	23.48	52
2	Incidence of Water Logging/Flooding (Number)	0	6	4

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Barbil Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
Water Supply				
1	Coverage of Water Supply Connections (%)	100	11	11
2	Per Capita Supply of Water at Consumer end (LPCD)	135	42.21	45
3	Extent of metering of Water Connections (%)	100	0	5
4	Extent of non-revenue Water (NRW) (%)	20	43	30
5	Continuity of Water Supply (Hours)	24	5	5
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	27	30
9	Efficiency in Collection of Water Supply related charges (%)	90	32	40
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	31	36
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection of Efficiency of Sewage Network (%)	100	0	0
4	Adequacy Efficiency of Sewage Network (%)	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 Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	60	80
2	Efficiency of Collection of MSW (%)	100	0	10
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	20
4	Extent of Municipal Solid Waste Recovered (%)	80	0	5
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	10
6	Efficiency in Redressal of Complaints (%)	80	80	80
7	Extent of Cost Recovery in SWM Services (%)	100	5	10
8	Efficiency in Collection SWM Charges (%)	90	0	10
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	72	90
2	Incidence of Water Logging/ Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Bargarh Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	7.6	11
2	Per capita Supply of Water at Consumer end (LPCD)	135	44	45
3	Extent of metering of Water Connections (%)	100	0	2
4	Extent of non-revenue Water (NRW) (%)	20	65	55
5	Continuity of Water Supply (Hours)	24	3	3
6	Quality of Water Supplied (%)	100	96	100
7	Efficiency in Redressal of Customer Complaints (%)	80	83	95
8	Cost recovery in Water Supply Services (%)	100	25	30
9	Efficiency in Collection of Water Supply related charges (%)	90	54	60
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	80	100
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	70	100
2	Efficiency of Collection of MSW (%)	100	60	80
3	Extent of Segregation of Municipal Solid Waste (%)	100	10	50
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	100	100
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	50	60
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	0	0
2	Incidence of Water Logging/Flooding (Number)	0	3	2

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Baripada Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	38	38.2
2	Per capita Supply of Water at Consumer end (LPCD)	135	108.45	114.8
3	Extent of metering of Water Connections (%)	100	0	2
4	Extent of non-revenue Water (NRW) (%)	20	31	45
5	Continuity of Water Supply (Hours)	24	3.1	3.3
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	50	35
9	Efficiency in Collection of Water Supply related charges (%)	90	42	45
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	70	80
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	100	100
2	Efficiency of Collection of MSW (%)	100	100	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	10	100
6	Efficiency in Redressal of Complaints (%)	80	80	90
7	Extent of Cost Recovery in SWM Services (%)	100	30	50
8	Efficiency in Collection of SWM Charges (%)	90	90	90
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	29.47	45
2	Incidence of Water Logging/Flooding (Number)	0	1	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Basudevpur Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	15	18.4
2	Per capita Supply of Water at Consumer end (LPCD)	135	44.25	50
3	Extent of metering of Water Connections (%)	100	0	2
4	Extent of non-revenue Water (NRW) (%)	20	77	75
5	Continuity of Water Supply (Hours)	24	8	8
6	Quality of Water Supplied (%)	100	78	98
7	Efficiency in Redressal of Customer Complaints (%)	80	100	100
8	Cost recovery in Water Supply Services (%)	100	18	20
9	Efficiency in Collection of Water Supply related charges (%)	90	76	77
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	9	12
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	58	75
2	Efficiency of Collection of MSW (%)	100	80	88
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	5
4	Extent of Municipal Solid Waste Recovered (%)	80	78	89
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	
6	Efficiency in Redressal of Complaints (%)	80	68	75
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	0	20
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Berhampur Municipal Corporation

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	52	55
2	Per capita Supply of Water at Consumer end (LPCD)	135	134	135
3	Extent of metering of Water Connections (%)	100	0	1
4	Extent of non-revenue Water (NRW) (%)	20	38	35
5	Continuity of Water Supply (Hours)	24	1	1
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	94	95
8	Cost recovery in Water Supply Services (%)	100	56	58
9	Efficiency in Collection of Water Supply related charges (%)	90	46	50
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	83	85
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	90	95
8	Extent of Cost Recovery in Sewage Management (%)	100	0	6
9	Efficiency in Collection of Sewage Charges (%)	90	0	4
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	60	65
2	Efficiency of Collection of MSW (%)	100	95	95
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	60	65
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	60	75
7	Extent of Cost Recovery in SWM Services (%)	100	20	21
8	Efficiency in Collection of SWM Charges (%)	90	29	30
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	42.56	63
2	Incidence of Water Logging/Flooding (Number)	0	4	2

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Belpahar Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	8.68	10
2	Per capita Supply of Water at Consumer end (LPCD)	135	13.49	15
3	Extent of metering of Water Connections (%)	100	0	5
4	Extent of non-revenue Water (NRW) (%)	20	82.1	70
5	Continuity of Water Supply (Hours)	24	2	2
6	Quality of Water Supplied (%)	100	40	98
7	Efficiency in Redressal of Customer Complaints (%)	80	100	100
8	Cost recovery in Water Supply Services (%)	100	13.1	25
9	Efficiency in Collection of Water Supply related charges (%)	90	47.42	55
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	40	65
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	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 Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	75	85
2	Efficiency of Collection of MSW (%)	100	80	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	0	10
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	0	25
2	Incidence of Water Logging/Flooding (Number)	0	2	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Bhadrak Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
1	Coverage of Water Supply Connections (%)	100	7	8.8
2	Per capita Supply of Water at Consumer end (LPCD)	135	45.25	49
3	Extent of metering of Water Connections (%)	100	0	2
4	Extent of non-revenue Water (NRW) (%)	20	87	80
5	Continuity of Water Supply (Hours)	24	8	8
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	80	98
8	Cost recovery in Water Supply Services (%)	100	25	25
9	Efficiency in Collection of Water Supply related charges (%)	90	81	83
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	35	70
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	50	60
2	Efficiency of Collection of MSW (%)	100	75	80
3	Extent of Segregation of Municipal Solid Waste (%)	100	10	15
4	Extent of Municipal Solid Waste Recovered (%)	80	10	10
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	10
6	Efficiency in Redressal of Complaints (%)	80	55	60
7	Extent of Cost Recovery in SWM Services (%)	100	10	12
8	Efficiency in Collection of SWM Charges (%)	90	10	12
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	10.52	40
2	Incidence of Water Logging/Flooding (Number)	0	12	10

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Bhawanipatna Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	13.3	13.5
2	Per capita Supply of Water at Consumer end (LPCD)	135	45	80
3	Extent of metering of Water Connections (%)	100	0	5
4	Extent of non-revenue Water (NRW) (%)	20	15.2	15
5	Continuity of Water Supply (Hours)	24	2	2
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	72	90
8	Cost recovery in Water Supply Services (%)	100	27.8	40
9	Efficiency in Collection of Water Supply related charges (%)	90	14.9	20
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	80	85
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	65	75
2	Efficiency of Collection of MSW (%)	100	73	75
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	10
6	Efficiency in Redressal of Complaints (%)	80	80	80
7	Extent of Cost Recovery in SWM Services (%)	100	20	35
8	Efficiency in Collection of SWM Charges (%)	90	70	75
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	6	12
2	Incidence of Water Logging/Flooding (Number)	0	1	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Birmitrapur Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	7	7.42
2	Per capita Supply of Water at Consumer end (LPCD)	135	34.52	43.14
3	Extent of metering of Water Connections (%)	100	0	0.07
4	Extent of non-revenue Water (NRW) (%)	20	66	65
5	Continuity of Water Supply (Hours)	24	2	2
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	92	95
8	Cost recovery in Water Supply Services (%)	100	9	12
9	Efficiency in Collection of Water Supply related charges (%)	90	46	50
SEWERAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	62	65
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	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	48.12	50
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	23.5	25
2	Efficiency of Collection of MSW (%)	100	96	97.25
3	Extent of Segregation of Municipal Solid Waste (%)	100	2	2.5
4	Extent of Municipal Solid Waste Recovered (%)	80	1	1.5
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	64	66.25
7	Extent of Cost Recovery in SWM Services (%)	100	2	3.5
8	Efficiency in Collection of SWM Charges (%)	90	1	2.5
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	30	35
2	Incidence of Water Logging/Flooding (Number)	0	4	3

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Bhubaneswar Municipal Corporation

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	35	30.81
2	Per capita Supply of Water at Consumer end (LPCD)	135	248.07	240
3	Extent of metering of Water Connections (%)	100	1.41	5
4	Extent of non-revenue Water (NRW) (%)	20	62.5	60
5	Continuity of Water Supply (Hours)	24	2.11	2
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	31.13	35
9	Efficiency in Collection of Water Supply related charges (%)	90	97	98
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	81.6	100
2	Coverage of Sewage Network Services (%)	100	58.4	80
3	Collection Efficiency of Sewage Network (%)	100	1.1	5
4	Adequacy of Sewage Treatment Capacity (%)	100	1.1	5
5	Quality of Sewage Treatment (%)	100	80	100
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	98	100
8	Extent of Cost Recovery in Sewage Management (%)	100	34.9	38
9	Efficiency in Collection of Sewage Charges (%)	90	74	80
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	90	100
2	Efficiency of Collection of MSW (%)	100	90	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	80	80
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	80	80
7	Extent of Cost Recovery in SWM Services (%)	100	100	100
8	Efficiency in Collection of SWM Charges (%)	90	20	20
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	45.3	68
2	Incidence of Water Logging/Flooding (Number)	0	8	4

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Brajarajnagar Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	34.55	40
2	Per capita Supply of Water at Consumer end (LPCD)	135	32.16	50
3	Extent of metering of Water Connections (%)	100	0	5
4	Extent of non-revenue Water (NRW) (%)	20	92	80
5	Continuity of Water Supply (Hours)	24	2	2
6	Quality of Water Supplied (%)	100	40	100
7	Efficiency in Redressal of Customer Complaints (%)	80	100	100
8	Cost recovery in Water Supply Services (%)	100	5.5	10
9	Efficiency in Collection of Water Supply related charges (%)	90	1.21	10
SEWERAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	45	55
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	8
7	Efficiency in Redressal of Customer Complaints (%)	80	20	60
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	20	32
2	Efficiency of Collection of MSW (%)	100	80	80
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	18
4	Extent of Municipal Solid Waste Recovered (%)	80	0	23
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	20
6	Efficiency in Redressal of Complaints (%)	80	20	40
7	Extent of Cost Recovery in SWM Services (%)	100	0	25
8	Efficiency in Collection of SWM Charges (%)	90	0	12
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	30	36
2	Incidence of Water Logging/Flooding (Number)	0	1	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Choudwar Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	12	15
2	Per capita Supply of Water at Consumer end (LPCD)	135	96.26	96.26
3	Extent of metering of Water Connections (%)	100	0	15
4	Extent of non-revenue Water (NRW) (%)	20	45	50
5	Continuity of Water Supply (Hours)	24	4	4
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	100	100
8	Cost recovery in Water Supply Services (%)	100	29	30
9	Efficiency in Collection of Water Supply related charges (%)	90	36	37
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	60	71.27
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	100	100
2	Efficiency of Collection of MSW (%)	100	94.28	95.18
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	6
4	Extent of Municipal Solid Waste Recovered (%)	80	74	75.42
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	6
6	Efficiency in Redressal of Complaints (%)	80	80	80
7	Extent of Cost Recovery in SWM Services (%)	100	0	3
8	Efficiency in Collection of SWM Charges (%)	90	0	4
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	74	78
2	Incidence of Water Logging/Flooding (Number)	0	5	5

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Cuttack Municipal Corporation

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	58.04	59
2	Per capita Supply of Water at Consumer end (LPCD)	135	136	135
3	Extent of metering of Water Connections (%)	100	0.05	0.5
4	Extent of non-revenue Water (NRW) (%)	20	55.72	55
5	Continuity of Water Supply (Hours)	24	3.9	3.9
6	Quality of Water Supplied (%)	100	91.76	100
7	Efficiency in Redressal of Customer Complaints (%)	80	100	100
8	Cost recovery in Water Supply Services (%)	100	42.46	43
9	Efficiency in Collection of Water Supply related charges (%)	90	83	84
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	65	75
2	Coverage of Sewage Network Services (%)	100	25	30
3	Collection Efficiency of Sewage Network (%)	100	65	75
4	Adequacy of Sewage Treatment Capacity (%)	100	65	75
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	100	100
8	Extent of Cost Recovery in Sewage Management (%)	100	50	55
9	Efficiency in Collection of Sewage Charges (%)	90	75	60
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	70	90
2	Efficiency of Collection of MSW (%)	100	60	80
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	70	80
7	Extent of Cost Recovery in SWM Services (%)	100	40	60
8	Efficiency in Collection of SWM Charges (%)	90	50	80
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	58.7	70
2	Incidence of Water Logging/Flooding (Number)	0	7	5

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Deogarh Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	24.5	27
2	Per capita Supply of Water at Consumer end (LPCD)	135	85	87
3	Extent of metering of Water Connections (%)	100	0	5
4	Extent of non-revenue Water (NRW) (%)	20	78	65
5	Continuity of Water Supply (Hours)	24	2	2
6	Quality of Water Supplied (%)	100	90	100
7	Efficiency in Redressal of Customer Complaints (%)	80	92	100
8	Cost recovery in Water Supply Services (%)	100	33.5	35
9	Efficiency in Collection of Water Supply related charges (%)	90	52	55
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	72.77	80
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	86	92
2	Efficiency of Collection of MSW (%)	100	0	0
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	0	0
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	7.3	10
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Dhenkanal Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	13.87	25
2	Per capita Supply of Water at Consumer end (LPCD)	135	82	104
3	Extent of metering of Water Connections (%)	100	0	20
4	Extent of non-revenue Water (NRW) (%)	20	52.92	45
5	Continuity of Water Supply (Hours)	24	1	1
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	98.01	100
8	Cost recovery in Water Supply Services (%)	100	14.63	35
9	Efficiency in Collection of Water Supply related charges (%)	90	10.72	12
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	36	56
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	90	95
2	Efficiency of Collection of MSW (%)	100	90	95
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	10
4	Extent of Municipal Solid Waste Recovered (%)	80	0	8
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	5
6	Efficiency in Redressal of Complaints (%)	80	75	80
7	Extent of Cost Recovery in SWM Services (%)	100	0	10
8	Efficiency in Collection of SWM Charges (%)	90	0	8
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	25.56	35.5
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Jajpur Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	22.29	25
2	Per capita Supply of Water at Consumer end (LPCD)	135	101.44	104
3	Extent of metering of Water Connections (%)	100	0	5
4	Extent of non-revenue Water (NRW) (%)	20	69	55
5	Continuity of Water Supply (Hours)	24	6	6
6	Quality of Water Supplied (%)	100	90	100
7	Efficiency in Redressal of Customer Complaints (%)	80	100	100
8	Cost recovery in Water Supply Services (%)	100	31	32
9	Efficiency in Collection of Water Supply related charges (%)	90	28	32
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	61	87
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	49.4	55
2	Efficiency of Collection of MSW (%)	100	36	50
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	40
4	Extent of Municipal Solid Waste Recovered (%)	80	0	45
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	100	100
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	45	60
2	Incidence of Water Logging/Flooding (Number)	0	6	4

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Jaleswar Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	17	18
2	Per capita Supply of Water at Consumer end (LPCD)	135	55.55	60
3	Extent of metering of Water Connections (%)	100	0	2
4	Extent of non-revenue Water (NRW) (%)	20	66	65
5	Continuity of Water Supply (Hours)	24	3	3
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	95	98
8	Cost recovery in Water Supply Services (%)	100	33	35
9	Efficiency in Collection of Water Supply related charges (%)	90	43	45
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	18	35
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	7.8	25
2	Efficiency of Collection of MSW (%)	100	0	0
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	0	0
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	18.1	40
2	Incidence of Water Logging/Flooding (Number)	0	18	7

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Jaypore Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	31	25.8
2	Per capita Supply of Water at Consumer end (LPCD)	135	106.26	135
3	Extent of metering of Water Connections (%)	100	0	20
4	Extent of non-revenue Water (NRW) (%)	20	68	60
5	Continuity of Water Supply (Hours)	24	4.3	4
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	100	100
8	Cost recovery in Water Supply Services (%)	100	31	35
9	Efficiency in Collection of Water Supply related charges (%)	90	23	40
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	72	80
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	69	80
8	Extent of Cost Recovery in Sewage Management (%)	100	0	11
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	100	100
2	Efficiency of Collection of MSW (%)	100	100	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	18
4	Extent of Municipal Solid Waste Recovered (%)	80	0	11
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	2
6	Efficiency in Redressal of Complaints (%)	80	100	100
7	Extent of Cost Recovery in SWM Services (%)	100	0	4
8	Efficiency in Collection of SWM Charges (%)	90	0	25
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	100	100
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Jagatsinghpur Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	17	20
2	Per capita Supply of Water at Consumer end (LPCD)	135	103.03	105
3	Extent of metering of Water Connections (%)	100	0	15
4	Extent of non-revenue Water (NRW) (%)	20	78	70
5	Continuity of Water Supply (Hours)	24	8	8
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	90	90
8	Cost recovery in Water Supply Services (%)	100	22	26
9	Efficiency in Collection of Water Supply related charges (%)	90	34	35
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	82	100
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	77	80
2	Efficiency of Collection of MSW (%)	100	38	40
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	5
4	Extent of Municipal Solid Waste Recovered (%)	80	0	5
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	5
6	Efficiency in Redressal of Complaints (%)	80	25	30
7	Extent of Cost Recovery in SWM Services (%)	100	0	5
8	Efficiency in Collection of SWM Charges (%)	90	0	5
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	12	15
2	Incidence of Water Logging/Flooding (Number)	0	3	2

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Jatni Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	10.7	11
2	Per capita Supply of Water at Consumer end (LPCD)	135	55.74	60
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	71	70
5	Continuity of Water Supply (Hours)	24	2	2
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	28
9	Efficiency in Collection of Water Supply related charges (%)	90	46.63	56
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	25	30
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	100	100
2	Efficiency of Collection of MSW (%)	100	100	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	35
4	Extent of Municipal Solid Waste Recovered (%)	80	0	10
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	5
6	Efficiency in Redressal of Complaints (%)	80	80	80
7	Extent of Cost Recovery in SWM Services (%)	100	0	28
8	Efficiency in Collection of SWM Charges (%)	90	0	30
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	33	35
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Jharsuguda Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	68	70
2	Per capita Supply of Water at Consumer end (LPCD)	135	44.22	70
3	Extent of metering of Water Connections (%)	100	0	5
4	Extent of non-revenue Water (NRW) (%)	20	60.47	60
5	Continuity of Water Supply (Hours)	24	2	2
6	Quality of Water Supplied (%)	100	50	98
7	Efficiency in Redressal of Customer Complaints (%)	80	100	100
8	Cost recovery in Water Supply Services (%)	100	33.3	40
9	Efficiency in Collection of Water Supply related charges (%)	90	9.6	15
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	58	62
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	100	100
2	Efficiency of Collection of MSW (%)	100	90	95
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	10
6	Efficiency in Redressal of Complaints (%)	80	20	25
7	Extent of Cost Recovery in SWM Services (%)	100	0	8
8	Efficiency in Collection of SWM Charges (%)	90	0	10
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	15	20
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Joda Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	4	5
2	Per capita Supply of Water at Consumer end (LPCD)	135	68.15	70
3	Extent of metering of Water Connections (%)	100	1	3
4	Extent of non-revenue Water (NRW) (%)	20	51	40
5	Continuity of Water Supply (Hours)	24	5	5
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	34	35
9	Efficiency in Collection of Water Supply related charges (%)	90	16	25
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	48	100
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	90	100
2	Efficiency of Collection of MSW (%)	100	90	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	100	100
4	Extent of Municipal Solid Waste Recovered (%)	80	0	5
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	8
6	Efficiency in Redressal of Complaints (%)	80	70	80
7	Extent of Cost Recovery in SWM Services (%)	100	0	20
8	Efficiency in Collection of SWM Charges (%)	90	0	25
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	60	100
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Kendrapara Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	34.5	32.1
2	Per capita Supply of Water at Consumer end (LPCD)	135	121.9	130
3	Extent of metering of Water Connections (%)	100	0	10
4	Extent of non-revenue Water (NRW) (%)	20	32.4	25
5	Continuity of Water Supply (Hours)	24	6	8
6	Quality of Water Supplied (%)	100	85	98
7	Efficiency in Redressal of Customer Complaints (%)	80	88.5	90
8	Cost recovery in Water Supply Services (%)	100	23.2	35
9	Efficiency in Collection of Water Supply related charges (%)	90	49.3	55
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	70	80
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	72	77
2	Efficiency of Collection of MSW (%)	100	80	82
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	8
4	Extent of Municipal Solid Waste Recovered (%)	80	0	20
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	0	75
7	Extent of Cost Recovery in SWM Services (%)	100	0	10
8	Efficiency in Collection of SWM Charges (%)	90	0	15
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	50	54
2	Incidence of Water Logging/Flooding (Number)	0	2	2

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Keonjhar Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	24	24
2	Per capita Supply of Water at Consumer end (LPCD)	135	95.39	96
3	Extent of metering of Water Connections (%)	100	1	3
4	Extent of non-revenue Water (NRW) (%)	20	40	40
5	Continuity of Water Supply (Hours)	24	1.9	2
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	63	63
9	Efficiency in Collection of Water Supply related charges (%)	90	14	30
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	79	100
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	80	100
2	Efficiency of Collection of MSW (%)	100	60	80
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	20
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	60	70
7	Extent of Cost Recovery in SWM Services (%)	100	0	10
8	Efficiency in Collection of SWM Charges (%)	90	0	30
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	58	70
2	Incidence of Water Logging/Flooding (Number)	0	1	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Khurda Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	16.5	17
2	Per capita Supply of Water at Consumer end (LPCD)	135	78.23	78.23
3	Extent of metering of Water Connections (%)	100	0	2
4	Extent of non-revenue Water (NRW) (%)	20	67	65
5	Continuity of Water Supply (Hours)	24	2	2
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	80	95
8	Cost recovery in Water Supply Services (%)	100	14	17
9	Efficiency in Collection of Water Supply related charges (%)	90	39.28	75
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	30	40
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	50	60
2	Efficiency of Collection of MSW (%)	100	30	40
3	Extent of Segregation of Municipal Solid Waste (%)	100	35	45
4	Extent of Municipal Solid Waste Recovered (%)	80	25	35
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	0	0
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	30	40
2	Incidence of Water Logging/Flooding (Number)	0	45	35

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Name of ULB - Koraput Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	46	53
2	Per capita Supply of Water at Consumer end (LPCD)	135	133.56	135
3	Extent of metering of Water Connections (%)	100	0	20
4	Extent of non-revenue Water (NRW) (%)	20	50	50
5	Continuity of Water Supply (Hours)	24	2.3	3
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	34	40
9	Efficiency in Collection of Water Supply related charges (%)	90	112	100
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	0	0
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	60	80
2	Efficiency of Collection of MSW (%)	100	40	50
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	45	60
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	48	60
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	30	70
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Malkanagiri Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	13	15
2	Per capita Supply of Water at Consumer end (LPCD)	135	62.41	80
3	Extent of metering of Water Connections (%)	100	0	20
4	Extent of non-revenue Water (NRW) (%)	20	52	40
5	Continuity of Water Supply (Hours)	24	4	4
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	100	100
8	Cost recovery in Water Supply Services (%)	100	25	30
9	Efficiency in Collection of Water Supply related charges (%)	90	36	45
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	80	100
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	80	100
2	Efficiency of Collection of MSW (%)	100	100	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	100	100
4	Extent of Municipal Solid Waste Recovered (%)	80	80	80
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	80	80
7	Extent of Cost Recovery in SWM Services (%)	100	0	10
8	Efficiency in Collection of SWM Charges (%)	90	0	15
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	40	80
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Nowrangpur Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	22	25
2	Per capita Supply of Water at Consumer end (LPCD)	135	50.78	100
3	Extent of metering of Water Connections (%)	100	0	20
4	Extent of non-revenue Water (NRW) (%)	20	51	40
5	Continuity of Water Supply (Hours)	24	4.3	4
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	100	100
8	Cost recovery in Water Supply Services (%)	100	28	38
9	Efficiency in Collection of Water Supply related charges (%)	90	17	40
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	63	70
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	90	100
2	Efficiency of Collection of MSW (%)	100	90	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	100	100
7	Extent of Cost Recovery in SWM Services (%)	100	20	30
8	Efficiency in Collection of SWM Charges (%)	90	90	100
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	100	100
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Paradeep Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	Supplied By Paradeep Port Authority	
2	Per capita Supply of Water at Consumer end (LPCD)	135		
3	Extent of metering of Water Connections (%)	100		
4	Extent of non-revenue Water (NRW) (%)	20		
5	Continuity of Water Supply (Hours)	24		
6	Quality of Water Supplied (%)	100		
7	Efficiency in Redressal of Customer Complaints (%)	80		
8	Cost recovery in Water Supply Services (%)	100		
9	Efficiency in Collection of Water Supply related charges (%)	90		
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	91	100
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	60	100
2	Efficiency of Collection of MSW (%)	100	98.1	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	100	100
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	10
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	13.4	35
2	Incidence of Water Logging/Flooding (Number)	0	1	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Paralakhemundi Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	53	55
2	Per capita Supply of Water at Consumer end (LPCD)	135	106	135
3	Extent of metering of Water Connections (%)	100	0	4.28
4	Extent of non-revenue Water (NRW) (%)	20	24	20
5	Continuity of Water Supply (Hours)	24	2.5	8
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	80	95
8	Cost recovery in Water Supply Services (%)	100	48	50
9	Efficiency in Collection of Water Supply related charges (%)	90	71	75
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	89	100
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	19.7	30
2	Efficiency of Collection of MSW (%)	100	88	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	0	0
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	81	90
2	Incidence of Water Logging/Flooding (Number)	0	4	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Pattamundai Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	20.85	25
2	Per capita Supply of Water at Consumer end (LPCD)	135	91.52	100
3	Extent of metering of Water Connections (%)	100	0	25
4	Extent of non-revenue Water (NRW) (%)	20	29.3	28
5	Continuity of Water Supply (Hours)	24	6	7
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	11.7	15
9	Efficiency in Collection of Water Supply related charges (%)	90	58.84	60
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	30	60
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	60	80
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	40	55
2	Efficiency of Collection of MSW (%)	100	60	75
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	80	90
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	80	90
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	40	50
2	Incidence of Water Logging/Flooding (Number)	0	5	3

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Phulbani Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	29	32
2	Per capita Supply of Water at Consumer end (LPCD)	135	102	107
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	32	32
5	Continuity of Water Supply (Hours)	24	1.35	1.35
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	90	90
8	Cost recovery in Water Supply Services (%)	100	27	35
9	Efficiency in Collection of Water Supply related charges (%)	90	27	38
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	48	60
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	67	72
2	Efficiency of Collection of MSW (%)	100	0	0
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	0	0
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	17	32
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Puri Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	26.86	33.2
2	Per capita Supply of Water at Consumer end (LPCD)	135	148.38	135
3	Extent of metering of Water Connections (%)	100	0.01	15
4	Extent of non-revenue Water (NRW) (%)	20	49.9	49
5	Continuity of Water Supply (Hours)	24	4	4
6	Quality of Water Supplied (%)	100	88.88	100
7	Efficiency in Redressal of Customer Complaints (%)	80	97.22	98
8	Cost recovery in Water Supply Services (%)	100	19.22	30
9	Efficiency in Collection of Water Supply related charges (%)	90	43.17	44
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	77.168	100
2	Coverage of Sewage Network Services (%)	100	12.432	80
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	45	80
8	Extent of Cost Recovery in Sewage Management (%)	100	4.9	75
9	Efficiency in Collection of Sewage Charges (%)	90	0	10
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	16.384	100
2	Efficiency of Collection of MSW (%)	100	124.416	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	9.216	100
4	Extent of Municipal Solid Waste Recovered (%)	80	95.744	100
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	94.976	100
7	Extent of Cost Recovery in SWM Services (%)	100	41.088	100
8	Efficiency in Collection of SWM Charges (%)	90	18	40
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	33.67	65
2	Incidence of Water Logging/Flooding (Number)	0	6	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Rajgangpur Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	16	11.5
2	Per capita Supply of Water at Consumer end (LPCD)	135	53.46	60
3	Extent of metering of Water Connections (%)	100	6	0.04
4	Extent of non-revenue Water (NRW) (%)	20	71	70
5	Continuity of Water Supply (Hours)	24	2	3
6	Quality of Water Supplied (%)	100	100	98
7	Efficiency in Redressal of Customer Complaints (%)	80	97	100
8	Cost recovery in Water Supply Services (%)	100	11	20
9	Efficiency in Collection of Water Supply related charges (%)	90	28	40
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	8	20
2	Coverage of Sewage Network Services (%)	100	40	60
3	Collection Efficiency of Sewage Network (%)	100	25	40
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	45	70
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	70	100
2	Efficiency of Collection of MSW (%)	100	65	90
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	28	40
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	80	100
2	Incidence of Water Logging/Flooding (Number)	0	2	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Rairangpur Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	45	48
2	Per capita Supply of Water at Consumer end (LPCD)	135	69.99	70
3	Extent of metering of Water Connections (%)	100	0	2
4	Extent of non-revenue Water (NRW) (%)	20	42	41
5	Continuity of Water Supply (Hours)	24	3	3
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	97	97
8	Cost recovery in Water Supply Services (%)	100	22	25
9	Efficiency in Collection of Water Supply related charges (%)	90	35	36
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	0	0
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	85	90
2	Efficiency of Collection of MSW (%)	100	60	74
3	Extent of Segregation of Municipal Solid Waste (%)	100	50	66
4	Extent of Municipal Solid Waste Recovered (%)	80	20	23
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	0	60
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	10
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	45	57
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Raygada Municipality

S. N.	Service/ Indicator	Benchmark	Current Status for FY, 2014-15	Target for FY, 2015-16
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	46	50
2	Per capita Supply of Water at Consumer end (LPCD)	135	108.36	110
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	7	6
5	Continuity of Water Supply (Hours)	24	4.5	4.5
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	52	55
9	Efficiency in Collection of Water Supply related charges (%)	90	46	50
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	83	100
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	100	100
2	Efficiency of Collection of MSW (%)	100	100	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	100	100
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	88	92
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Rourkela Municipality Corporation

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	36	40
2	Per capita Supply of Water at Consumer end (LPCD)	135	137.14	135
3	Extent of metering of Water Connections (%)	100	0	1
4	Extent of non-revenue Water (NRW) (%)	20	21.7	20
5	Continuity of Water Supply (Hours)	24	2.8	2.8
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	92	95
8	Cost recovery in Water Supply Services (%)	100	20	30
9	Efficiency in Collection of Water Supply related charges (%)	90	60	65
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	84	90
2	Coverage of Sewage Network Services (%)	100	4	25
3	Collection Efficiency of Sewage Network (%)	100	2	10
4	Adequacy of Sewage Treatment Capacity (%)	100	0	15
5	Quality of Sewage Treatment (%)	100	0	15
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	60	75
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	65	90
2	Efficiency of Collection of MSW (%)	100	80	95
3	Extent of Segregation of Municipal Solid Waste (%)	100	35	50
4	Extent of Municipal Solid Waste Recovered (%)	80	5	10
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	10	20
6	Efficiency in Redressal of Complaints (%)	80	60	70
7	Extent of Cost Recovery in SWM Services (%)	100	5	10
8	Efficiency in Collection of SWM Charges (%)	90	10	40
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	81.7	96
2	Incidence of Water Logging/Flooding (Number)	0	2	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Sambalpur Municipal Corporation

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	30	35
2	Per capita Supply of Water at Consumer end (LPCD)	135	195	190
3	Extent of metering of Water Connections (%)	100	0	2
4	Extent of non-revenue Water (NRW) (%)	20	72	70
5	Continuity of Water Supply (Hours)	24	2.7	2.7
6	Quality of Water Supplied (%)	100	98	100
7	Efficiency in Redressal of Customer Complaints (%)	80	88	90
8	Cost recovery in Water Supply Services (%)	100	21	25
9	Efficiency in Collection of Water Supply related charges (%)	90	55	60
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	48.7	60
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	26	63
2	Efficiency of Collection of MSW (%)	100	0	75
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	50
4	Extent of Municipal Solid Waste Recovered (%)	80	0	75
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	25
6	Efficiency in Redressal of Complaints (%)	80	50	80
7	Extent of Cost Recovery in SWM Services (%)	100	0	25
8	Efficiency in Collection of SWM Charges (%)	90	0	25
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	24.2	50
2	Incidence of Water Logging/Flooding (Number)	0	1	0

Declaration of Service Standards(13th Finance Commission)

Name of ULB - Soro Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connection(%)	100	13	15
2	Per Capita Supply of Water at Consumer end(LPCD)	135	55.53	60
3	Extent of metering of Water connection(%)	100	0	2
4	Extent of non-revenue Water (NRW) (%)	20	64	62
5	Continuity of Water Water Supply(Hours)	24	3	3
6	Quality of Water supplied(%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	93	98
8	Cost recovery in Water Supply services(%)	100	43	45
9	Efficiency in Collection of Water Supply related charges(%)	90	31	33
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	34	45
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection efficiency of sewage network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse & 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 Sewage Charges (%)	90	0	0
SOILD WASTE MANAGEMENT				
1	Household Level Coverage of SWM Service (%)	100	70	75
2	Efficiency of Collection of MSW (%)	100	100	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Soild Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	0	0
7	Extent of Cost recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	1	5
2	Incidence of Water Logging/Flooding (Number)	0	2	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Sonepur Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	40	60
2	Per capita Supply of Water at Consumer end (LPCD)	135	125	127
3	Extent of metering of Water Connections (%)	100	0	10
4	Extent of non-revenue Water (NRW) (%)	20	60	55
5	Continuity of Water Supply (Hours)	24	1.5	1.6
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	75	76
8	Cost recovery in Water Supply Services (%)	100	30	35
9	Efficiency in Collection of Water Supply related charges (%)	90	36.7	40
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	0	0
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	70	75
2	Efficiency of Collection of MSW (%)	100	25	30
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	100	100
7	Extent of Cost Recovery in SWM Services (%)	100	0	10
8	Efficiency in Collection of SWM Charges (%)	90	0	8
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	80	90
2	Incidence of Water Logging/Flooding (Number)	0	4	2

Declaration of Service Standards (13th Finance Commission)

Name of ULB – Sunabeda Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	14	25
2	Per capita Supply of Water at Consumer end (LPCD)	135	138.13	135
3	Extent of metering of Water Connections (%)	100	0	20
4	Extent of non-revenue Water (NRW) (%)	20	20	20
5	Continuity of Water Supply (Hours)	24	4	3
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	91	100
8	Cost recovery in Water Supply Services (%)	100	126	80
9	Efficiency in Collection of Water Supply related charges (%)	90	90	100
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	0	0
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	55	60
2	Efficiency of Collection of MSW (%)	100	40	45
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	100	100
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	80	90
2	Incidence of Water Logging/Flooding (Number)	0	5	3

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Sundargarh Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	29.47	35
2	Per capita Supply of Water at Consumer end (LPCD)	135	122.11	125
3	Extent of metering of Water Connections (%)	100	0.0%	2
4	Extent of non-revenue Water (NRW) (%)	20	40.69	40
5	Continuity of Water Supply (Hours)	24	2	2
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	15.38	25
9	Efficiency in Collection of Water Supply related charges (%)	90	37.64	40
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	66	75
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	90	92
2	Efficiency of Collection of MSW (%)	100	80	85
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	60	65
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	70	75
2	Incidence of Water Logging/Flooding (Number)	0	4	4

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Titlagarh Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	16.87	20
2	Per capita Supply of Water at Consumer end (LPCD)	135	94.83	100
3	Extent of metering of Water Connections (%)	100	0	2
4	Extent of non-revenue Water (NRW) (%)	20	39.18	38
5	Continuity of Water Supply (Hours)	24	2	2
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	78	75
8	Cost recovery in Water Supply Services (%)	100	19.07	30
9	Efficiency in Collection of Water Supply related charges (%)	90	32.04	40
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	23	30.13
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	82	100
2	Efficiency of Collection of MSW (%)	100	86	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	15
4	Extent of Municipal Solid Waste Recovered (%)	80	0	95
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	10
6	Efficiency in Redressal of Complaints (%)	80	0	80
7	Extent of Cost Recovery in SWM Services (%)	100	0	10
8	Efficiency in Collection of SWM Charges (%)	90	0	15
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	0	0
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Talcher Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	16.85	16.54
2	Per capita Supply of Water at Consumer end (LPCD)	135	73	135
3	Extent of metering of Water Connections (%)	100	20	0
4	Extent of non-revenue Water (NRW) (%)	20	56.25	41.03
5	Continuity of Water Supply (Hours)	24	4	4
6	Quality of Water Supplied (%)	100	92	100
7	Efficiency in Redressal of Customer Complaints (%)	80	90	90
8	Cost recovery in Water Supply Services (%)	100	23.7	30
9	Efficiency in Collection of Water Supply related charges (%)	90	48.51	60
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	61	73.81
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	74	85
2	Efficiency of Collection of MSW (%)	100	85	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	34
4	Extent of Municipal Solid Waste Recovered (%)	80	74	80
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	10
6	Efficiency in Redressal of Complaints (%)	80	82	80
7	Extent of Cost Recovery in SWM Services (%)	100	5	8
8	Efficiency in Collection of SWM Charges (%)	90	15	22
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	75	80
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Vyas Nagar Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	44.7	45
2	Per capita Supply of Water at Consumer end (LPCD)	135	85.61	90
3	Extent of metering of Water Connections (%)	100	2	15
4	Extent of non-revenue Water (NRW) (%)	20	30	27
5	Continuity of Water Supply (Hours)	24	4	4
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	35	40
9	Efficiency in Collection of Water Supply related charges (%)	90	23	32
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	70	76
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	21	40
2	Efficiency of Collection of MSW (%)	100	75	90
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	15
4	Extent of Municipal Solid Waste Recovered (%)	80	0	15
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	91	98
7	Extent of Cost Recovery in SWM Services (%)	100	0	5
8	Efficiency in Collection of SWM Charges (%)	90	0	5
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	15	30
2	Incidence of Water Logging/Flooding (Number)	0	2	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Umerkote Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2014-15 (4)	Target for FY, 2015-16 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	11	12
2	Per capita Supply of Water at Consumer end (LPCD)	135	46.91	60
3	Extent of metering of Water Connections (%)	100	0	20
4	Extent of non-revenue Water (NRW) (%)	20	64	50
5	Continuity of Water Supply (Hours)	24	4	4
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	100	100
8	Cost recovery in Water Supply Services (%)	100	75	58
9	Efficiency in Collection of Water Supply related charges (%)	90	18	40
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	46.23	63
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	56.53	66.14
2	Efficiency of Collection of MSW (%)	100	43.29	50.65
3	Extent of Segregation of Municipal Solid Waste (%)	100	53.18	62.22
4	Extent of Municipal Solid Waste Recovered (%)	80	20	23.40
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	40	46.80
6	Efficiency in Redressal of Complaints (%)	80	0	60.00
7	Extent of Cost Recovery in SWM Services (%)	100	10	11.70
8	Efficiency in Collection of SWM Charges (%)	90	0	0.00
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	70	75
2	Incidence of Water Logging/Flooding (Number)	0	6	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Anandpur Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	17.4	22
2	Per capita Supply of Water at Consumer end (LPCD)	135	60.94	61.5
3	Extent of metering of Water Connections (%)	100	0	5
4	Extent of non-revenue Water (NRW) (%)	20	44.3	46
5	Continuity of Water Supply (Hours)	24	4	4
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	85	86
8	Cost recovery in Water Supply Services (%)	100	23.4	41
9	Efficiency in Collection of Water Supply related charges (%)	90	22	24
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	14	22
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	33	68
2	Efficiency of Collection of MSW (%)	100	60	80
3	Extent of Segregation of Municipal Solid Waste (%)	100	20	50
4	Extent of Municipal Solid Waste Recovered (%)	80	0	12
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	6
6	Efficiency in Redressal of Complaints (%)	80	80	80
7	Extent of Cost Recovery in SWM Services (%)	100	0	20
8	Efficiency in Collection of SWM Charges (%)	90	0	12
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	60	60
2	Incidence of Water Logging/Flooding (Number)	0	9	4

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Angul Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	11.6	11.92
2	Per capita Supply of Water at Consumer end (LPCD)	135	78.83	64
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	47.3	47.09
5	Continuity of Water Supply (Hours)	24	4	4
6	Quality of Water Supplied (%)	100	100	92
7	Efficiency in Redressal of Customer Complaints (%)	80	91.4	92
8	Cost recovery in Water Supply Services (%)	100	25.5	16.56
9	Efficiency in Collection of Water Supply related charges(%)	90	24	11.92
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	72	60
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	81	90
2	Efficiency of Collection of MSW (%)	100	76	85
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	50
4	Extent of Municipal Solid Waste Recovered (%)	80	0	50
5	Extent of Scientific Disposal of Municipal Solid Waste(%)	100	0	30
6	Efficiency in Redressal of Complaints (%)	80	62	70
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	66	80
2	Incidence of Water Logging/Flooding (Number)	0	14	6

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Bolangir Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	20.78	21.21
2	Per capita Supply of Water at Consumer end (LPCD)	135	95.98	92.01
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	42.71	44.77
5	Continuity of Water Supply (Hours)	24	1.5	1.5
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	68	70
8	Cost recovery in Water Supply Services (%)	100	25.27	17.32
9	Efficiency in Collection of Water Supply related charges(%)	90	23.18	25.06
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	81.2	90
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	20	45
2	Efficiency of Collection of MSW (%)	100	90	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste(%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	80	80
7	Extent of Cost Recovery in SWM Services (%)	100	80	100
8	Efficiency in Collection of SWM Charges (%)	90	40	70
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	10	42
2	Incidence of Water Logging/Flooding (Number)	0	6	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Balasore Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	58.6	59
2	Per capita Supply of Water at Consumer end (LPCD)	135	128.87	107.25
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	67.7	66
5	Continuity of Water Supply (Hours)	24	2	2
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	81.2	88
8	Cost recovery in Water Supply Services (%)	100	30.2	48
9	Efficiency in Collection of Water Supply related charges(%)	90	75	55
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	30	35
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	0	0
2	Efficiency of Collection of MSW (%)	100	65	70
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	0	0
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	21	43
2	Incidence of Water Logging/Flooding (Number)	0	7	6

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Barbil Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
1	Coverage of Water Supply Connections (%)	100	7.6	11
2	Per Capita Supply of Water at Consumer end (LPCD)	135	43.27	42.21
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	24.4	43
5	Continuity of Water Supply (Hours)	24	5	5
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	90.2	98
8	Cost recovery in Water Supply Services (%)	100	31	27
9	Efficiency in Collection of Water Supply related charges (%)	90	35.2	32
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	28	47
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection of Efficiency of Sewage Network (%)	100	0	0
4	Adequacy Efficiency of Sewage Network (%)	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 Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	40	70
2	Efficiency of Collection of MSW (%)	100	0	0
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	80	80
7	Extent of Cost Recovery in SWM Services (%)	100	2	5
8	Efficiency in Collection SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	70	90
2	Incidence of Water Logging/ Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Bargarh Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	7.54	7.6
2	Per capita Supply of Water at Consumer end (LPCD)	135	39.18	44
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	65	65
5	Continuity of Water Supply (Hours)	24	3	3
6	Quality of Water Supplied (%)	100	95.5	96
7	Efficiency in Redressal of Customer Complaints (%)	80	100	83
8	Cost recovery in Water Supply Services (%)	100	25	25
9	Efficiency in Collection of Water Supply related charges (%)	90	54	54
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	70	80
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	2	2
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	50	70
2	Efficiency of Collection of MSW (%)	100	40	70
3	Extent of Segregation of Municipal Solid Waste (%)	100	10	30
4	Extent of Municipal Solid Waste Recovered (%)	80		
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	80	100
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	20	50
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	0	0
2	Incidence of Water Logging/Flooding (Number)	0	5	3

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Baripada Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	36.4	38
2	Per capita Supply of Water at Consumer end (LPCD)	135	105.02	108.45
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	54.91	31
5	Continuity of Water Supply (Hours)	24	3.08	3.1
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	73.1	75
8	Cost recovery in Water Supply Services (%)	100	26.6	50
9	Efficiency in Collection of Water Supply related charges(%)	90	57.7	42
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	58	70
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	100	100
2	Efficiency of Collection of MSW (%)	100	100	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	80	80
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	80	80
7	Extent of Cost Recovery in SWM Services (%)	100	100	100
8	Efficiency in Collection of SWM Charges (%)	90	90	90
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	26.4	38
2	Incidence of Water Logging/Flooding (Number)	0	3	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Basudevpur Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	13.7	18.4
2	Per capita Supply of Water at Consumer end (LPCD)	135	43.12	50
3	Extent of metering of Water Connections (%)	100	0	2
4	Extent of non-revenue Water (NRW) (%)	20	79.5	75
5	Continuity of Water Supply (Hours)	24	8	8
6	Quality of Water Supplied (%)	100	71.8	98
7	Efficiency in Redressal of Customer Complaints (%)	80	100	100
8	Cost recovery in Water Supply Services (%)	100	7.3	20
9	Efficiency in Collection of Water Supply related charges (%)	90	60.9	77
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	7	16
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	48	65
2	Efficiency of Collection of MSW (%)	100	75	85
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	75	85
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	-	-
6	Efficiency in Redressal of Complaints (%)	80	62	70
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	0	20
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Berhampur Municipal Corporation

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	41	52
2	Per capita Supply of Water at Consumer end (LPCD)	135	109.02	134
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	51.5	38
5	Continuity of Water Supply (Hours)	24	1	1
6	Quality of Water Supplied (%)	100	90.4	100
7	Efficiency in Redressal of Customer Complaints (%)	80	98.7	94
8	Cost recovery in Water Supply Services (%)	100	41.2	56
9	Efficiency in Collection of Water Supply related charges (%)	90	38.8	46
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	77	84
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	90	95
8	Extent of Cost Recovery in Sewage Management (%)	100	0	6
9	Efficiency in Collection of Sewage Charges (%)	90	0	4
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	57	60
2	Efficiency of Collection of MSW (%)	100	90	95
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	55	60
5	Extent of Scientific Disposal of Municipal Solid Waste(%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	55	60
7	Extent of Cost Recovery in SWM Services (%)	100	17	20
8	Efficiency in Collection of SWM Charges (%)	90	25	29
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	35.84	37.85
2	Incidence of Water Logging/Flooding (Number)	0	6	4

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Belpahar Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	0.4	8.68
2	Per capita Supply of Water at Consumer end (LPCD)	135	13.49	13.49
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	58.5	82.1
5	Continuity of Water Supply (Hours)	24	2.5	2
6	Quality of Water Supplied (%)	100	33.3	40
7	Efficiency in Redressal of Customer Complaints (%)	80	50	100
8	Cost recovery in Water Supply Services (%)	100	13.1	13.1
9	Efficiency in Collection of Water Supply related charges(%)	90	103.4	47.42
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	35	65
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	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 Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	67.81	75
2	Efficiency of Collection of MSW (%)	100	25	50
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	2
4	Extent of Municipal Solid Waste Recovered (%)	80	0	2
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	2
6	Efficiency in Redressal of Complaints (%)	80	0	10
7	Extent of Cost Recovery in SWM Services (%)	100	0	2
8	Efficiency in Collection of SWM Charges (%)	90	0	5
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	0	25
2	Incidence of Water Logging/Flooding (Number)	0	2	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB- Bhadrak Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	6.4	7
2	Per capita Supply of Water at Consumer end (LPCD)	135	46.56	45.25
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	82.2	81
5	Continuity of Water Supply (Hours)	24	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	8.6	25
9	Efficiency in Collection of Water Supply related charges(%)	90	63.6	81
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	33	61
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	50	60
2	Efficiency of Collection of MSW (%)	100	75	80
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	55	60
7	Extent of Cost Recovery in SWM Services (%)	100	10	12
8	Efficiency in Collection of SWM Charges (%)	90	10	12
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	9.6	20
2	Incidence of Water Logging/Flooding (Number)	0	14	9

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Bhawanipatna Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	7.1	13.3
2	Per capita Supply of Water at Consumer end (LPCD)	135	38.05	45
3	Extent of metering of Water Connections (%)	100	0.5	0
4	Extent of non-revenue Water (NRW) (%)	20	25.3	15.2
5	Continuity of Water Supply (Hours)	24	1.8	2
6	Quality of Water Supplied (%)	100	96	100
7	Efficiency in Redressal of Customer Complaints (%)	80	97.5	72
8	Cost recovery in Water Supply Services (%)	100	9	27.8
9	Efficiency in Collection of Water Supply related charges(%)	90	47.7	14.9
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	70	80
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	60	65
2	Efficiency of Collection of MSW (%)	100	70	73
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste(%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	75	80
7	Extent of Cost Recovery in SWM Services (%)	100	10	20
8	Efficiency in Collection of SWM Charges (%)	90	50	70
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	5	6
2	Incidence of Water Logging/Flooding (Number)	0	3	1

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Birmitrapur Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	7.1	7
2	Per capita Supply of Water at Consumer end (LPCD)	135	38.05	34.52
3	Extent of metering of Water Connections (%)	100	0.5	0
4	Extent of non-revenue Water (NRW) (%)	20	25.3	66
5	Continuity of Water Supply (Hours)	24	1.8	2
6	Quality of Water Supplied (%)	100	96	100
7	Efficiency in Redressal of Customer Complaints (%)	80	97.5	92
8	Cost recovery in Water Supply Services (%)	100	9	9
9	Efficiency in Collection of Water Supply related charges(%)	90	47.7	46
SEWERAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	57.1	62
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	46.15	48.12
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	21.03	23.5
2	Efficiency of Collection of MSW (%)	100	95.24	96
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	2
4	Extent of Municipal Solid Waste Recovered (%)	80	0	1
5	Extent of Scientific Disposal of Municipal Solid Waste(%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	62.82	64
7	Extent of Cost Recovery in SWM Services (%)	100	1.16	2
8	Efficiency in Collection of SWM Charges (%)	90	0	1
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	28.9	30
2	Incidence of Water Logging/Flooding (Number)	0	4	3.5

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Bhubaneswar Municipal Corporation

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	30.6	35
2	Per capita Supply of Water at Consumer end (LPCD)	135	255.52	248.07
3	Extent of metering of Water Connections (%)	100	1.41	1.41
4	Extent of non-revenue Water (NRW) (%)	20	62.5	62.5
5	Continuity of Water Supply (Hours)	24	2.07	2.11
6	Quality of Water Supplied (%)	100	77.5	100
7	Efficiency in Redressal of Customer Complaints (%)	80	100	98
8	Cost recovery in Water Supply Services (%)	100	30.7	31.13
9	Efficiency in Collection of Water Supply related charges(%)	90	96	97
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	79.1	100
2	Coverage of Sewage Network Services (%)	100	58.4	80
3	Collection Efficiency of Sewage Network (%)	100	1.1	5
4	Adequacy of Sewage Treatment Capacity (%)	100	1.1	5
5	Quality of Sewage Treatment (%)	100	80	100
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	98	100
8	Extent of Cost Recovery in Sewage Management (%)	100	34.9	38
9	Efficiency in Collection of Sewage Charges (%)	90	74	80
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	85	100
2	Efficiency of Collection of MSW (%)	100	85	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	80	80
5	Extent of Scientific Disposal of Municipal Solid Waste(%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	80	80
7	Extent of Cost Recovery in SWM Services (%)	100	100	100
8	Efficiency in Collection of SWM Charges (%)	90	20	30
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	37	30
2	Incidence of Water Logging/Flooding (Number)	0	8	4

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Brajarajnagar Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	2.1	34.55
2	Per capita Supply of Water at Consumer end (LPCD)	135	32.16	32.16
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	92	92
5	Continuity of Water Supply (Hours)	24	2	2
6	Quality of Water Supplied (%)	100	100	40
7	Efficiency in Redressal of Customer Complaints (%)	80	98	100
8	Cost recovery in Water Supply Services (%)	100	5.5	5.5
9	Efficiency in Collection of Water Supply related charges (%)	90	1.21	1.21
SEWERAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	45	63
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	20	32
2	Efficiency of Collection of MSW (%)	100	80	80
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	18
4	Extent of Municipal Solid Waste Recovered (%)	80	0	23
5	Extent of Scientific Disposal of Municipal Solid Waste(%)	100	0	20
6	Efficiency in Redressal of Complaints (%)	80	20	40
7	Extent of Cost Recovery in SWM Services (%)	100	0	25
8	Efficiency in Collection of SWM Charges (%)	90	0	12
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	30	36
2	Incidence of Water Logging/Flooding (Number)	0	1	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Choudwar Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	10.1	12
2	Per capita Supply of Water at Consumer end (LPCD)	135	86.34	96.26
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	53.5	45
5	Continuity of Water Supply (Hours)	24	2	4
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	90	100
8	Cost recovery in Water Supply Services (%)	100	40.5	29
9	Efficiency in Collection of Water Supply related charges (%)	90	30	36
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	56	63
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	49	100
2	Efficiency of Collection of MSW (%)	100	93	94.28
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	74	74
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	80	80
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	68	74
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Cuttack Municipal Corporation

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	56.6	58.04
2	Per capita Supply of Water at Consumer end (LPCD)	135	136.05	136
3	Extent of metering of Water Connections (%)	100	0	0.05
4	Extent of non-revenue Water (NRW) (%)	20	59.9	55.72
5	Continuity of Water Supply (Hours)	24	3.8	3.9
6	Quality of Water Supplied (%)	100	91.18	91.76
7	Efficiency in Redressal of Customer Complaints (%)	80	100	100
8	Cost recovery in Water Supply Services (%)	100	37.3	42.46
9	Efficiency in Collection of Water Supply related charges (%)	90	89.3	83
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	60	70
2	Coverage of Sewage Network Services (%)	100	10	25
3	Collection Efficiency of Sewage Network (%)	100	60	70
4	Adequacy of Sewage Treatment Capacity (%)	100	60	70
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	100	100
8	Extent of Cost Recovery in Sewage Management (%)	100	40	50
9	Efficiency in Collection of Sewage Charges (%)	90	70	75
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	60	70
2	Efficiency of Collection of MSW (%)	100	50	75
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	60	70
7	Extent of Cost Recovery in SWM Services (%)	100	30	50
8	Efficiency in Collection of SWM Charges (%)	90	50	60
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	51.8	65
2	Incidence of Water Logging/Flooding (Number)	0	7	5

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Dhenkanal Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	19.4	13.87
2	Per capita Supply of Water at Consumer end (LPCD)	135	67.56	82
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	47.8	52.92
5	Continuity of Water Supply (Hours)	24	1	1
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	98.08	98.01
8	Cost recovery in Water Supply Services (%)	100	20.8	14.63
9	Efficiency in Collection of Water Supply related charges (%)	90	32.73	10.72
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	0	0
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	70	90
2	Efficiency of Collection of MSW (%)	100	70	90
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	70	75
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	0	0
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Deogarh Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	23.2	24.5
2	Per capita Supply of Water at Consumer end (LPCD)	135	85	85
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	78.64	78
5	Continuity of Water Supply (Hours)	24	2	2
6	Quality of Water Supplied (%)	100	90	90
7	Efficiency in Redressal of Customer Complaints (%)	80	91.7	92
8	Cost recovery in Water Supply Services (%)	100	33.5	33.5
9	Efficiency in Collection of Water Supply related charges (%)	90	48.2	52
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	72.77	80
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	0	0
2	Efficiency of Collection of MSW (%)	100	0	0
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	0	0
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	4.1	7.3
2	Incidence of Water Logging/Flooding (Number)	0	2	2

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Jajpur Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	23.1	22.29
2	Per capita Supply of Water at Consumer end (LPCD)	135	88.64	101.44
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	65	69
5	Continuity of Water Supply (Hours)	24	6	6
6	Quality of Water Supplied (%)	100	100	90
7	Efficiency in Redressal of Customer Complaints (%)	80	100	100
8	Cost recovery in Water Supply Services (%)	100	25.2	31
9	Efficiency in Collection of Water Supply related charges (%)	90	30	28
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	54	67
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	49.4	49.4
2	Efficiency of Collection of MSW (%)	100	364.6	364.6
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	100	100
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	41	45
2	Incidence of Water Logging/Flooding (Number)	0	6	4

Declaration of Service Standards (13th Finance Commission)

Name of ULB – Jaleswar Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	11.3	17
2	Per capita Supply of Water at Consumer end (LPCD)	135	43.13	55.55
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	78.6	66
5	Continuity of Water Supply (Hours)	24	3	3
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	85.1	95
8	Cost recovery in Water Supply Services (%)	100	8.2	33
9	Efficiency in Collection of Water Supply related charges (%)	90	100	43
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	41.3	55
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	6.2	18
2	Efficiency of Collection of MSW (%)	100	0	0
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	0	0
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	4.9	11
2	Incidence of Water Logging/Flooding (Number)	0	6	2

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Jaypore Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	20.8	31
2	Per capita Supply of Water at Consumer end (LPCD)	135	105.76	106.26
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	48	68
5	Continuity of Water Supply (Hours)	24	4	4.3
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	61.3	31
9	Efficiency in Collection of Water Supply related charges (%)	90	10.8	23
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	69.4	75
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	65	80
8	Extent of Cost Recovery in Sewage Management (%)	100	0	11
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	80	100
2	Efficiency of Collection of MSW (%)	100	80	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	100	100
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	100	100
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Jagatsinghpur Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	10	17
2	Per capita Supply of Water at Consumer end (LPCD)	135	74.73	103.03
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	70.6	78
5	Continuity of Water Supply (Hours)	24	8	8
6	Quality of Water Supplied (%)	100	83.3	100
7	Efficiency in Redressal of Customer Complaints (%)	80	90	90
8	Cost recovery in Water Supply Services (%)	100	26.4	22
9	Efficiency in Collection of Water Supply related charges (%)	90	30	34
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	80	100
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	76	80
2	Efficiency of Collection of MSW (%)	100	36	40
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	5
4	Extent of Municipal Solid Waste Recovered (%)	80	0	5
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	5
6	Efficiency in Redressal of Complaints (%)	80	23	30
7	Extent of Cost Recovery in SWM Services (%)	100	0	5t
8	Efficiency in Collection of SWM Charges (%)	90	0	5
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	11	15
2	Incidence of Water Logging/Flooding (Number)	0	3	2

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Jatni Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	10.6	10.70
2	Per capita Supply of Water at Consumer end (LPCD)	135	55.74	55.74
3	Extent of metering of Water Connections (%)	100	0	0.00
4	Extent of non-revenue Water (NRW) (%)	20	39	71.00
5	Continuity of Water Supply (Hours)	24	1.5	2.00
6	Quality of Water Supplied (%)	100	57.3	100.00
7	Efficiency in Redressal of Customer Complaints (%)	80	100	100.00
8	Cost recovery in Water Supply Services (%)	100	15.8	20.00
9	Efficiency in Collection of Water Supply related charges (%)	90	45.7	46.63
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	15	22
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	100	100
2	Efficiency of Collection of MSW (%)	100	0	0
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	0	0
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	30	42
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Jharsuguda Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	20.8	70
2	Per capita Supply of Water at Consumer end (LPCD)	135	105.76	70
3	Extent of metering of Water Connections (%)	100	0	5
4	Extent of non-revenue Water (NRW) (%)	20	48	60
5	Continuity of Water Supply (Hours)	24	4	2
6	Quality of Water Supplied (%)	100	100	98
7	Efficiency in Redressal of Customer Complaints (%)	80	100	100
8	Cost recovery in Water Supply Services (%)	100	61.3	40
9	Efficiency in Collection of Water Supply related charges (%)	90	10.8	15
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	53	58
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	100	100
2	Efficiency of Collection of MSW (%)	100	80	90
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	15	20
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	10	15
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Joda Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	3.3	4
2	Per capita Supply of Water at Consumer end (LPCD)	135	112.35	68.15
3	Extent of metering of Water Connections (%)	100	0	1
4	Extent of non-revenue Water (NRW) (%)	20	29.5	51
5	Continuity of Water Supply (Hours)	24	4	5
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	93.8	100
8	Cost recovery in Water Supply Services (%)	100	7.4	34
9	Efficiency in Collection of Water Supply related charges(%)	90	42	16
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	44.15	48
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	85	90
2	Efficiency of Collection of MSW (%)	100	90	90
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	100
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	80	80
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	40	60
2	Incidence of Water Logging/Flooding (Number)	0	6	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Kendrapara Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	32.1	34.5
2	Per capita Supply of Water at Consumer end (LPCD)	135	123.75	121.9
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	55	32.4
5	Continuity of Water Supply (Hours)	24	6	6
6	Quality of Water Supplied (%)	100	100	85
7	Efficiency in Redressal of Customer Complaints (%)	80	100	88.5
8	Cost recovery in Water Supply Services (%)	100	23.1	23.2
9	Efficiency in Collection of Water Supply related charges (%)	90	49.3	49.3
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	65	70
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	68	72
2	Efficiency of Collection of MSW (%)	100	76	80
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	0	0
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	48	50
2	Incidence of Water Logging/Flooding (Number)	0	2	2

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Keonjhar Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	16.4	24
2	Per capita Supply of Water at Consumer end (LPCD)	135	96.55	95.39
3	Extent of metering of Water Connections (%)	100	0	1
4	Extent of non-revenue Water (NRW) (%)	20	26	40
5	Continuity of Water Supply (Hours)	24	2	1.9
6	Quality of Water Supplied (%)	100	88.9	100
7	Efficiency in Redressal of Customer Complaints (%)	80	92.7	85
8	Cost recovery in Water Supply Services (%)	100	45.6	63
9	Efficiency in Collection of Water Supply related charges (%)	90	24.7	14
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	63	90
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	71	80
2	Efficiency of Collection of MSW (%)	100	55	60
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	50	60
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	49	65
2	Incidence of Water Logging/Flooding (Number)	0	1	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Khurda Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	16.1	16.5
2	Per capita Supply of Water at Consumer end (LPCD)	135	78.23	78.23
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	16.9	67
5	Continuity of Water Supply (Hours)	24	2	2
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	100	80
8	Cost recovery in Water Supply Services (%)	100	12.5	14
9	Efficiency in Collection of Water Supply related charges (%)	90	28.1	39.28
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	20	30
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	40	50
2	Efficiency of Collection of MSW (%)	100	20	30
3	Extent of Segregation of Municipal Solid Waste (%)	100	25	35
4	Extent of Municipal Solid Waste Recovered (%)	80	15	25
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	0	0
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	20	30
2	Incidence of Water Logging/Flooding (Number)	0	25	35

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Koraput Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	50.5	46
2	Per capita Supply of Water at Consumer end (LPCD)	135	135.59	133.56
3	Extent of metering of Water Connections (%)	100	0.1	0
4	Extent of non-revenue Water (NRW) (%)	20	12.6	50
5	Continuity of Water Supply (Hours)	24	2	2.3
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	36.6	34
9	Efficiency in Collection of Water Supply related charges (%)	90	57.5	112
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	0	0
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	65	70
2	Efficiency of Collection of MSW (%)	100	70	75
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste(%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	65	75
7	Extent of Cost Recovery in SWM Services (%)	100	0	30
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	30	40
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Malkanagiri Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	10.3	13
2	Per capita Supply of Water at Consumer end (LPCD)	135	62.87	62.41
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	60.8	52
5	Continuity of Water Supply (Hours)	24	4	4
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	100	100
8	Cost recovery in Water Supply Services (%)	100	25.3	25
9	Efficiency in Collection of Water Supply related charges (%)	90	28	36
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	71	100
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	77	100
2	Efficiency of Collection of MSW (%)	100	100	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	100	100
4	Extent of Municipal Solid Waste Recovered (%)	80	80	80
5	Extent of Scientific Disposal of Municipal Solid Waste(%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	80	80
7	Extent of Cost Recovery in SWM Services (%)	100	0	10
8	Efficiency in Collection of SWM Charges (%)	90	0	15
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	38	80
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Nawarangpur Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	18.4	22
2	Per capita Supply of Water at Consumer end (LPCD)	135	73.72	50.78
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	36.1	51
5	Continuity of Water Supply (Hours)	24	4	4.3
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	32	28
9	Efficiency in Collection of Water Supply related charges (%)	90	13.1	17
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	0	0
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	90	100
2	Efficiency of Collection of MSW (%)	100	90	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	20
4	Extent of Municipal Solid Waste Recovered (%)	80	0	20
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	20
6	Efficiency in Redressal of Complaints (%)	80	100	100
7	Extent of Cost Recovery in SWM Services (%)	100	20	30
8	Efficiency in Collection of SWM Charges (%)	90	90	100
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	100	100
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Pattamundai Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	19.9	20.85
2	Per capita Supply of Water at Consumer end (LPCD)	135	100.5	91.52
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	73.3	29.3
5	Continuity of Water Supply (Hours)	24	6	6
6	Quality of Water Supplied (%)	100	85.7	100
7	Efficiency in Redressal of Customer Complaints (%)	80	85	85
8	Cost recovery in Water Supply Services (%)	100	21.5	11.7
9	Efficiency in Collection of Water Supply related charges (%)	90	50	58.84
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	0	30
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	30	60
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	30	40
2	Efficiency of Collection of MSW (%)	100	50	60
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	70	80
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	70	80
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	30	40
2	Incidence of Water Logging/Flooding (Number)	0	10	5

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Paralakhemundi Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	53	55
2	Per capita Supply of Water at Consumer end (LPCD)	135	106	135
3	Extent of metering of Water Connections (%)	100	0	4.28
4	Extent of non-revenue Water (NRW) (%)	20	24	20
5	Continuity of Water Supply (Hours)	24	2.5	8
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	80	95
8	Cost recovery in Water Supply Services (%)	100	48	50
9	Efficiency in Collection of Water Supply related charges (%)	90	71	75
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	82	100
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	16.3	30
2	Efficiency of Collection of MSW (%)	100	88	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	0	0
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	76	90
2	Incidence of Water Logging/Flooding (Number)	0	6	2

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Puri Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	27.3	26.86
2	Per capita Supply of Water at Consumer end (LPCD)	135	105.98	148.38
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	30.7	49.9
5	Continuity of Water Supply (Hours)	24	2	4
6	Quality of Water Supplied (%)	100	83.3	88.88
7	Efficiency in Redressal of Customer Complaints (%)	80	96.7	97.22
8	Cost recovery in Water Supply Services (%)	100	16.5	19.22
9	Efficiency in Collection of Water Supply related charges (%)	90	74.3	43.17
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	68.9	100
2	Coverage of Sewage Network Services (%)	100	11.1	30
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	12.8	60
2	Efficiency of Collection of MSW (%)	100	97.2	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	7.2	15
4	Extent of Municipal Solid Waste Recovered (%)	80	74.8	80
5	Extent of Scientific Disposal of Municipal Solid Waste(%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	74.2	80
7	Extent of Cost Recovery in SWM Services (%)	100	32.1	50
8	Efficiency in Collection of SWM Charges (%)	90	0	25
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	11.8	80
2	Incidence of Water Logging/Flooding (Number)	0	16	7

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Phulbani Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	26	29
2	Per capita Supply of Water at Consumer end (LPCD)	135	97	102
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	41	32
5	Continuity of Water Supply (Hours)	24	1.35	1.35
6	Quality of Water Supplied (%)	100	84	100
7	Efficiency in Redressal of Customer Complaints (%)	80	100	90
8	Cost recovery in Water Supply Services (%)	100	23	27
9	Efficiency in Collection of Water Supply related charges (%)	90	37	27
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	44	52
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	66	70
2	Efficiency of Collection of MSW (%)	100	0	0
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste(%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	0	0
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	11	25
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)
Name of ULB - Paradeep Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	Supplied by Paradeep Port Authority	
2	Per capita Supply of Water at Consumer end (LPCD)	135		
3	Extent of metering of Water Connections (%)	100		
4	Extent of non-revenue Water (NRW) (%)	20		
5	Continuity of Water Supply (Hours)	24		
6	Quality of Water Supplied (%)	100		
7	Efficiency in Redressal of Customer Complaints (%)	80		
8	Cost recovery in Water Supply Services (%)	100		
9	Efficiency in Collection of Water Supply related charges (%)	90		
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	86.3	95
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	51.7	70
2	Efficiency of Collection of MSW (%)	100	95.3	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	100	100
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	11.6	25
2	Incidence of Water Logging/Flooding (Number)	0	1	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Rajgangpur Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	10.3	11.04
2	Per capita Supply of Water at Consumer end (LPCD)	135	52.11	52.11
3	Extent of metering of Water Connections (%)	100	2.7	0
4	Extent of non-revenue Water (NRW) (%)	20	31.7	72
5	Continuity of Water Supply (Hours)	24	2	2
6	Quality of Water Supplied (%)	100	91.1	97
7	Efficiency in Redressal of Customer Complaints (%)	80	95.6	80
8	Cost recovery in Water Supply Services (%)	100	10.3	10.5
9	Efficiency in Collection of Water Supply related charges(%)	90	27.3	10.5
SEWERAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	2	10
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	80	80
2	Efficiency of Collection of MSW (%)	100	60	70
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	20	30
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	75	90
2	Incidence of Water Logging/Flooding (Number)	0	5	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Rairangpur Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	28.4	45
2	Per capita Supply of Water at Consumer end (LPCD)	135	69.38	69.99
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	47.3	42
5	Continuity of Water Supply (Hours)	24	1.5	3
6	Quality of Water Supplied (%)	100	96.9	100
7	Efficiency in Redressal of Customer Complaints (%)	80	97	97
8	Cost recovery in Water Supply Services (%)	100	15.2	22
9	Efficiency in Collection of Water Supply related charges(%)	90	92.9	35
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	0	0
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	60	90
2	Efficiency of Collection of MSW (%)	100	55	68.2
3	Extent of Segregation of Municipal Solid Waste (%)	100	35	43.4
4	Extent of Municipal Solid Waste Recovered (%)	80	10	12.4
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	0	0
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	34	42
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Raygada Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	38.9	46
2	Per capita Supply of Water at Consumer end (LPCD)	135	109.57	108.36
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	6.3	7
5	Continuity of Water Supply (Hours)	24	4	4.5
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	53.5	52
9	Efficiency in Collection of Water Supply related charges(%)	90	47.8	46
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	79	90
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	100	100
2	Efficiency of Collection of MSW (%)	100	100	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	100	100
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	88	88
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Rourkela Municipal Corporation

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	34.9	40
2	Per capita Supply of Water at Consumer end (LPCD)	135	133.44	135
3	Extent of metering of Water Connections (%)	100	0	1
4	Extent of non-revenue Water (NRW) (%)	20	21.8	20
5	Continuity of Water Supply (Hours)	24	2.75	2.8
6	Quality of Water Supplied (%)	100	97.6	100
7	Efficiency in Redressal of Customer Complaints (%)	80	94.4	95
8	Cost recovery in Water Supply Services (%)	100	24.5	30
9	Efficiency in Collection of Water Supply related charges(%)	90	62.2	65
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	80	84
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	40	65
2	Efficiency of Collection of MSW (%)	100	70	80
3	Extent of Segregation of Municipal Solid Waste (%)	100	20	35
4	Extent of Municipal Solid Waste Recovered (%)	80	2	5
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	7	10
6	Efficiency in Redressal of Complaints (%)	80	50	60
7	Extent of Cost Recovery in SWM Services (%)	100	1	5
8	Efficiency in Collection of SWM Charges (%)	90	2	10
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	71	84
2	Incidence of Water Logging/Flooding (Number)	0	2	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Sambalpur Municipal Corporation

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	29.89	30
2	Per capita Supply of Water at Consumer end (LPCD)	135	196.64	195
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	73	72
5	Continuity of Water Supply (Hours)	24	2.7	2.7
6	Quality of Water Supplied (%)	100	97.2	98
7	Efficiency in Redressal of Customer Complaints (%)	80	89.5	88
8	Cost recovery in Water Supply Services (%)	100	20.5	21
9	Efficiency in Collection of Water Supply related charges(%)	90	47	55
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	67	80
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	0	0
2	Efficiency of Collection of MSW (%)	100	0	0
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	80	0
5	Extent of Scientific Disposal of Municipal Solid Waste(%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	50	0
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	15	25
2	Incidence of Water Logging/Flooding (Number)	0	1	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Sunabeda Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	9.5	14
2	Per capita Supply of Water at Consumer end (LPCD)	135	143.86	138.13
3	Extent of metering of Water Connections (%)	100	0.2	0
4	Extent of non-revenue Water (NRW) (%)	20	23.1	20
5	Continuity of Water Supply (Hours)	24	3	4
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	98.4	91
8	Cost recovery in Water Supply Services (%)	100	145.8	126
9	Efficiency in Collection of Water Supply related charges(%)	90	100	90
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	0	0
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	50	55
2	Efficiency of Collection of MSW (%)	100	35	40
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	100	100
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	70	80
2	Incidence of Water Logging/Flooding (Number)	0	8	5

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Sonapur Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	39	40
2	Per capita Supply of Water at Consumer end (LPCD)	135	123.9	125
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	60.6	60
5	Continuity of Water Supply (Hours)	24	1.3	1.5
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	74	75
8	Cost recovery in Water Supply Services (%)	100	24.6	30
9	Efficiency in Collection of Water Supply related charges(%)	90	36.6	36.7
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	0	0
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	64	70
2	Efficiency of Collection of MSW (%)	100	20	25
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	100	100
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	70	80
2	Incidence of Water Logging/Flooding (Number)	0	5	4

Declaration of Service Standards(13th Finance Commission)

Name of ULB - Soro Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connection(%)	100	8.5	13
2	Per Capita Supply of Water at Consumer end(LPCD)	135	48.31	55.53
3	Extent of metering of Water connection(%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	83.2	64
5	Continuity of Water Water Supply(Hours)	24	3	3
6	Quality of Water supplied(%)	100	82	93
7	Efficiency in Redressal of Customer Complaints (%)	80	45	100
8	Cost recovery in Water Supply services(%)	100	11.1	43
9	Efficiency in Collection of Water Supply related charges(%)	90	100	31
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	34	45
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection efficiency of sewage network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse & 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 Sewage Charges (%)	90	0	0
SOILD WASTE MANAGEMENT				
1	Household Level Coverage of SWM Service (%)	100	70	75
2	Efficiency of Collection of MSW (%)	100	100	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Soild Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in redressal of Complaints (%)	80	0	0
7	Extent of Cost recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	0.5	1
2	Incidence of Water Logging/Flooding (Number)	0	2	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Sundargarh Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	22.4	35
2	Per capita Supply of Water at Consumer end (LPCD)	135	81.29	91.51
3	Extent of metering of Water Connections (%)	100	5.7	10
4	Extent of non-revenue Water (NRW) (%)	20	34.2	45
5	Continuity of Water Supply (Hours)	24	2	2
6	Quality of Water Supplied (%)	100	98	100
7	Efficiency in Redressal of Customer Complaints (%)	80	92.4	100
8	Cost recovery in Water Supply Services (%)	100	18.6	25
9	Efficiency in Collection of Water Supply related charges(%)	90	61.9	70
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	65	66
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	85	90
2	Efficiency of Collection of MSW (%)	100	75	80
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	55	60
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	65	70
2	Incidence of Water Logging/Flooding (Number)	0	4	4

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Titlagarh Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	16.87	16.87
2	Per capita Supply of Water at Consumer end (LPCD)	135	100.27	94.83
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	33.27	39.18
5	Continuity of Water Supply (Hours)	24	2	2
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	75	78
8	Cost recovery in Water Supply Services (%)	100	29.28	19.07
9	Efficiency in Collection of Water Supply related charges(%)	90	31.05	32.04
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	0	0
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	82	100
2	Efficiency of Collection of MSW (%)	100	0	0
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	0	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	0	0
7	Extent of Cost Recovery in SWM Services (%)	100	0	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	0	0
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Talcher Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	16.54	16.85
2	Per capita Supply of Water at Consumer end (LPCD)	135	60.99	73
3	Extent of metering of Water Connections (%)	100	0	20
4	Extent of non-revenue Water (NRW) (%)	20	41.3	56.25
5	Continuity of Water Supply (Hours)	24	4	4
6	Quality of Water Supplied (%)	100	100	92
7	Efficiency in Redressal of Customer Complaints (%)	80	86.8	90
8	Cost recovery in Water Supply Services (%)	100	22.2	23.7
9	Efficiency in Collection of Water Supply related charges(%)	90	41	48.51
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	0	0
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	70	75
2	Efficiency of Collection of MSW (%)	100	82	85
3	Extent of Segregation of Municipal Solid Waste (%)	100	0	0
4	Extent of Municipal Solid Waste Recovered (%)	80	70	75
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	80	85
7	Extent of Cost Recovery in SWM Services (%)	100	5	5
8	Efficiency in Collection of SWM Charges (%)	90	10	15
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	70	75
2	Incidence of Water Logging/Flooding (Number)	0	0	0

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Umerkote Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	9	11
2	Per capita Supply of Water at Consumer end (LPCD)	135	53.16	46.91
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue Water (NRW) (%)	20	60.5	64
5	Continuity of Water Supply (Hours)	24	4	4
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	100	100
8	Cost recovery in Water Supply Services (%)	100	70	75
9	Efficiency in Collection of Water Supply related charges(%)	90	12.6	18
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	42	49
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	50	0
2	Efficiency of Collection of MSW (%)	100	40	0
3	Extent of Segregation of Municipal Solid Waste (%)	100	52	0
4	Extent of Municipal Solid Waste Recovered (%)	80	18	0
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	30	0
6	Efficiency in Redressal of Complaints (%)	80	0	0
7	Extent of Cost Recovery in SWM Services (%)	100	10	0
8	Efficiency in Collection of SWM Charges (%)	90	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	60	75
2	Incidence of Water Logging/Flooding (Number)	0	4	2

Declaration of Service Standards (13th Finance Commission)

Name of ULB - Vyasaganar Municipality

Sl. No. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY, 2013-14 (4)	Target for FY, 2014-15 (5)
WATER SUPPLY				
1	Coverage of Water Supply Connections (%)	100	44.7	44.7
2	Per capita Supply of Water at Consumer end (LPCD)	135	73.8	85.61
3	Extent of metering of Water Connections (%)	100	0	2
4	Extent of non-revenue Water (NRW) (%)	20	28.4	30
5	Continuity of Water Supply (Hours)	24	4	4
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in Redressal of Customer Complaints (%)	80	90	98
8	Cost recovery in Water Supply Services (%)	100	35	35
9	Efficiency in Collection of Water Supply related charges(%)	90	30	23
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	68	75
2	Coverage of Sewage Network Services (%)	100	0	0
3	Collection Efficiency of Sewage Network (%)	100	0	0
4	Adequacy of Sewage Treatment Capacity (%)	100	0	0
5	Quality of Sewage Treatment (%)	100	0	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage Charges (%)	90	0	0
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	18	30
2	Efficiency of Collection of MSW (%)	100	70	90
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	0	8
6	Efficiency in Redressal of Complaints (%)	80	90	100
7	Extent of Cost Recovery in SWM Services (%)	100	0	5
8	Efficiency in Collection of SWM Charges (%)	90	0	5
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	10	20
2	Incidence of Water Logging/Flooding (Number)	0	4	0