

DECLARATION OF SERVICE STANDARDS

Year 2019-20

Name of the ULB: Basudevpur Municipality

Sl. No.	Service Indicators	Benchmark	Currnt Status FY 2018-19	Currnt Status FY 2019-20
1	2	3	4	5
2	Per capita supply of water	135 lpcd	85.19	135
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	60	40
5	Continuity of water supply	24 hours	7	8
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	76	80
8	Cost recovery in water supply services	100%	24.2	60
9	Efficiency in collection of water supply related charges	90%	83	90
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	85	100
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
5	Quality of sewage treatment	100%	0	0
6	Extent of reuse and recycling of sewage	20%	0	0
7	Efficiency in redressal of customer complaints	80%	0	0
8	Extent of cost recovery in sewage management	100%	0	0
9	Efficiency in collection of sewerage charges	90%	0	0
Solid Waste Management				
1	Household level coverage of Solid Waste Management services	100%	50%	100%
2	Efficiency of collection of municipal solid waste	100%	50%	100%
3	Extent of segregation of municipal solid waste	100%	20%	100%
4	Extent of municipal solid waste recovered	80%	20%	100%
5	Extent of scientific disposal of municipal solid waste	100%	0	100%
6	Efficiency in redressal of customer complaints	80%	50%	100%
7	Extent of cost recovery in SWM services	100%	0	100%
8	Efficiency in collection of SWM charges	90%	0	100%
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	0	0
2	Incidence of water logging / flooding	0%	0	0
SLB Status of 2018-19				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	0	