ANNEXURE I

14th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the City/ULB	State	Name of the Municipal Commissioner	Postal Address with Pin Code	Phone & Fax Nos	Email Id. & WEB
Kurnool Municipal Corporation	Andhra Pradesh	Dr. C.B.Harinatha Reddy	Kurnool Municipal Corporation, N.R.Peta, Kurnool. 518001	08518-221848 Fax No. 08518-221764	mc.kurnool@gmail.com www.kurnool.cdma.ap.gov.in

Water Supply Indicators

	Coverage of Water Supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non-revenue water		Continuity of Water Supply		Quality of Water Supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current	Targets (2017-18)	Current	Targets (2017-18)	Current	Targets (2017-18)	Current	Targets (2017-18)	Current	Targets (2017-18)	Current	Targets (2017-18)	Current	Targets (2017-18)	Current	Targets (2017-18)	Current	Targets (2017-18)
	82.9	85	122.2	130	3.6	5	9.1	8	1.5	2	92.8	100	80	90	56.2	75	80.4	88

Sewarage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage networks		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current	Targets (2017-18)	Current	Targets (2017-18)	Current	Targets (2017-18)	Current	Targets (2017-18)	Current	Targets (2017-18)	Current	Targets (2017-18)	Current	Targets (2017-18)	Current	Targets (2017-18)	Current	Targets (2017-18)
	100	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

		Household level coverage of Solid Waste Management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered/recycled		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in solid waste management services		Efficiency in collection of SWM charges	
Benchmarks		100%		100%		100%		80%		100%		80%		100%		90%	
		Current	Targets (2017-18)	Current	Targets (2017-18)	Current	Targets (2017-18)	Current	Targets (2017-18)	Current	Targets (2017-18)	Current	Targets (2017-18)	Current	Targets (2017-18)	Current	Targets (2017-18)
		72	100	99	100	0.1	30	0	40	-	100	75.3	90	0	40	0	40

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/Flooding		
Benchmarks	100%		0		
	Current	Targets (2017-18)	Current	Targets (2017-18)	C.R.No.55, Dt. 05.01.2017
	70	80	10	10	

Commissioner,
Kurnool Municipal Corporation,
Kurnool.

Service Level Benchmarking - General Information of City

70 input fields

S.No	Code	Input Nomenclature		Value	Logic/Remark
		Demographics			
1	XA	Population (Census 2011)	Persons	460184	Input field
2	XB	Decadal Growth Rate of the City	%	29.04	Input field
3	XC	Population (Present Year)	Persons	552221	function of XA
4	XD	Number of Households (Census 2011)	Number	84332	Input field
5	XE	Number of Households (Present Year)	Number	101241	function of XD
6	XF	Family Size (Census 2011)	Persons	5.5	XA/XD
7	XG	Family Size (Present Year)	Persons	5.5	XC/XE
8	XH	Number of Slums (2011)	Number	104.0	Input field
9	XI	Number of Slums (Present Year)	Number	104.0	Input field
10	XJ	Number of Slum Households (2011)	Number	34714.0	Input field
11	XK	Number of Slum Households (Present Year)	Number	39921.0	Input field
12	XL	Number of Properties (2011)	Number	70243	Input field
13	XM	Number of Properties (Present Year)	Number	110926	Input field
14	XN	Number of Election Wards (2011)	Number	50	Input field
15	XO	Number of Election Wards (Present Year)	Number	51	Input field
16	XP	Town/City Area (Census 2011)	Sq.km	49.73	Input field
17	XQ	Present Town/City Area	Sq.km	69.51	Input field
18	XR	Population Density (Present Year)	Number	7944	XC/XQ
19	XS	Number of Commercial and other establishments (offices, institutions, markets), Hotels and Restaurants (Year 2011)	Number	3556	Input field
20	XT	Number of Commercial and other establishments (offices, institutions, markets,Hotels and Restaurants)(Present Year)	Number	6129	Input field
		Service Provider Details - Water Supply			
21	XU	Name of Town/City		Kurnool	Input field
22	XV	**Name of the Department/Unit**		Engineering Section	Input field
23	XW	Name of the Head of Department/Unit		N.Siva Rami Reddy	Input field
24	XX	Designation of the Department Head		Superintending Engineer	Input field
25	XY	Address		Flat No. 402, Swarnalook Apartment	Input field
26	XZ	Telephone Number		08518-221848	Input field
27	YA	Mobile Number		9849908488	Input field
28	YB	Fax Number		08518-221764	Input field
29	YC	Email		mc.kurnool@cdma.gov.in	Input field
30	YD	Website		www.kurnool.cdma.ap.gov.in	Input field
31	YE	**Name of the Contact Person**		G.Raja Sekhar	Input field
32	YF	Designation of the contact person		Executive Engineer	Input field
33	YG	Address		Mahaveer Nagar colony	Input field
34	YH	Telephone Number		08518-221848	Input field
35	YI	Mobile Number		9849908499	Input field
36	YJ	Fax Number		08518-221764	Input field
37	YK	Email		mc.kurnool@cdma.gov.in	Input field
38	YL	Website		www.kurnool.cdma.ap.gov.in	Input field

		Service Provider Details - Sewerage and Drainage			
39	YM	Name of Town/ City		-	Input field
40	YN	**Name of the Department/Unit**		-	Input field
41	YO	Name of the Head of Department/Unit		-	Input field
42	YP	Designation of the Department Head		-	Input field
43	YQ	Address		-	Input field
44	YR	Telephone Number		-	Input field
45	YS	Mobile Number		-	Input field
46	YT	Fax Number		-	Input field
47	YU	Email		-	Input field

Service Level Benchmarking - General Information of City

					70 input fields
S.No	***Code***	***Input Nomenclature***		***Value***	***Logic/Remark***
		Demographics			
48	YV	Website		-	Input field
49	YW	**Name of the Contact Person**		-	Input field
50	YX	Designation of the contact person		-	Input field
51	YY	Address		-	Input field
52	YZ	Telephone Number		-	Input field
53	ZA	Mobile Number		-	Input field
54	ZB	Fax Number		-	Input field
55	ZC	Email ID		-	Input field
56	ZD	Website		-	Input field
		Service Provider Details - Solid Waste Management			
57	ZE	**Name of Town/Utility**		Kurnool	Input field
58	ZF	**Name of the Head of the Department**		M.Veera Sekhar	Input field
59	ZG	Designation of the Head of the Department		M.H.O.	Input field
60	ZH	Address		N.R.Peta, KNL	Input field
61	ZI	Telephone Number		08518-220051	Input field
62	ZJ	Mobile Number		7680075621	Input field
63	ZK	Fax Number		08518-221764	Input field
64	ZL	Email ID		mc.kurnool@cdma.gov.in	Input field
65	ZM	Website		www.kurnool.cdma.ap.gov.in	Input field
66	ZN	**Name of the Contact Person**		K.Bala Subramanyam	Input field
67	ZO	Designation of the Contact Person		Environmental Engineer	Input field
68	ZP	Address		Venkata Ramana colony	Input field
69	ZQ	Telephone Number		-	Input field
70	ZR	Mobile Number		9849908456	Input field
71	ZS	Fax Number		08518-221764	Input field
72	ZT	Email ID		mc.kurnool@cdma.gov.in	Input field
73	ZU	Website		www.kurnool.cdma.ap.gov.in	Input field

Service Level Benchmarking - Sewerage and Drainage

S.No	Code	Input Nomenclature		Value	Logic/Remark
					31+26 input fields
	I	COVERAGE OF TOILETS	%	100.0	(FC*100/XM)
		Sanitation Coverage			
1	XM	Total Number of Properties in the City	Number	110926	XM
2	FA	Properties with toilets	Number	76538	Input field
3	FB	Households dependent on functional community toilets	Number	34388	Input field
4	FC	Total Number of Properties with access to toilets	Number	110926	FA+FB
	II	COVERAGE OF SEWAGE NETWORK SERVICES	%	0	(FD*100/XM)
5	XM	Total Number of Properties in the City	Number	110926	XM
6	FD	Properties with sewer connections	Number	0	Input field
7	FE	Properties with onsite sanitary disposal	Number	0	Input field
	III	COLLECTION EFFICIENCY OF SEWAGE NETWORK	%	0	(FY*100/FW)
		Waste Water Production - Volume of Water Consumed and Waste Water Generated			
8	FF	Volume of water consumed and billed from Domestic Connections	MLD	49.10	BC
9	FG	Volume of water consumed and billed from Bulk supply - Apartments	MLD	7.39	BD
10	FH	Volume of water consumed and billed from Bulk supply - Layouts/Societies	MLD	0.00	BE
11	FI	Volume of water consumed and billed from Non domestic Connections	MLD	8.36	BF
12	FJ	Volume of water consumed (both billed and unbilled) from Public taps	MLD	10.99	BG+BJ
13	FK	Volume of water from free supplies (other connections)	MLD	0.00	BK
14	FL	Volume of water consumed and billed from any other ULB sources	MLD	0.00	BH
15	FM	Volume of water consumed from any Non ULB water sources	MLD		Input field
16	FN	Total Water Consumption (billed and unbilled) from ULB and Non ULB sources)	MLD	75.84	FF+FG+FH+FI+FJ+FK+FL+FM
17	FO	Volume of waste water generated from Domestic Water Consumption	MLD	39.28	0.80*FF
18	FP	Volume of waste water generated from Bulk Supply - Apartments	MLD	5.91	0.80*FG
19	FQ	Volume of waste water generated from Bulk Supply - Layouts/Societies	MLD	0.00	0.80*FH
20	FR	Volume of waste water generated from Non Domestic Water Consumption	MLD	6.69	0.80*FI
21	FS	Volume of waste water generated from Public Tap Water Consumption	MLD	8.79	0.80*FJ
22	FT	Volume of waste water generated from free supplies (other connections)	MLD	0.00	0.80*FK
23	FU	Volume of waste water generated from other ULB source water consumption	MLD	0.00	0.80*FL
24	FV	Volume of waste water generated from Non ULB source Water consumption	MLD	0.00	0.80*FM
25	FW	Total Waste Water Generated	MLD	60.67	FO+FP+FQ+FR+FS+FT+FU+FV
		Waste Water Collection and Treatment			
26	FX	Volume of sewage actually treated at the Primary Treatment Plant	MLD		Input field
27	FY	Volume of sewage actually treated at Secondary Treatment Plant	MLD		Input field
28	FZ	Total Volume of Waste Water collected and Treated at Sewage Treatment Plants	MLD	0	FX+FY
	IV	ADEQUACY OF SEWAGE TREATMENT CAPACITY	%	0	(GB*100/FW)
29	GA	Installed Capacity of Primary Treatment Plant	MLD		Input field
30	GB	Installed Capacity of Secondary Treatment Plant	MLD		Input field
31	GC	Total Installed Capacity (Primary + Secondary Treatment)	MLD	0.00	GA+GB
32	FW	Total Waste Water Generated	MLD	60.67	FW
	V	EXTENT OF REUSE AND RECYCLING OF SEWAGE	%	#DIV/0!	(GD*100/FY)
33	FY	Volume of sewage actually treated at Secondary Treatment Plant	MLD	0.00	FY
34	GD	Volume of treated waste water reused after Secondary Treatment	MLD		Input field
	VI	QUALITY OF SEWAGE TREATMENT	%	#DIV/0!	(GF*100/GE)
		Discharge Compliance after Secondary Treatment of Sewage			
35	GE	Number of Treated Effluent Samples Tested in the previous year	Number		Input field
36	GF	Number of Treated Effluent Samples Passed in the previous year	Number		Input field
	VII	EFFICIENCY IN REDRESSAL OF CUSTOMER COMPLAINTS	%	#DIV/0!	(GH*100/GG)
		Consumer Services			
37	GG	Sewage related Complaints received during the year	Number		Input field
38	GH	Sewage related Complaints resolved within 24 hours during the year	Number		Input field
	VIII	EXTENT OF COST RECOVERY IN SEWAGE MANAGEMENT	%	#DIV/0!	(GU*100/GP)
		Financial Information - Annual Operating Expenses			
39	GI	Regular Staff and Administration	Rs. Lakhs		Input field
40	GJ	Outsourced /Contract Staff Costs	Rs. Lakhs		Input field
41	GK	Electricty Charges /Fuel Costs	Rs. Lakhs		Input field
42	GL	Chemicals Costs	Rs. Lakhs		Input field
43	GM	Repairs/Maintenance Costs	Rs. Lakhs		Input field
44	GN	Contractor Costs for O&M	Rs. Lakhs		Input field
45	GO	Others (Specify)	Rs. Lakhs		Input field
46	GP	Total Annual Operating Expenses	Rs. Lakhs	0.00	GI+GJ+GK+GL+GM+GN+GO
		Financial Information - Annual Operating Revenues			
47	GQ	Arrears at the beginning of previous year	Rs. Lakhs		Input field
48	GR	Revenue demand from user charges - sewerage only	Rs. Lakhs		Input field
49	GS	Revenue demand from tax/cess - sewerage only	Rs. Lakhs		Input field
50	GT	Revenue demand from other sources (eg. connection costs/donations etc.)	Rs. Lakhs		Input field

Service Level Benchmarking - Sewerage and Drainage

S.No	Code	Input Nomenclature		Value	Logic/Remark
51	GU	Total Revenue Demand of the previous year (Current Demand of previous year)	Rs. Lakhs	0.00	GR+GS+GT
	IX	EFFICIENCY IN COLLECTION OF SEWAGE CHARGES		#DIV/0!	(GW*100/GU)
52	GU	Total Revenue Demand of the previous year (Current Demand of previous year)	Rs. Lakhs	0.00	GU
53	GV	Collection against arrears	Rs. Lakhs		Input field
54	GW	Collection against current demand	Rs. Lakhs		Input field
		Additional Information (Optional)			
		Staff Information			
55	HA	Senior Management (Sanctioned)	Number		Input field
56	HB	Senior Management (Working)	Number		Input field
57	HC	Engineers (Sanctioned)	Number		Input field
58	HD	Engineers (Working)	Number		Input field
59	HE	Clerks/Accountants (Sanctioned)	Number		Input field
60	HF	Clerks/Accountants (Working)	Number		Input field
61	HG	Labourers/Cleaners (Sanctioned)	Number		Input field
62	HH	Labourers/Cleaners (Working)	Number		Input field
63	HI	Total (Sanctioned)	Number	0	
64	HJ	Total (Working)	Number	0	
		Septage Management			
65	HL	Does the ULB practice septage management	Yes/No		Input field
66	HM	Septage sucking machines available within ULB	Number		Input field
67	HN	Private Septage machines licenced by ULB	Number		Input field
		Connection Costs for Sewerage Connections			
68	HO	Residential - General	Rs		Input field
69	HP	Residential - Urban Poor	Rs		Input field
70	HQ	Institutional	Rs		Input field
71	HR	Commercial	Rs		Input field
72	HS	Industrial	Rs		Input field
		Sewerage Tariff Structure - Flat Rate Tariff			
73	HT	Residential - General	Rs./Month		Input field
74	HU	Residential - Urban Poor	Rs./Month		Input field
75	HV	Institutional	Rs./Month		Input field
76	HW	Commercial	Rs./Month		Input field
77	HX	Industrial	Rs./Month		Input field
		Sewerage Tariff Structure - Volumetric Tariff			
78	HY	Residential - General	Rs./KL		Input field
79	HZ	Residential - Urban Poor	Rs./KL		Input field
80	IA	Institutional	Rs./KL		Input field
81	IB	Commercial	Rs./KL		Input field
82	IC	Industrial	Rs./KL		Input field
		Storm Water Drainage Data			
	I	COVERAGE OF STORM WATER DRAINAGE NETWORK	%	70.0	IE*100/ID
83	ID	Total Length of Road Network	Kilometers	744	Input field
84	IE	Total Length of Pucca covered drains	Kilometers	520.78	Input field
	II	INCIDENCE OF WATER LOGGING/FLOODING	Number	10	IF*IG
85	IF	Number of Flood Prone Points in the city	Number	10	Input field
86	IG	Average Frequency of Flooding	Number	1	Input field
		SEWERAGE SERVICE INDICATOR VALUES			
S.No.		***Indicator***	***Unit***	***Value***	***Reliability***
1		Coverage of Toilets	%	100.0	
2		Coverage of wastewater network services	%	0.0	
3		Collection efficiency of wastewater networks	%	0.0	
4		Adequacy of wastewater treatment capacity	%	0.0	
5		Extent of reuse and recycling of treated watsewater	%	#DIV/0!	
6		Quality of wastewater treatment	%	#DIV/0!	
7		Efficieny in redressal of customer complaints	%	#DIV/0!	
8		Exetent of cost recovery in wastewater management	%	#DIV/0!	
9		Efficiency in collection of sewerage charges	%	#DIV/0!	
		STORM WATER DRAINAGE SERVICE INDICATOR VALUES			
S.No.		***Indicator***	***Unit***	***Value***	***Reliability***
1		Coverage of Storm Water Drainage Network	%	70	
2		Incidence of water logging/flooding	Number	10	

Service Level Benchmarking - Solid Waste Management

S.No	Code	Input Nomenclature		Value	Logic/Remark
					65+22 input fields
	I	HOUSEHOLD LEVEL COVERAGE OF SOLID WASTE MANAGEMENT SERVICES		85.53	KE*100/(XE+XT)
		Door to Door Collection - Number of HHs and establishments covered by Door to Door Collection			
1	KA	Number of Households covered by Door to Door Collection	Number	82451	Input field
2	KB	Number of Hotels and Restaurants covered by Door to Door Collection	Number	561	Input field
3	KC	Number of Commercial Establishments (institutions, offices) covered by Door to Door Collection	Number	4659	Input field
4	KD	Number of any other establishments (incl. markets) covered by Door to Door Collection	Number	4162	Input field
5	KE	Total Number of Households and Establishments covered by Door to Door Collection	Number	91833	KA+KB+KC+KD
	II	EFFICIENCY OF COLLECTION OF MUNICIPAL SOLID WASTE		99.02	IF(KO=0,(LO*100/KL),(KO*100/KL))
		Waste Generation			
6	KF	Waste Generated by Households	MT/month	3060	Input field
7	KG	Waste Generated by Street Sweeping	MT/month	357	Input field
8	KH	Waste Generated by Hotels and Restaurants	MT/month	561	Input field
9	KI	Waste Generated by Markets (Vegetable Markets, Mandis etc)	MT/month	663	Input field
10	KJ	Waste Generated by Commercial Establishments (eg. Institutions, etc)	MT/month	153	Input field
11	KK	Waste Generated by other sources (eg. debris, horticulture waste etc)	MT/month	306	Input field
12	KL	Total Waste Generated	MT/month	5100	KF+KG+KH+KI+KJ+KK
		Waste Collection and Transportation - Details of waste received at Processing/ Disposal Facilities			
13	KM	Quantity of waste received at processing and recycling facilities	MT/month	10	Input field
14	KN	Quantity of waste received at disposal sites	MT/month	5040	Input field
15	KO	Total waste received at processing/disposal facility and recycled	MT/month	5050	KM+KN+LQ-ME
		Waste Collection and Transportation - Details of waste transported to Processing/ Disposal Facilities			
16	KP	Number of lorries/trucks used for transportation of waste	Number	0	Input field
17	KQ	Capacity of each lorries/trucks	Metric Tons (MT)	0	Input field
18	KR	Total number of trips made by each lorries/trucks each day to the disposal site	Trips per day	0	Input field
19	KS	Total quantity of waste collected by lorries/trucks	MT/month	0	KP*KQ*KR*30
20	KT	Number of dumper placers used for transportation of waste	Number	5	Input field
21	KU	Capacity of each dumper placer	Metric Tons (MT)	2	Input field
22	KV	Total number of trips made by each dumper placers each day to the disposal site	Trips per day	2	Input field
23	KW	Total quantity of waste collected by dumper placers	MT/month	600	KT*KU*KV*30
24	KX	Number of mini lorries used for transportation of waste	Number	0	Input field
25	KY	Capacity of each mini lorry	Metric Tons (MT)	0	Input field
26	KZ	Total number of trips made by each mini lorries each day to the disposal site	Trips per day	0	Input field
27	LA	Total quantity of waste collected by mini lorries	MT/month	0	KX*KY*KZ*30
28	LB	Number of tractor trailers used for transportation of waste	Number	27	Input field
29	LC	Capacity of each tractor trailer	Metric Tons (MT)	1.5	Input field
30	LD	Total number of trips made by each tractor trailer each day to the disposal site	Trips per day	3	Input field
31	LE	Total quantity of waste collected by tractor trailer	MT/month	3645	LB*LC*LD*30
32	LF	Number of tipper trucks used for transportation of waste	Number	2	Input field
33	LG	Capacity of each tipper trucks	Metric Tons (MT)	3	Input field
34	LH	Total number of trips made by each tipper trucks each day to the disposal site	Trips per day	2	Input field
35	LI	Total quantity of waste collected by tipper trucks	MT/month	360	LF*LG*LH*30
36	LJ	Number of 3 wheeler auto tippers used for transportation of waste	Number	6	Input field
37	LK	Capacity of each 3 wheeler auto tipper	Metric Tons (MT)	0.5	Input field
38	LM	Total number of trips made by each 3 wheeler auto tippers each day to the disposal site	Trips per day	3	Input field
39	LN	Total quantity of waste collected by 3 wheeler auto tippers	MT/month	270	LJ*LK*LM*30
40	LO	Total quantiy of waste collected and transported to disposal site	MT/month	4875	KS+KW+LA+LE+LI+LN
	III	EXTENT OF SEGREGATION OF MUNICIPAL SOLID WASTE		0.06	((LP+LQ)/IF(MH=0,LO,MH))*100
		Segregation of Waste			
41	LP	Quantity of waste arriving at Processing/ Disposal facility in segregated manner	MT/month	3	Input field
42	LQ	Quantity of waste taken away by recyclers from intermediate points	MT/month	0	Input field
	IV	EXTENT OF MUNICIPAL SOLID WASTE RECOVERED		-	(MF/IF(KO=0,LO,KO))*100
		Quantity of Waste Processing			
43	LR	Installed Capacity of Composting Plant	MT/month	0	Input field
44	LS	Waste Quantity Input at the Composting Plant	MT/month	0	Input field
45	LT	Installed Capacity of Vermi-composting Plant	MT/month	0	Input field
46	LU	Waste Quantity Input at the Vermi-composting Plant	MT/month	1	Input field
47	LV	Installed Capacity of Refuse Derived Fuel	MT/month	0	Input field
48	LW	Waste Quantity Input at the Refuse Derived Fuel	MT/month	0	Input field
49	LX	Installed Capacity of Bio Methanation/ Waste-to-Energy Plants	MT/month	0	Input field
50	LY	Waste Quantity Input at Bio methanation/ Waste-to-Energy plants	MT/month	0	Input field
51	LZ	Installed Capacity of any other processing facilities	MT/month	0	Input field
52	MA	Waste Quantity Input at other processing facilities	MT/month	0	Input field
53	MB	Total Installed Capacity of Processing facilities	MT/month	0	LR+LT+LV+LX+LZ
54	MC	Total Waste Quantity Input at all types of processing facilities	MT/month	1	LS+LU+LW+LY+MA
55	MD	Quantity of waste rejected by processing facilities at intake point	MT/month	0	Input field
56	ME	Quantity of post-processing rejects sent to dumpsite/ landfills	MT/month	0	Input field
57	MF	Total Waste Processed in the ULB	MT/month	0	IF(MC<MB,(MC+LQ-MD),(MB+LQ-MD))
	V	EXTENT OF SCIENTIFIC DISPOSAL OF MUNICIPAL SOLID WASTE		-	(MG*100/(MG+MH)
		Quantity of Waste Disposal			
58	MG	Quanity of waste disposed in compliant landfill sites	MT/month	0	Input field

Service Level Benchmarking - Solid Waste Management

S.No	Code	Input Nomenclature		Value	Logic/Remark
59	MH	Quanity of waste disposed in open dump sites	MT/month	4865	Input field
	VI	EFFICIENCY IN REDRESSAL OF CUSTOMER COMPLAINTS		75.31	(MJ*100/MI)
		Customer Service			
60	MI	Complaints received during the year	Number	162	Input field
61	MJ	Complaints resolved within 24 hours during the year	Number	122	Input field
	VII	EXTENT OF COST RECOVERY IN SWM SERVICES		-	(NA*100/MR)
		Financial Information - Operational Expenditure on SWM during previous year			
62	MK	Regular Staff & Administration	Rs. In Lakhs	1083.36	Input field
63	ML	Outsourced/Contracted Staff Costs	Rs. In Lakhs	315.36	Input field
64	MM	Electricity Charges/Fuel Costs	Rs. In Lakhs	68	Input field
65	MN	Chemical Costs	Rs. In Lakhs	10	Input field
66	MO	Repair/Maintenance Costs	Rs. In Lakhs	20	Input field
67	MP	Contracted Services Cost	Rs. In Lakhs	0	Input field
68	MQ	Other Costs (Specify)	Rs. In Lakhs	0	Input field
69	MR	Total Operational Expenses	Rs. In Lakhs	1496.72	MK+ML+MM+MN+MO+MP+MQ
		Financial Information - Operational Revenues from SWM during previous year			
70	MS	Arrears at the end of previous year	Rs. In Lakhs	0	Input field
71	MT	Tax / Cess - Solid Waste only	Rs. In Lakhs	0	Input field
72	MU	User Charges	Rs. In Lakhs	0	Input field
73	MV	Fixed Charges based on Property Tax/ State Taxes/Cess/Surcharges	Rs. In Lakhs	0	Input field
74	MW	Sale of Recyclables	Rs. In Lakhs	0	Input field
75	MX	Sale from processing - compost/energy	Rs. In Lakhs	0	Input field
76	MY	Royalty	Rs. In Lakhs	0	Input field
77	MZ	Others (Specify)	Rs. In Lakhs	0	Input field
78	NA	Total Revenue Demand Raised for the previous year	Rs. In Lakhs	0	MT+MU+MV+MW+MX+MY+MZ
	VIII	EFFICIENCY IN COLLECTION OF SWM CHARGES		#DIV/0!	(NC*100/NA)
79	NA	Total Revenue Demand Raised for the previous year	Rs. In Lakhs	0	NA
80	NB	Collection against arrears	Rs. In Lakhs	0	Input field
81	NC	Collection against Current Demand	Rs. In Lakhs	0	Input field
		Additional Information (Optional)			
		Staff Information			
82	ND	Senior Management-Health Officer (Sanctioned)	Number	1	Input field
83	NE	Senior Management-Health Officer (Working)	Number	1	Input field
84	NF	Sanitary Inspector (Sanctioned)	Number	9	Input field
85	NG	Sanitary Inspector (Working)	Number	9	Input field
86	NH	Sanitary Supervisor (Sanctioned)	Number	1	Input field
87	NI	Sanitary Supervisor (Working)	Number	0	Input field
88	NJ	Maistries/Safai Karam chari (Sanctioned)	Number	21	Input field
89	NK	Maistries/Safai Karam chari (Working)	Number	13	Input field
90	NL	Cleaners/Drivers (Sanctioned)	Number	15	Input field
91	NM	Cleaners/Drivers (Working)	Number	9	Input field
92	NN	Labourers (Sanctioned)	Number	470	Input field
93	NO	Labourers (Working)	Number	355	Input field
94	NP	Others Specify	Number	576	Input field
95	NQ	Total (Sanctioned)	Number	517	ND+NF+NH+NJ+NL+NN
96	NR	Total (Working)	Number	963	NE+NG+NI+NK+NM+NO+NP

97	NS	Are daily records of waste received at compliant landfill maintained (MSW 2000)	Yes/No	Yes	Input field
98	NT	Is weighbridge available at landfill site?	Yes/No	No	Input field
99	NU	Are daily records of waste received at open dumpsites maintained?	Yes/No	Yes	Input field
100	NV	Is weighbridge available at dumpsite?	Yes/No	No	Input field
		User charges			
101	NW	Residential - General	Rs./ Month	0	Input field
102	NX	Residential - Urban Poor	Rs./ Month	0	Input field
103	NY	Commercial Establishment	Rs./ Month	0	Input field
104	NZ	Fixed charge through property tax	Rs./ Month	0	Input field
105	OA	Others	Rs./ Month	0	Input field
		SOLID WASTE MANAGEMENT INDICATORS			
		Indicators	*Unit*	*Result*	*Reliability*
1		Household level coverage of solid waste management services	%	85.5	
2		Efficiency of collection of municipal solid waste	%	99.0	
3		Extent of segregation of municipal solid waste	%	0.1	
4		Extent of municipal solid waste recovered	%	0.0	
5		Extent of scientific disposal of municipal solid waste	%	0.0	
6		Extent of cost recovery in solid waste management services	%	0.0	
7		Efficiency in collection of solid waste management charges	%	#DIV/0!	
8		Efficiency in redressal of customer complaints	%	75.3	

Service Level Benchmarking - Water Supply Data

S.No	Code	Input Nomenclature		Value	Logic/Remark
					63+29 input fields
	I	COVERAGE OF WATER SUPPLY CONNECTIONS	%	82.9	AU*100/XE
		Water Service Coverage - Number of Connections			
1	AA	Domestic Connections (Metered Functional)	Number	257	Input field
2	AB	Domestic Connections (Metered Non-Functional)	Number	100	Input field
3	AC	Domestic Connections (Unmetered)	Number	51748	Input field
4	AD	Domestic connections (Total)	Number	51848	(AA+AB+AC)
5	AE	Bulk supply Apartments (Metered Functional)	Number	530	Input field
6	AF	Bulk supply Apartments (Metered Non-Functional)	Number	0	Input field
7	AG	Bulk supply Apartments (Unmetered)	Number	0	Input field
8	AH	Bulk supply Apartments (Total)	Number	530	(AE+AF+AG)
9	AI	Bulk supply Layouts/Societies (Metered Functional)	Number	0	Input field
10	AJ	Bulk supply Layouts/Societies (Metered Non-Functional)	Number	0	Input field
11	AK	Bulk supply Layouts/societies (Unmetered)	Number	0	Input field
12	AL	Bulk supply Layouts/Societies (Total)	Number	0	(AI+AJ+AK)
13	AM	Others - Specify (Metered Funtional)	Number	686	Input field
14	AN	Others - Specify (Metered Non-Functional)	Number	0	Input field
15	AO	Others - Specify (Unmetered)	Number	0	Input field
16	AP	Others - Specify (Total)	Number	686	(AM+AN+AO)
17	AQ	Total Number of Water Supply Connections	Number	53064	(AD+AH+AL+AP)
		Water Service Coverage - Households Served			
18	AR	Households served by Domestic Connections	Number	77622	Input field
19	AS	Households served by Bulk supply - Apartments	Number	6352	Input field
20	AT	Households served by Bulk supply - Layouts/Societies	Number	0	Input field
21	AU	Total Households served with Water Supply	Number	83974	AR+AS+AT
		**Households served by own sources such as wells, handpumps shall not be included*			
	II	PER CAPITA SUPPLY OF WATER	LPCD	122.20	(BC+BD+BE+BG+BJ)*10^6/XC
		Water Production Capacity			
22	AV	Installed Capacity of Treatment Plants for Surface Water Sources	MLD	88.24	Input field
23	AW	Volume of water produced through Surface Water Sources	MLD	71.32	Input field
24	AX	Installed Capacity of Treatment Plants for Ground Water Sources	MLD	0	Input field
25	AY	Volume of water produced through Ground water (power pumps)	MLD	0	Input field
26	AZ	Volume of water produced through any Other Sources	MLD	0	Input field
27	BA	Total Installed Capacity	MLD	88.24	AV+AX
28	BB	Total Volume of water produced	MLD	71.32	AW+AY+AZ
		Water Consumption			
29	BC	Volume of water billed from Domestic Connections	MLD	49.1	Input field
30	BD	Volume of water billed from Bulk supply Apartments	MLD	7.39	Input field
31	BE	Volume of water billed from Bulk supply Layouts/Societies	MLD	0	Input field
32	BF	Volume of water billed from Non domestic Connections	MLD	8.36	Input field
33	BG	Volume of water billed from Public taps	MLD	0	Input field
34	BH	Volume of water billed from any other sources	MLD	0	Input field
35	BI	Total Volume of water billed	MLD	64.85	BC+BD+BE+BF+BG+BH
36	BJ	Total Voume of water unbilled (free supplies to Public taps)	MLD	10.99	Input field
37	BK	Total Volume of water unbilled (free connections eg. Religious institutions etc)	MLD	0	Input field
	III	EXTENT OF NON REVENUE WATER (NRW)	%	9.07	(BB-BI)*100/BB
38	BB	Total Volume of Water Produced	MLD	71.32	BB
39	BI	Total Volume of Water Billed	MLD	64.85	BI
	IV	EXTENT OF METERING OF WATER SUPPLY CONNECTIONS	%	3.60	(BL+BP+BT)*100/BU
40	BL	Non domestic incl. commercial/Indus/Instl. (Metered Functional)	Number	686	Input field
41	BM	Non domestic incl. commercial/Indus/Instl. (Metered Non-Functional)	Number	0	Input field
42	BN	Non domestic incl. commercial/Indus/Instl. (Unmetered)	Number	0	Input field
43	BO	Non domestic incl. commercial/Indus/Instl. (Total)	Number	686	BL+BM+BN
44	BP	Public taps (Metered Functional)	Number	0	Input field
45	BQ	Public taps (Metered Non-Functional)	Number	0	Input field
46	BR	Public taps (Unmetered)	Number	1810	Input field
47	BS	Public Taps (Total)	Number	1810	BP+BQ+BR
48	BT	Total number of metered and functional connections (domestic, bulk supply, others)	Number	1316	AA+AE+AI+AM
49	BU	Total number of Water Supply Connections	Number	55560	AQ+BO+BS
	IV	CONTINUITY OF WATER SUPPLY	Hours per Day	1.50	(BW*BV/30)
		Water Supply Frequency			
50	BV	Days of supply per month	Number	30	Input field
51	BW	Average duration of each supply	Hours	1.5	Input field
	V	EFFECIENCY OF REDRESSAL OF COMPLAINTS	%	80.1	(BY*100/BX)
		Consumer Services			
52	BX	Complaints received during the year	Number	3360	Input field
53	BY	Complaints resolved within 24 hours during the year	Number	2690	Input field
	VI	QUALITY OF WATER SUPPLIED		92.80	(CQ*100/CP)
		Treated Water Quality Surveilance			
54	CA	Residual Chlorine - No. of Samples taken at the outlet of Water Treatment Plant (in a year)	Number	21600	Input field
55	CB	Residual Chlorine - No. of Samples taken at intermediate points (in a year)	Number	70200	Input field
56	CC	Residual Chlorine - No. of Samples taken at consumer end (in a year)	Number	16200	Input field
57	CD	Total Samples taken for Residual Chlorine tests	Number	108000	CA+CB+CC
58	CE	Number of Samples Passed	Number	100200	Input field
59	CF	Physical/Chemical - No. of Samples taken at the outlet of Water Treatment Plant (in a y	Number	32	Input field
60	CG	Physical/Chemical - No. of Samples taken at intermediate points (in a year)	Number	10	Input field
61	CH	Physical/Chemical - No. of Samples taken at consumer end (in a year)	Number	8	Input field
62	CI	Total Samples taken for Physical and Chemical tests	Number	50	CF+CG+CH
63	CJ	Nuimber of Samples Passed	Number	50	Input field

Service Level Benchmarking - Water Supply Data

S.No	Code	Input Nomenclature		Value	Logic/Remark
64	CK	Bacteriological - No. of Samples taken at the outlet of Water Treatment Plant (in a year	Number	32	Input field
65	CL	Bacteriological - No. of Samples taken at intermediate points (in a year)	Number	75	Input field
66	CM	Bacteriological - No. of Samples taken at consumer end (in a year)	Number	125	Input field
67	CN	Total Samples taken for Bacteriological tests	Number	232	CK+CL+CM
68	CO	Number of Samples Passed	Number	232	Input field
69	CP	Total Number of Samples taken for all types of tests	Number	108282	CD+CI+CN
70	CQ	Total Tests Passed	Number	100482	CE+CJ+CO
	VII	COST RECOVERY IN WATER SUPPLY SERVICES	%	56.22	(DD*100/CY)
		Financial Information - Operating Expenses			
71	CR	Regular Staff and administration	Rs. Lakhs	317.15	Input field
72	CS	Outsourced/Contract Staff Costs	Rs. Lakhs	215.80	Input field
73	CT	Electricity Charges/Fuel Costs	Rs. Lakhs	696.00	Input field
74	CU	Chemical Costs	Rs. Lakhs	110.00	Input field
75	CV	Repairs/Maintenance Costs	Rs. Lakhs	50.00	Input field
76	CW	Bulk (Raw/Treated) Water Charges	Rs. Lakhs	0.00	Input field
77	CX	Other Costs	Rs. Lakhs	10.00	Input field
78	CY	Total Operating Expenditure	Rs. Lakhs	1398.95	CR+CS+CT+CU+CV+CW+CX
		Financial Information - Operating Revenues			
79	CZ	Arrears at the beginning of previous year	Rs. Lakhs	468.23	Input field
80	DA	Revenue demand from user charges	Rs. Lakhs	703.45	Input field
81	DB	Revenue demand from tax/cess - Water Service only	Rs. Lakhs	3.00	Input field
82	DC	Revenue demand from other revenues (eg. connection costs/Donations etc)	Rs. Lakhs	80.00	Input field
83	DD	Total Revenue Demand for previous year	Rs. Lakhs	786.45	DA+DB+DC
	VII	COLLECTION EFFICIENCY OF WATER SUPPLY RELATED CHARGES	%	80.36	(DF*100/DD)
84	DD	Total Revenue Demand for previous year (from user charges, taxes etc)	Rs. Lakhs	786.45	DD
85	DE	Collection against arrears	Rs. Lakhs	315.00	Input field
86	DF	Collection against the current demand of previous year	Rs. Lakhs	632.00	Input field
		Additional Information (Optional)			
		Staff Information			
91	EA	Senior Management (Sanctioned)	Number	1	Input field
92	EB	Senior Management (Working)	Number	1	input field
93	EC	Engineers (Sanctioned)	Number	5	input field
94	ED	Engineers (Working)	Number	4	input field
95	EE	Clerks/Accountants (Sanctioned)	Number	2	input field
96	EF	Clerks/Accountants (Working)	Number	2	input field
97	EG	Work Inspectors/Meter Readers (Sanctioned)	Number	2	input field
98	EH	Work Inspectors/Meter Readers (Working)	Number	2	input field
99	EI	Electricians/Fitters (Sanctioned)	Number	9	input field
100	EJ	Electricians/Fitters (Working)	Number	3	input field
101	EK	Lines men/plumbers (Sanctioned)	Number	0	input field
102	EL	Lines men/plumbers (Working)	Number	0	input field
103	EM	Labourers (Sanctioned)	Number	0	input field
104	EN	Labourers (Working)	Number	0	input field
105	EO	Total (Sanctioned)	Number	19	EA+EC+EE+EG+EI+EK+EM
106	EP	Total (Working)	Number	12	EB+ED+EF+EH+EJ+EL+EN
		Connection Costs for Water Connections			
107	EQ	Residential - General	Rs	10500	Input field
108	ER	Residential - Urban Poor	Rs	210	Input field
109	ES	Institutional	Rs	20500	Input field
110	ET	Commercial	Rs	20500	Input field
111	EU	Industrial	Rs	20500	Input field
		Water Tariff Structure - Flat Rate Tariff			
112	EV	Residential - General	Rs./Month	600	Input field
113	EW	Residential - Urban Poor	Rs./Month	600	Input field
114	EX	Institutional	Rs./Month	0	Input field
115	EY	Commercial	Rs./Month	0	Input field
116	EZ	Industrial	Rs./Month	0	Input field
		Water Tariff Structure - Volumetric Tariff			
117	ZV	Residential - General	Rs./KL	0	Input field
118	ZW	Residential - Urban Poor	Rs./KL	0	Input field
119	ZX	Institutional	Rs./KL	20	Input field
120	ZY	Commercial	Rs./KL	20	Input field
121	ZZ	Industrial	Rs./KL	20	Input field
		WATER SUPPLY INDICATOR VALUES			
		Indicator	Unit	Value	Reliability
1		Coverage of water supply connections	%	82.9	
2		Per capita available of water at consumer end	Lpcd	122.2	
3		Extent of metering of water connections	%	3.6	
4		Extent of Non Revenue Water	%	9.1	
5		Continuity of water supply	Hours/Day	1.5	
6		Efficiency in redressal of customer complaints	%	80.1	
7		Quality of water supplied	%	92.8	
8		Cost recovery in water supply services	%	56.2	
9		Efficieny in collection of water supply related charges	%	80.4	