

DECLARATION OF SERVICE STANDARDS

Year 2017-18

Name of the ULB: ROURKELA MUNICIPAL CORPORATION

Sl. No.	Service Indicators	Benchmark	Current Status for FY 2016-17	Target for the FY 2017-18
1	2	3	4	5
WATER SUPPLY				
1	Coverage of water supply connections (%)	100	49%	52%
2	Per capita Supply of Water at Consumer end (LPCD)	135	169	160
3	Extent of metering of Water Connections (%)	100	0	0
4	Extent of non-revenue water (NRW) (%)	20	48.91%	47%
5	Continuity of Water Supply (Hours)	24	2.8%	2.8%
6	Quality of Water Supplied (%)	100	100%	100%
7	Efficiency in Redressal of Customers Complains (%)	80	99%	99%
8	Cost Recovery in Water Supply Services (%)	100	24%	29%
9	Efficiency in Collection of Water Supply related charges (%)	90	57%	77%
SEWAGE MANAGEMENT				
1	Coverage of Toilets 9%)	100	0	2
2	Coverage of Sewage Network Services (%)	100	2	40
3	Collection Efficiency of Sewage Network (%)	100	20	40
4	Adequacy of Sewage Treatment Capacity (%)	100	0	5
5	Quality of Sewage Treatment (%)	100	15	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complains (%)	80	70	75
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage charges (%)	90	0	0
10	ULB provides water connections to Public and Community Toilets (%)	100	97	100%
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	50
4	Extent of Municipal Solid Waste Recovered (%)	80	0	20
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	30
6	Efficiency in Redressal of Complains (%)	80	80	80
7	Extent of Cost Recovery in SWM Services (%)	100	25	30
8	Efficiency in Collection of SWM Charges (%)	90	30	40
9	Extent of Scientific Processing of Waste (%)	80	0	10
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	40	60
2	Incident of Water Logging / Flooding (Number)	0	3	0


Municipal Commissioner
 Rourkela Municipal Corporation.

DECLARATION OF SERVICE STANDARDS

Year 2016-17

Name of the ULB:ROURKELA MUNICIPAL CORPORATION

Sl. No.	Service Indicators	Benchmark	Current Status for FY 2015-16	Target for the FY 2016-17
1	2	3	4	5
WATER SUPPLY				
1	Coverage of water supply connections (%)	100	48%	48%
2	Per capita Supply of Water at Consumer end (LPCD)	135	161%	137.14%
3	Extend of metering of Water Connections (%)	100	0	0
4	Extend of non-revenue water (NRW) (%)	20	52%	52%
5	Continuity of Water Supply (Hours)	24	2.8%	2.8%
6	Quality of Water Supplied (%)	100	100%	100%
7	Efficiency in Redressal of Customers Complains (%)	80	99%	99%
8	Cost Recovery in Water Supply Services (%)	100	24%	24%
9	Efficiency in Collection of Water Supply related charges (%)	90	57%	57%
SEWAGE MANAGEMENT				
1	Coverage of Toilets (%)	100	4	0
2	Coverage of Sewage Network Services (%)	100	4	0
3	Collection Efficiency of Sewage Network (%)	100	10	20
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 Complains (%)	80	70	80
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0
9	Efficiency in Collection of Sewage charges (%)	90	0	0
10	ULB provides water connections to Public and Community Toilets (%)	100	95	97
SOLID WASTE MANAGEMENT				
1	Household Level Coverage of SWM Services (%)	100	90	100
2	Efficiency of Collection of MSW (%)	100	95	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	50	70
4	Extent of Municipal Solid Waste Recovered (%)	80	10	20
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	20	30
6	Efficiency in Redressal of Complaints (%)	80	70	80
7	Extent of Cost Recovery in SWM Services (%)	100	10	25
8	Efficiency in Collection of SWM Charges (%)	90	45	70
9	Extent of Scientific Processing of Waste (%)	80	0	0
STORM WATER DRAINAGE				
1	Coverage of Storm Water Drainage Network (%)	100	82	91
2	Incident of Water Logging / Flooding (Number)	0	7	3


 Municipal Commissioner
 Rourkela Municipal Corporation.