

## SERVICE LEVEL BENCHMARKS FOR 2013 - 2014

(As prescribed under Chapter 10.161 (viii) of the Reports & Recommendations of the Thirteenth Finance Commission)

[Benchmarks indicate the service levels to be ultimately achieved by the ULB/State Government in provision of urban civic services as prescribed by the Ministry of Urban Development, Government of India. Baseline Level indicates the level of services provided as at end of 2010-11, Current Level indicates level of services provided as at end of current year 2012-13 and Targets for indicate the level of services expected to be achieved by end of 2012-13]

### 1. WATER SUPPLY

Sl.	Proposed Indicator	Benchmarks	Baseline Level	Current Level	Target for 2013 - 14
1	Coverage of water supply connections	100%	54%	63%	68%
2	Per capita supply of water	135 lpcd	70.27 lpcd	75 lpcd	75 lpcd
3	Extent of metering of water connections	100%	91%	98%	100%
4	Extent of non-revenue water (NRW)	20%	40%	40%	40%
5	Continuity of water supply	24 hours	8 Min.	10 Min.	10 Min.
6	Quality of water supplied	100%	100%	100%	100%
7	Efficiency in redressal of customer	80%	50%	70%	75%
8	Cost recovery in water supply services	100%	11%	15%	20%
9	Efficiency in collection of water supply related charges	90%	75%	80%	90%

#### Notes:

- 1 The extent of coverage of water supply connections has been worked out on the basis of water supply connections and the number of families projected for the years at the end of 2010, 2012 and 2013.
- 2 Metering of water connections is one of the ongoing activities of SIPMIU under the ADB-assisted NERCCDIP. With the bulk procurement of water meters and provision of the same to the customers, it is expected to achieved 100% metering.
- 3 Continuity of water supply indicates the average period during which the water supply is provided to the consumers daily. However, the existing system of water distribution is on a weekly basis.
- 4 Computerised billing system for Aizawl Water Distributions Division is implemented under the ADB-assisted MPRMP. With the use of this new system, efficiency in collection of water supply related charges is expected to improve to 90%.
- 5 WSS Component under the ADB Assisted NERCCDIP, as and when completed is expected to significantly help in reducing NRW in water supply
- 6 Higher level of cost recovery in Water Supply is possible due to upward revision of water tariff in 2012.

## 2. SEWERAGE

Sl.	Proposed Indicator	Benchmark	Baseline Level	Current Level	Target for 2013 - 14
1	Coverage of toilets	100%	98.95%	98.95%	98.95%
2	Coverage of sewage network services	100%	0%	0%	0%
3	Collection efficiency of the sewage network	100%	0%	0%	0%
4	Adequacy of treatment capacity	100%	0%	0%	0%
5	Quality of sewage treatment	100%	0%	0%	0%
6	Extent of reuse and recycling of sewage	20%	0%	0%	0%
7	Efficiency in redressal of customer	80%	0%	0%	0%
8	Extent of cost recovery in sewage	100%	0%	0%	0%
9	Efficiency in collection of sewage charges	90%	0%	0%	0%

### Notes:

- 1 The level of coverage of toilets is based on survey conducted by SIPMIU in 2011.
- 2 Scientific treatment of waste water and laying of sewer pipes are yet to be taken up and hence the level of services for Sl. No. 2 to 9 remain 0%. 30% of the population in the eastern part of Aizawl is proposed to be covered with sewerage system under ADB-assisted NERCCDIP Project-2 which will commence in 2013 - 14 to be completed by 2014-15
- 3 Septage Management for Aizawl City on a Pilot Basis will be taken up under Technical Assistance from the ADB.

## 3. SOLID WASTE MANAGEMENT

Sl.	Proposed Indicator	Benchmark	Baseline Level	Current Level	Target for 2013 - 14
1	Household level coverage of solid waste management services	100%	70%	80%	85%
2	Efficiency of collection of municipal solid waste	100%	60%	70%	75%
3	Extent of segregation of municipal solid waste	100%	0%	0%	10%
4	Extent of municipal solid waste recovered	80%	0%	0%	0%
5	Extent of scientific disposal of municipal solid waste	100%	0%	0%	0%
6	Efficiency in redressal of customer complaints	80%	60%	70%	70%
7	Extent of cost recovery in SWM services	100%	10%	20%	20%
8	Efficiency in collection of SWM charges	90%	60%	70%	75%

**Note:-**

- 1 Collection and transportation of Municipal Solid Waste in Aizawl City is carried out by a modified form of PPP where the Aizawl Municipal Council, in partnership with Local Councils, managed the collection and transportation in an efficient manner.*
- 2 The collection and disposal of Municipal Solid Wastes till today do not have involve any scientific handling and disposal. It is a simple process of collection and dumping. It is expected to start segregation of wastes in 2013-14.*
- 3 A Solid Waste Management Centre is being taken up under the ADB-assisted NERCCDIP and is expected to bring in scientific handling and disposal of municipal wastes.*

**4. STORM WATER DRAINAGE**

<b>Sl.</b>	<b>Proposed Indicator</b>	<b>Benchmark</b>	<b>Baseline Level</b>	<b>Current Level</b>	<b>Target for 2013-14</b>
1	Coverage of storm water drainage network	100%	40%	55%	65%
2	Incidence of water logging/flooding	0	0	0	0

*Note:- Incidence of water logging could be 0% as the city is located at a hill station with quick surface water run off.*