

SERVICE LEVEL BENCHMARKS FOR 2012 - 2013

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

[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 2011-12 and Benchmark for 2012-13 indicates the level of services expected to be achieved by end of 2012-13]

1. WATER SUPPLY

Sl.	Proposed Indicator	Baseline Level	Current Level	Benchmarks for 2012 - 13
1	Coverage of water supply connections	54%	58%	63%
2	Per capita supply of water	70.27 lpcd	72.17 lpcd	75 lpcd
3	Extent of metering of water connections	91%	95%	98%
4	Extent of non-revenue water (NRW)	40%	40%	40%
5	Continuity of water supply	8 Min.	8 Min.	10 Min.
6	Quality of water supplied	100%	100%	100%
7	Efficiency in redressal of customer complaints	50%	50%	70%
8	Cost recovery in water supply services	11%	13%	15%
9	Efficiency in collection of water supply related charges	75%	75%	80%

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, 2011 and 2012.*
- 2 Metering of water connections is one of the ongoing activities of SIPMIU under the ADB-assisted NERCCDIP. With completion of implementation of the programme, metering is expected to improve significantly and make it 100%.*
- 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 is under implementation in the ADB-assisted MPRMP which, as and when completed, is expected to improve the collection efficiency significantly.*

2. SEWERAGE

Sl.	Proposed Indicator	Baseline Level	Current Level	Benchmarks for 2012 - 13
1	Coverage of toilets	98.95%	98.95%	98.95%
2	Coverage of sewage network services	0%	0%	0%
3	Collection efficiency of the sewage network	0%	0%	0%
4	Adequacy of treatment capacity	0%	0%	0%
5	Quality of sewage treatment	0%	0%	0%
6	Extent of reuse and recycling of sewage	0%	0%	0%
7	Efficiency in redressal of customer complaints	0%	0%	0%
8	Extent of cost recovery in sewage management	0%	0%	0%
9	Efficiency in collection of sewage charges	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 may be completed by 2014-15

3. SOLID WASTE MANAGEMENT

Sl.	Proposed Indicator	Baseline Level	Current Level	Benchmarks for 2012 - 13
1	Household level coverage of solid waste management services	70%	70%	80%
2	Efficiency of collection of municipal solid waste	60%	65%	70%
3	Extent of segregation of municipal solid waste	0%	0%	10%
4	Extent of municipal solid waste recovered	0%	0%	0%
5	Extent of scientific disposal of municipal solid waste	0%	0%	0%
6	Efficiency in redressal of customer complaints	60%	60%	70%
7	Extent of cost recovery in SWM services	10%	10%	20%
8	Efficiency in collection of SWM charges	60%	60%	70%

Note:-

- 1 The collection and disposal of municipal solid wastes till today do not involve any scientific handling and disposal. It is a simple process of collection and dumping.*
- 2 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

Sl.	Proposed Indicator	Baseline Level	Current Level	Benchmarks for 2012 - 13
1	Coverage of storm water drainage network	40%	50%	80%
2	Incidence of water logging/flooding	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.*