

14th Finance Commission: Declaration of Service Level Standards (FY: 2017-18)

NN-6	Name of the ULB	District	State	Name of Municipal Commissioner	Postal address with PIN code	Phone & Fax Nos.	Email ID
	Ghaziabad	Ghaziabad	UP	Mr Abdul Samad	Nagar Niagam Ghaziabad	0120-2191518	gzb.nagar.niagam@gmail.com

Water Supply Indicators		Coverage of Water supply Connections		Per capita supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply service		Efficiency in collection of water supply charges		
Benchmarks	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)
	100%		1.33lpcd	100%	20%	24hours	100%	100%	80%	100%	80%	100%	100%	100%	100%	100%	90%			
	77.3	81	139.5	135	0	7	23.5	22	4.3	5.3	94	99	95.5	80	85.6	94	53.4	59		

Sewage Management (Sewerage and Sanitation)		Coverage of toilets		Coverage of sewage network service		Collection efficiency of the sewerage network		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 sewerage management		Efficiency in collection of sewerage charges		
Benchmarks	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)
	100%		100%		100%		100%		100%		20%	80%	100%	90%						
	95.3	100	75.7	79	94	99	119.3	100	96.5	100	1.2	1	95.78	80	61.7	68	67	70		

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		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	
	100%		100%		100%		100%		80%	100%	80%	100%	90%						
	0	0	99.5	100	0	0	0	0	0	0	95.9	80	0	0	0	0	0	0	

Storm Water Drainage Indicators		Coverage of Storm Water Drainage Network		Incidence of water logging/flooding		
Benchmarks	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)
	100%		100%		0%	
	78	80	16	13		