

Declaration of Service Level Standards (FY: 2018-19)

Name of the URB	District	State	Name of the Executive Officer	Postal address with PIN code	Phone & Fax Nos.	Email ID
Jal Kal, Nagar Nigam, Varanasi	UP		Sri Nira) Gaur	Jal Kal, Nagar Nigam, Varanasi	0542-2276339, 8935000951	emk@nnp@gmail.com

Water Supply Indicators

Benchmarks	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	
	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)
	100%		135lpcd		100%		20%		24hours		100%		80%		100%		90%	
	66.9	70	140.5	135	6.83	7	48.3	46	11.0	12	86.1	90	87.9	80	99.8	105	67.5	71

Sewage Management (Sewerage and Sanitation)

Benchmarks	Coverage of toilets		Coverage of sewerage network service		Collection efficiency of the sewerage network		Adequacy of sewerage treatment capacity		Quality of sewerage treatment		Extent of reuse and recycling of treated sewerage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewerage management		Efficiency in collection of sewerage charges	
	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)
	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	100.4	100	60.7	64	11.8	12	119.71	100	96.07	101	19.24	20	85.15	80	394.36	100	69.82	73

Solid Waste Management Indicators

Benchmarks	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	
	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)
	100%		100%		100%		80%		100%		80%		100%		90%	
	100.0	110	100.0	100	1.5	2	83.1	80	100.0	100	91.0	80	34.5	36	0.2	0

Storm Water Drainage Indicators

Benchmarks	Coverage of Storm Water Drainage Network				Incidence of water logging/flooding			
	100%				0%			
	Current (2018-19)		Target (2019-20)		Current (2018-19)		Target (2019-20)	
	50.5		51		58.0		46	

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