



Status Service Level Progress Indicators

Current Status for FY 2018-19

S. N.	Service/ Indicator	Benchmark	Balasore (M)	Bhadrak (M)	Berhampur (MC)	Bhubaneswar (MC)	Puri (M)	Rourkela (MC)	Sambalpur (MC)	Cuttack (MC)	Baripada(M)
WATER SUPPLY											
1	Coverage of Water Supply Connections (%)	100	59	7	52	35	26.86	36	30	58.04	38
2	Per capita supply of water at consumer end (LPCD)	135	107.25	45.25	134	248.07	148.38	137.14	195	136	108.45
3	Extent of metering of water connections (%)	100	0	0	0	1.41	0.01	0	0	0.05	0
4	Extent of non-revenue water (NRW) (%)	20	66	87	38	62.50	49.90	21.70	72	55.72	31
5	Continuity of Water Supply (Hours)	24	2	8	1	2.11	4	2.8	2.7	3.9	3.1
6	Quality of Water Supplied (%)	100	100	100	100	100	88.88	100	98	91.76	100
7	Efficiency in redressal of customer complaints (%)	80	88	80	94	98	97.22	92	88	100	75
8	Cost recovery in water supply services (%)	100	48	25	56	31.13	19.22	20	21	42.46	50
9	Efficiency in collection of water supply related charges (%)	90	55	81	46	97	43.17	60	55	83	42
SEWAGE MANAGEMENT											
1	Coverage of Toilets (%)	100	35	35	100	81.60	77.17	84	48.7	65	70
2	Coverage of Sewage Network Services (%)	100	0	0	0	24.40	13.50	4	0	4	0
3	Collection Efficiency of Sewage Network (%)	100	0	0	0	1.1	0	2	0	65	0

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4	Adequacy of Sewage Treatment Capacity (%)	100	0	0	100	1.1	0	0	0	65	0
5	Quality of Sewage Treatment (%)	100	0	0	100	80	0	0	0	100	0
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0	50	0	0	0	0	0	
7	Efficiency in Redressal of Customer Complaints (%)	80	0	0	90	98	45	60	0	100	0
8	Extent of Cost Recovery in Sewage Management (%)	100	0	0	10	34.90	4.90	0	0	50	
9	Efficiency in Collection of Sewage Charges (%)	90	0	0	0	74	0	0	0	75	0
STORM WATER DRAINAGE											
1	Coverage of Storm Water Drainage Network (%)	100	23.48	10.52	42.56	45.3	33.67	81.70	24.20	58.70	29.47
2	Incidence of Water Logging/Flooding (Number)	0	6	12	4	8	6	2	1	7	1
PARKS & OPEN SPACES											
1	Per person open space in plain areas as per URDPFI guidelines	10 -12 Sq. m	0.09 Sq. m	0.03 Sq. m	0.43 Sq. m	16 Sq. m	3 Sq. m	3.5 Sq. m	0.29 Sq. m	3.09 Sq. m	0.99 Sq. m

Status Service Level Indicators status as per FY 2018-19