

Service Level Benchmarking - General Information of City for the year 2016-17

					70 input fields
S.No	Code	Input Nomenclature		Value	Logic/Remark
Demographics					
1	XA	Population (Census 2011)	Persons	118289	Input field
2	XB	Decadal Growth Rate of the City (Census 2011)	%	4.3	Input field
3	XC	Population (Present Year 2016)	Persons	125000	function of XA
4	XD	Number of Households (Census 2011)	Number	30808	Input field
5	XE	Number of Households (Present Year 2017)	Number	30808	function of XD
6	XF	Family Size (Census 2011)	Persons	3.8	XA/XD
7	XG	Family Size (Present Year 2016)	Persons	4.1	XC/XE
8	XH	Number of Slums (2011)	Number	42.0	Input field
9	XI	Number of Slums (Present Year 2016)	Number	51.0	Input field
10	XJ	Number of Slum Households (2011)	Number	8661.0	Input field
11	XK	Number of Slum Households (Present Year 2016)	Number	8661.0	Input field
12	XL	Number of Properties (2011) (Non. Govt 18114 + Govt. 71)	Number	18185	Input field
13	XM	Number of Properties (Present Year 2016) (Non. Govt 20661 + Govt. 127)	Number	20788	Input field
14	XN	Number of Election Wards (2011)	Number	36	Input field
15	XO	Number of Election Wards (Present Year 2016)	Number	36	Input field
16	XP	Town/City Area (Census 2011)	Sq.km	12.67	Input field
17	XQ	Present Town/City Area	Sq.km	12.67	Input field
18	XR	Population Density (Present Year)	Number	9866	XC/XQ
19	XS	Number of Commercial and other establishments (offices, institutions, markets), Hotels and Restaurants (Year 2011)	Number	1572	Input field
20	XT	Number of Commercial and other establishments (offices, institutions, markets, Hotels and Restaurants)(Present Year)	Number	2438	Input field
Service Provider Details - Water Supply					
21	XU	Name of Town/City		Gudivada	Input field
22	XV	Name of the Department/Unit		Engineering	Input field
23	XW	Name of the Head of Department/Unit		KRC Chowdary	Input field
24	XX	Designation of the Department Head		Municipal Engine	Input field
25	XY	Address		Gudivada Municip	Input field
26	XZ	Telephone Number		08674-245053	Input field
27	YA	Mobile Number		9849907219	Input field
28	YB	Fax Number		08674-245053	Input field
29	YC	Email		apusp8@gmail.co	Input field
30	YD	Website		Under preparatio	Input field
31	YE	Name of the Contact Person		PRC Praveen	Input field
32	YF	Designation of the contact person		MAEE	Input field
33	YG	Address		Gudivada Municip	Input field
34	YH	Telephone Number		08674-245053	Input field
35	YI	Mobile Number		9849907220	Input field
36	YJ	Fax Number		08674-245053	Input field
37	YK	Email		apusp8@gmail.co	Input field
38	YL	Website		Under preparatio	Input field
Service Provider Details - Sewerage and Drainage					
39	YM	Name of Town/ City		Gudivada	Input field
40	YN	Name of the Department/Unit		Engineering	Input field
41	YO	Name of the Head of Department/Unit		KRC Chowdary	Input field
42	YP	Designation of the Department Head		Municipal Engine	Input field
43	YQ	Address		Gudivada Municip	Input field
44	YR	Telephone Number		08674-245053	Input field
45	YS	Mobile Number		9849907219	Input field
46	YT	Fax Number		08674-245053	Input field
47	YU	Email		apusp8@gmail.co	Input field
48	YV	Website		Under preparatio	Input field
49	YW	Name of the Contact Person		PRC Praveen	Input field
50	YX	Designation of the contact person		MAEE	Input field
51	YY	Address		Gudivada Municip	Input field
52	YZ	Telephone Number		08674-245053	Input field
53	ZA	Mobile Number		9849907220	Input field
54	ZB	Fax Number		08674-245053	Input field
55	ZC	Email ID		apusp8@gmail.co	Input field
56	ZD	Website		Under preparatio	Input field

Service Level Benchmarking

Service Provider Details - Solid Waste Management					
57	ZE	Name of Town/Utility		Gudivada	Input field
58	ZF	Name of the Head of the Department		B. Kubiya	Input field
59	ZG	Designation of the Head of the Department		Dy. E.E	Input field
60	ZH	Address		Gudivada Municip	Input field
61	ZI	Telephone Number		08674-245053	Input field
62	ZJ	Mobile Number		9849906571	Input field
63	ZK	Fax Number		08674-245053	Input field
64	ZL	Email ID		apusp8@gmail.co	Input field
65	ZM	Website		Under preparatio	Input field
66	ZN	Name of the Contact Person		M.Ramesh Babu	Input field
67	ZO	Designation of the Contact Person		MAE	Input field
68	ZP	Address		Mpl Office, Gudiv	Input field
69	ZQ	Telephone Number		08674-245053	Input field
70	ZR	Mobile Number		9849907224	Input field
71	ZS	Fax Number		08674-245053	Input field
72	ZT	Email ID		apusp8@gmail.co	Input field
73	ZU	Website		Under preparatio	Input field

Service Level Benchmarking

Service Level Benchmarking - Water Supply Data for the year 2016-17

Annexure - II

S.No	Code	Input Nomenclature		Value	Logic/Remark
					63+29 input fields
	I	COVERAGE OF WATER SUPPLY CONNECTIONS	%	84.26	AU*100/XE
		<i>Water Service Coverage - Number of Connections</i>			
1	AA	Domestic Connections (Metered Functional)	Number	10	Input field
2	AB	Domestic Connections (Metered Non-Functional)	Number	0	Input field
3	AC	Domestic Connections (Unmetered)	Number	10360	Input field
4	AD	Domestic connections (Total) (Wrong Formula - SUM AA:AC)	Number	10360	(AA+AB+AC)
5	AE	Bulk supply Apartments (Metered Functional)	Number	148	Input field
6	AF	Bulk supply Apartments (Metered Non-Functional)	Number	0	Input field
7	AG	Bulk supply Apartments (Unmetered)	Number	0	Input field
8	AH	Bulk supply Apartments (Total)	Number	148	(AE+AF+AG)
9	AI	Bulk supply Layouts/Societies (Metered Functional)	Number	0	Input field
10	AJ	Bulk supply Layouts/Societies (Metered Non-Functional)	Number	0	Input field
11	AK	Bulk supply Layouts/societies (Unmetered)	Number	0	Input field
12	AL	Bulk supply Layouts/Societies (Total)	Number	0	(AI+AJ+AK)
13	AM	Others - Specify (Metered Funtional)	Number	0	Input field
14	AN	Others - Specify (Metered Non-Functional)	Number	0	Input field
15	AO	Others - Specify (Unmetered)	Number	0	Input field
16	AP	Others - Specify (Total)	Number	0	(AM+AN+AO)
17	AQ	Total Number of Water Supply Connections	Number	10508	(AD+AH+AL+AP)
		<i>Water Service Coverage - Households Served</i>			
18	AR	Households served by Domestic Connections	Number	23000	Input field
19	AS	Households served by Bulk supply - Apartments	Number	2960	Input field
20	AT	Households served by Bulk supply - Layouts/Societies	Number	0	Input field
21	AU	Total Households served with Water Supply	Number	25960	AR+AS+AT
		<i>*Households served by own sources such as wells, handpumps shall not be included</i>			
	II	PER CAPITA SUPPLY OF WATER	LPCD	74.40	(BC+BD+BE+BG+BJ)*10^6/XC
		<i>Water Production Capacity</i>			
22	AV	Installed Capacity of Treatment Plants for Surface Water Sources	MLD	11	Input field
23	AW	Volume of water produced through Surface Water Sources (11 x 90% = 9.35 x 5%)	MLD	11.00	Input field
24	AX	Installed Capacity of Treatment Plants for Ground Water Sources	MLD	0	Input field
25	AY	Volume of water produced through Ground water (power pumps)	MLD	0	Input field
26	AZ	Volume of water produced through any Other Sources	MLD	0	Input field
27	BA	Total Installed Capacity	MLD	11	AV+AX
28	BB	Total Volume of water produced	MLD	11.00	AW+AY+AZ
		<i>Water Consumption</i>			
29	BC	Volume of water billed from Domestic Connections (10360 x 2.5 x 4.546 x 60/10^6)	MLD	8.90	Input field
30	BD	Volume of water billed from Bulk supply Apartments (148 x 2.5 x 4.546 x 60/10^6)	MLD	0.10	Input field
31	BE	Volume of water billed from Bulk supply Layouts/Societies	MLD	0	Input field
32	BF	Volume of water billed from Non domestic Connections	MLD	0.05	Input field
33	BG	Volume of water billed from Public taps	MLD	0.00	Input field
34	BH	Volume of water billed from any other sources	MLD	0	Input field
35	BI	Total Volume of water billed	MLD	9.05	BC+BD+BE+BF+BG+BH
36	BJ	Total Voume of water unbilled (free supplies to Public taps) (555 x 2 x 4.546 x 60/10^6)	MLD	0.30	Input field
37	BK	Total Volume of water unbilled (free connections eg. Religious institutions etc) ave.	MLD	0.02	Input field
	III	EXTENT OF NON REVENUE WATER (NRW)	%	17.73	(BB-BI)*100/BB
38	BB	Total Volume of Water Produced	MLD	11.00	BB
39	BI	Total Volume of Water Billed	MLD	9.05	BI
	IV	EXTENT OF METERING OF WATER SUPPLY CONNECTIONS	%	1.99	(BL+BP+BT)*100/BU
40	BL	Non domestic incl. commercial/Indus/Instl. (Metered Functional)	Number	74	Input field
41	BM	Non domestic incl. commercial/Indus/Instl. (Metered Non-Functional)	Number	0	Input field
42	BN	Non domestic incl. commercial/Indus/Instl. (Unmetered)	Number	0	Input field
43	BO	Non domestic incl. commercial/Indus/Instl. (Total)	Number	74	BL+BM+BN
44	BP	Public taps (Metered Functional)	Number	0	Input field
45	BQ	Public taps (Metered Non-Functional)	Number	0	Input field
46	BR	Public taps (Unmetered)	Number	555	Input field
47	BS	Public Taps (Total)	Number	555	BP+BQ+BR
48	BT	Total number of metered and functional connections (domestic, bulk supply, others)	Number	148	AA+AE+AI+AM
49	BU	Total number of Water Supply Connections	Number	11137	AQ+BO+BS
	IV	CONTINUITY OF WATER SUPPLY	Hours per Day	1.00	(BW*BV/30)
		<i>Water Supply Frequency</i>			
50	BV	Days of supply per month	Number	30	Input field
51	BW	Average duration of each supply	Hours	1	Input field
	V	EFFECIENCY OF REDRESSAL OF COMPLAINTS	%	94.8	(BY*100/BX)
		<i>Consumer Services</i>			
52	BX	Complaints received during the year	Number	173	Input field
53	BY	Complaints resolved within 24 hours during the year	Number	164	Input field
	VI	QUALITY OF WATER SUPPLIED		94.95	(CQ*100/CP)
		<i>Treated Water Quality Surveilance (from April to December 2016)</i>			
54	CA	Residual Chlorine - No. of Samples taken at the outlet of Water Treatment Plant (in a year) (24 Points per each day x 365)	Number	8760	Input field
55	CB	Residual Chlorine - No. of Samples taken at intermediate points (in a year)	Number	14150	Input field
56	CC	Residual Chlorine - No. of Samples taken at consumer end (in a year)	Number	9622	Input field
57	CD	Total Samples taken for Residual Chlorine tests	Number	32532	CA+CB+CC
58	CE	Number of Samples Passed	Number	30886	Input field
59	CF	Physical/Chemical - No. of Samples taken at the outlet of Water Treatment Plant (in a y	Number	16	Input field

Service Level Benchmarking

60	CG	Physical/Chemical - No. of Samples taken at intermediate points (in a year)	Number	12	Input field
61	CH	Physical/Chemical - No. of Samples taken at consumer end (in a year)	Number	12	Input field
62	CI	Total Samples taken for Physical and Chemical tests	Number	40	CF+CG+CH
63	CJ	Number of Samples Passed	Number	40	Input field
64	CK	Bacteriological - No. of Samples taken at the outlet of Water Treatment Plant (in a year)	Number	16	Input field
65	CL	Bacteriological - No. of Samples taken at intermediate points (in a year)	Number	20	Input field
66	CM	Bacteriological - No. of Samples taken at consumer end (in a year)	Number	8	Input field
67	CN	Total Samples taken for Bacteriological tests	Number	44	CK+CL+CM
68	CO	Number of Samples Passed	Number	44	Input field
69	CP	Total Number of Samples taken for all types of tests	Number	32616	CD+CI+CN
70	CQ	Total Tests Passed	Number	30970	CE+CJ+CO
	VII	COST RECOVERY IN WATER SUPPLY SERVICES	%	72.34	(DD*100/CY)
		<i>Financial Information - Operating Expenses</i>			
71	CR	Regular Staff and administration	Rs. Lakhs	70.00	Input field
72	CS	Outsourced/Contract Staff Costs	Rs. Lakhs	30.00	Input field
73	CT	Electricity Charges/Fuel Costs	Rs. Lakhs	60.00	Input field
74	CU	Chemical Costs	Rs. Lakhs	10.00	Input field
75	CV	Repairs/Maintenance Costs	Rs. Lakhs	15.00	Input field
76	CW	Bulk (Raw/Treated) Water Charges	Rs. Lakhs	12.00	Input field
77	CX	Other Costs	Rs. Lakhs	0.00	Input field
78	CY	Total Operating Expenditure	Rs. Lakhs	197.00	CR+CS+CT+CU+CV+CW+CX
		<i>Financial Information - Operating Revenues</i>			
79	CZ	Arrears at the beginning of previous year	Rs. Lakhs	3.80	Input field
80	DA	Revenue demand from user charges	Rs. Lakhs	130.00	Input field
81	DB	Revenue demand from tax/cess - Water Service only	Rs. Lakhs	0.00	Input field
82	DC	Revenue demand from other revenues (eg. connection costs/Donations etc)	Rs. Lakhs	12.50	Input field
83	DD	Total Revenue Demand for previous year	Rs. Lakhs	142.50	DA+DB+DC
	VII	COLLECTION EFFICIENCY OF WATER SUPPLY RELATED CHARGES	%	90.39	(DF*100/DD)
84	DD	Total Revenue Demand for previous year (from user charges, taxes etc)	Rs. Lakhs	142.50	DD
85	DE	Collection against arrears	Rs. Lakhs	139.00	Input field
86	DF	Collection against the current demand of previous year	Rs. Lakhs	128.80	Input field
		Additional Information (Optional)			
		Staff Information			
91	EA	Senior Management (Sanctioned)	Number	2	Input field
92	EB	Senior Management (Working)	Number	2	input field
93	EC	Engineers (Sanctioned)	Number	2	input field
94	ED	Engineers (Working)	Number	2	input field
95	EE	Clerks/Accountants (Sanctioned)	Number	1	input field
96	EF	Clerks/Accountants (Working)	Number	1	input field
97	EG	Work Inspectors/Meter Readers (Sanctioned)	Number	1	input field
98	EH	Work Inspectors/Meter Readers (Working)	Number	0	input field
99	EI	Electricians/Fitters (Sanctioned)	Number	6	input field
100	EJ	Electricians/Fitters (Working)	Number	2	input field
101	EK	Lines men/plumbers (Sanctioned)	Number	3	input field
102	EL	Lines men/plumbers (Working)	Number	1	input field
103	EM	Labourers (Sanctioned)	Number	44	input field
104	EN	Labourers (Working)	Number	44	input field
105	EO	Total (Sanctioned)	Number	59	EA+EC+EE+EG+EI+EK+EM
106	EP	Total (Working)	Number	52	EB+ED+EF+EH+EJ+EL+EN
		Connection Costs for Water Connections			
107	EQ	Residential - General	Rs	6000	Input field
108	ER	Residential - Urban Poor	Rs	200	Input field
109	ES	Institutional	Rs	24000	Input field
110	ET	Commercial	Rs	24000	Input field
111	EU	Industrial	Rs	24000	Input field
		Water Tariff Structure - Flat Rate Tariff			
112	EV	Residential - General	Rs./Month	100	Input field
113	EW	Residential - Urban Poor	Rs./Month	100	Input field
114	EX	Institutional	Rs./Month	0	Input field
115	EY	Commercial	Rs./Month	0	Input field
116	EZ	Industrial	Rs./Month	0	Input field
		Water Tariff Structure - Volumetric Tariff			
117	ZV	Residential - General	Rs./KL	3.4	Input field
118	ZW	Residential - Urban Poor	Rs./KL	0	Input field
119	ZX	Institutional	Rs./KL	15	Input field
120	ZY	Commercial	Rs./KL	15	Input field
121	ZZ	Industrial	Rs./KL	15	Input field
		WATER SUPPLY INDICATOR VALUES			
		Indicator	Unit	Value	Reliability
1		Coverage of water supply connections	%	84.3	70.00
2		Per capita available of water at consumer end	Lpcd	74.4	60.00
3		Extent of metering of water connections	%	1.99	1.50
4		Extent of Non Revenue Water	%	17.7	20.00
5		Continuity of water supply	Hours/Day	1.00	1.00
6		Efficiency in redressal of customer complaints	%	94.8	85.00
7		Quality of water supplied	%	95.0	95.00
8		Cost recovery in water supply services	%	72.3	75.00
9		Efficiency in collection of water supply related charges	%	90.4	92.00

Service Level Benchmarking

Service Level Benchmarking - Sewerage and Drainage for the year of 2016-17

					Annexure - III	
S.No	Code	Input Nomenclature		Value	Logic/Remark	
					31+26 input fields	
	I	COVERAGE OF TOILETS	%	92.4	(FC*100/XM)	
		<i>Sanitation Coverage</i>				
1	XM	Total Number of Properties in the City	Number	18185	XM	
2	FA	Properties with toilets	Number	16795	Input field	
3	FB	Households dependent on functional community toilets	Number	0	Input field	
4	FC	Total Number of Properties with access to toilets	Number	16795	FA+FB	
	II	COVERAGE OF SEWAGE NETWORK SERVICES	%	0	(FD*100/XM)	
5	XM	Total Number of Properties in the City	Number	18185	XM	
6	FD	Properties with sewer connections	Number	0	Input field	
7	FE	Properties with onsite sanitary disposal	Number	0	Input field	
	III	COLLECTION EFFICIENCY OF SEWAGE NETWORK	%	0	(FY*100/FW)	
		<i>Waste Water Production - Volume of Water Consumed and Waste Water Generated</i>				
8	FF	Volume of water consumed and billed from Domestic Connections	MLD	8.90	BC	
9	FG	Volume of water consumed and billed from Bulk supply - Apartments	MLD	0.10	BD	
10	FH	Volume of water consumed and billed from Bulk supply - Layouts/Societies	MLD	0.00	BE	
11	FI	Volume of water consumed and billed from Non domestic Connections	MLD	0.05	BF	
12	FJ	Volume of water consumed (both billed and unbilled) from Public taps	MLD	0.30	BG+BJ	
13	FK	Volume of water from free supplies (other connections)	MLD	0.02	BK	
14	FL	Volume of water consumed and billed from any other ULB sources	MLD	0.00	BH	
15	FM	Volume of water consumed from any Non ULB water sources	MLD		Input field	
16	FN	Total Water Consumption (billed and unbilled) from ULB and Non ULB sources)	MLD	9.37	FF+FG+FH+FI+FJ+FK+FL+FM	
17	FO	Volume of waste water generated from Domestic Water Consumption	MLD	7.12	0.80*FF	
18	FP	Volume of waste water generated from Bulk Supply - Apartments	MLD	0.08	0.80*FG	
19	FQ	Volume of waste water generated from Bulk Supply - Layouts/Societies	MLD	0.00	0.80*FH	
20	FR	Volume of waste water generated from Non Domestic Water Consumption	MLD	0.04	0.80*FI	
21	FS	Volume of waste water generated from Public Tap Water Consumption	MLD	0.24	0.80*FJ	
22	FT	Volume of waste water generated from free supplies (other connections)	MLD	0.02	0.80*FK	
23	FU	Volume of waste water generated from other ULB source water consumption	MLD	0.00	0.80*FL	
24	FV	Volume of waste water generated from Non ULB source Water consumption	MLD	0.00	0.80*FM	
25	FW	Total Waste Water Generated	MLD	7.50	FO+FP+FQ+FR+FS+FT+FU+FV	
		<i>Waste Water Collection and Treatment</i>				
26	FX	Volume of sewage actually treated at the Primary Treatment Plant	MLD	0	Input field	
27	FY	Volume of sewage actually treated at Secondary Treatment Plant	MLD	0	Input field	
28	FZ	Total Volume of Waste Water collected and Treated at Sewage Treatment Plants	MLD	0	FX+FY	
	IV	ADEQUACY OF SEWAGE TREATMENT CAPACITY	%	0	(GB*100/FW)	
29	GA	Installed Capacity of Primary Treatment Plant	MLD	0	Input field	
30	GB	Installed Capacity of Secondary Treatment Plant	MLD	0	Input field	
31	GC	Total Installed Capacity (Primary + Secondary Treatment)	MLD	0.00	GA+GB	
32	FW	Total Waste Water Generated	MLD	7.50	FW	
	V	EXTENT OF REUSE AND RECYCLING OF SEWAGE	%	#DIV/0!	(GD*100/FY)	
33	FY	Volume of sewage actually treated at Secondary Treatment Plant	MLD	0.00	FY	
34	GD	Volume of treated waste water reused after Secondary Treatment	MLD	0	Input field	
	VI	QUALITY OF SEWAGE TREATMENT	%	#DIV/0!	(GF*100/GE)	
		<i>Discharge Compliance after Secondary Treatment of Sewage</i>				
35	GE	Number of Treated Effluent Samples Tested in the previous year	Number	0	Input field	
36	GF	Number of Treated Effluent Samples Passed in the previous year	Number	0	Input field	
	VII	EFFICIENCY IN REDRESSAL OF CUSTOMER COMPLAINTS	%	#DIV/0!	(GH*100/GG)	
		<i>Consumer Services</i>				
37	GG	Sewage related Complaints received during the year	Number	0	Input field	
38	GH	Sewage related Complaints resolved within 24 hours during the year	Number	0	Input field	
	VIII	EXTENT OF COST RECOVERY IN SEWAGE MANAGEMENT	%	#DIV/0!	(GU*100/GP)	
		<i>Financial Information - Annual Operating Expenses</i>				
39	GI	Regular Staff and Administration	Rs. Lakhs	0.00	Input field	
40	GJ	Outsourced /Contract Staff Costs	Rs. Lakhs	0.00	Input field	
41	GK	Electricity Charges /Fuel Costs	Rs. Lakhs	0.00	Input field	
42	GL	Chemicals Costs	Rs. Lakhs	0.00	Input field	
43	GM	Repairs/Maintenance Costs	Rs. Lakhs	0.00	Input field	
44	GN	Contractor Costs for O&M	Rs. Lakhs	0.00	Input field	
45	GO	Others (Specify)	Rs. Lakhs	0.00	Input field	
46	GP	Total Annual Operating Expenses	Rs. Lakhs	0.00	GI+GJ+GK+GL+GM+GN+GO	
		<i>Financial Information - Annual Operating Revenues</i>				
47	GQ	Arrears at the beginning of previous year	Rs. Lakhs	0.00	Input field	
48	GR	Revenue demand from user charges - sewerage only	Rs. Lakhs	0.00	Input field	
49	GS	Revenue demand from tax/cess - sewerage only	Rs. Lakhs	0.00	Input field	
50	GT	Revenue demand from other sources (eg. connection costs/donations etc.)	Rs. Lakhs	0.00	Input field	
51	GU	Total Revenue Demand of the previous year (Current Demand of previous year)	Rs. Lakhs	0.00	GR+GS+GT	

Service Level Benchmarking

IX		EFFICIENCY IN COLLECTION OF SEWAGE CHARGES		#DIV/0!	(GW*100/GU)
52	GU	Total Revenue Demand of the previous year (Current Demand of previous year)	Rs. Lakhs	0.00	GU
53	GV	Collection against arrears	Rs. Lakhs	0.00	Input field
54	GW	Collection against current demand	Rs. Lakhs	0.00	Input field
Additional Information (Optional)					
Staff Information					
55	HA	Senior Management (Sanctioned)	Number	0	Input field
56	HB	Senior Management (Working)	Number	0	Input field
57	HC	Engineers (Sanctioned)	Number	0	Input field
58	HD	Engineers (Working)	Number	0	Input field
59	HE	Clerks/Accountants (Sanctioned)	Number	0	Input field
60	HF	Clerks/Accountants (Working)	Number	0	Input field
61	HG	Labourers/Cleaners (Sanctioned)	Number	0	Input field
62	HH	Labourers/Cleaners (Working)	Number	0	Input field
63	HI	Total (Sanctioned)	Number	0	
64	HJ	Total (Working)	Number	0	
Septage Management					
65	HL	Does the ULB practice septage management	Yes/No	No	Input field
66	HM	Septage sucking machines available within ULB	Number	0	Input field
67	HN	Private Septage machines licenced by ULB	Number	0	Input field
Connection Costs for Sewerage Connections					
68	HO	Residential - General	Rs	0	Input field
69	HP	Residential - Urban Poor	Rs	0	Input field
70	HQ	Institutional	Rs	0	Input field
71	HR	Commercial	Rs	0	Input field
72	HS	Industrial	Rs	0	Input field
Sewerage Tariff Structure - Flat Rate Tariff					
73	HT	Residential - General	Rs./Month	0	Input field
74	HU	Residential - Urban Poor	Rs./Month	0	Input field
75	HV	Institutional	Rs./Month	0	Input field
76	HW	Commercial	Rs./Month	0	Input field
77	HX	Industrial	Rs./Month	0	Input field
Sewerage Tariff Structure - Volumetric Tariff					
78	HY	Residential - General	Rs./KL	0	Input field
79	HZ	Residential - Urban Poor	Rs./KL	0	Input field
80	IA	Institutional	Rs./KL	0	Input field
81	IB	Commercial	Rs./KL	0	Input field
82	IC	Industrial	Rs./KL	0	Input field
Storm Water Drainage Data					
I			COVERAGE OF STORM WATER DRAINAGE NETWORK		
			%	24.2	IE*100/ID
83	ID	Total Length of Road Network	Kilometers	215	Input field
84	IE	Total Length of Pucca covered drains	Kilometers	52	Input field
II			INCIDENCE OF WATER LOGGING/FLOODING		
			Number	2	IF*IG
85	IF	Number of Flood Prone Points in the city	Number	2	Input field
86	IG	Average Frequency of Flooding	Number	1	Input field
SEWERAGE SERVICE INDICATOR VALUES					
S.No.	Indicator		Unit	Value	Reliability
1	Coverage of Toilets		%	92.4	93.00%
2	Coverage of wastewater network services		%	0.0	0.00%
3	Collection efficiency of wastewater networks		%	0.0	0.00%
4	Adequacy of wastewater treatment capacity		%	0.0	0.00%
5	Extent of reuse and recycling of treated wastewater		%	#DIV/0!	0.00%
6	Quality of wastewater treatment		%	#DIV/0!	0.00%
7	Efficiency in redressal of customer complaints		%	#DIV/0!	0.00%
8	Extent of cost recovery in wastewater management		%	#DIV/0!	0.00%
9	Efficiency in collection of sewerage charges		%	#DIV/0!	0.00%
STORM WATER DRAINAGE SERVICE INDICATOR VALUES					
S.No.	Indicator		Unit	Value	Reliability
1	Coverage of Storm Water Drainage Network		%	24	23.00%
2	Incidence of water logging/flooding		Number	2	2

Service Level Benchmarking - Solid Waste Management for the year of 2016-17

Annexure - IV

S.No	Code	Input Nomenclature		Value	Logic/Remark
					65+22 input fields
	I	HOUSEHOLD LEVEL COVERAGE OF SOLID WASTE MANAGEMENT SERVICES		100.00	KE*100/(XE+XT)
		<i>Door to Door Collection - Number of HHs and establishments covered by Door to Door Collection</i>			
1	KA	Number of Households covered by Door to Door Collection	Number	30808	Input field
2	KB	Number of Hotels and Restaurants covered by Door to Door Collection	Number	35	Input field
3	KC	Number of Commercial Establishments (institutions, offices) covered by Door to Door Collection	Number	2400	Input field
4	KD	Number of any other establishments (incl. markets) covered by Door to Door Collection	Number	3	Input field
5	KE	Total Number of Households and Establishments covered by Door to Door Collection	Number	33246	KA+KB+KC+KD
	II	EFFICIENCY OF COLLECTION OF MUNICIPAL SOLID WASTE		95.51	IF(KO=0,(LO*100/KL),(KO*100/KL))
		<i>Waste Generation</i>			
6	KF	Waste Generated by Households	MT/month	900	Input field
7	KG	Waste Generated by Street Sweeping	MT/month	150	Input field
8	KH	Waste Generated by Hotels and Restaurants	MT/month	60	Input field
9	KI	Waste Generated by Markets (Vegetable Markets, Mandis etc)	MT/month	300	Input field
10	KJ	Waste Generated by Commercial Establishments (eg. Institutions, etc)	MT/month	60	Input field
11	KK	Waste Generated by other sources (eg. debris, horticulture waste etc)	MT/month	0	Input field
12	KL	Total Waste Generated	MT/month	1470	KF+KG+KH+KI+KJ+KK
		<i>Waste Collection and Transportation - Details of waste received at Processing/ Disposal Facilities</i>			
13	KM	Quantity of waste received at processing and recycling facilities	MT/month	0	Input field
14	KN	Quantity of waste received at disposal sites	MT/month	0	Input field
15	KO	Total waste received at processing/disposal facility and recycled	MT/month	0	KM+KN+LQ-ME
		<i>Waste Collection and Transportation - Details of waste transported to Processing/ Disposal Facilities</i>			
16	KP	Number of lorries/trucks used for transportation of waste	Number	0	Input field
17	KQ	Capacity of each lorries/trucks	Metric Tons (MT)	0	Input field
18	KR	Total number of trips made by each lorries/trucks each day to the disposal site	Trips per day	0	Input field
19	KS	Total quantity of waste collected by lorries/trucks	MT/month	0	KP*KQ*KR*30
20	KT	Number of dumper placers used for transportation of waste	Number	0	Input field
21	KU	Capacity of each dumper placer	Metric Tons (MT)	2	Input field
22	KV	Total number of trips made by each dumper placers each day to the disposal site	Trips per day	5	Input field
23	KW	Total quantity of waste collected by dumper placers	MT/month	0	KT*KU*KV*30
24	KX	Number of mini lorries used for transportation of waste	Number	0	Input field
25	KY	Capacity of each mini lorry	Metric Tons (MT)	0	Input field
26	KZ	Total number of trips made by each mini lorries each day to the disposal site	Trips per day	0	Input field
27	LA	Total quantity of waste collected by mini lorries	MT/month	0	KX*KY*KZ*30
28	LB	Number of tractor trailers used for transportation of waste	Number	9	Input field
29	LC	Capacity of each tractor trailer	Metric Tons (MT)	1.3	Input field
30	LD	Total number of trips made by each tractor trailer each day to the disposal site	Trips per day	4	Input field
31	LE	Total quantity of waste collected by tractor trailer	MT/month	1404	LB*LC*LD*30
32	LF	Number of tipper trucks used for transportation of waste	Number	0	Input field
33	LG	Capacity of each tipper trucks	Metric Tons (MT)	0	Input field
34	LH	Total number of trips made by each tipper trucks each day to the disposal site	Trips per day	0	Input field
35	LI	Total quantity of waste collected by tipper trucks	MT/month	0	LF*LG*LH*30
36	LJ	Number of 3 wheeler auto tippers used for transportation of waste	Number	5	Input field
37	LK	Capacity of each 3 wheeler auto tipper	Metric Tons (MT)	0.4	Input field
38	LM	Total number of trips made by each 3 wheeler auto tippers each day to the disposal site	Trips per day	0	Input field
39	LN	Total quantity of waste collected by 3 wheeler auto tippers	MT/month	0	LJ*LK*LM*30
40	LO	Total quantity of waste collected and transported to disposal site	MT/month	1404	KS+KW+LA+LE+LI+LN
	III	EXTENT OF SEGREGATION OF MUNICIPAL SOLID WASTE		-	((LP+LQ)/IF(MH=0,LO,MH))*100
		<i>Segregation of Waste</i>			
41	LP	Quantity of waste arriving at Processing/ Disposal facility in segregated manner	MT/month	0	Input field
42	LQ	Quantity of waste taken away by recyclers from intermediate points	MT/month	0	Input field
	IV	EXTENT OF MUNICIPAL SOLID WASTE RECOVERED		0.14	(MF/IF(KO=0,LO,KO))*100
		<i>Quantity of Waste Processing</i>			
43	LR	Installed Capacity of Composting Plant	MT/month	3	Input field
44	LS	Waste Quantity Input at the Composting Plant	MT/month	2	Input field
45	LT	Installed Capacity of Vermi-composting Plant	MT/month	0	Input field
46	LU	Waste Quantity Input at the Vermi-composting Plant	MT/month	0	Input field
47	LV	Installed Capacity of Refuse Derived Fuel	MT/month	0	Input field
48	LW	Waste Quantity Input at the Refuse Derived Fuel	MT/month	0	Input field
49	LX	Installed Capacity of Bio Methanation/ Waste-to-Energy Plants	MT/month	0	Input field
50	LY	Waste Quantity Input at Bio methanation/ Waste-to-Energy plants	MT/month	0	Input field
51	LZ	Installed Capacity of any other processing facilities	MT/month	0	Input field
52	MA	Waste Quantity Input at other processing facilities	MT/month	0	Input field
53	MB	Total Installed Capacity of Processing facilities	MT/month	3	LR+LT+LV+LX+LZ
54	MC	Total Waste Quantity Input at all types of processing facilities	MT/month	2	LS+LU+LW+LY+MA
55	MD	Quantity of waste rejected by processing facilities at intake point	MT/month	0	Input field
56	ME	Quantity of post-processing rejects sent to dumpsite/ landfills	MT/month	0	Input field
57	MF	Total Waste Processed in the ULB	MT/month	2	IF(MC<MB,(MC+LQ-MD),(MB+LQ-MD))
	V	EXTENT OF SCIENTIFIC DISPOSAL OF MUNICIPAL SOLID WASTE		#DIV/0!	(MG*100/(MG+MH))
		<i>Quantity of Waste Disposal</i>			

Service Level Benchmarking

58	MG	Quantity of waste disposed in compliant landfill sites	MT/month	0	Input field
59	MH	Quantity of waste disposed in open dump sites	MT/month	0	Input field
	VI	EFFICIENCY IN REDRESSAL OF CUSTOMER COMPLAINTS		96.67	(MJ*100/MI)
		<i>Customer Service</i>			
60	MI	Complaints received during the year	Number	60	Input field
61	MJ	Complaints resolved within 24 hours during the year	Number	58	Input field
	VII	EXTENT OF COST RECOVERY IN SWM SERVICES		-	(NA*100/MR)
		<i>Financial Information - Operational Expenditure on SWM during previous year</i>			
62	MK	Regular Staff & Administration	Rs. In Lakhs	144	Input field
63	ML	Outsourced/Contracted Staff Costs	Rs. In Lakhs	0	Input field
64	MM	Electricity Charges/Fuel Costs	Rs. In Lakhs	0	Input field
65	MN	Chemical Costs	Rs. In Lakhs	10	Input field
66	MO	Repair/Maintenance Costs	Rs. In Lakhs	0	Input field
67	MP	Contracted Services Cost	Rs. In Lakhs	6	Input field
68	MQ	Other Costs (Specify)	Rs. In Lakhs	0	Input field
69	MR	Total Operational Expenses	Rs. In Lakhs	160	MK+ML+MM+MN+MO+MP+MQ
		<i>Financial Information - Operational Revenues from SWM during previous year</i>			
70	MS	Arrears at the end of previous year	Rs. In Lakhs	0	Input field
71	MT	Tax / Cess - Solid Waste only	Rs. In Lakhs	0	Input field
72	MU	User Charges	Rs. In Lakhs	0	Input field
73	MV	Fixed Charges based on Property Tax/ State Taxes/Cess/Surcharges	Rs. In Lakhs	0	Input field
74	MW	Sale of Recyclables	Rs. In Lakhs	0	Input field
75	MX	Sale from processing - compost/energy	Rs. In Lakhs	0	Input field
76	MY	Royalty	Rs. In Lakhs	0	Input field
77	MZ	Others (Specify)	Rs. In Lakhs	0	Input field
78	NA	Total Revenue Demand Raised for the previous year	Rs. In Lakhs	0	MT+MU+MV+MW+MX+MY+MZ
	VIII	EFFICIENCY IN COLLECTION OF SWM CHARGES		#DIV/0!	(NC*100/NA)
79	NA	Total Revenue Demand Raised for the previous year	Rs. In Lakhs	0	NA
80	NB	Collection against arrears	Rs. In Lakhs	0	Input field
81	NC	Collection against Current Demand	Rs. In Lakhs	0	Input field
		Additional Information (Optional)			
		Staff Information			
82	ND	Senior Management-Health Officer (Sanctioned)	Number	0	Input field
83	NE	Senior Management-Health Officer (Working)	Number	0	Input field
84	NF	Sanitary Inspector (Sanctioned)	Number	8	Input field
85	NG	Sanitary Inspector (Working)	Number	3	Input field
86	NH	Sanitary Supervisor (Sanctioned)	Number	0	Input field
87	NI	Sanitary Supervisor (Working)	Number	0	Input field
88	NJ	Maistries/Safai Karam chari (Sanctioned)	Number	13	Input field
89	NK	Maistries/Safai Karam chari (Working)	Number	8	Input field
90	NL	Cleaners/Drivers (Sanctioned)	Number	6	Input field
91	NM	Cleaners/Drivers (Working)	Number	4	Input field
92	NN	Labourers (Sanctioned)	Number	186	Input field
93	NO	Labourers (Working)	Number	120	Input field
94	NP	Others Specify	Number	0	Input field
95	NQ	Total (Sanctioned)	Number	213	ND+NF+NH+NJ+NL+NN
96	NR	Total (Working)	Number	135	NE+NG+NI+NK+NM+NO+NP
97	NS	Are daily records of waste received at compliant landfill maintained (MSW 2000)	Yes/No	No	Input field
98	NT	Is weighbridge available at landfill site?	Yes/No	No	Input field
99	NU	Are daily records of waste received at open dumpsites maintained?	Yes/No	No	Input field
100	NV	Is weighbridge available at dumpsite?	Yes/No	No	Input field
		User charges			
101	NW	Residential - General	Rs./ Month	0	Input field
102	NX	Residential - Urban Poor	Rs./ Month	0	Input field
103	NY	Commercial Establishment	Rs./ Month	0	Input field
104	NZ	Fixed charge through property tax	Rs./ Month	0	Input field
105	OA	Others	Rs./ Month	0	Input field
		SOLID WASTE MANAGEMENT INDICATORS			
		<i>Indicators</i>	<i>Unit</i>	<i>Result</i>	<i>Reliability</i>
1		Household level coverage of solid waste management services	%	100.0	95.00
2		Efficiency of collection of municipal solid waste	%	95.5	95.00
3		Extent of segregation of municipal solid waste	%	0.0	15.00
4		Extent of municipal solid waste recovered	%	0.1	10.00
5		Extent of scientific disposal of municipal solid waste	%	#DIV/0!	0.00
6		Extent of cost recovery in solid waste management services	%	0.0	0.00
7		Efficiency in collection of solid waste management charges	%	#DIV/0!	10.00
8		Efficiency in redressal of customer complaints	%	96.7	10.00

14th Finance Commission:: Declaration of Service level Standards Notification Format

Name of the City/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos	Email id
Gudivada Municipality	AP	N. Pramod Kumar	Gudivada Municipality-521301 Krishna District	08674-245053 Fax-08674-245053	apusp8@gmail.com

Water Supply indicators

Benchmarks	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Efficiency in redressal of customer complaints		Quality of water supplied		Cost recovery in water supply services		Efficiency in collection of water supply-related charges	
	100%		135 lpcd		100%		20%		24 hours		100%		100%		100%		90%	
	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets
	(2016-17)	(2017-18)	(2016-17)	(2017-18)	(2016-17)	(2017-18)	(2016-17)	(2017-18)	(2016-17)	(2017-18)	(2016-17)	(2017-18)	(2016-17)	(2017-18)	(2016-17)	(2017-18)	(2016-17)	(2017-18)
	84.26	75.0	74.40	75.00	1.99	2.00	17.73	15.00	1.00	1.00	94.80	99.00	95.00	95.00	72.34	80.00	90.39	95.00

Sewage Management (Sewerage and Sanitation)

Benchmarks	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Extent of reuse and recycling of treated sewage		Quality of sewage treatment		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
	100%		100%		100%		100%		20%		100%		80%		100%		90%	
	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets
	(2016-17)	(2017-18)	(2016-17)	(2017-18)	(2016-17)	(2017-18)	(2016-17)	(2017-18)	(2016-17)	(2017-18)	(2016-17)	(2017-18)	(2016-17)	(2017-18)	(2016-17)	(2017-18)	(2016-17)	(2017-18)
	97.0	90.00	0.00	0.0	0.00	0.0	0.00	0.0	0.0	0.0	0.0	0.00	0.0	0.00	0.0	0.00	0.0	0.00

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		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges		Efficiency in redressal of customer complaints	
	100%		100%		100%		80%		100%		100%		90%		80%	
	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets
	(2016-17)	(2017-18)	(2016-17)	(2017-18)	(2016-17)	(2017-18)	(2016-17)	(2017-18)	(2016-17)	(2017-18)	(2016-17)	(2017-18)	(2016-17)	(2017-18)	(2016-17)	(2017-18)
	100%	100%	100%	100%	15%	25%	10%	15%	0%	10%	15%	25%	15%	20%	80%	80%
	92.40	100.00	95.51	100.0	0.0	15.0	0.1	15.0	0.0	10.0	0.0	20.0	0.0	10.0	96.67	97.00

Storm Water Drainage Indicators

Benchmarks	Coverage of storm water drainage		Incidence of water logging/ flooding	
	100%		0	
	Current	Targets	Current	Targets
	(2016-17)	(2017-18)	(2016-17)	(2017-18)
	24.19	25.00	2.00	2.00