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#### NOTIFICATION

**No.B.13019/4/2011-UD&PA(13FC) the 18<sup>th</sup> February, 2015.** As prescribed under Chapter 10.16 (viii) of the Reports and Recommendations of the Thirteenth Finance Commission, target of Service Level Benchmark during 2015-2016 for Urban Local Bodies in respect of 4 (four) Service Sectors viz. Water Supply, Sewerage, Storm Water Drainage and Solid Waste Management under Urban Development & Poverty Alleviation Department is hereby notified as shown in the 'Annexure' enclosed for information.

**R.Lalvena,**  
Secretary to the Govt. of Mizoram,  
Urban Development & Poverty Alleviation Department.

## SERVICE LEVEL BENCHMARKS FOR 2015-2016

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

[Benchmarks indicate the service levels to be ultimately achieved by the ULB/State Government in provision of urban civic services as prescribed by the Ministry of Urban Development, Government of India. 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 2014-2015 and Targets for 2015-2016 indicate the level of services expected of services expected to be achieved by end of 2015-2016]

**1. WATER SUPPLY**

Sl.No.	Proposed Indicator	Bench mark	Baseline Level	Current Level	Target for 2015-16
1	Coverage of water supply connections	100%	54%	67%	75%
2	Per capita supply of water	135 lpcd	70.27 lpcd	75 lpcd	85%
3	Extent of metering of water connections	100%	91%	100%	100%
4	Extent of non-revenue water (NRW)	20%	40%	40%	30%
5	Continuity of water supply	24 hours	8 Min.	10 Min.	15%
6	Quality of water supplied	100%	100%	100%	100%
7	Efficiency in redressal of customer Complaint	80%	50%	75%	80%
8	Cost of recovery in water supply services	100%	11%	20%	30%
9	Efficiency in collection of water supply related charges.	90%	75%	80%	90%

*Notes :*

- 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, 2012, 2013 and 2014.*
- Metering of water connections is one of the ongoing activities of SIPMIU under the ADB-assisted NERCCDIP. With the bulk procurement of water meters and provision of the same to the customers, it is expected to achieve 100% metering.*
- Continuity of water supply indicates the average period during which the water supply is provided to the customers daily. However, the existing system of water distribution is on a weekly basis.*
- Computerised billing system for Aizawl Water Distributions Division is implemented under the ADB-assisted MPRMP. With the use of this new system, efficiency in collection of water supply related charges is expected to improve to 90%*
- WSS Component under the ADB Assistant NERCCDIP, as and when completed is expected to significantly help in reducing NRW in water supply*
- Higher level of cost recovery in Water Supply is possible due to upward revision of water tariff in December 2014.*

## 2. SEWARAGE

Sl.No.	Proposed Indicator	Bench mark	Baseline Level	Current Level	Target for 2015-16
1	Coverage of toilets	100%	98.95%	98.95%	98.95%
2	Coverage of sewage network services	100%	0%	20%	50%
3	Collection efficiency of the sewage network	100%	0%	10%	20%
4	Adequacy of treatment capacity	100%	0%	20%	20%
5	Quality of sewage treatment	100%	0%	0%	0%
6	Extent of reuse and recycling of sewage	20%	0%	0%	0%
7	Efficiency in redressal of customer complaints	80%	0%	0%	0%
8	Extent of cost recovery in sewage management	100%	0%	0%	0%
9	Efficiency in collection of sewage charges	90%	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 (STP) and laying of sewer pipes (Sewerage Network) are being started in 2014. And 30% of the population in the southern, eastern part of Aizawl City only is proposed to be covered with sewerage system under ADB-assisted NERCCDIP Project-2 which is commence in 2013-14 and target to be completed by the year 2016-17.
3. Septage Management for Aizawl City on a Pilot Basis will be taken up for some uncovered area of Sewerage scheme under Technical Assistance from the ADB which will be taken under Tranche-3.

## 3. STORM WATER DRAINAGE

Sl.No.	Proposed Indicator	Bench mark	Baseline Level	Current Level	Target for 2015-16
1	Coverage of storm water drainage network	100%	40%	65%	85%
2	Incidence of water logging/flooding	0	0	0	0

Notes :- Incidence of water logging could be 0% as the city is located at a hill station with quick surface water run off.

## 4. SOLID WASTE MANAGEMENT

Sl.No.	Proposed Indicator	Bench mark	Baseline Level	Current Level	Target for 2015-16
1	Household level coverage of solid waste management services	100%	70%	85%	88%
2	Efficiency of collection of municipal solid waste	100%	60%	80%	83%
3	Extent of segregation of municipal solid waste	100%	0%	10%	10%
4	Extent of municipal solid waste recovered	80%	0%	0%	5%
5	Extent of scientific disposal of municipal solid waste	100%	0%	0%	5%
6	Efficiency in redressal of customer complaints	80%	60%	70%	73%
7	Extent of cost recovery in SWM services	100%	10%	20%	22%

8	Efficiency in collection of SWM charges	90%	60%	75%	78%
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Note :-

1. *Collection and transportation of Municipal Solid Waste in Aizawl City is carried out by a modified form of PPP where the Aizawl Municipal Council, in partnership with Local Councils, managed the collection and transportation in an efficient manner.*
2. *Segregation of Wastes at source (dry & wet) was introduced since September 2014 in five local councils out of 83 local councils on a pilot basis and will simultaneously be enhance to other areas of the Aizawl Municipal Council. The bio-degradable waste segregated at source is treated and converted into compost through vermin-composting. The dry wastes (recyclable wastes) are recovered at the newly constructed Solid Waste Resource Management Centre and sold to recycle waste handlers for recycling.*
3. *A scientific Solid Waste Management Centre is proposed to be taken up under ADB assisted NERCCDIP, the DPR amounting to Rs 3308 lakhs of which was approved on November, 2014 by Ministry of Urban Development, Government of India. The project is expected to bring in scientific handling and disposal of municipal solid waste.*