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NOTIFICATION

No. B. 13017/53/2013-UD&PA, the 28th March, 2017. As prescribed under Chapter 9.110 (xi) of the Reports and Recommendations of the Fourteenth Finance Commission, target of Service Level Benchmark during 2017-2018 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.

Dr. C. Vanlalramsanga,
Secretary to the Govt. of Mizoram,
Urban Development & Poverty Alleviation.

'ANNEXURE'

SERVICE LEVEL BENCHMARKS FOR 2017-2018 (As prescribed under Chapter 9.110 (xi) of the Reports & Recommendations of the Fourteenth Finance Commission)

[Benchmarks indicate the service levels to be ultimate 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 2016 - 17 and Targets for 2017 - 2018 indicate the level of services expected of services expected to be achieved by end of 2017 - 18]

1. WATER SUPPLY

| Sl. No. | Proposed Indicator | Bench mark | Baseline Level | Current Level | Target for 2017-18 |
|---------|--|------------|----------------|---------------|--------------------|
| 1 | Coverage of water supply connections | 100% | 54% | 60% | 75% |
| 2 | Per capita supply of water | 135 lpcd | 70.27 lpcd | 75 lpcd | 85 lpcd |
| 3 | Extent of metering of water connections | 100% | 91% | 95% | 100% |
| 4 | Extent of non-revenue water (NRW) | 20% | 40% | 35% | 30% |
| 5 | Continuity of water supply | 24 hours | 8 Mins. | 10 Mins. | 15 Mins |
| 6 | Quality of water supplied | 100% | 100% | 100% | 100% |
| 7 | Efficiency in redressal of customer Complaint | 80% | 50% | 65% | 80% |
| 8 | Cost of recovery in water supply services | 100% | 11% | 30% | 35% |
| 9 | Efficiency in collection of water supply related charges | 90% | 75% | 82% | 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, 2014, 2015 and 2016.
- Metering of water connections is one of the ongoing activities of SIPMIU under the ADB-assisted NERCCD1P. 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 of water distribution is on a weekly basis.
- Computerised billing system for Aizawl Water Distributions is also being implemented during 2016-2017
- WSS Component under the ADB Assisted 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 2017-18 |
|---------|--|------------|----------------|---------------|--------------------|
| 1 | Coverage of toilets | 100% | 98.95% | 100% | 100% |
| 2 | Coverage of sewage network services | 100% | 0% | 5% | 10% |
| 3 | Collection efficiency of the sewage network | 100% | 0% | 0% | 5% |
| 4 | Adequacy of treatment capacity | 100% | 0% | 0% | 30% |
| 5 | Quality of sewage treatment | 100% | 0% | 0% | 80% |
| 6 | Extent of reuse and recycling of sewage | 20% | 0% | 0% | 0% |
| 7 | Efficiency in redressal of customer complaints | 80% | 80% | 80% | 80% |
| 8 | Extent of cost recovery in sewage management | 100% | 100% | 100% | 100% |
| 9 | Efficiency in collection of sewage | 90% | 100% | 100% | 100% |

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 is proposed to be covered with sewerage system under ADB - assisted NERCCDIP Project-2 which is commence in 2013 - 14. The project proposed to cover only the South-Eastern part of Aizawl City.
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.
4. Septage Management is also being implemented by PHED under AMRUT.
5. Since the Sewerage Network in Aizawl City is not yet commissioned, SI. No. 8 & 9 relates to cost recovery in septage collection by Cesspool Cleaners.

3. STORM WATER DRAINAGE

| Sl. No. | Proposed Indicator | Bench mark | Baseline Level | Current Level | Target for 2017-18 |
|---------|--|------------|----------------|---------------|--------------------|
| 1 | Coverage of storm water drainage network | 100% | 40% | 67% | 85% |
| 2 | Incidence of water logging/flooding | 0 | 0 | 0 | 0 |

Note :-

1. Storm water drainage network is being implemented under AMRUT during 2016 - 2017.
2. 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 2017-18 |
|---------|---|------------|----------------|---------------|--------------------|
| 1 | Household level coverage of solid waste management services | 100% | 70% | 86% | 90% |
| 2 | Efficiency of collection of municipal solid waste | 100% | 60% | 85% | 90% |
| 3 | Extent of segregation of municipal solid waste | 100% | 0% | 1% | 5% |
| 4 | Extent of municipal solid waste recovered | 80% | 0% | 5.5% | 30% |
| 5 | Extent of scientific disposal of municipal solid waste | 100% | 0% | 1% | 30% |
| 6 | Efficiency in redressal of customer complaints | 80% | 60% | 67% | 70% |
| 7 | Extent of cost recovery in SWM services | 100% | 10% | 20% | 25% |