14th Finance Commission: Declaration of Service Level Standards (FY: 2017-18)

NN-8					
Name of the ULB	District	State	Name of Municipal Commissioner	Postal address with PIN code	Phone & Fax Nos.
Kanpur	Kanpur	UP	Manish kumar singh	Nagar Nigam Moradabad Kanpur	0512-252554
					Email ID

Water Supply Indicators

	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 (2017-18)	72.1	110.8	0	28.8	8	97.8	81.1	88.8	84
Target (2018-19)	76	116	0	27	9	100	80	98	90
Benchmarks	100%	135lpcd	100%	20%	24hours	100%	80%	100%	90%

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets	Coverage of sewage network service	Collection efficiency of the sewage network	Adequacy of sewage treatment capacity	Quality of sewage treatment	Extent of reuse and recycling of treated sewage	Efficiency in redressal of customer complaints in sewage management	Extent of cost recovery in sewage management	Efficiency in collection of sewage charges
Current (2017-18)	85.9	64.2	61.5	128.6	69.5	67.6	80.5	62.7	116.3
Target (2018-19)	90	67	65	100	73	68	80	69	116
Benchmarks	100%	100%	100%	100%	100%	20%	80%	100%	90%

Solid Waste Management Indicators

	Household level coverage of solid waste management services	Efficiency of collection of municipal solid waste	Extent of segregation of 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 (2017-18)	16.3	100	10.3	71.3	100	93.7	110.3	8.2
Target (2018-19)	18	100	11	75	100	80	100	9
Benchmarks	100%	100%	100%	80%	100%	80%	100%	90%

Storm Water Drainage Indicators

	Coverage of Storm Water Drainage Network	Incidence of water logging/flooding
Current (2017-18)	45	12
Target (2018-19)	46	10
Benchmarks	100%	0%