SLB under 14th FC 2016
DIRECTORATE OF URBAN LOCAL BODIES, UP

## Service Level Benchmarking - General Information of City

**NN Bareilly**

70 input fields

| S.No | Code | Input Nomenclature | | Value | Logic/Remark |
|---|---|---|---|---|---|
| | | **Demographics** | | | |
| 1 | XA | Population (Census 2011) | Persons | 903,668 | input field |
| 2 | XB | Decadal Growth Rate of the City | % | 13.76 | input field |
| 3 | XC | Population (Present Year) | Persons | 1028000 | function of XA |
| 4 | XD | Number of Households (Census 2011) | Number | 164522 | input field |
| 5 | XE | Number of Households (Present Year) | Number | 186909 | function of XD |
| 6 | XF | Family Size (Census 2011) | Persons | 5 | XA/XD |
| 7 | XG | Family Size (Present Year) | Persons | 6 | XC/XE |
| 8 | XH | Number of Slums (2011) | Number | 47 | input field |
| 9 | XI | Number of Slums (Present Year) | Number | 85 | input field |
| 10 | XJ | Number of Slum Households (2011) | Number | 40150 | input field |
| 11 | XK | Number of Slum Households (Present Year) | Number | 72612 | input field |
| 12 | XL | Number of Properties (2011) | Number | 67000 | input field |
| 13 | XM | Number of Properties (Present Year) | Number | 142846 | input field |
| 14 | XN | Number of Election Wards (2011) | Number | 60 | input field |
| 15 | XO | Number of Election Wards (Present Year) | Number | 80 | input field |
| 16 | XP | Town/City Area (Census 2011) | sq.km | 106.42 | input field |
| 17 | XQ | Present Town/City Area | sq.km | 106.42 | input field |
| 18 | XR | Population Density (Present Year) | Number | 9659.84 | XC/XQ |
| 19 | XS | Number of Commercial and other establishments (offices, institutions, markets), Hotels and Restaurants (Year 2011) | Number | N.D | input field |
| 20 | XT | Number of Commercial and other establishments (offices, institutions, markets,Hotels and Restaurants)(Present Year) | Number | 7634 | input field |
| | | **Service Provider Details - Water Supply** | | | |
| 21 | XU | Name of Town/City | | Bareilly | input field |
| 22 | XV | **Name of the Department/Unit** | | Jalkal Department | input field |
| 23 | XW | Name of the Head of Department/Unit | | Mr. Rajesh Kumar Yadav | input field |
| 24 | XX | Designation of the Department Head | | General Manager | input field |
| 25 | XY | Address | | Nagar Nigam, Bareilly | input field |
| 26 | XZ | Telephone Number | | 0581-2572557 | input field |
| 27 | YA | Mobile Number | | 7055519623 | input field |
| 28 | YB | Fax Number | | 0581-2550074 | input field |
| 29 | YC | Email | | gmjkbly@gmail.com | input field |
| 30 | YD | Website | | www.nagarnigambareilly.com | input field |
| 31 | YE | **Name of the Contact Person** | | Mr. Tarkeshwar Pandey | input field |
| 32 | YF | Designation of the contact person | | Asst. Engineer | input field |
| 33 | YG | Address | | Nagar Nigam, Bareilly | input field |
| 34 | YH | Telephone Number | | 0581-2572557 | input field |
| 35 | YI | Mobile Number | | 7055519610 | input field |
| 36 | YJ | Fax Number | | 0581-2550074 | input field |
| 37 | YK | Email | | gmjkbly@gmail.com | input field |
| 38 | YL | Website | | www.nagarnigambareilly.com | input field |
| | | **Service Provider Details - Sewerage and Drainage** | | | |
| 39 | YM | Name of Town/ City | | Bareilly | input field |
| 40 | YN | **Name of the Department/Unit** | | Jalkal Department | input field |
| 41 | YO | Name of the Head of Department/Unit | | Mr. Rajesh Kumar Yadav | input field |
| 42 | YP | Designation of the Department Head | | General Manager | input field |
| 43 | YQ | Address | | Nagar Nigam, Bareilly | input field |
| 44 | YR | Telephone Number | | 0581-2572557 | input field |
| 45 | YS | Mobile Number | | 7055519623 | input field |
| 46 | YT | Fax Number | | 0581-2550074 | input field |
| 47 | YU | Email | | gmjkbly@gmail.com | input field |
| 48 | YV | Website | | www.nagarnigambareilly.com | input field |
| 49 | YW | **Name of the Contact Person** | | Mr. Tarkeshwar Pandey | input field |
| 50 | YX | Designation of the contact person | | Asst. Engineer | input field |
| 51 | YY | Address | | Nagar Nigam, Bareilly | input field |
| 52 | YZ | Telephone Number | | 0581-2572557 | input field |
| 53 | ZA | Mobile Number | | 7055519611 | input field |
| 54 | ZB | Fax Number | | 0581-2550074 | input field |
| 55 | ZC | Email ID | | gmjkbly@gmail.com | input field |
| 56 | ZD | Website | | www.nagarnigambareilly.com | input field |
| | | **Service Provider Details - Solid Waste Management** | | | |
| 57 | ZE | **Name of Town/Utility** | | Bareilly | input field |
| 58 | ZF | **Name of the Head of the Department** | | Mr. Sanjeev Pradhan | input field |
| 59 | ZG | Designation of the Head of the Department | | Envoirment Engineer | input field |
| 60 | ZH | Address | | Nagar Nigam Bareilly | input field |

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| | | | | | |
|---|---|---|---|---|---|
| 61 | ZI | Telephone Number | | 0581-2550074 | input field |
| 62 | ZJ | Mobile Number | | 7055519614 | input field |
| 63 | ZK | Fax Number | | 0581-2550074 | input field |
| 64 | ZL | Email ID | | bareillynagarnigam@gmail.com | input field |
| 65 | ZM | Website | | www.nagarnigambareilly.com | input field |
| 66 | ZN | **Name of the Contact Person** | | Bareilly | input field |
| 67 | ZO | Designation of the Contact Person | | Mr. Sanjeev Pradhan | input field |
| 68 | ZP | Address | | Envoirment Engineer | input field |
| 69 | ZQ | Telephone Number | | Nagar Nigam Bareilly | input field |
| 70 | ZR | Mobile Number | | 0581-2550074 | input field |
| 71 | ZS | Fax Number | | 7055519614 | input field |
| 72 | ZT | Email ID | | 0581-2550074 | input field |
| 73 | ZU | Website | | bareillynagarnigam@gmail.com | input field |

SLB under 14th FC 2016

DIRECTORATE OF URBAN LOCAL BODIES, UP

**Service Level Benchmarking - Water Supply Data**

**NN Bareilly**

| S.No | Code | Input Nomenclature | | Value | Logic/Remark |
|---|---|---|---|---|---|
| | | | | | 63+14 input fields |
| | I | COVERAGE OF WATER SUPPLY CONNECTIONS | % | 51.0 | AL*100/AE |
| | | *Water Service Coverage - Number of Connections* | | | |
| 1 | AA | Domestic Connections (Metered Functional) | Number | 0 | Input field |
| 2 | AB | Domestic Connections (Metered Non-Functional) | Number | 0 | Input field |
| 3 | AC | Domestic Connections (Unmetered) | Number | 95370 | Input field |
| 4 | AD | Domestic connections (Total) | Number | 95370 | (AA+AB+AC) |
| 5 | AE | Bulk supply Apartments (Metered Functional) | Number | 0 | 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 | 0 | (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 | 95370 | (AD+AH+AL+AP) |
| | | | | | |
| | | *Water Service Coverage - Households Served* | | | |
| 18 | AR | Households served by Domestic Connections | Number | 95370 | Input field |
| 19 | AS | Households served by Bulk supply - Apartments | Number | 0 | Input field |
| 20 | AT | Households served by Bulk supply - Layouts/Societies | Number | 0 | Input field |
| 21 | AU | Total Households served with Water Supply | Number | 95370 | AR+AS+AT |
| | | **Households served by own sources such as wells, handpumps shall not be included* | | | |
| | II | PER CAPITA SUPPLY OF WATER | LPCD | 106.81 | (BC+BD+BE+BG+BF)*10^6/XC |
| | | *Water Production Capacity* | | | |
| 22 | AV | Installed Capacity of Treatment Plants for Surface Water Sources | MLD | 0 | Input field |
| 23 | AW | Volume of water produced through Surface Water Sources | MLD | 0 | Input field |
| 24 | AX | Installed Capacity of Treatment Plants for Ground Water Sources | MLD | 143 | Input field |
| 25 | AY | Volume of water produced through Ground water (power pumps) | MLD | 138 | Input field |
| 26 | AZ | Volume of water produced through any Other Sources | MLD | 0 | Input field |
| 27 | BA | Total Installed Capacity | MLD | 143 | AV+AX |
| 28 | BB | Total Volume of water produced | MLD | 138 | AW+AY+AZ |
| | | | | | |
| | | *Water Consumption* | | | |
| 29 | BC | Volume of water billed from Domestic Connections | MLD | 109 | Input field |
| 30 | BD | Volume of water billed from Bulk supply Apartments | MLD | 0 | 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 | 1 | Input field |
| 33 | BG | Volume of water billed from Public taps | MLD | 0 | Input field |
| 34 | BH | Volume of water billed from any other sources | MLD | 0 | Input field |
| 35 | BI | Total Volume of water billed | MLD | 110 | BC+BD+BE+BF+BG+BH |
| 36 | BJ | Total Voume of water unbilled (free supplies to Public taps) | MLD | 0.8 | Input field |
| 37 | BK | Total Volume of water unbilled (free connections eg. Religious institutions etc) | MLD | 0 | Input field |
| | | | | | |
| | III | EXTENT OF NON REVENUE WATER (NRW) | % | 20.29 | (BB-BI)*100/BB |
| 38 | BB | Total Volume of Water Produced | MLD | 138 | BB |
| 39 | BI | Total Volume of Water Billed | MLD | 110 | BI |
| | | | | | |
| | IV | EXTENT OF METERING OF WATER SUPPLY CONNECTIONS | % | - | (BL+BP+BT)*100/BU |
| 40 | BL | Non domestic incl. commercial/Indus/Instl. (Metered Functional) | Number | 0 | 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 | 942 | Input field |
| 43 | BO | Non domestic incl. commercial/Indus/Instl. (Total) | Number | 942 | 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 | 562 | Input field |
| 47 | BS | Public Taps (Total) | Number | 562 | BP+BQ+BR |
| 48 | BT | Total number of metered and functional connections (domestic, bulk supply, others) | Number | 0 | AA+AE+AI+AM |
| 49 | BU | Total number of Water Supply Connections | Number | 96874 | AQ+BO+BS |
| | | | | | |
| | IV | CONTINUITY OF WATER SUPPLY | Hours per Day | 8.00 | (BW*BV/30) |
| | | *Water Supply Frequency* | | | |
| 50 | BV | Days of supply per month | Number | 30 | Input field |
| 51 | BW | Average duration of each supply | Hours | 8 | Input field |
| | | | | | |
| | V | EFFECIENCY OF REDRESSAL OF COMPLAINTS | % | 91.3 | (BY*100/BX) |
| | | *Consumer Services* | | | |
| 52 | BX | Complaints received during the year | Number | 2400 | Input field |
| 53 | BY | Complaints resolved within 24 hours during the year | Number | 2190 | Input field |
| | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| | VI | QUALITY OF WATER SUPPLIED | | 90.76 | (EG*100/CY) |
| | | *Treated Water Quality Surveillance* | | | |
| 54 | CA | Residual Chlorine - No. of Samples taken at the outlet of Water Treatment Plant (in a year) | Number | 0 | Input field |
| 55 | CB | Residual Chlorine - No. of Samples taken at intermediate points (in a year) | Number | 1125 | Input field |
| 56 | CC | Residual Chlorine - No. of Samples taken at consumer end (in a year) | Number | 2824 | Input field |
| 57 | CD | Total Samples taken for Residual Chlorine tests | Number | 3949 | CA+CB+CC |
| 58 | CE | Number of Samples Passed | Number | 3940 | Input field |
| 59 | CF | Physical/Chemical - No. of Samples taken at the outlet of Water Treatment Plant (in a ye | Number | 0 | Input field |
| 60 | CG | Physical/Chemical - No. of Samples taken at intermediate points (in a year) | Number | 0 | Input field |
| 61 | CH | Physical/Chemical - No. of Samples taken at consumer end (in a year) | Number | 0 | Input field |
| 62 | CI | Total Samples taken for Physical and Chemical tests | Number | 0 | CF+CG+CH |
| 63 | CJ | Number of Samples Passed | Number | 0 | Input field |
| 64 | CK | Bacteriological - No. of Samples taken at the outlet of Water Treatment Plant (in a year) | Number | 0 | Input field |
| 65 | CL | Bacteriological - No. of Samples taken at intermediate points (in a year) | Number | 25 | Input field |
| 66 | CM | Bacteriological - No. of Samples taken at consumer end (in a year) | Number | 47 | Input field |
| 67 | CN | Total Samples taken for Bacteriological tests | Number | 72 | CK+CL+CM |
| 68 | CO | Number of Samples Passed | Number | 72 | Input field |
| 69 | CP | Total Number of Samples taken for all types of tests | Number | 4021 | CD+CI+CN |
| 70 | CQ | Total Tests Passed | Number | 4012 | CE+CJ+CO |
| | | | | | |
| | VII | COST RECOVERY IN WATER SUPPLY SERVICES | % | 94.53 | (DD*100/CY) |
| | | *Financial Information - Operating Expenses* | | | |
| 71 | CR | Regular Staff and administration | Rs. Lakhs | 450.00 | Input field |
| 72 | CS | Outsourced/Contract Staff Costs | Rs. Lakhs | 80.00 | Input field |
| 73 | CT | Electricity Charges/Fuel Costs | Rs. Lakhs | 1378.57 | Input field |
| 74 | CU | Chemical Costs | Rs. Lakhs | 10.00 | Input field |
| 75 | CV | Repairs Maintenance Costs | Rs. Lakhs | 230.00 | Input field |
| 76 | CW | Bulk (Raw/Treated) Water Charges | Rs. Lakhs | 0.00 | Input field |
| 77 | CX | Other Costs | Rs. Lakhs | 0.00 | Input field |
| 78 | CY | Total Operating Expenditure | Rs. Lakhs | 2148.57 | CR+CS+CT+CU+CV+CW+CX |
| | | *Financial Information - Operating Revenues* | | | |
| 79 | CZ | Arrears at the beginning of previous year (2017-18) | Rs. Lakhs | 190.00 | Input field |
| 80 | DA | Revenue demand from user charges | Rs. Lakhs | 180.00 | Input field |
| 81 | DB | Revenue demand from tax/cess - Water Service only | Rs. Lakhs | 1841.00 | Input field |
| 82 | DC | Revenue demand from other revenues (eg. connection costs/Donations etc) | Rs. Lakhs | 10.01 | Input field |
| 83 | DD | Total Revenue Demand for previous year | Rs. Lakhs | 2031.01 | DA+DB+DC |
| | | | | | |
| | VII | COLLECTION EFFICIENCY OF WATER SUPPLY RELATED CHARGES | % | 90.64 | (DF*100/DD) |
| 84 | DD | Total Revenue Demand for previous year (from user charges, taxes etc) | Rs. Lakhs | 2031.01 | DD |
| 85 | DE | Collection against arrears (2017-18) | Rs. Lakhs | 166.00 | Input field |
| 86 | DF | Collection against the current demand of previous year (2018-19) | Rs. Lakhs | 1841.00 | Input field |
| | | | | | |
| | | Additional Information (Optional) | | | |
| | | **Staff Information** | | | |
| 91 | EA | Senior Management (Sanctioned) | Number | 1 | input field |
| 92 | EB | Senior Management (Working) | Number | 1 | input field |
| 93 | EC | Engineers (Sanctioned) | Number | 5 | input field |
| 94 | ED | Engineers (Working) | Number | 3 | input field |
| 95 | EE | Clerks/Accountants (Sanctioned) | Number | 11 | input field |
| 96 | EF | Clerks/Accountants (Working) | Number | 10 | input field |
| 97 | EG | Work Inspectors/Meter Readers (Sanctioned) | Number | 0 | input field |
| 98 | EH | Work Inspectors/Meter Readers (Working) | Number | 1 | input field |
| 99 | EI | Electricians/Fitters (Sanctioned) | Number | 8 | input field |
| 100 | EJ | Electricians/Fitters (Working) | Number | 5 | input field |
| 101 | EK | Lines men/plumbers (Sanctioned) | Number | 0 | input field |
| 102 | EL | Lines men/plumbers (Working) | Number | 0 | input field |
| 103 | EM | Labourers (Sanctioned) | Number | 132 | input field |
| 104 | EN | Labourers (Working) | Number | 107 | input field |
| 105 | EO | Total (Sanctioned) | Number | 157 | EA+EC+EE+EG+EI+EK+EM |
| 106 | EP | Total (Working) | Number | 127 | EB+ED+EF+EH+EJ+EL+EN |
| | | | | | |
| | | WATER SUPPLY INDICATOR VALUES | Unit | Value | Reliability |
| | | Indicator | | | |
| 1 | | Coverage of water supply connections | % | 51.0 | |
| 2 | | Per capita available of water at consumer end | Lpcd | 106.8 | |
| 3 | | Extent of metering of water connections | % | 0.0 | |
| 4 | | Extent of Non Revenue Water | % | 20.3 | |
| 5 | | Continuity of water supply | Hours/Day | 8.0 | |
| 6 | | Efficiency in redressal of customer complaints | % | 91.3 | |
| 7 | | Quality of water supplied | % | 99.8 | |
| 8 | | Cost recovery in water supply services | % | 94.5 | |
| 9 | | Efficiency in collection of water supply related charges | % | 90.6 | |

SLB under 14th FC 2016

DIRECTORATE OF URBAN LOCAL BODIES, UP

Service Level Benchmarking - Sewerage and Drainage

## NN Bareilly

| S.No | Code | Input Nomenclature | | Value | Logic/Remark |
|---|---|---|---|---|---|
| | | | | | 31+26 input fields |
| | I | COVERAGE OF TOILETS | % | 100.5 | (FC*100/XM) |
| | | *Sanitation Coverage* | | | |
| 1 | XM | Total Number of Properties in the City | Number | 142846 | XM |
| 2 | FA | Properties with toilets | Number | 141900 | Input field |
| 3 | FB | Households dependent on functional community toilets | Number | 1630 | Input field |
| 4 | FC | Total Number of Properties with access to toilets | Number | 143530 | FA+FB |
| | II | COVERAGE OF SEWAGE NETWORK SERVICES | % | 45.64 | (FD*100/XM) |
| 5 | XM | Total Number of Properties in the City | Number | 142846 | XM |
| 6 | FD | Properties with sewer connections | Number | 65201 | Input field |
| 7 | FE | Properties with onsite sanitary disposal | Number | 136275 | Input field |
| | III | COLLECTION EFFICIENCY OF SEWAGE NETWORK | % | 0.00 | (FZ*100/FW) |
| | | *Waste Water Production - Volume of Water Consumed and Waste Water Generated* | | | |
| 8 | FF | Volume of water consumed and billed from Domestic Connections | MLD | 109 | BC |
| 9 | FG | Volume of water consumed and billed from Bulk supply - Apartments | MLD | 0 | BD |
| 10 | FH | Volume of water consumed and billed from Bulk supply - Layouts/Societies | MLD | 0 | BE |
| 11 | FI | Volume of water consumed and billed from Non domestic Connections | MLD | 1 | BF |
| 12 | FJ | Volume of water consumed (both billed and unbilled) from Public taps | MLD | 0.8 | BG+BJ |
| 13 | FK | Volume of water from free supplies (other connections) | MLD | 0 | BK |
| 14 | FL | Volume of water consumed and billed from any other ULB sources | MLD | 0 | BH |
| 15 | FM | Volume of water consumed from any Non ULB water sources | MLD | 0 | Input field |
| 16 | FN | Total Water Consumption (billed and unbilled) from ULB and Non ULB sources) | MLD | 110.8 | FF+FG+FH+FI+FJ+FK+FL+FM |
| 17 | FO | Volume of waste water generated from Domestic Water Consumption | MLD | 87.2 | 0.80*FF |
| 18 | FP | Volume of waste water generated from Bulk Supply - Apartments | MLD | 0 | 0.80*FG |
| 19 | FQ | Volume of waste water generated from Bulk Supply - Layouts/Societies | MLD | 0 | 0.80*FH |
| 20 | FR | Volume of waste water generated from Non Domestic Water Consumption | MLD | 0.8 | 0.80*FI |
| 21 | FS | Volume of waste water generated from Public Tap Water Consumption | MLD | 0.64 | 0.80*FJ |
| 22 | FT | Volume of waste water generated from free supplies (other connections) | MLD | 0 | 0.80*FK |
| 23 | FU | Volume of waste water generated from other ULB source water consumption | MLD | 0 | 0.80*FL |
| 24 | FV | Volume of waste water generated from Non ULB source Water consumption | MLD | 0 | 0.80*FM |
| 25 | FW | Total Waste Water Generated | MLD | 88.64 | FO+FP+FQ+FR+FS+FT+FU+FV |
| | | | | | |
| | | *Waste Water Collection and Treatment* | | | |
| 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 | % | 0.00 | (GC*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 | GA+GB |
| 32 | FW | Total Waste Water Generated | MLD | 88.64 | 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 | FZ |
| 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) |
| | | *Discharge Compliance after Secondary Treatment of Sewage* | | | |
| 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 | % | 93.65 | (GH*100/GG) |
| | | *Consumer Services* | | | |
| 37 | GG | Sewage related Complaints received during the year | Number | 1890 | Input field |
| 38 | GH | Sewage related Complaints resolved within 24 hours during the year | Number | 1770 | Input field |
| | | | | | |
| | VIII | EXTENT OF COST RECOVERY IN SEWAGE MANAGEMENT | % | 81.4 | (GU*100/GP) |
| | | *Financial Information - Annual Operating Expenses* | | | |
| 39 | GI | Regular Staff and Administration | Rs. Lakhs | 230.00 | Input field |
| 40 | GJ | Outsourced /Contract Staff Costs | Rs. Lakhs | 37.00 | Input field |
| 41 | GK | Electricty Charges /Fuel Costs | Rs. Lakhs | 70.00 | Input field |
| 42 | GL | Chemicals Costs | Rs. Lakhs | 0.00 | Input field |
| 43 | GM | Repairs/Maintenance Costs | Rs. Lakhs | 79.00 | Input field |
| 44 | GN | Contractor Costs for O&M | Rs. Lakhs | 10.00 | Input field |
| 45 | GO | Others (Specify) | Rs. Lakhs | 90.00 | Input field |
| 46 | GP | Total Annual Operating Expenses | Rs. Lakhs | 516.00 | GI+GJ+GK+GL+GM+GN+GO |
| | | *Financial Information - Annual Operating Revenues* | | | |
| 47 | GQ | Arrears at the beginning of previous year (2017-18) | Rs. Lakhs | 70.00 | 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 | 414.00 | Input field |
| 50 | GT | Revenue demand from other sources (eg. connection costs/donations etc.) | Rs. Lakhs | 6.00 | Input field |
| 51 | GU | Total Revenue Demand of the previous year (Current Demand of previous year) | Rs. Lakhs | 420.00 | GR+GS+GT |
| | IX | EFFICIENCY IN COLLECTION OF SEWAGE CHARGES | | 85.7 | (GW*100/GU) |
| 52 | GU | Total Revenue Demand of the previous year (Current Demand of previous year) | Rs. Lakhs | 420.00 | GU |
| 53 | GV | Collection against arrears (2017-18) | Rs. Lakhs | 58.00 | Input field |
| 54 | GW | Collection against current demand (2018-19) | Rs. Lakhs | 360.00 | 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 | 2 | Input field |
| 58 | HD | Engineers (Working) | Number | 1 | Input field |
| 59 | HE | Clerks/Accountants (Sanctioned) | Number | 1 | Input field |
| 60 | HF | Clerks/Accountants (Working) | Number | 1 | Input field |
| 61 | HG | Labourers/Cleaners (Sanctioned) | Number | 66 | Input field |
| 62 | HH | Labourers/Cleaners (Working) | Number | 53 | Input field |
| 63 | HI | Total (Sanctioned) | Number | 69 | HA+HC+HE+HG |
| 64 | HJ | Total (Working) | Number | 55 | HB+HD+HF+HH |
| | | **Septage Management** | | | |
| 65 | HL | Does the ULB practice septage management | Yes/No | Yes | Input field |
| 66 | HM | Septage sucking machines available within ULB | Number | 3 | Input field |
| 67 | HN | Private Septage machines licenced by ULB | Number | 2 | Input field |
| | | **Connection Costs for Sewerage Connections** | | | |
| 68 | HO | Residential - General | Rs | 775 | Input field |
| 69 | HP | Residential - Urban Poor | Rs | 775 | Input field |
| 70 | HQ | Institutional | Rs | 5582 | Input field |
| 71 | HR | Commercial | Rs | 5582 | Input field |
| 72 | HS | Industrial | Rs | 10373 | Input field |
| | | **Sewerage Tariff Structure - Flat Rate Tariff** | | | |
| 73 | HT | Residential - General | Rs./Month | 2.5% of ARV | Input field |
| 74 | HU | Residential - Urban Poor | Rs./Month | 2.5% of ARV | Input field |
| 75 | HV | Institutional | Rs./Month | 2.5% of ARV | Input field |
| 76 | HW | Commercial | Rs./Month | 2.5% of ARV | Input field |
| 77 | HX | Industrial | Rs./Month | 2.5% of ARV | 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 | % | 61.17 | IE*100/ID |
| 83 | ID | Total Length of Road Network | Kilometers | 1080.93 | Input field |
| 84 | IE | Total Length of Pucca covered drains | Kilometers | 661.22 | Input field |
| | | | | | |
| | II | INCIDENCE OF WATER LOGGING/FLOODING | Number | 33 | IF*IG |
| 85 | IF | Number of Flood Prone Points in the city | Number | 11 | Input field |
| 86 | IG | Average Frequency of Flooding | Number | 3 | Input field |
| | | | | | |
| | | SEWERAGE SERVICE INDICATOR VALUES | | | |
| ***S.No.*** | | ***Indicator*** | ***Unit*** | ***Value*** | ***Reliability*** |
| 1 | | Coverage of Toilets | % | 100.5 | |
| 2 | | Coverage of wastewater network services | % | 45.6 | |
| 3 | | Collection efficiency of wastewater networks | % | 0.0 | |
| 4 | | Adequacy of wastewater treatment capacity | % | 0.0 | |
| 5 | | Extent of reuse and recycling of treated watsewater | % | #DIV/0! | |
| 6 | | Quality of wastewater treatment | % | #DIV/0! | |
| 7 | | Efficieny in redressal of customer complaints | % | 93.7 | |
| 8 | | Exetent of cost recovery in wastewater management | % | 81.4 | |
| 9 | | Efficiency in collection of sewerage charges | % | 85.7 | |
| | | STORM WATER DRAINAGE SERVICE INDICATOR VALUES | | | |
| ***S.No.*** | | ***Indicator*** | ***Unit*** | ***Value*** | ***Reliability*** |
| 1 | | Coverage of Storm Water Drainage Network | % | 61 | |
| 2 | | Incidence of water logging/flooding | Number | 33 | |

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DIRECTORATE OF URBAN LOCAL BODIES, UP

Service Level Benchmarking - Solid Waste Management

NN Bareilly

| | Code | Input Nomenclature | | Value | Logic/Remark |
|---|---|---|---|---|---|
| | | | | | 65+17 input fields |
| I | | **HOUSEHOLD LEVEL COVERAGE OF SOLID WASTE MANAGEMENT SERVICES** | | | |
| | | *Door to Door Collection - Number of HHs and establishments covered by Door to Door Collection* | | 58.07 | KE*100/(XE+XT) |
| 1 | KA | Number of Households covered by Door to Door Collection | Number | 98713 | Input field |
| 2 | KB | Number of Hotels and Restaurants covered by Door to Door Collection | Number | 270 | Input field |
| 3 | KC | Number of Commercial Establishments (institutions, offices) covered by Door to Door Collection | Number | 235 | Input field |
| 4 | KD | Number of any other establishments (incl. markets) covered by Door to Door Collection | Number | 13752 | Input field |
| 5 | KE | Total Number of Households and Establishments covered by Door to Door Collection | Number | 112970 | KA+KB+KC+KD |
| II | | **EFFICIENCY OF COLLECTION OF MUNICIPAL SOLID WASTE** | | | |
| | | *Waste Generation* | | 91.22 | IF(KO=0,(LO*100/KL),(KO*100/KL)) |
| 6 | KF | Waste Generated by Households | MT/month | 7860 | Input field |
| 7 | KG | Waste Generated by Street Sweeping | MT/month | 408 | Input field |
| 8 | KH | Waste Generated by Hotels and Restaurants | MT/month | 156 | Input field |
| 9 | KI | Waste Generated by Markets (Vegetable Markets, Mandis etc) | MT/month | 4295 | Input field |
| 10 | KJ | Waste Generated by Commercial Establishments (eg. Institutions, etc) | MT/month | 120 | Input field |
| 11 | KK | Waste Generated by other sources (eg. debris, horticulture waste etc) | MT/month | 480 | Input field |
| 12 | KL | Total Waste Generated | MT/month | 13319 | KF+KG+KH+KI+KJ+KK |
| | | *Waste Collection and Transportation - Details of waste received at Processing/ Disposal Facilities* | | | |
| 13 | KM | Quantity of waste received at processing and recycling facilities | MT/month | | Input field |
| 14 | KN | Quantity of waste received at disposal sites | MT/month | 12150 | Input field |
| 15 | KO | Total waste received at processing/disposal facility and recycled | MT/month | 12150 | KM+KN+LQ-ME |
| | | *Waste Collection and Transportation - Details of waste transported to Processing/ Disposal Facilities* | | | |
| 16 | KP | Number of lorries/trucks used for transportation of waste | Number | 4 | Input field |
| 17 | KQ | Capacity of each lorries/trucks | Metric Tons (MT) | 8.5 | Input field |
| 18 | KR | Total number of trips made by each lorries/trucks each day to the disposal site | Trips per day | 3 | Input field |
| 19 | KS | Total quantity of waste collected by mini lorries/trucks | MT/month | 2185 | KP*KQ*KR*30 |
| 20 | KT | Number of dumper placers used for transportation of waste | Number | 8 | Input field |
| 21 | KU | Capacity of each dumper placer | Metric Tons (MT) | 3.5 | Input field |
| 22 | KV | Total number of trips made by each dumper placers each day to the disposal site | Trips per day | 4 | Input field |
| 23 | KW | Total quantity of waste collected by dumper placers | MT/month | 1867 | KT*KU*KV*30 |
| 24 | KX | Number of mini lorries used for transportation of waste | Number | 80 | Input field |
| 25 | KY | Capacity of each mini lorry | Metric Tons (MT) | 1 | Input field |
| 26 | KZ | Total number of trips made by each mini lorries each day to the disposal site | Trips per day | 4 | Input field |
| 27 | LA | Total quantity of waste collected by mini lorries | MT/month | 3756 | KX*KY*KZ*30 |
| 28 | LB | Number of tractor trailers used for transportation of waste | Number | 34 | Input field |
| 29 | LC | Capacity of each tractor trailer | Metric Tons (MT) | 1.5 | 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 | 3176 | LB*LC*LD*30 |
| 32 | LF | Number of tipper trucks used for transportation of waste | Number | 14 | Input field |
| 33 | LG | Capacity of each tipper trucks | Metric Tons (MT) | 2 | Input field |
| 34 | LH | Total number of trips made by each tipper trucks each day to the disposal site | Trips per day | 4 | Input field |
| 35 | LI | Total quantity of waste collected by tipper trucks | MT/month | 2335 | LF*LG*LH*30 |
| 36 | LJ | Number of 3 wheeler auto tippers used for transportation of waste | Number | 41 | Input field |
| 37 | LK | Capacity of each 3 wheeler auto tipper | Metric Tons (MT) | 0.3 | 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 | 13319 | KS+KW+LA+LE+LI+LN |
| III | | **EXTENT OF SEGREGATION OF MUNICIPAL SOLID WASTE** | | | |
| | | *Segregation of Waste* | | - | ((LP+LQ)/IF(MH=0,LO,MH))*100 |
| 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** | | | |
| | | *Quantity of Waste Processing* | | 3.29 | (MF/IF(KO=0,LO,KO))*100 |
| 43 | LR | Installed Capacity of Composting Plant | MT/month | 10 | Input field |
| 44 | LS | Waste Quantity Input at the Composting Plant | MT/month | 10 | Input field |
| 45 | LT | Installed Capacity of Vermi-composting Plant | MT/month | 30 | Input field |
| 46 | LU | Waste Quantity Input at the Vermi-composting Plant | MT/month | 150 | Input field |
| 47 | LV | Installed Capacity of Refuse Derived Fuel | MT/month | 360 | Input field |
| 48 | LW | Waste Quantity Input at the Refuse Derived Fuel | MT/month | 240 | 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 | 0 | Input field |
| 54 | MC | Total Waste Quantity Input at all types of processing facilities | MT/month | 400 | LR+LT+LV+LX+LZ |
| 55 | MD | Quantity of waste rejected by processing facilities at intake point | MT/month | 400 | LS+LU+LW+LY+MA |
| 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 | 0 | Input field |
| | | | MT/month | 400 | IF(MC<MB,(MC+LQ-MD),(MB+LQ-MD)) |
| V | | **EXTENT OF SCIENTIFIC DISPOSAL OF MUNICIPAL SOLID WASTE** | | | |
| | | *Quantity of Waste Disposal* | | - | (MG*100/(MG+MH) |
| 58 | MG | Quanity of waste disposed in compliant landfill sites | MT/month | 0 | Input field |
| 59 | MH | Quanity of waste disposed in open dump sites | MT/month | 14241 | Input field |
| VI | | **EFFICIENCY IN REDRESSAL OF CUSTOMER COMPLAINTS** | | | |
| | | *Customer Service* | | 97.71 | (MJ*100/MI) |
| 60 | MI | Complaints received during the year | Number | 960 | Input field |
| 61 | MJ | Complaints resolved within 24 hours during the year | Number | 938 | Input field |

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| | VII | EXTENT OF COST RECOVERY IN SWM SERVICES | | | (NA*100/MR) |
|---|---|---|---|---|---|
| | | *Financial Information - Operational Expenditure on SWM during previous year* | | | |
| 62 | MK | Regular Staff & Administration | Rs. In Lakhs | 5998.84 | Input field |
| 63 | ML | Outsourced/Contracted Staff Costs | Rs. In Lakhs | 211.3 | Input field |
| 64 | MM | Electricity Charges/Fuel Costs | Rs. In Lakhs | 500 | Input field |
| 65 | MN | Chemical Costs | Rs. In Lakhs | 10 | Input field |
| 66 | MO | Repair/Maintenance Costs | Rs. In Lakhs | 40 | Input field |
| 67 | MP | Contracted Services Cost | Rs. In Lakhs | 0 | Input field |
| 68 | MQ | Other Costs (Specify) | Rs. In Lakhs | 0 | Input field |
| 69 | MR | Total Operational Expenses | Rs. In Lakhs | 6760.14 | MK+ML+MM+MN+MO+MP+MQ |
| | | | | | |
| | | *Financial Information - Operational Revenues from SWM during previous year* | | | |
| 70 | MS | Arrears at the beginning of previous year (2015-16) | 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 of the previous year (Current Demand of 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 of the previous year (Current Demand of previous year) | Rs. In Lakhs | 0 | NA |
| 80 | NB | Collection against arrears (2014-15) | Rs. In Lakhs | 0 | Input field |
| 81 | NC | Collection against Current Demand (2015-16) | Rs. In Lakhs | 0 | Input field |
| | | | | | |
| | | Additional Information (Optional) | | | |
| | | **Staff Information** | | | |
| 82 | ND | Senior Management-Health Officer (Sanctioned) | Number | 1 | Input field |
| 83 | NE | Senior Management-Health Officer (Working) | Number | 1 | Input field |
| 84 | NF | Sanitary Inspector (Sanctioned) | Number | 10 | Input field |
| 85 | NG | Sanitary Inspector (Working) | Number | 8 | Input field |
| 86 | NH | Sanitary Supervisor (Sanctioned) | Number | 48 | Input field |
| 87 | NI | Sanitary Supervisor (Working) | Number | 24 | Input field |
| 88 | NJ | Maistries/Safai Karam chari (Sanctioned) | Number | 1421 | Input field |
| 89 | NK | Maistries/Safai Karam chari (Working) | Number | 1297 | Input field |
| 90 | NL | Cleaners/Drivers (Sanctioned) | Number | 25 | Input field |
| 91 | NM | Cleaners/Drivers (Working) | Number | 24 | Input field |
| 92 | NN | Labourers (Sanctioned) | Number | 0 | Input field |
| 93 | NO | Labourers (Working) | Number | 0 | Input field |
| 94 | NP | Others Specify | Number | 627 | Input field |
| 95 | NQ | Total (Sanctioned) | Number | 1505 | ND+NF+NH+NJ+NL+NN |
| 96 | NR | Total (Working) | Number | 1981 | 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 |
| | | | | | |
| | | SOLID WASTE MANAGEMENT INDICATORS | | | |
| | | *Indicators* | *Unit* | *Result* | *Reliability* |
| 1 | | Household level coverage of solid waste management services | % | 58.1 | |
| 2 | | Efficiency of collection of municipal solid waste | % | 91.2 | |
| 3 | | Extent of segregation of municipal solid waste | % | 0.0 | |
| 4 | | Extent of municipal solid waste recovered | % | 3.3 | |
| 5 | | Extent of scientific disposal of municipal solid waste | % | 0.0 | |
| 6 | | Extent of cost recovery in solid waste management services | % | 0.0 | |
| 7 | | Efficiency in collection of solid waste management charges | % | #DIV/0! | |
| 8 | | Efficiency in redressal of customer complaints | % | 97.7 | |