

CITY INFORMATION

1. Name of ULB
2. Name of Urban Agglomeration of which ULB is a part
3. Population of ULB as per 2001 census
4. Slum population as per 2001 census
5. Current population of ULB (estimated 2008-09)
6. Current slum population in ULB (estimated 2008-09)
7. Current Mayor
 - a. Name
 - b. Tenure
8. Current Municipal Commissioner
 - a. Name
 - b. Tenure

Category 1: Achievement for Improvement in Basic Services

A. Water Supply

Sl. No.	Performance Indicator	Details	Units	As on 31st March 2008	As on 31st March 2009
1	Household level coverage of direct water supply connections	Total number of households in the service area that are connected to the water supply network with a direct service connection, as percentage of Total number of households in that service area. The service area may be either an electoral ward, or the ULB as a whole.	%		
2	Per Capita quantum of water produced	Total water supplied into the distribution system (ex-treatment plant and including purchased water, if any) expressed by population served per day.	litres per capita per day (lpcd)		
3	Extent of metering of water connections	Total number of functional metered water connections expressed as a percentage of total number of water supply connections. Public stand post connections should also be included.	%		
4	Extent of Non-Revenue Water	This is computed as - Difference between total water produced (ex-treatment plant) and total water sold expressed as a percentage of total water produced. NRW comprises - a) Consumption which is authorized but not billed, such as public stand posts; b) Apparent losses such as illegal water connections, water theft and metering inaccuracies; c) Real losses which are leakages in the transmission and distribution networks.	%		
5	Continuity of water supply	Continuity of supply is measured as - Average number of hours of pressurized water supply per day. Water pressure should be equal to or more than a head of 7 meters at the ferrule point / meter point for the connection. [7 m head corresponds to ability to supply to a single storey building]	Hours per day		

Sl. No.	Performance Indicator	Details	Units	As on 31 st March 2008	As on 31 st March 2009
6	Efficiency in redressal of customer complaints	Total number of water supply related complaints redressed within 24 hours of receipt of complaint, as a percentage of the total number of water supply related complaints received in the given time period	%		
7	Quality of supply supplied	Percentage of water samples that meet or exceed the specified potable water standards, as defined by CPHEEO. Sampling regimen should be as per standards and norms laid down for the same.	%		
8	Cost recovery in water supply services	Total operating revenues expressed as percentage of total operating expenses incurred in the corresponding time period. Only income and expenditure of the revenue account must be considered, and income and expenditure from the capital account should be excluded.	%		
9	Efficiency in collection of water related charges	Efficiency in collection is defined as - Current year revenues collected, expressed as a percentage of the Total operating revenues, for the corresponding time period.	%		
10	Extent of private sector participation	Total number of commissioned projects under JNNURM with a PPP component as a % of total number of commissioned projects under JNNURM in the same sector	%		
11	Innovations carried in service delivery <i>(Improvements could be through technology, efficiency improvement, financial improvements, coverage of slum areas and weaker sections, etc.)</i>	Water Supply <ul style="list-style-type: none"> - Initiatives for improving cost recovery in Water Supply - Initiatives for reduction in Non-Revenue Water - Innovative arrangement for management and operation of assets - etc 	<i><Kindly provide a brief note on any innovative approach followed for achievement of the said initiative. Innovations could be in terms of systems, technology, implementation of tariff structures, etc.). Details of the initiative, along with period of implementation, launch details, tangible benefits accruing to the civic body / citizens, etc. may be provided. Focus shall be on improvements to service levels, sustainability of the initiative (financially and in terms of maintenance and operation), institutional arrangement to sustain the initiative, etc.></i>		

B. Wastewater Management (Sewerage & Sanitation) and Drainage

Sl. No.	Performance Indicator	Details	Units	As on 31 st March 2008	As on 31 st March 2009
1	Coverage of waste water network services	This indicator denotes the extent to which the underground sewerage (or waste water collection) network has reached out to individual properties across the service area. Properties include those in the category of residential, commercial, industrial and institutional. Service area implies a specific jurisdiction in which service is required to be provided, either an electoral ward or the ULB as a whole.	%		
2	Efficiency in collection of waste water	This indicator is measured as - Quantum of wastewater collected as a % of normative waste water generation in the ULB. Water water generation is linked to quantum of water supplied through piped systems, and other sources such as bore-wells, when they are very extensively used.	%		
3	Adequacy of capacity for treatment of waste water	Adequacy is expressed as - Secondary treatment (i.e. removing oxygen demand as well as solids, normally biological) capacity available as a percentage of normative wastewater generation, for the same time period	%		
4	Quality of treatment	Quality of treatment is measured as - Percentage of wastewater samples that pass the specified secondary treatment standards. i.e. Treated water samples from outlet of waste water treatment plants are equal to or better than the standards laid down by Govt. of India agencies for secondary treatment of waste water. While the samples are collected at the waste water treatment plant outlet and results should be computed per treatment plant, this indicator should be reported at city / ULB level.	%		

Sl. No.	Performance Indicator	Details	Units	As on 31 st March 2008	As on 31 st March 2009
5	Extent of recycling or reuse of waste water	<p>Percentage of wastewater received at the treatment plant that is recycled or reused for various purposes. This should only consider water that is directly conveyed for recycling or reuse, such as use in gardens and parks, use for irrigation, etc. Water that is discharged into water bodies, which is subsequently used for variety of purposes should not be included in this quantum.</p> <p>While measurements are done at treatment plants inlets and outlets, the indicator should be reported at the city / ULB level as a whole.</p>	%		
6	Extent of Cost recovery in waste water management	Extent of cost recovery is expressed as - Wastewater revenues as a percentage of wastewater expenses, for the corresponding time period.	%		
7	Coverage of storm water drainage network	Coverage is defined in terms of - % of road length covered by storm water drainage network	%		
8	Aggregate number of incidents of water logging reported in a year	Number of times water logging is reported in a year, at flood prone points within the city	Nos. per year		
9	Extent of private sector participation	Total number of commissioned projects under JNNURM with a PPP component as a % of total number of commissioned projects under JNNURM in the same sector	%		
10	Innovations carried in service delivery (Improvements could be through technology, efficiency improvement, financial improvements, coverage of slum areas and weaker sections, etc.)	<p>Sewerage and sanitation</p> <ul style="list-style-type: none"> - Innovations in treatment and disposal of sewage - Building, operation and maintenance of public toilets / public sanitation facilities. - Community approach to building and maintenance of sanitation facilities. - etc. 	<p><Kindly provide a brief note on any innovative approach followed for achievement of the said initiative. Innovations could be in terms of systems, technology, implementation of tariff structures, etc.). Details of the initiative, along with period of implementation, launch details, tangible benefits accruing to the civic body / citizens, etc. may be provided. Focus shall be on improvements to service levels, sustainability of the initiative (financially and in terms of maintenance and operation), institutional arrangement to sustain the initiative, etc.></p>		

C. Solid Waste Management

Sl. No.	Performance Indicator	Details	Units	As on 31 st March 2008	As on 31 st March 2009
1	Household level coverage of SWM services through door-to-door collection of waste	Percentage of households and establishments that are covered by daily door-step collection system.	%		
2	Collection Efficiency	Total waste collected by ULB and authorized service providers versus the total waste generated within the ULB excluding recycling or processing at the generation point. [Typically, some amount of waste generated is either recycled or reused by the citizen itself. This quantity is excluded from the total quantity generated, as reliable estimates will not be available for these.]	%		
3	Extent of Segregation of waste	% of households and establishments that segregate their waste. Segregation should be atleast separation of wet and dry waste at the source, i.e. at household or establishment level. Ideally, the separation should be in following categories: bio-degradeable waste, waste that is non-biodegradeable, and hazardous domestic waste such as batteries, etc. In line with this description, the ULB may further refine the criteria for classifying waste as being "segregated".	%		
4	Extent of recovery of waste collected	This is an indication of the quantum of waste collected, which is either recycled or processed. This is expressed in terms of % of waste collected.	%		
5	Extent of scientific disposal of waste in landfill sites	Amount of waste that is disposed in landfills that have been designed, built, operated and maintained as per standards laid down by Central agencies. This extent of compliance should be expressed as percentage of total quantum of	%		

Sl. No.	Performance Indicator	Details	Units	As on 31 st March 2008	As on 31 st March 2009
		waste disposed at landfill sites, including open dump sites.			
6	Extent of Cost Recovery for the ULB in SWM services	<p>This indicator denotes the extent to which the ULB is able to recover all operating expenses relating to SWM services from operating revenues of sources related exclusively to SWM.</p> <p>This indicator is defined as --> Total annual operating revenues from solid waste management / Total annual operating expenses on solid waste management, expressed in % terms.</p>	%		
7	Extent of private sector participation in solid waste management	Total number of commissioned projects under JNNURM with a PPP component as a % of total number of commissioned projects under JNNURM in the same sector	%		
8	Innovations carried in service delivery (<i>Improvements could be through technology, efficiency improvement, financial improvements, coverage of slum areas and weaker sections, etc.</i>)	<p>Solid Waste Management</p> <ul style="list-style-type: none"> - Waste to Energy - Waste Treatment and Disposal - etc. 	<p><i><Kindly provide a brief note on any innovative approach followed for achievement of the said initiative. Innovations could be in terms of systems, technology, implementation of tariff structures, etc.). Details of the initiative, along with period of implementation, launch details, tangible benefits accruing to the civic body / citizens, etc. may be provided. Focus shall be on improvements to service levels, sustainability of the initiative (financially and in terms of maintenance and operation), institutional arrangement to sustain the initiative, etc.></i></p>		

Category 2: Achievement for Financial Sustainability

A. Financial Management

Sl. No.	Performance Indicator	Details	Units	As on 31 st March 2008	As on 31 st March 2009
Revenue Mobilisation					
1	Per capita total revenue income from own sources	Total revenue income from own sources divided by estimated total population in 2007-8 (exclude Octroi Compensation and other similar devolutions from the state and central government)	Rs per capita		
2	Share of own income	Total income from own sources as a % of total income from all sources (include both revenue and capital)	%		
3	Share of Fees and User Charges	Total income from fees and user charges as a % of			
4	Per capita Property Tax collected	Total Property Tax collected divided by estimated total population of 2007-08	Rs per capita		
Application of Funds					
1	Per capita total revenue expenditure	Total revenue expenditure divided by estimated total population of 2007-08	Rs per capita		
2	Establishment expenses	Establishment expenses as a % of total revenue expenditure	%		
3	Operations and Maintenance expenses	Operations & Maintenance expenses as a % of total revenue expenditure	%		

B. Implementation of Reforms

Sl. No.	Performance Indicator	Details	Units	As on 31 st March 2008	As on 31 st March 2009
1	Achievement under L2 Municipal Accounting - Transition to Double Entry Accounting on Accrual Principles	Milestones achieved under Transition to Double Entry Accounting on Accrual Principles as a percentage of milestones committed under the same for the year	%		
2	Achievement under L2: Municipal Accounting – Improved Financial Management	Milestones achieved under Improved Financial Management as a percentage of milestones committed under the same for the year	%		

Sl. No.	Performance Indicator	Details	Units	As on 31 st March 2008	As on 31 st March 2009
3	Achievement under L3: Property Tax	Milestones achieved under Property Tax as a percentage of milestones committed under the same for the year	%		
4	Achievement under L4: User Charges	Milestones achieved under User Charges as a percentage of milestones committed under the same for the year	%		
8	Innovations carried in service delivery <i>(Improvements could be through technology, efficiency improvement, financial improvements, systems for billing / collection etc)</i>	<p>Increasing accountability and transparency</p> <ul style="list-style-type: none"> - Use of alternate media for information disclosure - Initiative to encourage active participation of Ward Committee and Area Sabha - etc <p>E-Governance</p> <ul style="list-style-type: none"> - Innovations in reaching out to citizens through e-Governance - Improvement in Financial Management and Accounting systems - etc. 		<p><i>Kindly provide a brief note on any innovative approach followed for achievement of the said initiative. Innovations could be in terms of technology, efficiency improvement, financial improvements, systems for billing / collection, etc.). Details of the initiative, along with period of implementation, launch details, tangible benefits accruing to the civic body / citizens, etc. may be provided.</i></p>	

Category 3: Achievement for Environmental Initiatives

Sl. No.	Performance Indicator	Details	Units	As on 31st March 2008	As on 31st March 2009
1	Projects undertaken in Sewerage sector	Total number of commissioned sewerage projects under JNNURM with defined revenue stream under CDM as a % of total number of commissioned projects under JNNURM in the same sector	%		
2	Projects undertaken in SWM sector	Total number of commissioned SWM projects under JNNURM with defined revenue stream under CDM as a % of total number of commissioned projects under JNNURM in the same sector	%		
3	Total number of Projects under execution in SWM and Sewerage	Total number of Sewerage & SWM projects being implemented under JNNURM with defined revenue stream under CDM as a % of total number of projects being implemented under JNNURM in the same sector	%		