

Service Level Benchmarking (SLB)			
GENERAL INFORMATION			
S.No	Description of data elements	Unit	FY 2015-16
1.00	Demographics		
1.1	लोकसंख्या (जनगणना २००१/२०११)	लोग	123,896
1.2	शहर का दशकीय वृद्धि दर	प्रतिशत (%)	18.69
1.3	लोकसंख्या (वर्तमान वर्ष)	लोग	125,612
1.4	घरों की संख्या (जनगणना २००१/२०११)	संख्या	26,208
1.5	घरों की संख्या (वर्तमान वर्ष)	संख्या	27,526
1.6	परिवार का आकार (जनगणना २००१/२०११)	लोग	4.73
1.7	परिवार का आकार (वर्तमान वर्ष)	लोग	4.56
1.8	झोपडपट्टियों की संख्या (२००१/२०११)	संख्या	34
1.9	झोपडपट्टियों की संख्या (वर्तमान वर्ष)	संख्या	34
1.10	झोपडपट्टियों में स्थित घरों की संख्या (२००१/२०११)	संख्या	6,489
1.11	झोपडपट्टियों में स्थित घरों की संख्या (वर्तमान वर्ष)	संख्या	6,892
1.12	सम्पत्तियों की संख्या (२००१/२०११)	संख्या	19,408
1.13	सम्पत्तियों की संख्या (वर्तमान वर्ष)	संख्या	23,876
1.14	चुनाव वॉर्ड्स की संख्या (२००१/२०११)	संख्या	48
1.15	चुनाव वॉर्ड्स की संख्या (वर्तमान वर्ष)	संख्या	48
1.16	नगर / शहर क्षेत्र (जनगणना २००१/२०११)	वर्ग किलोमीटर (वर्ग. मी.)	50.63
1.17	वर्तमान नगर / शहर क्षेत्र	वर्ग किलोमीटर (वर्ग. मी.)	50.63
1.18	लोकसंख्या घनता (वर्तमान वर्ष)	संख्या	
1.19	व्यावसायिक और अन्य प्रतिष्ठानों (दफ्तर, संस्थाएँ, बाजार), होटल्स और रेस्टॉरेन्ट्स (वर्ष २००१/२०११)	संख्या	79
1.20	व्यावसायिक और अन्य प्रतिष्ठानों (दफ्तर, संस्थाएँ, बाजार), होटल्स और रेस्टॉरेन्ट्स (वर्तमान वर्ष)	संख्या	95
2	Service Provider Details - Water Supply		
2.1	Name of Town/City		
2.2	Name of the Department/Unit		
2.3	Name of the Head of Department/Unit		
2.4	Designation of the Department Head		
2.5	Address		
2.6	Telephone Number		
2.7	Mobile Number		
2.8	Fax Number		
2.9	Email		
2.10	Website		
2.11	Name of the Contact Person		
2.12	Designation of the contact person		
2.13	Address		
2.14	Telephone Number		
2.15	Mobile Number		
2.16	Fax Number		
2.17	Email		
2.18	Website		

3 Service Provider Details - Sewerage and Drainage		
3.1	Name of Town/ City	
3.2	Name of the Department/Unit	
3.3	Name of the Head of Department/Unit	
3.4	Designation of the Department Head	
3.5	Address	
3.6	Telephone Number	
3.7	Mobile Number	
3.8	Fax Number	
3.9	Email	
3.10	Website	
3.11	Name of the Contact Person	
3.12	Designation of the contact person	
3.13	Address	
3.14	Telephone Number	
3.15	Mobile Number	
3.16	Fax Number	
3.17	Email ID	
3.18	Website	
4 Service Provider Details - Solid Waste Management		
4.1	Name of Town/Utility	
4.2		
4.3	Name of the Head of the Department	
4.4	Designation of the Head of the Department	
4.5	Address	
4.6	Telephone Number	
4.7	Mobile Number	
4.8	Fax Number	
4.9	Email ID	
4.10	Website	
4.11	Name of the Contact Person	
4.12	Designation of the Contact Person	
4.13	Address	
4.14	Telephone Number	
4.15	Mobile Number	
4.16	Fax Number	
4.17	Email ID	
4.18	Website	
5 Service Provider Details - Slums		
5.1	Name of Town/Utility	
5.2	Name of the Contact Person for Information related to slums	
5.3	Designation	
5.4	Address	
5.5	Telephone Number	
5.6	Mobile Number	
5.7	Fax Number	
5.8	Email	
5.9	Website	

13th Finance Commission : Declaration of Service Level Standards

Name of the city/ULB	State	Name of the Municipal Commissioner/ Chief Executive Officer	Postal address with PIN code	Phone & Fax Nos.	Email ID.
Jagdalpur	C.G.	Mr. Ramesh Kumar jaiswal	Municipal Corporation Jagdalpur 494001	07782-221055	jagdalpurnagarnigam@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)
	62.1	65.0	65.0	68.0	NA	NA	27.3	19.5	6.0	8.0	64.9	70.0	99.4	100.0	60.5	65.0	60.4	65.0

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)
	92.8	95.0	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	91.3	95.0	25.3	30.0	NA	NA

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal 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	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)	Current (2014-15)	Target (2015-16)
	22.9	25.0	86.4	90.0	NA	NA	NA	NA	NA	NA	95.1	96.5	19.2	22.5	96.2	98.0

Storm Water Drainage Indicators

	Coverage of storm water drainage network				Incidence of water logging flooding			
Benchmarks	100%				0			
	Current (2014-15)		Target (2015-16)		Current (2014-15)		Target (2015-16)	
	0.0		10.0		6.0		4.0	

Note :-