

**OFFICE OF THE PURI MUNICIPALITY, PURI**

No. 2723/

Date 21.3.17

To

The Under Secretary to Government  
Housing and Urban Development Deptt.,  
Bhubaneswar, Odisha.

Sub: Submission of information on Service Standards for the year 2015-16 and 2016-17(SLB)

Ref: 11370/HUD Dt. 10.05.2016

Sir,

With reference to the subject cited above, I am to enclose herewith the information on Service Standards for the year 2015-16 and 2016-17(SLB) for your kind information and necessary action.

Yours faithfully

*S. Mishra*

Executive Officer, 21/3/17  
Puri Municipality, Puri

Memo No. 2720 Dt. 21.3.17

Copy to Executive Engineer, P.H. Division, Puri/Project Engineer, P.M.U  
OWSSB, Puri/Executive Engineer, Drainage Division, Puri for information and necessary action.


*S. Mishra*

Executive Officer, 21/3/17  
Puri Municipality, Puri

**Format for Declaration of Service Level Benchmark  
(14th Finance Commission) for the Financial Year 2016-17**

Name of the ULB:- **PURI**

Sl.No	Service /Indicator	Bench Mark	Current Status for Financial Year 2015-16	Target for Financial Year 2016-17
1	2	3	4	5
<b>WATER SUPPLY</b>				
1	Coverage of Water Supply Connections(%)	100	31.88	35
2	Per capita Supply of Water at Consumer end (LPCD)	135	118.56	128.45
3	Extent of metering of Water Connections(%)	100	0.01	0.01
4	Extent of non-revenue Water(NRW)(%)	20	55	50
5	Continuity of Water Supply(Hours)	24	4	4
6	Quality of Water Supplied(%)	100	95	98
7	Efficiency in Redressal of Customers Complaints(%)	80	100	100
8	Cost Recovery in Water Supply Services(%)	100	59.58	40
9	Efficiency in Collection of Water Supply related charges(%)	90	30.35	50
<b>SEWAGE MANAGEMENT</b>				
1	Coverage of TOILETS(%)	100	20	30
2	Coverage of Sewage Network Services(%)	100	80	80
3	Collection Efficiency of Sewerage Network (%)	100	20	30
4	Adequacy of Sewage Treatment Capacity(%)	100	60	60
5	Quality of Sewerage Treatment (%)	100	100	100
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customers Complaints(%)	80	100	100
8	Extent of Cost Recovery in Sewerage Management(%)	100	8	10
9	Efficiency in Collection of Sewerage charges(%)	90	10	60
<b>SOLID WASTE MANAGEMENT</b>				
1	Household Level Coverage of SWM Services(%)	100	14.18	100
2	Efficiency of Collection of MSW(%)	100	50	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	14.18	100
4	Extent of Municipal Solid Waste Recovered (%)	80	30	100
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	0	0
6	Efficiency in Redressal of Complaints (%)	80	80	100
7	Extent of Cost Recovery in SWM Services(%)	100	35	100
8	Efficiency in Collection of SWM Charges(%)	90	0	40
<b>STORM WATER DRAINAGE</b>				
1	Coverage of Storm Water Drainage Network(%)	100	38.67	65
2	Incidence of Water Logging	0	3	0

  
 Executive Officer 21/2/17  
 Puri Municipality, Puri