

**OFFICE OF THE PURI MUNICIPALITY, PURI**

No. 9361/

Date 26.9.17

To

Sri Belalsen Belhara  
Under Secretary to Govt,  
Bhubaneswar, Odisha.

Sub: Submission of information on service standards for the year 2016-17 and 2017-18(SLB)

Ref: 11648/HUD Dt 23.05.2017

Sir,

With reference to the subject cited above, I am to enclose herewith the Report on service standards for the year 2016-17 and 2017-18(SLB) for your kind information and necessary action. Further It is intimated you that the information for the year 2015-16 was sent by this office bearing letter no.2723 dt.21.03.2017 through email on dt.21.03.2017.



Yours faithfully

*S. Mishra*

Executive Officer, 26/9/17  
Puri Municipality, Puri  
Executive Officer  
Puri Municipality  
Puri

Memo No. 9362 / Date 26.9.17

Copy to Executive Engineer, PH Division, Puri / Project Engineer, OWSSB, Puri / Executive Engineer Drainage Division, Puri for information and necessary action.


*S. Mishra*

Executive Officer, 26/9/17  
Puri Municipality, Puri

**Declaration of Service Standards (13<sup>th</sup> Finance Commission)**

**Name of ULB- PURI**

S. N. (1)	Service/ Indicator (2)	Benchmark (3)	Current Status for FY 2016-17 (4)	Target for FY 2017-18 (5)
<b>WATER SUPPLY</b>				
1	Coverage of Water Supply Connections (%)	100	32.29	35
2	Per capita supply of water at consumer end (LPCD)	135	120.65	135
3	Extent of metering of water connections (%)	100	0.01	0.01
4	Extent of non-revenue water (NRW) (%)	20	34.35	30
5	Continuity of Water Supply (Hours)	24	3	4
6	Quality of Water Supplied (%)	100	100	100
7	Efficiency in redressal of customer complaints (%)	80	96	96
8	Cost recovery in water supply services (%)	100	22.31	25
9	Efficiency in collection of water supply related charges (%)	90	44.16	50
<b>SEWAGE MANAGEMENT</b>				
1	Coverage of Toilets (%)	100	40	100
2	Coverage of Sewage Network Services (%)	100	80	90
3	Collection Efficiency of Sewage Network (%)	100	30	60
4	Adequacy of Sewage Treatment Capacity (%)	100	100	100
5	Quality of Sewage Treatment (%)	100	100	100
6	Extent of Reuse and Recycling of Sewage (%)	20	0	0
7	Efficiency in Redressal of Customer Complaints (%)	80	80	80
8	Extent of Cost Recovery in Sewage Management (%)	100	3	3
9	Efficiency in Collection of Sewage Charges (%)	90	30	35
<b>SOLID WASTE MANAGEMENT</b>				
1	Household Level Coverage of SWM Services (%)	100	92	100
2	Efficiency of Collection of MSW (%)	100	98	100
3	Extent of Segregation of Municipal Solid Waste (%)	100	50	70
4	Extent of Municipal Solid Waste Recovered (%)	80	45	50
5	Extent of Scientific Disposal of Municipal Solid Waste (%)	100	35	55
6	Efficiency in Redressal of Complaints (%)	80	90	100
7	Extent of Cost Recovery in SWM Services (%)	100	0	30
8	Efficiency in Collection of SWM Charges (%)	90	0	10
<b>STORM WATER DRAINAGE</b>				
1	Coverage of Storm Water Drainage Network (%)	100	70	80
2	Incidence of Water Logging/Flooding (Number)	0	6	4

  
 26/9/17  
**Enforcement Officer**  
**Puri Municipality, Puri**

  
 26/9/17  
**Executive Officer**  
**Puri Municipality**  
**Puri**