

**JUNAGARH NAC**  
**Declaration of Service Standards (14<sup>th</sup> Finance Commission)**

| S. No.   | Indicators  | Moud Benchmark | Status 2018-19 | Target 2019-20 |
|--|---|----------------|----------------|----------------|
| <b>Water Supply Services</b>                       |   |                |                |                |
| 1  | Coverage of water supply connections                          | 100%           | 19             | 100            |
| 2  | Per capita supply of water                                    | 135 lpcd       | 105            | 120            |
| 3  | Extent of metering of water connections                       | 100%           | 0              | 0              |
| 4  | Extent of Non-Revenue Water (NRW)                             | 20%            | 20             | 20             |
| 5  | Continuity of water supply                                    | 24 hours       | 5              | 5              |
| 6  | Quality of water supplied                                     | 100%           | 100            | 100            |
| 7  | Efficiency in redressal of customer complaints                | 80%            | 80             | 80             |
| 8  | Cost recovery in water supply services                        | 100%           | 50             | 60             |
| 9  | Efficiency in collection of water supply related charges      | 90%            | 50             | 60             |
| <b>Sewage management (Sewerage and Sanitation)</b> |   |                |                |                |
| 1  | Coverage of toilets   | 100%           | 80             | 100            |
| 2  | Coverage of sewage network services                           | 100%           | 0              | 0              |
| 3  | Collection efficiency of sewage network                       | 100%           | 0              | 0              |
| 4  | Adequacy of sewage treatment capacity                         | 100%           | 0              | 0              |
| 5  | Quality of sewage treatment                                   | 100%           | 0              | 0              |
| 6  | Extent of reuse and recycling of sewage                       | 20%            | 0              | 0              |
| 7  | Efficiency in redressal of customer complaints                | 80%            | 0              | 0              |
| 8  | Extent of cost recovery in sewage management                  | 100%           | 0              | 0              |
| 9  | Efficiency in collection of sewerage charges                  | 90%            | 0              | 0              |
| 10   | ULB provides water connection to public and community toilets | 100%           | 0              | 0              |
| <b>Solid Waste Management</b>                      |   |                |                |                |
| 1  | Household level coverage of Solid Waste Management services   | 100%           | 100            | 100            |
| 2  | Efficiency of collection of municipal solid waste             | 100%           | 100            | 100            |
| 3  | Extent of segregation of municipal solid waste                | 100%           | 60             | 100            |
| 4  | Extent of municipal solid waste recovered                     | 80%            | 40             | 50             |
| 5  | Extent of scientific disposal of municipal solid waste        | 100%           | 0              | 50             |
| 6  | Efficiency in redressal of customer complaints                | 80%            | 90             | 80             |
| 7  | Extent of cost recovery in SWM services                       | 100%           | 60             | 60             |
| 8  | Efficiency in collection of SWM charges                       | 90%            | 0              | 60             |
| 9  | Extent of scientific processing of waste                      | 80%            | 0              | 30             |
| <b>Storm Water Drainage</b>                        |   |                |                |                |
| 1  | Coverage of Storm water drainage network                      | 100%           | 100            | 100            |
| 2  | Incidence of water logging / flooding                         | 0%             | 0              | 0              |

  
Executive Officer,  
N. A. C. Junagarh