

## 184 NPP Service Level Benchmarking - General Information of City (for 2018)

## 184- NPP Hasanpur

70 input fields

| S.No | Code | Input Nomenclature  | Value                   | Logic/Remark |
|------|------|---|-------------------------|--------------|
| 1    | XA   | Demographics  |                         |              |
| 2    | XB   | Population (Census 2011)  | Persons                 | 61232        |
| 3    | XC   | Decadal Growth Rate of the City   | %                       | 14.79        |
| 4    | XD   | Population (Present Year)   | Persons                 | 66015        |
| 5    | XE   | Number of Households (Census 2011)  | Number                  | 11243        |
| 6    | XF   | Number of Households (Present Year)   | Number                  | 15500        |
| 7    | XG   | Family Size (Census 2011)   | Persons                 | 5.45         |
| 8    | XH   | Family Size (Present Year)  | Persons                 | 4.26         |
| 9    | XI   | Number of Slums (2011)  | Number                  | 0.0          |
| 10   | XJ   | Number of Slums (Present Year)  | Number                  | 0.0          |
| 11   | KK   | Number of Slum Households (2011)  | Number                  | 0.0          |
| 12   | XL   | Number of Slum Households (Present Year)  | Number                  | 11243        |
| 13   | XM   | Number of Properties (2011)   | Number                  | 15500        |
| 14   | XN   | Number of Properties (Present Year)   | Number                  | 25           |
| 15   | XO   | Number of Election Wards (2011)   | Number                  | 25           |
| 16   | XP   | Number of Election Wards (Present Year)   | sq.km                   | 5.72         |
| 17   | XQ   | Town/City Area (Census 2011)  | sq.km                   | 5.72         |
| 18   | XR   | Present Town/City Area  | Number                  | 11541.08     |
| 19   | XS   | Population Density (Present Year)   | Number                  | XC/XQ        |
| 20   | XT   | Number of Commercial and other establishments (offices, institutions, markets), Hotels and Restaurants (Year 2011)  | Number                  | 0            |
| 21   | XU   | Number of Commercial and other establishments (offices, institutions, markets,Hotels and Restaurants)(Present Year) | Number                  | 0            |
| 22   | XV   | Service Provider Details - Water Supply   |                         |              |
| 23   | XW   | Name of Town/City   | Hasanpur                | input field  |
| 24   | XW   | Name of the Department/Unit   | N.P.P.hasanpur          | input field  |
| 25   | XW   | Name of the Head of Department/Unit   | Nihal Singh             | input field  |
| 26   | XX   | Designation of the Department Head  | E.O                     | input field  |
| 27   | XY   | Address   | Hasanpur                | input field  |
| 28   | XZ   | Telephone Number  | 5924264092              | input field  |
| 29   | YA   | Mobile Number   | 9761358216              | input field  |
| 30   | YB   | Fax Number  | 5924264092              | input field  |
| 31   | YC   | Email   | npphasanpur86@gmail.com | input field  |
| 32   | YD   | Website   | npphasanpur.com         | input field  |
| 33   | YE   | Name of the Contact Person  | Nihal Singh             | input field  |
| 34   | YF   | Designation of the contact person   | E.O                     | input field  |
| 35   | YG   | Address   | Hasanpur                | input field  |
| 36   | YH   | Telephone Number  | 5924264092              | input field  |
| 37   | YA   | Mobile Number   | 9761358216              | input field  |
| 38   | YB   | Fax Number  | 5924264092              | input field  |
| 39   | YJ   | Email   | npphasanpur86@gmail.com | input field  |
| 40   | YK   | Website   | npphasanpur.com         | input field  |

| Service Provider Details - Sewerage and Drainage |    |                                     |                         |             |
|--|----|-------------------------------------|-------------------------|-------------|
| 39   | YM | Name of Town/ City                  | Hasanpur                | input field |
| 40   | YN | Name of the Department/Unit         | N.P.P.hasanpur          | input field |
| 41   | YO | Name of the Head of Department/Unit | Nihal Singh             | input field |
| 42   | YP | Designation of the Department Head  | E.O                     | input field |
| 43   | YQ | Address                             | Hasanpur                | input field |
| 44   | YR | Telephone Number                    | 5924264092              | input field |
| 45   | YS | Mobile Number                       | 9761358216              | input field |
| 46   | YT | Fax Number                          | 5924264092              | input field |
| 47   | YU | Email                               | npphasanpur86@gmail.com | input field |
| 48   | YV | Website                             | 0                       | input field |
| 49   | YW | Name of the Contact Person          | Nihal Singh             | input field |
| 50   | YX | Designation of the contact person   | E.O                     | input field |
| 51   | YY | Address                             | Hasanpur                | input field |
| 52   | YZ | Telephone Number                    | 5924264092              | input field |
| 53   | ZA | Mobile Number                       | 9761358216              | input field |
| 54   | ZB | Fax Number                          | 5924264092              | input field |
| 55   | ZC | Email ID                            | npphasanpur86@gmail.com | input field |
| 56   | ZD | Website                             | npphasanpur.com         | input field |

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| S.No | Code | Input Nomenclature   | Value         | Logic/Remark                   |
|------|------|--|---------------|--------------------------------|
|      |      |  |               | 63+14 input fields             |
|      | I    | COVERAGE OF WATER SUPPLY CONNECTIONS   | %             | 16.84 AU*100/XE                |
|      |      | Water Service Coverage - Number of Connections                                     |               |                                |
| 1    | AA   | Domestic Connections (Metered Functional)  | Number        | 0 Input field                  |
| 2    | AB   | Domestic Connections (Metered Non-Functional)                                      | Number        | 0 Input field                  |
| 3    | AC   | Domestic Connections (Unmetered)   | Number        | 2015 Input field               |
| 4    | AD   | Domestic connections (Total)   | Number        | 2015 (AA+AB+AC)                |
| 5    | AE   | Bulk supply Apartments (Metered Functional)  | Number        | 0 Input field                  |
| 6    | AF   | Bulk supply Apartments (Metered Non-Functional)                                    | Number        | 0 Input field                  |
| 7    | AG   | Bulk supply Apartments (Unmetered)   | Number        | 0 Input field                  |
| 8    | AH   | Bulk supply Apartments (Total)   | Number        | 0 (AE+AF+AG)                   |
| 9    | AI   | Bulk supply Layouts/Societies (Metered Functional)                                 | Number        | 0 Input field                  |
| 10   | AJ   | Bulk supply Layouts/Societies (Metered Non-Functional)                             | Number        | 0 Input field                  |
| 11   | AK   | Bulk supply Layouts/societies (Unmetered)  | Number        | 0 Input field                  |
| 12   | AL   | Bulk supply Layouts/Societies (Total)  | Number        | 0 (AI+AJ+AK)                   |
| 13   | AM   | Others - Specify (Metered Functional)  | Number        | 0 Input field                  |
| 14   | AN   | Others - Specify (Metered Non-Functional)  | Number        | 0 Input field                  |
| 15   | AO   | Others - Specify (Unmetered)   | Number        | 0 Input field                  |
| 16   | AP   | Others - Specify (Total)   | Number        | 0 (AM+AN+AO)                   |
| 17   | AQ   | Total Number of Water Supply Connections   | Number        | 2015 (AD+AH+AL+AP)             |
|      |      | Water Service Coverage - Households Served   |               |                                |
| 18   | AR   | Households served by Domestic Connections  | Number        | 2015 Input field               |
| 19   | AS   | Households served by Bulk supply - Apartments                                      | Number        | 0 Input field                  |
| 20   | AT   | Households served by Bulk supply - Layouts/Societies                               | Number        | 0 Input field                  |
| 21   | AU   | Total Households served with Water Supply  | Number        | 2015 AR+AS+AT                  |
|      |      | *Households served by own sources such as wells, handpumps shall not be included   |               |                                |
|      | II   | PER CAPITA SUPPLY OF WATER   | LPCD          | 84.68 (BC+BD+BE+BG+BJ)*10^6/XC |
|      |      | Water Production Capacity  |               |                                |
| 22   | AV   | Installed Capacity of Treatment Plants for Surface Water Sources                   | MLD           | 0 Input field                  |
| 23   | AW   | Volume of water produced through Surface Water Sources                             | MLD           | 0 Input field                  |
| 24   | AX   | Installed Capacity of Treatment Plants for Ground Water Sources                    | MLD           | 0 Input field                  |
| 25   | AY   | Volume of water produced through Ground water (power pumps)                        | MLD           | 5.96 Input field               |
| 26   | AZ   | Volume of water produced through any Other Sources                                 | MLD           | 0 Input field                  |
| 27   | BA   | Total Installed Capacity   | MLD           | 0 AV+AX                        |
| 28   | BB   | Total Volume of water produced   | MLD           | 5.96 AW+AY+AZ                  |
|      |      | Water Consumption  |               |                                |
| 29   | BC   | Volume of water billed from Domestic Connections                                   | MLD           | 5.5 Input field                |
| 30   | BD   | Volume of water billed from Bulk supply Apartments                                 | MLD           | 0 Input field                  |
| 31   | BE   | Volume of water billed from Bulk supply Layouts/Societies                          | MLD           | 0 Input field                  |
| 32   | BF   | Volume of water billed from Non domestic Connections                               | MLD           | 0 Input field                  |
| 33   | BG   | Volume of water billed from Public taps  | MLD           | 0 Input field                  |
| 34   | BH   | Volume of water billed from any other sources                                      | MLD           | 0 Input field                  |
| 35   | BI   | Total Volume of water billed   | MLD           | 5.5 BC+BD+BE+BF+BG+BH          |
| 36   | BJ   | Total Volume of water unbilled (free supplies to Public taps)                      | MLD           | 0.05 Input field               |
| 37   | BK   | Total Volume of water unbilled (free connections eg. Religious institutions etc)   | MLD           | 0 Input field                  |
|      | III  | EXTENT OF NON REVENUE WATER (NRW)  | %             | 7.0 (BB-BI)*100/BB             |
| 38   | BB   | Total Volume of Water Produced   | MLD           | 5.96 BB                        |
| 39   | BI   | Total Volume of Water Billed   | MLD           | 5.54 BI                        |
|      | IV   | EXTENT OF METERING OF WATER SUPPLY CONNECTIONS                                     | %             | (BL+BP+BT)*100/BU              |
| 40   | BL   | Non domestic incl. commercial/Indus/Instl. (Metered Functional)                    | Number        | 0 Input field                  |
| 41   | BM   | Non domestic incl. commercial/Indus/Instl. (Metered Non-Functional)                | Number        | 0 Input field                  |
| 42   | BN   | Non domestic incl. commercial/Indus/Instl. (Unmetered)                             | Number        | 0 Input field                  |
| 43   | BO   | Non domestic incl. commercial/Indus/Instl. (Total)                                 | Number        | 0 BL+BM+BN                     |
| 44   | BP   | Public taps (Metered Functional)   | Number        | 0 Input field                  |
| 45   | BQ   | Public taps (Metered Non-Functional)   | Number        | 0 Input field                  |
| 46   | BR   | Public taps (Unmetered)  | Number        | 35 Input field                 |
| 47   | BS   | Public Taps (Total)  | Number        | 35 BP+BQ+BR                    |
| 48   | BT   | Total number of metered and functional connections (domestic, bulk supply, others) | Number        | 0 AA+AE+AI+AM                  |
| 49   | BU   | Total number of Water Supply Connections   | Number        | 2050 AQ+BO+BS                  |
|      | IV   | CONTINUITY OF WATER SUPPLY   | Hours per Day | 10.00 (BW*BV/30)               |
|      |      | Water Supply Frequency   |               |                                |
| 50   | BV   | Days of supply per month   | Number        | 30 Input field                 |
| 51   | BW   | Average duration of each supply  | Hours         | 10.00 Input field              |

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| V   | EFFICIENCY OF REDRESSAL OF COMPLAINTS  | %         | 100.0 | (BY*100/BX)          |
|-----|--|-----------|-------|----------------------|
|     | <i>Consumer Services</i>   |           |       |                      |
| 52  | <b>BX</b> Complaints received during the year  | Number    | 35    | Input field          |
| 53  | <b>BY</b> Complaints resolved within 24 hours during the year                                  | Number    | 35    | Input field          |
|     |  |           |       |                      |
| VI  | QUALITY OF WATER SUPPLIED  |           | 87.72 | (CQ*100/CP)          |
|     | <i>Treated Water Quality Surveillance</i>  |           |       |                      |
| 54  | CA Residual Chlorine - No. of Samples taken at the outlet of Water Treatment Plant (in a year) | Number    |       | Input field          |
| 55  | CB Residual Chlorine - No. of Samples taken at intermediate points (in a year)                 | Number    | 65    | Input field          |
| 56  | CC Residual Chlorine - No. of Samples taken at consumer end (in a year)                        | Number    | 49    | Input field          |
| 57  | CD Total Samples taken for Residual Chlorine tests   | Number    | 114   | CA+CB+CC             |
| 58  | CE Number of Samples Passed  | Number    | 100   | Input field          |
| 59  | CF Physical/Chemical - No. of Samples taken at the outlet of Water Treatment Plant (in a year) | Number    | 0     | Input field          |
| 60  | CG Physical/Chemical - No. of Samples taken at intermediate points (in a year)                 | Number    | 0     | Input field          |
| 61  | CH Physical/Chemical - No. of Samples taken at consumer end (in a year)                        | Number    | 0     | Input field          |
| 62  | CI Total Samples taken for Physical and Chemical tests   | Number    | 0     | CF+CG+CH             |
| 63  | CJ Number of Samples Passed  | Number    |       | Input field          |
| 64  | CK Bacteriological - No. of Samples taken at the outlet of Water Treatment Plant (in a year)   | Number    | 0     | Input field          |
| 65  | CL Bacteriological - No. of Samples taken at intermediate points (in a year)                   | Number    | 0     | Input field          |
| 66  | CM Bacteriological - No. of Samples taken at consumer end (in a year)                          | Number    | 0     | Input field          |
| 67  | CN Total Samples taken for Bacteriological tests   | Number    | 0     | CK+CL+CM             |
| 68  | CO Number of Samples Passed  | Number    |       | Input field          |
| 69  | CP Total Number of Samples taken for all types of tests  | Number    | 114   | CD+CI+CN             |
| 70  | CQ Total Tests Passed  | Number    | 100   | CE+CJ+CO             |
|     |  |           |       |                      |
| VII | COST RECOVERY IN WATER SUPPLY SERVICES   | %         | 15.93 | (DD*100/CY)          |
|     | <i>Financial Information - Operating Expenses</i>  |           |       |                      |
| 71  | CR Regular Staff and administration  | Rs. Lakhs | 5.10  | Input field          |
| 72  | CS Outsourced/Contract Staff Costs   | Rs. Lakhs | 4.40  | Input field          |
| 73  | CT Electricity Charges/Fuel Costs  | Rs. Lakhs | 11.50 | Input field          |
| 74  | CU Chemical Costs  | Rs. Lakhs | 1.75  | Input field          |
| 75  | CV Repairs/Maintenance Costs   | Rs. Lakhs | 2.05  | Input field          |
| 76  | CW Bulk (Raw/Treated) Water Charges  | Rs. Lakhs | 0.00  | Input field          |
| 77  | CX Other Costs   | Rs. Lakhs | 0.00  | Input field          |
| 78  | CY Total Operating Expenditure   | Rs. Lakhs | 24.80 | CR+CS+CT+CU+CV+CW+CX |
|     | <i>Financial Information - Operating Revenues</i>  |           |       |                      |
| 79  | CZ Arrears at the beginning of previous year (2016-17)   | Rs. Lakhs | 0.38  | Input field          |
| 80  | DA Revenue demand from user charges  | Rs. Lakhs | 0.00  | Input field          |
| 81  | DB Revenue demand from tax/cess - Water Service only   | Rs. Lakhs | 3.95  | Input field          |
| 82  | DC Revenue demand from other revenues (eg. connection costs/Donations etc)                     | Rs. Lakhs | 0.00  | Input field          |
| 83  | DD Total Revenue Demand for previous year  | Rs. Lakhs | 3.95  | DA+DB+DC             |
|     |  |           |       |                      |
| VII | COLLECTION EFFICIENCY OF WATER SUPPLY RELATED CHARGES  | %         | 98.73 | (DF*100/DD)          |
| 84  | DD Total Revenue Demand for previous year (from user charges, taxes etc)                       | Rs. Lakhs | 3.95  | DD                   |
| 85  | DE Collection against arrears (2016-17)  | Rs. Lakhs | 0.38  | Input field          |
| 86  | DF Collection against the current demand of previous year (2016-17)                            | Rs. Lakhs | 3.90  | Input field          |
|     |  |           |       |                      |
|     | Additional Information (Optional)  |           |       |                      |
|     | <i>Staff Information</i>   |           |       |                      |
| 91  | EA Senior Management (Sanctioned)  | Number    | 0     | Input field          |
| 92  | EB Senior Management (Working)   | Number    | 0     | Input field          |
| 93  | EC Engineers (Sanctioned)  | Number    | 0     | Input field          |
| 94  | ED Engineers (Working)   | Number    | 0     | Input field          |
| 95  | EE Clerks/Accountants (Sanctioned)   | Number    | 1     | Input field          |
| 96  | EF Clerks/Accountants (Working)  | Number    | 0     | Input field          |
| 97  | EG Work Inspectors/Meter Readers (Sanctioned)  | Number    | 0     | Input field          |
| 98  | EH Work Inspectors/Meter Readers (Working)   | Number    | 0     | Input field          |
| 99  | EI Electricians/Fitters (Sanctioned)   | Number    | 0     | Input field          |
| 100 | EJ Electricians/Fitters (Working)  | Number    | 0     | Input field          |
| 101 | EK Lines men/plumbers (Sanctioned)   | Number    | 0     | Input field          |
| 102 | EL Lines men/plumbers (Working)  | Number    | 2     | Input field          |
| 103 | EM Labourers (Sanctioned)  | Number    | 0     | Input field          |
| 104 | EN Labourers (Working)   | Number    | 3     | Input field          |
| 105 | EO Total (Sanctioned)  | Number    | 0     | EA+EC+EE+EG+EI+EK+EM |
| 106 | EP Total (Working)   | Number    | 5     | EB+ED+EF+EH+EJ+EL+EN |
|     |  |           |       |                      |
|     | WATER SUPPLY INDICATOR VALUES  |           |       |                      |
|     | Indicator  | Unit      | Value | Reliability          |
| 1   | Coverage of water supply connections   | %         | 16.84 |                      |
| 2   | Per capita available of water at consumer end  | Lpcd      | 84.68 |                      |
| 3   | Extent of metering of water connections  | %         | 0.0   |                      |
| 4   | Extent of Non Revenue Water  | %         | 7.0   |                      |
| 5   | Continuity of water supply   | Hours/Day | 10.0  |                      |
| 6   | Efficiency in redressal of customer complaints   | %         | 100.0 |                      |
| 7   | Quality of water supplied  | %         | 87.7  |                      |
| 8   | Cost recovery in water supply services   | %         | 15.93 |                      |
| 9   | Efficiency in collection of water supply related charges                                       | %         | 98.73 |                      |

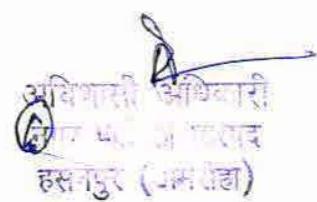
## 184-NPP Hasanpur Service Level Benchmarking - Water Supply Data for 2018

| S.No | Code   | Input Nomenclature   | Value       | Logic/Remark                 |
|------|--|--|-------------|------------------------------|
|      |  |  |             | 31+26 input fields           |
| 1    | <b>COVERAGE OF TOILETS</b>   | %  | <b>97.4</b> | (FC*100/XM)                  |
|      | <i>Sanitation Coverage</i>   |  |             |                              |
| 1    | XM   | Total Number of Properties in the City                                       | Number      | 15500 XM                     |
| 2    | FA   | Properties with toilets  | Number      | 15500 Input field            |
| 3    | FB   | Households dependent on functional community toilets                         | Number      | 0 Input field                |
| 4    | FC   | Total Number of Properties with access to toilets                            | Number      | 15500 FA+FB                  |
| II   | <b>COVERAGE OF SEWAGE NETWORK SERVICES</b>   | %  | 0           | (FD*100/XM)                  |
| 5    | XM   | Total Number of Properties in the City                                       | Number      | 15500 XM                     |
| 6    | FD   | Properties with sewer connections  | Number      | 0 Input field                |
| 7    | FE   | Properties with onsite sanitary disposal                                     | Number      | 0 Input field                |
| III  | <b>COLLECTION EFFICIENCY OF SEWAGE NETWORK</b>                                     | %  | 0           | (FX*100/FW)                  |
|      | <i>Waste Water Production - Volume of Water Consumed and Waste Water Generated</i> |  |             |                              |
| 8    | FF   | Volume of water consumed and billed from Domestic Connections                | MLD         | 5.54 BC                      |
| 9    | FG   | Volume of water consumed and billed from Bulk supply - Apartments            | MLD         | 0 BE                         |
| 10   | FH   | Volume of water consumed and billed from Bulk supply - Layouts/Societies     | MLD         | 0 BF                         |
| 11   | FI   | Volume of water consumed and billed from Non domestic Connections            | MLD         | 0 BD                         |
| 12   | FJ   | Volume of water consumed (both billed and unbilled) from Public taps         | MLD         | 0.05 BG+BJ                   |
| 13   | FK   | Volume of water from free supplies (other connections)                       | MLD         | 0 BK                         |
| 14   | FL   | Volume of water consumed and billed from any other ULB sources               | MLD         | 0 BH                         |
| 15   | FM   | Volume of water consumed from any Non ULB water sources                      | MLD         | Input field                  |
| 16   | FN   | Total Water Consumption (billed and unbilled) from ULB and Non ULB sources   | MLD         | 5.59 FF+FG+FH+FI+FJ+FK+FL+FM |
| 17   | FO   | Volume of waste water generated from Domestic Water Consumption              | MLD         | 2.96 0.80*FF                 |
| 18   | FP   | Volume of waste water generated from Bulk Supply - Apartments                | MLD         | 0 0.80*FG                    |
| 19   | FQ   | Volume of waste water generated from Bulk Supply - Layouts/Societies         | MLD         | 0 0.80*FH                    |
| 20   | FR   | Volume of waste water generated from Non Domestic Water Consumption          | MLD         | 0 0.80*FI                    |
| 21   | FS   | Volume of waste water generated from Public Tap Water Consumption            | MLD         | 0.04 0.80*FJ                 |
| 22   | FT   | Volume of waste water generated from free supplies (other connections)       | MLD         | 0 0.80*FK                    |
| 23   | FU   | Volume of waste water generated from other ULB source water consumption      | MLD         | 0 0.80*FL                    |
| 24   | FV   | Volume of waste water generated from Non ULB source Water consumption        | MLD         | 0 0.80*FM                    |
| 25   | FW   | Total Waste Water Generated  | MLD         | 3.00 FO+FP+FQ+FR+FS+FT+FU+FV |
|      | <i>Waste Water Collection and Treatment</i>  |  |             |                              |
| 26   | FX   | Volume of sewage actually treated at the Primary Treatment Plant             | MLD         | 0 Input field                |
| 27   | FY   | Volume of sewage actually treated at Secondary Treatment Plant               | MLD         | 0 Input field                |
| 28   | FZ   | Total Volume of Waste Water collected and Treated at Sewage Treatment Plants | MLD         | 0 FX+FY                      |
| IV   | <b>ADEQUACY OF SEWAGE TREATMENT CAPACITY</b>                                       | %  | 0           | (GB*100/FW)                  |
| 29   | GA   | Installed Capacity of Primary Treatment Plant                                | MLD         | 0 Input field                |
| 30   | GB   | Installed Capacity of Secondary Treatment Plant                              | MLD         | 0 Input field                |
| 31   | GC   | Total Installed Capacity (Primary + Secondary Treatment)                     | MLD         | 0 GA+GB                      |
| 32   | FW   | Total Waste Water Generated  | MLD         | 3 FW                         |
| V    | <b>EXTENT OF REUSE AND RECYCLING OF SEWAGE</b>                                     | %  | #DIV/0!     | (GD*100/FY)                  |
| 33   | FY   | Volume of sewage actually treated at Secondary Treatment Plant               | MLD         | 0 FY                         |
| 34   | GD   | Volume of treated waste water reused after Secondary Treatment               | MLD         | 0 Input field                |
| VI   | <b>QUALITY OF SEWAGE TREATMENT</b>   | %  | #DIV/0!     | (GF*100/GE)                  |
|      | <i>Discharge Compliance after Secondary Treatment of Sewage</i>                    |  |             |                              |
| 35   | GE   | Number of Treated Effluent Samples Tested in the previous year               | Number      | 0 Input field                |
| 36   | GF   | Number of Treated Effluent Samples Passed in the previous year               | Number      | 0 Input field                |
| VII  | <b>EFFICIENCY IN REDRESSAL OF CUSTOMER COMPLAINTS</b>                              | %  | #DIV/0!     | (GH*100/GG)                  |
|      | <i>Consumer Services</i>   |  |             |                              |
| 37   | GG   | Sewage related Complaints received during the year                           | Number      | 0 Input field                |
| 38   | GH   | Sewage related Complaints resolved within 24 hours during the year           | Number      | 0 Input field                |
| VIII | <b>EXTENT OF COST RECOVERY IN SEWAGE MANAGEMENT</b>                                | %  | #DIV/0!     | (GU*100/GP)                  |
|      | <i>Financial Information - Annual Operating Expenses</i>                           |  |             |                              |
| 39   | GI   | Regular Staff and Administration   | Rs. Lakhs   | 0.00 Input field             |
| 40   | GJ   | Outsourced /Contract Staff Costs   | Rs. Lakhs   | 0.00 Input field             |
| 41   | GK   | Electricity Charges /Fuel Costs  | Rs. Lakhs   | 0.00 Input field             |
| 42   | GL   | Chemicals Costs  | Rs. Lakhs   | 0.00 Input field             |
| 43   | GM   | Repairs/Maintenance Costs  | Rs. Lakhs   | 0.00 Input field             |
| 44   | GN   | Contractor Costs for O&M   | Rs. Lakhs   | 0.00 Input field             |
| 45   | GO   | Others (Specify)   | Rs. Lakhs   | 0.00 Input field             |
| 46   | GP   | Total Annual Operating Expenses  | Rs. Lakhs   | 0.00 GI+GI+GK+GL+GM+GN+GO    |
|      | <i>Financial Information - Annual Operating Revenues</i>                           |  |             |                              |
| 47   | GQ   | Arrears at the beginning of previous year                                    | Rs. Lakhs   | 0.00 Input field             |
| 48   | GR   | Revenue demand from user charges - sewerage only                             | Rs. Lakhs   | 0.00 Input field             |
| 49   | GS   | Revenue demand from tax/cess - sewerage only                                 | Rs. Lakhs   | 0.00 Input field             |
| 50   | GT   | Revenue demand from other sources (e.g. connection costs/donations etc.)     | Rs. Lakhs   | 0.00 Input field             |
| 51   | GU   | Total Revenue Demand of the previous year (Current Demand of previous year)  | Rs. Lakhs   | 0.00 GR+GS+GT                |
| IX   | <b>EFFICIENCY IN COLLECTION OF SEWAGE CHARGES</b>                                  |  | #DIV/0!     | (GW*100/GU)                  |
| 52   | GU   | Total Revenue Demand of the previous year (Current Demand of previous year)  | Rs. Lakhs   | 0.00 GU                      |
| 53   | GV   | Collection against arrears   | Rs. Lakhs   | 0.00 Input field             |
| 54   | GW   | Collection against current demand  | Rs. Lakhs   | 0.00 Input field             |

|              |   |  |             |                 |
|--------------|---|--|-------------|-----------------|
|              |   | Additional Information (Optional)                    |             |                 |
|              |   | <b>Staff Information</b>                             |             |                 |
| 55           | HA  | Senior Management (Sanctioned)                       | Number      | 0 Input field   |
| 56           | HB  | Senior Management (Working)                          | Number      | 0 Input field   |
| 57           | HC  | Engineers (Sanctioned)                               | Number      | 0 Input field   |
| 58           | HD  | Engineers (Working)                                  | Number      | 0 Input field   |
| 59           | HE  | Clerks/Accountants (Sanctioned)                      | Number      | 0 Input field   |
| 60           | HF  | Clerks/Accountants (Working)                         | Number      | 0 Input field   |
| 61           | HG  | Labourers/Cleaners (Sanctioned)                      | Number      | 0 Input field   |
| 62           | HH  | Labourers/Cleaners (Working)                         | Number      | 0 Input field   |
| 63           | HI  | Total (Sanctioned)                                   | Number      | 0               |
| 64           | HJ  | Total (Working)                                      | Number      | 0               |
|              |   | <b>Septage Management</b>                            |             |                 |
| 65           | HL  | Does the ULB practice septage management             | Yes/No      | 0 Input field   |
| 66           | HM  | Septage sucking machines available within ULB        | Number      | 0 Input field   |
| 67           | HN  | Private Septage machines licenced by ULB             | Number      | 0 Input field   |
|              |   | <b>Connection Costs for Sewerage Connections</b>     |             |                 |
| 68           | HO  | Residential - General                                | Rs          | 0 Input field   |
| 69           | HP  | Residential - Urban Poor                             | Rs          | 0 Input field   |
| 70           | HQ  | Institutional  | Rs          | 0 Input field   |
| 71           | HR  | Commercial   | Rs          | 0 Input field   |
| 72           | HS  | Industrial   | Rs          | 0 Input field   |
|              |   | <b>Sewerage Tariff Structure - Flat Rate Tariff</b>  |             |                 |
| 73           | HT  | Residential - General                                | Rs./Month   | 0 Input field   |
| 74           | HU  | Residential - Urban Poor                             | Rs./Month   | 0 Input field   |
| 75           | HV  | Institutional  | Rs./Month   | 0 Input field   |
| 76           | HW  | Commercial   | Rs./Month   | 0 Input field   |
| 77           | HX  | Industrial   | Rs./Month   | 0 Input field   |
|              |   | <b>Sewerage Tariff Structure - Volumetric Tariff</b> |             |                 |
| 78           | HY  | Residential - General                                | Rs./KL      | 0 Input field   |
| 79           | HZ  | Residential - Urban Poor                             | Rs./KL      | 0 Input field   |
| 80           | IA  | Institutional  | Rs./KL      | 0 Input field   |
| 81           | IB  | Commercial   | Rs./KL      | 0 Input field   |
| 82           | IC  | Industrial   | Rs./KL      | 0 Input field   |
|              |   | <b>Storm Water Drainage Data</b>                     |             |                 |
|              |   | COVERAGE OF STORM WATER DRAINAGE NETWORK             | %           | 97.14 IE*100/ID |
| 83           | ID  | Total Length of Road Network                         | Kilometers  | 35 Input field  |
| 84           | IE  | Total Length of Pucca covered drains                 | Kilometers  | 34 Input field  |
|              |   | INCIDENCE OF WATER LOGGING/FLOODING                  | Number      | 0 IF*IG         |
| 85           | IF  | Number of Flood Prone Points in the city             | Number      | 0 Input field   |
| 86           | IG  | Average Frequency of Flooding                        | Number      | 0 Input field   |
|              |   | <b>SEWERAGE SERVICE INDICATOR VALUES</b>             |             |                 |
| <i>S.No.</i> | <i>Indicator</i>                                    |  | <i>Unit</i> | <i>Value</i>    |
| 1            | Coverage of Toilets                                 | %  | 97.4        |                 |
| 2            | Coverage of wastewater network services             | %  | 0.0         |                 |
| 3            | Collection efficiency of wastewater networks        | %  | 0.0         |                 |
| 4            | Adequacy of wastewater treatment capacity           | %  | 0.0         |                 |
| 5            | Extent of reuse and recycling of treated wastewater | %  | #DIV/0!     |                 |
| 6            | Quality of wastewater treatment                     | %  | #DIV/0!     |                 |
| 7            | Efficiency in redressal of customer complaints      | %  | #DIV/0!     |                 |
| 8            | Extent of cost recovery in wastewater management    | %  | #DIV/0!     |                 |
| 9            | Efficiency in collection of sewerage charges        | %  | #DIV/0!     |                 |
|              |   | <b>STORM WATER DRAINAGE SERVICE INDICATOR VALUES</b> |             |                 |
| <i>S.No.</i> | <i>Indicator</i>                                    |  | <i>Unit</i> | <i>Value</i>    |
| 1            | Coverage of Storm Water Drainage Network            | %  | 97          |                 |
| 2            | Incidence of water logging/flooding                 | Number   | 0           |                 |

अधिकारी अधिकारी  
प्राप्ति प्राप्ति  
हानिपुर (लालपोल)

| S.No | Code | Input Nomenclature  | Value            | Logic/Remark                     |
|------|------|---|------------------|----------------------------------|
|      |      |   |                  | 65+17 input fields               |
| I    |      | HOUSEHOLD LEVEL COVERAGE OF SOLID WASTE MANAGEMENT SERVICES   |                  |                                  |
|      |      | Door to Door Collection - Number of HHs and establishments covered by Door to Door Collection         |                  |                                  |
| 1    | KA   | Number of Households covered by Door to Door Collection   | Number           | 0 Input field                    |
| 2    | KB   | Number of Hotels and Restaurants covered by Door to Door Collection                                   | Number           | 0 Input field                    |
| 3    | KC   | Number of Commercial Establishments (institutions, offices) covered by Door to Door Collection        | Number           | 0 Input field                    |
| 4    | KD   | Number of any other establishments (incl. markets) covered by Door to Door Collection                 | Number           | 0 Input field                    |
| 5    | KE   | Total Number of Households and Establishments covered by Door to Door Collection                      | Number           | 0 KA+KB+KC+KD                    |
| II   |      | EFFICIENCY OF COLLECTION OF MUNICIPAL SOLID WASTE   | 99.26            | IF(KO=0,(LO*100/KL),(KO*100/KL)) |
|      |      | Waste Generation  |                  |                                  |
| 6    | KF   | Waste Generated by Households   | MT/month         | 0 Input field                    |
| 7    | KG   | Waste Generated by Street Sweeping  | MT/month         | 680 Input field                  |
| 8    | KH   | Waste Generated by Hotels and Restaurants   | MT/month         | 0 Input field                    |
| 9    | KI   | Waste Generated by Markets (Vegetable Markets, Mandis etc)  | MT/month         | 0 Input field                    |
| 10   | KJ   | Waste Generated by Commercial Establishments (eg. Institutions, etc)                                  | MT/month         | 0 Input field                    |
| 11   | KK   | Waste Generated by other sources (eg. debris, horticulture waste etc)                                 | MT/month         | 0 Input field                    |
| 12   | KL   | Total Waste Generated   | MT/month         | 680 KF+KG+KH+KI+KJ+KK            |
|      |      | Waste Collection and Transportation - Details of waste received at Processing/ Disposal Facilities    |                  |                                  |
| 13   | KM   | Quantity of waste received at processing and recycling facilities                                     | MT/month         | 0 Input field                    |
| 14   | KN   | Quantity of waste received at disposal sites  | MT/month         | 0 Input field                    |
| 15   | KO   | Total waste received at processing/disposal facility and recycled                                     | MT/month         | 0 KM+KN+LQ-ME                    |
|      |      | Waste Collection and Transportation - Details of waste transported to Processing/ Disposal Facilities |                  |                                  |
| 16   | KP   | Number of lorries/trucks used for transportation of waste   | Number           | 0 Input field                    |
| 17   | KQ   | Capacity of each lorries/trucks   | Metric Tons (MT) | 0 Input field                    |
| 18   | KR   | Total number of trips made by each lorries/trucks each day to the disposal site                       | Trips per day    | 0 Input field                    |
| 19   | KS   | Total quantity of waste collected by mini lorries/trucks  | MT/month         | 0 KP*KQ*KR*30                    |
| 20   | KT   | Number of dumper placers used for transportation of waste   | Number           | 0 Input field                    |
| 21   | KU   | Capacity of each dumper placer  | Metric Tons (MT) | 0 Input field                    |
| 22   | KV   | Total number of trips made by each dumper placers each day to the disposal site                       | Trips per day    | 0 Input field                    |
| 23   | KW   | Total quantity of waste collected by dumper placers   | MT/month         | 0 KT*KU*KV*30                    |
| 24   | KX   | Number of mini lorries used for transportation of waste   | Number           | 0 Input field                    |
| 25   | KY   | Capacity of each mini lorry   | Metric Tons (MT) | 0 Input field                    |
| 26   | KZ   | Total number of trips made by each mini lorries each day to the disposal site                         | Trips per day    | 0 Input field                    |
| 27   | LA   | Total quantity of waste collected by mini lorries   | MT/month         | 0 KX*KY*KZ*30                    |
| 28   | LB   | Number of tractor trailers used for transportation of waste   | Number           | 5 Input field                    |
| 29   | LC   | Capacity of each tractor trailer  | Metric Tons (MT) | 1 Input field                    |
| 30   | LD   | Total number of trips made by each tractor trailer each day to the disposal site                      | Trips per day    | 3 Input field                    |
| 31   | LE   | Total quantity of waste collected by tractor trailer  | MT/month         | 450 LB*LC*LD*30                  |
| 32   | LF   | Number of tipper trucks used for transportation of waste  | Number           | 0 Input field                    |
| 33   | LG   | Capacity of each tipper trucks  | Metric Tons (MT) | 0 Input field                    |
| 34   | LH   | Total number of trips made by each tipper trucks each day to the disposal site                        | Trips per day    | 0 Input field                    |
| 35   | LI   | Total quantity of waste collected by tipper trucks  | MT/month         | 0 LF*LG*LH*30                    |
| 36   | LJ   | Number of 3 wheeler auto tippers used for transportation of waste                                     | Number           | 3 Input field                    |
| 37   | LK   | Capacity of each 3 wheeler auto tipper  | Metric Tons (MT) | 0.5 Input field                  |
| 38   | LM   | Total number of trips made by each 3 wheeler auto tippers each day to the disposal site               | Trips per day    | 5 Input field                    |
| 39   | LN   | Total quantity of waste collected by 3 wheeler auto tippers   | MT/month         | 2.25 LJ*LK*LM*30                 |
| 40   | LO   | Total quantity of waste collected and transported to disposal site                                    | MT/month         | 675 KS+KW+LA+LE+LI+LN            |
| III  |      | EXTENT OF SEGREGATION OF MUNICIPAL SOLID WASTE  |                  |                                  |
|      |      | Segregation of Waste  |                  |                                  |
| 41   | LP   | Quantity of waste arriving at Processing/ Disposal facility in segregated manner                      | MT/month         | 0 Input field                    |
| 42   | LQ   | Quantity of waste taken away by recyclers from intermediate points                                    | MT/month         | 0 Input field                    |

  
 उत्तराखण्ड राज्य सरकार  
 उत्तराखण्ड (प्रभारी)  
 दिव्यांग विकास विभाग

## SLB Code Sheet

|  |  |              |         |                                 |
|--|--|--------------|---------|---------------------------------|
| IV   | EXTENT OF MUNICIPAL SOLID WASTE RECOVERED  |              |         | (MF/IF(KO=0,LO,KO))*100         |
| <i>Quantity of Waste Processing</i>  |  |              |         |                                 |
| 43   | LR Installed Capacity of Composting Plant  | MT/month     | 0       | Input field                     |
| 44   | LS Waste Quantity Input at the Composting Plant                                    | MT/month     | 0       | Input field                     |
| 45   | LT Installed Capacity of Vermi-composting Plant                                    | MT/month     | 0       | Input field                     |
| 46   | LU Waste Quantity Input at the Vermi-composting Plant                              | MT/month     | 0       | Input field                     |
| 47   | LV Installed Capacity of Refuse Derived Fuel                                       | MT/month     | 0       | Input field                     |
| 48   | LW Waste Quantity Input at the Refuse Derived Fuel                                 | MT/month     | 0       | Input field                     |
| 49   | LX Installed Capacity of Bio Methanation/ Waste-to-Energy Plants                   | MT/month     | 0       | Input field                     |
| 50   | LY Waste Quantity Input at Bio methanation/ Waste-to-Energy plants                 | MT/month     | 0       | Input field                     |
| 51   | LZ Installed Capacity of any other processing facilities                           | MT/month     | 0       | Input field                     |
| 52   | MA Waste Quantity Input at other processing facilities                             | MT/month     | 0       | Input field                     |
| 53   | MB Total Installed Capacity of Processing facilities                               | MT/month     | 0       | LR+LT+LV+LX+LZ                  |
| 54   | MC Total Waste Quantity Input at all types of processing facilities                | MT/month     | 0       | LS+LU+LW+LY+MA                  |
| 55   | MD Quantity of waste rejected by processing facilities at intake point             | MT/month     | 0       | Input field                     |
| 56   | ME Quantity of post-processing rejects sent to dumpsite/ landfills                 | MT/month     | 0       | Input field                     |
| 57   | MF Total Waste Processed in the ULB  | MT/month     | 0       | IF(MC<MB,(MC+LQ-MD),(MB+LQ-MD)) |
| V  | EXTENT OF SCIENTIFIC DISPOSAL OF MUNICIPAL SOLID WASTE                             |              | #DIV/0! | (MG*100/(MG+MH))                |
| <i>Quantity of Waste Disposal</i>  |  |              |         |                                 |
| 58   | MG Quantity of waste disposed in compliant landfill sites                          | MT/month     | 0       | Input field                     |
| 59   | MH Quantity of waste disposed in open dump sites                                   | MT/month     | 0       | Input field                     |
|  |  |              | 0       |                                 |
| VI   | EFFICIENCY IN REDRESSAL OF CUSTOMER COMPLAINTS                                     |              |         | 98.65 (MJ*100/MI)               |
| <i>Customer Service</i>  |  |              |         |                                 |
| 60   | MI Complaints received during the year   | Number       | 370     | Input field                     |
| 61   | MJ Complaints resolved within 24 hours during the year                             | Number       | 365     | Input field                     |
| VII  | EXTENT OF COST RECOVERY IN SWM SERVICES  |              |         | (NA*100/MR)                     |
| <i>Financial Information - Operational Expenditure on SWM during previous year</i> |  |              |         |                                 |
| 62   | MK Regular Staff & Administration  | Rs. In Lakhs | 150.26  | Input field                     |
| 63   | ML Outsourced/Contracted Staff Costs   | Rs. In Lakhs | 90.25   | Input field                     |
| 64   | MM Electricity Charges/Fuel Costs  | Rs. In Lakhs | 39.65   | Input field                     |
| 65   | MN Chemical Costs  | Rs. In Lakhs | 0       | Input field                     |
| 66   | MQ Repair/Maintenance Costs  | Rs. In Lakhs | 3.25    | Input field                     |
| 67   | MP Contracted Services Cost  | Rs. In Lakhs | 0       | Input field                     |
| 68   | MQ Other Costs (Specify)   | Rs. In Lakhs | 0       | Input field                     |
| 69   | MR Total Operational Expenses  | Rs. In Lakhs | 283.41  | MK+ML+MM+MN+MO+MP+MQ            |
| <i>Financial Information - Operational Revenues from SWM during previous year</i>  |  |              |         |                                 |
| 70   | MS Arrears at the end of previous year   | Rs. In Lakhs | 0       | Input field                     |
| 71   | MT Tax / Cess - Solid Waste only   | Rs. In Lakhs | 0       | Input field                     |
| 72   | MU User Charges  | Rs. In Lakhs | 0       | Input field                     |
| 73   | MV Fixed Charges based on Property Tax/ State Taxes/Cess/Surcharges                | Rs. In Lakhs | 0       | Input field                     |
| 74   | MW Sale of Recyclables   | Rs. In Lakhs | 0       | Input field                     |
| 75   | MX Sale from processing - compost/energy   | Rs. In Lakhs | 0       | Input field                     |
| 76   | MY Royalty   | Rs. In Lakhs | 0       | Input field                     |
| 77   | MZ Others (Specify)  | Rs. In Lakhs | 0       | Input field                     |
| 78   | NA Total Revenue Demand Raised for the previous year                               | Rs. In Lakhs | 0       | MT+MU+MV+MW+MX+MY+MZ            |
| VIII   | EFFICIENCY IN COLLECTION OF SWM CHARGES  |              | #DIV/0! | (NC*100/NA)                     |
| 79   | NA Total Revenue Demand Raised for the previous year                               | Rs. In Lakhs | 0       | NA                              |
| 80   | NB Collection against arrears  | Rs. In Lakhs | 0       | Input field                     |
| 81   | NC Collection against Current Demand   | Rs. In Lakhs | 0       | Input field                     |
| <i>Additional Information (Optional)</i>   |  |              |         |                                 |
| <i>Staff Information</i>   |  |              |         |                                 |
| 82   | ND Senior Management-Health Officer (Sanctioned)                                   | Number       | 0       | Input field                     |
| 83   | NE Senior Management-Health Officer (Working)                                      | Number       | 0       | Input field                     |
| 84   | NF Sanitary Inspector (Sanctioned)   | Number       | 0       | Input field                     |
| 85   | NG Sanitary Inspector (Working)  | Number       | 0       | Input field                     |
| 86   | NH Sanitary Supervisor (Sanctioned)  | Number       | 0       | Input field                     |
| 87   | NI Sanitary Supervisor (Working)   | Number       | 0       | Input field                     |
| 88   | NJ Maistries/Safai Karam chari (Sanctioned)  | Number       | 55      | Input field                     |
| 89   | NK Maistries/Safai Karam chari (Working)   | Number       | 35      | Input field                     |
| 90   | NL Cleaners/Drivers (Sanctioned)   | Number       | 0       | Input field                     |
| 91   | NM Cleaners/Drivers (Working)  | Number       | 7       | Input field                     |
| 92   | NN Labourers (Sanctioned)  | Number       | 50      | Input field                     |
| 93   | NO Labourers (Working)   | Number       | 45      | Input field                     |
| 94   | NP Others Specify  | Number       | 0       | Input field                     |
| 95   | NQ Total (Sanctioned)  | Number       | 105     | ND+NF+NH+NJ+NL+NN               |
| 96   | NR Total (Working)   | Number       | 87      | NE+NG+NI+NK+NM+NO+NP            |
| 97   | NS Are daily records of waste received at compliant landfill maintained (MSW 2000) | Yes/No       | NO      | Input field                     |
| 98   | NT Is weighbridge available at landfill site?                                      | Yes/No       | NO      | Input field                     |
| 99   | NU Are daily records of waste received at open dumpsites maintained?               | Yes/No       | NO      | Input field                     |
| 100  | NV Is weighbridge available at dumpsite?   | Yes/No       | NO      | Input field                     |
| SOLID WASTE MANAGEMENT INDICATORS  |  |              |         |                                 |

|   | Indicators  | Unit | Result  | Reliability |
|---|---|------|---------|-------------|
| 1 | Household level coverage of solid waste management services | %    | 0.0     |             |
| 2 | Efficiency of collection of municipal solid waste           | %    | 99.26   |             |
| 3 | Extent of segregation of municipal solid waste              | %    | 0.0     |             |
| 4 | Extent of municipal solid waste recovered                   | %    | 0.0     |             |
| 5 | Extent of scientific disposal of municipal solid waste      | %    | #DIV/0! |             |
| 6 | Extent of cost recovery in solid waste management services  | %    | 0.0     |             |
| 7 | Efficiency in collection of solid waste management charges  | %    | #DIV/0! |             |
| 8 | Efficiency in redressal of customer complaints              | %    | 98.65   |             |

आधिकारीक विवर  
मुख्य संसदीय संसद  
हसनद (प्रसिद्ध)