MANIPUR GAZETTE

EXTRAORDINARY
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GOVERNMENT OF MANIPUR
OFFICE OF THE KWAKTA MUNICIPAL COUNCIL,
KWAKTA, MANIPUR.

N O T I F I C A T I O N

Kwakta, the 8th October, 2025

No. 34/2/KMC/15th FC/(Tied)/2020: This is to notify that the Service Level Benchmark of this Urban Local Body for maintaining the standards of the deliverance in Basic Essential Services such as Water Supply, Solid Waste Management and Storm Water Drainage for the years, 2020-21, 2021-22, 2022-23, 2023-24, 2024-25 and 2025-26 as per Council's Resolution No. 1 of Sitting No. 8 dated 18th July, 2025 is hereby published for information to general public as detailed below:

SERVICE LEVEL BENCHMARK IN RESPECT OF KWAKTA MUNICIPAL COUNCIL

1. WATER SUPPLY:

Sl. No.	Water Supply Service / Indicators	Ministry of Urban Development Benchmark	Actual 2020-2021	Actual 2021-2022	Actual 2022-2023	Actual 2023-2024	Actual 2024-2025	Target 2025-2026
1	Extent of Non-Revenue Water (NRW) in %	20%	40	40	40	40	40	30
2	Efficiency in redressal of customer complaints	80%	45	45	45	45	45	70
3	Cost recovery in water supply services (in %)	100%	0	0	0	0	0	10
4	Extent of metering of water connections (in %)	100%	0	0	0	0	0	5
5	Continuity of water supply (in hours per day)	24 hours	2	2	2	2	2	4

6	Efficiency in collection of Water Supply related charges (in %)	90%	0	0	0	0	0	35
7	Per Capita supply of water (lpcd)	135 lpcd	55	55	55	55	55	75
8	Quality of water supplied	100% safe to drink	Safe to drink	Safe to drink	Safe to drink	Safe to drink	Safe to drink	Safe to drink
9	Coverage of water supply connections (in% of no. of households, 2011 census)	100%	20	20	20	20	20	60

2. SOLID WASTE MANAGEMENT (SEWERAGE AND SANITATION):

Sl. No.	Indicators	Ministry of Urban Development Benchmark	Current 2020-2021	Current 2021-2022	Current 2022-2023	Current 2023-2024	Current 2024-2025	Target 2025-2026
1	Household level coverage of Solid Waste Management Services	100%	73	78	85	92	98	100
2	Efficiency in collection Of Municipal Solid Waste	100%	78	79	82	89	94	100
3	Extent of segregation of Municipal Solid Waste	100%	18	21	23	28	34	50
4	Extent of Municipal Solid Waste recovered	80%	51	56	59	61	64	75
5	Extent of Scientific Disposal of Municipal Solid Waste	100%	23	27	32	34	39	50
6	Efficiency in redressal Of Customer complaints	80%	36	38	39	42	50	60
7	Extent of cost recovery in SWM Services	100%	60	68	74	77	79	85
8	Efficiency in collection of SWM Charges	90%	52	55	63	67	75	80

3. STORM WATER DRAINAGE:

Sl. No.	Indicators	Ministry of Urban Development Benchmark	Current 2020-2021	Current 2021-2022	Current 2022-2023	Current 2023-2024	Current 2024-2025	Target 2025-2026
1	Coverage of Storm Water Drainage Network	100%	27	28	30	33	39	50

2	Incidence of Water Logging/Flooding	0%	48	42	33	28	23	15

KH. KANTA SINGH,
Executive Officer,
Kwakta Municipal Council.

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