MANIPUR GAZETTE

E X T R A O R D I N A R Y
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OFFICE OF THE
SAMUROU MUNICIPAL COUNCIL
MANIPUR

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

(SERVICE LEVEL BENCHMARK)
Samurou, 18th August, 2025

No. 6/2/2016-SMC (FC): This is to notify the service Level Benchmark of this Council for maintaining the standards of deliveries in basic essential services such as water supply, sewerage, solid waste management and storm water drainage for the year 2020-21. 2021-22, 2022-23, 2023-24,2024-25 is hereby published for infortmation to general public as given below:

SERVICE LEVEL BENCHMARKS
SAMUROU MUNICIPAL COUNCIL

Sl. No.	Indicator	MoHUA Benchmark	Actual Indicator 2020-21	Actual Indicator 2021-22	Actual Indicator 2022-23	Actual Indicator 2023-24	Actual Indicator 2024-25	Target 2025-26
i. Water Supply Services								
1	Coverage of water supply connections in %	**100%**	25	30	35	37	38	80
2	Per capita supply of water(lpcd)	**135 lpcd**	70lpcd	70lpcd	70lpcd	70lpcd	70lpcd	100lpcd
3	Extent of metering of water connections	**100%**	0	0	0	0	0	40
4	Extent of non-revenue water (NRW)	**20%**	25	23	22.5	23.5	22	20

5	Continuity of Water Supply	**24 hours**	1hr	1hr	1hr	2hr	2hr	4hr
6	Quality of water supplied	**100%**	Good	Good	Good	Good	Good	Good
7	Efficiency in redressal of customer complaints	**80%**	70	80	80	90	90	100
8	Cost recovery in water supply service	**100%**	20	25	35	62.5	62.5	100
9	Efficiency in collection of water supply-related charges	**90%**	15	22.5	33.5	61.5	64	90
ii. Sewage Management (Sewerage and Sanitation)								
1	Efficiency in collection of waste water charges	**90%**	0	0	0	0	0	0
2	Coverage of waste water network services	**100%**	0	0	0	0	0	0
3	Extent of cost recovery in waste water management	**100%**	0	0	0	0	0	0
4	Coverage of toilets	**100%**	0	0	0	0	0	0
5	Collection efficiency of waste water network	**100%**	0	0	0	0	0	0
6	Adequacy of waste water treatment capacity	**100%**	0	0	0	0	0	0
7	Quality of waste water treatment	**100%**	0	0	0	0	0	0
8	Extent of reuse and recycling of waste water	**20%**	0	0	0	0	0	0
9	Efficiency in redressal of customer complaints	**80%**	0	0	0	0	0	0

iii. Solid Waste Management								
1	Household level coverage of solid waste management services	**100%**	40	50	60	75	85	100
2	Efficiency of collection of municipal solid waste	**100%**	50	50	50	60	70	100
3	Extent of segregation of municipal solid waste	**100%**	20	30	45	60	65	100
4	Extent of municipal solid waste recycled/ recovered	**80%**	5	10	20	20	25	50
5	Extent of scientific disposal of municipal solid waste	**100%**	10	10	20	20	25	50

6	Efficiency in redressal of customer complaints	**80%**	30	35	40	50	65	100
7	Extent of cost recovery in SWM services	**100%**	30	40	40	45	50	100
8	Efficiency of collection of SWM related user charges	**90%**	20	25	40	45	50	100
iv. Storm Water Drainage								
1	Coverage of Storm Water Drainage Network	**100%**	20	22	25	27	27	50
2	Incidence of water logging	**0%**	15	10	10	10	10	0
1	Coverage of Water supply (24X7) in all Public/Community Toilets	**24 Hrs**	24hrs	24hrs	24hrs	24hrs	24hrs	24hrs
2	Percentage of waste being processed Scientifically	**100%**	0	0	0	0	0	20

HAWAIBAM PRADEEP KUMAR SINGH,
Chief Executive Officer,
Samurou Municipal Council.

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Digitally signed by
Thingbaijam Binodkumar Singh
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