MANIPUR GAZETTE

E X T R A O R D I N A R Y
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OFFICE OF THE
WANGOI MUNICIPAL COUNCIL
IMPHAL WEST: MANIPUR

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

Wangoi, the 30th July, 2025

No. 14/2/2024-WMC(Misc.): This is to notify that 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 years 2020-21 to 2025-26 is hereby published for information to general public as given in Annexure 1.

MM ZIAUR RAHAMAN,
Executive Officer,
Wangoi Municipal Council.

SERVICE LEVEL BENCHMARKS FOR WANGOI MUNICIPAL COUNCIL ANNEXURE 1 to Notification No. 14/2/2024-WMC(Misc.) dated 30th July'2025

Sl. No.	Indicator	MoHUA Benchmark	Actual Indicator 2020-21	Target 2021-22	Actual Indicator 2021-22	Target 2022-23	Actual Indicator 2022-23	Target 2023-24	Actual Indicator 2023-24	Target 2024-25	Actual Indicator 2024-25	Target 2025-26
I. Water Supply Services												
1	Extent of non-revenue water (NRW)	20%	27%	25%	26%	24%	25%	23%	24%	20%	22%	20%
2	Efficiency in redressal of customer complaints	80%	70%	80%	76%	85%	81%	90%	89%	100%	100%	100%
3	Cost recovery in water supply service	100%	69%	100%	73%	100%	75%	100%	79%	100%	80%	100%
4	Extent of metering of water connections	100%	0%	0%	0%	0%	0%	0%	0%	5%	0%	5%
5	Continuity of Water Supply	24 hours	1 hour	3 hours	1 hour	3 hours	1.5 hours	4 hours	2 hours	5 hours	2 hours	5 hours
6	Efficiency in collection of water supply-related charges	100%	60%	100%	65%	100%	69%	100%	76%	100%	80%	100%
7	Per capita supply of water(lpcd)	135 lpcd	70 lpcd	71 lpcd	70 lpcd	72 lpcd	70 lpcd	74 lpcd	70 lpcd	75 lpcd	70 lpcd	100 lpcd
8	Quality of water supplied	100%	85%	100%	85%	100%	90%	100%	95%	100%	95%	100%
9	Coverage of water supply connections	100%	23%	24%	28%	30%	35%	60%	50%	80%	55%	90%
II. Sewage Management (Sewerage and Sanitation)												
1	Efficiency in collection of waste water charges	100%	0%	0%	0%	0%	0%	0%	0%	2%	0%	5%
2	Coverage of waste water network services	100%	0%	0%	0%	0%	0%	0%	0%	2%	0%	5%
3	Extent of cost recovery in waste water management	100%	0%	0%	0%	0%	0%	0%	0%	2%	0%	5%
4	Coverage of toilets	100%	0%	0%	0%	0%	0%	0%	0%	2%	0%	5%
5	Collection efficiency of waste water network	100%	0%	0%	0%	0%	0%	0%	0%	2%	0%	5%
6	Adequacy of waste water treatment capacity	100%	0%	0%	0%	0%	0%	0%	0%	2%	0%	5%
7	Quality of waste water treatment	100%	0%	0%	0%	0%	0%	0%	0%	2%	0%	5%
8	Extent of reuse and recycling of waste water	20%	0%	0%	0%	0%	0%	0%	0%	2%	0%	5%
9	Efficiency in redressal of customer complaints	80%	0%	0%	0%	0%	0%	0%	0%	2%	0%	5%
III. Solid Waste Management												

1	Extent of municipal solid waste recovered	80%	5%	20%	15%	30%	20%	45%	33%	60%	48%	80%
2	Household level coverage of solid waste management services	100%	15%	35%	30%	50%	47%	80%	65%	100%	83%	100%
3	Extent of cost recovery in SWM services	100%	20%	30%	25%	45%	35%	70%	50%	80%	60%	100%
4	Efficiency of collection of municipal solid waste	100%	20%	40%	30%	60%	50%	85%	70%	100%	80%	100%
5	Extent of segregation of municipal solid waste	100%	0%	25%	15%	50%	40%	70%	55%	90%	71%	100%
6	Extent of scientific disposal of municipal solid waste	100%	0%	10%	5%	20%	12%	30%	15%	50%	20%	100%
7	Efficiency of collection of SWM related user charges	90%	20%	40%	35%	60%	50%	80%	65%	90%	70%	90%
8	Efficiency in redressal of customer complaints	80%	50%	65%	55%	70%	60%	80%	70%	80%	75%	80%
IV. Storm Water Drainage												
1	Coverage of Storm Water Drainage Network	100%	15%	30%	19%	30%	24%	35%	25%	35%	28%	35%
2	Incidence of water logging	0%	20%	0%	18%	0%	13%	0%	11%	0%	10%	0%

MM ZIAUR RAHAMAN,
Executive Officer,
Wangoi Municipal Council.

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Digitally signed by
Thingbaijam Binodkumar Singh
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