MANIPUR GAZETTE

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

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

Nambol, the 14th August, 2025

No. 32/3/2020-NMC: The service level benchmarks for Nambol Municipal Council regarding the standards of deliveries of essential services such as water supply, sanitation, solid waste management and storm water drainage for the years 2020-21, 2021-22, 2022-23, 2023-24 and 2024-25 is hereby notified for information to the general public, enclosed herewith as Annexure-I.

TH. RABINDRA SINGH,
Senior Chief Executive Officer,
Nambol Municipal Council.

Service Level Benchmarks for Nambol Municipal Council								
Sl. No.	Indicators	Service Level Benchmarks						
		MoHUA Benchmark	Actual Indicator 2020-21	Actual Indicator 2021-22	Actual Indicator 2022-23	Actual Indicator 2023-24	Actual Indicator 2024-25	Target Indicator 2025-26
Water Supply Services								
1	Extent of Non-Revenue Water (NRW)	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 service	100%	0%	0%	0%	0%	0%	10%
4	Extent of metering of water connections	100%	0%	0%	0%	0%	0%	5%
5	Continuity of water supply	24 hours	2 hours	2 hours	2 hours	2 hours	2 hours	4 hours
6	Efficiency in collection of water supply related charges	100%	0%	0%	0%	0%	0%	35%
7	Per capita supply of water (lpcd)	135 lpcd	55 lpcd	55 lpcd	55 lpcd	55 lpcd	55 lpcd	75 lpcd
8	Quality of water supplied	100%	85%	85%	85%	85%	85%	90%
9	Coverage of water supply connections	100%	5%	5%	5%	5%	5%	60%
Sanitation								
1	Efficiency in collection of waste water charges	100%	0%	0%	0%	0%	0%	3%
2	Coverage of waste water network services	100%	0%	0%	0%	0%	0%	3%
3	Extent of cost recovery in waste water management	100%	0%	0%	0%	0%	0%	3%
4	Coverage of toilets	100%	0%	0%	0%	0%	3%	5%
5	Collection efficiency of waste water network	100%	0%	0%	0%	0%	0%	3%
6	Adequacy of waste water treatment capacity	100%	0%	0%	0%	0%	0%	3%
7	Quality of waste water treatment	100%	0%	0%	0%	0%	0%	3%
8	Extent of reuse and recycling of waste water	20%	0%	0%	0%	0%	0%	3%
9	Efficiency in redressal of customer complaints	80%	0%	0%	0%	0%	0%	3%

Solid Waste Management								
1	**Extent of municipal solid waste recovered**	**80%**	**10%**	**10%**	**20%**	**25%**	**30%**	**35%**
2	**Household level coverage of solid waste management services**	**100%**	**30%**	**40%**	**50%**	**65%**	**70%**	**80%**
3	**Extent of cost recovery in SWM services**	**100%**	**4%**	**24%**	**61%**	**44%**	**79%**	**85%**
4	**Efficiency of collection of municipal solid waste**	**100%**	**60%**	**65%**	**65%**	**65%**	**70%**	**80%**
5	**Extent of segregation of municipal solid waste**	**100%**	**30%**	**30%**	**40%**	**65%**	**70%**	**80%**
6	**Extent of scientific disposal of municipal solid waste**	**100%**	**5%**	**5%**	**5%**	**7%**	**11%**	**15%**
7	**Efficiency in collection of SWM related user charges**	**90%**	**1%**	**2%**	**13%**	**15%**	**34%**	**50%**
8	**Efficiency in redressal of customer complaints**	**80%**	**50%**	**50%**	**60%**	**60%**	**75%**	**80%**
Storm Water Drainage								
1	**Coverage of Storm water drainage network**	**100%**	**3%**	**3%**	**5%**	**8%**	**8%**	**15%**
2	**Incidence of water logging**	**0%**	**5%**	**5%**	**15%**	**10%**	**8%**	**5%**

TH. RABINDRA SINGH,
Senior Chief Executive Officer,
Nambol Municipal Council.

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