MANIPUR GAZETTE

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

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

Ningthoukhong, the 1st September, 2025

No.4/2/2023/NTK-MC: This is to notify that the Service Level Benchmark of the Ningthoukhong Municipal Council for the maintaining the standards of deliverance in basic essential services such as water supply, sewerage, solid waste management and storm water drainage for the year 2020-2021, 2021-2022, 2022-2023 & 2023-2024 is hereby published for information to general public as given in the Annexure-I.

ANGOM TANGANBA,
Chief Executive Officer,
Ningthoukhong Municipal Council.

Annexure-I

SERVICE LEVEL BENCHMARKS FOR NINGTHOUKHONG MUNICIPAL COUNCIL

I. Water Supply Services								
Sl. No.	**Indicator**	**MoHUA Benchmark**	**Actual Indicator 2020-21**	**Actual Indicator 2021-22**	**Actual Indicator 2022-23**	**Actual Indicator 2024-25**	**Actual Indicator 2024-25**	**Target 2025-26**
1	Extent of non-revenue water (NRW)	**20%**	40%	40%	38%	33%	33%	30%
2	Efficiency in redressal of customer complaints	**80%**	100%	100%	100%	100%	100%	100%
3	Cost recovery in water connections	**100%**	90%	90%	90%	100%	100%	100%
4	Extent of metering of water connections	**100%**	0	0	0	0	0	40%
5	Continuity of Water Supply	**24 hours**	2 hrs	2 hrs	2 hrs	2 hrs	2 hrs	4 hrs
6	Efficiency in collection of water supply related charges	**100%**	30%	60%	62%	67%	70%	80%
7	Per capita supply of water (lpcd)	**135 lpcd**	50 lcpd	50 lcpd	50 lcpd	50 lcpd	50 lcpd	100 lcpd
8	Quality of water supplied	**100%**	Good & safe	Good & safe	Good & safe	Good & safe	Good & safe	Good & safe
9	Coverage of water supply connections	**100%**	13%	26.97 %	26.97 %	31.90 %	33.70 %	80
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 network	**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	Extent of Municipal Solid Waste recovered	**80%**	5%	10%	20%	20%	25%	100%
2	Household level coverage of solid waste management Service	**100%**	40%	50%	60%	70%	75%	100%
3	Extent of cost recovery in SWM services	**100%**	30%	40%	40%	45%	50%	100%
4	Efficiency of collection of Municipal Solid Waste	**100%**	50%	50%	50%	60%	70%	100%
5	Extent of segregation of Municipal Solid Waste	**100%**	20%	30%	45%	60%	65%	100%
6	Extent of scientific disposal of Municipal Solid Waste	**100%**	10%	10%	20%	20%	25%	100%
7	Efficiency of collection of SWM related user charges	**90%**	20%	25%	40%	45%	50%	100%
8	Efficiency in redressal of customer complaints	**80%**	30%	35%	40%	50%	65%	100%
IV. Storm Water Drainage								
1	Coverage of Storm Water Drainage Network	**100%**	25%	30%	40%	40%	50%	100%
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**	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs	24 Hrs
2	Percentage of waste being processed scientifically	**100%**	0%	0%	0%	0%	0%	100%

ANGOM TANGANBA,
Chief Executive Officer,
Ningthoukhong Municipal Council.

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