# MANIPUR GAZETTE

**EXTRAORDINARY**

**PUBLISHED BY AUTHORITY**

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**OFFICE OF THE**
**OINAM MUNICIPAL COUNCIL,**
**OINAM, MANIPUR-795134**

**NOTIFICATION**

Oinam, the 15th September, 2025

**No. 5/1/2025-OMC(SLB):** This is to notified that the Service Level Benchmark of this Council for maintaining the standards of the deliveries in basic essential services such as water supply, solid waste management and storm water drainage for the year 2020-2021, 2021-2022, 2022-2023, 2023-2024 and 2024-2025 as per Council Sitting No. 7 Resolution No. 1 dated 10/09/2025 is hereby published for information to general public given below:

**SERVICE LEVEL BENCHMARK IN RESPECT OF OINAM 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% | 50 | 40 | 35 | 35 | 30 | 20 |
| 2. | Efficiency in redressal of customer complaints (in%) | 80% | 75 | 80 | 90 | 90 | 90 | 100 |
| 3. | Cost Recovery in Water Supply Service (in %) | 100% | 40 | 55 | 60 | 70 | 70 | 100 |
| 4. | Extent of Metering of Water Connections (in %) | 100% | Nil | Nil | Nil | Nil | Nil | Nil |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 5. | Continuity of Water Supply (in hours per day) | 24 hours | 1.5 | 1.5 | 1.5 | 2 | 2 | 3 |
| 6. | Efficiency in Collection of Water Supply Related Charges (in %) | 90% | 50 | 60 | 65 | 65 | 70 | 80 |
| 7. | Per Capita Supply of Water (lpcd) | 135 lpcd | 55 | 55 | 55 | 55 | 55 | 70 |
| 8. | Quantity of Water Supplied | 100% | 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 number of Households,2011 census | 100% | 9.3 | 14 | 15 | 17 | 21 | 65 |

## 2. SOLID WASTE MANAGEMENT (SEWERAGE AND SANITATION)

| SL. No. | Indicators | Ministry of Urban Development Benchmark | Current Level 2020-2021 | Current Level 2021-2022 | Current Level 2022-2023 | Current Level 2023-2024 | Current Level 2024-2025 | Target Level 2025-2026 |
|---|---|---|---|---|---|---|---|---|
| 1. | Household Level Coverage of Solid Waste Management Services | **100%** | 75 | 79 | 86 | 90 | 97 | 100 |
| 2. | Efficiency of Collection Of Municipal Solid Waste | **100%** | 77 | 78 | 83 | 91 | 96 | 100 |
| 3. | Extent of Segregation of Municipal Solid Waste | **100%** | 13 | 15 | 16 | 19 | 31 | 50 |
| 4. | Extent of Municipal Solid Waste Recovered | **80%** | 50 | 53 | 57 | 59 | 67 | 75 |
| 5. | Extent of Scientific Disposal of Municipal Solid Waste | **100%** | 22 | 26 | 31 | 33 | 38 | 50 |
| 6. | Efficiency in Redressal of Customer Complaints | **80%** | 35 | 37 | 38 | 41 | 49 | 60 |
| 7. | Extent of Cost Recovery in SWM Services | **100%** | 60 | 69 | 73 | 74 | 77 | 80 |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 8. | Efficiency in Collection of SWM Charges | **90%** | 51 | 54 | 61 | 66 | 76 | 80 |

**3. STORM WATER DRAINAGE**

| Sl. No. | Indicators | Ministry of Urban Development Benchmark | Current Level 2020-2021 | Current Level 2021-2022 | Current Level 2022-2023 | Current Level 2023-2024 | Current Level 2024-2025 | Target Level 2025-2026 |
|---|---|---|---|---|---|---|---|---|
| 1. | Coverage Of Storm Water Drainage Network | 100% | 26 | 26 | 29 | 32 | 38 | 50 |
| 2. | Incidence Of Water Logging/Flooding | 0% | 45 | 41 | 30 | 26 | 24 | 10 |

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

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