



GANGTOK MUNICIPAL CORPORATION

Memo No: 378 | GMC/2019

Dated 29/9/2019

One of the conditions laid down by the 14th Central Finance Commission for release of Performance Grants to Urban Local Bodies is benchmarking of services being provided by the ULBs. Presently, only the Solid Waste Management and Storm Water Drainage is being looked after by Gangtok Municipal Corporation. The Service Level benchmarking achieved by the Corporation in Gangtok for Solid Waste Management and Storm Water Drainage against the various indicators for the year 2018-19 and its target set for the year 2019-20 are as under :-

| Sl. No. | Indicators | MOHUA Benchmarks | SERVICE LEVEL BENCHMARKS | |
|--|--|------------------|--------------------------|----------------|
| | | | Status 2018-19 | Target 2019-20 |
| SOLID WASTE MANAGEMENT | | | | |
| 1. | Household level coverage of Solid Waste Management Services | 100% | 90% | 95% |
| 2. | Efficiency of collection of municipal waste | 100% | 90% | 95% |
| 3. | Extent of segregation of municipal waste | 100% | 55% | 70% |
| 4. | Extent of municipal waste recovered | 80% | 60% | 70% |
| 5. | Extent of scientific disposal of municipal solid waste | 100% | 60% | 65% |
| 6. | Efficiency in redressal of customer complaints | 80% | 100% | 100% |
| 7. | Extent of cost recovery in SWM services. | 100% | 52% | 60% |
| 8. | Efficiency in collection of SWM charges. | 90% | 70% | 85% |
| STORM WATER DRAINAGE | | | | |
| 1. | Coverage of Storm water drainage network | 100% | 55 | 65 |
| 2. | Incidence of water logging/flooding | 0% | 0 | 0 |
| For the Performance Grant of 2018-19: SLB Status of 2018-19 | | | | |
| 1 | Coverage of Water Supply (24X7) in all Public /Community toilets | 24x7 | YES | |
| 2 | Percentage of waste being processed scientifically | 100% | 60 | |



[Signature]
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