

GOVERNMENT OF INDIA

MINISTRY OF URBAN DEVELOPMENT - SERVICE LEVEL BENCHMARK

SOLID WASTE MANAGEMENT

1.	Service Provider Detail	
	Name of town/City	
	Name of the Department/Unit	
	Name of the Head of the Department/Unit	
	Designation	
	Address	
	Telephone Number	
	Mobile Number	
	Fax Number	
	Email	
	Website	
	Name of the Contact person	
	Designation	
	Address	
	Telephone Number	
	Mobile Number	
	Fax Number	
	Email	
	Website	
2	Waste Generation	
	Category	
	Residential	
	Street Sweeping	
	Hotels & Restaurants	
	Markets (e.g. Veg markets, Mandis)	
	Commercial establishments (incl. offices, institutions)	
	Other (Debris, horticulture waste, etc.)	
	Total	
3	Door-to-Door Collection	
3.1	Number of Establishments & Households Covered by Door-to-Door Service	
	Households	
	Hotels & Restaurants	
	Commercial establishments (incl. offices, institutions)	
	Others (Markets)	
	Total	
4	Segregation of Waste	
	Quantity of waste arriving at Processing/ Disposal facility in segregated manner	
	Quantity of waste taken away by recyclers from intermediate points	
5	Waste Collection/ Transportation	
5.1	Details of waste received at Processing/ Disposal Facilities	
	Quantity of waste received at Processing & Recycling Facilities	
	Quantity of waste received at Disposal site	
	Total Waste received at Processing/ Disposal Facility & Recycled	

5.2	Details of waste transportation vehicles (number/ capacity/ trips per day - only to disposal site directly)		
	Type of Transportation vehicle*	Number	Capacity (MT)
	Lorries/ Trucks		
	Dumper Placer		
	Mini Lorries/ Trucks		
	Tractor Trailers		
	Tipper Trucks		
	3-wheeler auto tippers		
	Others (specify)		
	Total Waste Collected per Month		

*Note: Only vehicles delivering waste to disposal/ processing site should be included in this calculation. Vehicles transporting waste from primary collection to secondary storage points/ transfer stations should be excluded.

6	Waste Processing		
6.1	Provide waste processing facility details as under		Installed Capacity
	Composting	MT/ Month	
	Vermi-Composting	MT/ Month	
	Refuse Derived Fuel	MT/ Month	
	Waste-to-Energy (Bio Methanation)	MT/ Month	
	Others, specify	MT/ Month	
	Total	MT/ Month	0
	Quantity of waste rejected by processing facilities at intake point		MT/ Month
	Quantity of post-processing rejects sent to dumpsite/ landfills		MT/ Month
	Total Waste Processed in the ULB		MT/ Month

7	Waste Disposal		
7.1	Quantity of waste disposed in <i>compliant</i> landfill sites		MT/ Month
7.2	Quantity of waste disposed in <i>open dump sites</i>		MT/ Month

8	Financial Information		
8.1	Operating Expenses during the year		
	Category		
	Regular Staff & Administration		Rs. Lakhs
	Outsourced / Contract Staff Costs		Rs. Lakhs
	Electricity charges / Fuel Costs		Rs. Lakhs
	Chemical Costs		Rs. Lakhs
	Repairs/Maintenance Costs		Rs. Lakhs
	Contracted Services Cost		Rs. Lakhs
	Other Costs (Specify)		Rs. Lakhs
	Total		Rs. Lakhs
8.2	Operating Revenues during the year		
	Arrears at the end of previous year		Rs. Lakhs
	Demand Raised		
	Tax / Cess - solid waste service only		Rs. Lakhs
	User Charges		Rs. Lakhs
	Fixed Charges based on Property Tax/ State Taxes/Cess/Surcharges		Rs. Lakhs
	Sale of Recyclables		Rs. Lakhs
	Sale from processing - compost/energy		Rs. Lakhs

Royalty	Rs. Lakhs
Others	Rs. Lakhs
Total Revenue Demand	Rs. Lakhs
Collection against arrears	Rs. Lakhs
Collection against current demand	Rs. Lakhs

9	Customer Service	
	Complaints received during the year	Number
	Complaints resolved with in 24 hours during the year	Number

Additional Information (Optional)

10	Staff Information			
	<i>Category</i>	<i>Unit</i>	<i>Sanctioned</i>	<i>Working</i>
	Senior Management - Health Officer	Number		
	Sanitary Inspector	Number		
	Sanitary Supervisor	Number		
	Maistries /Safai Karam chari	Number		
	Cleaners/ Drivers	Number		
	Labourers	Number		
	Others (Specify)	Number		
	Total	Number		
11.0	Are daily records of waste received at compliant landfill maintained (MSW 2000)			Tick appropriate
12.0	Is weighbridge available at landfill site?			Tick appropriate
13.0	Are daily records of waste received at open dumpsites maintained			Tick appropriate
14.0	Is weighbridge available at dumpsite?			Tick appropriate

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Name of the Town or Utility	
SN	Indicators
1	Household level coverage of solid waste management services
2	Efficiency of collection of municipal solid waste
3	Extent of segregation of municipal solid waste
4	Extent of municipal solid waste recovered
5	Extent of scientific disposal of municipal solid waste
6	Extent of cost recovery in solid waste management services
7	Efficiency in collection of solid waste management charges
8	Efficiency in redressal of customer complaints

MT / Month	
MT / Month	
MT / Month	
MT / Month	
MT / Month	
MT / Month	
MT / Month	0

Number	
Number	
Number	
Number	
	0

MT/ Month	
MT/ Month	

MT/ Month	
MT/ Month	
MT/ Month	0

0

Yes / No
Yes / No
Yes / No
Yes / No

