



GANGTOK MUNICIPAL CORPORATION

Dated:29.9.18

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 is being looked after by Gangtok Municipal Corporation .The Service Level benchmarking achieved by the Corporation in Gangtok for Solid Waste Management for the year 2017-18 and its target for the year 2018-19 are as under :-

Sl. No.	Parameters	MOHUA Benchmarks	SERVICE LEVEL BENCHMARKS	
			Status 2017-18	Target 2018-19
1.	Household level coverage of Solid Waste Management Services	100%	87%	89%
2.	Efficiency of collection of municipal waste	100%	88%	90%
3.	Extent of segregation of municipal waste	100%	45%	46%
4.	Extent of municipal waste recovered	80%	53%	54%
5.	Extent of scientific disposal of municipal solid waste	100%	42%	44%
6.	Efficiency in redressal of customer complaints	80%	100%	100%
7.	Extent of cost recovery in SWM services.	100%	52%	53%
8.	Efficiency in collection of SWM charges.	90%	61%	64%