

## 166 Ghaziabad

## Service Level Benchmarking - Water Supply Data for 2019

No	Code	Input Nomenclature		Value	Logic/Remark
	I	COVERAGE OF WATER SUPPLY CONNECTIONS			63+14 Input fields
		<i>Water Service Coverage - Number of Connections</i>	%	79.3	AU*100/XE
1	AA	Domestic Connections (Metered Functional)			
2	AB	Domestic Connections (Metered Non-Functional)	Number	0	Input field
3	AC	Domestic Connections (Unmetered)	Number	0	Input field
4	AD	Domestic connections (Total)	Number	259777	Input field
5	AE	Bulk supply Apartments (Metered Functional)	Number	259777	(AA+AB+AC)
6	AF	Bulk supply Apartments (Metered Non-Functional)	Number	0	Input field
7	AG	Bulk supply Apartments (Unmetered)	Number	0	Input field
8	AH	Bulk supply Apartments (Total)	Number	281	Input field
9	AI	Bulk supply Layouts/Societies (Metered Functional)	Number	281	(AE+AF+AG)
10	AJ	Bulk supply Layouts/Societies (Metered Non-Functional)	Number	0	Input field
11	AK	Bulk supply Layouts/Societies (Unmetered)	Number	0	Input field
12	AL	Bulk supply Layouts/Societies (Total)	Number	9612	Input field
13	AM	Others - Specify (Metered Functional)	Number	9612	(AI+AJ+AK)
14	AN	Others - Specify (Metered Non-Functional)	Number	0	Input field
15	AO	Others - Specify (Unmetered)	Number	0	Input field
16	AP	Others - Specify (Total)	Number	0	Input field
17	AQ	Total Number of Water Supply Connections	Number	0	(AM+AN+AO)
			Number	269670	(AD+AH+AL+AP)
		<i>Water Service Coverage - Households Served</i>			
18	AR	Households served by Domestic Connections			
19	AS	Households served by Bulk supply - Apartments	Number	259777	Input field
20	AT	Households served by Bulk supply - Layouts/Societies	Number	281	Input field
21	AU	Total Households served with Water Supply	Number	9612	Input field
		<i>*Households served by own sources such as wells, handpumps shall not be included</i>			AR+AS+AT
	II	PER CAPITA SUPPLY OF WATER			
		<i>Water Production Capacity</i>	LPCD	130.12	(BC+BD+BE+BG+BJ)*10 <sup>6</sup> /XC
22	AV	Installed Capacity of Treatment Plants for Surface Water Sources			
23	AW	Volume of water produced through Surface Water Sources	MLD	120	Input field
24	AX	Installed Capacity of Treatment Plants for Ground Water Sources	MLD	56	Input field
25	AY	Volume of water produced through Ground water (power pumps)	MLD	0	Input field
26	AZ	Volume of water produced through any Other Sources	MLD	288	Input field
27	BA	Total Installed Capacity	MLD	0	Input field
28	BB	Total Volume of water produced	MLD	120	AV+AX
			MLD	344	AW+AY+AZ
		<i>Water Consumption</i>			
29	BC	Volume of water billed from Domestic Connections	MLD	237	Input field
30	BD	Volume of water billed from Bulk supply Apartments	MLD	15	Input field
31	BE	Volume of water billed from Bulk supply Layouts/Societies	MLD	12	Input field
32	BF	Volume of water billed from Non domestic Connections	MLD	0	Input field
33	BG	Volume of water billed from Public taps	MLD	0	Input field
34	BH	Volume of water billed from any other sources	MLD	0	Input field
35	BI	Total Volume of water billed	MLD	264	BC+BD+BE+BF+BG+BH
36	BJ	Total Volume of water unbilled (free supplies to Public taps)	MLD	1.6	Input field
37	BK	Total Volume of water unbilled (free connections eg. Religious institutions etc)	MLD	1	Input field
	III	EXTENT OF NON REVENUE WATER (NRW)	%	23.26	(BB-BI)*100/BB
38	BB	Total Volume of Water Produced	MLD	344	BB
39	BI	Total Volume of Water Billed	MLD	264	BI
	IV	EXTENT OF METERING OF WATER SUPPLY CONNECTIONS	%	-	(BL+BP+BT)*100/BU
40	BL	Non domestic incl. commercial/Indus/Instl. (Metered Functional)	Number	0	Input field
41	BM	Non domestic incl. commercial/Indus/Instl. (Metered Non-Functional)	Number	0	Input field
42	BN	Non domestic incl. commercial/Indus/Instl. (Unmetered)	Number	0	Input field
43	BO	Non domestic incl. commercial/Indus/Instl. (Total)	Number	0	BL+BM+BN
44	BP	Public taps (Metered Functional)	Number	0	Input field
45	BQ	Public taps (Metered Non-Functional)	Number	0	Input field
46	BR	Public taps (Unmetered)	Number	160	Input field
47	BS	Public Taps (Total)	Number	160	BP+BQ+BR
48	BT	Total number of metered and functional connections (domestic, bulk supply, others)	Number	0	AA+AE+AI+AM
49	BU	Total number of Water Supply Connections	Number	269830	AQ+BO+BS
	IV	CONTINUITY OF WATER SUPPLY	Hours per Day	4.50	(BW*BV/30)
		<i>Water Supply Frequency</i>			
50	BV	Days of supply per month	Number	30	Input field
51	BW	Average duration of each supply	Hours	4.5	Input field

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V EFFICIENCY OF REDRESSAL OF COMPLAINTS		%	97.1	(BY*100/BX)	
<b>Consumer Services</b>					
52	BX	Complaints received during the year	Number	8156	Input field
53	BY	Complaints resolved within 24 hours during the year	Number	7922	Input field
VI QUALITY OF WATER SUPPLIED			95.34	(CQ*100/CP)	
<b>Treated Water Quality Surveillance</b>					
54	CA	Residual Chlorine - No. of Samples taken at the outlet of Water Treatment Plant (in a year)	Number	360	Input field
55	CB	Residual Chlorine - No. of Samples taken at intermediate points (in a year)	Number	1610	Input field
56	CC	Residual Chlorine - No. of Samples taken at consumer end (in a year)	Number	3518	Input field
57	CD	Total Samples taken for Residual Chlorine tests	Number	5488	CA+CB+CC
58	CE	Number of Samples Passed	Number	5232	Input field
59	CF	Physical/Chemical - No. of Samples taken at the outlet of Water Treatment Plant (in a year)	Number	0	Input field
60	CG	Physical/Chemical - No. of Samples taken at intermediate points (in a year)	Number	0	Input field
61	CH	Physical/Chemical - No. of Samples taken at consumer end (in a year)	Number	6	Input field
62	CI	Total Samples taken for Physical and Chemical tests	Number	6	CF+CG+CH
63	CJ	Number of Samples Passed	Number	6	Input field
64	CK	Bacteriological - No. of Samples taken at the outlet of Water Treatment Plant (in a year)	Number	0	Input field
65	CL	Bacteriological - No. of Samples taken at intermediate points (in a year)	Number	0	Input field
66	CM	Bacteriological - No. of Samples taken at consumer end (in a year)	Number	0	Input field
67	CN	Total Samples taken for Bacteriological tests	Number	0	CK+CL+CM
68	CO	Number of Samples Passed	Number	0	Input field
69	CP	Total Number of Samples taken for all types of tests	Number	5494	CD+CI+CN
70	CQ	Total Tests Passed	Number	5238	CE+CJ+CO
VII COST RECOVERY IN WATER SUPPLY SERVICES		%	84.73	(DD*100/CY)	
<b>Financial Information - Operating Expenses</b>					
71	CR	Regular Staff and administration	Rs Lakhs	1352.20	Input field
72	CS	Outsourced/Contract Staff Costs	Rs Lakhs	188.01	Input field
73	CT	Electricity Charges/Fuel Costs	Rs Lakhs	2683.25	Input field
74	CU	Chemical Costs	Rs Lakhs	45.00	Input field
75	CV	Repairs/Maintenance Costs	Rs Lakhs	488.41	Input field
76	CW	Bulk (Raw/Treated) Water Charges	Rs Lakhs	125.00	Input field
77	CX	Other Costs	Rs Lakhs	0.00	Input field
78	CY	Total Operating Expenditure	Rs Lakhs	4881.87	CR+CS+CT+CU+CV+CW+CX
<b>Financial Information - Operating Revenues</b>					
79	CZ	Arrears at the beginning of previous year (2017-18)	Rs Lakhs	319.68	Input field
80	DA	Revenue demand from user charges	Rs Lakhs	5.00	Input field
81	DB	Revenue demand from tax/cess - Water Service only	Rs Lakhs	4131.46	Input field
82	DC	Revenue demand from other revenues (eg. connection costs/Donations etc)	Rs Lakhs	0.00	Input field
83	DD	Total Revenue Demand for previous year	Rs Lakhs	4136.46	DA+DB+DC
VII COLLECTION EFFICIENCY OF WATER SUPPLY RELATED CHARGES		%	85.89	(DF*100/DD)	
84	DD	Total Revenue Demand for previous year (from user charges, taxes etc)	Rs Lakhs	4136.46	DD
85	DF	Collection against arrears (2018-19)	Rs Lakhs	224.78	Input field
86	DF	Collection against the current demand of previous year (2018-19)	Rs Lakhs	3552.79	Input field
Additional Information (Optional)					
<b>Staff Information</b>					
91	EA	Senior Management (Sanctioned)	Number	1	input field
92	EB	Senior Management (Working)	Number	1	input field
93	EC	Engineers (Sanctioned)	Number	9	input field
94	ED	Engineers (Working)	Number	7	input field
95	EE	Clerks/Accountants (Sanctioned)	Number	5	input field
96	EF	Clerks/Accountants (Working)	Number	3	input field
97	EG	Work Inspectors/Meter Readers (Sanctioned)	Number	8	input field
98	EH	Work Inspectors/Meter Readers (Working)	Number	2	input field
99	EI	Electricians/Fitters (Sanctioned)	Number	1	input field
100	EJ	Electricians/Fitters (Working)	Number	1	input field
101	EK	Lines men/plumbers (Sanctioned)	Number	2	input field
102	EL	Lines men/plumbers (Working)	Number	2	input field
103	EM	Labourers (Sanctioned)	Number	72	input field
104	EN	Labourers (Working)	Number	66	input field
105	EO	Total (Sanctioned)	Number	98	EA+EC+EE+EG+EI+EK+EM
106	EP	Total (Working)	Number	82	EB+ED+EF+EH+EJ+EL+EN


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WATER SUPPLY INDICATOR VALUES				
	Indicator	Unit	Value	Reliability
1	Coverage of water supply connections	%	79.3	
2	Per capita available of water at consumer end	L.pcd	130.1	
3	Extent of metering of water connections	%	0.0	
4	Extent of Non Revenue Water	%	23.3	
5	Continuity of water supply	Hours/Day	4.5	
6	Efficiency in redressal of customer complaints	%	97.1	
7	Quality of water supplied	%	95.3	
8	Cost recovery in water supply services	%	84.7	
9	Efficiency in collection of water supply related charges	%	85.9	

  
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