

Chapter 9

Basic Facility in Urban bodies

- **Basic facilities available in Urban bodies**
- **Basic facilities available in Nagar Panchayats**
- **Basic facilities available in Municipal Councils (Nagar Palika Parishad)**
- **Basic facilities available in Municipal Corporations(Nagar Nigam)**

- 9.1** After the formation of Chhattisgarh state, economic activities have expanded rapidly in the cities and industrial areas of the state. As a result, there has been migration from rural areas to urban areas due to various reasons. This has led to a rapid increase in the population of urban areas.
- 9.2** It is the responsibility of the urban bodies to provide basic facilities to the citizens in urban areas, hence it becomes necessary to evaluate the quantity and quality of the basic services being provided by the local bodies, so that the urban bodies can know the need of resources for this and a time bound plan can be made to ensure the prescribed quantity and quality.
- 9.3** In this chapter, along with above references. study of basic facilities being provided by urban local bodies has been done.

Accepted sample size

- 9.4** Fourth state finance commission Obtained data from 82 urban bodies out of 170 for study of basic facilities in urban bodies and their financial status.
- 9.5** Information from the urban bodies was sought online through questionnaires. The accuracy of the data received from these bodies was verified and the information received from 82 urban bodies was accepted for the study as the sample size.
- 9.6** For the study of basic facilities and financial status of Nagar panchayats 49 Nagar Panchayats out of 112 were accepted as sample size, which is 43.7% of the total number of Nagar Panchayats and 46.5% of the total population residing in all Nagar panchayats of the state.
- 9.7** For the study of basic facilities of municipalities and their financial position. 26 municipalities out of 44 have been accepted as sample size which are 59% of the total number of municipalities and 53.6% of the total population residing in all municipalities of state.
- 9.8** For the study of municipal corporation, 7 municipal corporation out of 14 municipal corporations in the state have been accepted as the sample size. In the municipal corporations of sample size 60.9% of the total population of all municipal corporations in the state resides.
- 9.9** The fourth state Finance commission has adopted a large-scale sample size for the study of urban bodies, under which the access to basic facilities to almost half of the total population of urban bodies has been studied.

9.10 The commission also faced difficulty in obtaining online information through questionnaires. The information provided by many municipal bodies was erroneous and incomplete. Despite reminders to correct the errors, the information, received was incomplete. Especially in case of municipal corporation more errors were found in the information obtained from municipal corporations. Hence the study of the basic facilities in Urban bodies and their financial status became more laborious.

Basic facilities available in Urban bodies

9.11 As the commission's view has been made clear in point 2.19 of chapter 2, the centre of our discourse will be the basic amenities provided by the local bodies. In this context, in this chapter basic civic amenities like water supply, solid waste management, sewerage arrangements etc. which are being provided by the urban bodies will be analyzed.

9.12 This analysis has been done on the basis of the report of the ministry of Urban Welfare, Government of India (2010-11), Chhattisgarh Data Book 2015-16, Information received from the Urban Administration and Welfare Department and data collected by the commission.

Table No - 9.1
Water Supply Service (Urban Bodies)

S. No.	Indicators	Benchmark Value	Year wise achievement			
			2010-11 *	2015-16 #	2019-20 &	2021-22 \$
1.1	Extension of water supply connection	100.00%	24.26	38.91	42.83	56.31
1.2	Per capita water availability	135 lpcd	46.16	73.58	81.64	93.04
1.3	Expansion of Meterization of water supply connection	100.00%	0.89	0.21	3.74	34.20
1.4	Quantity of Non-Revenue water	20.00%	65.31	50.98	36.74	-
1.5	Continuity of water supply	24 hours	3.03	2.91	3.07	-
1.6	Efficiency to resolve the consumer complaints	80.00%	73.85	78.59	86.54	-
1.7	Quality of supplied water	100.00%	61.25	77.48	94.19	-
1.8	Cost recovery in water supply	100.00%	25.85	44.44	31.13	32.53

* Ministry of Urban Development Government of India, Service Levels in Urban Water and Sanitation Sector Status Report (First Edition, 2010-2011).

Performance Assessment Report Urban Water and Sanitation Sector, Chhattisgarh Databook 2015-2016.

& Information received from the Urban Administration Department

\$ Data Collected by Commission %2021&22%

- 9.13** In the year 2010-11, 24.26% of the houses in local urban bodies were provided with water supply service which increased to 38.19% in 2015-16, 42.83% in 2019-20 and 56.31% in 2021-22. Thus, against the prescribed limit of 135 liters of water per person per day, 93.04 liters of water is being provided by the local urban bodies. Improvement in water quality is also been made.
- 9.14** Cost recovery of supplied water and metering in houses is set at 100% level. against which the achievements are 32.53% and 34.02% respectively which is almost one third of the prescribed target. There is a need to focus on water quality and continuity of water supply etc. In Table no 9.1, above facts can be seen.

Solid waste management

- 9.15** Collection, segregation, reuse, scientific disposal and cost recovery under solid waste management is a special and challenging task. The urban bodies of the state have done a commendable Job in this field.
- 9.16** According to sample data, about 14 metric tons of solid waste is being generated in the municipal area, out of which 99% is being collected by the civic bodies. 67% of the roads are also being cleaned regularly.
- 9.17** Commendable Job has been done in the area of solid waste management by the urban bodies of the state. There have been more than 90% achievements on four major points out of various points of the prescribed parameters for solid waste management. It is necessary to keep focus on cost recovery and the scientific disposal of the wastes. The progress of the works done by urban bodies in this field can be seen below in Table no - 9.2

Table 9.2
Solid Waste Management (Urban bodies)

S. No.	Indicators	Benchmark Value	Year wise achievement			
			2010-11 *	2015-16 #	2019-20 &	2021-22 \$
2.1	Expansion of Solid Waste Management Service	100.00%	11.17	29.82	96.26	93.44
2.2	Solid waste collection capacity	100.00%	77.49	88.26	96.26	99.28
2.3	Separation of Urban Solid Waste	100.00%	0.16	4.14	96.26	93.85
2.4	Reuse of Urban Solid Waste	80.00%	0.12	2.60	96.26	91.55
2.5	Scientific disposal of Urban Solid Waste	100.00%	0.00	0.01	98.64	-
2.6	Cost recovery in Solid Waste Management	100.00%	12.08	27.54	42.89	34.18
2.7	Ability to resolve consumer complaints	80.00%	71.42	79.12	89.36	-

9.18 Under any system, cost recovery plays a major role in providing continuity to that system. It is important to operate and to provide continuity to the system. There is a lot of Scope for work in this area. The cost recovery in solid waste management by Urban bodies is about one-third.

Sewerage management

9.19 The present availability of toilets in the houses in the urban body areas of the state is 100%. while in the year 2010-11, toilets were available in the 70.18% households, it increased to 74.22% in 2015-16, 96.26% in 2019-20 and 100% in 2021-22.

Table 9.3
Sewerage Management (Urban Bodies)

S. No.	Indicators	Benchmark Value	Year wise achievement			
			2010-11 *	2015-16 #	2019-20 &	2021-22 \$
3.1	Availability of toilets	100.00%	70.18	74.22	96.26	100
3.2	Extent of Sewerage network service	100.00%	2.07	0.13	0.19	-
3.3	Collection Capacity of Sewage Network	100.00%	0.00	0.12	0.31	-
3.4	Sewage treatment capacity sufficiency	100.00%	0.00	0.71	4.26	-
3.5	Quality of treated sewage water	100.00%	0.00	2.56	2.38	-
3.6	Quantity of sewage reuse treated water	20.00%	0.00	0.00	0.00	-
3.7	Cost recovery in sewerage	100.00%	0.00	11.89	2.99	-
3.8	Ability of resolve consumer complaints	80.00%	11.13	75.89	88.25	-
3.9	Cost recovery Potential in Sewerage	90.00%	0.00	3.16	0.00	-

9.20 Sewerage treatment is installed in about 43% Municipal Corporation. 4% Municipalities and 2% Nagar Panchayat areas. Its percentage in total urban body is only 7.3.

9.21 In the field of sewage management except the availability of toilets in the houses, the progress of the urban bodies on other points has been disappointing, no significant progress has been made in the areas of sewage disposal network, collection capacity, treatment capacity etc. after the formation of the state, which now needs to be focused on. Information about the achievement of urban areas in sewage management is given below.

Availability of roads and drains

- 9.22** The total length of roads in urban bodies of the state is 5469 KM in which 17% roads are unpaved drain facility is available in 76.15%. Roads with drains are available to 72.09% of the population of urban bodies.

Lighting facility

- 9.23** Lighting facility is available in the 78.61% of the total length of the roads. 74.83% of total public places and in 78.61% roads in urban bodies are equipped with lighting facilities.

Other facilities in Urban Bodies

- 9.24** CCTV is installed in about 24% of urban bodies, this facility is available to about 8% of the population.
- 9.25** 84% of the urban bodies have veterinary hospitals and 95% of the urban bodies have kennels.
- 9.26** According to census 2001, 24.45% of the total population lived in slums which has decreased to 22.46% as per census 2011.
- 9.27** Work has been done on almost all the indicators in the field of solid waste management as part of the basic services provided by the urban bodies. But in other services like water supply, sewerage management, roads and drains, lighting facility etc. there is a fulfillment gap between the prescribed service supply and service quality standards and its availability in present situation. **Therefore, the commission recommends that work should be done by preparing a time-bound action plan to fill the existing gap in the indicators or standards set for the availability and quality of basic services.**

Basic facilities available in Nagar Panchayats:

As per census 2011, 59.39 lakhs of the population reside in the urban bodies of the state in which 17% population lives in the 112 Nagar Panchayats of the state.

Point-wise analysis of the basic facilities made available by the Nagar panchayats is as follows –

Water Supply Service (Nagar Panchayats)

- 9.28** The average percentage of houses with tap water facility in the Nagar Panchayat areas of the state is 33.72. It is more than 80% in Nagar Panchayat Arjunda District –

Balod and Nagar Panchayat Saja, District – Bemetara, whereas in Nagar Panchayat Bishrampur, District – Surajpur and Nagar Panchayat Khongapani, District – Korea, this facility is zero percent.

Table 9.4
Water Supply Service (Nagar Panchayat)

S. No.	Indicators Water supply services	Benchmark Value	Year wise achievement			
			2010-11 *	2015-16 #	2019-20 &	2021-22 \$
1.1	Extension of water supply connection	100.00%	0.00	31.39	34.39	33.72
1.2	Per capita water availability	135 lpcd	0.00	62.36	73.34	83.94
1.3	Expansion of Meterization of water supply connection	100.00%	0.00	0.14	0.00	0.00
1.4	Quantity of Non-Revenue water	20.00%	0.00	54.93	40.35	-
1.5	Continuity of water supply	24 hours	0.00	2.63	2.96	-
1.6	Efficiency to resolve the consumer complaints	80.00%	0.00	68.95	87.56	-
1.7	Quality of supplied water	100.00%	0.00	66.48	94.86	-
1.8	Cost recovery in water supply	100.00%	0.00	39.43	31.68	30.95

- 9.29** The houses getting water facility from public tap are 8.92%. Among the available resources. 23.03% water facility is available through hand pump, 21.09% through own resources and the remaining through other sources.
- 9.30** At the state level, the average percentage of water tax collection against water supply expenditure by Nagar Panchayats is 30.95 in one third of Nagar Panchayats, the collection of water tax against water supply is zero percent.
- 9.31** The percentage of metered tap connections in Nagar Panchayats is also zero. The average water availability per person per day in Nagar Panchayat area is 83.94 litres against 135 litres.
- 9.32** The performance of Nagar Panchayats against the prescribed standards for water supply can be seen in Table 9.4 .

Solid Waste Management in Nagar Panchayats

9.33 On an average 1.55 metric tons of solid waste is being generated every day from the Nagar Panchayat areas in the state which is being collected 100 percent.

Table 9.5
Solid waste management (Nagar Panchayat)

S. No.	Indicators	Benchmark Value	Year wise achievement			
			2010-11 *	2015-16 #	2019-20 &	2021-22 \$
3.1	Expansion of Solid Waste Management Service	100.00%	0.00	18.66	98.20	93.59
3.2	Solid waste collection capacity	100.00%	0.00	82.99	98.20	100
3.3	Separation of Urban Solid Waste	100.00%	0.00	0.00	98.20	83.89
3.4	Reuse of Urban Solid Waste	80.00%	0.00	0.00	98.20	65.96
3.5	Scientific disposal of Urban Solid Waste	100.00%	0.00	0.00	98.20	-
3.6	Cost recovery in Solid Waste Management	100.00%	0.00	25.76	54.28	31.80
3.7	Ability of resolve consumer complaints	80.00%	0.00	72.98	90.44	-

9.34 Arrangements for waste collection have been made in 100 percent areas under most of the Nagar Panchayat areas. At the state level, waste collection system is available in 93.6% of Nagar Panchayat areas.

9.35 At the state level, 83.89% of the solid waste collected in Nagar Panchayat areas is being separated and 65.96% is being recycled.

9.36 At the state level, 34.2% of the total length of roads, constructed in Nagar Panchayat areas are being cleaned regularly.

9.37 Nagar Panchayats are able to recover only 31.8% of the expenditure being incurred by Nagar Panchayat areas for solid waste collection.

Sewerage Management in Nagar Panchayats

9.38 In the Nagar Panchayat areas of the state, the average percentage of the population having access to private toilets is 100%, while the average percentage of the population having access to public toilets is 22. 42.

Table No. - 9.6
Sewerage Management (Nagar Panchayat)

S. No.	Indicators	Benchmark Value	2010-11 *	2015-16 #	2019-20 &	2021-22 \$
2.1	Availability of toilets	100.00%	0.00	63.38	98.20	100
2.2	Extent of Sewerage network service	100.00%	0.00	0.00	0.00	-
2.3	Collection Capacity of Sewage Network	100.00%	0.00	0.00	0.00	-
2.4	Sewage treatment capacity sufficiency	100.00%	0.00	0.00	0.00	-
2.5	Quality of treated sewage water	100.00%	0.00	0.00	0.00	-
2.6	Quantity of sewage reuse treated water	20.00%	0.00	0.00	0.00	-
2.7	Cost recovery in sewerage	100.00%	0.00	9.61	3.54	-
2.8	Ability to resolve consumer complaints	80.00%	0.00	69.29	89.38	-

9.39 In the Nagar Panchayat areas of the state, underground water/sewage drainage system has not been made and sewerage treatment plant has also not been developed. There is a need to take initiative for this.

9.40 In sewerage management, apart from the availability of toilets, there are parameters set for sewage disposal network, treatment of sewage water, quality of treated water and its re-use and cost recovery of sewerage on which well-planned work needs to be done in the Nagar Panchayat areas of the state. Performance of Nagar Panchayats on various points of sewage management areas can be seen in Table 9.6.

Roads and lighting facility (Nagar panchayats)

9.41 At the state level about 83.2% of the roads available in Nagar panchayat areas are paved roads while 16.8%. are unpaved roads.

- 9.42** Of the paved and unpaved roads in Nagar Panchayat areas, about 54.7% are the roads which have drains built on their sides. About 72.5% of the population of Nagar Panchayats resides in these areas.
- 9.43** The lighting facility along the roads in nagar panchayat areas in the state is also satisfactory. About 87% of the roads in nagar panchayat areas have lighting facilities and there are lighting facilities available in 80% of the public places.

Other Facilities in Nagar Panchayats

- 9.44** CCTV cameras are installed in 14.3% Nagar Panchayats in state which covers the security surveillance of 5.96% of the population of Nagar Panchayats.
- 9.45** Facility of veterinary hospitals are available in 83.7% of Nagar panchayats and green yards are built in 100% of Nagar panchayats.
- 9.46** According to Census 2011, 22327 people of Nagar Panchayat areas live in unclean slums which is 5.5% of the total population of these areas.

Basic facilities available in municipal councils (Nagar Palika Parishad)

Water supply services

- 9.47** As per Census 2011, 18.70 % of the urban population lives in Nagar Palika Parishads. Further, 12.8% of the population of Nagar Palika Parishads lives in slum areas.
- 9.48** At the state level tap water connection facility is available in 45.04% households of municipality areas. According to the data collected by the commission from 26 municipalities, the percentage of households having tap water connection is high in municipalities of Dongargarh (100%) Khairagarh (85.2%), Mungeli (81.03%), Balod (77.5%), Kawardha (72.5%) while it is low or very low in the municipalities of Deopka (5-7%), Sakti (6.1%), Balrampur (6.1%), Dalli Rajhara (9.97%). According to the study, municipalities with almost 50% households having tap water connection are more than 40%.
- 9.49** In the municipalities, the number of houses with tap water meters is zero. The cost recovery of water supply in municipalities is merely one third.
- 9.50** About 11.2% of the houses in municipality areas are availing water supply service through public taps. Only 64.4% of the population in municipality areas are advantaged with tap water facility. Rest are availing water through their own sources/Hand-Pumps and through other sources.

- 9.51** Per capita per day availability of water in the municipality areas of the state is 97.6 Litres. The average water purification capacity in municipal areas is 457.73 MLD, which is much less than the required quantity resulting in low per capita availability of treated water.
- 9.52** As per study, the average percentage of water tax collection against expenditure on water supply by about 23% municipalities at the state level is more than 50%. The average percentage of water tax collection is better in Champa (100%), Jamul and Dongargarh (65%), Whereas in Deepka, Jashpur and Bijapur municipalities, the percentage of water tax collection is negligible.
- 9.53** The Progress of 10 years based on the standards set for water supply service is as follows –

Table – 9.7
Water Supply Service (Nagar Palika)

S. No.	Indicators	Benchmark Value	2010-11 *	2015-16 #	2019-20 &	2021-22 \$
1.1	Extension of water supply connection	100.00	25.20	38.31	41.61	45.04
1.2	Per capita water availability	135	43.65	73.90	77.57	97.62
1.3	Expansion of Meterization of water supply connection	100.00	0.00	0.02	0.00	0.00
1.4	Quantity of Non-Revenue water	20.00	65.27	51.14	34.02	-
1.5	Continuity of water supply	24 hours	2.83	2.85	2.99	-
1.6	Efficiency to resolve the consumer complaints	80.00	76.88	79.38	89.50	-
1.7	Quality of supply water	100.00	40.00	77.18	95.86	-
1.8	Cost recovery in water supply	100.00	21.42	38.33	29.36	32.89

Sewerage Management

- 9.54** In the municipal areas of the state, the average population with access to private toilets is 84.9%, while the average population with access to public toilets is 20.4%.
- 9.55** Underground water/sewage system has not been developed in the Municipal Areas of the State and Sewerage treatment plant has also not been constructed. Sewerage treatment plant is established only in Kawardha Municipality.

9.56 The progress in all the points except toilet availability in the Municipalities of the State is disappointing, which can be seen in Table 9.8

Table 9.8
Sewerage Management (Nagar Palika)

S. No.	Indicators (sewerage management)	Benchmark Value	2010-11 *	2015-16 #	2019-20 &	2021-22 \$
2.1	Availability of toilets	100.00%	67.69	74.29	97.73	84.93
2.2	Extent of Sewerage network service	100.00%	0.83	0.00	0.00	-
2.3	Collection Capacity of Sewage Network	100.00%	0.00	0.00	0.00	-
2.4	Sewage treatment capacity sufficiency	100.00%	0.00	0.00	0.00	-
2.5	Quality of treated sewage water	100.00%	0.00	0.00	0.00	-
2.6	Quantity of sewage reuse treated water	20.00%	0.00	0.00	0.00	-
2.7	Cost recovery in sewerage	100.00%	0.00	13.43	1.86	-
2.8	Ability of resolve consumer complaints	80.00%	2.63	74.90	91.36	-

Solid Waste Management

9.57 An average of 4.37 metric tonnes of solid waste is being generated daily in the municipal areas, of which 96% is being collected.

9.58 Collection system has been developed in 92.5% of the Municipal areas in the State. most of the areas under Municipalities have their systems for waste -collection. on the state level, amount of separation from total amount of solid waste management is 95.8%

9.59 At the state level, 58.47% of the solid waste collected daily in Municipal areas is being recycled.

9.60 At the state level, 37.1% of the total length of roads constructed in Municipal areas is being cleaned regularly.

9.61 Only 44% of the expenditure made on solid waste collection is being recovered by the municipalities.

Availability of roads and lighting facility

9.62 About 77.3% of the roads available in the municipal areas are paved roads, while 22.7%. are unpaved roads.

Table 9.9
Solid Waste Management (Nagar Palika)

S. No.	Indicators	Benchmark Value	2010-11 *	2015-16 #	2019-20 &	2021-22 \$
3.1	Expansion of Solid Waste Management Service	100.00%	1.80	27.02	97.73	92.50
3.2	Solid waste collection capacity	100.00%	75.87	87.83	97.73	95.85
3.3	Separation of Urban Solid Waste	100.00%	0.00	0.85	97.73	93.45
3.4	Reuse of Urban Solid Waste	80.00%	0.00	1.44	97.73	58.37
3.5	Scientific disposal of Urban Solid Waste	100.00%	0.00	0.00	97.73	-
3.6	Cost recovery in Solid Waste Management	100.00%	20.25	30.26	42.05	44.01
3.7	Ability of resolve consumer complaints	80.00%	75.03	75.80	92.70	-

9.63 Of the paved and unpaved roads in the Municipal areas about 31.8%. are the roads which have drains built on their sides. About 68.7% of the population of Municipalities reside in these areas.

9.64 The length of roads with lighting facilities in Municipal areas in the State is about 76.8%. and about 70% of public places have lighting facilities.

Other Facilities in Nagar Palika

9.65 As per census 2011, population of 79,592 people of Municipal areas resides in the uncleaned slums which is 12.8% of the total population in these areas.

9.66 CCTV has been installed in 42.3% of Municipalities in the state. through instalment of CCTV in Municipalities, 11.55% of the population in these areas is under security surveillance.

9.67 80.8% of Municipalities in the state are having veterinary hospitals in their areas and green yards have been made in 96.15% of the Municipalities.

Basic facilities in Nagar Nigams (Municipal Corporation)

Water Supply

- 9.68** 63.02% of the houses in Municipal areas are having facility of Tap water connection. In the Raigarh Municipal Corporation, 100%. houses are having tap water connection. The status of tap water connection is better in the Municipal Corporation of Bhilai (80.9%), Jagdalpur (76.7%) and Durg (70.2%).
- 9.69** The percentage of the houses with tap meters in Municipal Corporations is 72.9% The percentage of the houses with tap meters in Municipal Corporation of Raipur Bhilai-Charoda is 100%.
- 9.70** 87.9% of the population in Municipal Corporations is availing water facility supply through taps. The remaining population is getting water through public handpumps or their own resources.
- 9.71** Per capital per day water availability In Municipal Corporations is 139.7 Liter the average of water treatment capacity in Municipal Corporations is 608 MLD. Per capita availability of treated water is also very less in Municipal Corporation areas.
- 9.72** Meterization of water connection and recovery against water supply cost is also less than 50%. This can be seen in Table 9.10.

Table 9.10

Water Supply Service (Nagar Nigam)

S. No.	Indicators	Strata Value	2010-11 *	2015-16 #	2019-20 &	2021-22 \$
1.1	Extension of water supply connection	100.00%	23.32	47.03	52.50	63.02
1.2	Per capita water availability	135 lpcd	48.67	84.49	94.00	139.71
1.3	Expansion of Meterization of water supply connection	100.00%	1.78	0.48	11.21	43.43
1.4	Quantity of Non-Revenue water	20.00%	65.35	46.87	35.86	-
1.5	Continuity of water supply	24 hours	3.23	3.25	3.25	-
1.6	Efficiency to resolve the consumer complaints	80.00%	70.82	87.43	82.57	-
1.7	Quality of supply water	100.00%	82.49	88.76	91.86	-
1.8	Cost recovery in water supply	100.00%	30.28	55.57	32.36	42.29

Solid waste Management

- 9.73** In Municipal corporation areas, 550 metric tons of solid waste is generated in Raipur and 180 meteoric tone in Bhilai and in the remaining municipal corporation areas, on an average 44 metric tons of solid waste is generated every day.
- 9.74** 99.6% of the Municipal Corporation areas are having facility of solid waste collection. Amount of separation from the total amount of solid waste collection is 94.7%.
- 9.75** 97.5% share of the total solid waste collection in Municipal Corporation areas. is being utilized under recycling process.
- 9.76** Of the total length of the roads constructed in Municipal Corporation areas, 91.6% of the roads are being cleaned regularly.

Table 9.11
Solid Waste Management (Nagar Nigam)

S. No.	Indicators (Solid waste management)	Benchmark Value	2010-11 *	2015-16 #	2019-20 &	2021-22 \$
3.1	Expansion of Solid Waste Management Service	100.00%	20.54	43.77	92.86	95.86
3.2	Solid waste collection capacity	100.00%	79.10	93.96	92.86	99.58
3.3	Separation of Urban Solid Waste	100.00%	0.32	11.58	92.86	94.70
3.4	Reuse of Urban Solid Waste	80.00%	0.25	6.37	92.86	97.46
3.5	Scientific disposal of Urban Solid Waste	100.00%	0.00	0.03	100.00	-
3.6	Cost recovery in Solid Waste Management	100.00%	3.92	26.61	32.36	14.29
3.7	Expansion of Solid Waste Management Service	80.00%	67.82	88.57	84.93	-

Sewarage Management

- 9.77** Underground water/sewage system is built in Durg, Bhilai and Raipur Municipal Corporation and sewerage plants of 218 MLD capacity are installed in Bhilai, Raipur, Raigarh and Jagdalpur municipal corporation.

Table 9.12
Sewerage Management (Nagar Nigam)

S. No.	Indicators (Sewage management)	Benchmark Value	2010-11 *	2015-16 #	2019-20 &	2021-22 \$
2.1	Availability of toilets	100.00%	72.68	85.00	92.86	85
2.2	Extent of Sewerage network service	100.00%	3.32	0.40	0.57	-
2.3	Collection Capacity of Sewage Network	100.00%	0.00	0.37	0.93	-
2.4	Sewage treatment capacity sufficiency	100.00%	0.00	2.12	12.79	-
2.5	Quality of treated sewage water	100.00%	0.00	7.69	7.14	-
2.6	Quantity of sewage reuse treated water	20.00%	0.00	0.00	0.00	-
2.7	Cost recovery in sewerage	100.00%	0.00	12.64	3.57	-
2.8	Ability of resolve consumer complaints	80.00%	19.63	83.49	84.00	-

9.78 To the 85% population of Municipal Corporation areas. There is availability of private toilets.

Availability of Roads in Municipal Corporation areas and Lighting facility

9.79 At the state level about 80% of the roads available in municipal corporation areas are paved and 87% of them have drains built on the side of the roads.

9.80 80% of roads and 80% of public places in municipal areas have lighting facilities.

9.81 11.43% population living in corporation area is covered by CCTV facility.

9.82 The main responsibility of urban local bodies is to provide basic facilities to their citizens and prepare urban development plan for the future. Both these tasks are very important from technical and managerial point of view and require specific skills and updated technical proficiency. **Therefore, the commission recommends that regular arrangements should be made for training of officers and employees of local bodies by reputed institutions.**

...

