

**PERFORMANCE HIGHLIGHTS
WATER SUPPLY (FY 2017-18 to FY 2020-21)**

KPI No.	Performance Indicator	Unit	Average (FY 2020-21)
KPI-WS-1	Population/Water Coverage	%	72.48
KPI-WS-2	Water Production	lpcd	147.61
KPI-WS-3	Water Consumption/Sold	lpcd	100.00
KPI-WS-4	Non-Revenue Water	%	32.21
KPI-WS-5	Un-accounted For Water	%	32.21
KPI-WS-6	Metering Level	%	28.38
KPI-WS-7	Metered Water Sold	%	0.42
KPI-WS-8	Pipe-Breaks/Bursts	Breaks/Bursts per KM	0.18
KPI-WS-9	Pipe-Leakages	Leakages per KM	2.95
KPI-WS-10	Water Supply Complaints	%	3.25
KPI-WS-11	Chemically unfit sources	%	0.00
KPI-WS-12	Biologically Unfit Sources	%	0.00
KPI-WS-13	Water Quality- Required Residual Chlorine Test	%	100.00
KPI-WS-14	Water Quality- Samples passed Residual Chlorine Test	%	80.84
KPI-WS-15	Meeting Average Hourly Demand of water supply Targeted @ 2 hrs per day	%	46.63
KPI-WS-16	Water Operating Staff per 1000 Water Connections	No.	7.22
KPI-WS-17	NO. OF WATER SUPPLY CONNECTIONS ADMINISTERED/LEGALIZED	%	1.52

**PERFORMANCE HIGHLIGHTS
WATER SUPPLY (Year 2021)**

KPI No.	Performance Indicator	Unit	Jan-Mar (2021)	Apr-Jun (2021)	Jul-Sep (2021)	Oct-Dec (2021)	Annual Average	Remarks
KPI-WS-1	Population/Water Coverage	%	72.63	72.89	73.31	74.28	73.28	Yellow
KPI-WS-2	Water Production	lpcd	141.60	152.52	147.28	141.61	145.75	Green
KPI-WS-3	Water Consumption/Sold	lpcd	100.00	100.00	100.00	100.00	100.00	Yellow
KPI-WS-4	Non-Revenue Water	%	29.38	34.44	32.10	29.38	31.33	Yellow
KPI-WS-5	Un-accounted For Water	%	29.38	34.44	32.10	29.38	31.33	Yellow
KPI-WS-6	Metering Level	%	28.32	28.22	28.06	27.70	28.08	Red
KPI-WS-7	Metered Water Sold	%	0.38	0.41	0.37	0.50	0.41	Red
KPI-WS-8	Pipe-Breaks/Bursts	Breaks/Bursts per KM	0.17	0.13	0.19	0.23	0.18	Green
KPI-WS-9	Pipe-Leakages	Leakages per KM	1.99	2.77	2.20	2.29	2.31	Green
KPI-WS-10	Water Supply Complaints	%	2.55	3.73	3.15	2.32	2.94	Green
KPI-WS-11	Chemically unfit sources	%	0.00	0.00	0.00	0.00	0.00	Green
KPI-WS-12	Biologically Unfit Sources	%	0.00	0.00	0.00	0.00	0.00	Green
KPI-WS-13	Water Quality- Required Residual Chlorine Test	%	100.00	100.00	100.00	100.00	100.00	Green
KPI-WS-14	Water Quality- Samples passed Residual Chlorine Test	%	82.40	80.67	84.21	84.15	82.86	Green
KPI-WS-15	Meeting Average Hourly Demand of water supply Targeted @ 2 hrs per day	%	40.00	50.00	39.00	57.50	46.63	Red
KPI-WS-16	Water Operating Staff per 1000 Water Connections	No.	7.24	7.14	7.10	7.08	7.14	Yellow
KPI-WS-17	NO. OF WATER SUPPLY CONNECTIONS ADMINISTERED/LLEGALIZED	%	0.78	0.95	1.58	3.78	1.77	Red

	Good Performance
	Medium Performance
	Poor Performance

PERFORMANCE HIGHLIGHTSWATER SUPPLY (Year 2020)

KPI No.	Performance Indicator	Unit	Jan-Mar (2020)	Apr-Jun (2020)	Jul-Sep (2020)	Oct-Dec (2020)	Annual Average
KPI-WS-1	Population/Water Coverage	%	70.90	71.20	71.97	72.42	71.62
KPI-WS-2	Water Production	lpcd	135.42	144.80	149.10	147.23	144.14
KPI-WS-3	Water Consumption/Sold	lpcd	100.00	100.00	100.00	100.00	100.00
KPI-WS-4	Non-Revenue Water	%	26.16	30.94	32.93	32.08	30.53
KPI-WS-5	Un-accounted For Water	%	26.16	30.94	32.93	32.08	30.53
KPI-WS-6	Metering Level	%	29.01	28.89	28.58	28.41	28.72
KPI-WS-7	Metered Water Sold	%	0.39	0.42	0.38	0.51	0.42
KPI-WS-8	Pipe-Breaks/Bursts	Breaks/Bursts per KM	0.17	0.13	0.19	0.23	0.18
KPI-WS-9	Pipe-Leakages	Leakages per KM	3.09	3.83	3.69	3.37	3.49
KPI-WS-10	Water Supply Complaints	%	3.25	3.40	3.84	2.88	3.34
KPI-WS-11	Chemically unfit sources	%	0.00	0.00	0.00	0.00	0.00
KPI-WS-12	Biologically Unfit Sources	%	0.00	0.00	0.00	0.00	0.00
KPI-WS-13	Water Quality- Required Residual Chlorine Test	%	100.00	100.00	100.00	100.00	100.00
KPI-WS-14	Water Quality- Samples passed Residual Chlorine Test	%	85.71	83.33	79.22	81.07	82.34
KPI-WS-15	Meeting Average Hourly Demand of water supply Targeted @ 2 hrs per day	%	40.00	50.00	39.00	57.50	46.63
KPI-WS-16	Water Operating Staff per 1000 Water Connections	No.	7.41	7.31	7.23	7.26	7.30
KPI-WS-17	NO. OF WATER SUPPLY CONNECTIONS ADMINISTERED/LEGALIZED	%	1.31	1.03	2.76	1.60	1.68

PERFORMANCE HIGHLIGHTS
WATER SUPPLY (Year 2019)

KPI No.	Performance Indicator	Unit	Jan-Mar (2019)	Apr-Jun (2019)	Jul-Sep (2019)	Oct-Dec (2019)
KPI-WS-1	Population/Water Coverage	%	46.77	75.40	74.82	75.55
KPI-WS-2	Water Production	lpcd	179.70	122.31	121.68	125.42
KPI-WS-3	Water Consumption/Sold	lpcd	147.17	91.23	93.28	93.35
KPI-WS-4	Non-Revenue Water	%	18.10	25.41	23.33	25.57
KPI-WS-5	Un-accounted For Water	%	18.10	25.41	23.33	25.57
KPI-WS-6	Metering Level	%	14.97	29.90	29.48	29.17
KPI-WS-7	Metered Water Sold	%	0.00	0.43	0.39	0.52
KPI-WS-8	Pipe-Breaks/Bursts	Breaks/Bursts per KM	0.05	0.13	0.19	0.23
KPI-WS-9	Pipe-Leakages	Leakages per KM	0.92	3.83	3.69	3.37
KPI-WS-10	Water Supply Complaints	%	0.44	2.10	3.77	1.84
KPI-WS-11	Chemically unfit sources	%	0.00	0.00	0.00	0.00
KPI-WS-12	Biologically Unfit Sources	%	1.67	1.67	1.67	1.67
KPI-WS-13	Water Quality- Required Residual Chlorine Test	%	66.67	100.00	41.67	46.67
KPI-WS-14	Water Quality- Samples passed Residual Chlorine Test	%	0.00	0.00	100.00	100.00
KPI-WS-15	Meeting Average Hourly Demand of water supply Targeted @ 2 hrs per day	%	40.00	57.50	62.50	62.50
KPI-WS-16	Water Operating Staff per 1000 Water Connections	No.	6.49	7.06	6.96	6.89
KPI-WS-17	NO. OF WATER SUPPLY CONNECTIONS ADMINISTERED/LEGALIZED	%	0.00	0.00	3.32	2.47

Annual Average
68.13
137.28
106.26
23.10
23.10
25.88
0.34
0.15
2.95
2.04
0.00
1.67
63.75
50.00
55.63
6.85
1.45

**PERFORMANCE HIGHLIGHTS
WATER SUPPLY (Year 2018)**

KPI No.	Performance Indicator	Unit	Jan-Mar (2018)	Apr-Jun (2018)
KPI-WS-1	Population/Water Coverage	%	67.50	68.57
KPI-WS-2	Water Production	lpcd	115.91	132.78
KPI-WS-3	Water Consumption/Sold	lpcd	95.09	95.17
KPI-WS-4	Non-Revenue Water	%	17.96	28.32
KPI-WS-5	Un-accounted For Water	%	17.96	28.32
KPI-WS-6	Metering Level	%	16.05	15.79
KPI-WS-7	Metered Water Sold	%	0.00	0.23
KPI-WS-8	Pipe-Breaks/Bursts	Breaks/Bursts per KM	0.05	0.04
KPI-WS-9	Pipe-Leakages	Leakages per KM	0.92	1.15
KPI-WS-10	Water Supply Complaints	%	0.47	1.11
KPI-WS-11	Chemically unfit sources	%	0.00	0.00
KPI-WS-12	Biologically Unfit Sources	%	1.67	1.67
KPI-WS-13	Water Quality- Required Residual Chlorine Test	%	66.67	100.00
KPI-WS-14	Water Quality- Samples passed Residual Chlorine Test	%	0.00	0.00
KPI-WS-15	Meeting Average Hourly Demand of water supply Targeted @ 2 hrs per day	%	40.00	57.50
KPI-WS-16	Water Operating Staff per 1000 Water Connections	No.	6.96	6.85
KPI-WS-17	NO. OF WATER SUPPLY CONNECTIONS ADMINISTERED/LEGALIZED	%	0.00	3.07

Jul-Sep (2018)	Oct-Dec (2018)	Annual Average
70.06	71.47	69.40
128.04	117.58	123.58
95.27	95.37	95.23
25.59	18.89	22.69
25.59	18.89	22.69
15.44	15.12	15.60
0.21	0.27	0.18
0.06	0.07	0.05
1.10	1.01	1.04
1.98	0.95	1.13
0.00	0.00	0.00
1.67	1.67	1.67
41.67	46.67	63.75
100.00	100.00	50.00
62.50	62.50	55.63
6.70	6.56	6.77
4.48	4.45	3.00

**PERFORMANCE HIGHLIGHT
WATER SUPPLY (Year 2017**

KPI No.	Performance Indicator	Unit	Apr-Jun (2017)
KPI-WS-1	Population/Water Coverage	%	11.66
KPI-WS-2	Water Production	lpcd	514.23
KPI-WS-3	Water Consumption/Sold	lpcd	133.33
KPI-WS-4	Non-Revenue Water	%	74.07
KPI-WS-5	Un-accounted For Water	%	74.07
KPI-WS-6	Metering Level	%	87.31
KPI-WS-7	Metered Water Sold	%	0.00
KPI-WS-8	Pipe-Breaks/Bursts	Breaks/Bursts per KM	0.22
KPI-WS-9	Pipe-Leakages	Leakages per KM	3.67
KPI-WS-10	Water Supply Complaints	%	0.47
KPI-WS-11	Chemically unfit sources	%	0.00
KPI-WS-12	Biologically Unfit Sources	%	19.61
KPI-WS-13	Water Quality- Required Residual Chlorine Test	%	0.00
KPI-WS-14	Water Quality- Samples passed Residual Chlorine Test	%	0.00
KPI-WS-15	Meeting Average Hourly Demand of water supply Targeted @ 2 hrs per day	%	40.00
KPI-WS-16	Water Operating Staff per 1000 Water Connections	No.	42.59

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Jul-Sep (2017)	Oct-Dec (2017)	Jan-Mar (2018)	Annual Average
43.80	45.94	47.68	37.27
166.01	184.96	140.12	251.33
133.33	133.33	133.33	133.33
19.68	27.91	4.84	31.63
19.68	27.91	4.84	31.63
23.25	22.16	21.88	38.65
0.05	0.12	0.25	0.10
0.19	0.17	0.18	0.19
3.67	3.67	3.67	3.67
0.57	0.52	0.29	0.46
0.00	0.00	0.00	0.00
15.69	23.53	11.76	17.65
0.00	20.00	20.00	10.00
0.00	100.00	100.00	50.00
57.50	62.50	62.50	55.63
11.34	10.81	10.42	18.79