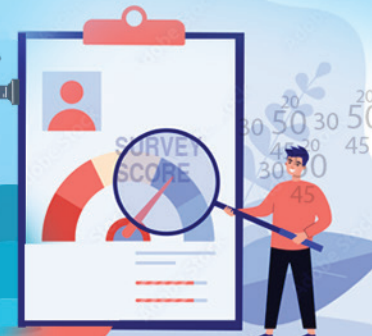


# SURVEY SCORE ALLOCATION



Focus Areas	Maximum score
1. Water utility services	700
2. Used water utility services	700
3. Water bodies	200
4. Non-revenue water	200
5. Best practices and innovations	300
<b>Total</b>	<b>2,100</b>

## 1. Water Utility Services

**Score 700**

Indicator	Maximum score
1.1 Water supply coverage	100
1.2 Water treatment capacity	100
1.3 Water quantity supplied	50
1.4A Water quality (At WTP outlet)	50
1.4B Water quality (At Consumer end)	50
1.4C Portal availability to check water quality supplied	50
1.5 Extent of metering	50
1.6A Cost recovery in water supply services	50
1.6B Water charges collection efficiency	50
1.7A Redressal of complaints via ULB helpline	50
1.7B Redressal of complaints in 24 Hours	50
1.8 Rainwater harvesting efficiency	50

## 2. Used Water Utility Services

**Score 700**

Indicator	Maximum score
2.1 Sewer connection and onsite sanitation coverage	200
2.2 Used water treatment	200
2.3 Reuse of treated used water	200
2.4 Availability of dedicated water testing facility at the used water treatment plant and frequency of testing	100

## 3. Water Bodies

**Score 200**

Indicator	Maximum score
3.1 Health of water-bodies	200

## 4. Non-Revenue Water (NRW)

**Score 200**

Indicator	Maximum score
4.1 Measurement of non-revenue water	100
4.2 Water flow measurement techniques adopted by ULB	100

## 5. Best Practices and Innovation

**Score 300**

Indicator	Maximum score
5.1 24 x 7 water supply	50
5.2 Citizen awareness activities	50
5.3 Training of ULB staff	50
5.4 – 5.8 Best Practices	50
5.9 Development of District Metered Area (DMA)	50
5.10 Source of water supply: Surface/Ground/Both	50