

**GOVERNMENT OF INDIA  
URBAN DEVELOPMENT  
LOK SABHA**

UNSTARRED QUESTION NO:7548  
ANSWERED ON:22.05.2012  
SERVICE LEVEL BENCHMARKING BY ULBS  
Tharoor Shri Shashi

**Will the Minister of URBAN DEVELOPMENT be pleased to state:**

- (a) The status of implementation of Service Level Benchmarking (SLB) by Urban Local Bodies in cities including the details of cities piloting the same;
- (b) The cities which have reported their service level benchmarking indicators;
- (c) The steps taken by the Union Government to ensure implementation of SLB by the ULBs of other cities;
- (d) Whether other States and cities are also implementing SLB;
- (e) If so, whether the Union Government has proposed a mechanism to include citizens in verifying the SLB indicators;and
- (f) If so, the details thereof?

**Answer**

MINISTER OF THE STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI SAUGATA ROY)

- (a): The status is at annexure-I. It is mandatory for Municipalities and Municipal Corporations to notify current service levels and targets, hence no question of piloting the implementation of SLB arises
- (b): The list of cities is at Annexure-II
- (c): The Ministry of Urban Development has taken up the following steps:
  - i. Providing training on Service Level Benchmarking Indicators through a National Technical Support Unit
  - ii. The Ministry has been providing training for capacity building and handholding support on SLB to city officials.
  - iii. States have been asked to constitute a State Level SLB Cell with a composition of people drawn from the different service providing agencies.
- (d): Yes, Madam
- (e) & (f): No, Madam, however, citizen interface and disclosure with respect to service level benchmarking is available on the website 'urbanservices.gov.in'.