

## **KEY PERFORMANCE INDICATORS**

### **1. OPERATIONAL EFFICIENCY**

- a. Average time taken to give building plan approvals
- b. Increase in property tax assessments and collections
- c. Scheduled outages in a month
- d. Unscheduled outages in a month
- e. Reduction in NRW/UFW and AT&C/T&D losses
- f. Increase in percentage of population covered by grid based power
- g. Water & sewerage user charges collected as a percentage of current annual demand
- h. Property tax collection as a percentage of annual demand
- i. Cost management interventions like location tracking of vehicles, ambient light sensors, etc.

### **2. TRAFFIC SITUATION**

- a. Average traffic speeds
- b. Average commute times and distances for different groups
- c. Availability of pedestrian facilities
- d. Availability of public transport
- e. Congestion intensity on arterial city roads

### **3. ADMINISTRATIVE EFFICIENCY**

- a. Overall attendance of functionaries
- b. Two-way communication between citizens and administration
- c. Use of e-Gov to enable hassle free access to statutory documents
- d. Dashboards that integrate analytics and visualization of data
- e. Availability of basic information relevant to citizens

### **4. AVAILABILITY OF AFFORDABLE HOUSING**