

## SAMPLE EVALUATION CRITERIA FOR UTILITIES

<b>Consumer Satisfaction</b>		<b>40%</b>
Coverage	10%	
Water Availability	10%	
Service Level	10%	
New Connection Fee	10%	
<b>Water Resources Management</b>		<b>20%</b>
Water Production/Population	5%	
UFW/Metering	10%	
Consumption	5%	
<b>Financial Resource Management</b>		<b>20%</b>
Grant Financing	5%	
Operating Ratio	10%	
Accounts Receivable	5%	
<b>Human Resource Management</b>		<b>10%</b>
Staff/1,000 Connections	5%	
Management Salaries	5%	
<b>Accountability</b>		<b>10%</b>
Annual Report	10%	
<b>Total</b>	<b>100%</b>	<b>100%</b>

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<b>Coverage (House Connections)</b>		<b>10%</b>
100%	10%	
>50%	5%	
<50%	0%	
<b>Water Availability</b>		<b>10%</b>
24 hours	10%	
>12 hours	5%	
<12 hours	0%	
<b>Service Level</b>		<b>10%</b>
(a) No public Taps	5%	
Public Taps	0%	
(b) 100-200 l/c/d	5%	
<100 l/c/d or >200 l/c/d	0%	
<b>New Connection Fee</b>		<b>10%</b>
Reasonable Cost (Rs2,500)	5%	
High Cost (>Rs2,500)	0%	
Installments to Pay	5%	
Total Fee upfront	0%	

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<b>Water Production/Population</b>		<b>5%</b>
<0.5 m3/day/person	5%	
>0.5 m3/day/person	0%	
<b>UFW/Metering</b>		<b>10%</b>
Full Metering	5%	
Partial Metering	0%	
UFW < 25%	5%	
UFW > 25%	0%	
<b>Consumption</b>		<b>5%</b>
<200 l/c/d	5%	
>200 l/c/d	0%	
<b>Grant Financing</b>		<b>5%</b>
Nil	5%	
Any	0%	
<b>Operating Ratio</b>		<b>10%</b>
<0.75	10%	
0.75 - 1.00	5%	
> 1.00	0%	
<b>Accounts Receivable</b>		<b>5%</b>
<3 months	5%	
>3 months	0%	
<b>Staff/1,000 Connections</b>		<b>5%</b>
<10	5%	
>10	0%	
<b>Management Salaries</b>		<b>5%</b>
Above Government Level (>Rs30,000)	5%	
Government Level	0%	
<b>Accountability</b>		<b>10%</b>
Annual Report Available to Public	5%	
Annual Report Unavailable	0%	
Timely Report (within 12 months)	5%	
Reporting after 12 months	0%	