

Performance Enhancement and Consolidation Tool (PERFECT 2.0)

Performance Assessment Tool for Swarnapurawara 2023

(Ver 2023.2 - For Discussion Purpose Only)

Overview of Functional Domains, Key Performance Areas and Indicators of PERFECT 2.0

Functional Domains	Key Performance Areas	Indicator					Total
		Compliance	Efficiency	Effectiveness	Inclusion	Innovation	
Management 30	1.1 : Human Resources Management			2			6
	1.2 Maintenance of records		-				4
	1.3 Budget Preparation						5
	1.4 Revenue Generation and Collection						5
	1.5 Accounting and Reporting						5
	1.6 Budget Management						5
Service Delivery 97	2.1 Sanitation						5
	2.2 Solid Waste Management						5
	2.3 Prevention of Communicable Diseases						5
	2.4 Child and Mother care services						5
	2.5 Public Toilets						5
	2.6 Food Hygiene						5
	2.7 Repair and maintenance						5
	2.8 Markets / Public Market / Commercial Complex						5
	2.9 Weekly Fair						5
	2.10 Management of Libraries and Reading Rooms						5
	2.11 Playgrounds						5
	2.12 Crematorium						5
	2.13 Cemeteries / burial grounds						5
	2.14 Environmental Protection License (EPL)						5
	2.15 Fleet / Equipment Maintenance				-		4
	2.16 Fixed Asset Maintenance				-		4
	2.17 Construction / Building Regulation						5
	2.18 Trade License						5
	2.19 Change of property Ownership				-		4
	2.20 Other regulatory services		4	-	-	-	5
Governance Practices 48	3.1 Strengthening Citizen Engagement						5
	3.2 Council Meetings		-	-	-		2
	3.3 Public Communication						5
	3.4 Grievance Redress Management						5
	3.5 Procurement						5

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Functional Domains	Key Performance Areas	Indicator					Total
		Compliance	Efficiency	Effectiveness	Inclusion	Innovation	
	3.6 General Audit	1	1	1	-	1	4
	3.7 Internal audit	1	1	1	-	1	4
	3.8 Annual Action Plan	1	1	1	1	1	5
	3.9 Strategic Plan	1	1	-	1	1	4
	3.10 Medium Term Plan	1	1	1	1	1	5
	3.11 Specific Project Plans	1	1	1	1	-	4
Contribution to Sustainable Development Goals 25	5.1 Data availability	-	3	2	4	-	9
	5.2 Plans and policies	4	-	-	-	-	4
	5.3 Own revenue allocations	-	-	6	-	-	6
	5.4 Women Members	-	-	2	-	-	2
	5.5 Civil Society engagement	-	-	1	-	-	1
	5.6 Land use	-	-	2	-	-	2
	5.7 Energy	-	-	1	-	-	1
		41	41	49	34	35	200

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Part A : Functional Area – Management

Key Performance Area	S No	Code No	Assessment Criteria	Performance Status				
				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
I.1: Human Resources Management	1	I.1.1 Com	Completion of Annual Performance Appraisal in accordance with the Public Administration Circulars (07/98, 08/98, 28/98, 02/2018 and other) a. Annual performance agreements have been signed by ALL existing staff members of the institution. b. ALL existing staff members have been assigned to the annual institutional work plan. c. Annual performance appraisals have been conducted for ALL existing staff members by comparing their job descriptions. d. Key activities and targets (KPIs) for the year have been defined in the job descriptions of ALL existing staff members.	None	ONE of (a – d)	TWO of (a – d)	THREE of (a – d)	ALL of (a – d)
	2	I.1.2 Efy	Amount of funds spent for personal development per staff. (% variation between the amount spent by the LA to the district average)	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal to 20%	More than 20% and less than or equal of 40%	More than 40%
	3	I.1.3 Efv	Effectiveness in the implementation of service agreements and assigning job descriptions and performance plans and evaluations in accordance with the Public Administration Circulars (07/98, 08/98, 28/98, 02/2018, and others (% variation between the effectiveness of LA and the district average)	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%
	4	I.1.4 Efv	Effectiveness in preparation of personnel files in accordance with the Public Administration Circulars (% variation between the effectiveness of LA and the district average)	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%
	5	I.1.5 Inc	Availability of exclusive grievance redress mechanisms for LA staff a. An established Grievance Handling Committee ensures the presence of a dedicated mechanism for addressing staff grievances in the Local Authority. b. The Grievance Handling Committee maintains gender representation to ensure fair and inclusive participation. c. Monthly reports of the Grievance Handling Committee are available, providing a summary of total grievances received and addressed.	None	ONE of (a – d)	TWO of (a, b and c OR d)	a, b and c	a, b and d

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
			However, these reports do not include a breakdown based on gender (male and female disaggregation). d. Monthly reports of the Grievance Handling Committee are available, providing a summary of total grievances received and addressed, with a detailed breakdown based on gender (male and female disaggregation).					
	6	I.1.6 Inn	The LA adopts the following innovative practices for personnel management. a. The Local Authority has successfully digitized all human resources details of its staff. b. A comprehensive Skill Inventory of the LA staff is readily available, providing valuable information about the skills, qualifications, and expertise possessed by each individual. c. The LA has implemented an online leave application and approval system, along with a tracking mechanism, facilitating a convenient and efficient process for staff to request and manage their leave. d. A Time Sheet System has been introduced by the LA to accurately track and monitor the time spent by staff on various tasks and activities, enhancing productivity and resource management.	None	One of (a – d)	Two of (a – d)	Three of (a – d)	All (a – d)
I.2 Maintenance of records	7	I.2.1 Com	The Local Authority (LA) maintains the following records for enhanced office management with up-to-date details a. Register of Power Delegation b. Attendance Register c. Leave Register d. Departure / Movement Register e. General file register f. Employee security/bail Register g. Public Complaints Register h. Work procedure manual i. Job description for all staff j. Service guidebooks for at least 5 services k. Fixed assets registry with updated capital Values and Depreciation l. Inventory Book m. Mail Inventory	5 or less than 5 of (a – m)	At least 6 of (a – m)	At least 8 of (a – m)	At least 10 of (a – m)	ALL (a – m)

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	8	I.2.3 Efv	The LA maintains the following records for better office management with UP-TO-DATE details a. Register of Power Delegation b. Attendance Register c. Leave Register d. Departure / Movement Register	None	One of (a – d)	Two of (a – d)	Three of (a – d)	All of (a – d)
	9	I.2.4 Inc	The LA maintains an updated database on staff diversity and a skills inventory, encompassing the following details of ALL staff: a. Educational Qualifications: Information regarding the educational background of staff members, including degrees obtained, institutions attended, majors or specializations, and any additional relevant qualifications. b. Training Programs Attended (Local and Overseas): Details of training programs, workshops, seminars, or conferences attended by staff members, both locally and overseas. This includes information on the topics covered, duration of the training, and the issuing organizations. c. Areas of Expertise: A comprehensive overview of the areas of expertise or professional specializations possessed by each staff member. This may include technical skills, industry-specific knowledge, or specialized training. d. Known Life Skills: Information on life skills that staff members possess, such as leadership, communication, problem-solving, teamwork, adaptability, or any other skills relevant to their roles and responsibilities. e. Extracurricular Activities: Details of staff members' involvement in extracurricular activities, such as volunteering, community service, sports, arts, or other pursuits outside of their professional responsibilities. f. Language Proficiency: Information on languages spoken and proficiency levels, both in written and spoken forms.	None	One of (a – f)	Two of (a – f)	Three of (a – f)	All (a – f)
	10	I.2.5 Inn	The Local Authority (LA) incorporates innovative practices in record maintenance, including: a. Web-Based Correspondence System: A web-based system is utilized for handling all correspondences, such as mail routing and	None	Two of (a – g)	Four of (a – g)	Six of (a – g)	All (a – g)

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
			<p>internal communication, streamlining the process and ensuring efficient communication within the organization.</p> <p>b. Digitalized File Handling System: The LA employs a digitalized file handling system, enabling electronic storage, retrieval, and management of documents and files, eliminating the need for physical paperwork and enhancing accessibility and organization.</p> <p>c. Digital Archive System: An advanced digital archive system is implemented by the LA to securely store and preserve records, facilitating easy retrieval, reducing physical storage requirements, and ensuring long-term data integrity.</p> <p>d. Paperless Office System: The successful implementation of a paperless office system eliminates or minimizes the use of paper documents and promotes the use of electronic formats, reducing costs, improving efficiency, and supporting environmentally-friendly practices.</p> <p>e. Complete Database Restoration in Cloud Technology: The LA has restored its complete database using cloud technology, ensuring data backup, scalability, and accessibility from multiple locations, enhancing data security and enabling efficient data management.</p> <p>f. Digitized Personal Files: Personal files of staff members are digitized, providing a centralized and easily accessible repository of employee information, streamlining record-keeping processes, and facilitating efficient personnel management.</p> <p>g. Digitized Resource Profile: The LA maintains a digitized resource profile, which includes information about various resources, such as equipment, facilities, and infrastructure. This digital profile enables efficient tracking, maintenance, and utilization of resources within the organization.</p>					
I.3 Budget Preparation	II	I.3.1 Com	<p>The LA diligently prepares the Annual Budget in compliance with the following established protocols:</p> <p>a. Preparation of Timetable: The LA prepares a timetable outlining the process and deadlines for formulating the annual budget, ensuring a systematic and timely approach.</p>	None	Two of (a – g)	Four of (a – g)	Six of (a – g)	All (a – g)

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
			<p>b. Revenue Source Survey: A comprehensive survey is conducted to assess the revenue sources, enabling the estimation of own revenue for the budgetary calculations.</p> <p>c. Participatory Process for Capital Expenditure: The identification of capital expenditure needs is carried out through participatory processes, involving relevant stakeholders and community members to ensure their input and align the budget with the needs of the local community.</p> <p>d. Draft Budget Sharing: Copies of the draft budget are shared with the citizens for review and feedback before finalization, promoting transparency and allowing community members to provide valuable input.</p> <p>e. Adoption of Bylaws for First of the Top 3 Revenue Sources: Bylaws are adopted or passed for the first of the top three key revenue sources required bylaws, ensuring legal frameworks are in place to manage and regulate revenue collection and utilization.</p> <p>f. Adoption of Bylaws for Second Revenue Source: Bylaws are adopted or passed for the second of the top three key revenue sources required bylaws, further establishing legal structures for effective revenue management.</p> <p>g. Adoption of Bylaws for Third Revenue Source: Bylaws are adopted or passed for the third of the top three key revenue sources required bylaws, completing the legal framework necessary to govern revenue generation and allocation.</p>					
	12	1.3.2 Efy	The ratio of Operational Expenses to Total Operational Revenue, based on the actual amounts from the last year.	More than or equal to 70%	More than or equal to 60% but less than 70%	More than or equal to 50% but less than 60%	More than or equal to 40% but less than 50%	Less than 40%
	13	1.3.3 Efv	The change in the percentage of actual amount of Own Revenue spent for serving citizens (capital expenditure + recurrent expenses) per 1000 population, compared to the district average.	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal to 20%	More than 20% and less than or equal to 40%	More than 40%

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	14	I.3.4 Inc	<p>The LA practices the following inclusive approaches in the Annual Budget preparation processes:</p> <ol style="list-style-type: none"> Organized special consultations with Women Groups to seek inputs for the Budget, ensuring their perspectives and priorities are taken into account. Organized special consultations with economically disadvantaged groups to seek inputs for the Budget, addressing the specific needs and challenges faced by these groups. Organized special consultations with socially disadvantaged groups to seek inputs for the Budget, considering the unique circumstances and concerns of these groups. Organized special consultations with Private Sector Groups to seek inputs for the Budget, engaging with businesses and industry representatives to gather their insights and recommendations. Organized special consultations with Business Informal Sector Groups to seek inputs for the Budget, recognizing the importance of informal sector businesses and including their perspectives in the budgetary considerations. Organized special consultations with Youth Informal Groups to seek inputs for the Budget, ensuring the involvement and representation of the youth population in the budget planning process. Organized special consultations with Disabled Informal Groups to seek inputs for the Budget, recognizing the rights and needs of persons with disabilities and incorporating their perspectives in the budgetary decisions. 	None	Two of (a – g)	Four of (a – g)	Six of (a – g)	All (a – g)
	15	I.3.5 Inn	<p>The LA employs the following innovative practices for Annual Budget preparation:</p> <ol style="list-style-type: none"> Organizing at least one need identification discussion in each ward using social media or ICT platforms, allowing broader participation and engagement of community members in identifying their needs and priorities. 	None	ONE of (a – e)	TWO of (a – e)	THREE of (a – e)	ALL of (a – e)

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			b. Organizing at least one need identification discussion in each village or Grama Niladhari Division (GND) using social media or ICT platforms, ensuring inclusive participation from rural areas and capturing their specific needs and aspirations. c. Utilizing ICT (Information and Communication Technology) for needs identification, leveraging digital platforms, online surveys, or mobile applications to gather input from stakeholders and efficiently gather data on the requirements of the community. d. Utilizing ICT for needs prioritization, using technological tools and platforms to assess and prioritize identified needs based on predefined criteria or community feedback, facilitating evidence-based decision-making. e. Utilizing ICT for Revenue and Expenditure Estimation, leveraging digital solutions and data analysis tools to estimate and forecast revenue streams, as well as assess and analyze expenditure patterns, supporting more accurate budgetary projections and financial planning.					
I.4 Revenue Generation and Collection	16	I.4.1 Com	The LA diligently collects own revenue from its key revenue sources. (Mark 1 for Yes and 0 for No) 1. Assessment rates & Acreage tax 2. Trade taxes/Business tax/Trade License Fees 3. Tax on Undeveloped land 4. Taxes on certain land sales 5. Entertainment tax 6. Public market and shop lease rent 7. Advertising and billboard fees 8. Vehicle and animal taxes 9. Weekly fair fees 10. Registration and inspection charges 11. Lease Rent 12. Sale of unusable articles 13. Library membership fees 14. Interest on employee's loans and advances 15. Temporary land lease	Own Revenue collected from Less than 10 Revenue Sources	Own Revenue collected from 10 - 12 Revenue Sources	Own Revenue collected from 13 – 15 Revenue Sources	Own Revenue collected from 16 – 18 Revenue Sources	Own Revenue collected from All 21 Revenue Sources

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			16. Sales (Forms) 17. Warrant cost 18. Surcharges on non-payment of rent or lease rent 19. Fees for issuing street line / Building line certificates 20. Stamp duty charged by lawyers on registration 21. Stamp duty charged for registration of a notary public					
	17	I.4.2 Efy	The change in the percentage of actual Own Revenue collected per 1000 population, compared to the district average.	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal to 20%	More than 20% and less than or equal to 40%	More than 40%
	18	I.4.3 Efv	The proportion of actual Own Revenue collected by the LA against the budgeted amount.	Less than 60% or more than 110%	More than 60% but less than or equal to 70%	More than 70% but less than or equal to 80%	More than 80% but less than or equal to 90%	More than 90% but less than or equal to 110%
	19	I.4.4 Inc	The LA has an internal policy to adopt exceptional arrangements for receiving payments from the following disadvantaged groups: a. Senior Citizen b. People with disabilities c. Displaced people d. People in informal settlements e. Informal businesses	None	One of (a – e)	Two of (a – e)	Three of (a – e)	All (a – e)
	20	I.4.5 Inn	The LA uses the following innovative practices for revenue collection a. Mobile collection b. Using ICT in revenue tracking c. Collecting Revenue through online payment d. Revenue collection through Collaborative work with other organizations e. Online billing and invoicing	None	One of (a – e)	Two of (a – e)	Three of (a – e)	All (a – e)
I.5 Accounting	21	I.5.1 Com	The LA ensures compliance with the following practices for submitting completed Annual Account documents/statements on time:	None	One of (a – e)	Two of (a – e)	Three of (a – e)	All (a – e)

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and Reporting			a. Submission of Annual Final Accounts on or before the stipulated date to relevant Authorities b. Reconciliation of daily cash transactions, at the end of each day c. Revenue and expenditure accounts reconciled at the end of each day and at the end of each quarter d. Replies to audit queries are provided within 14 days e. Auditor General's report on final accounts are submitted to the Council.					
	22	I.5.2 Efy	The LA ensures timely submission of Income and Expenses reports to ALL council members.	None	Only once in six months (at least two times in last 12 months)	Only once in every quarter (at least 4 times in last 12 months)	Only once in every two months (at least six times in last 12 months)	Monthly submitted in last 12 months
	23	I.5.3 Efv	The monthly income and expenditure reports shared with the council facilitate evidence-based decision-making by having the following characteristics: a. Variance of revenue and expenditure against budgeted and actuals b. List of defaulters of Rent / Assessment Tax payments c. The unit cost of solid waste management d. The unit cost of roads and stormwater drainage maintenance e. Variance in terms of budget and actual of own revenue for casual labors	None	One of (a – e)	Two of (a – e)	Three of (a – e)	All (a – e)
	24	I.5.4 Inc	The LA has established internal policies for inclusive accounting and reporting on the following concepts: a. Gender base reporting of Accounts b. Pro-Poor reporting of Accounts c. SDG tagged reporting of Accounts d. Climate Resilience tagged reporting of accounts	None	One of (a – d)	Two of (a – d)	Three of (a – d)	All (a – d)
	25	I.5.5 Inn	The LA uses ICT for the following accounting and reporting functions: a. Online Revenue Tracking System	None	One of (a – d)	Two of (a – d)	Three of (a – d)	All (a – d)

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
			b. Online Expenses Tracking System c. Online ledger Balancing System d. Real-time reporting of revenue and expenditure status					
I.6 Budget Management	26	I.6.1 Com	The LA adheres to basic budget management principles and procedures by carrying out the following actions: a. Forecasting Revenue: The LA conducts a forecast of the revenue expected to be collected in each month, categorizing it under each Revenue Head. This allows for better financial planning and resource allocation based on anticipated revenue streams. b. Forecasting Expenditure: The LA estimates the expenditure expected to be incurred in each month, categorizing it under each Expenditure Head. This proactive approach helps in managing financial obligations and ensuring adequate funds are available for planned expenses. c. Monthly Expenditure Report: The LA generates and submits a report of the expenditure incurred by the end of each month, categorized under each Expenditure Head. This report provides an overview of the actual expenditure and aids in monitoring budget performance. d. Proper Budget Amendment: The LA does not approve cases where the estimated expenditure exceeds the allocated budget without a proper budget amendment. This ensures adherence to budgetary limits and promotes responsible financial management. e. Submission to Council: All the aforementioned reports, including revenue forecasts, expenditure forecasts, and monthly expenditure reports, are submitted to the Council of the LA. This facilitates transparency, accountability, and informed decision-making by the governing body.	None	One of (a – e)	Two of (a – e)	Three of (a – e)	All (a – e)
	27	I.6.2 Efy	The LA has achieved the following Key Budget Indicator (KBI) targets for the current year budget:	None	One of (a – d)	Two of (a – d)	Three of (a – d)	All (a – d)

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
			a. Own Revenue %: The LA has achieved a target of over 50% of own revenue as a percentage of the total revenue. b. Allocation for Personnel Emoluments: The LA has targeted the percentage of personnel emoluments allocated from own revenue within the range of 7% to 15% of the total own revenue. c. Allocation for Capital Expenditure: The LA has allocated a percentage of capital expenditure from own revenue between 25% and 30% of the total own revenue. d. Allocation for Other Recurrent Expenses: The LA has targeted the percentage of allocation for other recurrent expenses (excluding personnel emoluments) from own revenue between 45% and 55% of the total own revenue.					
	28	I.6.3 Efv	The percentage variance in Key Budget Indicators (KBIs) between the previous year's budget and actuals is within the following criteria: a. Variance in Own Revenue % is within the range of + or – 10% b. Variance in Expenses for Personnel Emoluments from Own Revenue is within the range of + or – 10% c. Variance in Capital Expenditure from Own Revenue is within the range of + or – 10% d. Variance in Other Recurrent Expenses from Own Revenue is within the range of + or – 10%	None	One of (a – d)	Two of (a – d)	Three of (a – d)	All (a – d)
	29	I.6.4 Inc	Proportion of total Own Revenue allocated by the LA to fund pro-poor programs	Value is equal or more than 3% OR less than 0.25%	Value is equal or more than 0.25% OR less than 0.5%	Value is equal or more than 0.5% OR less than 1%	Value is equal or more than 1% OR less than 2%	Value is equal or more than 2% OR less than 3%
	30	I.6.5 Inn	The LA employs the following innovative practices in budget management activities/functions: a. Use of ICT for Tracking Revenue: The LA utilizes Information and Communication Technology (ICT) tools to track revenue. This includes the use of digital platforms, software, or systems that	None	One of (a – d)	Two of (a – d)	Three of (a – d)	All (a – d)

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			<p>provide real-time monitoring of revenue collection, enabling efficient tracking and analysis of revenue streams.</p> <p>b. Use of ICT for Tracking Expenditure: The LA leverages ICT for tracking expenditure. Through digital systems and software, the LA can monitor and analyze expenditure data in a timely manner, ensuring transparency, accuracy, and effective financial management.</p> <p>c. Engaging Community or Community-Based Organizations (CBOs) in Revenue Generation: The LA actively involves the community or Community-Based Organizations in revenue generation efforts. This may include partnering with local organizations, facilitating income-generating activities, or promoting entrepreneurial initiatives to enhance revenue streams and foster community participation.</p> <p>d. Tracking Ward-Level Revenue Collection, including Arrears: The LA implements mechanisms to track revenue collection at the ward level, including arrears.</p>					

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Part B : Functional Area – Service Delivery

Key Performance Area	S No	Code No	Assessment Criteria	Performance Status				
				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
2.1 Sanitation	1	2.1.1 Com	The Local Authority (LA) has gathered the following key data on individual sanitation profiles to support evidence-based decision-making. a. Availability of individual toilets at the household level. b. Types of soakage pits utilized. c. Assessment of the demand for individual toilets. d. Meeting minutes with the Medical Officer of Health and other officials to advance sanitation efforts within the LA area.	None	At least ONE of (a – d)	At least TWO of (a – d)	At least THREE of (a – d)	ALL of (a – d)
	2	2.1.2 Efy	The LA has allocated amount for sanitation-related activities (per 1000 citizens) from own revenue for the following purposes (Calculated as the difference in percentage compared to district average): a. Construction, maintenance, and repair of public toilets. b. Financial assistance to construct individual toilets. c. Conducting awareness campaigns on sanitation and hygiene.	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%
	3	2.1.3 Efv	A. The ratio of the fee collected for emptying per soakage pit over the amount actually spent by the LA using a gully emptier. OR B. The utilization of funds allocated from own revenue for addressing sanitation needs in LAs that do not have a gully emptier (Calculated as the difference in percentage compared to district average).	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%
	4	2.1.4 Inc	The Local Authority (LA) has collected detailed data on sanitation needs, specifically focusing on the following vulnerable groups within the community: a. Women-headed households b. Samurdhi – beneficiaries c. People with disabilities d. People living in informal settlements (slums / temporary houses / etc)	None	At least ONE of (a – d)	At least TWO of (a – d)	At least THREE of (a – d)	ALL (a – d)
	5	2.1.5 Inn	The Local Authority (LA) adopts the following innovative practices to enhance sanitation-related services: a. Mobile toilets for large gatherings. b. Construction of toilets using low-cost technologies.	None	At least ONE of (a – f)	At least THREE of (a – f)	At least FIVE of (a – f)	ALL of (a – f)

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
			<ul style="list-style-type: none"> c. Implementation of toilets with environmentally friendly disposal methods. d. Treatment of septage collected from soakage pits through sewage treatment plants. e. Collaborating with other government agencies to provide toilets for individuals. f. Partnering with non-government organizations to address sanitation issues. 					
2.2 Solid Waste Management	6	2.2.1 Com	<p>The Local Authority (LA) is committed to providing Solid Waste Management (SWM) services while adhering to the following fundamental requirements:</p> <ul style="list-style-type: none"> a. Collection of organic and other wastes segregated at the household-level. b. Providing support for home-composting programs to encourage residents to compost their organic waste. c. Composting organic waste at the LA level to process and utilize the compost for various purposes. d. Recycling plastic materials to reduce their environmental impact and promote sustainable waste management. e. Recycling metal to conserve resources and minimize waste sent to landfills. f. Recycling papers to reduce the demand for new paper production and promote recycling culture. g. Recycling glass to decrease the environmental impact of glass disposal and foster a circular economy. h. Following a collection schedule that provides information on vehicles, locations, days, and times for waste collection. i. Utilizing a routing map to define efficient collection routes for each waste collection vehicle, optimizing the waste management process. j. Utilizing engineered sanitary landfill facilities for inert wastes (other than organic and recyclable wastes) to ensure safe and environmentally sound disposal. 	None or At least TWO of (a – j)	At least THREE of (a – j)	At least FIVE of (a – j)	At least SEVEN of (a – j)	At least NINE of (a – j)

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
	7	2.2.2 Efy	Percentage variation in the actual cost of waste collected by the LA (per MT) when compared with the district average.	More than 40%	More than 20% and less than or equal of 40%	More than -20% and less than or equal of 20%	More than -40% and less than or equal to -20%	Less than or equal to -40%
	8	2.2.3 Efv	The proportion of the actual amount of revenue generated by the LA from waste management over the budgeted amount for the same.	Less than 60% or more than 110%	More than 60% but less than or equal to 70%	More than 70% but less than or equal to 80%	More than 80% but less than or equal to 90%	More than 90% but less than or equal to 110%
	9	2.2.4 Inc	The LA has implemented several measures to address the welfare of sanitary workers, which include: a. Providing at least ONE medical check-up every three months. b. Supplying uniforms to all workers. c. Ensuring that Personal Protective Equipment is provided to all employees. d. Organizing at least ONE training program every TWO months. e. Introducing special recognition measures such as awards and staff of the week recognition. f. Establishing an internal policy to support sanitary workers and their families.	None	At least ONE of (a – f)	At least THREE of (a – f)	At least FIVE of (a – f)	ALL of (a – f)
	10	2.2.5 Inn	The LA has adopted several innovative practices for delivering SWM (Solid Waste Management) services, which include: a. Implementing waste to energy programs, such as biogas, pyrolysis, and producer gas initiatives. b. Processing recyclable materials using shredders and crushers. c. Utilizing baling machines to reduce the volume of recyclable materials. d. Creating pellets from plastics for more efficient recycling.	None or At least TWO of (a – j)	At least THREE of (a – j)	At least FIVE of (a – j)	At least SEVEN of (a – j)	At least NINE of (a – j)

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
			e. Establishing recycling centers at schools to promote waste separation and recycling education. f. Collaborating with Community-Based Organizations (CBOs) and the private sector to operate recycling collection centers. g. Implementing innovative programs to promote recycling, such as rewards systems and special incentive schemes. h. Utilizing Information and Communication Technology (ICT), such as apps and websites, to encourage recycling. i. Employing real-time tracking systems for waste collection vehicles to optimize efficiency. j. Facilitating real-time information sharing with citizens to increase awareness and engagement in waste management practices.					
2.3 Prevention of Communicable Diseases	11	2.3.1 Com	The LA possesses the following basic data on communicable diseases in the area: a. A list of areas requiring periodic disinfection. b. A map highlighting dengue-prone areas. c. Data from the past five years regarding dengue cases in the LA area. d. Data from the past five years concerning water-borne diseases in the LA area. e. A register containing inspections related to Dengue. f. A register containing inspections related to eateries.	None	At least ONE of (a – f)	At least THREE of (a – f)	At least FIVE of (a – f)	ALL of (a – f)
	12	2.3.2 Efy	Amount spent by the LA per 1000 population from own revenue for the prevention of communicable diseases (% change compared to the district average).	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%
	13	2.3.3 Efv	The ratio of actual funds spent by the LA on the prevention of communicable diseases compared to the funds allocated from own revenue for the same purpose in the budget.	Less than 60% or more than 110%	More than 60% but less than or	More than 70% but less than or	More than 80% but less than or	More than 90% but less than or equal to 110%

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
					equal to 70%	equal to 80%	equal to 90%	
	14	2.3.4 Inc	The availability of disaggregated data on communicable diseases for vulnerable groups, specifically under the following categories: a. Gender-segregated data on communicable diseases. b. Data on communicable diseases affecting low-income households. c. Data on communicable diseases among people with disabilities. d. Data on communicable diseases in informal settlements.	None	At least ONE of (a – d)	At least TWO of (a – d)	At least THREE of (a – d)	ALL of (a – d)
	15	2.3.5 Inn	The LA adopts the following innovative practices to prevent the spread of communicable diseases: a. Mapping communicable disease-prone areas. b. Utilizing GIS technology to gather data on communicable diseases. c. Employing mobile technology (Apps) to collect data on communicable diseases. d. Utilizing mobile or web-based technology for dengue inspections. e. Utilizing mobile or web-based technology for inspections of eateries.	None	At least ONE of (a – e)	At least TWO of (a – e)	At least THREE of (a – e)	ALL of (a – e)
2.4 Child and Mother care services	16	2.4.1 Com	The LA complies with the following procedures laid out by MOH in delivering Child and Mother Care services: a. Registering users as per the guidelines provided by the Ministry of Health (MoH). b. Conducting periodic consultations with MoH to assess and address the needs of Child and Mother Care services. c. Establishing a mechanism for receiving and addressing complaints related to the delivery of these services, in line with the MoH regulations.	None	a	a & b	a & c	a, b & c
	17	2.4.2 Efy	Amount spent by the LA (per 1000 population) from own revenue on delivering Child and Mother Care services (% change compared to the district average).	Less than or equal to -40%	More than -40% and less than or	More than -20% and less than or	More than 20% and less than or	More than 40%

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
					equal to - 20%	equal of 20%	equal of 40%	
	18	2.4.3 Efv	The ratio of funds spent by the LA on Mother and Child care services compared to the funds allocated from own revenue for the same in the budget.	Less than 60% or more than 110%	More than 60% but less than or equal to 70%	More than 70% but less than or equal to 80%	More than 80% but less than or equal to 90%	More than 90% but less than or equal to 110%
	19	2.4.4 Inc	The LA has ensured the provision of the following adequate facilities in the most accessed and used Child and Mother care center: a. Seating arrangement b. Waiting area c. Electricity d. Toilet facilities e. Drinking water f. Kids play area g. Breastfeeding room h. Wheelchair access i. Bilingual instructions	None of (a – i)	At least TWO of (a – i)	At least FOUR of (a – i)	At least SIX of (a – i)	At least NINE of (a – i)
	20	2.4.5 Inn	The LA employs the following innovative practices to deliver Child and Mother Care services: a. Utilizing resources from local donors to enhance services in the child and mother care centers. b. Conducting shramadhana campaigns with the support of the community to improve and maintain the centers. c. Periodically engaging with the Ministry of Health (MOH) and officials to review and optimize operations. d. Implementing an exclusive complaint handling mechanism within the LA-facilitated child and mother care centers to address concerns effectively.	None	At least ONE of (a – e)	At least TWO of (a – e)	At least THREE of (a – e)	ALL of (a – e)

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
2.5 Public Toilets	21	2.5.1 Com	The LA has ensured compliance with the following established operational procedures: a. Identification of all public places requiring public toilets. b. Maintenance of an updated Public Toilet Register containing all necessary maintenance and ownership details. c. Passage of relevant by-laws concerning regularization, control, and levies for public toilets. d. Creation of an operations manual containing instructions and procedures for the operation and maintenance of public toilets. e. Inclusion of public toilets in the fixed assets registry for proper management and tracking.	None	At least ONE of (a – e)	At least TWO of (a – e)	At least THREE of (a – e)	ALL of (a – e)
	22	2.5.2 Efy	The ratio of funds spent by the LA on public toilets to revenue collected from public toilets (% change compared to the district average).	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal to 20%	More than 20% and less than or equal to 40%	More than 40%
	23	2.5.3 Efv	The ratio of funds spent by the LA on public toilets (both capital and recurrent) from own revenue compared to the budgeted amount for the same purpose.	Less than 60% or more than 110%	More than 60% but less than or equal to 70%	More than 70% but less than or equal to 80%	More than 80% but less than or equal to 90%	More than 90% but less than or equal to 110%
	24	2.5.4 Inc	The LA has incorporated the following women, children, elderly, and disability-friendly facilities in LA-owned public places/toilets: a. Easy wheelchair access b. Handrails for the elderly c. Tactile markings for visually impaired individuals d. Clear instructions in the language of choice e. Child-friendly facilities f. Adequate lighting within the area and passages	None	At least ONE of (a – f)	At least THREE of (a – f)	At least FIVE of (a – f)	ALL of (a – f)

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
	25	2.5.5 Inn	<p>The LA adopts the following innovative practices in managing and operating public toilets:</p> <ol style="list-style-type: none"> Implementing a non-contact system for fee collection and sanitizing to promote hygiene and convenience for users. Engaging in Public Private Partnership for the construction or maintenance of public toilets, enhancing efficiency and resource allocation. Utilizing Information and Communication Technology (ICT) for receiving user feedback, enabling better service improvements based on user experiences. Providing additional facilities for users such as seating areas and access to drinking water to enhance comfort and convenience during their visit. 	None	At least ONE of (a – d)	At least TWO of (a – d)	At least THREE of (a – d)	ALL of (a – d)
2.6 Food Hygiene	26	2.6.1 Com	<p>The LA has ensured compliance with the following established legal and operational procedures for ensuring food hygiene, which include:</p> <ol style="list-style-type: none"> Maintaining an updated register on food sample investigations. Notifying ALL violators within the stipulated time frame. Taking legal action against all violators. Ensuring a copy of the regulations on food hygiene is available and accessible. Maintaining an updated registry on approved food handling/processing institutions. 	None	At least ONE of (a – e)	At least TWO of (a – e)	At least THREE of (a – e)	ALL of (a – e)
	27	2.6.2 Efv	The actual amount spent by the LA from own revenue per food handling institution for regulating food hygiene standards (% change compared to the district average).	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%
	28	2.6.3 Efv	Ratio of actual expenditure incurred by the LA for regulating food hygiene standards over funds allocated from own revenue in the budget for the same.	Less than 60% or more than 110%	More than 60% but less than or	More than 70% but less than or	More than 80% but less than or	More than 90% but less than

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
					equal to 70%	equal to 80%	equal to 90%	or equal to 110%
	29	2.6.4 Inc	The LA has an internal policy that includes special considerations for businesses owned by vulnerable groups, such as: a. Informal businesses, b. Women-led businesses, c. Businesses led by people with disabilities, d. Businesses run by Samurdhi beneficiaries.	None	At least ONE of (a – d)	At least TWO of (a – d)	At least THREE of (a – d)	ALL of (a – d)
	30	2.6.5 Inn	The LA adopts the following innovative practices to improve food hygiene: a. Utilizing GIS technology for gathering data on Food Handling Institutions (FHIs). b. Implementing grading for ALL eateries within the last six months to ensure food safety standards are met. c. Monitoring FHIs through a web-based monitoring system for real-time oversight and quality control. d. Operating an exclusive complaints handling mechanism focused on FHIs to address concerns promptly. e. Implementing a system to track the health and hygiene of staff working in food handling institutions, ensuring a safe and hygienic environment for food preparation and handling.	None	At least ONE of (a – e)	At least TWO of (a – e)	At least THREE of (a – e)	ALL of (a – e)
2.7 Repair and maintenance	31	2.7.1 Com	Percentage of gazetted roads owned by the LA over the total number of roads owned by the LA. (Following details of the roads should be made available in the gazette): • Basic data and information records on roads and drains. • Legal title of the roads has been obtained under statutory provisions.	Not gazette or no data or less than 60%	More than or equal to 60% but less than 70%	More than or equal to 70% but less than 80%	More than or equal to 80% but less than 90%	More than or equal to 90%
	32	2.7.2 Efy	The actual amount spent by the LA on road and stormwater drainage (per 1000 citizens) from own revenue (% change compared to the district average).	Less than or equal to -40%	More than -40% and less	More than -20% and less	More than 20% and less	More than 40%

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
					than or equal to - 20%	than or equal of 20%	than or equal of 40%	
	33	2.7.3 Efv	The ratio of funds spent by the LA on roads and stormwater drains (capital + recurrent) from own revenue compared to the amount budgeted for the same.	Less than 60% or more than 110%	More than 60% but less than or equal to 70%	More than 70% but less than or equal to 80%	More than 80% but less than or equal to 90%	More than 90% but less than or equal to 110%
	34	2.7.4 Inc	The LA maintains a Road Inventory that includes a scoring criterion based on connectivity to social and economically critical services, which incorporates the following aspects: a. Roads leading to schools b. Roads leading to hospitals c. Roads leading to industries / industrial areas d. Roads leading to markets / fairs e. Roads leading to mother and childcare facilities f. Roads leading to plantation and agricultural areas	No Road Inventory	Any TWO out of (a-f)	Any THREE out of (a-f)	Any FOUR out of (a-f)	Any FIVE out of (a-f)
	35	2.7.5 Inn	The LA adopts the following innovative practices for maintaining roads and stormwater drainage: a. Utilizing mobile technology for data collection to efficiently gather information on road conditions and drainage. b. Implementing GIS technology for maintaining the road inventory, enabling effective mapping and tracking of road assets. c. Utilizing a web-based portal for analyzing road-related data, facilitating data-driven decision-making for maintenance and improvement. d. Introducing community-led programs for the maintenance of roads and stormwater drainage, promoting community involvement and ownership. e. Enlisting private sector support through partnerships for the maintenance of roads and stormwater drainage, fostering collaboration and expertise.	None	Any ONE	Any THREE	Any FIVE	ALL

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
			f. Implementing an ICT-based complaints handling system, allowing citizens to report road and drainage issues and ensuring prompt and efficient resolution.					
2.8 Markets / Public Market / Commercial Complex	36	2.8.1 Com	The LA ensures compliance with the following legal and operational requirements for managing and operating public markets / commercial complexes: a. Enacting by-laws to regulate control and levy fees in accordance with the law. b. Signing updated formal agreements regarding market stalls with relevant stakeholders. c. Taking appropriate action against those who violate the agreement or established rules. d. Ensuring that trade stalls are utilized only for approved businesses as per the guidelines. e. Regularly revising the rent of trade stalls using valuations conducted within the last three years to ensure fairness and accuracy.	None OR any ONE	Any TWO	Any THREE	Any FOUR	ALL
	37	2.8.2 Efy	The actual amount spent by the LA on operational expenses of public markets/commercial complexes (per 1000 citizens) from own revenue (% change compared to the district average).	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%
	38	2.8.3 Efy	The Ratio of annual total revenue received from public markets/commercial complexes over total annual operational costs from public markets/commercial complexes.	Less than 40%	More than or equal 40% but less than 50%	More than or equal 50% but less than 60%	More than or equal 60% but less than 70%	More than or equal 70%
	39	2.8.4 Inc	The LA has implemented the following measures to facilitate access and use by disadvantaged groups: a. Giving priority to women-led businesses. b. Providing priority for people with disabilities.	None	Any ONE	Any TWO	Any THREE	ALL

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
			c. Allocating space for local producers. d. Allocating space to promote local tourism.					
	40	2.8.5 Inn	The LA adopts the following innovative practices for operating public markets: a. Utilizing the Public Private Partnership (PPP) model for construction. b. Implementing PPP for maintenance of public markets. c. Engaging citizens and community groups for maintenance and repairs. d. Utilizing mobile technology for effective communication with shop owners. e. Using an online database for efficient market management. f. Implementing online and bank payments for rentals to enhance convenience. g. Utilizing market space for digital advertising to increase own revenue.	None OR ONE	Any TWO	Any FOUR	Any SIX	ALL
2.9 Weekly Fair	41	2.9.1 Com	The LA ensures compliance with the following legal and operational requirements for managing and operating weekly fairs: a. Enacting by-laws to regulate control and levy fees for the weekly fairs. b. Zoning the stalls according to the wet and dry nature of items for sale. c. Maintaining a register to record revenue from the weekly fair. d. Keeping a register for vendors registered with the LA for participation in the weekly fairs.	None	a ONLY	Any TWO including a	Any THREE including a	ALL
	42	2.9.2 Efy	The actual amount spent by the LA on operational expenses of weekly fairs (per 1000 citizens) from own revenue (% change compared to the district average).	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
	43	2.9.3 Efv	The proportion of total annual revenue received by the LA on weekly fairs compared to the annual operational cost for the weekly fairs.	Less than 40%	More than or equal 40% but less than 50%	More than or equal 50% but less than 60%	More than or equal 60% but less than 70%	More than or equal 70%
	44	2.9.4 Inc	The LA has an internal policy that outlines the criteria for allocating spaces in public markets and fairs, prioritizing: a. Women vendors b. Vendors with disabilities c. Local entrepreneurs d. Other vulnerable vendors	None	Any ONE	Any TWO	Any THREE	ALL
	45	2.9.5 Inn	The LA adopts the following innovative practices for operating weekly fairs: a. Utilizing the Public Private Partnership (PPP) model for setting up weekly fairs, promoting efficient management and resource allocation. b. Leveraging the land used for weekly fairs for revenue-making purposes when the fair is not in operation, optimizing the use of resources. c. Engaging citizens for maintenance and repairs of the fairgrounds, fostering community involvement and ownership. d. Organizing 'thematic weekly fairs' with specific themes such as local food or local handicrafts, creating unique and appealing experiences for visitors and vendors.	None	Any ONE	Any TWO	Any THREE	ALL
2.10 Management of Libraries and Reading Rooms	46	2.10.1 Com	The LA ensures compliance with the following legal and operational requirements for managing and operating public libraries: a. Enacting library by-laws or adopting standard by-laws relating to libraries. b. Practicing the use of the national bibliography in maintaining the books register.	None OR ONE	Any TWO	Any FOUR	Any SIX	ALL

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
			c. Conducting an Annual Board Survey by the end of January. d. Maintaining a membership register for library users. e. Keeping a fines register to record fines imposed on late returns or other library infractions. f. Ensuring the cleanliness of toilets in the library premises. g. Adopting green concepts to promote environmental sustainability in library operations. h. Providing comfortable furniture for library users to enhance their reading and studying experience.					
	47	2.10.2 Efy	Actual amount spent by the LA on operational expenses of libraries per active member (Active member means who lends from library at least once in a month) (% change compared to district average).	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%
	48	2.10.3 Efv	The annual average number of books lent per member per day (% change compared to the district average).	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%
	49	2.10.4 Inc	The LA has provided the following stipulated facilities for disabled readers: a. Wheelchair access to ensure easy entry and movement within the library. b. Toilet facilities designed for people with disabilities, promoting inclusivity and accessibility. c. An exclusive section for visually handicapped individuals, offering resources tailored to their needs. d. Services in sign language to assist deaf or hearing-impaired readers. e. Tactile access for the visually impaired, enabling them to navigate and use library resources effectively.	None	Any ONE	Any TWO	Any THREE	ALL
	50	2.10.5 Inn	The LA adopts the following innovative practices for operating libraries:	None OR ONE	Any TWO	Any FOUR	Any SIX	ALL

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
			a. Utilizing a web-based library management system to streamline library operations and enhance user experience. b. Providing eLearning facilities to offer online educational resources and opportunities to library members. c. Offering digital membership cards (SMART cards) to members, enabling convenient and efficient access to library services. d. Organizing events to promote education, fostering a learning culture within the community. e. Arranging events to promote culture, celebrating diversity and heritage within the LA area. f. Conducting webinars on different subjects, providing opportunities for knowledge sharing and continuous learning. g. Digitally documenting old books and manuscripts, preserving historical knowledge for future generations. h. Undertaking or supporting research initiatives to contribute to the advancement of knowledge. i. Providing mobile library services, bringing books and resources to communities beyond the physical library space					
2.11 Playgrounds	51	2.11.1 Com	The LA ensures compliance with the following legal and operational requirements for managing playgrounds: a. Enacting by-laws to regulate control and levy fees pertaining to playground usage and management. b. Possessing relevant documents to confirm the legal ownership of the playgrounds. c. Maintaining a register with records of maintenance and improvements made by the LA for the playgrounds. d. Keeping a register for booking playgrounds for exclusive use, ensuring fair and organized access to the facilities.	None	Any ONE	Any TWO	Any THREE	ALL
	52	2.11.2 Efy	The actual amount spent by the LA on the maintenance of playgrounds (per 1000 population) from own revenue (% change compared to the district average).	Less than or equal to -40%	More than -40% and less than or	More than -20% and less than or	More than 20% and less than or	More than 40%

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
					equal to - 20%	equal of 20%	equal of 40%	
	53	2.11.3 Efv	The ratio of actual funds spent by the LA on annual maintenance expenses for playgrounds from own revenue over the budgeted allocations for the same.	Less than 60% or more than 110%	More than 60% but less than or equal to 70%	More than 70% but less than or equal to 80%	More than 80% but less than or equal to 90%	More than 90% but less than or equal to 110%
	54	2.11.4 Inc	The LA has made the following facilities available in playgrounds to ensure access and safety for women, children, and disabled individuals: a. Wheelchair access to enable easy movement within the playground for disabled individuals. b. Proper lighting within the playground to ensure safety during evening hours. c. Proper lighting in the access roads leading to the playground to enhance safety and visibility. d. Safety fence around the playground to prevent unauthorized access and enhance security. e. Separate toilets for men and women to provide privacy and convenience for all users.	None	Any ONE	Any TWO	Any THREE	ALL
	55	2.11.5 Inn	The LA adopts the following innovative practices in managing playgrounds: a. Utilizing spaces in playgrounds for revenue generation through advertisements, optimizing the use of available resources. b. Engaging youth groups in playground maintenance, fostering community involvement and ownership. c. Involving the private sector in providing facilities within the playgrounds, leveraging expertise and resources for enhanced services. d. Collaborating with the private sector to offer recreational services in the playgrounds for a fee, providing additional amenities and activities for the public.	None	Any ONE	Any TWO	Any THREE	ALL

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
2.12 Crematorium	56	2.12.1 Com	The LA ensures compliance with the following legal and operational requirements for managing crematoriums: a. Enacting by-laws to regulate and control the functioning of crematoriums. b. Maintaining a regular record of all dead bodies cremated at the crematoriums. c. Obtaining the deed and plan in respect of every crematorium to ensure legal ownership and proper documentation. d. Implementing an operations manual for the crematorium, detailing the procedures and guidelines for its proper functioning.	None	Any ONE	Any TWO	Any THREE	ALL
	57	2.12.2 Efy	The actual operational cost incurred by the LA per cremation (% change compared to the district average)	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal to 20%	More than 20% and less than or equal to 40%	More than 40%
	58	2.12.3 Efv	The ratio of actual funds spent by the LA on the annual maintenance expenses for the crematorium from own revenue compared to the budgeted allocations for the same.	Less than 60% or more than 110%	More than 60% but less than or equal to 70%	More than 70% but less than or equal to 80%	More than 80% but less than or equal to 90%	More than 90% but less than or equal to 110%
	59	2.12.4 Inc	The LA has an internal policy concerning the allocation and charges for economically disadvantaged groups for using crematoriums, which includes the following details: a. Eligibility criteria to determine who qualifies as economically disadvantaged for availing the benefits. b. Requirement of approval from the council to ensure proper oversight and authorization. c. Observations from the District Local Government (DLG) or Central Local Government (CLG or ACLG) to ensure compliance with regulations. d. Public display of the policy to provide transparency and accessibility to all concerned stakeholders.	None	Any ONE	Any TWO	Any THREE	ALL

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
2.13 Cemeteries / burial grounds	60	2.12.5 Inn	The LA adopts the following innovative practices in managing crematoriums: a. Implementing online booking facilities to provide convenient and efficient cremation scheduling for families. b. Engaging citizens in maintenance activities, fostering a sense of community ownership and involvement. c. Utilizing renewable energy sources to reduce the environmental impact of crematorium operations. d. Offering additional facilities for visitors, enhancing their experience during memorial services and cremation ceremonies.	None	Any ONE	Any TWO	Any THREE	ALL
	61	2.13.1 Com	The LA ensures compliance with the following legal and operational requirements for managing cemeteries/burial grounds: a. Every cemetery has been declared in the Gazette under the Cemeteries and Burial Grounds Ordinance. b. By-laws relating to cemeteries have been approved to regulate their management and use. c. Every cemetery has been enclosed by a wall of 6 feet high or a fence, providing security and privacy. d. The deed and the plan in respect of every cemetery have been obtained, ensuring proper ownership and documentation. e. A Register of dead bodies buried in every cemetery has been maintained, recording burial information for documentation purposes. f. A layout plan for allocating space for burials in the cemetery has been drawn up, effectively organizing the burial spaces.	None	Any ONE	Any TWO/THREE	Any FOUR/FIVE	ALL
	62	2.13.2 Efy	The actual operational cost incurred by the LA per burial/cremation (% change compared to the district average).	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%
	63	2.13.3 Efv	The proportion of funds spent by the LA from own revenue for the annual maintenance expenses for cemeteries/burial grounds compared to the budgeted allocation for the same.	Less than 60% or more than 110%	More than 60% but less	More than 70% but less	More than 80% but less	More than 90% but less than

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
					than or equal to 70%	than or equal to 80%	than or equal to 90%	or equal to 110%
	64	2.13.4 Inc	The LA has an internal policy on allocation and charges for economically disadvantaged groups for using cemeteries and burial grounds, which includes the following details: a. Eligibility criteria to determine who qualifies as economically disadvantaged for availing the benefits. b. Requirement of approval from the council to ensure proper oversight and authorization. c. Observations from the Department of Local Government (DLG) to comply with regulations and guidelines. d. Public display of the policy to provide transparency and accessibility to all concerned stakeholders.	None	Any ONE	Any TWO	Any THREE	ALL
	65	2.13.5 Inn	The LA adopts the following innovative practices to manage cemeteries/burial grounds: a. Implementing online facilities for booking burial slots, making the process more convenient and accessible for families. b. Engaging citizens in maintenance activities to foster community participation and ensure well-maintained burial grounds. c. Utilizing renewable energy sources, such as solar power, for lighting in the cemetery, promoting sustainability and energy efficiency. d. Providing additional facilities for visitors, such as seating areas, restrooms, or memorial spaces, to enhance their experience during visits.	None	Any ONE	Any TWO	Any THREE	ALL
2.14 Environmental Protection	66	2.14.1 Com	The LA ensures compliance with the following legal and operational requirements in issuing Environmental Protection Licenses (EPLs), maintaining a registry of existing industries and details of EPLs issued: a. Register of licensed sites, containing records of industries and businesses that have obtained valid EPLs. b. Register of potential sites without EPL, identifying locations where EPLs are required but have not been obtained.	None	Any ONE	Any TWO	Any THREE	ALL

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
			c. Taking legal action by the Local Authority against agencies that failed to obtain Environmental Protection Licenses, enforcing compliance with environmental regulations. d. Register of inspections conducted to monitor and address violations of environmental regulations, ensuring proper enforcement of EPL conditions.					
	67	2.14.2 Efy	The average number of days taken by the LA to issue an EPL, provided that proper documentation is submitted (benchmark: 7 days).	More than benchmark			Equal to benchmark	Less than benchmark
	68	2.14.3 Efv	The actual revenue collected by the LA from issuing EPLs compared to the budgeted amount.	Less than 60% or more than 110%	More than 60% but less than or equal to 70%	More than 70% but less than or equal to 80%	More than 80% but less than or equal to 90%	More than 90% but less than or equal to 110%
	69	2.14.4 Inc	The LA has an internal policy on environmental protection regulations for informal and micro industries, which includes the following details: a. Eligibility criteria to determine which informal and micro industries are covered under the policy. b. Requirement of approval from the council to ensure proper oversight and authorization. c. Observations from the Department of Local Government to comply with regulatory requirements. d. Public display of the policy to provide transparency and accessibility to all concerned stakeholders.	None	Any ONE	Any TWO	Any THREE	ALL
	70	2.14.5 Inn	The LA adopts the following innovative practices for issuing EPLs: a. Implementing an online system for obtaining EPL services, streamlining the application process and making it more accessible to applicants. b. Utilizing a web-based system for managing all EPL holders, facilitating efficient record-keeping and monitoring of compliance. c. Using mobile technology for data collection of EPL holders, enabling real-time updates and improving data accuracy.	None	Any ONE	Any TWO	Any THREE	ALL

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
			d. Establishing an exclusive complaints handling mechanism for EPL services, ensuring prompt resolution of issues and feedback from applicants and EPL holders.					
2.15 Fleet / Equipment Maintenance	71	2.15.2 Com	The LA ensures compliance with the following legal and operational requirements in managing and maintaining fleet/equipment: a. Separate logbooks are maintained, kept up to date, for each vehicle, recording essential information and activities. b. Separate logbooks are maintained for each machinery, documenting relevant details and maintenance records. c. An updated register of vehicles is maintained, providing a comprehensive record of all vehicles in use. d. Annual survey reports of vehicles are conducted to assess their condition and ensure roadworthiness. e. Annual survey reports of machineries are conducted to assess their condition and ensure operational efficiency. f. Fuel consumption rate of each vehicle is checked once every six months, monitoring fuel efficiency. g. Fuel consumption rate of each machinery is checked once every six months, monitoring fuel efficiency. h. Revenue licenses and insurance cover for each vehicle are obtained before the specified date, ensuring legal compliance and protection. i. Arrangements are made to obtain daily running charts or charts of running hours before the issuance of fuel orders, maintaining fuel consumption records. j. Monthly returns on vehicle usage are submitted to the Government Audit, providing accurate and transparent records of vehicle operations.	NONE or Less than THREE	Any THREE	Any SIX	Any NINE	ALL
	72	2.15.2 Efy	The actual amount spent by the LA on fleet/equipment maintenance (per 1000 citizens) from own revenue (% change compared to the district average).	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
	73	2.15.3 Efv	The proportion of funds spent by the LA from own revenue for maintenance and repairs of fleet/equipment compared to the budgeted allocation for the same.	Less than 60% or more than 110%	More than 60% but less than or equal to 70%	More than 70% but less than or equal to 80%	More than 80% but less than or equal to 90%	More than 90% but less than or equal to 110%
	74	2.15.4 Inn	The LA adopts the following innovative practices for maintenance: a. Implementing energy-saving solutions to reduce operational costs and promote environmental sustainability. b. Employing real-time tracking of LA vehicles for efficient monitoring and better fleet management. c. Utilizing a web-based information system to centralize and organize data on all fleet/equipment maintenance, ensuring easy access to records and timely maintenance updates. d. Providing parking facilities with shelters for all fleet vehicles, protecting them from environmental elements and extending their lifespan. e. Modifying vehicles for different uses within the LA, optimizing their utility and increasing versatility. f. Collaborating with other government institutions to acquire vehicles/equipment through partnerships, promoting resource-sharing and cost-effectiveness.	None	Any ONE	Any THREE	Any FIVE	ALL
2.16 Fixed Asset Maintenance	75	2.16.1 Com	The LA ensures compliance with the following legal and operational requirements in managing and maintaining all fixed assets: a. Deeds and plans in respect of immovable properties have been prepared and protected, ensuring proper documentation and protection of ownership rights. b. An annual plan of operation and maintenance assets is prepared and made available, outlining the scheduled maintenance activities and ensuring proper upkeep. c. An updated Assets Register is maintained, providing an accurate and comprehensive record of all fixed assets.	None	Any ONE	Any TWO	Any THREE	ALL

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
			d. Budget is allocated for the operation and maintenance of assets, ensuring adequate funds for the upkeep and functioning of fixed assets. e. Disbursements are carried out in adherence to the annual plan, ensuring that the allocated budget is utilized appropriately for maintenance and operation activities.					
	76	2.16.2 Efy	The actual amount spent by the LA on fixed asset maintenance (per 1000 population) from own revenue (% change compared to the district average).	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%
	77	2.16.3 Efv	The proportion of actual funds spent by the LA from own revenue for fixed asset maintenance compared to the budgeted allocation for the same.	Less than 60% or more than 110%	More than 60% but less than or equal to 70%	More than 70% but less than or equal to 80%	More than 80% but less than or equal to 90%	More than 90% but less than or equal to 110%
	78	2.16.4 Inn	The LA adopts the following innovative practices in fixed asset maintenance: a. Implementing energy-saving solutions to reduce operational costs and promote environmental sustainability. b. Utilizing a web-based information system to centralize and organize data on all fixed assets, enabling efficient tracking of maintenance activities and facilitating data-driven decisions. c. Engaging citizens in asset management, encouraging public participation in monitoring and providing feedback on fixed asset maintenance and utilization. d. Collaborating with the private sector to explore long-term revenue generation opportunities using LA fixed assets, such as public-private partnerships for development or leasing arrangements.	None	Any ONE	Any TWO	Any THREE	ALL
2.17 Construction /	79	2.17.1 Com	The LA ensures compliance with the following legal and operational requirements in regulating constructions/buildings:	None	Any ONE	Any TWO	Any THREE	ALL

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
Building Regulation			a. Provision of building plan approval service, in accordance with a basic organizational plan, to ensure that construction activities adhere to the specified guidelines and regulations. b. Maintaining a Building Application Register to record and track applications for building permits, ensuring proper documentation and monitoring of the approval process. c. Keeping a Register for approval of allocation of lands applications, documenting the approval status of land allocations for construction purposes. d. Maintaining a Register of authorized and unauthorized buildings, providing a comprehensive record of approved and unapproved constructions within the LA's jurisdiction. e. Taking legal action against those who violate building planning regulations, ensuring compliance and deterring unauthorized construction activities.					
	80	2.17.2 Efy	The average number of days taken by the LA to issue construction/building approval when proper documentation is submitted (benchmark: 14 days).	More than benchmark			Equal to benchmark	Less than benchmark
	81	2.17.3 Efv	The proportion of revenue estimated by the LA from construction approval in the budget compared to the actual revenue collected for the same.	Less than 60% or more than 110%	More than 60% but less than or equal to 70%	More than 70% but less than or equal to 80%	More than 80% but less than or equal to 90%	More than 90% but less than or equal to 110%
	82	2.17.4 Inc	The LA has an internal policy on regulating informal settlements, which includes the following details: a. Eligibility criteria to determine the parameters and conditions for regulating informal settlements. b. Requirement of approval from the council to ensure proper oversight and authorization of the policy. c. Observations from the Department of Local Government (DLG) to comply with regulatory requirements and guidelines.	None	Any ONE	Any TWO	Any THREE	ALL

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
			d. Public display of the policy to provide transparency and accessibility to all concerned stakeholders and the general public.					
	83	2.17.5 Inn	The LA adopts the following innovative practices for building regulations: a. Utilizing GIS technology for tracking building regulations, enabling efficient monitoring and data management of construction activities. b. Establishing an exclusive complaints handling mechanism for monitoring service quality, ensuring prompt resolution of issues related to building regulations. c. Implementing online tracking of the status of issuing construction approval, providing real-time updates to applicants and stakeholders. d. Introducing online submission of applications for construction approval, streamlining the application process and making it more accessible to applicants.	None	Any ONE	Any TWO	Any THREE	ALL
2.18 Trade License	84	2.18.1 Com	The LA ensures compliance with the following legal and operational requirements in processing and issuing trade licenses: a. Enacting by-laws for dangerous and offensive businesses for which licenses are to be obtained or adopting standard by-laws promulgated by the Minister for that purpose. b. Maintaining a Trade License Register to record and track all issued trade licenses, ensuring proper documentation and monitoring. c. Complying with Gazette notification and council decision regarding taxation, adhering to the approved taxation regulations for trade licenses. d. Using application forms recommended by the Medical Officer of Health, ensuring that health and safety considerations are taken into account during the license application process	None	Any ONE	Any TWO	Any THREE	ALL
	85	2.18.2 Efy	The average number of days taken by the LA to deliver a trade license when proper documentation is submitted (benchmark: 14 days).	More than benchmark			Equal to benchmark	Less than benchmark
	86	2.18.3 Efv	The actual revenue collected by the LA from issuing trade licenses compared to the budgeted amount.	Less than 60% or more than 110%	More than 60% but less than or	More than 70% but less than or	More than 80% but less than or	More than 90% but less than

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
					equal to 70%	equal to 80%	equal to 90%	or equal to 110%
	87	2.18.4 Inc	The LA has an internal policy for regulating informal businesses, which includes the following stipulated features: a. Eligibility criteria to determine the qualifications and requirements for informal businesses to operate within the LA's jurisdiction. b. Requirement of approval from the council to ensure proper oversight and authorization of the policy implementation. c. Observations from the Department of Local Government (DLG) to comply with regulatory guidelines and standards. d. Public display of the policy to provide transparency and accessibility to all concerned stakeholders and the general public.	None	Any ONE	Any TWO	Any THREE	ALL
	88	2.18.5 Inn	The LA adopts the following innovative practices for issuing trade licenses: a. Online delivery of the application submission process, providing a convenient and accessible way for applicants to apply for trade licenses. b. Real-time tracking of the processing of applications, enabling applicants to monitor the status of their applications and ensuring efficient processing times. c. Operating an exclusive complaint handling mechanism to address any issues or concerns related to trade license applications promptly. d. Using a computerized information system for managing all data related to trade licenses, facilitating efficient data storage and retrieval for better decision-making. e. Utilizing mobile technology for data collection on commercial establishments in the LA, enabling quick and accurate data collection for trade license evaluations. f. Engaging students, youth, or citizens in data collection to involve the community in the trade license process and ensure a comprehensive understanding of local business activities.	None	Any ONE	Any THREE	Any FIVE	ALL
	89	2.19.1 Com	The LA ensures compliance with the following legal and operational requirements in processing and issuing ownership certificates:	None	Any ONE	Any TWO	Any THREE	ALL

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Key Performance Area	S No	Code No	Assessment Criteria	Performance Status				
				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
2.19 Change of property Ownership			a. Maintaining an updated assessment register, recording all relevant information and assessments related to ownership certificates. b. Maintaining a register with applications, categorizing them based on their status, such as issued, rejected, or in-progress, to track the progress of each application efficiently. c. Making available an application form in the language of choice, offering applicants the option to complete the form in a language they are comfortable with. d. Providing a printed guide explaining the process of obtaining an ownership certificate, along with appeal procedures, to inform applicants about the necessary steps and potential recourse if needed.					
	90	2.19.2 Efy	The average number of days taken by the LA to process Change of Ownership Certificate applications (benchmark: 14 days).	More than benchmark			Equal to benchmark	Less than benchmark
	91	2.19.3 Efv	The proportion of actual revenue collected by the LA from issuing Change of Ownership Certificates compared to the budgeted amount for the same.	Less than 60% or more than 110%	More than 60% but less than or equal to 70%	More than 70% but less than or equal to 80%	More than 80% but less than or equal to 90%	More than 90% but less than or equal to 110%
	92	2.19.4 Inn	The LA adopts the following innovative practices for issuing Change of Ownership Certificates: a. Online delivery of the application submission process, providing a convenient and accessible way for applicants to apply for Change of Ownership Certificates. b. Real-time tracking of the processing of applications, enabling applicants to monitor the status of their applications and ensuring efficient processing times. c. Operating an exclusive complaint handling mechanism to address any issues or concerns related to Change of Ownership Certificate applications promptly.	None	Any ONE	Any TWO	Any THREE	ALL

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Key Performance Area	S No	Code No	Assessment Criteria	Performance Status				
				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
			d. Using a computerized information system for managing all data related to issuing change of property ownership, facilitating efficient data storage and retrieval for better decision-making.					
2.20 Other regulatory services	93	2.20.1 Com	The LA implements the following measures during block out of land for sales: a. Maintaining a register with details of the block out of land, recording relevant information about the process. b. Obtaining approval for the block-out plan to ensure adherence to regulations and guidelines. c. Establishing an agreement with the seller outlining the terms and conditions of the land sales. d. Collecting tax revenue from the sales of land blocks to ensure proper revenue management and compliance with tax regulations.	None	Any ONE	Any TWO	Any THREE	ALL
	94	2.20.2 Efy	The average number of days taken by the LA to process street line/building line certificates is 2 days, which serves as the benchmark.	More than benchmark			Equal to benchmark	Less than benchmark
	95	2.20.3 Efy	The average number of days taken by the LA to issue ownership certificates is 2 days, which serves as the benchmark.	More than benchmark			Equal to benchmark	Less than benchmark
	96	2.20.4 Efy	The average number of days taken by the LA to issue a Certificate of Conformity is 14 days, which serves as the benchmark.	More than benchmark			Equal to benchmark	Less than benchmark
	97	2.20.5 Efy	The average number of days taken by the LA to issue a license for advertisement hoardings/displays is 3 days, which serves as the benchmark.	More than benchmark			Equal to benchmark	Less than benchmark

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Part C : Functional Area – Governance Practices

Key Performance Area	S No	Code No	Assessment Criteria	Performance Status				
				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
3.1 Strengthening Citizen Engagement	1	3.1.1 Com	The LA complies with operational requirements for constituting and convening advisory committees for the following subjects: a. Legal and policy matters b. Environmental management and safeguarding c. Revenue generation strategies d. Engineering and public works related issues e. Local economic development initiatives f. Any other relevant matters.	No advisory committees	At least one committee is functional which met once within the last three months	At least TWO committees are functional which met once within the last three months	At least THREE committees are functional which met once within the last three months	At least FOUR committees are functional which met once within the last three months
	2	3.1.2 Efy	The percentage of recommendations made by the advisory committee that were accepted by the Council (% change compared to district average).	Less than or equal to - 40%	More than - 40% and less than or equal to -20%	More than -20% and less than or equal to 20%	More than 20% and less than or equal to 40%	More than 40%
	3	3.1.3 Efv	The proportion of actual expenditure incurred for facilitating community participation over the budgeted allocation for the same.	Less than 60% or more than 110%	More than 60% but less than or equal to 70%	More than 70% but less than or equal to 80%	More than 80% but less than or equal to 90%	More than 90% but less than or equal to 110%
	4	3.1.4 Inc	Percentage of women in committees a. No women representation b. <10 percent c. 10-30 percent d. 30-40 percent e. At least 50 percent	a	b	c	d	e
	5	3.1.5 Inn	The LA adopts the following innovative approaches to strengthen citizen engagement: a. Enabling online attendance for citizens at advisory/consultative meetings	None	Any ONE	Any TWO	Any THREE	ALL

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
			b. Conducting at least ONE community work per month (Shramadana, etc.) c. Utilizing social media for needs identification d. Conducting surveys to assess citizen satisfaction e. Collaborating with DS and other government agencies					
3.2 Council Meetings	6	3.2.1 Com	The LA ensures compliance with legal and operational requirements for citizens to access council meetings through the following measures: a. Enacting a by-law for council affairs to regulate access and procedures. b. Providing access to the Citizen Gallery during Council Meetings for the public to observe. c. Making Council Meeting Minutes accessible to citizens.	None	a	a & b	a & c	a,b & c
	7	3.2.5 Inn	The LA utilizes the following ICT applications for council meetings: a. Live streaming of council meetings through platforms like YouTube Channel to enable remote viewing. b. Providing online access to a digital repository of council meeting minutes for easy reference and retrieval. c. Maintaining an online repository of council meeting recordings for convenient access and review.	None	ONE of (a – c)	ONE of a OR c	TWO of (a – c)	ALL of (a – c)
3.3 Public Communication	8	3.3.1 Com	The LA has ensured compliance with the following legal and operational requirements to ensure free access to all important LA documents: a. Providing open access to LA Budgets by ensuring hard copies are available for the public. b. Ensuring open access to Council Meeting Minutes by making hard copies available for the public. c. Ensuring open access to final accounts by making hard copies available for the public. d. Providing online access to LA budgets for easy and convenient viewing.	None	At least ONE of (a – f)	At least THREE of (a – f)	At least FIVE of (a – f)	ALL (a – f)

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Key Performance Area	S No	Code No	Assessment Criteria	Performance Status				
				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
3.4 Grievance Redress Management			e. Providing online access to Final Accounts for easy accessibility. f. Offering online access to council meeting minutes to facilitate public access and transparency.					
	9	3.3.2 Efy	Average number of days taken to respond to RTI requests (% change compared to the district average).	More than 40%	More than 20% and less than or equal of 40%	More than -20% and less than or equal of 20%	More than - 40% and less than or equal to -20%	Less than or equal to -40%
	10	3.3.3 Efv	The proportion of RTI requests that have been addressed or resolved by the LA.	Less than 80%	More than or equal to 80% but less than 85%	More than or equal to 85% but less than 90%	More than or equal to 90% but less than 95%	More than or equal to 95% but less than or equal to 100%
	11	3.3.4 Inc	The LA has taken measures to ensure the availability of the following key documents in both national languages: a. Annual Budget b. Council Meeting Minutes c. Citizen Charter d. Service Guideline for all the Products and Services e. Final Audit report	None	ONE of (a – e)	TWO of (a – e)	THREE of (a – e)	ALL of (a – d)
	12	3.3.5 Inn	The LA utilizes various ICT applications for public communication, including: a. An interactive website. b. Regular SMS communication with citizens. c. Regular communication through platforms like WhatsApp or Telegram. d. The availability of an official Facebook page for the LA.	None	ONE of (a – d)	TWO of (a – d)	THREE of (a – d)	ALL of (a – d)
	13	3.4.1 Com	The LA has established a Grievance Redress Management system, adhering to the following stipulated grievance handling procedures: a. All complaints are promptly acknowledged in writing.	None	ONE of (a – e)	TWO of (a – e)	THREE of (a – e)	ALL of (a – e)

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
			b. Each complaint is recorded in a register, either manually or digitally. c. Resolved complaints are duly recorded in the register. d. Clear timelines for redressing complaints are disclosed to the complainants. e. Responses to complaints are communicated in writing to the concerned parties.					
	14	3.4.2 Efy	The average time taken to resolve a grievance (percentage change compared to the district average).	More than 40%	More than 20% and less than or equal of 40%	More than -20% and less than or equal of 20%	More than - 40% and less than or equal to -20%	Less than or equal to -40%
	15	3.4.3 Efv	The proportion of grievances redressed out of total grievances reported.	More than 80%	More than or equal to 80% but less than 85%	More than or equal to 85% but less than 90%	More than or equal to 90% but less than 95%	More than or equal to 95%
	16	3.4.4 Inc	The LA has established exclusive mechanisms for addressing grievances of disadvantaged groups, which include the following: a. An exclusive arrangement has been made to receive complaints from persons with disabilities. b. Women staff have been assigned to handle grievances of women. c. Staff engaged in grievance handling have been trained in gender and social inclusion. d. Exclusive staff is available to handle grievances in the language of choice. e. Procedures for appealing decisions on grievances are clearly published in the language of choice. f. Instructions on the grievance redress mechanism of the LA are published in the language of choice.	None	At least ONE of (a – f)	At least THREE of (a – f)	At least FIVE of (a – f)	ALL of (a – f)

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
	17	3.4.5 Inn	The LA utilizes the following ICT applications for Grievance Redress: a. The public can share grievances using a web platform. b. The public can share grievances using a mobile application. c. The public can share grievances through social media channels. d. Respondents can view the status of complaints made through the web or smartphone. e. LA officials can view the progress status of Grievance Redress through computers and/or smartphones.	None	ONE of (a – e)	TWO of (a – e)	THREE of (a – e)	ALL of (a – e)
3.5 Procurement	18	3.5.1 Com	The LA has ensured compliance with the following legal and operational requirements for procurements: a. A procurement committee has been appointed and approved by the Council. b. The suppliers' registrar is updated annually with blacklisted suppliers. c. There is an annual procurement plan and timetable available. d. Proper maintenance of procurement documents is done for each and every procurement. e. Procurements have been carried out according to the plan. f. The procurement plan has been approved by the council.	None	ONE of (a – f)	TWO of (a – f)	THREE of (a – f)	ALL of (a – f)
	19	3.5.2 Efy	The proportion of the total amount spent on purchases outside the procurement plan compared to the total cost of all purchases.	More than 25%	More than 20% but less than or equal to 25%	More than 15% but less than or equal to 20%	More than 10% but less than or equal to 15%	Less than or equal to 10%
	20	3.5.3 Efv	The proportion of the amount spent on purchases compared to the total cost of purchases in the procurement plan.	Less than 60% or	More than 60% but less than or	More than 70% but less than	More than 80% but less	More than 90% but less

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
				more than 110%	equal to 70%	or equal to 80%	than or equal to 90%	than or equal to 110%
	21	3.5.4 Inc	The LA has implemented a procurement policy that prioritizes: a. Local businesses b. Women-owned businesses c. Businesses owned by people with disabilities	None	a	a & b	a & c	a,b & c
	22	3.5.5 Inn	The LA pursues the following innovative approaches in procurement processes: a. Publishing announcements on the LA website. b. Publicizing outcomes of contracts on the LA website. c. Implementing an electronic procurement system. d. Utilizing computerized templates for tracking procurement (semi-automated).	None	ONE of (a – d)	TWO of (a – d)	THREE of (a – d)	ALL (a – d)
3.6 General Audit	23	3.6.1 Com	The LA ensures compliance with the following legal and operational requirements for audits: a. Responding to audit queries within 14 days of receiving them. b. Maintaining an updated Audit Inquiry Register. c. Updating the audit report to include recommendations by the Auditor General. d. Submitting all audit queries and opinions to the Council meeting.	None	ONE of (a – d)	TWO of (a – d)	THREE of (a – d)	ALL of (a – d)
	24	3.6.2 Efy	The LA has obtained a satisfactory audit opinion on the final accounts for the last five years.	Less than 20%	More than or equal to 20% but less than 40%	More than or equal to 40% but less than 60%	More than or equal to 60% but less than 80%	More than or equal to 95% but less than or equal to 100%
	25	3.6.3 Efv	The proportion of action points implemented by the LA in response to audit queries.	Less than 80%	More than or equal to 80% but less than 85%	More than or equal to 85% but less than 90%	More than or equal to 90% but less than 95%	More than or equal to 95% but less than or equal to 100%

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
	26	3.6.4 Inn	The LA employs the following innovative practices in auditing: a. Appointment of a qualified and designated Audit Compliance Officer b. Establishment of an External Audit Advisory Committee with appropriate members c. Proactive disclosure of External and Internal Audit Reports to the public d. Utilization of ICT for continuous tracking of audit queries e. Presenting updated progress review statements on audit queries and recommendations to the council.	None	ONE of (a – e)	TWO of (a – e)	THREE of (a – e)	ALL of (a – e)
3.7 Internal audit	27	3.7.1 Com	The LA ensures compliance in internal auditing by: a. Formally appointing the Internal Auditor b. Providing Monthly Internal Audit Reports c. Presenting monthly Internal Audit reports to the Council	None	a	a & b	a & c	a,b & c
	28	3.7.2 Efy	The average number of audit findings per month (% change compared to the district average).	More than 40%	More than 20% and less than or equal to 40%	More than -20% and less than or equal to 20%	More than -40% and less than or equal to -20%	Less than or equal to -40%
	29	3.7.3 Efv	Percentage of audit findings addressed/responded to out of total audit findings (% change compared to the district average).	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal to 20%	More than 20% and less than or equal to 40%	More than 40%
	30	3.7.5 Inn	The LA pursues the following innovative practices in Internal Auditing: a. Audit on compliance of accounting practices. b. Audit on compliance of processes and procedures. c. Audit on compliance of cost-effectiveness.	None	a	a & b	a & c	a,b & c
3.8 Annual Action Plan	31	3.8.1 Com	The LA has made available an action plan for the year which includes:	None	ONE of (a – d)	TWO of (a – d)	THREE of (a – d)	ALL of (a – d)

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
			a. Activities with a timeline. b. Activities with costing. c. Activities with designated responsibilities within the LA. d. Council approval for the annual action plan.					
	32	3.8.2 Efy	The proportion of the total amount spent on works/activities in the activity plan compared to the total amount allocated for the same in the budget.	Less than 60% or more than 110%	More than 60% but less than or equal to 70%	More than 70% but less than or equal to 80%	More than 80% but less than or equal to 90%	More than 90% but less than or equal to 110%
	33	3.8.3 Efv	The proportion of the total amount allocated for works/activities in the activity plan from the budgeted total recurrent/operational cost.	Less than 80%	More than or equal to 80% but less than 85%	More than or equal to 85% but less than 90%	More than or equal to 90% but less than 95%	More than or equal to 95% but less than or equal to 100%
	34	3.8.4 Inc	The proportion of the total amount allocated for inclusive works/activities focusing on the following sectors in the activity plan: a. Women empowerment b. Support to women-headed households c. Support to people with disabilities d. Youth empowerment e. Support to elders	Less than 1%	More than or equal to 1% but less than 1.25%	More than or equal to 1.25% but less than 1.5%	More than or equal to 1.5% but less than 1.75%	More than or equal to 1.75%
	35	3.8.5 Inn	The LA has pursued innovative projects along the following categories in the annual plan: a. LED-focused initiatives b. Public-Private Partnership (PPP) initiatives c. Renewable energy projects d. Climate-resilient related initiatives	None	ONE of (a – d)	TWO of (a – d)	THREE of (a – d)	ALL of (a – d)
3.9 Strategic Plan	36	3.9.1 Com	The LA has developed and made available a comprehensive strategic plan for the current year, comprising the following key components:	None	At least a, b & c	Any FOUR including a, b & c	Any FIVE including a, b & c	Any SIX including a, b & c

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Key Performance Area	S No	Code No	Assessment Criteria	Performance Status				
				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
			a. Vision b. Mission c. Objectives d. Specific project plans/concepts e. Financial plan with contributions from own revenue f. Financial plan with contributions from other revenue sources.					
	37	3.9.2 Efy	The proportion of activities taken from the Strategic plan compared to the total number of activities in the Annual Work Plan.	Less than 10%	More than or equal to 10% but less than 15%	More than or equal to 15% but less than 20%	More than or equal to 20% but less than 25%	More than or equal to 25%
	38	3.9.4 Inc	The proportion of activities related to inclusion in the Strategic plan compared to the total number of activities in the Strategic Plan.	Less than 1%	More than or equal to 1% but less than 1.25%	More than or equal to 1.25% but less than 1.5%	More than or equal to 1.5% but less than 1.75%	More than or equal to 1.75%
	39	3.9.5 Inn	The LA has pursued the following innovative initiatives within its Strategic Plan: a. Mainstreaming of Sustainable Development Goals (SDGs) b. Renewable energy-related projects c. Strengthening Local Economic Development (LED) d. Climate change and Adaptation initiatives e. Specific plans for revenue-generating projects f. Plan for handling pandemics/disease outbreaks	None	At least ONE of (a – f)	At least THREE of (a – f)	At least FIVE of (a – f)	ALL of (a – f)
3.10 Medium Term Plan	40	3.10.1 Com	The LA has made available a Medium-Term Plan with the following key features. a. Needs identified for each GND b. Needs identified for each ward c. Yearly Work Plan with a defined timeline d. Activities with costing for the first year	None	ONE of (a – d)	TWO of (a – d)	THREE of (a – d)	ALL of (a – d)

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Key Performance Area	S No	Code No	Assessment Criteria	Performance Status				
				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
	41	3.10.2 Efy	The proportion of the total number of works/activities selected from the LA's medium-term plan compared to the total number of works identified in the LA's budget.	Less than 80%	More than or equal to 80% but less than 85%	More than or equal to 85% but less than 90%	More than or equal to 90% but less than 95%	More than or equal to 95% but less than or equal to 100%
	42	3.10.3 Efv	Number of works/activities completed out of the total activities identified for the current year in the Medium-Term Plan.	Less than 80%	More than or equal to 80% but less than 85%	More than or equal to 85% but less than 90%	More than or equal to 90% but less than 95%	More than or equal to 95% but less than or equal to 100%
	43	3.10.4 Inc	The LA has taken measures to ensure inclusivity in the planning process and identify the needs of various groups, including: a. Women-headed households b. People with disabilities c. Elders d. Youth and children e. Local entrepreneurs	None	ONE of (a – e)	TWO of (a – e)	THREE of (a – e)	ALL of (a – e)
	44	3.10.5 Inn	The LA has utilized the following ICT applications in various stages of the planning process: a. Conducting surveys to identify needs through digital technologies. b. Utilizing ICT for prioritizing needs c. Tracking project implementation through ICT d. Employing GIS technology for project management	None	ONE of (a – d)	TWO of (a – d)	THREE of (a – d)	ALL of (a – d)
	45	3.11.1 Com	The LA has made Specific Project Plans for with long-term development objectives with the following key features: a. Long term revenue generation plans with business plans b. Feasibility studies of high-value and high-impact infrastructure development plans c. Local Economic development plan with specific activities	None	a	a & b	a & c	a,b & c

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Key Performance Area	S No	Code No	Assessment Criteria	Performance Status				
				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
	46	3.11.2 Efy	The proportion of actual funds used for 'specific projects' compared to the total own revenue (% change compared to district average).	Less than or equal to - 40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%
	47	3.11.3 Efv	The proportion of the number of specific projects completed out of the total number of specific projects.	Less than 80%	More than or equal to 80% but less than 85%	More than or equal to 85% but less than 90%	More than or equal to 90% but less than 95%	More than or equal to 95% but less than or equal to 100%
	48	3.11.4 Inc	The LA has developed plans to address the specific needs of the following groups: a. Women-headed households b. People with disabilities c. Unemployed youth d. Senior citizens e. Any other specific disadvantaged groups	None	ONE of (a – e)	TWO of (a – e)	THREE of (a – e)	ALL of (a – e)

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PART D : Contribution to Sustainable Development Goals (SDGs)

Key Performance Area	S No	Code No	Assessment Criteria	Performance Status				
				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
5.1 Data availability	1	1.2.1 Other, Inc	Citizens living below national poverty line	Data NOT available with LA	Data is available in hard copies	Ward-level data is available but NOT analyzed	The ward-level analysis is done but NOT used for any decision making	The ward-level analysis is done AND used for any decision making
	2	1.4.1 Other, Inc	Data on basic facilities (Toilet and Drinking water) for households	Data NOT available with LA	Data is available in hard copies	Ward-level data is available but NOT analyzed	The ward-level analysis is done but NOT used for any decision making	The ward-level analysis is done AND used for any decision making
	3	3.3.5 Other, Efy	Data on dengue infections	Data NOT available with LA	Data is available in hard copies	Ward-level data is available but NOT analyzed	The ward-level analysis is done but NOT used for any decision making	The ward-level analysis is done AND used for any decision making
	4	3.6.1 Other, Efv	Data on Road Accidents	Data NOT available with LA	Data is available in hard copies	Ward-level data is available but NOT analyzed	The ward-level analysis is done but NOT used for any decision making	The ward-level analysis is done AND used for any decision making
	5	3.7.2 Other, Inc	Data on Health Centers and Dispensaries (public and private)	Data NOT available with LA	Data is available in hard copies	Ward-level data is available but NOT analyzed	The ward-level analysis is done but NOT used for any decision making	The ward-level analysis is done AND used for any decision making
	6	4.5.1 Other, Inc	Data on People living with disabilities	Data NOT available with LA	Data is available in hard copies	Ward-level data is available but NOT analyzed	The ward-level analysis is done but NOT used for any decision making	The ward-level analysis is done AND used for any decision making
	7	16.3 Other, Efy	Data on crimes recorded	Data NOT available with LA	Data is available in hard copies	Ward-level data is available but NOT analyzed	The ward-level analysis is done but NOT used for any decision making	The ward-level analysis is done AND used for any decision making

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Key Performance Area	S No	Code No	Assessment Criteria	Performance Status				
				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
	8	3.4.2, Efy	Data on Suicides	Data NOT available with LA	Data is available in hard copies	Ward-level data is available but NOT analyzed	The ward-level analysis is done but NOT used for any decision making	The ward-level analysis is done AND used for any decision making
	9	3.c.1, Efv	Data on Health workers (public and private)	Data NOT available with LA	Data is available in hard copies	Ward-level data is available but NOT analyzed	The ward-level analysis is done but NOT used for any decision making	The ward-level analysis is done AND used for any decision making
5.2 Plans and policies	10	1.5.4 Other, Comp	Disaster risk management plan	No such plan	Plan is available but no involvement of LA in preparing the plan	Plan is available AND LA engaged in preparing the plan	LA implemented less than 50% of activities in the plan	LA implemented more than 50% of activities in the plan
	11	5.1.1 Other, Comp	Gender Equality policy	No such Gender Equality policy	The Gender Equality policy is available but no involvement of LA in preparing the Gender Equality policy	The Gender Equality policy is available AND LA engaged in preparing the Gender Equality policy	LA has prepared an Action Plan based on the Gender Equality Policy	LA has implemented more than 50% of activities identified in the Action Plan.
	12	6.b.1 Other, Comp	Water and sanitation policy	No such Water and sanitation policy	The Water and sanitation policy is available but no involvement of LA in preparing the Water and Sanitation Policy	The Water and sanitation policy is available AND LA engaged in preparing the Water and Sanitation Policy	LA has prepared an Action Plan based on the Water and Sanitation Policy	LA has implemented more than 50% of activities identified in the Action Plan.
	13	12.6.1 Other, Comp	The LA has published the annual sustainability report with the following topics:	No such sustainability report	The sustainability report is available but no involvement of	The sustainability report is available AND LA is engaged in	LA implemented less than 50% of activities in the	LA implemented more than 50% of activities in the sustainability report

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Key Performance Area	S No	Code No	Assessment Criteria	Performance Status				
				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
			Introduction: 1.Organizational Profile: 2.Materiality Assessment: 3.Governance: 4.Social Performance: 5.Environmental Performance: 6.Economic Performance: 7.Stakeholder Engagement: 8.Future Outlook: 9.Verification and Assurance: 10.GRI Index: 11.Other Disclosures:		LA in preparing the sustainability report	preparing the sustainability report	sustainability report	
5.3 Own revenue allocations	14	1.b.1 Other, Efv	The proportion of expenses made for pro-poor activities (excluding personal emoluments) from own revenue, with a comparison to the district average.	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%
	15	1.a.2 Other, Efv	The proportion of expenses allocated for Health and Social Protection (excluding personal emoluments) out of own revenue, with a comparison to the district average.	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%
	16	5.c.1 Other, Efv	The proportion of public allocations for gender equality and women's	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
			empowerment from own revenue, with a comparison to the district average.					
	17	2.1.1 Other, Efv	The proportion of expenses made for programs reducing undernourishment (excluding personal emoluments) out of own revenue, with a comparison to the district average.	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%
	18	2.1.2 Other, Efv	The proportion of expenses made for food-based agricultural programs (excluding personal emoluments) out of own revenue, with a comparison to the district average.	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%
	19	17.5.1 Other, Efv	The proportion of funds allocated for the promotion of investment in the local government area out of own revenue, with a comparison to the district average.	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%
5.4 Women Members	20	5.5.1 Other, Efv	The proportion of women council members in the Local Government, with a comparison to the district average.	Less than or equal to -40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%

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				Poor = 0	Weak = 1	Average = 2	Good = 3	Better = 4
	21	5.5.2 Other, Efv	The proportion of women in managerial positions (Department Heads), with a comparison to the district average.	Less than or equal to - 40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%
5.5 Civil Society engagement	22	11.3.2 Other, Efv	The number of registered and functional civil society structures per 1000 people, with a comparison to the district average.	Less than or equal to - 40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%
5.6 Land use	23	11.1.1 Other, Efv	The proportion of urban population living in slums, informal settlements, or inadequate housing, with a comparison to the district average.	More than 40%	More than 20% and less than or equal of 40%	More than -20% and less than or equal of 20%	More than -40% and less than or equal to -20%	Less than or equal to - 40%
	24	11.3.1 Other, Efv	The proportion of unutilized land, with a comparison to the district average and the percentage change over time.	More than 40%	More than 20% and less than or equal of 40%	More than -20% and less than or equal of 20%	More than -40% and less than or equal to -20%	Less than or equal to - 40%
5.7 Energy	25	7.2.1 Other, Efv	The proportion of renewable energy in the total final energy consumption, with a comparison to the district average and the percentage change over time.	Less than or equal to - 40%	More than -40% and less than or equal to -20%	More than -20% and less than or equal of 20%	More than 20% and less than or equal of 40%	More than 40%