

Service Level Benchmarks										
S. No.	Indicators	Moud Benchmark	For the Performance Grant of 2017-18		For the Performance Grant of 2018-19		For the Performance Grant of 2019-20			
			Status 2016-17	Target 2017-18	Status 2017-18	Target 2018-19	Status 2018-19	Target 2019-20		
Water Supply Services										
1	Coverage of water supply connections									
2	Per capita supply of water	100%	80	95	0	0	0	0		
3	Extent of metering of water connections	135 lpcd	100	120	0	0	0	0		
4	Extent of Non-Revenue Water (NRW)	100%	0	0	0	0	0	0		
5	Continuity of water supply	20%	35	30	0	0	0	0		
6	Quality of water supplied	24 hours	18	24	0	0	0	0		
7	Efficiency in redressal of customer complaints	100%	100	100	0	0	0	0		
8	Cost recovery in water supply services	80%	85	90	0	0	0	0		
9	Efficiency in collection of water supply related charges	100%	70	85	0	0	0	0		
		90%	70	80	0	0	0	0		
Sewage management (Sewerage and Sanitation)										
1	Coverage of toilets	100%	65	80		0				
2	Coverage of sewage network services	100%	75	85						
3	Collection efficiency of sewage network	100%	70	80						
4	Adequacy of sewage treatment capacity	100%	75	85	0					
5	Quality of sewage treatment	100%	0	25						
6	Extent of reuse and recycling of sewage	20%	0	0						
7	Efficiency in redressal of customer complaints	80%	75	80						
8	Extent of cost recovery in sewage management	100%	75	90						
9	Efficiency in collection of sewerage charges	90%	80	95						
Solid Waste Management										
1	Household level coverage of Solid Waste Management services	100%	65	75		0	0	0		
2	Efficiency of collection of municipal solid waste	100%	75	90		0	0	0		
3	Extent of segregation of municipal solid waste	100%	40	55		0	0	0		
4	Extent of municipal solid waste recovered	80%	55	75		0	0	0		
5	Extent of scientific disposal of municipal solid waste	100%	20	45		0	0	0		
6	Efficiency in redressal of customer complaints	80%	70	75		0	0	0		
7	Extent of cost recovery in SWM services	100%	55	65		0	0	0		
8	Efficiency in collection of SWM charges	90%	65	75		0	0	0		
Storm Water Drainage										
1	Coverage of Storm water drainage network	100%	80	100		0	0	0		
2	Incidence of water logging / flooding	0%	15	5		0	0	0		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours								
2	Percentage of waste being processed scientifically	%	20							

अधिसासी अधिकारी
नगर पालिका परिषद
चमोली-गोपेश्वर