


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
<b>Water Supply Services</b>								
1	Coverage of water supply connections	100%	90	90	0	0	0	0
2	Per capita supply of water	135 lpcd	100	125	0	0	0	0
3	Extent of metering of water connections	100%	0	0	0	0	0	0
4	Extent of Non-Revenue Water (NRW)	20%	28	25	0	0	0	0
5	Continuity of water supply	24 hours	8	14	0	0	0	0
6	Quality of water supplied	100%	70	80	0	0	0	0
7	Efficiency in redressal of customer complaints	80%	70	80	0	0	0	0
8	Cost recovery in water supply services	100%	78	85	0	0	0	0
9	Efficiency in collection of water supply related charges	90%	80	90	0	0	0	0
<b>Sewage management (Sewerage and Sanitation)</b>								
1	Coverage of toilets	100%	0	0		0		
2	Coverage of sewerage network services	100%	0	0		0		
3	Collection efficiency of sewerage network	100%	0	0				
4	Adequacy of sewerage treatment capacity	100%	0	0				
5	Quality of sewerage treatment	100%	0	0				
6	Extent of reuse and recycling of sewerage	20%	0	0				
7	Efficiency in redressal of customer complaints	80%	0	0				
8	Extent of cost recovery in sewerage management	100%	0	0				
9	Efficiency in collection of sewerage charges	90%	0	0				
<b>Solid Waste Management</b>								
1	Household level coverage of Solid Waste Management services	100%	35	50		0	0	0
2	Efficiency of collection of municipal solid waste	100%	40	75		0	0	0
3	Extent of segregation of municipal solid waste	100%	20	40		0	0	0
4	Extent of municipal solid waste recovered	80%	0	40		0	0	0
5	Extent of scientific disposal of municipal solid waste	100%	0	35		0	0	0
6	Efficiency in redressal of customer complaints	80%	50	80		0	0	0
7	Extent of cost recovery in SWM services	100%	0	30		0	0	0
8	Efficiency in collection of SWM charges	90%	0	30		0	0	0
<b>Storm Water Drainage</b>								
1	Coverage of Storm water drainage network	100%	0	0		0	0	0
2	Incidence of water logging / flooding	0%	0	0		0	0	0
			For the Performance Grant of 2017-18 - SLB Status of 2016-17		For the Performance Grant of 2018-19 - SLB Status of 2017-18		For the Performance Grant of 2019-20 - SLB Status of 2018-19	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	No		No		No	
2	Percentage of waste being processed scientifically	%	0					

  
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