

Service Level Benchmarks

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%	85	90				
3	Extent of metering of water connections	135 lpcd	125	135				
4	Extent of Non-Revenue Water (NRW)	100%	0	0				
5	Continuity of water supply	20%	35	25				
6	Quality of water supplied	24 hours	6	8				
7	Efficiency in redressal of customer complaints	100%	70	80				
8	Cost recovery in water supply services	80%	70	80				
9	Efficiency in collection of water supply related charges	100%	90	100				
		90%	80	100				
Sewage management (Sewerage and Sanitation)								
1	Coverage of toilets							
2	Coverage of sewage network services	100%	60	100				
3	Collection efficiency of sewage network	100%						
4	Adequacy of sewage treatment capacity	100%						
5	Quality of sewage treatment	100%						
6	Extent of reuse and recycling of sewage	20%						
7	Efficiency in redressal of customer complaints	80%						
8	Extent of cost recovery in sewage management	100%						
9	Efficiency in collection of sewerage charges	90%						
Solid Waste Management								
1	Household level coverage of Solid Waste Management services	100%	35	70				
2	Efficiency of collection of municipal solid waste	100%	40	100				
3	Extent of segregation of municipal solid waste	100%	20	70				
4	Extent of municipal solid waste recovered	80%	30	50				
5	Extent of scientific disposal of municipal solid waste	100%	0	50				
6	Efficiency in redressal of customer complaints	80%	50	80				
7	Extent of cost recovery in SWM services	100%	0	40				
8	Efficiency in collection of SWM charges	90%	30	50				
Storm Water Drainage								
1	Coverage of Storm water drainage network	100%	50	80				
2	Incidence of water logging / flooding	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						
2	Percentage of waste being processed scientifically	%						