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	100%	100	100	100	100		
2	Per capita supply of water	135 lpcd	135	135	135	135		
3	Extent of metering of water connections	100%	0	0	0	0		
4	Extent of Non-Revenue Water (NRW)	20%	10	10	10	5		
5	Continuity of water supply	24 hours	4	4	4	4		
6	Quality of water supplied	100%	100	100	100	100		
7	Efficiency in redressal of customer complaints	80%	100	100	100	100		
8	Cost recovery in water supply services	100%	90	100	95	100		
9	Efficiency in collection of water supply related charges	90%	75	85	80	85		
Sewage management (Sewerage and Sanitation)								
1	Coverage of toilets	100%	60	80	80	100		
2	Coverage of sewage network services	100%	0	0	0	0		
3	Collection efficiency of sewage network	100%	0	0	0	0		
4	Adequacy of sewage treatment capacity	100%	0	0	0	0		
5	Quality of sewage treatment	100%	0	0	0	0		
6	Extent of reuse and recycling of sewage	20%	0	0	0	0		
7	Efficiency in redressal of customer complaints	80%	0	0	0	0		
8	Extent of cost recovery in sewage management	100%	0	0	0	0		
9	Efficiency in collection of sewerage charges	90%	0	0	0	0		
Solid Waste Management								
1	Household level coverage of Solid Waste Management services	100%	90	100	95	100		
2	Efficiency of collection of municipal solid waste	100%	80	100	85	100		
3	Extent of segregation of municipal solid waste	100%	50	100	60	100		
4	Extent of municipal solid waste recovered	80%	70	80	70	80		
5	Extent of scientific disposal of municipal solid waste	100%	30	50	40	70		
6	Efficiency in redressal of customer complaints	80%	70	80	70	100		
7	Extent of cost recovery in SWM services	100%	0	50	0	100		
8	Efficiency in collection of SWM charges	90%	80	100	80	100		
Storm Water Drainage								
1	Coverage of Storm water drainage network	100%						
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	NO	NO	NO
2	Percentage of waste being processed scientifically	%	50	70	100

Note: Please see the following link for instructions to provide the status of Service Level Benchmarks current year/target year
http://moud.gov.in/pdf/57f1ef81d6caeHandbook06.pdf

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नगर पालिका परिषद [illegible]
10/6/2017

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