

For the Performance Grant of 2018-19

Indicators	MoHUA Benchmark	Service Level Benchmarks	
		Status 2017-18	Target 2018-19
Water Supply Services			
1 Coverage of water supply connections	100%	40	100
2 Per capita supply of water	135 lpcd	90	
3 Extent of metering of water connections	100%	0	100
4 Extent of Non-Revenue Water (NRW)	20%	30	20
5 Continuity of water supply	24 hours	10	
6 Quality of water supplied	100%	100	100
7 Efficiency in redressal of customer complaints	80%	60	80
8 Cost recovery in water supply services	100%	0	100
9 Efficiency in collection of water supply related charges	90%	30.89	90
Sewage management (Sewerage and Sanitation)			
1 Coverage of toilets	100%		
2 Coverage of sewage network services	100%		
3 Collection efficiency of the sewage network	100%	30	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%	70	80
8 Extent of cost recovery in sewage management	100%		
9 Efficiency in collection of sewerage charges	90%	40	90
Solid Waste Management			
1 Household level coverage of Solid Waste Management services	100%	92	100
2 Efficiency of collection of municipal solid waste	100%	92	100
3 Extent of segregation of municipal solid waste	100%	70	100
4 Extent of municipal solid waste recovered	80%	92	80
5 Extent of scientific disposal of municipal solid waste	100%	75	100
6 Efficiency in redressal of customer complaints	80%		
7 Extent of cost recovery in SWM services	100%		
8 Efficiency in collection of SWM charges	90%	10	90
Storm Water Drainage			
1 Coverage of Storm water drainage network	100%	74	100
2 Incidence of water logging / flooding	0%	15	
For the Performance Grant of 2018-19 : SLB Status of 2017-18			
1 Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7		YES
2 Percentage of waste being processed scientifically*	100%		90

[Signature]
 नगर, काशीपुर

[Signature]
 सेवायुक्तारी
 नगर विभाग काशीपुर

[Signature]
 नगर विभाग काशीपुर

[Signature]
 25/11/19
 SLB