

Service Level Benchmarks							
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%	100	100			
3	Extent of metering of water connections	135 lpcd	105	120			
4	Extent of Non-Revenue Water (NRW)	100%	0	0			
5	Continuity of water supply	20%	0	0			
6	Quality of water supplied	24 hours	16	16			
7	Efficiency in redressal of customer complaints	100%	100	100			
8	Cost recovery in water supply services	80%	15	20			
9	Efficiency in collection of water supply related charges	100%	80	90			
9	Efficiency in collection of water supply related charges	90%	70	90			
Sewage management (Sewerage and Sanitation)							
1	Coverage of toilets	100%	0	0			
2	Coverage of sewage network services	100%	0	0			
3	Collection efficiency of sewage network	100%	0	0			
4	Adequacy of sewage treatment capacity	100%	0	0			
5	Quality of sewage treatment	100%	0	0			
6	Extent of reuse and recycling of sewage	20%	0	0			
7	Efficiency in redressal of customer complaints	80%	0	0			
8	Extent of cost recovery in sewage management	100%	0	0			
9	Efficiency in collection of sewerage charges	90%	0	0			
Solid Waste Management							
1	Household level coverage of Solid Waste Management services	100%	0	0			
2	Efficiency of collection of municipal solid waste	100%	0	0			
3	Extent of segregation of municipal solid waste	100%	0	0			
4	Extent of municipal solid waste recovered	80%	0	0			
5	Extent of scientific disposal of municipal solid waste	100%	0	0			
6	Efficiency in redressal of customer complaints	80%	0	0			
7	Extent of cost recovery in SWM services	100%	0	0			
8	Efficiency in collection of SWM charges	90%	0	0			
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	%					

Please enter Numeric Values only. Do not use any symbol such as "%" or any text such as "lpcd" or "hours" etc.

Please enter Numeric Values only. Do not use any symbol such as "%".

Please enter Numeric Values only. Do not use any symbol such as "%".

Please Enter "YES" or "NO" only.
Please enter Numeric Values only. Do not use any symbol such as "%".

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/5711ef81d6caeHandbook06.pdf>

Oly
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