


**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%           | 60   | 70             | 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  | 25             | 0  | 0              | 0  | 0              |
| 4  | Extent of Non-Revenue Water (NRW)                                 | 20%            | 40   | 30             | 0  | 0              | 0  | 0              |
| 5  | Continuity of water supply  | 24 hours       | 6  | 10             | 0  | 0              | 0  | 0              |
| 6  | Quality of water supplied   | 100%           | 70   | 80             | 0  | 0              | 0  | 0              |
| 7  | Efficiency in redressal of customer complaints                    | 80%            | 80   | 100            | 0  | 0              | 0  | 0              |
| 8  | Cost recovery in water supply services                            | 100%           | 80   | 100            | 0  | 0              | 0  | 0              |
| 9  | Efficiency in collection of water supply related charges          | 90%            | 100  | 100            | 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              |  |                |  |                |
| 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 sewage                           | 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%           | 65   | 80             |  | 0              | 0  | 0              |
| 2  | Efficiency of collection of municipal solid waste                 | 100%           | 70   | 90             |  | 0              | 0  | 0              |
| 3  | Extent of segregation of municipal solid waste                    | 100%           | 0  | 0              |  | 0              | 0  | 0              |
| 4  | Extent of municipal solid waste recovered                         | 80%            | 75   | 85             |  | 0              | 0  | 0              |
| 5  | Extent of scientific disposal of municipal solid waste            | 100%           | 0  | 0              |  | 0              | 0  | 0              |
| 6  | Efficiency in redressal of customer complaints                    | 80%            | 85   | 90             |  | 0              | 0  | 0              |
| 7  | Extent of cost recovery in SWM services                           | 100%           | 0  | 25             |  | 0              | 0  | 0              |
| 8  | Efficiency in collection of SWM charges                           | 90%            | 35   | 55             |  | 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   |                | 0  |                |
| 2  | Percentage of waste being processed scientifically                | %              | 0  |                |  |                |  |                |

  
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