

### 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%	70	85				
2	Per capita supply of water	135 lpcd	135	135				
3	Extent of metering of water connections	100%	100	100				
4	Extent of Non-Revenue Water (NRW)	20%	5	5				
5	Continuity of water supply	24 hours	6	6				
6	Quality of water supplied	100%	100	100				
7	Efficiency in redressal of customer complaints	80%	80	80				
8	Cost recovery in water supply services	100%	90	90				
9	Efficiency in collection of water supply related charges	90%	90	90				
<b>Sewage management (Sewerage and Sanitation)</b>								
1	Coverage of toilets	100%	45	10				
2	Coverage of sewage network services	100%	45	10				
3	Collection efficiency of sewage network	100%	3.5	3.5				
4	Adequacy of sewage treatment capacity	100%	100	100				
5	Quality of sewage treatment	100%	80	100				
6	Extent of reuse and recycling of sewage	20%	10	10				
7	Efficiency in redressal of customer complaints	80%	80	80				
8	Extent of cost recovery in sewage management	100%	100	100				
9	Efficiency in collection of sewerage charges	90%	90	90				
<b>Solid Waste Management</b>								
1	Household level coverage of Solid Waste Management services	100%	25	45				
2	Efficiency of collection of municipal solid waste	100%	40	70				
3	Extent of segregation of municipal solid waste	100%	30	40				
4	Extent of municipal solid waste recovered	80%	20	25				
5	Extent of scientific disposal of municipal solid waste	100%	5	10				
6	Efficiency in redressal of customer complaints	80%	80	90				
7	Extent of cost recovery in SWM services	100%	0	5				
8	Efficiency in collection of SWM charges	90%	0	10				
<b>Storm Water Drainage</b>								
1	Coverage of Storm water drainage network	100%	10	25				
2	Incidence of water logging / flooding	0%	25	50				
			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	75		75		75	
2	Percentage of waste being processed scientifically	%	30		50		70	

Note: Please see the following link for instructions to provide the status of Service Level Benchmarks current year/target year

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