

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	80	100	80	100	80	100
2	Per capita supply of water	185	135	185	135	185	135
3	Extent of metering of water connections	0	100	0	100	10	100
4	Extent of Non-Revenue Water (NRW)	20	20	20	20	20	20
5	Continuity of water supply	12	24	16	24	16	24
6	Quality of water supplied	100	100	100	100	100	100
7	Efficiency in redressal of customer complaints	34.2	0	32	0	28	0
8	Cost recovery in water supply services	100	100	100	100	100	100
9	Efficiency in collection of water supply related charges	83.49	90	51	90	60	90
Sewage management (Sewerage and Sanitation)							
1	Coverage of toilets	87	100	87	100	87	100
2	Coverage of sewerage network services	54	100	63	100	63	100
3	Collection efficiency of sewerage network	96	100	96	100	96	100
4	Adequacy of sewerage treatment capacity	64	100	64	100	64	100
5	Quality of sewerage treatment	100	100	100	100	100	100
6	Extent of reuse and recycling of sewage	5	80	50	100	50	100
7	Efficiency in redressal of customer complaints	95	100	95	100	95	100
8	Extent of cost recovery in sewerage management	85	100	85	100	85	100
9	Efficiency in collection of sewerage charges	91	100	85	100	85	100
Solid Waste Management							
1	Household level coverage of Solid Waste Management services	70	100	75	100	100	100%
2	Efficiency of collection of municipal solid waste	100	100	100	100	100	100%

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

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(Signature)

SLB