

For the Performance Grant of 2019-20

S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2018-19	Target 2019-20
Water Supply Services				
		100%	90	100
1	Coverage of water supply connections	135 lpcd	135	135
2	Per capita supply of water	100%	40	100
3	Extent of metering of water connections	20%	5	20
4	Extent of Non-Revenue Water (NRW)	24 hours	16	24
5	Continuity of water supply	100%	90	100
6	Quality of water supplied	80%	70	80
7	Efficiency in redressal of customer complaints	100%	75	100
8	Cost recovery in water supply services	90%	80	90
9	Efficiency in collection of water supply related charges			
Sewage management (Sewerage and Sanitation)				
		100%	97	100
1	Coverage of toilets	100%	65	100
2	Coverage of sewage network services	100%	80	100
3	Collection efficiency of the sewage network	100%	100	100
4	Adequacy of sewage treatment capacity	100%	100	100
5	Quality of sewage treatment	20%	0	20
6	Extent of reuse and recycling of sewage	80%	80	80
7	Efficiency in redressal of customer complaints	100%	40	100
8	Extent of cost recovery in sewage management	90%	40	90
9	Efficiency in collection of sewerage charges			
Solid Waste Management				
		100%	100	100
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	80	100
3	Extent of segregation of municipal solid waste	80%	60	100
4	Extent of municipal solid waste recovered	100%	80	100
5	Extent of scientific disposal of municipal solid waste	80%	80	100
6	Efficiency in redressal of customer complaints	100%	15	40
7	Extent of cost recovery in SWM services	90%	70	100
8	Efficiency in collection of SWM charges			
Storm Water Drainage				
		100%	100	100
1	Coverage of Storm water drainage network	0%	0	0
2	Incidence of water logging / flooding			
SLB Status of 2018-19				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7		yes
2	Percentage of waste being processed scientifically*	100%		80