


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
Water Supply Services								
1	Coverage of water supply connections	100%	85	95				
2	Per capita supply of water	135 lpcd	135	135				
3	Extent of metering of water connections	100%	0	0				
4	Extent of Non-Revenue Water (NRW)	20%	15	15				
5	Continuity of water supply	24 hours	4	4				
6	Quality of water supplied	100%	100	100				
7	Efficiency in redressal of customer complaints	80%	83	90				
8	Cost recovery in water supply services	100%	90	90				
9	Efficiency in collection of water supply related charges	90%	90	90				
Sewage management (Sewerage and Sanitation)								
1	Coverage of toilets	100%	22	35				
2	Coverage of sewage network services	100%	30	45				
3	Collection efficiency of sewage network	100%	30	45				
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%	70	80				
8	Extent of cost recovery in sewage management	100%	30	40				
9	Efficiency in collection of sewerage charges	90%	25	60				
Solid Waste Management								
1	Household level coverage of Solid Waste Management services	100%	35	55				
2	Efficiency of collection of municipal solid waste	100%	40	75				
3	Extent of segregation of municipal solid waste	100%	20	75				
4	Extent of municipal solid waste recovered	80%	30	50				
5	Extent of scientific disposal of municipal solid waste	100%	0	50				
6	Efficiency in redressal of customer complaints	80%	50	80				
7	Extent of cost recovery in SWM services	100%	70	80				
8	Efficiency in collection of SWM charges	90%	25	60				
Storm Water Drainage								
1	Coverage of Storm water drainage network	100%	0	0				
2	Incidence of water logging / flooding	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						
2	Percentage of waste being processed scientifically	%		20				


 अधिशासी अधिकारी
 नगर पालिका परिषद कोटद्वार

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