

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% | 55 | 65 | 60 | | | |
| 2 | Per capita supply of water | 135 lpcd | 92 | 135 | | | | |
| 3 | Extent of metering of water connections | 100% | | | | | | |
| 4 | Extent of Non-Revenue Water (NRW) | 20% | 14 | 10 | | | | |
| 5 | Continuity of water supply | 24 hours | 7 | 24 | 6.5 | | | |
| 6 | Quality of water supplied | 100% | 100 | 100 | 100 | | | |
| 7 | Efficiency in redressal of customer complaints | 80% | 100 | 100 | 100 | | | |
| 8 | Cost recovery in water supply services | 100% | 17 | 100 | 18 | | | |
| 9 | Efficiency in collection of water supply related charges | 90% | 70 | 100 | 72 | | | |
| Sewage management (Sewerage and Sanitation) | | | | | | | | |
| 1 | Coverage of toilets | 100% | | | | | | |
| 2 | Coverage of sewage network services | 100% | | | | | | |
| 3 | Collection efficiency of sewage network | 100% | | | | | | |
| 4 | Adequacy of sewage treatment capacity | 100% | | | | | | |
| 5 | Quality of sewage treatment | 100% | | | | | | |
| 6 | Extent of reuse and recycling of sewage | 20% | | | | | | |
| 7 | Efficiency in redressal of customer complaints | 80% | | | | | | |
| 8 | Extent of cost recovery in sewage management | 100% | | | | | | |
| 9 | Efficiency in collection of sewerage charges | 90% | | | | | | |
| Solid Waste Management | | | | | | | | |
| 1 | Household level coverage of Solid Waste Management services | 100% | 75 | 100 | 55 | | | |
| 2 | Efficiency of collection of municipal solid waste | 100% | 60 | 100 | 80 | | | |
| 3 | Extent of segregation of municipal solid waste | 100% | 0 | 25 | | | | |
| 4 | Extent of municipal solid waste recovered | 80% | 0 | 15 | | | | |
| 5 | Extent of scientific disposal of municipal solid waste | 100% | 0 | 25 | | | | |
| 6 | Efficiency in redressal of customer complaints | 80% | 80 | 80 | 80 | | | |
| 7 | Extent of cost recovery in SWM services | 100% | 0 | 30 | | | | |
| 8 | Efficiency in collection of SWM charges | 90% | 0 | 30 | | | | |
| Storm Water Drainage | | | | | | | | |
| 1 | Coverage of Storm water drainage network | 100% | | | | | | |
| 2 | Incidence of water logging / flooding | 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 | YES | | NO | | NO | |
| 2 | Percentage of waste being processed scientifically | % | | | | | | |