

For the Performance Grant of 2018-19				
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	70%	100%
2	Per capita supply of water	135 lpcd	120%	135%
3	Extent of metering of water connections	100%	1%	3%
4	Extent of Non-Revenue Water (NRW)	20%	2%	3%
5	Continuity of water supply	24 hours	8	8
6	Quality of water supplied	100%	100%	100%
7	Efficiency in redressal of customer complaints	80%	95%	100%
8	Cost recovery in water supply services	100%	90%	100%
9	Efficiency in collection of water supply related charges	90%	90%	90%
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	0%	0%
2	Coverage of sewerage network services	100%	0%	0%
3	Collection efficiency of the sewerage network	100%	0%	0%
4	Adequacy of sewerage treatment capacity	100%	0%	0%
5	Quality of sewerage treatment	100%	30%	35%
6	Extent of reuse and recycling of sewage	20%	0%	0%
7	Efficiency in redressal of customer complaints	80%	0%	0%
8	Extent of cost recovery in sewerage management	100%	0%	0%
9	Efficiency in collection of sewerage charges	90%	0%	0%
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	85%	95%
2	Efficiency of collection of municipal solid waste	100%	84%	90%
3	Extent of segregation of municipal solid waste	100%	66%	85%
4	Extent of municipal solid waste recovered	80%	70%	70%
5	Extent of scientific disposal of municipal solid waste	100%	30%	35%
6	Efficiency in redressal of customer complaints	80%	65%	68%
7	Extent of cost recovery in SWM services	100%	5%	5%
8	Efficiency in collection of SWM charges	90%	10%	10%
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	80%	95%
2	Incidence of water logging / flooding	0%	0%	0%
<b>For the Performance Grant of 2018-19 : SLB Status of 2017-18</b>				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7		
2	Percentage of waste being processed scientifically*	100%		35%
<p>*% of waste that is disposed in landfills that have been designed, built, operated and maintained as per standards laid down by Central agencies. This extent of compliance should be expressed as a percentage of the total quantum of waste disposed at landfill sites, including open dump sites. (Source: Handbook of Service Level Benchmarking, MoUD, GoI, Pg 66)</p>				

NEW MS\_EXCEL\_FORMAT-PG\_Claim-2018-19

अधिकाारी अधिकारी  
नगर पालिका परिषद  
बाजपुर (अधम सिंह नगर)

SLB