

For the Performance Grant of 2018-19				
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
Water Supply Services				
1	Coverage of water supply connections			
2	Per capita supply of water	100%	95	100
3	Extent of metering of water connections	135 lpcd	120	130
4	Extent of Non-Revenue Water (NRW)	100%	0	0
5	Continuity of water supply	20%	20	20
6	Quality of water supplied	24 hours	18	24
7	Efficiency in redressal of customer complaints	100%	100	0
8	Cost recovery in water supply services	80%	90	95
9	Efficiency in collection of water supply related charges	100%	75	80
		90%	80	85
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets			
2	Coverage of sewage network services	100%	65	70
3	Collection efficiency of the sewage network	100%	75	90
4	Adequacy of sewage treatment capacity	100%	70	90
5	Quality of sewage treatment	100%	75	90
6	Extent of reuse and recycling of sewage	100%	20	30
7	Efficiency in redressal of customer complaints	20%	0	0
8	Extent of cost recovery in sewage management	80%	75	85
9	Efficiency in collection of sewerage charges	100%	75	85
		90%	80	90
Solid Waste Management				
1	Household level coverage of Solid Waste Management services			
2	Efficiency of collection of municipal solid waste	100%	75	80
3	Efficiency of collection of municipal solid waste	100%	90	95
4	Extent of segregation of municipal solid waste	100%	55	60
5	Extent of municipal solid waste recovered	80%	60	65
6	Extent of scientific disposal of municipal solid waste	100%	25	30
7	Efficiency in redressal of customer complaints	80%	75	90
8	Extent of cost recovery in SWM services	100%	65	70
9	Efficiency in collection of SWM charges	90%	75	80
Storm Water Drainage				
1	Coverage of Storm water drainage network			
2	Incidence of water logging / flooding	100%	100	0
		0%	0	0
For the Performance Grant of 2018-19 : SLB Status of 2017-18				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	30	
<p>*% amount 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>				