

**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%	85	90
2	Per capita supply of water	135 lpcd	134	135
3	Extent of metering of water connections	100%	5	40
4	Extent of Non Revenue Water (NRW)	20%	5	5
5	Continuity of water supply	24 hours	8	16
6	Quality of water supplied	100%	90	90
7	Efficiency in redressal of customer complaints	80%	70	70
8	Cost recovery in water supply services	100%	60	75
9	Efficiency in collection of water supply related charges	90%	80	80
<b>Sewage Management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	96	97
2	Coverage of sewerage network services	100%	13	65
3	Collection efficiency of the sewerage network	100%	0	80
4	Adequacy of sewerage treatment capacity	100%	0	100
5	Quality of sewerage treatment	100%	0	100
6	Extent of reuse and recycling of sewage	20%	0	0
7	Efficiency in redressal of customer complaints	80%	65	80
8	Extent of cost recovery in sewerage management	100%	10	40
9	Efficiency in collection of sewerage charges	90%	60	40
<b>Solid Waste Management</b>				
1	Minimum threshold level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Efficiency of segregation of municipal solid waste	100%	90	80
4	Percentage of municipal solid waste recovered	80%	70	60
5	Percentage of scientific disposal of municipal solid waste	100%	0	80
6	Efficiency in redressal of customer complaints	80%	70	80
7	Extent of cost recovery in SWM services	100%	10	15
8	Efficiency in collection of SWM charges	90%	50	70
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	100	100
2	Percentage 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	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	0	

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