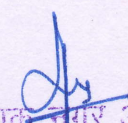


For the Performance Grant of 2018-19

S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
Water Supply Services				
1	Coverage of water supply connections	100%	90	100
2	Per capita supply of water	135 lpcd	120	135
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	20	20
5	Continuity of water supply	24 hours	5	8
6	Quality of water supplied	100%	90	100
7	Efficiency in redressal of customer complaints	80%	80	100
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%	30	35
2	Coverage of sewage network services	100%	30	45
3	Collection efficiency of the 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%	40	55
2	Efficiency of collection of municipal solid waste	100%	45	75
3	Extent of segregation of municipal solid waste	100%	30	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%	40	40
2	Incidence of water logging / flooding	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	no	
2	Percentage of waste being processed scientifically*	100%		


 सहायक नगर उपायुक्त
 नगर निगम, कोटद्वार