

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%	100	100
2	Per capita supply of water	135 lpcd	100	100
3	Extent of metering of water connections	100%		
4	Extent of Non-Revenue Water (NRW)	20%	20	16
5	Continuity of water supply	24 hours	20	18
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	20	15
8	Cost recovery in water supply services	100%	70	75
9	Efficiency in collection of water supply related charges	90%		
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%		
3	Collection efficiency of the 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%	100	100
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%		
4	Extent of municipal solid waste recovered	80%	80	100
5	Extent of scientific disposal of municipal solid waste	100%		
6	Efficiency in redressal of customer complaints	80%		
7	Extent of cost recovery in SWM services	100%		
8	Efficiency in collection of SWM charges	90%		
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	0	0
2	Incidence of water logging / flooding	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%		
<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>				