

Service Level Benchmarks

No.	Indicators	Moud Benchmark	For the Performance Grant of 2017-18		For the Performance Grant of 2018-19		For the Performance Grant of 2019-20		
			Status 2016-17	Target 2017-18	Status 2017-18	Target 2018-19	Status 2018-19	Target 2019-20	
			Water Supply Services						
1	Coverage of water supply connections	100%	100	100	100	100			Please enter Numeric Values only. Do not use any symbol such as "%" or any text such as "lpcd" or "hours" etc.
2	Per capita supply of water	135 lpcd	135	135	135	135		100	
3	Extent of metering of water connections	100%	13	90	88	100		100	
4	Extent of Non-Revenue Water (NRW)	20%	18	15	15	15		15	
5	Continuity of water supply	24 hours	12	18	12	24		24	
6	Quality of water supplied	100%	100	100	100	100		100	
7	Efficiency in redressal of customer complaints	80%	90	90	90	100		100	
8	Cost recovery in water supply services	100%	83	90	85	95		100	
9	Efficiency in collection of water supply related charges	90%	88	90	90	100		100	
Sewage management (Sewerage and Sanitation)									Please enter Numeric Values only. Do not use any symbol such as "%".
1	Coverage of toilets	100%	100	100	100	100		100	
2	Coverage of sewage network services	100%	95	100	95	100		100	
3	Collection efficiency of sewage network	100%	95	100	95	100		100	
4	Adequacy of sewage treatment capacity	100%	93	100	93	100		100	
5	Quality of sewage treatment	100%	100	100	100	100		100	
6	Extent of reuse and recycling of sewage	20%	28	30	28				
7	Efficiency in redressal of customer complaints	80%	90	90	90	100		100	
8	Extent of cost recovery in sewerage management	100%	100	100	100	100		100	
9	Efficiency in collection of sewerage charges	90%	88	90	90	100		100	
Solid Waste Management									Please enter Numeric Values only. Do not use any symbol such as "%".
1	Household level coverage of Solid Waste Management services	100%	25	60	32	80		100%	
2	Efficiency of collection of municipal solid waste	100%	80	100	80	100		100%	
3	Extent of segregation of municipal solid waste	100%	35	60	40	80		100%	
4	Extent of municipal solid waste recovered	80%	30	50	32	60		80%	
5	Extent of scientific disposal of municipal solid waste	100%	6	30	6	50		100%	
6	Efficiency in redressal of customer complaints	80%	75	80	75	80		80%	
7	Extent of cost recovery in SWM services	100%	10	50	10	50		100%	
8	Efficiency in collection of SWM charges	90%	10	60	10	80		100%	
Storm Water Drainage									Please Enter "YES" or "NO" only.
1	Coverage of Storm water drainage network	100%	100	100	100	100		100%	
2	Incidence of water logging / flooding	0%	0	0	0	0		0%	
			For the Performance Grant of 2017-18 : SLB Status of 2016-17	For the Performance Grant of 2018-19 : SLB Status of 2017-18	For the Performance Grant of 2019-20 : SLB Status of 2018-19				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours							
2	Percentage of waste being processed scientifically	%	0	0	0	0	0	0	Please enter Numeric Values only. Do not use any symbol such as "%".

Note: Please see the following link for instructions to provide the status of Service Level Benchmarks current year/target year
<http://moud.gov.in/pdf/57f1ef81d6caeHandbook06.pdf>


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