



**For the Performance Grant of 2018-19**

Indicators	MoHUA Benchmark	Service Level Benchmarks	
		Status 2017-18	Target 2018-19
<b>Water Supply Services</b>			
1 Coverage of water supply connections	100%	87	93
2 Per capita supply of water	135 lpcd	135	135
3 Extent of metering of water connections	100%	0	20
4 Extent of Non-Revenue Water (NRW)	20%	35	25
5 Continuity of water supply	24 hours	8	12
6 Quality of water supplied	100%	100	100
7 Efficiency in redressal of customer complaints	80%	60	80
8 Cost recovery in water supply services	100%	50	70
9 Efficiency in collection of water supply related charges	90%	50	70
<b>Sewage management (Sewerage and Sanitation)</b>			
1 Coverage of toilets	100%	0	0
2 Coverage of sewage network services	100%	30	40
3 Collection efficiency of the sewage network	100%	100	100
4 Adequacy of sewage treatment capacity	100%	50	70
5 Quality of sewage treatment	100%	100	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%	50	70
9 Efficiency in collection of sewerage charges	90%	50	70
<b>Solid Waste Management</b>			
1 Household level coverage of Solid Waste Management services	100%	60	80
2 Efficiency of collection of municipal solid waste	100%	75	90
3 Extent of segregation of municipal solid waste	100%	20	80
4 Extent of municipal solid waste recovered	80%	70	80
5 Extent of scientific disposal of municipal solid waste	100%	70	90
6 Efficiency in redressal of customer complaints	80%	50	70
7 Extent of cost recovery in SWM services	100%	35	70
8 Efficiency in collection of SWM charges	90%	55	75
<b>Storm Water Drainage</b>			
1 Coverage of Storm water drainage network	100%	15	30
2 Incidence of water logging / flooding	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 Toilets	24X7	Yes	
2 Percentage of waste being processed scientifically*	100%	75	

  
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