Service Level Benchmarks

	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%	80	0	45	0	0	0
2	Per capita supply of water	135 lpcd	100	0	100	0	0	0
3	Extent of metering of water connections	100%	0	0	0	0	0	0
4	Extent of Non-Revenue Water (NRW)	20%	10	10	10	10	10	10
5	Continuity of water supply	24 hours	10	10	10	10	10	10
6	Quality of water supplied	100%	100	100	100	100	100	100
7	Efficiency in redressal of customer complaints	80%	90	90	90	90	90	90
8	Cost recovery in water supply services	100%	75	75	75	75	75	75
9	Efficiency in collection of water supply related charges	90%	60	60	60	60	60	60
Sewage management (Sewerage and Sanitation)								
1	Coverage of toilets	100%	0	0	0	0	0	0
2	Coverage of sewage network services	100%	0	0	0	0	0	0
3	Collection efficiency of sewage network	100%	0	0	0	0	0	0
4	Adequacy of sewage treatment capacity	100%	0	0	0	0	0	0
5	Quality of sewage treatment	100%	0	0	0	0	0	0
6	Extent of reuse and recycling of sewage	20%	0	0	0	0	0	0
7	Efficiency in redressal of customer complaints	80%	0	0	0	0	0	0
8	Extent of cost recovery in sewage management	100%	0	0	0	0	0	0
9	Efficiency in collection of sewerage charges	90%	0	0	0	0	0	0
Solid Waste Management								
1	Household level coverage of Solid Waste Management services	100%	50	60	50	80	100	100
2	Efficiency of collection of municipal solid waste	100%	15	20	18	20	25	80
3	Extent of segregation of municipal solid waste	100%	0	0	0	50	0	70
4	Extent of municipal solid waste recovered	80%	30	50	50	80	80	100
5	Extent of scientific disposal of municipal solid waste	100%	0	0	0	0	0	0
6	Efficiency in redressal of customer complaints	80%	15	20	18	20	25	80
7	Extent of cost recovery in SWM services	100%	10	20	10	60	10	100
8	Efficiency in collection of SWM charges	90%	10	20	10	60	10	90
Storm Water Drainage								
1	Coverage of Storm water drainage network	100%	40	80	40	60	40	80
2	Incidence of water logging / flooding	0%	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					

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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