## 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% | 80 | 85 |
| 2 | Per capita supply of water | 135 lpcd | 100 | 110 |
| 3 | Extent of metering of water connections | 100% | 0 | 0 |
| 4 | Extent of Non-Revenue Water (NRW) | 20% | 10 | 10 |
| 5 | Continuity of water supply | 24 hours | 10 | 10 |
| 6 | Quality of water supplied | 100% | 100 | 100 |
| 7 | Efficiency in redressal of customer complaints | 80% | 90 | 90 |
| 8 | Cost recovery in water supply services | 100% | 75 | 75 |
| 9 | Efficiency in collection of water supply related charges | 90% | 60 | 60 |
| **Sewage management (Sewerage and Sanitation)** | | | | |
| 1 | Coverage of toilets | 100% | 0 | 0 |
| 2 | Coverage of sewage network services | 100% | 0 | 0 |
| 3 | Collection efficiency of the sewage network | 100% | 0 | 0 |
| 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% | 0 | 0 |
| 8 | Extent of cost recovery in sewage management | 100% | 0 | 0 |
| 9 | Efficiency in collection of sewerage charges | 90% | 0 | 0 |
| **Solid Waste Management** | | | | |
| 1 | Household level coverage of Solid Waste Management services | 100% | 50 | 80 |
| 2 | Efficiency of collection of municipal solid waste | 100% | 30 | 50 |
| 3 | Extent of segregation of municipal solid waste | 100% | 0 | 50 |
| 4 | Extent of municipal solid waste recovered | 80% | 50 | 80 |
| 5 | Extent of scientific disposal of municipal solid waste | 100% | 0 | 0 |
| 6 | Efficiency in redressal of customer complaints | 80% | 18 | 20 |
| 7 | Extent of cost recovery in SWM services | 100% | 10 | 60 |
| 8 | Efficiency in collection of SWM charges | 90% | 10 | 60 |
| **Storm Water Drainage** | | | | |
| 1 | Coverage of Storm water drainage network | 100% | 40 | 80 |
| 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 | YES | |
| 2 | Percentage of waste being processed scientifically* | 100% | | |

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