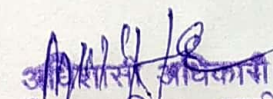


**For the Performance Grant of 2019-20**

| S. No.   | Indicators  | MoHUA Benchmark | Service Level Benchmarks |                |
|--|---|-----------------|--------------------------|----------------|
|  |   |                 | Status 2018-19           | Target 2019-20 |
| <b>Water Supply Services</b>   |   |                 |                          |                |
| 1  | Coverage of water supply connections                              | 100%            | 80                       | 100            |
| 2  | Per capita supply of water  | 135 lpcd        | 85                       | 100            |
| 3  | Extent of metering of water connections                           | 100%            | 25                       | 65             |
| 4  | Extent of Non-Revenue Water (NRW)                                 | 20%             | 6                        | 4              |
| 5  | Continuity of water supply  | 24 hours        | 3                        | 4              |
| 6  | Quality of water supplied   | 100%            | 95                       | 100            |
| 7  | Efficiency in redressal of customer complaints                    | 80%             | 85                       | 80             |
| 8  | Cost recovery in water supply services                            | 100%            | 100                      | 100            |
| 9  | Efficiency in collection of water supply related charges          | 90%             | 96                       | 100            |
| <b>Sewage management (Sewerage and Sanitation)</b>   |   |                 |                          |                |
| 1  | Coverage of toilets   | 100%            | 90                       | 100            |
| 2  | Coverage of sewage network services                               | 100%            | 60                       | 60             |
| 3  | Collection efficiency of the sewage network                       | 100%            | 70                       | 70             |
| 4  | Adequacy of sewage treatment capacity                             | 100%            | 40                       | 60             |
| 5  | Quality of sewage treatment                                       | 100%            | 90                       | 100            |
| 6  | Extent of reuse and recycling of sewage                           | 20%             | 0                        | 0              |
| 7  | Efficiency in redressal of customer complaints                    | 80%             | 75                       | 80             |
| 8  | Extent of cost recovery in sewage management                      | 100%            | 75                       | 100            |
| 9  | Efficiency in collection of sewerage charges                      | 90%             | 89                       | 100            |
| <b>Solid Waste Management</b>  |   |                 |                          |                |
| 1  | Household level coverage of Solid Waste Management services       | 100%            | 70                       | 75             |
| 2  | Efficiency of collection of municipal solid waste                 | 100%            | 70                       | 75             |
| 3  | Extent of segregation of municipal solid waste                    | 100%            | 40                       | 55             |
| 4  | Extent of municipal solid waste recovered                         | 80%             | 10                       | 40             |
| 5  | Extent of scientific disposal of municipal solid waste            | 100%            | 0                        | 100            |
| 6  | Efficiency in redressal of customer complaints                    | 80%             | 40                       | 85             |
| 7  | Extent of cost recovery in SWM services                           | 100%            | 0                        | 100            |
| 8  | Efficiency in collection of SWM charges                           | 90%             | 70                       | 85             |
| <b>Storm Water Drainage</b>  |   |                 |                          |                |
| 1  | Coverage of Storm water drainage network                          | 100%            | 90                       | 100            |
| 2  | Incidence of water logging / flooding                             | 0%              |                          |                |
| <b>SLB Status of 2018-19</b>   |   |                 |                          |                |
| 1  | Coverage of Water Supply (24 X 7) in all Public/Community Toilets | 24X7            | YES                      |                |
| 2  | Percentage of waste being processed scientifically*               | 100%            | 0                        |                |
| *% 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) |   |                 |                          |                |

  
 अधिकारी  
 नगर पालिका परिषद, भस्मूरी  
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