For the Performance Grant of 2019-20				
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2018-19	Target 2019-20
Water Supply Services				
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	120	130
3	Extent of metering of water connections	100%	80	90
4	Extent of Non-Revenue Water (NRW)	20%	12	15
5	Continuity of water supply	24 hours	6	8
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	15	10
8	Cost recovery in water supply services	100%	80	90
9	Efficiency in collection of water supply related charges	90%	75	90
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%	80	85
2	Efficiency of collection of municipal solid waste	100%	65	70
3	Extent of segregation of municipal solid waste	100%	55	55
4	Extent of municipal solid waste recovered	80%	0	0
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	65	85
7	Extent of cost recovery in SWM services	100%	30	30
8	Efficiency in collection of SWM charges	90%	40	40
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%		
2	Incidence of water logging / flooding	0%	80	80
SLB Status of 2018-19				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	NO	
2	Percentage of waste being processed scientifically*	100%		

Executive Officer
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