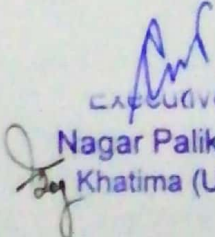


For the Performance Grant of 2019-20

S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2018-19	Target 2019-20
Water Supply Services				
1	Coverage of water supply connections			
2	Per capita supply of water	100%	100	100
3	Extent of metering of water connections	135 lpcd	120	130
4	Extent of Non-Revenue Water (NRW)	100%	80	90
5	Continuity of water supply	20%	12	15
6	Quality of water supplied	24 hours	6	8
7	Efficiency in redressal of customer complaints	100%	100	100
8	Cost recovery in water supply services	80%	15	10
9	Efficiency in collection of water supply related charges	100%	80	90
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets			
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	100%	0	0
7	Efficiency in redressal of customer complaints	20%	0	0
8	Extent of cost recovery in sewage management	80%	0	0
9	Efficiency in collection of sewerage charges	100%	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
 Nagar Palika Parishad
 Khatima (U.S. Nagar)