

Service Level Benchmarks								
S. No.	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%	14%	40%	18%	46%	12%	34%
2	Per capita supply of water	135 lpcd	25	55	10%	55	8%	47
3	Extent of metering of water connections	100%	20%	40%	25%	60%	32%	28%
4	Extent of Non-Revenue Water (NRW)	20%	10	10	10	12	12	8
5	Continuity of water supply	24 hours	6	8	6	10	8	10
6	Quality of water supplied	100%	70	80	80	100	100	100
7	Efficiency in redressal of customer complaints	80%	30	30	0	10	0	0
8	Cost recovery in water supply services	100%	10	40	30	50	40	70
9	Efficiency in collection of water supply related charges	90%	20	40	25	30	22	45
Sewage management (Sewerage and Sanitation)								
1	Coverage of toilets	100%	22	45	25	65	45	55
2	Coverage of sewage network services	100%	10	40	10	50	20	40
3	Collection efficiency of sewage network	100%	10	30	10	40	15	40
4	Adequacy of sewage treatment capacity	100%	10	30	10	30	15	40
5	Quality of sewage treatment	100%	12	30	10	60	20	40
6	Extent of reuse and recycling of sewage	20%	1	20	3	30	7	40
7	Efficiency in redressal of customer complaints	80%	5	30	10	45	20	60
8	Extent of cost recovery in sewage management	100%	10	30	12	50	18	60
9	Efficiency in collection of sewerage charges	90%	10	30	10	50	12	50
Solid Waste Management								
1	Household level coverage of Solid Waste Management services	100%	20	40	25	50	30	60%
2	Efficiency of collection of municipal solid waste	100%	20	30	25	40	30	50%
3	Extent of segregation of municipal solid waste	100%	20	40	25	50	30	60%
4	Extent of municipal solid waste recovered	80%	10	20	10	30	15	40%
5	Extent of scientific disposal of municipal solid waste	100%	20	30	20	40	25	50%
6	Efficiency in redressal of customer complaints	80%	10	30	20	50	30	60%
7	Extent of cost recovery in SWM services	100%	20	25	15	45	20	55%
8	Efficiency in collection of SWM charges	90%	20	30	20	40	25	50%
Storm Water Drainage								
1	Coverage of Storm water drainage network	100%	20	30	20	50	25	60%
2	Incidence of water logging / flooding	0%	0	0	0	1	0	2%
			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	YES		YES		YES	
2	Percentage of waste being processed scientifically	%	20		30		40	

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>

<p>Please enter Numeric Values only. Do not use any symbol such as "%" or any text such as "lpcd" or "hours" etc.</p>			

<p>Please enter Numeric Values only. Do not use any symbol such as "%".</p>			

<p>Please enter Numeric Values only. Do not use any symbol such as "%".</p>			

<p>Please Enter "YES" or "NO" only.</p>
<p>Please enter Numeric Values only. Do not use any symbol such as "%".</p>