

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	100
2	Per capita supply of water	135 lpcd	135	135
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	100	100
5	Continuity of water supply	24 hours	12	14
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	30	70
8	Cost recovery in water supply services	100%	0	0
9	Efficiency in collection of water supply related charges	90%	0	0
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	50	70
3	Collection efficiency of the sewage network	100%	20	60
4	Adequacy of sewage treatment capacity	100%	60	80
5	Quality of sewage treatment	100%	25	60
6	Extent of reuse and recycling of sewage	20%	60	80
7	Efficiency in redressal of customer complaints	80%	20	60
8	Extent of cost recovery in sewage management	100%	30	40
9	Efficiency in collection of sewerage charges	90%	35	55
Solid Waste Management				
1	Household level coverage of Solid Waste Management services	100%	60	80
2	Efficiency of collection of municipal solid waste	100%	60	80
3	Extent of segregation of municipal solid waste	100%	60	80
4	Extent of municipal solid waste recovered	80%	30	60
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	20	40
7	Extent of cost recovery in SWM services	100%	25	60
8	Efficiency in collection of SWM charges	90%	20	60
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	10	50
2	Incidence of water logging / flooding	0%	20	70
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%		


Executive Officer
 Nagar Parishad, Raxaul