

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%	44.37					Please enter Numeric Values only. Do not use any symbol such as "%" or any text such as "lpmld" or "hours" etc.
2	Per capita supply of water	135 lpcd						
3	Extent of metering of water connections	100%						
4	Extent of Non-Revenue Water (NRW)	20%						
5	Continuity of water supply	24 hours	24					
6	Quality of water supplied	100%	70					
7	Efficiency in redressal of customer complaints	80%	70					
8	Cost recovery in water supply services	100%	0					
9	Efficiency in collection of water supply related charges	90%	0					
Sewage management (Sewerage and Sanitation)								
1	Coverage of toilets	100%	95					Please enter Numeric values only. Do not use any symbol such as "%"
2	Coverage of sewage network services	100%						
3	Collection efficiency of sewage network	100%						
4	Adequacy of sewage treatment capacity	100%						
5	Quality of sewage treatment	100%						
6	Extent of reuse and recycling of sewage	20%						
7	Efficiency in redressal of customer complaints	80%						
8	Extent of cost recovery in sewage management	100%						
9	Efficiency in collection of sewerage charges	90%						
Solid Waste Management								
1	Household level coverage of Solid Waste Management services	100%	100					Please enter Numeric Values only. Do not use any symbol such as "%"
2	Efficiency of collection of municipal solid waste	100%	90					
3	Extent of segregation of municipal solid waste	100%						
4	Extent of municipal solid waste recovered	80%						
5	Extent of scientific disposal of municipal solid waste	100%						
6	Efficiency in redressal of customer complaints	80%						
7	Extent of cost recovery in SWM services	100%						
8	Efficiency in collection of SWM charges	90%						
Storm Water Drainage								
1	Coverage of Storm water drainage network	100%						
2	Incidence of water logging / flooding	0%						
			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	NO	NO	Please Enter "YES" or "NO" only.		
2	Percentage of waste being processed scientifically	%				Please enter Numeric Values only. Do not use any symbol such as "%"		

Note: Please see the following link for instructions to provide the status of Service Level Benchmarks current year/target year
<https://www.mca.gov.in/india/inf1816cm/Handbook09.pdf>

2019-20

मन्तर आदुका
