

Service Level Benchmarks

5. 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%	91	100					Please enter Numeric Values only. Do not use any symbol such as "%", "pcd" or "hours" etc.												
2	Per capita supply of water	135 lpcd	135	135																	
3	Extent of metering of water connections	100%	0	100																	
4	Extent of Non-Revenue Water (NRW)	20%	100	10																	
5	Continuity of water supply	24 hours	24	24																	
6	Quality of water supplied	100%	100	100																	
7	Efficiency in redressal of customer complaints	80%	50	80																	
8	Cost recovery in water supply services	100%	0	100																	
9	Efficiency in collection of water supply related charges	90%	0	90																	
Sewage management (Sewerage and Sanitation)																					
1	Coverage of toilets	100%	100	100					Please enter Numeric Values only. Do not use any symbol such as "%".												
2	Coverage of sewage network services	100%	65	100																	
3	Collection efficiency of sewage network	100%	75	100																	
4	Adequacy of sewage treatment capacity	100%	68	100																	
5	Quality of sewage treatment	100%	85	100																	
6	Extent of reuse and recycling of sewage	20%	10	20																	
7	Efficiency in redressal of customer complaints	80%	70	80																	
8	Extent of cost recovery in sewerage management	100%	70	100																	
9	Efficiency in collection of sewerage charges	90%	60	90																	
Solid Waste Management																					
1	Household level coverage of Solid Waste Management services	100%	50	100					Please enter Numeric Values only. Do not use any symbol such as "%".												
2	Efficiency of collection of municipal solid waste	100%	50	100																	
3	Extent of segregation of municipal solid waste	100%	50	100																	
4	Extent of municipal solid waste recovered	80%	50	80																	
5	Extent of scientific disposal of municipal solid waste	100%	90	100																	
6	Efficiency in redressal of customer complaints	80%	70	80																	
7	Extent of cost recovery in SWM services	100%	0	100																	
8	Efficiency in collection of SWM charges	90%	80	90																	
Storm Water Drainage																					
1	Coverage of Storm water drainage network	100%	80	100					Please Enter "YES" or "NO" only. Do not use any symbol such as "%".												
2	Incidence of water logging / flooding	0%	30	0																	
<table border="1"> <thead> <tr> <th></th> <th>For the Performance Grant of 2017-18 Status of 2016-17</th> <th>For the Performance Grant of 2018-19 Status of 2017-18</th> <th>For the Performance Grant of 2019-20 Status of 2018-19</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>YES</td> <td>NO</td> <td>NO</td> </tr> <tr> <td>2</td> <td>YES</td> <td>NO</td> <td>NO</td> </tr> </tbody> </table>											For the Performance Grant of 2017-18 Status of 2016-17	For the Performance Grant of 2018-19 Status of 2017-18	For the Performance Grant of 2019-20 Status of 2018-19	1	YES	NO	NO	2	YES	NO	NO
	For the Performance Grant of 2017-18 Status of 2016-17	For the Performance Grant of 2018-19 Status of 2017-18	For the Performance Grant of 2019-20 Status of 2018-19																		
1	YES	NO	NO																		
2	YES	NO	NO																		

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/571ef81dc6aehandbook06.pdf>

Controller of Municipal Finances and Accounts
Patna Municipal Corporation

Municipal Commissioner
Patna Municipal Corporation