

Service Level Benchmarks							
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
<b>Supply Services</b>							
Average of water supply connections	100%	81	90				
Per capita supply of water	135 lpcd	135	140				
Extent of metering of water connections	100%	0	0				
Extent of Non-Revenue Water (NRW)	20%	25	30				
Continuity of water supply	24 hours	4	5				
Quality of water supplied	100%	100	100				
Efficiency in redressal of customer complaints	80%	1.45	1				
Cost recovery in water supply services	100%	65	80				
Efficiency in collection of water supply related charges	90%	65	80				
<b>Waste management (Sewerage and Sanitation)</b>							
Coverage of toilets	100%	100	100				
Coverage of sewerage network services	100%	0	0				
Collection efficiency of sewerage network	100%	0	0				
Adequacy of sewerage treatment capacity	100%	0	0				
Quality of sewerage treatment	100%	0	0				
Extent of reuse and recycling of sewerage	20%	0	0				
Efficiency in redressal of customer complaints	80%	0	0				
Extent of cost recovery in sewerage management	100%	0	0				
Efficiency in collection of sewerage charges	90%	0	0				
<b>Solid Waste Management</b>							
Household level coverage of Solid Waste Management services	100%	100	100				
Efficiency of collection of municipal solid waste	100%	85	90				

*[Handwritten Signature]*