

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%	70	80				
2	Per capita supply of water	135 lpcd	10	35				
3	Extent of metering of water connections	100%	0	0				
4	Extent of Non-Revenue Water (NRW)	20%	35	30				
5	Continuity of water supply	24 hours	2.3	2.5				
6	Quality of water supplied	100%	70	80				
7	Efficiency in redressal of customer complaints	80%	90	95				
8	Cost recovery in water supply services	100%	30	40				
9	Efficiency in collection of water supply related charges	90%	90	90				
Sewage management (Sewerage and Sanitation)								
1	Coverage of toilets	100%	100	100				
2	Coverage of sewage network services	100%	0	0				
3	Collection efficiency of sewage network	100%	0	0				
4	Adequacy of sewage treatment capacity	100%	0	0				
5	Quality of sewage treatment	100%	0	0				
6	Extent of reuse and recycling of sewage	20%	0	0				
7	Efficiency in redressal of customer complaints	80%	45	50				
8	Extent of cost recovery in sewage management	100%	100	100				
9	Efficiency in collection of sewerage charges	90%	0	0				
Solid Waste Management								
1	Household level coverage of Solid Waste Management services	100%	0	0				
2	Efficiency of collection of municipal solid waste	100%	93	95				
3	Extent of segregation of municipal solid waste	100%	0	0				
4	Extent of municipal solid waste recovered	80%	0	0				
5	Extent of scientific disposal of municipal solid waste	100%	0	10				

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

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 Chairman
 Dergson Municipal Board

6	Efficiency in redressal of customer complaints	80%	0	0				
7	Extent of cost recovery in SWM services	100%	100	100				
8	Efficiency in collection of SWM charges	90%	0	0				
Storm Water Drainage								
1	Coverage of Storm water drainage network	100%	30	50				
2	Incidence of water logging / flooding	0%	10	8				
			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					
2	Percentage of waste being processed scientifically	%	0					
			Please Enter "YES" or "NO" only.					
			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
<http://moud.gov.in/pdf/57f1e781d6caefhandbook06.pdf>

Aravind
 Chairman
 Durgam Municipal Board