

| <b>Service Level Benchmarks</b>                    |  |                       |                       |                       |
|--|--|-----------------------|-----------------------|-----------------------|
| <b>S.No.</b>                                       | <b>Indicators</b>  | <b>Moud Benchmark</b> | <b>For PG 2017-18</b> |                       |
|  |  |                       | <b>Status 2016-17</b> | <b>Target 2017-18</b> |
| <b>Water Supply Services</b>                       |  |                       |                       |                       |
| 1  | Coverage of water supply connections                     | <b>100%</b>           | 100                   | 100                   |
| 2  | Per capita supply of water                               | <b>135 lpcd</b>       | 135                   | 135                   |
| 3  | Extent of metering of water connections                  | <b>100%</b>           | 0                     | 10                    |
| 4  | Extent of Non-Revenue Water (NRW)                        | <b>20%</b>            | 20                    | 20                    |
| 5  | Continuity of water supply                               | <b>24 hours</b>       | 24                    | 24                    |
| 6  | Quality of water supplied                                | <b>100%</b>           | 100                   | 100                   |
| 7  | Efficiency in redressal of customer complaints           | <b>80%</b>            | 100                   | 100                   |
| 8  | Cost recovery in water supply services                   | <b>100%</b>           | 100                   | 100                   |
| 9  | Efficiency in collection of water supply related charges | <b>90%</b>            | 100                   | 100                   |
| <b>Sewage management (Sewerage and Sanitation)</b> |  |                       |                       |                       |
| 1  | Coverage of toilets                                      | <b>100%</b>           | 0                     | 0                     |
| 2  | Coverage of sewage network services                      | <b>100%</b>           | 0                     | 0                     |
| 3  | Collection efficiency of sewage network                  | <b>100%</b>           | 0                     | 0                     |
| 4  | Adequacy of sewage treatment capacity                    | <b>100%</b>           | 0                     | 0                     |
| 5  | Quality of sewage treatment                              | <b>100%</b>           | 0                     | 0                     |
| 6  | Extent of reuse and recycling of sewage                  | <b>20%</b>            | 0                     | 0                     |
| 7  | Efficiency in redressal of customer complaints           | <b>80%</b>            | 0                     | 0                     |
| 8  | Extent of cost recovery in sewage management             | <b>100%</b>           | 0                     | 0                     |
| 9  | Efficiency in collection of sewerage charges             | <b>90%</b>            | 0                     | 0                     |

| <b>Solid Waste Management</b> |   |             |     |     |
|-------------------------------|---|-------------|-----|-----|
| 1                             | Household level coverage of Solid Waste Management services | <b>100%</b> | 100 | 100 |
| 2                             | Efficiency of collection of municipal solid waste           | <b>100%</b> | 100 | 100 |
| 3                             | Extent of segregation of municipal solid waste              | <b>100%</b> | 50  | 70  |
| 4                             | Extent of municipal solid waste recovered                   | <b>80%</b>  | 20  | 30  |
| 5                             | Extent of scientific disposal of municipal solid waste      | <b>100%</b> | 30  | 50  |
| 6                             | Efficiency in redressal of customer complaints              | <b>80%</b>  | 100 | 100 |
| 7                             | Extent of cost recovery in SWM services                     | <b>100%</b> | 0   | 10  |
| 8                             | Efficiency in collection of SWM charges                     | <b>90%</b>  | 0   | 50  |
| <b>Storm Water Drainage</b>   |   |             |     |     |
| 1                             | Coverage of Storm water                                     | <b>100%</b> | 15  | 15  |
| 2                             | Incidence of water logging                                  | <b>0%</b>   | 5   | 5   |

|   |   |                 | <b>Status of 2016-17</b> |
|---|---|-----------------|--------------------------|
| 1 | Coverage of Water Supply (24 X 7) in all Public/Community Toilets | <b>24 hours</b> | <b>NO</b>                |
| 2 | Percentage of waste being processed scientifically                | <b>%</b>        | 0                        |