

Service Level Benchmarks				
S. No.	Indicators	Moud Benchmark	For the Performance	
			Status 2016-17	Target 2017-18
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	72	75
2	Per capita supply of water	135 lpcd	114	125
3	Extent of metering of water connections	100%	68	25
4	Extent of Non-Revenue Water (NRW)	20%	11	20
5	Continuity of water supply	24 hours	10	15
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	99	80
8	Cost recovery in water supply services	100%	85	90
9	Efficiency in collection of water supply related charges	90%	80	85
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%		
2	Coverage of sewage network services	100%	100	70
3	Collection efficiency of sewage network	100%	100	100
4	Adequacy of sewage treatment capacity	100%	100	100
5	Quality of sewage treatment	100%	100	100
6	Extent of reuse and recycling of sewage	20%	6.25	10
7	Efficiency in redressal of customer complaints	80%	99	80
8	Extent of cost recovery in sewage management	100%	85	90
9	Efficiency in collection of sewerage charges	90%	80	85
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	95	95
2	Efficiency of collection of municipal solid waste	100%	95	95
3	Extent of segregation of municipal solid waste	100%	20	25
4	Extent of municipal solid waste recovered	80%	10	30
5	Extent of scientific disposal of municipal solid waste	100%	3	10
6	Efficiency in redressal of customer complaints	80%	80	80
7	Extent of cost recovery in SWM services	100%	10	30
8	Efficiency in collection of SWM charges	90%	0	50
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	56	60
2	Incidence of water logging / flooding	0%	35	30

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COMMISSIONER, GCC

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Accounts Officer (B)

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