

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%	15	20	25	30	35	40
2	Per capita supply of water	135 lpcd	21	23	26	28	30	32
3	Extent of metering of water connections	100%	0	0	0	0	0	0
4	Extent of Non-Revenue Water (NRW)	20%	10	8	7	6	5	4
5	Continuity of water supply	24 hours	3	3	3	3	3	3
6	Quality of water supplied	100%	90	91	92	92	93	95
7	Efficiency in redressal of customer complaints	80%	0	0	0	0	0	0
8	Cost recovery in water supply services	100%	30	40	50	55	60	70
9	Efficiency in collection of water supply related charges	90%	80	85	90	92	94	95
Sewage management (Sewerage and Sanitation)								
1	Coverage of toilets	100%	85	86	87	88	89	90
2	Coverage of sewage network services	100%	0	0	0	0	0	0
3	Collection efficiency of sewage network	100%	0	0	0	0	0	0
4	Adequacy of sewage treatment capacity	100%	0	0	0	0	0	0
5	Quality of sewage treatment	100%	0	0	0	0	0	0
6	Extent of reuse and recycling of sewage	20%	0	0	0	0	0	0
7	Efficiency in redressal of customer complaints	80%	0	0	0	0	0	0
8	Extent of cost recovery in sewage management	100%	0	0	0	0	0	0
9	Efficiency in collection of sewerage charges	90%	0	0	0	0	0	0
Solid Waste Management								
1	Household level coverage of Solid Waste Management services	100%	20	21	22	23	24	25%
2	Efficiency of collection of municipal solid waste	100%	90	91	92	93	94	95%
3	Extent of segregation of municipal solid waste	100%	0	0	0	0	0	0%
4	Extent of municipal solid waste recovered	80%	0	0	0	0	0	0%
5	Extent of scientific disposal of municipal solid waste	100%	0	0	0	0	0	0%
6	Efficiency in redressal of customer complaints	80%	90	91	93	94	95	96%
7	Extent of cost recovery in SWM services	100%	0	0	0	0	0	0%

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

Please enter Numeric Values only. Do not use any symbol such as "%".

Please enter Numeric Values only. Do not use any symbol such as "%".

8	Efficiency in collection of SWM charges	90%	0	0	0	0	0	0%
Storm Water Drainage								
1	Coverage of Storm water drainage network	100%	35	37	39	41	43	45%
2	Incidence of water logging / flooding	0%	14	12	10	8	6	4%
			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	NO		NO		NO	
2	Percentage of waste being processed scientifically	%	0		0		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/571e1e81d6caeHandbook06.pdf>

Accountant
Municipal Board, Dhaur

Chairperson,
Municipal Board, Dhaur

Executive Officer
Municipal Board, Dhaur