

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
Supply Services							
Coverage of water supply connections	100%	82.34	98				
Per capita supply of water	135 lpcd	158.33	170				
Extent of metering of water connections	100%						
Extent of Non-Revenue Water (NRW)	20%	25.32	20				
Continuity of water supply	24 hours	11	14				
Quality of water supplied	100%	97.54	100				
Efficiency in redressal of customer complaints	80%	87.89	100				
Cost recovery in water supply services	100%	100	100				
Efficiency in collection of water supply related charges	90%	61.9	73				
Sewerage and Sanitation							
Coverage of toilets	100%	94.2	100				
Coverage of sewerage network services	100%	28.4	50				
Collection efficiency of sewerage network	100%	53.46	90				
Adequacy of sewerage treatment capacity	100%	53.46	90				
Quality of sewerage treatment	100%	97.75	100				
Extent of reuse and recycling of sewage	20%	11.51	20				
Efficiency in redressal of customer complaints	80%	94.22	100				
Extent of cost recovery in sewerage management	100%	31.38	50				
Efficiency in collection of sewerage charges	90%	55.36	80				
Waste Management							
Household level coverage of Solid Waste Management services	100%	29%	100%				
Efficiency of collection of municipal solid waste	100%	97%	100%				
Extent of segregation of municipal solid waste	100%	6%	50				
Extent of municipal solid waste recovered	80%	34%	80				
Extent of scientific disposal of municipal solid waste	100%	31%	80				
Efficiency in redressal of customer complaints	80%	96%	100				
Extent of cost recovery in SWM services	100%	18%	50				
Efficiency in collection of SWM charges	90%	10%	50				
Water Drainage							
Coverage of Storm water drainage network	100%	27%	80				
Incidence of water logging / flooding	0%	96%	0				
		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	
Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES		YES		YES	
Percentage of waste being processed scientifically	%	98%					

Please enter Numeric values only. Do not use any symbol such as "lpcd" or any text such as "lpcd" or "24 hours" etc

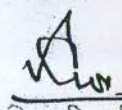
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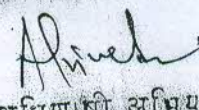
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Please Enter "YES" or "NO" only
Please do not use any symbol such as "%".

Please see the following link for instructions to provide the status of Service Level Benchmarks current year/target year
<http://moud.gov.in/pdf/57f1ef81d6caeHandbook06.pdf>


अध्यक्ष एवं लेखाधिकारी
 नगर निगम-प्रयागराज


अधिसाधी अभियन्ता
 जनकल विभाग
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For the Performance Grant of 2018-19

S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
Water Supply Services				
1	Coverage of water supply connections	100%	92.7	97
2	Per capita supply of water	135 lpcd	188.2	135
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	25.3	24
5	Continuity of water supply	24 hours	11	12
6	Quality of water supplied	100%	97.9	100
7	Efficiency in redressal of customer complaints	80%	99.3	80
8	Cost recovery in water supply services	100%	100	100
9	Efficiency in collection of water supply related charges	90%	62.8	69
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	91.1	96
2	Coverage of sewage network services	100%	61.8	65
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	65.8	69
5	Quality of sewage treatment	100%	11.5	12
6	Extent of reuse and recycling of sewage	20%	97.8	98
7	Efficiency in redressal of customer complaints	80%	99	80
8	Extent of cost recovery in sewage management	100%	31.8	35
9	Efficiency in collection of sewerage charges	90%	59.9	66
Solid Waste Management				
1	Household level coverage of Solid Waste Management services	100%	42	46
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	23.9	25
4	Extent of municipal solid waste recovered	80%	23.4	25
5	Extent of scientific disposal of municipal solid waste	100%	100	100
6	Efficiency in redressal of customer complaints	80%	0	0
7	Extent of cost recovery in SWM services	100%	0	0
8	Efficiency in collection of SWM charges	90%	99	99
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	27	28
2	Incidence of water logging / flooding	0%	96	77
For the Performance Grant of 2018-19 : SLB Status of 2017-18				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	100	

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