

SERVICE LEVEL BENCHMARKS

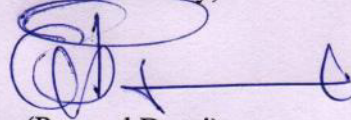
Indicators and Benchmarks

Name of the Corporation / Municipal Council:-...SANGUEM MUNICIPAL COUNCIL.

S. No.	Indicators	MoUD Benchmarks	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	99	100
2	Per capita supply of water	135 lpcd		
3	Extent of metering of water connections	100%	96	97
4	Extent of Non-Revenue Water (NRW)	20%	30	35
5	Continuity of water supply	24 hours	24	24
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	78	80
8	Cost recovery in water supply services	100%	85	90
9	Efficiency in collection of water supply related charges	90%	85	85
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%		
2	Coverage of sewage network services	100%		
3	Collection efficiency of sewage network	100%		
4	Adequacy of sewage treatment capacity	100%		
5	Quality of sewage treatment	100%		
6	Extent of reuse and recycling of sewage	20%		
7	Efficiency in redressal of customer complaints	80%		
8	Extent of cost recovery in sewage management	100%		
9	Efficiency in collection of sewerage charges	90%		
Solid Waste Management				
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	80	95
4	Extent of municipal solid waste recovered	80%	60	75
5	Extent of scientific disposal of municipal solid waste	100%	50	70
6	Efficiency in redressal of customer complaints	80%	70	80
7	Extent of cost recovery in SWM services	100%	80	80
8	Efficiency in collection of SWM charges	90%	80	85
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	80	90
2	Incidence of water logging / flooding	0%		
Public/Community Toilets				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	yes	
2	Percentage of waste being processed	%	50	

	scientifically		
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Yours faithfully,



(Pramod Desai)

CHIEF OFFICER

SANGUEM MUNICIPAL COUNCIL

