

SERVICE LEVEL BENCHMARKS: DATA REQUIREMENT
INDICATORS AND BENCHMARKS

MAPUSA MUNICIPAL COUNCIL

Sr. No.	Indicators	MoUD Benchmark	Status 2016-17	Target for 2017-18
Water supply Mapusa Municipal Area (Data obtained from A.E., S.D. II., W.D. XVII, PHE-N, P.W.D. , Mapusa –Goa vide letter No. PWD/PHE-N/SD II/F.87/949/17-18; Dtd. 10/10/17)				
1	Coverage of water supply connections	100%	73%	75%
2	Per Capita supply of water	135Lpcd	135 Lpcd	135 Lpcd
3	Extent of metering of water connections	100%	95%	98%
4	Extent of non revenue water (NRW)	20%	45%	35%
5	Continuity of water supply	24 x 7	5 Hours	5 Hours
6	Quality of water supplied	100%	90%	100%
7	Efficiency in redressal of customer complaints	80%	60%	70%
8	Cost recovery in water supply services	100%	75%	80%
9	Efficiency in collection of water supply related charges	90%	75%	80%
Sewerage Management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	70%	90%
2	Coverage of sewerage network services	100%	Construction of sewerage network & sewerage treatment facility is in progress. The same has not been commissioned till date	
3	Collection efficiency of sewerage network	100%		
4	Adequacy of sewerage treatment capacity	100%		
5	Quality of sewerage treatment	100%		
6	Extent of reuse and recycling of sewerage	20%		
7	Efficiency in redressal of customer complaints	80%		
8	Extent of cost recovery in sewerage management	100%		
9	Efficiency in collection of sewerage charge	90%		
Solid waste Management				
1	Household level coverage of solid waste management services	100%	85%	100%
2	Efficiency of collection of Municipal solid waste	100%	90%	100%
3	Extent of segregation of Municipal solid waste	100%	85%	90%
4	Extent of Municipal Solid waste recovered /recycled	80%	70%	80%
5	Extent of scientific disposal of Municipal solid waste	100%	80%	90%
6	Efficiency in redressal of customer complaints	80%	75%	80%
7	Extent of cost recovery in SWM services	100%	70%	100%
8	Efficiency in collection of SWM charges	90%	70%	90%
Storm Water Drainage				
1	Coverage of storm water drainage network	100%	80%	90%
2	Incidence of water logging / flooding	0%	1	0
1	Coverage of water Supply (24 x 7) in all Public / Community Toilets	24 hours	Yes	
2	Percentage of waste being processed scientifically	%	80%	