

SERVICE LEVEL BENCHMARKS

Indicators and Benchmarks

Name of Corporation/Municipal Council:- Bicholim Municipal Council

S. No.	Indicators	Moud Benchmark	Status 2016-17	Target 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	140	150
3	Extent of metering of water connections	100%	90	100
4	Extent of Non-Revenue Water (NRW)	20%	40	30
5	Continuity of water supply	24 hours	18	20
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	85	90
8	Cost recovery in water supply services	100%	80	90
9	Efficiency in collection of water supply related charges	90%	90	90
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%	100	100
5	Quality of sewage treatment	100%	100	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%	90	95
2	Efficiency of collection of municipal solid waste	100%	95	89
3	Extent of segregation of municipal solid waste	100%	88	92
4	Extent of municipal solid waste recovered	80%	70	72
5	Extent of scientific disposal of municipal solid waste	100%	95	100
6	Efficiency in redressal of customer complaints	80%	80	80
7	Extent of cost recovery in SWM services	100%	45	80
8	Efficiency in collection of SWM charges	90%	70	80
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	70	80
2	Incidence of water logging / flooding	0%	2	0
Other Services				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours		YES
2	Percentage of waste being processed scientifically	%		95