

# Service Level Benchmarks

## Indicators and Benchmarks

Name of Corporation/Municipal Council:- Ponda Municipal Council.

S. No.	Indicators	Moud Benchmark	Status 2016-17	Target 2017-18
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	100%	100%
2	Per capita supply of water	135 lpcd	180 lpcd	200 lpcd
3	Extent of metering of water connections	100%	100%	100%
4	Extent of Non-Revenue Water (NRW)	20%	40%	20%
5	Continuity of water supply	24 hours	10 hours	24 hours
6	Quality of water supplied	100%	100%	100%
7	Efficiency in redressal of customer complaints	80%	100%	100%
8	Cost recovery in water supply services	100%	80%	100%
9	Efficiency in collection of water supply related charges	90%	90%	95%
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	--	--
2	Coverage of sewage network services	100%	40%	70 %
3	Collection efficiency of sewage network	100%	100%	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%	--	--
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	97%	100%
2	Efficiency of collection of municipal solid waste	100%	100%	100%
3	Extent of segregation of municipal solid waste	100%	100%	100%
4	Extent of municipal solid waste recovered	80%	94%	95%
5	Extent of scientific disposal of municipal solid waste	100%	85%	90%
6	Efficiency in redressal of customer complaints	80%	100%	100%
7	Extent of cost recovery in SWM services	100%	32%	60%
8	Efficiency in collection of SWM charges	90%	31%	60%
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	100%	100%
2	Incidence of water logging / flooding	0%	0%	0%
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	10 hours	
2	Percentage of waste being processed scientifically	%	85%	

( Navnath K. Naik )

Chief Officer

Ponda Municipal Council