

SERVICE LEVEL BENCHMARKS

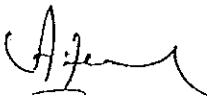
**Indicators and Benchmarks
Mornugao Municipal Council**

S. No.	Indicators	MoUD Benchmarks	Status 2016-17	Target for 2017-18
Water Supply Services				
1	Coverage of water supply connections	100%	Nearly 100%	Nearly 100%
2	Per capita supply of water	135 lpcd	150 to 200	150 to 200
3	Extent of metering of water connections	100%	100%	100%
4	Extent of non-revenue water (NRW)	20%	Appx 30%	Appx 30%
5	Continuity of water supply	24 X 7	4 to 8 Hrs.	4 to 8 Hrs.
6	Quality of water supplied	100%	100%	100%
7	Efficiency in redressal of customer complaints	80%	Appx 90%	Appx 90%
8	Cost recovery in water supply services	100%	95%	95%
9	Efficiency in collection of water supply related charges	90%	80%	80%
Sewerage Management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	75%	80%
2	Coverage of sewerage network services	100%	75%	80%
3	Collection efficiency of sewerage network	100%	100%	100%
4	Adequacy of sewerage treatment capacity	100%	100%	100%
5	Quality of sewerage treatment	100%	100%	100%
6	Extent of reuse and recycling of sewerage	20%	-	-
7	Efficiency in redressal of customer complaints	80%	80%	80%
8	Extent of cost recovery in sewerage management	100%	100%	100%
9	Efficiency in collection of sewerage charges	90%	90%	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%	85%	100%
3	Extent of segregation of municipal solid waste	100%	65%	80%

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Chief Officer

4	Extent of municipal solid waste recovered/recycled	80%	30%	50%
5	Extent of scientific disposal of municipal solid waste	100%	No Plant	-
6	Efficiency in redressal of customer complaints	80%	65%	80%
7	Extent of cost recovery in SWM services	100%	-	-
8	Efficiency in collection of SWM charges	90%	70%	75%
Storm Water Drainage				
1	Coverage of storm water drainage network	100%	80%	90%
2	Incidence of water logging/flooding	0	0	0
Water Supply				
1	Coverage of Water Supply (24 x 7) in all Public/Community Toilets	24 hours	30%	100%
2	Percentage of waste being processed scientifically	%	No plant	-




 Chief Officer
 Mormugao Municipal Council