

SERVICE LEVEL BENCHMARKS

Indicators and Benchmarks

Name of the Corporation / Municipal Council: -MORMUGAO MUNICIPAL COUNCIL

S. No.	Indicators	MoUD Benchmarks	Status 2017-18	Target 2018-19
Water Supply Services				
1	Coverage of water supply connections	100%	100	100
2	Per capita supply of water	135 lpcd	200	200
3	Extent of metering of water connections	100%	100	100
4	Extent of Non-Revenue Water (NRW)	20%	30	30
5	Continuity of water supply	24 hours	8	8
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	90	90
8	Cost recovery in water supply services	100%	95	95
9	Efficiency in collection of water supply related charges	90%	80	80
Sewage management (Sewerage and Sanitation)				
1	Coverage of toilets	100%	0	0
2	Coverage of sewage network services	100%	75	80
3	Collection efficiency of sewage network	100%	95	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%	0	0
7	Efficiency in redressal of customer complaints	80%	95	100
8	Extent of cost recovery in sewage management	100%	100	100
9	Efficiency in collection of sewerage charges	90%	98	100
Solid Waste Management				
1	Household level coverage of Solid Waste Management services	100%	90	100
2	Efficiency of collection of municipal solid waste	100%	90	100
3	Extent of segregation of municipal solid waste	100%	65	80
4	Extent of municipal solid waste recovered	80%	30	50
5	Extent of scientific disposal of municipal solid waste	100%	0	0
6	Efficiency in redressal of customer complaints	80%	70	80
7	Extent of cost recovery in SWM services	100%	0	0
8	Efficiency in collection of SWM charges	90%	70	75
Storm Water Drainage				
1	Coverage of Storm water drainage network	100%	80	80
2	Incidence of water logging / flooding	0%	0	0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24 hours	YES	
2	Percentage of waste being processed scientifically	%	0	

Signature of the Commissioner / Chief Officer: -

