

CORPORATION OF THE CITY OF PANAJI

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C/10

Service Level Benchmarks: Data Requirement

Indicators and Benchmarks

#	Sector/Indicator	Benchmark	Status 2015-16	Target for 2016-17
	Water Supply			
1	Coverage of water supply connections	100%	100%	100%
2	Per capita supply of water	135 lpcd	135 lpcd	135 lpcd
3	Extent of metering of water connections	100%	100%	100%
4	Extent of non-revenue water (NRW)	20%	28%	26%
5	Continuity of water supply	24x7	2 hrs	3-5 hrs
6	Quality of water supplied	100%	98%	100%
7	Efficiency in redressal of customer complaints	80%	75%	90%
8	Cost recovery in water supply services	100%	65%	80%
9	Efficiency in collection of water supply related charges	90%	80%	85%
	Sewerage			
1	Coverage to toilets	100%	75%	80%
2	Coverage of sewerage network services	100%	75%	80
3	Collection efficiency of sewerage network	100%	70%	75
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%	2%	3%
7	Efficiency in redressal of customer complaints	80%	70%	75%
8	Extent of cost recovery in sewerage management	100%	90%	92%
9	Efficiency in collection of sewerage charge	90%	90%	92%
	Solid Waste Management			
1	Household level coverage of solid waste management services	100%	95%	95%
2	Efficiency of collection of municipal solid waste	100%	80%	100%
3	Extent of segregation of municipal solid waste 100%	100%	90%	95%
4	Extent of municipal solid waste recovered / recycled	80%	70%	80%
5	Extent of scientific disposal of municipal solid waste	100%	0%	0%
6	Efficiency in redressal of customer complaints	80%	75%	80%
7	Extent of cost recovery in SWM services	100%	35%	35%
8	Efficiency in collection of SWM charges	90%	50%	70%