


**NEW DELHI MUNICIPAL COUNCIL
PALIKA KENDRA:NEW DELHI**

SERVICE LEVEL BENCHMARK		
S. No.	WATER SUPPLY	Benchmark
1.	Coverage of Water Supply connections	100%
2.	Continuity of water supplied	24 hours
3.	Percentage of households /CTUs/PTUs with sewer network	100%
4.	Efficiency of in redressal of customer complaints	99%
5.	Cost recovery (Revenue Generation per month after meeting with Operation & maintenance cost of all PTUs and CTUs is approx. Rs. 27,28,562/-)	100%
SEWERAGE		
1.	Coverage of Toilets	100%
2.	Coverage of Sewerage Network	100%
3.	Collection efficiency of Sewerage Network	100%
4.	Adequacy of Sewage Treatment Capacity	100%
5.	Quality of Sewage Treatment	100%
6.	Extent of Reuse and Recycling of Sewage	100%
7.	Extent of cost recovery in waste water management	100%
8.	Efficiency in redressal of customer complaints	99%
9.	Efficiency in Collection of Sewage Water Charges	100%
SOLID WASTE MANAGEMENT		
1.	Household Level Coverage	100%
2.	Efficiency in Collection of Solid Waste	100%
3.	Extent of Segregation of MSW	100%
4.	Extent of MSW Recovered	100%
5.	Extent of Scientific Disposal of MSW	100%
6.	Extent of Cost Recovery	100%
7.	Efficiency in Collection of SWM Charges	100%
8.	Efficiency in Redressal of Customer Complaints	99%
STORM WATER DRAINAGE		
1.	Coverage	100%
2.	Incidence of water logging	0 numbers


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