

2. Publishing of Service Level Benchmarks (SLBs)

A) Water supply:

1) Coverage (Maximum Marks 15)

Condition	PG Year	Reference Data	Coverage Ratio	Marks Obtained	
Water Coverage Ratio	2019-20	SLB Status of 2018-19	82	10	If coverage is between 90% to 100 %, marks = 15; between 80 % to 90 %; marks = 10, between 70 % to 80 %; marks = 5, less than 70%, marks = 0.

2) Reduction in NRW (Maximum Marks 15)

Condition	PG Year	Reference Data	NRW Status	Marks Obtained	
ULB achieving benchmark of Non-Revenue Water	2019-20	SLB Status of 2018-19	15	15	If NRW is less than 20%, Marks = 15; between 20 % to 30 %, marks = 10; between 30 % to 40 %, marks = 5; above 40 % , Marks =0.

3) Coverage of Water Supply for Public/Community Toilets (Maximum Marks 10)

Condition	PG Year	Reference Data	Percentage of 24X7 Water Supply to all PT/CT	Marks Obtained	
ULB providing water connection to Public and Community Toilets	2019-20	SLB Status of 2018-19	YES	10	If 24X7 water supply to all PT and CT, marks = 10; otherwise marks = 0

B) Solid Waste Management:

Coverage (Maximum Marks 10)

Condition	PG Year	Reference Data	% of waste being processed scientifically	Marks Obtained	
% of waste being processed scientifically	2019-20	SLB Status of 2018-19	95	10	If percentage of waste being processed scientifically is more than 50 %, marks = 10; between 20% to 50%, marks = 5; less than 20%, marks = 0.

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