

# 1. Key Performance Indicators

The PAS Performance Measurement Framework has outlined service goals and reform actions under the broad categories of access and coverage, service levels and quality and financial sustainability.

## 1.1 Summary of Key Indicators for Goals for Water, Wastewater and SWM

	Water supply	Wastewater	Solid waste management (SWM)	
<b>Indicators for goals</b>				
<b>Access and coverage</b>	1. Coverage of water supply connections at household level	1. Coverage of households with access to individual toilets	1. Household level coverage of SWM services	
		2. Coverage of households with individual connections to sewerage network		
<b>Service levels and quality</b>	2. Per capita supply of water	3. Collection efficiency of wastewater network	2. Efficiency of collection of municipal solid waste	
	3. Continuity of water supply	4. Sewage treatment capacity	3. Extent of segregation of municipal solid waste	
	4. Quality of water supplied		4. Extent of municipal solid waste processed and recycled	
<b>Financial management</b>	5. Extent of cost recovery (O&M) in water supply services	5. Extent of cost recovery (O&M) in wastewater management	5. Extent of cost recovery (O&M) in SWM services	
<b>Indicators for reform actions</b>				
<b>Efficiency in service operation</b>	6. Extent of non-revenue water	6. Quality of wastewater treatment	6. Extent of scientific disposal of municipal solid waste	
		7. Extent of reuse and recycling of wastewater		
	7. Efficiency in redressal of customer complaints	8. Efficiency in redressal of customer complaints	7. Efficiency in redressal of customer complaints	
	8. Extent of functional metering of water connections			
	9. Efficiency in collection of water supply-related charges	9. Efficiency in collection of sewerage-related charges	8. Efficiency in collection of SWM-related user charges	
<b>Equity</b>	10. Spatial variations in coverage of water supply connections	10. Spatial variations in coverage of households with access to individual toilets	9. Spatial variations in household level coverage of SWM services	
	11. Spatial variations in per capita water supply	11. Spatial variations in coverage of household connections to sewerage network		
	12. Coverage of water supply connections in slum settlements	12. Coverage of toilets in slum settlements	13. Coverage of household connections to sewerage network in slum settlements	10. Household level coverage of SWM services in slum settlements