

CHENGALPATTU MUNICIPALITY
SERVICE STANDARDS FOR DELIVERY OF ESSENTIAL SERVICES SUCH AS WATERSUPPLY, SEWERAGE, SOLID WASTE MANAGEMENT AND STORM WATER DRAIN
FORMAT -B Declaration of Service Level Standards Notification Format-2018-19 & 2019-20

Name of the Urban Local Body	Name of the Corporation Commissioner / Municipal Commissioner / Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Chengalpattu Municipality	Mr.N. Dakshnamoorthy .B.Com	Chengalpattu Municipality, chengalpattu 603001	044- 27424251	commr.chengalpattu@tn.gov.in

Water Supply Indicators								
Coverage of water supply Connections	Per capita supply of water	Extent of metering of water connections	Extent of non revenue water	Continuity of water supply	Quality of water supplied	Efficiency in redressal of customer complaints	Cost recovery in water supply services	Efficiency in collection of water supply-related charges
Benchmarks	90 lpcd	100%	20%	24 hours	100%	80%	100%	90%
Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)
72%	80%	100%	10%	3 Hrs/ 4days once	100%	100%	95 %	45%
Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)
100%	100%	100%	5%	2 Hrs/ Daily	100%	100%	100%	80%
Sewerage Management (Sewerage and Sanitation)								
Coverage of toilets								
Coverage of sewage network services								
Benchmarks	100%	100%	100%	100%	20%	80%	100%	90%
Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)
100%	100%	100%	100%	100%	100%	100%	100%	100%
Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)
100%	100%	100%	100%	100%	100%	100%	100%	100%
Solid Waste Management Indicators								
Household level coverage of solid waste management services								
Benchmarks	100%	100%	100%	80%	100%	80%	100%	90%
Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)
100%	100%	100%	96	75	80	90	80	75
Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)
100%	100%	100%	100	100	100	100	100	100
Storm Water Drainage Indicators								
Coverage of storm water drainage network								
Benchmarks	100%	100%	90%	10%	0%	8%	100%	90%
Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)
85%	85%	100%	10%	10%	0%	8%	100%	75
Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)	Targets (2019-20)
85%	90%	100%	10%	10%	0%	8%	100%	90

Municipal Engineer
 Chengalpattu Municipality

Municipal Health Officer
 Chengalpattu Municipality

Commissioner
 Chengalpattu Municipality