

**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-2017-18 & 2018-19**

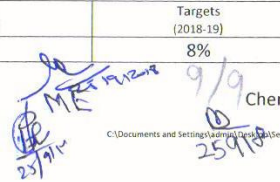
Name of the Urban Local Body	Name of the Corporation Commissioner / Municipal Commissioner / Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Chengalpattu Municipality	Mrs. P.Mariselvi, B.E, MBA	Chengalpattu Municipality, chengalpattu 603001	044- 27424251	commr.chengalpattu@tn.gov.in

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	100%		90 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)
	72%	100%	77%	100%	-	100%	10%	5%	3 Hrs/ 3 days once	3 Hrs/ Daily	100%	100%	100%	100%	95%	100%	45%	80%

Sewage Management (Sewerage and Sanitation)																		
	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Solid Waste Management Indicators																	
	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges		
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%		
	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	
	100%	100%	100%	100%	95%	100%	88%	100%	75%	80%	90%	100%	85%	95%	80%	90%	

Storm Water Drainage Indicators																	
	Coverage of storm water drainage network								Incidence of water logging/ flooding								
Benchmarks	100%								0%								
	Current (2017-18)				Targets (2018-19)				Current (2017-18)				Targets (2018-19)				
	85%				90%				10%				8%				


  
 9/19  
 25/9/18  
 Commissioner  
 Chengalpattu Municipality