

CHENGALPATTU MUNICIPALITY

SERVICE STANDARDS FOR DELIVERY OF ESSENTIAL SERVICES SUCH AS WATER SUPPLY, SEWERAGE, SOLID WASTE MANAGEMENT AND STORM WATER
DRAINAGE- (2019-2020 & 2020-2021)

FORMAT - B

DECLARATION OF SERVICE LEVEL STANDARDS NOTIFICATION FORMAT

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.R.Titto.MA				Chengalpattu municipality, Chengalpattu-603002				044-27424251				commr.chengalpattu@tn.gov.in				
Water Supply Indicators																		
	Coverage of water supply connections		per capita supply of water		Extend 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%		135lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)
1	90%	100%	85%	90%	30%	60%	20%	20%	4 hrs /4daysonce	2 hrs /Daily	100%	100%	100%	100%	80%	100%	50%	80%
Sewage Management (Sewage 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		Extend of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)
1																		
Solid Waste management indicators																		
	Household level coverage of solid waste management		Efficiency of collection of municipal solid waste		Extend of segregation of municipal solid waste		Extend of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency of redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		100%		20%		80%		100%		90%			
	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)		
1	100	100	90	100	96	100	75	100	80	100	90	100	80	100	75	90		
Storm water Drainage indicators																		
	Coverage of Storm water drainage network				Incidence of water logging/Flooding													
Benchmarks	100%				0%													
	Current (2019-20)		Targets (2020-21)		Current (2019-20)		Targets (2020-21)											
	90%		95%		8%		6%											

Municipal Engineer
Chengalpattu Municipality

7/9/2020

Commissioner
Chengalpattu Municipality

7/9/2020