

FORMAT-A

SERVICE STANDARDS FOR DELIVERY OF ESSENTIAL SERVICES for the year 2017-18

Name of Urban Local Body :- Devakottai

Grade of Municipality :- 1st Grade

Sl. No.	SERVICE SECTOR Proposed Indicator	Service level Bench mark fixed by Gol	Service level now provided for the year 2016-17	Service level to be provided in the year 2017-18	Reason for increase or decrease in Service Level in the year 2017-18 (Compare to 2016-17)
1. WATER SUPPLY SERVICES					
1	Coverage of Water Supply Connections	100%	68%	75%	Increase of new assessments
2	Per Capita Supply of Water	135 lpcd	82LPCD	85 LPCD	Increase of source
3	Extent of metering of water connections	100%	100 %	100 %	
4	Extent of non-revenue water (NRW)	20%	2 %	2 %	
5	Continuity of Water Supply	24 hours	2 Hours	3 Hours	Increase of source
6	Quality of Water Supplied	100%	98%	98%	
7	Efficiency in redressal of customer complaints	80%	80%	85%	Special care should be taken for redressal of complaints
8	Cost recovery in water supply services	100%	145%	150%	
9	Efficiency in collection of water supply-related charges	90%	86%	90 %	To form special teams for collections
II SEWAGE MANAGEMENT (SEWERAGE AND SANITATION)					
1	Coverage of toilets	100%	90 %	100%	Construction of Individual household Latrine is in progress under Swatch Bharath Mission scheme
2	Coverage of Sewage network services	100%	-	-	
3	Collection efficiency of the sewage network	100%	-	-	
4	Adequacy of sewage treatment capacity	100%	-	-	
5	Quality of sewage treatment	100%	-	-	
6	Extent of reuse and recycling of sewage	20%	-	-	
7	Efficiency in redressal of customer complaints	80%	-	-	

Sl. No.	SERVICE SECTOR Proposed Indicator	Service Level Bench mark fixed by Gol	Service Level now provided for the year 2016-17	Service Level to be provided in the year 2017-18	Reason for increase or decrease in Service Level in the year 2017-18 (Compare to 2016-17)
II SEWAGE MANAGEMENT (SEWERAGE AND SANITATION)					
8	Extent of cost recovery in sewage management	100%	-	-	---
9	Efficiency in collection of sewage charges	90%	-	-	---
III SOLID WASTE MANAGEMENT					
1	Household level coverage of solid waste management services	100%	100%	100%	-----
2	Efficiency of collection of Municipal solid waste	100%	100%	100%	-----
3	Extent of segregation of Municipal solid waste	100%	20%	20%	---
4	Extent of Municipal solid waste recovered	80%	0%	0%	-----
5	Extent of scientific disposal of Municipal solid waste	100%	0%	0%	---
6	Efficiency in redressal of customer complaints	80%	80%	90%	By engaging labourers under contract basis for redressal of complaints
7	Extent of cost recovery in SWM Services	100%	0%	0%	---
8	Efficiency in collection of SWM Charges	90%	0%	0%	---
IV STORM WATER DRAINAGE					
1	Coverage of storm water drainage network	100%	88%	90%	Construction of SWD under various schemes
2	Incidence of water logging / flooding	0%	0%	0%	---

Sd.....

Commissioner(I/c)
Devakottai Municipality

FORMAT - B Declaration of Service Level Standards Notification Format for the Year 2017-18

Name of the Urban Local Body (Grade Municipality) Devakottai Municipality (1 st Grade)		Name of the Corporation Commissioner/ Municipal Commissioner Thiru. S.V.Jayabal. B.E., Commissioner incharge		Postal Address with PIN code Thiruppattur Road, Devakottai, PIN-630302		Phone & Fax nos. 04561-272282		Email Id / Web address commr.devakottai@tn.gov.in			
Water Supply Indicators		Coverage of water supply connections	Per capita supply of water	Extent of Wetering 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%	100%	90%	
Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)
68%	75%	82	85	100%	100%	2.00	3.00	98%	98%	80%	85%
17)	18)	17)	18)	17)	18)	17)	18)	17)	18)	17)	18)
1	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sewage Management (Sewerage and Sanitation)											
Coverage of toilet		converage of sewerage network services		collection efficiency of the sewerage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treatedsewage	
Benchmarks	100%	100%	100%	100%	100%	100%	20%	80%	100%	90%	
Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)
90%	100%	---	---	---	---	---	---	---	---	---	---
1	90%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
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	
Bench marks	100%	100%	100%	100%	100%	80%	100%	80%	100%	90%	
Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)
100%	100%	100%	100%	20%	20%	0%	0%	0%	0%	80%	90%
17)	18)	17)	18)	17)	18)	17)	18)	17)	18)	17)	18)
1	100%	100%	100%	20%	20%	0%	0%	0%	0%	80%	90%
Storm Water Drainage Indicators											
Coverage of storm water drainage network		Incidence of Water logging - flooding									
Bench marks	100%										
Current (2016-17)	Target (2017-18)										
88%	90%										
1	88%										

Sd.....
Commissioner(I/c)
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