

DECLARATION OF SERVICE LEVEL STANDARDS NOTIFICATION FORMAT FOR THE FINAL YEAR 2019-20

Name of the Urban Local body (Grade of Municipality) **DINDIGUL CORPORATION** Name of the Corporation Commissioner **G.BALACHANDRAN** Postal address with Pin Code **13, MAIN ROAD, DINDIGUL - 624 001** Phone & Fax Nos **0451 - 2432579** E mail id / Web address **commr.dindigul@tn.gov.in**

Water Supply Indicators		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		
Coverage of water supply connections		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%		
Bench Marks	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21
	80%	85%	100 lpcd	110 lpcd	100%	100%	18%	10%	Daily	Daily	100%	100%	100%	100%	85%	90%	82%	90%

Sewage Management (Sewerage and Sanitation)		Coverage of Sewage Net work services		Collection efficiency of the sewerage network		Adequacy of sewate 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		
Coverage of Toilets		100%		100%		100%		100%		20%		80%		100%		90%		
Bench Marks	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21
	100%	100%	55 %	65%	80%	90%	100%	100%	100%	100%	20%	20%	90%	95%	90%	100%	60%	90%

Solid Waste Management Indicators		House hold coverage of solid waste management services		Efficiency of collection of municipal solid waste		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 Sewage charges		
House hold coverage of solid waste management services		100%		100%		100%		80		100%		80%		100%		90%		
Bench Marks	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21
	100%	100%	100%	100%	100%	65%	75%	100%	100%	60%	75%	95%	100%	7%	10%	97%	100%	

Storm Water Drainage Indicators		Coverage of Storm Water Drainage net work		Incidence of watear logging / fogging		
Coverage of Storm Water Drainage net work		100%		0%		
Bench Marks	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21	Current 2019 -20	Target 2020 -21
	78 %	85%	0%	0%		

Commissioner-V/c,
Dindigul City Municipal Corporation
D/F4, 1st system/ Service level bench mark august 2019/1/sys
16-8-19