

MADURANTAKAM MUNICIPALITY
SERVICE STANDARDS FOR DELIVERY OF ESSENTIAL SERVICES SUCH AS WATER SUPPLY, SEWERAGE, SOLID WASTE MANAGEMENT AND STORM WATER
DRAINAGE- (2018-2019 & 2019-2020)
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					
Madurantakam Municipality		Mrs.P.Mariselvi				No. GST Road, Madurantakam- 603308				27552312				commr.madurantahagam@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 (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)
1.		99%	100%	90	110	0	0	21%	20%	4 hrs	4hrs	100%	100%	95%	95%	95%	100%	95%	95%
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 (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)
1		90%	100%	95%	100%	20%	30%	20%	30%	20%	40%	15%	20%	85%	90%	10%	25%	30%	40%
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 (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)	Current (2018- 19)	Targets (2019- 20)
1		99%	100%	100%	100%	95%	100%	98%	100%	14%	18%	97%	100%	40%	60%	85%	90%		
Storm water Drainage Indicators																			
		Coverage of Storm water drainage network				Incidence of water logging/Flooding													
Benchmarks		100%				0%													
		Current (2018-19)		Targets (2019-20)		Current (2018-19)		Targets (2019-20)											
		85%		90%		4%		0											


 Commissioner
 Madurantakam Municipality
 19/8/19