

FORMAT – B

Declaration of Service Level Standards Notification Format for the final year 2020-21

Name of the Urban Local Body (Grade of Municipality)	Name of the Corporation Commissioner / Municipal Commissioner	Postal address with PIN code	Phone & Fax nos.	Email Id / Web address
Melur Municipality 2 nd Grade	Thiru.P.Balamurugan Commissioner	Municipal Office, Thiruvadavur Road, Melur 625106	0452-2416416	commr.melur@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 (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)
1	95%	100%	90	90	97%	97%	6%	6%	1 ½ hrs	1 ½ hrs	100%	100%	80%	80%	96%	97%	90%	90%

Sewage Management (Sewerage and Sanitation)																		
	Coverage of toilets		Coverage 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 treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewerage management		Efficiency in collection of sewerage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	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)
1	98%	100%	--	--	--	--	--	--	--	--	--	--	--	--	0%	0%	--	--

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 (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)	
1	100%	100%	100%	100%	55%	75%	40%	50%	55%	55%	95%	95%	25%	50%	15%	75%	

Storm Water Drainage Indicators																	
	Coverage of storm water drainage network								Incidence of water logging/ flooding								
Benchmarks	100%								0%								
	Current (2019-20)				Target (2020-21)				Current (2019-20)				Target (2020-21)				
1	90%				90%				0%				0%				

M. Rathi
MUNICIPAL ENGINEER
MELUR MUNICIPALITY

Commissioner
Melur Municipality

[Handwritten signatures and dates]
27/12/20
27/12/20