

FORMAT - B Declaration of Service Level Standards for the year 2020-2021

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|---|---|---|-----------------------------|-------------------------------|
| Name of the Urban Local Body (Grade of Municipality) | Name of the Municipal Commissioner | Postal address with PIN code | Phone & Fax nos. | Email id / Web address |
| Melvishararam Municipality IInd Grade | P.Thirumalselvam | 2/224, North Bye Pass Road, Melvishararam Pin:632509 | 04172-266049 | commr.melvishararam@tn.gov.in |

| Water Supply Indicators | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------------------------------------|----------------------|---------------------|----------------------------|---------------------|----------------------|---|----------------------|---------------------|-----------------------------|---------------------|----------------------|----------------------------|----------------------|---------------------|---------------------------|---------------------|----------------------|--|-----|-----|--|-----|-----|--|-----|-----|
| Benchmarks | 100% | | 135 lpcd | | 100% | | 20% | | 24 hours | | 100% | | 80% | | 100% | | 90% | | | | | | | | | |
| | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | | | | | | | | |
| Coverage of water supply Connections | 100% | 100% | Per capita supply of water | 92 | 92 | Extent of metering of water connections | - | - | Extent of non revenue water | 3% | 3% | Continuity of water supply | 2 | 3 | Quality of water supplied | 100% | 100% | Efficiency in redressal of customer complaints | 80% | 80% | Cost recovery in water supply services | 85% | 90% | Efficiency in collection of water supply-related charges | 70% | 80% |

| Sewage Management (Sewerage and Sanitation) | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|----------------------|---------------------|-------------------------------------|---------------------|----------------------|---|----------------------|---------------------|---------------------------------------|---------------------|----------------------|-----------------------------|----------------------|---------------------|---|---------------------|----------------------|--|-----|-----|--|------|------|--|---|---|
| Benchmarks | 100% | | 100% | | 100% | | 100% | | 100% | | 20% | | 80% | | 100% | | 90% | | | | | | | | | |
| | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | | | | | | | | |
| Coverage of toilets | 100% | 100% | Coverage of sewage network services | 100% | 100% | Collection efficiency of the sewage network | - | - | Adequacy of sewage treatment capacity | 100% | 100% | Quality of sewage treatment | 2 | 3 | Extent of reuse and recycling of treated sewage | 20% | 20% | Efficiency in redressal of customer complaints | 80% | 80% | Extent of cost recovery in sewage management | 100% | 100% | Efficiency in collection of sewage charges | - | - |

| Solid Waste Management Indicators | | | | | | | | | | | | | | | | | | | | | | | |
|---|----------------------|---------------------|---|---------------------|----------------------|--|----------------------|---------------------|---|---------------------|----------------------|--|----------------------|---------------------|--|---------------------|----------------------|---|------|------|---|---|---|
| Benchmarks | 100% | | 100% | | 100% | | 100% | | 80% | | 100% | | 80% | | 100% | | 100% | | | | | | |
| | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) | | | | | |
| Household level coverage of solid waste management services | 100% | 100% | Efficiency of collection of municipal solid waste | 100% | 100% | Extent of segregation of municipal solid waste | - | - | Extent of municipal solid waste recovered | 80% | 80% | Extent of scientific disposal of municipal solid waste | 100% | 100% | Efficiency in redressal of customer complaints | 80% | 80% | Extent of cost recovery in SWM services | 100% | 100% | Efficiency in collection of SWM charges | - | - |

| Storm Water Drainage Indicators | | | | |
|--|----------------------|---------------------|-------------------------------------|---------------------|
| Benchmarks | 100% | | 0% | |
| | Current (2020-21) | Target (2021-22) | Current (2020-21) | Target (2021-22) |
| Coverage of storm water drainage network | 100% | 100% | Incidence of water logging/flooding | 0% |

For Commissioner
23.10.2020
MELVISHARAM MUNICIPALITY