Benchmarks

1

Declaration of Service Level Standards Notification Format for the year 2019-20

100%

Current

(2018 - 19)

92%

Target

(2019 - 20)

94%

OKIVIA I - B		Dec	aration o	of Service	e Level St	andards No	otificatio	on Forma	it for the	year 201	9-20								
Name of the Urban Local Name Body (Grade of Municipality) Nagercoil City MunicipalCorporation		l. Nam	Name of the Corporation Commissioner / Municipal Commissioner K. Saravanakumar, B.B.A., B.L.,				Po	Postal address with PIN code Balamore Road, Municipal Office,				Phone & Fax nos. 04652230984				Email Id / Web address commr.nagarcoil@tn.gov.in			
							Bala												
		,					Nagercoil- 629 001				,								
(Special								ruge		001									
Water Supply																			
	Coverage of w supply Connect				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	Benchmarks 100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%		
	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	
1	95%	97%	135 lpcd	135 lpcd	100%	100%	20%	20%	12 hours	14 hours	100%	100%	80%	80%	92%	94%	84%	86%	
Sewage Mana	agement (Se	werage	and San	itation)			La Na A										1		
Coverage of toil		f 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		Extent 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)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	
1	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Solid Waste N	/lanagement	Indicat	ors							In III like	78.275								
			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 (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	
1			100%	100%	100%	100%	75%	80%	30%	35%	30%	35%	80%	80%	40%	45%	90%	90%	
Storm Water	Drainage Ind	dicators								1-11 515				Marine Commence					
	Coverage	e of storm water drainage network				Incidence of water log			r logging/f	flooding									
The state of the s											U I Control Control				_				

0%

Current

(2018 - 19)

0%

Target (2019 – 20)

0%

Commissioner Nagercoil Corporation