

FORMAT - B

NELLIVALAM MUNICIPALITY

Declaration of Service Level Standards Notification Format for the year 2016-2017

Name of the Urban Local Body Nelliyalam Municipality	Name of the Commissioner Thiru.R.Lakshamanan	Postal address with PIN code Commissioner, Nelliyalam Municipality, Pandalur - The Nilgiris, 643233	Phone & Fax nos. 04262-220238	Email id. Commr.nelliyalam@tn.gov.in
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Water Supply Indicators		Sewage Management (Sewerage and Sanitation)		Solid Waste Management Indicators		Storm Water Drainage Indicators			
Benchmarks	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
	100%	135 lpcd	100%	20%	24 hours	100%	80%	100%	90%
1	Current (2015-16)	Current (2015-16)	Current (2015-16)	Current (2015-16)	Current (2015-16)	Current (2015-16)	Current (2015-16)	Current (2015-16)	Current (2015-16)
	53%	98	54%	85%	15	100%	100%	35%	98%
Benchmarks	Targets (2016-17)	Targets (2016-17)	Targets (2016-17)	Targets (2016-17)	Targets (2016-17)	Targets (2016-17)	Targets (2016-17)	Targets (2016-17)	Targets (2016-17)
	56%	98	56%	88%	16	100%	100%	35%	98%
Sewage Management (Sewerage and Sanitation)									
Benchmarks	Coverage of toilets	Coverage of sewerage network services	Collection efficiency of the sewerage network	Adequacy of sewerage treatment capacity	Quality of sewerage treatment	Extent of reuse and recycling of treated sewerage	Efficiency in redressal of customer complaints	Extent of cost recovery in sewerage management	Efficiency in collection of sewerage charges
	100%	100%	100%	100%	100%	20%	80%	100%	90%
1	Current (2015-16)	Current (2015-16)	Current (2015-16)	Current (2015-16)	Current (2015-16)	Current (2015-16)	Current (2015-16)	Current (2015-16)	Current (2015-16)
	0	0	0	0	0	0	0	0	0
Benchmarks	Household level coverage of solid waste management services	Efficiency of collection of municipal solid waste	Extent of segregation of 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	
	100%	100%	100%	80%	100%	80%	100%	90%	
1	Current (2015-16)	Current (2015-16)	Current (2015-16)	Current (2015-16)	Current (2015-16)	Current (2015-16)	Current (2015-16)	Current (2015-16)	
	100%	100%	100%	0	0	0	0	0	
Benchmarks	Coverage of storm water drainage network		Incidence of water logging/flooding						
	100%	96%	0%	0					
1	Current (2015-16)	Targets (2016-17)	Current (2015-16)	Targets (2016-17)					
	96%	96%	0	0					

NELLAYALAM MUNICIPALITY – THE NILGIRIS

SERVICE STANDARDS FOR DELIVERY OF ESSENTIAL SERVICES FOR THE FINAL YEAR 2016-2017

FORMAT - A

Sl. No.	SERVICE SECTOR Proposed Indicator	Service level Benchmark fixed by Gol-	Service level now provided by the Municipality / Corporation 2015-2016	Service Level to be provided by the Municipality / Corporation in the year 2016-2017	Reason for increase or decrease in Service Level in 2016-2017 (Compare to 2015-16)
1. WATER SUPPLY SERVICES					
Proposed Indicators					
1	Coverage of Water Supply Connections	100%	53	56	Population increase. Deeping of well in Municipal Areas
2	Per Capita Supply of Water	135 lpcd	98	98	-
3	Extent of metering of water connections	100%	54	56	-
4	Extent of non-revenue water (NRW)	20%	85	88	-
5	Continuity of Water Supply	24 hours	15	16	-
6	Quality of Water Supplied	100%	100	100	-
7	Efficiency in redressal of customer complaints	80%	100	100	-
8	Cost recovery in water supply services	100%	35	35	-
9	Efficiency in collection of water supply-related charges	90%	98	98	-

Sl. No.	SERVICE SECTOR Proposed Indicator	Service level Benchmark fixed by Gol	Service level now provided by the Municipality / Corporation 2015-2016	Service Level to be provided by the Municipality / Corporation in the year 2016-2017	Reason for increase or decrease in Service Level in 2016-17 (Compare to 2015-16)
II SEWAGE MANAGEMENT (SEWERAGE AND SANITATION)					
Proposed Indicators					
1	Coverage of toilets	100%	0	0	0
2	Coverage of Sewage network services	100%	0	0	0
3	Collection efficiency of the sewage network	100%	0	0	0
4	Adequacy of sewage treatment capacity	100%	0	0	0
5	Quality of sewage treatment	100%	0	0	0
6	Extent of reuse and recycling of sewage	20%	0	0	0
7	Efficiency in redressal of customer complaints	80%	0	0	0
8	Extent of cost recovery in sewage management	100%	0	0	0
9	Efficiency in collection of sewage charges	90%	0	0	0

S/No	SERVICE SECTOR Proposed Indicator	Service level Benchmark fixed by GoI	Service level now provided by the Municipality / Corporation 2015-16	Service Level to be provided by the Municipality / Corporation in the year 2016-2017	Reason for increase or decrease in Service Level in 2016-17 (Compare to 2015-16)
III SOLID WASTE MANAGEMENT					
Proposed Indicators					
1	Household level coverage of solid waste management services	100%	100	100	200 Houses New Fielding Increases
2	Efficiency of collection of Municipal solid waste	100%	100	100	
3	Extent of segregation of Municipal solid waste	100%	0	0	
4	Extent of Municipal solid waste recovered	80%	0	0	
5	Extent of scientific disposal of Municipal solid waste	100%	0	0	
6	Efficiency in redressal of customer complaints	80%	100	100	
7	Extent of cost recovery in SWM Services	100%	0	0	
8	Efficiency in collection of SWM Charges	90%	0	0	

S/No	SERVICE SECTOR Proposed Indicator	Service level Benchmark fixed by GoI	Service level now provided by the Municipality / Corporation 2015-2016	Service Level to be provided by the Municipality / Corporation in the year 2016-17	Reason for increase or decrease in Service Level in 2016-17 (Compare to 2015-16)
IV STORM WATER DRAINAGE					
Proposed Indicators					
1	Coverage of storm water drainage network	100%	96	96	
2	Incidence of water logging / flooding	0	0	0	


 Commissioner (I/C),
 Nelliyalam Municipality.