

**FORMAT – B**  
**NELLIYALAM MUNICIPALITY**  
**Declaration of Service Level Standards Notification Format for the year 2018-2019**

<b>Name of the Urban Local Body</b> Nelliyalam Municipality	<b>Name of the Commissioner</b> Thiru.R.Lakshamanan	<b>Postal address with PIN code</b> Commissioner, Nelliyalam Municipality, Pandalur – The Nilgiris.643233	<b>Phone &amp; Fax nos.</b> 04262-220238	<b>Email id.</b> <a href="mailto:commr.nelliyalam@tn.gov.in">commr.nelliyalam@tn.gov.in</a>
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<b>Water Supply Indicators</b>																		
	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	
<b>Benchmarks</b>	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)
1	80%	92%	90	94	0	0	19%	17%	4	6	100%	100%	80%	80%	85%	90%	85%	90%
<b>Sewage Management (Sewerage and Sanitation)</b>																		
	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		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
<b>Benchmarks</b>	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)
1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Solid Waste Management Indicators</b>																		
	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			
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%			
	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)	Pervious (2017-18)	Targets (2018-19)		
1	85%	92%	85%	90%	75%	85%	70%	75%	75%	90%	80%	80%	100%	100%	90%	90%		
<b>Storm Water Drainage Indicators</b>																		
	Coverage of storm water drainage network						Incidence of water logging/ flooding											
<b>Benchmarks</b>	100%						0%											
	Pervious (2017-18)			Targets (2018-19)			Pervious (2017-18)			Targets (2018-19)								
1	72%			72%			0			0								

*Sammul*  
25/9/18

Municipal Engineer  
Nelliyalam Municipality

*Pravin*  
25/9/18

Commissioner  
Nelliyalam Municipality

**NELLYALAM MUNICIPALITY – THE NILGIRIS**

**FORMAT – A**

**SERVICE STANDARDS FOR DELIVERY OF ESSENTIAL SERVICES FOR THE FINAL YEAR 2018-2019**

Sl. No	SERVICE SECTOR Proposed Indicator	Service level Benchmark fixed by Gol	Service level now provided by the Municipality / Corporation 2017-2018	Service Level to be provided by the Municipality / Corporation in the year 2018-2019	Reason for increase or decrease in Service Level in 2018-2019 (Compare to 2017-18)
<b>1.</b>	<b>WATER SUPPLY SERVICES</b>				
	<b>Proposed Indicators</b>				
1	Coverage of Water Supply Connections	100%	80	92	Population increase. Deeping of well in Municipal Areas
2	Per Capita Supply of Water	135 lpcd	90	94	“
3	Extent of metering of water connections	100%	0	0	“
4	Extent of non-revenue water (NRW)	20%	19	17	-
5	Continuity of Water Supply	24 hours	4	6	-
6	Quality of Water Supplied	100%	100	100	-
7	Efficiency in redressal of customer complaints	80%	80	80	-
8	Cost recovery in water supply services	100%	85	90	-
9	Efficiency in collection of water supply-related charges	90%	85	90	-

Sl. No	SERVICE SECTOR Proposed Indicator	Service level Benchmark fixed by Gol	Service level now provided by the Municipality / Corporation 2017-2018	Service Level to be provided by the Municipality / Corporation in the year 2018-2019	Reason for increase or decrease in Service Level in 2018-2019 (Compare to 2017-18)
<b>II</b>	<b>SEWAGE MANAGEMENT (SEWERAGE AND SANITATION)</b>				
	<b>Proposed Indicators</b>				
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

Sl. No	SERVICE SECTOR Proposed Indicator	Service level Benchmark fixed by Gol	Service level now provided by the Municipality / Corporation 2017-2018	Service Level to be provided by the Municipality / Corporation in the year 2018-2019	Reason for increase or decrease in Service Level in 2018-2019 (Compare to 2017-18)
<b>III</b>	<b>SOLID WASTE MANAGEMENT</b>				
	<b>Proposed Indicators</b>				
1	Household level coverage of solid waste management services	100%	85	92	200 Houses New Fielding increases
2	Efficiency of collection of Municipal solid waste	100%	85	90	
3	Extent of segregation of Municipal solid waste	100%	75	85	
4	Extent of Municipal solid waste recovered	80%	70	75	
5	Extent of scientific disposal of Municipal solid waste	100%	75	90	
6	Efficiency in redressal of customer complaints	80%	80	80	
7	Extent of cost recovery in SWM Services	100%	100	100	
8	Efficiency in collection of SWM Charges	90%	90	90	

Sl. No	SERVICE SECTOR Proposed Indicator	Service level Benchmark fixed by Gol	Service level now provided by the Municipality / Corporation 2017-2018	Service Level to be provided by the Municipality / Corporation in the year 2018-2019	Reason for increase or decrease in Service Level in 2018-2019 (Compare to 2017-18)
<b>IV</b>	<b>STORM WATER DRAINAGE</b>				
	<b>Proposed Indicators</b>				
1	Coverage of storm water drainage network	100%	72	72	-
2	Incidence of water logging / flooding	0	0	0	-

  
25/9/18

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