

FORMAT – B

Declaration of Service Level Standards Notification Format


Name of the Urban Local Body Pallavapuram Municipality	Name of the Municipality/ Commissioner C.Mathivanan M.A.,	Postal address with PIN code No.1, 3 <sup>rd</sup> Main Road, New Colony, Chromepet, Chennai – 600 44.	Phone & Fax nos. 044 - 22418866	Email id. commr.pallavapuram@tn.gov.in
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Water Supply 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%	
										Current (2019-20)	Targets (2020-21)
100%	135 lpcd	100%	20%	24 hours	100%	80%	100%	90%	90%	90%	90%
Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)
90	92	125	135	90	100	20	15	2	2.50	100	100

Sewage Management (Sewerage and Sanitation)											
Benchmarks	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	100%	
										Current (2019-20)	Targets (2020-21)
100%	100%	100%	100%	100%	100%	20%	80%	100%	90%	100%	90%
Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)
100	100	100	100	100	100	20	20	80	80	100	100

Solid Waste Management Indicators											
Benchmarks	Household level coverage of solid waste management services	Efficiency of collection of Municipality solid waste	Extent of segregation of Municipality solid waste	Extent of Municipality solid waste recovered	Extent of scientific disposal of Municipality solid waste	Efficiency in redressal of customer complaints	Extent of cost recovery in SWM services	Efficiency in collection of SWM charges	100%		
									Current (2019-20) <th>Targets (2020-21)</th> <th>Current (2019-20) <th>Targets (2020-21)</th> </th>	Targets (2020-21)	Current (2019-20) <th>Targets (2020-21)</th>
100%	100%	100%	100%	80%	100%	80%	100%	90%	100%	90%	
Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)
100	100	100	100	80	100	80	100	60	80	90	90

Storm Water Drainage Indicators												
Benchmarks	Coverage of storm water drainage network						Incidence of water logging/ flooding					
	100%		100%		100%		0%		0%		0%	
Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	
95	100	100	100	7	3							

  
 Commissioner  
 Pallavapuram Municipality