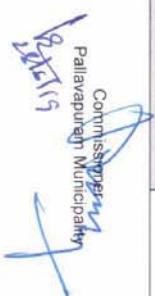


FORMAT – B

Declaration of Service Level Standards Notification Format

Name of the Urban Local Body	Name of the Municipality/ Commissioner	Postal address with PIN code			Phone & Fax nos.			Email id.			
Pallavapuram Municipality	C.Mathivanan M.A.,	No.1, 3 rd Main Road, New Colony, Chromepet, Chennai – 600 44.			044 - 222418866			commr.pallavapuram @tn.gov.in			
Water Supply Indicators											
	Coverage of water supply Connections	Per capita supply of water	Extent of metering 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	100%	Targets	135 lped	100%	20%	24 hours	100%	100%	100%	90%	
Current (2019-20)	(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	90
Sewage Management (Sewerage and Sanitation)											
	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		
Benchmarks	100%	Targets	100%	100%	100%	20%	80%	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)
1	100	100	100	100	100	100	100	100	100	85	90
Solid Waste Management Indicators											
	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	Extent of redressal of customer complaints	Efficiency in recovery in SWM services	Extent of cost recovery in SWM services	Efficiency in collection of SWM charges		
Benchmarks	100%	Targets	100%	100%	80%	100%	80%	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)
1	100	100	100	100	80	80	100	80	80	90	90
Storm Water Drainage Indicators											
	Coverage of storm water drainage network	Incidence of waterlogging/ flooding									
Benchmarks	100%	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	
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)
1	95	100	100	100	7	3					


Commissioner
Pallavapuram Municipality