

**PAMMAL MUNICIPALITY**  
**DECLARATION OF SERVICE LEVEL STANDARDS NOTIFICATION FORMAT**

Name of the Urban Local Body	Pammal Municipality		Name of the Municipal Commissioner	Tmt. U. Saravanan		Postal address with Pin Code	No. 1, Pozhichallur Main Road, Pammal, Chennai - 600 075		Phone & Fax nos.	22483110		Email id	corpnr.pammal@tn.gov.in	
<b>Water Supply Indicators</b>														
Coverage of water supply connections	per capita supply of water	Extend 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>	<b>100%</b>	<b>90lpcd</b>	<b>100%</b>	<b>20%</b>	<b>24 hours</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>90%</b>	<b>90%</b>
Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)
95%	90%	90	90	50%	95%	20%	10%	2 Hours	1.5 Hours	100%	100%	60%	60%	100%
90%	95%	90	90	50%	95%	20%	10%	2 Hours	1.5 Hours	100%	100%	60%	60%	100%
<b>Sewage Management (Sewage 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>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>20%</b>	<b>80%</b>	<b>100%</b>	<b>90%</b>						
Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)
100%	100%	100%	100%	100%	20%	80%	100%	90%						
100%	100%	100%	100%	100%	20%	80%	100%	90%						
<b>Solid Waste management indicators</b>														
Household level coverage of solid waste management	Efficiency of collection of municipal solid waste	Extend of segregation of municipal solid waste	Extend 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>	<b>100%</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>100%</b>	<b>90%</b>						
Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)
100%	100%	100%	100%	100%	100%	80%	80%	100%	100%	100%	100%	100%	100%	80%
100%	100%	100%	100%	100%	100%	80%	80%	100%	100%	100%	100%	100%	100%	80%
<b>Storm water Drainage Indicators</b>														
Coverage of Storm water drainage network	Incidence of water logging/Flooding													
<b>Benchmarks</b>	<b>100%</b>													
Current (2018-19)	Targets (2019-20)													
60%	62%													
60%	62%													

  
 Commissioner  
 Pammal Municipality