



**THANJAVUR
DISTRICT GAZETTE
EXTRAORDINARY PUBLISHED BY AUTHORITY**

THANJAVUR, MARCH 22, 2016

No. 3]

Panguni 9, Manmatha, Thiruvalluvar Aandu—2047

LOCAL AND MUNICIPAL NOTIFICATION

Format – B

**Declaration of Service Level Standards Format for the financial years 2016-2017,
2017-2018, 2018-2019, 2019-2020.**

THANJAVUR DISTRICT

PATTUKKOTTAI MUNICIPALITY

(Letter No. 68 / 2016 / E1, Dated 15.03.2016)

Under the conditions imposed for the drawal of share of “Basic Grant and Performance Grant” vide condition in Para 9.77 under the 14th Finance Commission recommendations, the undersigned holding the office of the Commissioner, Pattukkottai Municipality is publishing the standardized Service Level Bench Marking for the Year 2016-2017, 2017-2018, 2018-2019, 2019-2020 comprising of Four Service Sectors wise, Water Supply, Sewerage, Storm Water Drainage and Solid Waste Management pertaining to the Pattukkottai Municipality.

| | | | | | | | | | | | | | | | |
|---|---------|---|---|--|---------|--|---------|------------------------------|---|--|---|--|--|--|---------|
| Name of the Urban Local Body (Grade of Municipality) | | Name of the Corporation Commissioner / Municipal Commissioner | | Postal address with PIN code | | Phone & Fax nos. | | Email id / Web address | | | | | | | |
| Pattukkottai (Selection Grade) | | K.Acharya | | Kasankulam South bank, Pattukkottai - 614601 | | 04373-252097 | | Commr.pattukkottai@tn.gov.in | | | | | | | |
| Water Supply Indicators | | | | | | | | | | | | | | | |
| Coverage of water supply Connections | Current | Target | Per capita supply of water | Current | Target | Extent of non revenue water | Current | Target | 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% | 2016-17 | | 135 lpcd | 2016-17 | | 20% | 24 hours | | | | | | 2016-17 | 2016-17 |
| | 40% | 50% | 110 | 5% | 10% | 25% | 3 Hrs | 3 Hrs | 100% | 100% | 80% | 80% | 85% | 86% | |
| Sewage Management (Sewerage and Sanitation) | | | | | | | | | | | | | | | |
| Coverage of toilets | Current | Target | Coverage of sewage network services | Current | Target | Collection efficiency of the sewage network | Current | Target | 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 | |
| | 100% | 2016-17 | | 100% | 2016-17 | | 100% | 20% | | | | | | | 2016-17 |
| | 95% | 100% | - | - | - | - | - | - | - | - | - | - | - | - | |
| Solid Waste Management Indicators | | | | | | | | | | | | | | | |
| Household level coverage of solid waste management services | Current | Target | Household level coverage of solid waste management services | Current | Target | Extent of segregation of municipal solid waste | Current | Target | 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% | 2016-17 | | 100% | 2016-17 | | 80% | 100% | | | | | | 2016-17 | 2016-17 |
| | 95% | 95% | 95% | 95% | 95% | 25% | 25% | 40% | 25% | 100% | 80% | 10% | 75% | 80% | |
| Storm Water Drainage Indicators | | | | | | | | | | | | | | | |
| Coverage of storm water drainage network | | | | | | | | | | Incidence of water logging/ flooding | | | | | |
| 100% | | | | | | | | | | 0% | | | | | |
| Current | | Target | | Current | | Target | | Current | | Target | | Current | | Target | |
| (2015-16) | | (2016-17) | | (2015-16) | | (2016-17) | | (2015-16) | | (2016-17) | | (2015-16) | | (2016-17) | |
| 50% | | 55% | | 55% | | 55% | | - | | - | | - | | - | |

| Name of the Urban Local Body (Grade of Municipality) | Name of the Corporation Commissioner / Municipal Commissioner | Postal address with PIN code | Phone & Fax nos. | Email Id / Web address | | | |
|---|---|--|---|--|--|--|--|
| Pattukkottai (Selection Grade) | K.Acharya | Kasankulam South bank, Pattukkottai - 614601 | 04373-252097 | Commr.pattukkottai@tn.gov.in | | | |
| Water Supply Indicators | | | | | | | |
| Coverage of water supply Connections | Per capita supply of water | 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 | 20% | 24 hours | 100% | 80% | 100% | 90% |
| 50% | 110 | 24% | 3 Hrs | 100% | 80% | 100% | 86% |
| 100% | 110 | 23% | 3 Hrs | 100% | 80% | 100% | 87% |
| Sewage Management (Sewerage and Sanitation) | | | | | | | |
| Coverage of toilets | 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 |
| | | | | | | | |
| 100% | 100% | 100% | 100% | 20% | 80% | 100% | 90% |
| 100% | 100% | 100% | 100% | 100% | 80% | 100% | 90% |
| 100% | 100% | 100% | 100% | 100% | 80% | 100% | 90% |
| Solid Waste Management Indicators | | | | | | | |
| 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 |
| | | | | | | | |
| 100% | 100% | 100% | 80% | 100% | 80% | 100% | 90% |
| 95% | 95% | 50% | 40% | 100% | 80% | 25% | 80% |
| 96% | 96% | 60% | 50% | 100% | 80% | 40% | 82% |
| 96% | 96% | 60% | 50% | 100% | 80% | 40% | 82% |
| Storm Water Drainage Indicators | | | | | | | |
| Coverage of storm water drainage network | | | | | | | |
| Incidence of water logging/ flooding | | | | | | | |
| 0% | | | | | | | |
| Current | | | | | | | |
| (2016 - 17) | | | | | | | |
| Target | | | | | | | |
| (2017 - 18) | | | | | | | |
| 55% | | | | | | | |
| 60% | | | | | | | |
| 60% | | | | | | | |
| 60% | | | | | | | |

| | | | | | | | | | | |
|---|---|--|--|---|---|------------------|--|------------------------------|---|------------------|
| Name of the Urban Local Body (Grade of Municipality) | | Name of the Corporation Commissioner / Municipal Commissioner | | Postal address with PIN code | | Phone & Fax nos. | | Email Id / Web address | | |
| Pattukkottai (Selection Grade) | | K.Achaiya | | Kasankulam South bank, Pattukkottai - 614601 | | 04373-252097 | | Commr.pattukkottai@tn.gov.in | | |
| Water Supply Indicators | | | | | | | | | | |
| 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 | |
| | Current (2017-18) | Target (2018-19) | Current (2017-18) | Target (2018-19) | Current (2017-18) | Target (2018-19) | Current (2017-18) | Target (2018-19) | Current (2017-18) | Target (2018-19) |
| 100% | 135 lpcd | 100% | 20% | 24 hours | 100% | 80% | 100% | 100% | 87% | 90% |
| 60% | 110 | 15% | 23% | 3 Hrs | 100% | 80% | 100% | 100% | 87% | 88% |
| 65% | 110 | 20% | 22% | 3 Hrs | 100% | 80% | 100% | 100% | 87% | 88% |
| 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 | |
| | Current (2017-18) | Target (2018-19) | Current (2017-18) | Target (2018-19) | Current (2017-18) | Target (2018-19) | Current (2017-18) | Target (2018-19) | Current (2017-18) | Target (2018-19) |
| 100% | 100% | 100% | 100% | 100% | 100% | 20% | 100% | 100% | 100% | 90% |
| 100% | 100% | 100% | 100% | 100% | 100% | 20% | 100% | 100% | 100% | 90% |
| Solid Waste Management Indicators | | | | | | | | | | |
| 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 | | Extent of cost recovery in SWM services | |
| | Current (2017-18) | Target (2018-19) | Current (2017-18) | Target (2018-19) | Current (2017-18) | Target (2018-19) | Current (2017-18) | Target (2018-19) | Current (2017-18) | Target (2018-19) |
| 96% | 97% | 96% | 97% | 60% | 60% | 50% | 60% | 100% | 40% | 60% |
| 96% | 97% | 96% | 97% | 60% | 60% | 50% | 60% | 100% | 40% | 60% |
| 96% | 97% | 96% | 97% | 60% | 60% | 50% | 60% | 100% | 40% | 60% |
| Storm Water Drainage Indicators | | | | | | | | | | |
| Incidence of water logging/ flooding | | | | | | | | | | |
| 0% | | | | | | | | | | |
| Coverage of storm water drainage network | | | | | | | | | | |
| 100% | | | | | | | | | | |
| Current (2017-18) | | | | | | | | | | |
| 60% | | | | | | | | | | |
| Target (2018-19) | | | | | | | | | | |
| 65% | | | | | | | | | | |
| Current (2017-18) | | | | | | | | | | |
| 60% | | | | | | | | | | |
| Target (2018-19) | | | | | | | | | | |
| 65% | | | | | | | | | | |

| Name of the Urban Local Body (Grade of Municipality) | Name of the Corporation Commissioner / Municipal Commissioner | Postal address with PIN code | Phone & Fax nos. | Email Id / Web address | | | |
|---|---|--|---|--|--|--|--|
| Pattukkottai (Selection Grade) | K.Achaiya | Kasankulam South bank, Pattukkottai - 614601 | 04373-252097 | Commr.pattukkottai@tn.gov.in | | | |
| Water Supply Indicators | | | | | | | |
| Coverage of water supply Connections | 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 |
| Benchmarks | Benchmarks | Benchmarks | Benchmarks | Benchmarks | Benchmarks | Benchmarks | Benchmarks |
| Current (2018-19) 100% | Current (2018-19) 100% | Current (2018-19) 20% | Current (2018-19) 24 hours | Current (2018-19) 100% | Current (2018-19) 80% | Current (2018-19) 100% | Current (2018-19) 90% |
| Target (2019-20) 100% | Target (2019-20) 100% | Target (2019-20) 20% | Target (2019-20) 24 hours | Target (2019-20) 100% | Target (2019-20) 80% | Target (2019-20) 100% | Target (2019-20) 90% |
| 65% | 20% | 22% | 3 Hrs | 100% | 80% | 100% | 88% |
| 110 | 25% | 20% | 3 Hrs | 100% | 80% | 100% | 90% |
| 135 lpcd | | | | | | | |
| Current (2018-19) 100% | Current (2018-19) 20% | Current (2018-19) 22% | Current (2018-19) 3 Hrs | Current (2018-19) 100% | Current (2018-19) 80% | Current (2018-19) 100% | Current (2018-19) 88% |
| Target (2019-20) 100% | Target (2019-20) 25% | Target (2019-20) 20% | Target (2019-20) 3 Hrs | Target (2019-20) 100% | Target (2019-20) 80% | Target (2019-20) 100% | Target (2019-20) 90% |
| (2018-19) 100% | (2018-19) 20% | (2018-19) 22% | (2018-19) 3 Hrs | (2018-19) 100% | (2018-19) 80% | (2018-19) 100% | (2018-19) 88% |
| (2019-20) 100% | (2019-20) 25% | (2019-20) 20% | (2019-20) 3 Hrs | (2019-20) 100% | (2019-20) 80% | (2019-20) 100% | (2019-20) 90% |
| (2018-19) 65% | (2018-19) 20% | (2018-19) 22% | (2018-19) 3 Hrs | (2018-19) 100% | (2018-19) 80% | (2018-19) 100% | (2018-19) 88% |
| (2019-20) 100% | (2019-20) 25% | (2019-20) 20% | (2019-20) 3 Hrs | (2019-20) 100% | (2019-20) 80% | (2019-20) 100% | (2019-20) 90% |
| (2018-19) 65% | (2018-19) 20% | (2018-19) 22% | (2018-19) 3 Hrs | (2018-19) 100% | (2018-19) 80% | (2018-19) 100% | (2018-19) 88% |
| (2019-20) 100% | (2019-20) 25% | (2019-20) 20% | (2019-20) 3 Hrs | (2019-20) 100% | (2019-20) 80% | (2019-20) 100% | (2019-20) 90% |
| Sewage Management (Sewerage and Sanitation) | | | | | | | |
| Coverage of toilets | 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 | Benchmarks | Benchmarks | Benchmarks | Benchmarks | Benchmarks | Benchmarks | Benchmarks |
| Current (2018-19) 100% | Current (2018-19) 100% | Current (2018-19) 100% | Current (2018-19) 100% | Current (2018-19) 20% | Current (2018-19) 80% | Current (2018-19) 100% | Current (2018-19) 90% |
| Target (2019-20) 100% | Target (2019-20) 100% | Target (2019-20) 100% | Target (2019-20) 100% | Target (2019-20) 20% | Target (2019-20) 80% | Target (2019-20) 100% | Target (2019-20) 90% |
| 100% | 100% | 100% | 100% | 20% | 80% | 100% | 90% |
| (2018-19) 100% | (2018-19) 100% | (2018-19) 100% | (2018-19) 100% | (2018-19) 20% | (2018-19) 80% | (2018-19) 100% | (2018-19) 90% |
| (2019-20) 100% | (2019-20) 100% | (2019-20) 100% | (2019-20) 100% | (2019-20) 20% | (2019-20) 80% | (2019-20) 100% | (2019-20) 90% |
| (2018-19) 100% | (2018-19) 100% | (2018-19) 100% | (2018-19) 100% | (2018-19) 20% | (2018-19) 80% | (2018-19) 100% | (2018-19) 90% |
| (2019-20) 100% | (2019-20) 100% | (2019-20) 100% | (2019-20) 100% | (2019-20) 20% | (2019-20) 80% | (2019-20) 100% | (2019-20) 90% |
| (2018-19) 100% | (2018-19) 100% | (2018-19) 100% | (2018-19) 100% | (2018-19) 20% | (2018-19) 80% | (2018-19) 100% | (2018-19) 90% |
| (2019-20) 100% | (2019-20) 100% | (2019-20) 100% | (2019-20) 100% | (2019-20) 20% | (2019-20) 80% | (2019-20) 100% | (2019-20) 90% |
| (2018-19) 100% | (2018-19) 100% | (2018-19) 100% | (2018-19) 100% | (2018-19) 20% | (2018-19) 80% | (2018-19) 100% | (2018-19) 90% |
| (2019-20) 100% | (2019-20) 100% | (2019-20) 100% | (2019-20) 100% | (2019-20) 20% | (2019-20) 80% | (2019-20) 100% | (2019-20) 90% |
| Solid Waste Management Indicators | | | | | | | |
| 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 |
| Benchmarks | Benchmarks | Benchmarks | Benchmarks | Benchmarks | Benchmarks | Benchmarks | Benchmarks |
| Current (2018-19) 97% | Current (2018-19) 97% | Current (2018-19) 75% | Current (2018-19) 60% | Current (2018-19) 100% | Current (2018-19) 80% | Current (2018-19) 60% | Current (2018-19) 85% |
| Target (2019-20) 100% | Target (2019-20) 100% | Target (2019-20) 90% | Target (2019-20) 70% | Target (2019-20) 100% | Target (2019-20) 80% | Target (2019-20) 70% | Target (2019-20) 90% |
| (2018-19) 97% | (2018-19) 97% | (2018-19) 75% | (2018-19) 60% | (2018-19) 100% | (2018-19) 80% | (2018-19) 60% | (2018-19) 85% |
| (2019-20) 100% | (2019-20) 100% | (2019-20) 90% | (2019-20) 70% | (2019-20) 100% | (2019-20) 80% | (2019-20) 70% | (2019-20) 90% |
| (2018-19) 97% | (2018-19) 97% | (2018-19) 75% | (2018-19) 60% | (2018-19) 100% | (2018-19) 80% | (2018-19) 60% | (2018-19) 85% |
| (2019-20) 100% | (2019-20) 100% | (2019-20) 90% | (2019-20) 70% | (2019-20) 100% | (2019-20) 80% | (2019-20) 70% | (2019-20) 90% |
| (2018-19) 97% | (2018-19) 97% | (2018-19) 75% | (2018-19) 60% | (2018-19) 100% | (2018-19) 80% | (2018-19) 60% | (2018-19) 85% |
| (2019-20) 100% | (2019-20) 100% | (2019-20) 90% | (2019-20) 70% | (2019-20) 100% | (2019-20) 80% | (2019-20) 70% | (2019-20) 90% |
| Storm Water Drainage Indicators | | | | | | | |
| Coverage of storm water drainage network | Incidence of water logging/flooding | | | | | | |
| Benchmarks | Benchmarks | | Benchmarks | | | | |
| Current (2018-19) 65% | Current (2018-19) 0% | | Current (2018-19) - | | | | |
| Target (2019-20) 70% | Target (2019-20) 0% | | Target (2019-20) - | | | | |
| (2018-19) 65% | (2018-19) 0% | | (2018-19) - | | | | |
| (2019-20) 70% | (2019-20) 0% | | (2019-20) - | | | | |
| (2018-19) 65% | (2018-19) 0% | | (2018-19) - | | | | |
| (2019-20) 70% | (2019-20) 0% | | (2019-20) - | | | | |
| (2018-19) 65% | (2018-19) 0% | | (2018-19) - | | | | |
| (2019-20) 70% | (2019-20) 0% | | (2019-20) - | | | | |

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Pattukkottai,
15th March 2016.

K. ACHAIYA,
Commissioner,
Pattukkottai Municipality