

FORMAT - B Declaration of Service Level Standards for the year 2020-21

Name of the Urban Local Body (Grade of Municipality)	Name of the Municipal Commissioner	Postal address with PIN code	Phone & Fax nos.	Email Id / Web address					
Thiruvannamalai Municipality Special Grade	Mr. V.Navendhiran, M.Sc. Municipal Commissioner	Thirukovilur Road Thiruvannamalai - 606 601	04175-237047	commr.thiruvannamalai@tn.gov.in http://www.tnurbantree.tn.gov.in/tiruvannamalai/					
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	Efficiency in redressal of customer complaints	Cost recovery in water supply services	Efficiency in collection of water supply related charges	
									135 LPCD
Benchmarks	100%	100%	20%	24 hours	100%	80%	100%	90%	
Thiruvanna malai	93	99	6	3	100	80	70	87	
	95	99	4	3	100	80	72	88	
	125	99	6	3	100	80	70	87	
	130	99	4	3	100	80	72	88	
Sewage Management (Sewerage and Sanitation)									
Coverage of toilets	Coverage of sewerage network services	Collection efficiency of the sewerage network	Adequacy of sewerage treatment capacity	Quality of sewerage treatment	Extent of reuse and recycling of treated sewerage	Efficiency in redressal of customer complaints	Extent of cost recovery in sewerage management	Efficiency in collection of sewerage charges	
									100%
Benchmarks	100%	100%	100%	100%	20%	80%	100%	90%	
Thiruvanna malai	98	85	100	100	20	80	40	85	
	99	90	100	100	20	80	45	85	
	71	85	100	100	20	80	40	85	
	75	90	100	100	20	80	45	85	
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%	80%
Benchmarks	100%	100%	80%	100%	80%	100%	90%		
Thiruvannamalai	100	99	75	75	80	100	79		
	100	99	75	85	80	100	79		
	100	100	78	85	80	100	83		
	100	100	75	85	80	100	83		
Storm Water Drainage Indicators									
Coverage of storm water drainage network					Incidence of water logging/ flooding				
100%					0%				
Benchmarks	Current (2019-20)		Target (2020-21)		Current (2019-20)		Target (2020-21)		
Thiruvannamalai	97		98		0		0		


Municipal Commissioner
 Tiruvannamalai 4.19.20