

**SALEM CORPORATION  
NOTIFICATION**

Under the conditions imposed for the drawal of share of "General Performance Grant" vide condition No. Chapter IX under Para 9.77 & 9.78 the 14<sup>th</sup> Central Finance Commissions Recommendations, the undersigned, holding the office of the Corporation Commissioner, Salem Corporation, is publishing the "Standardised Service Level Bench Marking" for the year 2018-2019 comprising of four service sectors viz, Water supply services, Sewerage Management, Solid Waste Management and Storm Water Drainage pertaining to the Salem Corporation.

**FORMAT - B**

**Declaration of Service Level Standards Notification Format for the final year 2018-19**

Name of the Urban Local Body (Grade of Municipality) Salem City Municipal Corporation	Name of the Corporation Commissioner Thiru.R. Sadheesh, M.A., M.Phil.,	Postal address with PIN code  The Commissioner, Salem Corporation, Salem 636 007.	Phone & Fax nos. 0427-2213131 Fax No. 0427 2220191	Email Id / Web address commr.salem@tn.gov.in
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I - 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	
	Status (2018-19)	Target (2019-20)	Status (2018-19)	Target (2019-20)	Status (2018-19)	Target (2019-20)	Status (2018-19)	Target (2019-20)	Status (2018-19)	Target (2019-20)
1	100%	72.60 %	135 lpcd	135 lpcd	100%	4.50 %	20.35 %	20 %	24 hours	1 ½ Hours
	70.95 %				1.65 %	1.65 %			1 ½ Hours	1 ½ Hours

Benchmarks	Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply-related charges	
	Status (2018-19)	Target (2019-20)	Status (2018-19)	Target (2019-20)	Status (2018-19)	Target (2019-20)	Status (2018-19)	Target (2019-20)
1	100%	100%	80%	80%	100%	100%	71%	85%

**II Sewage Management (Sewerage and Sanitation)**

Benchmarks	Coverage of Toilets		Coverage of Sewage net work services		Collection efficiency of the sewerage network		Adequacy of sewage treatment capacity		Quality of sewage treatment	
	Status (2018-19)	Target (2019-20)	Status (2018-19)	Target (2019-20)	Status (2018-19)	Target (2019-20)	Status (2018-19)	Target (2019-20)	Status (2018-19)	Target (2019-20)
1	90%	95%	47%	55%	7%	20%	55%	65%	85%	90%

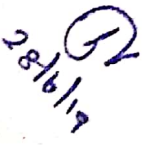
Benchmarks	Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
	Status (2018-19)	Target (2019-20)	Status (2018-19)	Target (2019-20)	Status (2018-19)	Target (2019-20)	Status (2018-19)	Target (2019-20)
1	0%	0%	65%	75%	0%	15%	0%	70%

III. Solid Waste Management Indicators									
Benchmarks	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		
	100%		100%		100%		80%		
	Status (2018 - 19)	Target (2019 - 20)	Status (2018 - 19)	Target (2019 - 20)	Status (2018 - 19)	Target (2019 - 20)	Status (2018 - 19)	Target (2019 - 20)	
1	85 %	100 %	95 %	100 %	75 %	90 %	50 %	60 %	

Benchmarks	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 %		100 %		90 %	
	Status (2018 - 19)	Target (2019 - 20)	Status (2018 - 19)	Target (2019 - 20)	Status (2018 - 19)	Target (2019 - 20)	Status (2018 - 19)	Target (2019 - 20)
1	65 %	80 %	80 %	90 %	35 %	45 %	85 %	90 %

IV) Storm Water Drainage Indicators									
Benchmarks	Coverage of storm water drainage network				Incidence of water logging/ flooding				
	100 %				0 %				
	Status (2018 - 19)	Target (2019 - 20)	Status (2018 - 19)	Target (2019 - 20)	Status (2018 - 19)	Target (2019 - 20)	Status (2018 - 19)	Target (2019 - 20)	
	69.24 %		73 %	0.50 %	0 %		0 %		

  
 Commissioner  
 Salem City Municipal Corporation.

  
 28/6/19

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