

**SANKARANKOVIL MUNICIPALITY**

**FORMAT – A**

**SERVICE STANDARDS FOR DELIVERY OF ESSENTIAL SERVICES SUCH AS WATER SUPPLY, SEWERAGE,  
SOLID WASTE MANAGEMENT AND STORM WATER DRAINAGE**

<b>Sl. No.</b>	<b>SERVICE SECTOR Proposed Indicator</b>	<b>Service level Benchmark fixed by Gol</b>	<b>Service level now provided by the Municipality / Corporation 2014-15</b>	<b>Service Level to be provided by the Municipality / Corporation in the year 2015-16</b>	<b>Reason for increase or decrease in Service Level in 2015-16 (Compare to 2014-15)</b>
<b>1.</b>	<b>WATER SUPPLY SERVICES</b>				
1	Coverage of Water Supply Connections	100%	70%	72.65%	Applications received from the house owners requesting HSC
2	Per Capita Supply of Water	135 lpcd	90 lpcd	92 lpcd	Increase of Population
3	Extent of metering of water connections	100%	86%	87.72%	Meters to be provided for new House Service Connection
4	Extent of non-revenue water (NRW)	20%	23%	19%	Demand to be raised based on meter reading for New HSC
5	Continuity of Water Supply	24 hours	11/2 hours	21/2 hours	-
6	Quality of Water Supplied	100%	100%	100%	-
7	Efficiency in redressal of customer complaints	80%	78%	85%	Special care shall be taken on customer complaints

8	Cost recovery in water supply services	100%	190%	191%	Water traffic increased from 15/10/2010 and by giving additional HSC
9	Efficiency in collection of water supply-related charges	90%	88%	90.47%	Special Care shall be taken for collect the charges
<b>II</b>	<b>SEWAGE MANAGEMENT (SEWERAGE AND SANITATION)</b>				
1	Coverage of toilets	100%	73%	82%	Created awareness among the people
2	Coverage of Sewage network services	100%	0	0	No UGSS
3	Collection efficiency of the sewage network	100%	0	0	-do -
4	Adequacy of sewage treatment capacity	100%	0	0	-do-
5	Quality of sewage treatment	100%	0	0	-do-
6	Extent of reuse and recycling of sewage	20%	0	0	-do-
7	Efficiency in redressal of customer complaints	80%	0	0	-do-

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<b>II</b>	<b>SEWAGE MANAGEMENT (SEWERAGE AND SANITATION)</b>				
8	Extent of cost recovery in sewage management	100%	0	0	-do-
9	Efficiency in collection of sewage charges	90%	0	0	-do-
<b>III</b>	<b>SOLID WASTE MANAGEMENT</b>				
1	Household level coverage of solid waste management services	100%	92%	94.75%	10 Wards privatized more works engaged for doorstep collection.
2	Efficiency of collection of Municipal solid waste	100%	96%	96.59%	10 Wards Privatized
3	Extent of segregation of Municipal solid waste	100%	25%	26.32%	More workers engaged for segregation & 10 wards Privatized
4	Extent of Municipal solid waste recovered	80%	25%	26.32%	Action is being taken to purchase the siever machine for segregation of the inert matter and other materials for processing of recycling
5	Extent of scientific disposal of Municipal solid waste	100%	0	0	-

6	Efficiency in redressal of customer complaints	80%	85%	86.66%	Special care shall be taken on customer complaints
7	Extent of cost recovery in SWM Services	100%	5%	5.37%	Action is being taken to enhance the charges
8	Efficiency in collection of SWM Charges	90%	92%	92.57%	Special care shall be taken for collect the charges
<b>IV</b>	<b>STORM WATER DRAINAGE</b>				
1	Coverage of storm water drainage network	100%	12%	14.85%	Action is being taken to provide SWD with Covering slab
2	Incidence of water logging / flooding	0	0	0	0

Municipal Engineer  
Sankarankovil

Commissioner  
Sankarankovil Municipality