

**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 2015-16</b>	<b>Service Level to be provided by the Municipality / Corporation in the year 2016-17</b>	<b>Reason for increase or decrease in Service Level in 2016-17 (Compare to 2015-16)</b>
<b>1.</b>	<b>WATER SUPPLY SERVICES</b>				
1	Coverage of Water Supply Connections	100%	72.65%	73%	Applications received from the house owners requesting HSC
2	Per Capita Supply of Water	135 lpcd	92 lpcd	93 lpcd	Increase of Population
3	Extent of metering of water connections	100%	87.72%	88%	Meters to be provided for new House Service Connection
4	Extent of non-revenue water (NRW)	20%	19%	18.50%	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%	85%	85.50%	Special care shall be taken on customer complaints

8	Cost recovery in water supply services	100%	191%	191.50%	Water traffic increased from 15/10/2010 and by giving additional HSC
9	Efficiency in collection of water supply-related charges	90%	90.47%	91%	Special Care shall be taken for collect the charges
<b>II</b>	<b>SEWAGE MANAGEMENT (SEWERAGE AND SANITATION)</b>				
1	Coverage of toilets	100%	82%	82.50%	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%	94.75%	95%	10 Wards privatized more works engaged for doorstep collection.
2	Efficiency of collection of Municipal solid waste	100%	96.59%	97.25%	10 Wards Privatized
3	Extent of segregation of Municipal solid waste	100%	26.32%	26.50%	More workers engaged for segregation & 10 wards Privatized
4	Extent of Municipal solid waste recovered	80%	26.32%	26.50%	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%	86.66%	87%	Special care shall be taken on customer complaints
7	Extent of cost recovery in SWM Services	100%	5.37%	5.60%	Action is being taken to enhance the charges
8	Efficiency in collection of SWM Charges	90%	92.57%	92.70%	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%	14.85%	15%	Action is being taken to provide SWD with Covering slab
2	Incidence of water logging / flooding	0	0	0	0

Municipal Engineer  
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<b>1.</b>	<b>WATER SUPPLY SERVICES</b>				
1	Coverage of Water Supply Connections	100%	73%	73.50%	Applications received from the house owners requesting HSC
2	Per Capita Supply of Water	135 lpcd	93 lpcd	94 lpcd	Increase of Population
3	Extent of metering of water connections	100%	88%	88.50%	Meters to be provided for new House Service Connection
4	Extent of non-revenue water (NRW)	20%	18.50%	18%	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%	85.5%	85.75%	Special care shall be taken on customer complaints

8	Cost recovery in water supply services	100%	191.50%	192%	Water traffic increased from 15/10/2010 and by giving additional HSC
9	Efficiency in collection of water supply-related charges	90%	91%	91.50%	Special Care shall be taken for collect the charges
<b>II</b>	<b>SEWAGE MANAGEMENT (SEWERAGE AND SANITATION)</b>				
1	Coverage of toilets	100%	82.50%	83%	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-

Sl. No.	SERVICE SECTOR Proposed Indicator	Service level Benchmark fixed by Gol	Service level now provided by the Municipality / Corporation 2016-17	Service Level to be provided by the Municipality / Corporation in the year 2017-18	Reason for increase or decrease in Service Level in 2017-18 (Compare to 2016-17)
<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%	95%	95.5%	10 Wards privatized more works engaged for doorstep collection.
2	Efficiency of collection of Municipal solid waste	100%	97.25%	97.50%	10 Wards Privatized
3	Extent of segregation of Municipal solid waste	100%	26.50%	27%	More workers engaged for segregation & 10 wards Privatized
4	Extent of Municipal solid waste recovered	80%	26.50%	27%	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%	87%	87.50%	Special care shall be taken on customer complaints
7	Extent of cost recovery in SWM Services	100%	5.60%	6%	Action is being taken to enhance the charges
8	Efficiency in collection of SWM Charges	90%	92.70%	93%	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%	15%	15.50%	Action is being taken to provide SWD with Covering slab
2	Incidence of water logging / flooding	0	0	0	0

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<b>1.</b>	<b>WATER SUPPLY SERVICES</b>				
1	Coverage of Water Supply Connections	100%	73.50%	74%	Applications received from the house owners requesting HSC
2	Per Capita Supply of Water	135 lpcd	94 lpcd	95 lpcd	Increase of Population
3	Extent of metering of water connections	100%	88.50%	89%	Meters to be provided for new House Service Connection
4	Extent of non-revenue water (NRW)	20%	18%	17.75%	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%	85.75%	86%	Special care shall be taken on customer complaints

8	Cost recovery in water supply services	100%	192%	193%	Water traffic increased from 15/10/2010 and by giving additional HSC
9	Efficiency in collection of water supply-related charges	90%	91.50%	92%	Special Care shall be taken for collect the charges
<b>II</b>	<b>SEWAGE MANAGEMENT (SEWERAGE AND SANITATION)</b>				
1	Coverage of toilets	100%	83%	83.50%	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-

Sl. No.	SERVICE SECTOR Proposed Indicator	Service level Benchmark fixed by Gol	Service level now provided by the Municipality / Corporation 2017-18	Service Level to be provided by the Municipality / Corporation in the year 2018-19	Reason for increase or decrease in Service Level in 2018-19 (Compare to 2017-18)
<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%	95.50%	96%	10 Wards privatized more works engaged for doorstep collection.
2	Efficiency of collection of Municipal solid waste	100%	97.50%	98%	10 Wards Privatized
3	Extent of segregation of Municipal solid waste	100%	27%	27.50%	More workers engaged for segregation & 10 wards Privatized
4	Extent of Municipal solid waste recovered	80%	27%	27.50%	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%	87.50%	88%	Special care shall be taken on customer complaints
7	Extent of cost recovery in SWM Services	100%	6%	7%	Action is being taken to enhance the charges
8	Efficiency in collection of SWM Charges	90%	93%	93.50%	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%	15.50%	16%	Action is being taken to provide SWD with Covering slab
2	Incidence of water logging / flooding	0	0	0	0

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<b>1.</b>	<b>WATER SUPPLY SERVICES</b>				
1	Coverage of Water Supply Connections	100%	74%	74.50%	Applications received from the house owners requesting HSC
2	Per Capita Supply of Water	135 lpcd	95 lpcd	96 lpcd	Increase of Population
3	Extent of metering of water connections	100%	89%	89.50%	Meters to be provided for new House Service Connection
4	Extent of non-revenue water (NRW)	20%	17.75%	17.25%	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%	86%	86.50%	Special care shall be taken on customer complaints

8	Cost recovery in water supply services	100%	193%	193.50%	Water traffic increased from 15/10/2010 and by giving additional HSC
9	Efficiency in collection of water supply-related charges	90%	92%	92.50%	Special Care shall be taken for collect the charges
<b>II</b>	<b>SEWAGE MANAGEMENT (SEWERAGE AND SANITATION)</b>				
1	Coverage of toilets	100%	83.50%	84%	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-

Sl. No.	SERVICE SECTOR Proposed Indicator	Service level Benchmark fixed by Gol	Service level now provided by the Municipality / Corporation 2018-19	Service Level to be provided by the Municipality / Corporation in the year 2019-20	Reason for increase or decrease in Service Level in 2019-20 (Compare to 2018-19)
<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%	96%	96.50%	10 Wards privatized more works engaged for doorstep collection.
2	Efficiency of collection of Municipal solid waste	100%	98%	98.50%	10 Wards Privatized
3	Extent of segregation of Municipal solid waste	100%	27.50%	28%	More workers engaged for segregation & 10 wards Privatized
4	Extent of Municipal solid waste recovered	80%	27.50%	28%	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%	88%	88.50%	Special care shall be taken on customer complaints
7	Extent of cost recovery in SWM Services	100%	7%	8%	Action is being taken to enhance the charges
8	Efficiency in collection of SWM Charges	90%	93.50%	94%	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%	16%	17%	Action is being taken to provide SWD with Covering slab
2	Incidence of water logging / flooding	0	0	0	0

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