

**FORMAT – B**

**Declaration of Service Level Standards for the year 2019-20**

<b>Name of the Urban Local Body (Grade of Municipality)</b>	<b>Name of the Municipal Commissioner</b>	<b>Postal address with PIN code</b>	<b>Phone &amp; Fax nos.</b>	<b>Email id / Web address</b>
Tirupattur Municipality Selection Grade	Tmt. K.Sudha	Govt. Garden Road, Tirupattur. 635601	04179-220048,	commr.thirupathur@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		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)
	80	85	1.10	1.25	100	100	0	0	2	2	100	100	80	80	81	87	88	90

**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		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)
	98	99	7	7	100	100	10	10	100	100	0	0	80	80	40	50	40	50

**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	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)	Current (2019-20)	Target (2020-21)
	100	100	100	100	65	70	65	70	0	0	80	80	9	12	15	20

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of water logging/ flooding			
Benchmarks	100%				0%			
	Current (2019-20)		Target (2020-21)		Current (2019-20)		Target (2020-21)	
	96		98		0		0	

*(Signature)*  
Commissioner,  
Tirupattur Municipality

29-2-20