

**THIRUTHANI MUNICIPALITY**

**Format - B - Declaration of Service level Standards**

|   |  |  |                                      |   |  |  |   |   |                              |   |   |  |   |  |  |                   |   |                   |                   |                   |     |                   |     |                   |    |                   |    |                   |    |                   |    |     |    |  |    |  |
|---|--|--|--------------------------------------|---|--|--|---|---|------------------------------|---|---|--|---|--|--|-------------------|---|-------------------|-------------------|-------------------|-----|-------------------|-----|-------------------|----|-------------------|----|-------------------|----|-------------------|----|-----|----|--|----|--|
| (Print out by the Collector, Thiruvallur District) PRINTED BY THE DIRECTOR OF STATIONERY AND PRINTING AT THE GOVERNMENT BRANCH PRESS, | Name of the Urban Local Body                       |  | Name of the Municipal Commissioner   |   |  |  | Postal address with PIN Code                  |   |                              |   | Phone & Fax Nos.                                |  |   |  | E-Mail id.   |                   |   |                   |                   |                   |     |                   |     |                   |    |                   |    |                   |    |                   |    |     |    |  |    |  |
|   | Thiruthani Municipality                            |  | Tmt.Mallegarajendran.M.A.,           |   |  |  | No.01, MPS Salai, Thiruthani. Pin No.- 631209 |   |                              |   | 044 - 27885258                                  |  |   |  | <a href="mailto:commr.thiruthani@tn.gov.in">commr.thiruthani@tn.gov.in</a> |                   |   |                   |                   |                   |     |                   |     |                   |    |                   |    |                   |    |                   |    |     |    |  |    |  |
|   | <b>Water supply Indicators</b>                     |  |                                      |   |  |  |   |   |                              |   |   |  |   |  |  |                   |   |                   |                   |                   |     |                   |     |                   |    |                   |    |                   |    |                   |    |     |    |  |    |  |
|   | Coverage of water supply Connections.              |  | Per capita supply                    |   | 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 (2018-19)                                  |  | Targets (2019-20)                    |   | Current (2018-19)                            |  | Targets (2019-20)                             |   | Current (2018-19)            |   | Targets (2019-20)                               |  | Current (2018-19)                               |  | Targets (2019-20)  |                   | Current (2018-19)   |                   | Targets (2019-20) |                   |     |                   |     |                   |    |                   |    |                   |    |                   |    |     |    |  |    |  |
|   | 36   |  | 70                                   |   | 78   |  | 135   |   | 0                            |   | 10  |  | 20  |  | 15   |                   | 4   |                   | 12                |                   | 100 |                   | 100 |                   | 75 |                   | 80 |                   | 40 |                   | 90 |     | 50 |  | 85 |  |
|   | <b>Sewage Management (Sewerage and Sanitation)</b> |  |                                      |   |  |  |   |   |                              |   |   |  |   |  |  |                   |   |                   |                   |                   |     |                   |     |                   |    |                   |    |                   |    |                   |    |     |    |  |    |  |
|   | Coverage of toilet                                 |  | 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%  |  | 22%   |  | 82%  |                   | 100%  |                   | 92%               |                   |     |                   |     |                   |    |                   |    |                   |    |                   |    |     |    |  |    |  |
| Current (2018-19)   |  | Targets (2019-20)                                  |                                      | Current (2018-19)                               |  | Targets (2019-20)                          |   | Current (2018-19)                                       |                              | Targets (2019-20)                               |   | Current (2018-19)                        |   | Targets (2019-20)                        |  | Current (2018-19) |   | Targets (2019-20) |                   | Current (2018-19) |     | Targets (2019-20) |     | Current (2018-19) |    | Targets (2019-20) |    | Current (2018-19) |    | Targets (2019-20) |    |     |    |  |    |  |
| 90  |  | 100  |                                      | 0   |  | 0  |   | 0   |                              | 0   |   | 0  |   | 0  |  | 0                 |   | 0                 |                   | 0                 |     | 0                 |     | 0                 |    | 0                 |    | 0                 |    | 0                 |    |     |    |  |    |  |
| <b>Solid Waste Management Indicators</b>  |  |  |                                      |   |  |  |   |   |                              |   |   |  |   |  |  |                   |   |                   |                   |                   |     |                   |     |                   |    |                   |    |                   |    |                   |    |     |    |  |    |  |
| House hold 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%                                       |   | 100%  |                              | 20%   |   | 80%                                      |   | 100%                                     |  | 90%               |   |                   |                   |                   |     |                   |     |                   |    |                   |    |                   |    |                   |    |     |    |  |    |  |
| Current (2018-19)   |  | Targets (2019-20)                                  |                                      | Current (2018-19)                               |  | Targets (2019-20)                          |   | Current (2018-19)                                       |                              | Targets (2019-20)                               |   | Current (2018-19)                        |   | Targets (2019-20)                        |  | Current (2018-19) |   | Targets (2019-20) |                   | Current (2018-19) |     | Targets (2019-20) |     | Current (2018-19) |    | Targets (2019-20) |    | Current (2018-19) |    | Targets (2019-20) |    |     |    |  |    |  |
| 1   |  | 75   |                                      | 90  |  | 90   |   | 100   |                              | 70  |   | 80                                       |   | 95                                       |  | 100               |   | 15                |                   | 20                |     | 70                |     | 75                |    | 40                |    | 60                |    | 70                |    | 100 |    |  |    |  |
| <b>Storm water Drainage Indicators.</b>   |  |  |                                      |   |  |  |   |   |                              |   |   |  |   |  |  |                   |   |                   |                   |                   |     |                   |     |                   |    |                   |    |                   |    |                   |    |     |    |  |    |  |
| Coverage of storm water drainage network  |  |  |                                      |   |  |  |   |   |                              | Incidence of water logging / flooding           |   |  |   |  |  |                   |   |                   |                   |                   |     |                   |     |                   |    |                   |    |                   |    |                   |    |     |    |  |    |  |
| Benchmarks  |  |  |                                      |   |  |  |   |   |                              | 0%  |   |  |   |  |  |                   |   |                   |                   |                   |     |                   |     |                   |    |                   |    |                   |    |                   |    |     |    |  |    |  |
| Current (2018-19)   |  |  |                                      |   | Targets (2019-20)                            |  |   |   |                              | Current (2018-19)                               |   |  |   |  | Targets (2019-20)  |                   |   |                   |                   |                   |     |                   |     |                   |    |                   |    |                   |    |                   |    |     |    |  |    |  |
| 1   |  |  |                                      |   | 74   |  |   |   |                              | 90  |   |  |   |  | 0  |                   |   |                   |                   |                   |     |                   |     |                   |    |                   |    |                   |    |                   |    |     |    |  |    |  |

Tmt.Mallegarajendran.M.A.,

**Commissioner**  
Thiruthani Municipality

Thiruthani Municipality  
Date :