

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

Name of the Urban Local Body (Grade of Municipality)		Name of the Corporation Commissioner / Municipal Commissioner		Postal address with PIN code		Phone & Fax nos.		Email Id / Web address	
First Grade		N. Sankaran		South main street, Thiruvaur		04366 242590		commr.tiruvaur@tn.gov.in	

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		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply-related charges	
	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)
1	96%	97%	100%	110%	96%	97%	16%	15%	3 Hours	3 Hours	100%	100%	80%	80%	93%	94%	90%	90%

Sewage Management (Sewerage and Sanitation)																		
Benchmarks	Coverage of toilets		Coverage of sewerage network services		Collection efficiency of the sewerage network		Adequacy of sewerage 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 sewerage management		Efficiency in collection of sewerage charges	
	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)
1	97%	98%	65%	70%	83%	85%	65%	70%	100%	100%	25%	30%	80%	80%	100%	100%	90%	90%

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		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	
	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)
1	80%	100%	98%	100%	60%	70%	45%	55%	25%	30%	80%	80%	60%	70%	85%	90%

Storm Water Drainage Indicators		
Benchmarks	Coverage of storm water drainage network	
	Current (2018-19)	Target (2019-20)
1	55%	60%
Incidence of water logging/ flooding		
Benchmarks	Incidence of water logging/ flooding	
	Current (2018-19)	Target (2019-20)
1	0%	0%


 Commissioner
 Thiruvaur Municipality