

Declaration of Service Level Standards Notification Format for the year 2019-20

FORMAT - B **Phone & Fax nos.** **Email Id / Web address**
Name of the Urban **Postal address with PIN code**
Local Body **Municipal Commissioner**
(Grade of Municipality) **South Main Street 610001** **04366 - 242590** **comm.tiruvarur@tn.gov.in**
First Grade **Thiru.N.Sankaran**

Water Supply Indicators		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	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)	
Coverage of water supply connections	100%	100%	20%	20%	24 hours	24 hours	100%	100%	80%	80%	100%	100%	
Per capita supply of water	135 lpcd	100%	20%	20%	3	3	100%	100%	80%	80%	94%	95%	
Extent of metering of water connections	97%	97%	15%	15%	Hours	Hours	100%	100%	80%	80%	94%	95%	
Extent of non revenue water	110%	115%	15%	15%	3	3	100%	100%	80%	80%	94%	95%	
Efficiency in collection of water supply-related charges	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	

Sewage Management (Sewerage and Sanitation)		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	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)	
Coverage of toilets	100%	100%	100%	100%	100%	100%	20%	20%	80%	80%	100%	100%	
Coverage of sewerage network services	100%	100%	70%	75%	100%	100%	30%	35%	80%	85%	100%	100%	
Collection efficiency of the sewage network	85%	87%	70%	75%	100%	100%	30%	35%	80%	85%	100%	100%	
Efficiency in redressal of customer complaints	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	
Extent of cost recovery in sewage management	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	

Solid Waste Management Indicators		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of 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	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)	
Household level coverage of solid waste management services	100%	100%	100%	100%	80%	80%	100%	100%	80%	80%	100%	100%	
Efficiency of collection of municipal solid waste	100%	100%	70%	75%	55%	60%	30%	35%	80%	80%	70%	75%	
Extent of segregation of municipal solid waste	100%	100%	70%	75%	55%	60%	30%	35%	80%	80%	70%	75%	
Extent of municipal solid waste recovered	80%	80%	70%	75%	55%	60%	30%	35%	80%	80%	70%	75%	
Extent of disposal of municipal solid waste	100%	100%	100%	100%	100%	100%	100%	100%	80%	80%	100%	100%	
Efficiency in redressal of customer complaints	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	
Extent of cost recovery in SWM services	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	
Efficiency in collection of SWM charges	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	

Storm Water Drainage Indicators		Incidence of water logging/ flooding	
Benchmarks	Current (2017-18)	Target (2018-19)	Target (2019-20)
Coverage of storm water drainage network	100%	100%	100%
Incidence of water logging/ flooding	0%	0%	0%

M. Rajini
 Municipal Commissioner
 Tiruvarur Municipality