

LOCAL AND MUNICIPAL NOTIFICATION**IV**

(Letter No.1977/2015 , dated 24.03.2016)

TIRUNELVELI CITY MUNICIPAL CORPORATION**NOTIFICATION**

Under the conditions imposed for the drawl of share of "General Performance Grant" vide condition No.III under Para 9.78 under the 14th Central Finance Commission Recommendations, the undersigned, holding the office of the Commissioner, Tirunelveli Corporation is publishing the "Standardized Service Level Bench Marking" for the years 2019-2020 comprising of four service sectors viz., Water Supply, Sewerage, Storm Water Drainage and Solid Waste Management pertaining to the Tirunelveli City Municipal Corporation.

Sd.
*Commissioner,
Tirunelveli Corporation,
Tirunelveli.*

Part 14- City level JNNURM Reforms

FORMAT -A

SERVICE STANDARDS FOR DELIVERY OF ESSENTIAL SERVICES for the final year 2019-20
Name of Urban Local Body :- Tirunelveli City Municipal Corporation

Sl. No.	SERVICE SECTOR Proposed Indicator	Service level Benchmark fixed by Govt	Service level now provided for the year 2018-19	Service Level to be provided in the year 2019- 20	Reason for increase or decrease in Service Level in the year 2019-2020 (Compare to 2018-19)
1.	WATER SUPPLY SERVICES				
1	Coverage of Water Supply Connections	100%	95%	100%	NWIS under KMW was implemented during the year 2013 & 11 MLD water has been improved with total drawl of 50 MLD water. Further, 2 WS Schemes, improvement of Head Works are in progress & 7 MLD water will be improved.
2	Per Capita Supply of Water	135 lpcd	135 lpcd	135 lpcd	-do-
3	Extent of metering of water connections	100%	95%	100%	-do-
4	Extent of non-revenue water (NRW)	20%	1.00%	0%	Extension of D'Main to improve the WS, apart from PF provision
5	Continuity of Water Supply	24 hours	8 hrs	8 hrs	By implementation of WS Schemes
6	Quality of Water Supplied	100%	100%	100%	Provision of chlorinated arrangements
7	Efficiency in redressal of customer complaints	80%	80%	80%	Replacement of D'Main was provided & extension of pipelines are proposed
8	Cost recovery in water supply services	100%	100%	100%	Action has been taken periodically to recover the same
9	Efficiency in collection of water supply-related charges	90%	90%	90%	Collection of water taxes from the users has been motivated through E-Post & Service Centres.
II	SEWAGE MANAGEMENT (SEWERAGE AND SANITATION)				
1	Coverage of toilets	100%	100%	100%	Construction of new toilets & maintenance works are in progress under SBM & Various schemes. Insanitary latrines are connected to UGD System.
2	Coverage of Sewage network services	100%	50%	75%	Extension of UGSS for left out area with a project cost of Rs.630 Crore under scrutiny.
3	Collection efficiency of the sewage network	100%	100%	100%	STP designed capacity 24.2MLD at present 11 MLD sewage water received
4	Adequacy of sewage treatment capacity	100%	100%	100%	STP ultimate capacity 38.55 MLD
5	Quality of sewage treatment	100%	100%	100%	Waste Stabilization Pond method
6	Extent of reuse and recycling of sewage	20%	20%	20%	Proposed for WZE Project under PPP mode.

Sl. No.	SERVICE SECTOR Proposed Indicator	Service level Benchmark fixed by Govt	Service level now provided for the year 2018-19	Service Level to be provided in the year 2019- 20	Reason for increase or decrease in Service Level in the year 2019-20 (Compare to 2018 - 19)
7	Efficiency in redressal of customer complaints	80%	80%	80%	UGSS maintained through privatization.
SEWAGE MANAGEMENT (SEWERAGE AND SANITATION)					
8	Extent of cost recovery in sewage management	100%	100%	100%	
9	Efficiency in collection of sewage charges	90%	90%	90%	Collection of sewage charges from the users has been motivated through E-Post & Service Centres..
SOLID WASTE MANAGEMENT					
1	Household level coverage of solid waste management services	100%	100%	100%	
2	Efficiency of collection of Municipal solid waste	100%	100%	100%	
3	Extent of segregation of Municipal solid waste	100%	100%	100%	
4	Extent of Municipal solid waste recovered	80%	80%	80%	New bye-law to be framed to collect service charges.
5	Extent of scientific disposal of Municipal solid waste	100%	100%	100%	Project under pipeline
6	Efficiency in redressal of customer complaints	80%	80%	80%	
7	Extent of cost recovery in SWM Services	100%	100%	100%	Bye-laws yet to be framed
8	Efficiency in collection of SWM Charges	90%	90%	90%	
STORM WATER DRAINAGE					
1	Coverage of storm water drainage network	100%	90%	100%	Comprehensive SWD Project of Rs.250.00 Crore prepared and will be implemented in phased manner
2	Incidence of water logging / flooding	0%	0%	0%	

Sd.
Commissioner,
Tirunelveli Corporation.

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

Name of the Urban Local Body		Name of the Corporation Commissioner		Postal address with PIN code		Phone & Fax nos.		Email Id / Web address		
Tirunelveli City Municipal Corporation		Thiru.S.SivaSubramanian, B.Sc., B.L.,		S.N.High Road, Tirunelveli 627 001.		0462 2329328		0462 2329327		
Tirunelveli City Municipal Corporation		Thiru.S.SivaSubramanian, B.Sc., B.L.,		S.N.High Road, Tirunelveli 627 001.		0462 2329328		comm.tirunelveli.tn.gov.in tirunelvelicorp.tn.gov.in		
Water Supply Indicators										
Coverage of water supply Connections	100%		Per capita supply of water		135 lpcd		Extent of metering of water connections		100%	
	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target
	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)
1	95%	100%	135	135	95%	100%	0	8hrs	80%	80%
Sewage Management (Sewerage and Sanitation)										
Coverage of toilets	100%		Coverage of sewerage network services		100%		Collection efficiency of the sewerage network		100%	
	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target
	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)
1	100%	100%	50%	75%	100%	100%	100%	100%	100%	90%
Solid Waste Management indicators										
Household level coverage of solid waste management services	100%		Extent of segregation of municipal solid waste		80%		Extent of municipal solid waste recovered		100%	
	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target
	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)
1	100%	100%	100%	100%	100%	100%	80%	80%	100%	100%
Storm Water Drainage Indicators										
Coverage of storm water drainage network	100%		Efficiency of collection of municipal solid waste		100%		Extent of scientific disposal of municipal solid waste		100%	
	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target
	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)
1	90%	100%	100%	100%	100%	100%	100%	100%	100%	90%
Incidence of water logging / flooding										
Incidence of water logging / flooding	0%		Efficiency in redressal of customer complaints		80%		Extent of reuse and recycling of treated sewage		20%	
	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target
	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)
1	0%	0%	80%	80%	100%	100%	20%	20%	80%	80%
Efficiency in collection of SWM charges										
Efficiency in collection of SWM charges	90%		Extent of cost recovery in SWM services		100%		Efficiency in redressal of customer complaints		80%	
	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target
	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)
1	90%	90%	100%	100%	80%	80%	80%	80%	100%	100%

Sd. Commissioner,
Tirunelveli Corporation.

Part 14- City level JNNURM Reforms

FORMAT-A SERVICE STANDARDS FOR DELIVERY OF ESSENTIAL SERVICES for the final year 2019-20

Name of Urban Local Body:- Tirunelveli City Municipal Corporation

Sl. No.	Name of Urban Local Body:- Tirunelveli City Municipal Corporation	SERVICE SECTOR Proposed Indicator	Service level Benchmark fixed by Gol	Service level now provided for the year 2018-19	Service Level to be provided in the year 2019-20	Reason for increase or decrease in Service Level in the year 2019-2020 (Compare to 2018-19)
1. WATER SUPPLY SERVICES						
1		Coverage of Water Supply Connections	100%	95%	100%	NWIS under KMW was implemented during the year 2013 & 11 MLD water has been improved with total drawl of 50 MLD water. Further, 2 WS Schemes, improvement of Head Works are in progress & 7 MLD water will be improved.
2		Per Capita Supply of Water	135 lpcd	135 lpcd	135 lpcd	-do-
3		Extent of metering of water connections	100%	95%	100%	-do-
4		Extent of non-revenue water (NRW)	20%	1.00%	0%	Extension of D'Main to improve the WS, apart from PF provision
5		Continuity of Water Supply	24 hours	8 hrs	8 hrs	By implementation of WS Schemes
6		Quality of Water Supplied	100%	100%	100%	Provision of chlorinated arrangements
7		Efficiency in redressal of customer complaints	80%	80%	80%	Replacement of D'Main was provided & extension of pipelines are proposed
8		Cost recovery in water supply services	100%	100%	100%	Action has been taken periodically to recover the same
9		Efficiency in collection of water supply-related charges	90%	90%	90%	Collection of water taxes from the users has been motivated through E-Post & Service Centres.
II SEWAGE MANAGEMENT (SEWERAGE AND SANITATION)						
1		Coverage of toilets	100%	100%	100%	Construction of new toilets & maintenance works are in progress under SBM & Various schemes. Insanitary latrines are connected to UGD System.
2		Coverage of Sewage network services	100%	50%	75%	Extension of UGSS for left out area with a project cost of Rs.630 Crore under scrutiny.
3		Collection efficiency of the sewage network	100%	100%	100%	STP designed capacity 24.2MLD at present 11 MLD sewage water received
4		Adequacy of sewage treatment capacity	100%	100%	100%	STP ultimate capacity 38.55 MLD
5		Quality of sewage treatment	100%	100%	100%	Waste Stabilization Pond method
6		Extent of reuse and recycling of sewage	20%	20%	20%	Proposed for W2E Project under PPP mode.

Sl. No.	SERVICE SECTOR Proposed Indicator	Service level Benchmark fixed by GoI	Service level now provided for the year 2018-19	Service Level to be provided in the year 2019-20	Reason for increase or decrease in Service Level in the year 2019-20 (Compare to 2018-19)
7	Efficiency in redressal of customer complaints	80%	80%	80%	UGSS maintained through privatization.
II SEWAGE MANAGEMENT (SEWERAGE AND SANITATION)					
8	Extent of cost recovery in sewage management	100%	100%	100%	
9	Efficiency in collection of sewage charges	90%	90%	90%	Collection of sewage charges from the users has been motivated through E-Post & Service Centres..
III SOLID WASTE MANAGEMENT					
1	Household level coverage of solid waste management services	100%	100%	100%	
2	Efficiency of collection of Municipal solid waste	100%	100%	100%	
3	Extent of segregation of Municipal solid waste	100%	100%	100%	
4	Extent of Municipal solid waste recovered	80%	80%	80%	New bye-law to be framed to collect service charges.
5	Extent of scientific disposal of Municipal solid waste	100%	100%	100%	Project under pipeline
6	Efficiency in redressal of customer complaints	80%	80%	80%	
7	Extent of cost recovery in SWM Services	100%	100%	100%	Bye-laws yet to be framed
8	Efficiency in collection of SWM Charges	- 90%	90%	90%	
IV STORM WATER DRAINAGE					
1	Coverage of storm water drainage network	100%	90%	100%	Comprehensive SWD Project of Rs.250.00 Crore prepared and will be implemented in phased manner
2	Incidence of water logging / flooding	0%	0%	0%	



Commissioner,
Tirunelveli Corporation

FORMAT - B

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

Name of the Urban Local Body Tirunelveli City Municipal Corporation	Name of the Corporation Commissioner Thiru.S.Sivasubramanian, B.Sc.,B.L.,	Postal address with PIN code S.N.High Road, Tirunelveli 627 001.	Phone & Fax nos. 0462 2329328 0462 2329327	Email Id / Web address commr.tirunelveli.tn.gov.in tirunelvelicorp.tn.gov.in
---	---	---	---	---

Water Supply Indicators		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 (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)
95%	100%	135	135	1%	0	8hrs	8hrs	100%	100%

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 sewerage management	Efficiency in collection of sewerage charges
Benchmarks	100%	100%	100%	100%	100%	100%	20%	80%	100%	90%
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)
100%	100%	50%	75%	100%	100%	100%	20%	80%	100%	90%

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%	100%	80%	100%	80%	100%	90%
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)
100%	100%	100%	100%	100%	80%	100%	80%	100%	90%

Storm Water Drainage Indicators		Coverage of storm water drainage network	Incidence of water logging/flooding
Benchmarks	100%	100%	0%
Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)
90%	100%	90%	0%



Commissioner,
Tirunelveli Corporation

