

TIRUVALLUR MUNICIPALITY

Format - B - Declaration of Service level Standards

Name of the Urban Local Body		Name of the Municipal Commissioner				Postal address with PIN Code				Phone & Fax Nos.				E-Mail id.					
Thiruvallur Municipality		Thiru.P.Santhanam,B.com.,				J.N Road Tiruvallur-602001				044 - 27660226				commr.tiruvallur@tn.gov.in					
Water supply Indicators																			
	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 (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	
	70	80	110	110	62	70	15	20	3	3	100	100	100	100	70	80	70	80	
Sewage Management (Sewerage and Sanitation)																			
	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%		20%		80%		100%		90%		
	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	
	100	100	75	80	75	80	100	100	100	100	20	20	100	100	70	80	70	80	
Solid Waste Management Indicators																			
	House hold level coverage of solid waste management services.		Efficiency of collection of Municipal solid waste.		Extent of segregation 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)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)	Current (2019-20)	Targets (2020-21)			
	1	100	100	100	100	100	100	100	97	98	100	100	100	100	60	70	60	70	
Storm water Drainage Indicators.																			
	Coverage of storm water drainage network								Incidence of water logging / flooding										
Benchmarks	100%								0%										
	Current (2019-20)				Targets (2020-21)				Current (2019-20)				Targets (2020-21)						
	1				90				0				0						

Tiruvallur Municipality
Date : 03.09.2020

Municipal Engineer,
Tiruvallur Municipality

Commissioner 31/9/20
Tiruvallur Municipality

egf
03/9/2020 (Comm)
3/9/20

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