

FORMAT – B

Declaration of Service Level Standards Notification Format for the final year 2019-2020

Name of the Urban Local Body (Grade of Municipality)	Name of the Municipal Commissioner	Postal address with PIN code	Phone & Fax nos.	Email Id / Web address
Udhagamandalam (Special)	P.NARAYANAN	Udhagamandalam Municipal Office, commissioner Road – 643001	Phone No. 0423 2223242 Phone No. 04232223253	commr.udhagamandalam@tn.gov.in / https:// www.tnurbantree.tn.gov.in/uthagamandalam/

Water Supply Indicators

	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	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)
1	90	90	135	135	100	100	15	10	8	8	100	100	80	80	85	85	90	90

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 sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)
1	100	100	90	90	90	90	100	100	100	100	-	-	80	80	80	80	80	80

	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%		80%		100%		80%		100%		90%	
	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)	Current (2018-2019)	Target (2019-2020)
1	90	90	100	100	90	90	80	80	50	50	80	80	90	90	90	90

Storm Water Drainage Indicators

	Coverage of storm water drainage network				Incidence of water logging/ flooding			
Benchmarks	100%				0%			
	Current (2018-2019)		Target (2019-2020)		Current (2018-2019)		Target (2019-2020)	
1	90		90					

N.P. Thangaraj
Commissioner
Udhagamandalam Municipality

9/11/2019