

Local and Municipal Notification

UDHAGAMANDALAM MUNICIPALITY

NOTIFICATION

Under the conditions imposed for the drawal of share of “General Performance Grant” vide condition No. Chapter IX under Para 9.77 & 9.78 the 14th Central Finance Commission Recommendations, the undersigned, holding the office of the Municipality Commissioner, Udhagamandalam Municipality, is publishing the “Standardised Service Level Bench Marking” for the year 2017-18 comprising of four service sectors viz, Water Supply, Sewerage, Storm Water Drainage and Solid Waste Management pertaining to the Udhagamandalam Municipality.

FORMAT – B

UDHAGAMANDALAM MUNICIPALITY

Declaration of Service Level Standards Notification Format for the final year 2017-18

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 Grade)	C.Ravi	Udhagamandalam Municipal Office, 89-90,Commissioner's Road, Udhagamandalam – 643001	Phone No. 0423 2223242 Phone No. 0423 2223253	commr.udhagamandalam@tn.gov.in / http://municipality.tn.gov.in/ooty

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 (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)
1	65%	75%	120 lpcd	130 lpcd	100%	100%	25%	30%	5hrs	7hrs	100%	100%	100%	100%	70%	80%	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 sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)
1	100%	100%	95%	95%	95%	95%	100%	100%	100%	100%	-	-	100%	100%	70%	80%	60%	70%

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%		80%		100%		80%		100%		90%		
	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	Current (2016-17)	Target (2017-18)	
1	65%	75%	100%	100%	-	-	-	-	-	-	100%	100%	-	-	100%	100%	
Storm Water Drainage Indicators																	
	Coverage of storm water drainage network						Incidence of water logging/ flooding										
Benchmarks	100%						0%										
	Current (2016-17)			Target (2017-18)			Current (2016-17)			Target (2017-18)							
1	65%			75%			0			0							

C.Ravi
Municipal Commissioner (I/C)
Udhagamandalam Municipality