


**Format – B – Declaration of Service Level Standards**

**THIRUVANNAMALAI DISTRICT**

**VANNAVASI MUNICIPALITY**

Under the conditions imposed for the drawl of share of "General Performance Grant" under the 14<sup>th</sup> Central Finance Commission Recommendations, the undersigned, holding the office of the Commissioner, Vandavasi Municipality, is publishing the "Standardized Service Level Bench Marking " for the year 2018-2019 comprising of four service sectors viz., Water supply, Sewerage, Storm Water Drainage and Solid Waste Management pertaining to the Vandavasi Municipality.

  
Commissioner 2/7/19  
Vandavasi Municipality

  
2-7-2019

FORMAT – B

Declaration of Service Level Standards for the Year-2018-2019

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
Vandavasi Municipality II- Grade Municipality	Thiru.S.PARTHASARATHI, B.A., Commissioner	No.9, Kancheepuram Road, Vandavasi-604408	Phone:04183-225048 Phone:04183-225648	Email Id commr.vandavasi@tn.gov.in

Water Supply Indicators

Benchmarks	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	
	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)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)
	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
Vandavasi	90%	95%	73	90	50	60	20	20	1-1/2	2	100	100	100	100	80	90	90	90

Waste Management (Sewerage and Sanitation)

Benchmarks	Coverage of toilets		Coverage of sewerage network services		Collection efficiency of the sewerage network		Adequacy of sewerage treatment capacity		Quality of sewerage 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	
	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)	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%		20%		80%		100%		90%	
Vandavasi	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

Benchmarks	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	
	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)	Target (2019-20)	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)
	100%		100%		100%		80%		100%		80%		100%		90%	
Vandavasi	95%	100%	95%	100%	85%	100%	50%	70%	30%	90%	70%	80%	50%	75%	70%	70%

Storm Water Drainage Indicators

Benchmarks	Coverage of storm water drainage network		Incidence of water logging/ flooding	
	Current (2018-19)	Target (2019-20)	Current (2018-19)	Target (2019-20)
	100%		0%	
Vandavasi	80%	100%	0	0