

Format - B - Declaration of Service Level Standards

VELLORE DISTRICT

VELLORE CITY MUNICIPAL CORPORATION

Under the conditions imposed for the drawal of share of "General Performance Grant" under the 14th Central Finance Commission Recommendations, the undersigned, holding the office of the commissioner, Vellore City Municipal Corporation is publishing the "Standardised 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 Vellore City Municipal Corporation.


Commissioner
Vellore City Municipal Corporation

Samb
28/6/19

**VELLORE CITY MUNICIPAL CORPORATION
DECLARATION OF SERVICE LEVEL STANDARDS NOTIFICATION FOR THE YEAR 2018 - 19**

AAT - B

Name of the Urban Local Body (Grade of Municipality)		Name of the Corporation Commissioner / Municipal Commissioner		Postal Address with PINCODE		Phone & Fax Nos		Email Id / Web site																			
Vellore City Municipal Corporation		Mr. S. Sivabramanian		No.1, Infantry Road, Vellore - 632001		0416 - 2220578 0416 - 2222328		comm.vellore@tn.gov.in																			
Water Supply Indicators																											
Benchmarks	Coverage of Water Supply Connections	100%		Per capita Supply of water	135 lpcd		Extent of metering of water connections	100%		Extent of non revenue water	20%		Continuity of water supply	24 hours		Quality of waer supplied	100%		Efficiency in redressal of customer complaints	80%		Cost recovery in water supply services	100%		Efficiency in collection of water supply related charges	90%	
		Current	Target		Current	Target		Current	Target		Current	Target		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	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20
		85	90	115	120	98	98	15	10	3	2	100	100	100	100	100	100	100	100	85	90	85	90	85	90		
Sewage Management (Sewerage and Sanitation)																											
Benchmarks	Coverage of toilets	100%		Coverage of Sewerage network services	100%		Collection efficiency of the sewerage network	100%		adequacy of sewerage treatment capacity	100%		Quality of sewerage treatment	100%		Extent of reuse and recycling of treated sewage	20%		Efficiency in redressal of customer complaints	80%		Extent of cost recovery in sewerage management	100%		Efficiency in collection of sewerage charges	90%	
		Current	Target		Current	Target		Current	Target		Current	Target		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	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20		
		98	100	15	75	100	100	100	100	100	100	100	100	100	0	10	100	100	100	100	20	50	30	90			
Solid Waste Management Indicators																											
Benchmarks	Household level coverage of solid waste management services	100%		Efficiency of collection of municipal solid waste	100%		Extent of segregation of Municipal solid waste	100%		Extent of Municipal solid waste recovered	80%		Extent of scientific disposal of municipal solid waste	100%		Efficiency in redressal of customer complaints	80%		Extent of cost recovery in SWM services	100%		Efficiency in collection of SWM charges	90%				
		Current	Target		Current	Target		Current	Target		Current	Target		Current	Target		Current	Target		Current	Target		Current	Target	Current	Target	Current
		2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	2019-20		
		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	50	80	50	80	50	80			
Storm Water Drainage Indicators																											
Coverage of storm water drainage network										100%																	
Indicence of water logging / flooding										0%																	
Current (2018 - 2019)										95																	
Target (2019 - 20)										95																	

Sd/-
28/10/15.

[Signature]
Assistant Executive Engineer
Vellore City Municipal Corporation

[Signature]
Commissioner,
Vellore City Municipal Corporation