

FORMAT-B

Declaration of Service Level Standards for the Year 2019-20

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
Villupuram (selection Grade)	S.Lakshmi, M.com., Municipal Commissioner	Villupuram Municipality, Villupuram- 605602	04146-222206	commr.villupuram@tn.gov.in

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		Qualified of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water suppl - 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)
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
Villupuram	90	95	90	92	98	100	9	5	3	2	100	100	80	90	90	95	90	95

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	
	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)
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
Villupuram	100	100	100	100	100	100	100	100	100	100	20	20	80	90	100	100	90	95

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		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)
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
Villupuram	100	100	100	100	100	100	80	90	100	100	80	90	100	100	90	95

Storm Water Drainage Indicators

	Coverage of Storm water drainage network				Incidence of water logging/flooding			
	100%				0%			
	Current (2018-19)		Target (2019-20)		Current (2018-19)		Target (2019-20)	
Villupuram	76		80		0		0	

  
 Commissioner,  
 Villupuram Municipality.  
 13/12/2019