


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																		
Walajapet Municipality		Thiru.B.SathishKumar, B.Pharm., Commissioner,		MBT Road, Walajapet, Vellore Dist - 632513		04172 - 232207		commr.walajapet@tn.gov.in																		
Water Supply Indicators																										
Coverage of water supply connections	100%		Extend of metering of water connections	100%		per capita supply of water	135lpcd		Extent of non revenue water	20%		continuity of water supply	24 hours		Quality of water 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 (2019-20)	85		Current (2019-20)	99		Current (2019-20)	95		Current (2019-20)	96		Current (2019-20)	3		Current (2019-20)	100		Current (2019-20)	100		Current (2019-20)	99		Current (2019-20)	99
Targets (2020-21)		100	Targets (2020-21)	100	Targets (2020-21)	96	Targets (2020-21)	96	Targets (2020-21)	2	Targets (2020-21)	5	Targets (2020-21)	100	Targets (2020-21)	100	Targets (2020-21)	100	Targets (2020-21)	80	Targets (2020-21)	93	Targets (2020-21)	90	Targets (2020-21)	85
Waste Management (Sewage and Sanitation)																										
Coverage of Toilets	100%		Coverage of sewage network services	100%		Collection efficiency of the sewage network	100%		Adequacy of sewage treatment capacity	100%		Quality of Sewage treatment	100%		Extent of reuse and recycling of treated sewage	20%		Efficiency in redressal of customer complaints	80%		Extend of cost recovery in sewage management	100%		Efficiency in collection of sewage charges	90%	
	Current (2019-20)	0		Current (2019-20)	0		Current (2019-20)	0		Current (2019-20)	0		Current (2019-20)	0		Current (2019-20)	0		Current (2019-20)	0		Current (2019-20)	0		Current (2019-20)	0
Targets (2020-21)		100	Targets (2020-21)	100	Targets (2020-21)	100	Targets (2020-21)	100	Targets (2020-21)	100	Targets (2020-21)	0	Targets (2020-21)	20	Targets (2020-21)	80	Targets (2020-21)	100	Targets (2020-21)	90	Targets (2020-21)	0	Targets (2020-21)	0	Targets (2020-21)	0
Solid Waste management indicators																										
Household level coverage of solid waste management	100%		Efficiency of collection of municipal solid waste	100%		Extend of segregation of municipal solid waste	100%		Extend of municipal solid waste recovered	100%		Extent of scientific disposal of municipal solid waste	20%		Efficiency of redressal of customer complaints	80%		Extend of cost recovery in SWM services	100%		Efficiency in collection of SWM charges	90%				
	Current (2019-20)	95		Current (2019-20)	95		Current (2019-20)	80		Current (2019-20)	80		Current (2019-20)	85		Current (2019-20)	50		Current (2019-20)	90		Current (2019-20)	50	Current (2019-20)	70	Current (2019-20)
Targets (2020-21)		98	Targets (2020-21)	98	Targets (2020-21)	85	Targets (2020-21)	85	Targets (2020-21)	85	Targets (2020-21)	65	Targets (2020-21)	100	Targets (2020-21)	100	Targets (2020-21)	60	Targets (2020-21)	90	Targets (2020-21)	60	Targets (2020-21)	70	Targets (2020-21)	75
Storm water Drainage indicators																										
Coverage of Storm water drainage network		100%		Incidence of water logging/Flooding						0%																
Benchmarks		100%		Current (2019-20)						0																
Walajapet		93		Targets (2020-21)						95																
Current (2019-20)		93		Current (2019-20)						0																
Targets (2020-21)		95		Targets (2020-21)						0																


 Commissioner
 Walajapet Municipality