

FORMAT – B - DECLARATION OF SERVICE LEVEL STANDARDS

TIRUVANNAMALAI DISTRICT

ARNI 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, Arni Municipality, is publishing the “Standardised Service Level Bench Marking” for the year 2018-2019 comprising of four serve sectors viz., Water Supply, Sewerage, Storm Water Drainage and Solid Waste management pertaining to the Arni Municipality.

  
Commissioner,  
Arni Municipality.

  
27/6/19



FORMAT – B

Declaration of Service Level Standards for the year 2018-19

Name of the Urban Local Body	Name of the Corporation Commissioner / Municipal Commissioner / Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Arni Municipality	Thiru. G. Ashok kumar, Municipal Commissioner	2 Kottai West st (Opp) Venkatraman Park Road Arni (T.V.Malai Dt)	Phone No.04173 226921 Fax No 04173 222321	Commr.arani@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)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)
	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
ARNI	90	100	90	90	99	100	20	20	24	24	100	100	80	80	90	100	80	85

Sewage Management (Sewerage and Sanitation)

Benchmarks	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)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)
	100%		100%		100%		100%		100%		20%		80%		100%		90%	
ARNI	100	100	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)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)
	100%		100%		100%		80%		100%		80%		100%		90%	
ARNI	100	100	100	100	80	100	20	80	30	90	80	80	30	80	70	90

Storm Water Drainage Indicators

Benchmarks	Coverage of storm water drainage network		Incidence of water logging/ flooding	
	Current (2018 – 19)	Targets (2019 – 20)	Current (2018 – 19)	Targets (2019 – 20)
	100%		0%	
ARNI	90	100	0	0

Municipal Engineer  
Arni Municipality

Commissioner,  
Arni Municipality.

27/6/19

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