



KRISHNAGIRI DISTRICT GAZETTE

EXTRA ORDINARY

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Local and Municipal Notification

[Letter No.0513/2015/1 dated 16.10.2017]

HOSUR MUNICIPALITY

NOTIFICATION

Under the conditions imposed for the drawal of share of "General Performance Grant" vide condition No. Chapter IX under Para 9.77 & 9.78 the 14th Central Finance Commission Recommendations, the undersigned, holding the Office of the Municipal Commissioner, Hosur Municipality, is publishing the "Standardised Service Level Bench Marking" for the year 2017-18 comprising of four service sectors viz., Water Supply, Sewerage, Storm Water Drainage and Solid Waste Management pertaining to the Hosur Municipality.

FORMAT - A

**SERVICE STANDARDS FOR DELIVERY OF ESSENTIAL SERVICES SUCH AS WATER SUPPLY, SEWERAGE,
SOLID WASTE MANAGEMENT AND STORM WATER DRAINAGE
HOSUR MUNICIPALITY 2017 - 18**

Sl. No.	SERVICE SECTOR Proposed Indicator	Service level Benchmark fixed by Gol	Service level now provided by the Municipality / Corporation 2016-17	Service Level to be provided by the Municipality / Corporation in the year 2017-18	Reason for increase or decrease in Service Level in 2017-18 (Compare to 2016-17)
1. WATER SUPPLY SERVICES					
1	Coverage of Water Supply Connections	100%	38 %	50 %	Hogenakkal WS scheme Implemented
2	Per Capita Supply of Water	135 lpcd	62 lpcd	90 lpcd	-
3	Extent of metering of water connections	100%	0	0	-
4	Extent of non-revenue water (NRW)	20%	10 %	10 %	-
5	Continuity of Water Supply	24 hours	2 hours	2 hours	-
6	Quality of Water Supplied	100%	95 %	100 %	-
7	Efficiency in redressal of customer complaints	80%	90 %	95 %	-
8	Cost recovery in water supply services	100%	90 %	90 %	-
9	Efficiency in collection of water supply-related charges	90%	56 %	80 %	-
II SEWAGE MANAGEMENT (SEWERAGE AND SANITATION)					
1	Coverage of toilets	100%	0	0	-
2	Coverage of Sewage network services	100%	0	0	-
3	Collection efficiency of the sewage network	100%	0	0	-
4	Adequacy of sewage treatment capacity	100%	0	0	-
5	Quality of sewage treatment	100%	0	0	-
6	Extent of reuse and recycling of sewage	20%	0	0	-
7	Efficiency in redressal of customer complaints	80%	0	0	-

Sl. No.	SERVICE SECTOR Proposed Indicator	Service level Benchmark fixed by Gol	Service level now provided by the Municipality / Corporation		Reason for increase or decrease in Service Level in 2017-18 (Compare to 2016-17)
			2016-17	Service Level to be provided by the Municipality / Corporation in the year 2017-18	
8	Extent of cost recovery in sewage management	100%	0	0	-
9	Efficiency in collection of sewage charges	90%	0	0	-
III SOLID WASTE MANAGEMENT					
1	Household level coverage of solid waste management services	100%	60%	75%	-
2	Efficiency of collection of Municipal solid waste	100%	70%	80%	-
3	Extent of segregation of Municipal solid waste	100%	40%	60%	-
4	Extent of Municipal solid waste recovered	80%	40%	60%	-
5	Extent of scientific disposal of Municipal solid waste	100%	74%	80%	-
6	Efficiency in redressal of customer complaints	80%	50%	70%	-
7	Extent of cost recovery in SWM Services	100%	40%	60%	-
8	Efficiency in collection of SWM Charges	90%	30	70%	-
IV STORM WATER DRAINAGE					
1	Coverage of storm water drainage network	100%	84%	87%	-
2	Incidence of water logging / flooding	0	0	0	-

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16/1/17