

Format – B – Declaration of Service Level Standards

KRISHNAGIRI DISTRICT

HOSUR MUNICIPALITY

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, Hosur Municipality, is publishing the "Standardised Service Level Bench Marking" for the year 2017-2018 comprising of four service sectors viz., Water Supply, Sewerage, Storm Water Drainage and Solid Waste Management pertaining to the Hosur Municipality.


**Municipal Engineer
Hosur Municipality**


**Commissioner
Hosur Municipality**

Name of the Urban Local Body (Grade of Municipality)	Name of the Corporation Commissiober / Municipal Commissioner	Postal Address with PINCODE	Phone & Fax Nos	email id / Web Site
Hosur Municipality Special Grade	K.Balasubramaniyan. M.A	New municipal office, Bagalur Road, Thillai Nagar, Hosur - 635109	04344 - 247666	commr.hosur@tn.gov.in

Water Supply indicators

	Coverage of Water Supply Connections		Per Capita Supply of Water		Extend of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water Supply		Effeciency in redressal of customer Complaints	Cost recovery in water supply services	Efficiency in collection of water supply relater charges	
Benchmark	100%		135 lpcd		100%		20%		24 Hours		100%		80%	100%	90%	
	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target
	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19
	50	60	85	90	0	80	10	10	2 Hrs	2 Hrs	100	100	80	90	80	80

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		Extend of reuse and Recycling of treated sewage		Effeciency in redressal of customer Complaints	Extend of cost recovery in sewage management	Efficiency in collection of Sewage charges	
Benchmark	100%		100%		100%		100%		100%		20%		80%	100%	90%	
	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target
	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of Solid waste management services		Efficiency of collection of Municipal Solid waste		Efficiency of Segregation of Municipal Solid waste		Extend of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Effeciency in redressal of customer Complaints	Extend of cost recovery in SWM services	Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%	100%	90%	
	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target
	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19
	90	95	90	95	85	90	78	80	85	90	80	90	80	90

Storm water Drainage Indicators

	Coverage of Storm water drainage network				Indicence of water liggig / flooding			
Benchmarks	100%				100%			
	Current (2017-18)		Target (2018-19)		Current (2017-18)		Target (2018-19)	
	86		90		0		0	

[Signature]
Municipal Engineer
Hosur Municipality

[Signature]
Commissioner
Hosur Municipality