

Format-B- Declaration of Service Level Standards

KARUR DISTRICT

KARUR 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 Level Bench Marking for the year 2019-2020 comprising of four service sectors Viz., Water Supply, Sewerage, Strom water drain and Solid waste Management pertaining to the Karur Municipality.

  
1.7.2019  
Commissioner (i/c)  
Karur Municipality

U. S. D. M.  
1/7/19

**For the Performance Grant of 2019-20**

S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2018-19	Target 2019-20
<b>Water Supply Services</b>				
1	Coverage of water supply connections	100%	93	98
2	Per capita supply of water	135 lpcd	135	135
3	Extent of metering of water connections	100%	100	100
4	Extent of Non-Revenue Water (NRW)	20%	6	6
5	Continuity of water supply	24 hours	24	24
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	100	100
8	Cost recovery in water supply services	100%	100	100
9	Efficiency in collection of water supply related charges	90%	95	98
<b>Sewage management (Sewerage and Sanitation)</b>				
1	Coverage of toilets	100%	100	100
2	Coverage of sewage network services	100%	85	90
3	Collection efficiency of the sewage network	100%	88	92
4	Adequacy of sewage treatment capacity	100%	100	100
5	Quality of sewage treatment	100%	100	100
6	Extent of reuse and recycling of sewage	20%	40	50
7	Efficiency in redressal of customer complaints	80%	100	100
8	Extent of cost recovery in sewerage management	100%	92	95
9	Efficiency in collection of sewerage charges	90%	75	80
<b>Solid Waste Management</b>				
1	Household level coverage of Solid Waste Management services	100%	100	100
2	Efficiency of collection of municipal solid waste	100%	100	100
3	Extent of segregation of municipal solid waste	100%	100	100
4	Extent of municipal solid waste recovered	80%	55	60
5	Extent of scientific disposal of municipal solid waste	100%	99	100
6	Efficiency in redressal of customer complaints	80%	100	100
7	Extent of cost recovery in SWM services	100%	0	0
8	Efficiency in collection of SWM charges	90%	0	0
<b>Storm Water Drainage</b>				
1	Coverage of Storm water drainage network	100%	88	95
2	Incidence of water logging / flooding	0%	0	0
<b>SLB Status of 2018-19</b>				
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	98	
<p>*% amount of waste that is disposed in landfills that have been designed, built, operated and maintained as per standards laid down by Central agencies. This extent of compliance should be expressed as a percentage of the total quantum of waste disposed at landfill sites, including open dump sites. (Source: Handbook of Service Level Benchmarking, MoUD, Gol, Pg 66)</p>				