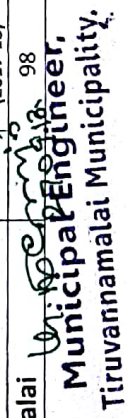


FORMAT - B Declaration of Service Level Standards for the year 2018-19

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				
Thiruvannamalai Municipality Special Grade	Tmt.S.Parijatham, B.Pharm., MBA. Municipal Commissioner	85, Sannathi Street, Thiruvannamalai - 606 601	04175-222248	commr.thiruvannamalai@tn.gov.in				
Water Supply Indicators								
Coverage of water supply Connections	Per capita supply of water	Extent of metering of water connections	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	
								100%
Benchmarks	135 lpcd	100%	24 hours	100%	80%	100%	90%	
Current (2017-18)	Current (2017-18)	Current (2017-18)	Current (2017-18)	Current (2017-18)	Current (2017-18)	Current (2017-18)	Current (2017-18)	
90	120	98	3	100	80	40	60	
Target (2018-19)	Target (2018-19)	Target (2018-19)	Target (2018-19)	Target (2018-19)	Target (2018-19)	Target (2018-19)	Target (2018-19)	
92	125	98	3	100	80	60	65	
Thiruvanna malai								
Sewage Management (Sewerage and Sanitation)								
Coverage of toilets	Coverage of sewerage network services	Collection efficiency of the sewerage network	Adequacy of sewerage treatment capacity	Quality of sewerage treatment	Extent of reuse and recycling of treated sewerage	Efficiency in redressal of customer complaints	Extent of cost recovery in sewerage management	Efficiency in collection of sewerage charges
Benchmarks	100%	100%	100%	100%	20%	80%	100%	90%
Current (2017-18)	Current (2017-18)	Current (2017-18)	Current (2017-18)	Current (2017-18)	Current (2017-18)	Current (2017-18)	Current (2017-18)	Current (2017-18)
94	56	56	100	100	20	80	25	82
Target (2018-19)	Target (2018-19)	Target (2018-19)	Target (2018-19)	Target (2018-19)	Target (2018-19)	Target (2018-19)	Target (2018-19)	Target (2018-19)
97	70	60	100	100	20	80	27	85
Thiruvanna malai								
Solid Waste Management Indicators								
Household level coverage of solid waste management services	Extent of segregation of municipal solid waste	Extent of collection 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	
								100%
Benchmarks	100%	100%	80%	100%	80%	100%	90%	
Current (2017-18)	Current (2017-18)	Current (2017-18)	Current (2017-18)	Current (2017-18)	Current (2017-18)	Current (2017-18)	Current (2017-18)	
98	60	95	68	25	80	20	40	
Target (2018-19)	Target (2018-19)	Target (2018-19)	Target (2018-19)	Target (2018-19)	Target (2018-19)	Target (2018-19)	Target (2018-19)	
98	80	95	70	100	80	50	60	
Thiruvannamalai								
Storm Water Drainage Indicators								
Coverage of storm water drainage network	Incidence of water logging/ flooding							
	100%	0%						
Benchmarks	100%	0%						
Current (2017-18)	Current (2017-18)	Target (2018-19)						
98	99	0						
Target (2018-19)	Target (2018-19)	Target (2018-19)						
98	99	0						
Thiruvannamalai								


Municipal Commissioner
 Tiruvannamalai


Municipal Engineer,
 Tiruvannamalai Municipality.