

FORMAT – B

Declaration of Service Level Standards Notification Format for the final year 2019-20

Name of the Urban Local Body (Grade of Municipality)	Name of the Corporation Commissioner / Municipal Commissioner	Postal address with PIN code	Phone & Fax nos.	Email Id / Web address
Pallipalayam Municipality (IIInd Grade)	M.Elavarasan	Pallipalayam Municipality, Sangakiri Bye pass road, Pallipalayam – 638 006	04288 – 240816	commr.pallipalayam@tn.gov.in www.municipality.tn.gov.in/ Pallipalayam

Water Supply Indicators

	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	
	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
Benchmarks	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)
1	80%	90%	135 lpcd	135 lpcd	60	80%	10%	7%	24 hours	24 hours	100%	100%	78%	84%	100%	100%	88%	90%

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		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	
	100%		100%		100%		100%		100%		20%		80%		100%		90%	
Benchmarks	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)
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Solid Waste Management Indicators

	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	
	100%		100%		100%		80%		100%		80%		100%		90%	
Benchmarks	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)	Status (2018 – 19)	Target (2019 – 20)
1	100%	100%	100%	100%	100%	100%	80%	90%	0%	0%	80%	88%	13%	19%	60%	80%

Storm Water Drainage Indicators

	Coverage of storm water drainage network				Incidence of water logging/ flooding			
	100%				0%			
Benchmarks	Status (2018 – 19)		Target (2019 – 20)		Status (2018 – 19)		Target (2019 – 20)	
1	100%		100%		0		0	

Municipal Commissioner
Pallipalayam Municipality

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