

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

Name of the Urban Local Body (Grade of Municipality)	Sivagangai Municipality		Postal address with PIN code		Phone & Fax nos.		Email Id / Web address	
	Tinjiru. P. Ayubkhan, B.Com., M.A., B.Ed., Commissioner		150/1, Thondi road, Municipal Office, Sivagangai - 630561		04575 - 241243		commr.sivagangai@tn.gov.in	

Water Supply Indicators		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	
Coverage of water supply connections		100%		20%		24 hours		100%		80%		100%		90%	
Bench marks	100%	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target
		(2018 - 19)	(2019 - 20)	(2018 - 19)	(2019 - 20)	(2018 - 19)	(2019 - 20)	(2018 - 19)	(2019 - 20)	(2018 - 19)	(2019 - 20)	(2018 - 19)	(2019 - 20)	(2018 - 19)	(2019 - 20)
1	100%	94	97	5%	3%	2	2	100%	100%	80%	80%	70%	75%	80%	80%

Sewage Management (Sewerage and Sanitation)		Collection efficiency of the sewerage network		Adequacy of sewerage treatment capacity		Quality of sewerage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewerage management		Efficiency in collection of sewerage charges	
Coverage of toilets		100%		100%		100%		20%		80%		100%		90%	
Bench marks	100%	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target
		(2018 - 19)	(2019 - 20)	(2018 - 19)	(2019 - 20)	(2018 - 19)	(2019 - 20)	(2018 - 19)	(2019 - 20)	(2018 - 19)	(2019 - 20)	(2018 - 19)	(2019 - 20)	(2018 - 19)	(2019 - 20)
1	100%	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		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	
Bench marks		100%		100%		100%		80%		100%		80%		100%		90%	
Bench marks	100%	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target	Current	Target
		(2018 - 19)	(2019 - 20)	(2018 - 19)	(2019 - 20)	(2018 - 19)	(2019 - 20)	(2018 - 19)	(2019 - 20)	(2018 - 19)	(2019 - 20)	(2018 - 19)	(2019 - 20)	(2018 - 19)	(2019 - 20)	(2018 - 19)	(2019 - 20)
1	100%	100%	100%	88%	90%	35%	40%	30%	40%	40%	40%	80%	80%	100%	100%	90%	90%

Storm Water Drainage Indicators		Coverage of storm water drainage network		Incidence of water logging/ flooding	
Bench marks		100%		0%	
Bench marks	100%	Current	Target	Current	Target
		(2018 - 19)	(2019 - 20)	(2018 - 19)	(2019 - 20)
1	100%	90%	90%	0%	0%

(Handwritten Signature)
 Commissioner,
 Sivagangai Municipality.

(Handwritten Date)
 16/11/19