

**FORMAT – B**

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

<b>Name of the Urban Local Body</b>	<b>Name of the Municipal Commissioner</b>	<b>Postal address with PIN code</b>	<b>Phone &amp; Fax nos.</b>	<b>Email id.</b>
<b>Theni – Allinagaram</b>	<b>P.RAJENDRAN,</b>	Municipal Office, Nehruji road, Theni – 625531.	<b>04546 – 252470</b>	<b>commr.theni@tn.gov.in</b>

**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	
<b>Benchmarks</b>	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)
1	95	95	135	135	99	99	3	3	20	10	100	100	80	100	95	95	90	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	
<b>Benchmarks</b>	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)
1	100	100	100	100	100	100	100	100	100	100	-	2	80	80	90	90	90	90

**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	
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)	Current (2018 – 19)	Target (2019 – 20)
1	100	100	98	100	90	100	90	100	80	100	100	100	40	50	70	90

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of water logging/ flooding			
<b>Benchmarks</b>	100%				0%			
	Current (2018 – 19)		Target (2019 – 20)		Current (2018 – 19)		Target (2019 – 20)	
1	100		100		-		-	

*[Signature]*  
**SANITARY OFFICER**  
 THENI-ALLINAGARAM MUNICIPALITY

*[Signature]*  
**COMMISSIONER**  
 Muni-ALLINAGARAM MUNICIPALITY (I/c)  
 -Theni--Allinagaram Municipality