

FORMAT B – Declaration of Service Level Standards

Erode District

ERODE CITY MUNICIPAL CORPORATION

Under the conditions imposed for the drawal of share of “General Performance Grant “under the 14th Central Finance Commission Recommendations, the undersigned, holding the office of the Commissioner, Erode City Municipal Corporation, is publishing the “Standardised Service Level Bench Marking“ for the year 2017-2018 comprising of four service sectors viz., Water Supply, Sewerage, Storm Water Drainage and Solid Waste Management pertaining to the Erode City Municipal Corporation.



Commissioner,


Erode City Municipal Corporation

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27/09/18

FORMAT – B

Declaration of Service Level Standards Notification Format for the final year 2017-18

Name of the Urban Local Body Erode City Municipal Corporation		Name of the Corporation Commissioner Thiru. M.Seeni Ajmalkhan, M.A., MBA., Commissioner, Erode City Municipal Corporation, 246, Brough Road, Erode 638001				Postal address with PIN code Commissioner, Erode City Municipal Corporation, 246, Brough Road, Erode 638001				Phone & Fax nos. 0424-2258312, 0424-2251616 & Fax No. 0424 2251613				Email Id / Web address commr.erode@tn.gov.in http://erodecorporation.gov.in																						
Water Supply Indicators																																				
Benchmarks	Coverage of water supply Connections	100%	Target (2018 - 19)	Current (2017 - 18)	Per capita supply of water	135 lpcd	Target (2018 - 19)	Current (2017 - 18)	Extent of metering of water connections	100%	Target (2018 - 19)	Current (2017 - 18)	Extent of non revenue water	20%	Target (2018 - 19)	Current (2017 - 18)	Continuity of water supply	24 hours	Target (2018 - 19)	Current (2017 - 18)	Quality of water supplied	100%	Target (2018 - 19)	Current (2017 - 18)	Efficiency in redressal of customer complaints	80%	Target (2018 - 19)	Current (2017 - 18)	Cost recovery in water supply services	100%	Target (2018 - 19)	Current (2017 - 18)	Efficiency in collection of water supply-related charges	90%	Target (2018 - 19)	Current (2017 - 18)
	1	57.43 %	66.50 %	111.51 %	111.51 %	1.1pcd	1.1pcd	96.2 %	96.5 %	17.69%	15%	2 hour alternative days in old area and once in three days in expanded areas.	2 hour alternative days in old area and once in three days in expanded areas.	2 hour alternative days in old area and once in three days in expanded areas.	2 hour alternative days in old area and once in three days in expanded areas.	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	100 %	81.34%	96%	82.51 %	100 %				
Sewage Management (Sewerage and Sanitation)																																				
Benchmarks	Coverage of toilets	100%	Target (2018 - 19)	Current (2017 - 18)	Coverage of sewage network services	100%	Target (2018 - 19)	Current (2017 - 18)	Collection efficiency of the sewage network	100%	Target (2018 - 19)	Current (2017 - 18)	Adequacy of sewage treatment capacity	100%	Target (2018 - 19)	Current (2017 - 18)	Quality of sewage treatment	100%	Target (2018 - 19)	Current (2017 - 18)	Extent of reuse and recycling of treated sewage	20%	Target (2018 - 19)	Current (2017 - 18)	Efficiency in redressal of customer complaints	80%	Target (2018 - 19)	Current (2017 - 18)	Extent of cost recovery in sewage management	100%	Target (2018 - 19)	Current (2017 - 18)	Efficiency in collection of sewage charges	90%	Target (2018 - 19)	Current (2017 - 18)
	1	100 %	100%	0 %	50 %	0 %	90%	0%	60%	0%	60%	0%	60%	0%	60%	0%	60%	0%	5%	0%	0%	70%	0%	80%	0%	70%	0%	80%	0%	0%	70 %					
Solid Waste Management Indicators																																				
Benchmarks	Household level coverage of solid waste management services	100%	Target (2018 - 19)	Current (2017 - 18)	Household level coverage of solid waste management services	100%	Target (2018 - 19)	Current (2017 - 18)	Efficiency of collection of municipal solid waste	100%	Target (2018 - 19)	Current (2017 - 18)	Extent of segregation of municipal solid waste	100%	Target (2018 - 19)	Current (2017 - 18)	Extent of municipal solid waste recovered	80%	Target (2018 - 19)	Current (2017 - 18)	Extent of scientific disposal of municipal solid waste	100%	Target (2018 - 19)	Current (2017 - 18)	Efficiency in redressal of customer complaints	80%	Target (2018 - 19)	Current (2017 - 18)	Extent of cost recovery in SWM services	100%	Target (2018 - 19)	Current (2017 - 18)	Efficiency in collection of SWM charges	90%	Target (2018 - 19)	Current (2017 - 18)
	1	100 %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
Storm Water Drainage Indicators																																				
Benchmarks	Coverage of storm water drainage network	100%	Target (2018 - 19)	Current (2017 - 18)	Coverage of storm water drainage network	100%	Target (2018 - 19)	Current (2017 - 18)	Incidence of water logging/flooding	0%	Target (2018 - 19)	Current (2017 - 18)	Incidence of water logging/flooding	0%	Target (2018 - 19)	Current (2017 - 18)	Incidence of water logging/flooding	0%	Target (2018 - 19)	Current (2017 - 18)	Incidence of water logging/flooding	0%	Target (2018 - 19)	Current (2017 - 18)	Incidence of water logging/flooding	0%	Target (2018 - 19)	Current (2017 - 18)	Incidence of water logging/flooding	0%	Target (2018 - 19)	Current (2017 - 18)	Incidence of water logging/flooding	0%	Target (2018 - 19)	Current (2017 - 18)
	1	81.25 %	82 %	82 %	82 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %	0 %			


 Commissioner
 Erode City Municipal Corporation