

ERODE CITY MUNICIPAL CORPORATION

NOTIFICATION

Under the conditions imposed for the drawal of share of “General Performance Grant” vide condition in Chapter IX under Para 9.77 & 9.78 of 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 2016-17 comprising of four service sectors viz, Water supply, Sewerage, Storm water Drain, and Solid Wastes Management pertaining to the Erode City Municipal Corporation.

ERODE CITY MUNICIPAL CORPORATION

FORMAT – B		Declaration of Service Level Standards Notification Format for the year 2016-17				
Water Supply Indicators						
	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections	
Benchmark						
	Current	Target	Current	Target	Current	Target
	(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)
1	60%	63%	111.51	111.51	96.28%	96.37%

Extent of non revenue water		Continuity of water supply		Quality of water supplied	
Current	Target	Current	Target	Current	Target
(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)
20%	20%	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%

Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply-related charges	
Current	Target	Current	Target	Current	Target
(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)
100%	100%	90.36%	92%	100%	100%

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network	
Benchmarks						
	Current	Target	Current	Target	Current	Target
	(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)
1	100%	100%	0%	20%	Nil	Nil
	Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage	
	Current	Target	Current	Target	Current	Target
	(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)
	0%	0%	0%	0%	0%	0%
	Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
	Current	Target	Current	Target	Current	Target
	(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)
	Nil	Nil	Nil	Nil	Nil	Nil

Note: UGSS Project at an estimate cost of Rs.209.22 crore is in progress.

Solid Waste Management Indicators

Benchmarks	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste	
	Current	Target	Current	Target	Current	Target
	(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)
1	100%	100%	100%	100%	7.06%	25.0%

Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints	
Current	Target	Current	Target	Current	Target
(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)
91.40%	91.4%	0%	0%	100%	100%

Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Current	Target	Current	Target
(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)
0.44%	6%	100%	100%

Storm Water Drainage Indicators				
	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks				
	Current	Target	Current	Target
	(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)
	72.00%	82%	0%	0%

	Coverage of Water supply (24x7) in all Public / Community Toilets		Percentage of waste being processed scientifically	
Benchmarks				
	Current	Target	Current	Target
	(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)
	Yes	Yes	0	0


 Commissioner,
 Erode City Municipal Corporation


 26/1/17