



Regn.No. KERBIL/2012/45073 dated 05-09-2012 with RNI Reg No.KI/TV(N)/634/2018-20

കേരള ഗസറ്റ് KERALA GAZETTE

അസാധാരണം

EXTRAORDINARY

ആധികാരികമായി പ്രസിദ്ധപ്പെടുത്തുന്നത് PUBLISHED BY AUTHORITY

വാലും **8** Vol. VIII തിരുവനന്തപുരം, ശനി

Thiruvananthapuram, Saturday 2019 ആഗസ്റ്റ് 17 17th August 2019 1195 ചിങ്ങം 1

1st Chingam 1195 **1941 (ശാവണം 26** 26th Sravana 1941

GOVERNMENT OF KERALA

Abstract

LOCAL SELF GOVERNMENT DEPARTMENT—FIXATION OF SERVICE LEVEL STANDARDS FOR DELIVERY OF PUBLIC SERVICES IN MUNICIPAL CORPORATIONS AND MUNICIPALITIES FOR THE YEAR 2018-19 (TARGET YEAR 2019-2020)—NOTIFIED—ORDERS ISSUED.



LOCAL SELF GOVERNMENT (DC) DEPARTMENT

G. O. (Ms.) No. 81/2019/LSGD.

Dated, Thiruvananthapuram, 6th July, 2019.

Read:—1. G.O. (Ms.) No. 141/2018/LSGD dated 30-9-2018.

2. G.O. (Ms.) No. 155/2018/LSGD dated 30-10-2018.

ORDER

Service delivery has been a priority item under People's Plan for the Local Self Government of Kerala. Hence it is necessary to fix relevant standards for delivery of Public Services in Municipal Corporations and Municipalities in respect of the following four sectors:

- 1. Water Supply
- 2. Sewage Management (Sewerage and Sanitation)
- 3. Solid Waste Management
- 4. Storm Water Drainage
- 2. As per G.O. read as 1st and 2nd paper above Government have notified the Service Level Standards for delivery of Public Services in Municipal Corporations and Municipalities for the year 2016-2017 (target year 2017-2018) and 2017-2018 (target year 2018-2019) respectively.
- 3. Government are pleased to notify the Service Level Standards for delivery of Public Services in Municipal Corporations and Municipalities annexed to this order for the year 2018-2019 (target year 2019-2020).

By order of the Governor,

T. K. Jose,

Additional Chief Secretary.

To,

All Secretaries of Municipal Corporations and Municipalities

(through Director of Urban Affairs)

The Director of Urban Affairs, Thiruvananthapuram.

The Accountant General (A&E/GSSA/ERSA) Kerala, Thiruvananthapuram.

The Managing Director, Kerala Water Authority

The Mission Director, AMRUT.

The Joint Secretary to Government of India, Ministry of Urban Development, Nirman Bhavan, New Delhi

Executive Director, Information Kerala Mission

The Executive Director, Suchitwa Mission, Thiruvananthapuram.

Local Self Government (FM) Department

Finance Department

The Director, I & PRD/Web & New Media, Thiruvananthapuram.

Stock File/Office Copy.



		1		1	141	h FINANCE	COMMISS	ION : DECL	ARATION C	F SERVICE	E LEVEL ST	TANDARDS				1		
Name of the	e City/ULB	St	ate	Name of	the Municip	al Commiss Officer	ioner/Chief	Executive	Po	stal Address	s with PIN C	ode	Ph	one & Fax r	108.		Email ID	
ADOC	OR	Ke	rala			R.K.Deepes	h		Mur	nicipal Office	e, Adoor-69	1523	C	4734-22822	28	secy	adr@gmail	.com
Water Supply	indicators	l		l					1				1					
		e of Water onnection		ı Supply of iter		metering of onnection		of non ne water	1	y of water oply		of Water plied	redres	ency in ssal of complaints	water	covery in supply rices	collection supply	ency in n of water related rges
Benchmarks	10	0%	135	lpcd	10	0%	20	0%	24 h	ours	10	00%	80)%	10	0%	90	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19) 45	Targets (2019-20)	Current (2018-19) 96	Targets (2019-20)	Current (2018-19) 6	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19) 98	Targets (2019-20)	Current (2018-19) 55	Targets (2019-20)	Current (2018-19) 90	Targets (2019-20
Sewage Manag	1				90	100	. 6] 3	. •	13	100	100	90	100	55	70	90	100
		of Toilets	network	of sewage services	of the	n efficiency sewage work		of sewage t capacity	,	of sewage ment	recycling	reuse and of treated vage	redres	ency in ssal of complaints	in se	st recovery wage gement	collection cha	ency in of sewag rges
Benchmarks		0%		0%		0%		0%		0%		0%)%		0%	-	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20
Solid Waste M						-	-			-				-				
	coverage waste ma	old level e of solid anagment rices	collec municip	ency of tion of pal solid ste	segreg munici	ent of ation of pal solid aste	solid	municipal waste vered	dispo municij	scientific esal of pal solid ste	redre	ency in ssal of complaints	recovery	of cost y in SWM vices	collection	ency in n of SWM rges		
Benchmarks	10	0%	10	0%	10	0%	80	0%	10	0%	80	0%	10	0%	90)%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
	60	90	80	100	70	100	50	70	80	100	70	75	50	80	80	90		
Storm Water D	Drainage inc		of storm w	ator draina	no notwork		I	Incido	nce of Wate	r logging/f	looding		I	I	ı			
Danah Mari-		Goverage	of storm water draina		ge network			incide	iice or wate	i ioggilig/li	ooung							
Bench Marks	1		100%							0			-					
	Cu	100% errent (2018 -19)		Tar	gets (2019 -	- 20)	Cu Cu	rrent (2018 -	-19)	Tar	gets (2019 -	- 20)	1					



Name of the 0	Citv/ULB	St	ate	Name of	14th the Municip					F SERVICE stal Address				ione & Fax r	nos.		Email ID	
						Officer												
ALAPPU:	IZHA	Ke	rala		S	JAHAMGEI	ΕR		ALAPPO	JZHA MUNI 688	OPAL OFF 3001	ICE,PIN-		815706573	0	secretarya	lappuzha@	gmail.com
Water Supply in	ndicators												•					
	Coverage supply Co		Per Capita wa	a Supply of ater		metering connection		of non e water	1	y of water oply	1	of Water plied	redres cust	ency in ssal of comer blaints	water	covery in supply rices	collection supply	ency in n of water related arges
Bench Marks	100	า%	135	lpcd	10	0%	20	1%	24 k	nours	10	0%	80	0%	10	0%	90	0%
	Current (2018-19)	Targets	Current	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets	Current	Targets
	88	90	85	135	96	100	25	20	24	24	100	100	70	80	70	100	90	90
Sewage Manag	gement (Sev	ent (Sewerage and Sanitation) Overage of Toilets Coverage of sewage																
	Coverage of Toilets Coverage of Toilets 100%			•	of the	ı efficiency sewage work	sewage	acy of reatment acity	1	of sewage ement	recycling	reuse and of treated rage	redres cust	ency in ssal of comer plaints	recovery	it cost in sewage gement	collection	ency in of sewage
Bench Marks	network serv					0%		0%		0%)%		0%		0%		0%
	(2018-19)		(2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)				Targets (2019-20)	Current (2018-19)	(2019-20)		Targets (2019-20)	Current (2018-19)			Targets (2019-20)
Solid Woote Ma	98	100	0	20	0	5	0	20	10	15	0	5	50	80	50	60	0	0
Solid Waste Ma	anagement		<u> </u>				I		<u> </u>		I		1		1		I	
	House h coverage waste ma serv	e of solid inagment	collec municip	ency of tion of pal solid este	segreg munici	ent of ation of oal solid aste	solid	municipal waste vered	dispo munici	scientific esal of eal solid este	redres	ency in ssal of omer slaints	recover	of cost y in SWM vices	collection	ency in n of SWM rges		
Bench Marks	100			0%		0%)%		0%)%		0%)%		
			Current (2018-19)	Targets (2019-20)		Targets (2019-20)		Targets (2019-20)	Current (2018-19)			_	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
	100		100	100	100	100	100	100	100	100	100	100	80	100	80	90		
Storm Water Di	 	Indicators					ı									1	1	1
	Coverage of storm water drain				ge network	(Incide		er logging/f	looding							
Bench Marks	Cur	rent (2019		0% Tar	gets (2019	- 20)	Cui	rent (2018		% Tar	gets (2019 -	. 20)						
	. oui	Current (2018 -19) 36																



					14th	FINANCE C	OMMISSIO	N : DECLAR	ATION OF S	ERVICE LE	VEL STAND	DARDS						
Name of the City	/ULB	St	ate	Name of the	e Municipal C	Commission	er/Chief Exe	cutive Officer	Po	stal Address	s with PIN C	ode	Ph	none & Fax n	10S.		Email ID	
ALUVA		Ke	rala		Al	RUN RANG	AN		Munici	pal Office, /	Aluva, Pin - 6	883101	()484-262375	55	aluvamu	nicipaloffice	@gmail.com
Water Supply indicators	s												_					
	_	e of Water onnection	Per Capita	Supply of	Extent of r	•	1	non revenue	Continuity	•	1	of Water plied	redressal o	ency in of customer plaints		covery in bly services	of water s	in collection upply related arges
Benchmarks		0%		lpcd		0%		0%	24 h			0%	-)%		0%		90%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		Targets (2019-20)	Current (2018-19)	Targets (2019- 20)
	92%	95%	16	18	91%	100%	9%	8%	24	24	95%	99%	90%	100%	57%	65%	60%	65%
Sewage Management (0170		1 07.	,,			1 00%	,,	31 0070	10070	7 0170	0070	1 00%	1 0070
	Coverage	Coverage of sewa network service 100% 100% Current Targets Current Targets				efficiency sewage vork		of sewage t capacity	Quality o	•	recycling	reuse and of treated vage	redressal o	ency in of customer plaints	in se	st recovery wage gement		in collection ge charges
Benchmarks	10	0%	100	0%	10	0%	10	00%	100	0%	20	0%	80	0%	10	0%	!	90%
	Current (2018-19)		Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		Targets (2019-20)	Current (2018-19)	Targets (2019- 20)
	100%	100	80%	90	72	80	20	30	15	20	0	10	52	60	10	25	l c	10
Solid Waste Manageme	ent												T					
	coverage waste ma	old level e of solid anagment vices		ency of tion of solid waste	1	egregation ipal solid ste	1	municipal e recovered	1 -	municipal	redressal	ency in of customer olaints	recovery	of cost / in SWM /ices	collection	ency in n of SWM rges		
Benchmarks	10	0%	10	0%	10	0%	8	0%	100	0%	8	0%	10	0%)%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		Targets (2019-20)		
	92.00%	95%	85%	90%	80%	90%	10	25	80%	90%	70%	75%	48%	55%	44%	55%		
Storm Water Drainage	Indicators	Caucana	of otoms	atou dua!	o notice de		1	- اماد الماد	noo of Mot-	v loggin =/*	andin m			1	1	1		
Bench Marks		Coverage	of storm wa	ater drainag 0%	je network			incide	nce of Wate 0 Nur		ooaing							
DOTTON MAINS	Cu	rrent (2018 -			gets (2019 -	20)	Cı	ırrent (2018 -			rgets (2019 -	20)						
		72%			80%			8			6							



					1.14	h EINANCE	COMMISSI		APATION O	E SEDVICE	LEVEL ST	ANDADDS						
Name of the	e City/ULB	St	ate	Name of			sioner/Chief				s with PIN C		Pł	none & Fax r	nos.		Email ID	
ANGAN	MALY	Ke	rala		BE	ENA S KUN	//AR		Municipa	al Office, An	gamaly, Pin	- 683572	(0484-245236	67	secret	aryagly@gn	nail.com
Water Supply	indicators																	
	Coverag	e of Water	-	a Supply of		metering of		t of non ue water		y of water	1	of Water plied	redre	ency in ssal of complaints	water	covery in supply vices	collection supply	ency in on of water y related arges
Benchmarks	10	00%	135	lpcd	10	00%	20	0%	24 h	nours	10	0%	8	0%	10	00%	9	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	60	90	115	125	100	100	20	20	18	22	100	100	95	97	92	99	95	98
Sewage Manag	gement (Sew	verage and	Sanitation)	-			-			-		-			-			-
	Coverage	e of Toilets		of sewage	of the	n efficiency sewage work	Adequacy	of sewage	1	of sewage	recycling	reuse and of treated vage	redre	ency in ssal of complaints	in se	st recovery ewage gement	collection	ency in of sewago arges
Benchmarks		00%		0%		00%		0%		0%		0%		0%		00%		0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	_	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	100	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste M	•		1		1		1	•	1				1	-	1	•	1	
	coverag waste m ser	nold level ge of solid anagment vices	colled munici wa	ency of ction of pal solid aste	segreg munici wa	ent of pation of pal solid aste	solid reco	municipal waste vered	dispo munici wa	scientific osal of pal solid oste	redre: customer		recover serv	t of cost y in SWM vices	collectio cha	ency in n of SWM irges		
Benchmarks	10	00%	10	0%	10	00% T	80	0%	10	0%	80	0% T	10	00%	90	0% T		_
	, ,	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	(2019-20)	Current (2018-19)	(2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
Ctorm Meter 5	65	90	98	100	50	90	50	75	75	95	90	99	40	70	40	70		1
Storm Water D	rainage Indi						Incide	nce of Wate	er logging/f	looding		T	Τ		I			
Bench Marks			verage of storm water drainage network 100%						0	J							1	
	Cı	irrent (2018	(2018 -19) Targets (2019 - 20)			Cu	rrent (2018	-19)	Ta	rgets (2019 -	- 20)							
		70					0			0								



						14th Fir	nance Com	mission8De	claration of	f Service Le	vel Standard	ds						
Name of the c	ity/ULB	Si	tate	Name of	the Municip	oal Commissi Officer	ioner/ Chief	Executive	Po	ostal Addres	s with PIN co	ode	Р	hone & Fax	nos		Email id	
ANTHOC	DR	Ke	erala			M.K. GIRISH	ł		Anthoo	or Municipali P.O,Kannu	•	670567		0497-27804	50	anthoor	municipality	@gmail.com
Water Supply Indic	ators	•											-					
	-	e of Water onnections	Per Capita wa			metering of innections	l	non revenue ater		y of water pply	Quality supp		1	n redressal r complaints	Cost recove supply s	•	water su	in collection of ipply related arges
Benchmarks	10	00%	135	lpcd	10	00%	20	0%	24 h	nours	10	0%	80	0%	100	0%	,	90%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019- 20)
	50%	75%	110	135	90%	100%	10%	5%	24	24	100%	100%	75%	80%	60%	100%	85%	90%
Sewage Manageme	ent (Sewerage	and Sanita	tion)															
	Coverage	e of Toilets	Coverage of network s	_		efficiency of ge network		of sewage at capacity		of sewage tment	Extent of recycling sew			n redressal r complaints	Extent of co	,		in collection of le charges
Benchmarks	10	00%	100)%	10	00%	10	0%	10	0%	20)%	80)%	100	0%	!	90%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019- 20)
	100%	100%	0%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Manag	ement																	
	coverage o	nold level f solid waste ent services	Efficiency o of municipal		of munic	segregation cipal solid aste		municipal e recovered	disposal o	scientific f municipal waste	Efficiency i	n redressal complaints		ost recovery services	Efficiency ir of SWM			
Benchmarks	10	00%	100)%	10	00%	80	0%	10	0%	80)%	10	0%	90	%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
	80%	90%	40%	60%	40%	60%	20%	30%	35%	40%	70%	80%	0%	0%	20%	40%		
Storm Water Draina	age Indicators	s			•													
		Coverage	ge of storm water drainage network				Incid	ence of Wat	er logging/flo	ooding								
Benchmarks			100							mbers								
	C	· ·	-19)	Ta	rgets (2019	-20)	Cı	urrent (2018-	19)	Та	argets (2019-2	20)			ļ	-		
		Current (2018-19) 60%			80%			3			0							



Now (6	0:1://!!! 5		-1-	Name of	14th the Municip					F SERVICE				0. =			F., 315	
Name of the	: City/ULB	St	ate			Officer			Po	stal Address	s with PIN C	ode	Ph	one & Fax r	nos.		Email ID	
ATTIN	GAL	Ke	rala		Pr	adeepkuma	ar R			pal Office A vananthapu	-	-	O	470-26224	17	secreta	aryattl@gm	nail.com
Water Supply	indicators	1																
	_	e of Water connection	Per Capita	a Supply of ater		metering connection		t of non le water	1	y of water pply		of Water plied	redre cust	ency in ssal of comer plaints	water	covery in supply vices	collectio supply	ency in on of water / related arges
Bench Marks	10	00%	135	lpcd	10	0%	20	0%	24 h	nours	10	0%	1	0%	10	0%	i	0%
	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets
	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	_	(2018-19)	1 -	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)		(2018-19)	1 -
	93	98	100	100	84	95	23	20	19	24	100	100	75	80	60	100	70	80
		e of Toilets	network	of sewage services	of the	efficiency sewage work	sewage cap	uacy of treatment acity	treat	of sewage tment	recycling sev	reuse and of treated vage	redre cust comp	ency in ssal of comer plaints	recovery manag	nt cost in sewage gement	collection cha	ency in n of sewage arges
Bench Marks	10)0% T	10	0% I	10	0% I	20	0% T	24h	ours	10	0% T	80	0% T	10	0% I	9(<u>0%</u>
		Targets (2019-20)	Current (2018-19)		Current (2018-19)		1		Current (2018-19)	Targets (2019-20)	1	Targets (2019-20)	Current (2018-19)	Targets (2019-20)			Current (2018-19)	
Solid Waste M	98		0	25	0	25	0	25	0	25	0	25	0	25	0	25	0	25
Solid Waste W	House I coverag waste m	hold level ge of solid anagment vices	collec municij	ency of tion of oal solid	segreg munici	ent of ation of oal solid aste	solid	municipal waste vered	dispo munici	scientific osal of pal solid	redre cust	ency in ssal of comer plaints	recover	of cost y in SWM vices	collectio	ency in n of SWM rges		
Bench Marks	10	00%	10	0%	10	0%	80	0%	10	0%	80	0%	10	0%	90)%		
	Current (2018-19)	Targets (2019-20)			Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)		Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
Storm Water I																		
		Coverage	of storm wa	ater draina	ge network			Incide	nce of Wate	er logging/f	looding							
Bench Marks			10	0%					10	0%								
	Cu	rrent (2018	-19)	Tar	gets (2019	- 20)	Cu	rrent (2018	-19)	Tar	gets (2019	- 20)						
	70				85			7			3		1					



					14	th FINANC	E COMMISS	SION : DEC	LARATION (OF SERVIC	E LEVEL ST	ANDARDS				_		
Name of the	o City/LILR		tate	Name o	f the Municip	al Commiss Officer	sioner/Chief E	Executive	Po	etal Addros	s with PIN Co	odo	DI	none & Fax	nos		Email II	1
	•															,		
CHALAK	KKUDY	Ke	erala		10	DBY THOM	AS		Municipal C	offie,Chalak	udy,Thrissur,I	2in:680307		949614143	37	secretary	<u>remechalakud</u>	dy@gmail.com
Water Supply i	indicators		T		T		1				T				T	· 		
	Coverage supply Co		-	Supply of	Extent of m	_	Extent revenue		Continuity sup		Quality o		redres	ency in ssal of complaints	Cost rec	overy in	water su	in collection of upply related narges
Bench Marks	10		135	ipcd	10	0	2	0	24 h		10		8	0	10	00		90
	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)		Current (2018 -19)	_	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)		Current (2018 -19)		Current (2018 -19)	_	Current (2018 -19)		Current (2018 -19)	Targets (2019- 20)
	60	80	135	135	95	100	4	20	12	24	100	100	95	100	90	95	95	100
Sewage Manag	nement (Sewi	erage and S	anitation)							•		•	•	•		-		•
Sewage Manag	gement (Sew)	erage and c																
	Carrana	of Toilote	Coverage of sewage network services		Collection of the s	ewage	Adequacy	_	Quality o	•	Extent of r	of treated	redres	ency in	in se	•	_	in collection of
Benchmarks	Coverage 100				netw		treatment		treat		sew 20	_	customer	compiaints)%	manag			ge charges 90%
Benefinans	100	1	10	7,0	100	7,0	100	7.0	10		20	1			10	1		1
	Current (2018 -19)	` ,	Current (2018 -19)	_	Current (2018 -19)	(2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)		Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	(2019-20)	Current (2018 -19)	Targets (2019- 20)
	100	100	0	20	0	20	0	20	0	20	0	20	50	80	0	100	0	90
Solid Waste Ma	anagement																	
	House house house ma	of solid nagment ices	collec municipal	tion of solid waste		pal solid ste	solid recov	waste /ered		sal of oal solid ste	Efficie redressal o comp	f customer laints	recovery serv	rices	collection cha	rges		
Benchmarks	100)% T	10	0%	100	1%	80	1% T	10	0% T	80	% I	10	0% T	90)%		
	Current (2018 -19)	(2019-20)	Current (2018 -19)	(2019-20)	Current (2018 -19)		(2018 -19)		(2018 -19)		(2018 -19)	(2019-20)	Current (2018 -19)		(2018 -19)	Targets (2019-20)		
Ctown Mater D	80	100	100	100	85	100	90	100	80	100	90	100	70	100	90	100		
Storm Water D	rainage Indic		of storm wa	ter drainage	network			Incido	nce of Wate	r logging#	looding							
Benchmarks		Ouverage	ge of storm water drainage network 100%					merue	0 nur		iounig							
	Cu	rrent (2018 -				Cu	rrent (2018 -		1	rgets (2019 -	20)							
		75	3 -19) Targets (2019 - 20) 85				3			0								



Name of the ci	ity/ULB	St	ate	Name of			OMMISSION oner/ Chief		Po		s with PIN co		Pr	none & Fax ı	nos		Email id	
CHANGANAS	SSERY	Ke	rala		S	Greekanth A.	S		Changa	nassery Mu	nicipality	686501	()481-242004	14	secreta	rychsry@gn	nail.com
Water Supply Indic	ators											1				1		
	_	e of Water onnections	1	a supply of ater		metering of nnections		on revenue ater	Continuit sur	y of water oply	1	of water plied	of cus	in redressal stomer blaints		ery in water services	of water su	n collection pply related rges
Benchmarks	10	0%	135	Ipcd	10	0%	20)%	24 h	ours	10	0%	80	0%	10	10%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	80%	82%	128	135	100%	100%	13%	10%	15	18	100%	100%	50%	55%	88%	91%	82%	85%
Sewage Manageme	ent (Sewerage	e and Sanit	ation)															
	Coverage	e of Toilets	_	Coverage of sewage collection the sev				of sewage t capacity	1	f sewage ment	recycling	reuse and of treated vage	of cus	in redressal stomer plaints	in se	ost recovery wage gement	1	n collection e charges
Benchmarks	10	0%	10	0%	10	0%	10	0%	10	0%	20	0%	80	0%	10	0%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	100%	100	0%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste manag	jement indic	ators																
	coverag waste ma	old level e of solid nagement vices	of munic	of collection ipal solid este	of munic	segregation sipal solid	1	municipal e recovered	disposal o	scientific f municipal waste	of cus	in redressal stomer blaints		ost recovery services	Efficiency of SWM	in collection I charges		
Benchmarks	10	0%	10	0%	10	0%	80)%	10	0%	80	0%	10	0%	90	0%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
	75	78%	94%	96%	93%	95%	76%	80%	65%	75%	70%	72%	57%	60%	56%	60%		
Storm Water Draina	age Indicator						1											
		Coverage of storm water drainage network					Incide	ence of Wate		ooding			-			-		
Benchmarks		100%							0 nur									
	Cu	irrent (2018-	19)	Та	rgets (2019-	20)	Cu	rrent (2018-	19)	Та	rgets (2019-	-20)						
	74%			ļ	76%		Ļ	8		<u> </u>	5		1	L			L	L



					1/th Fi	NANCE CO	MMISSION	: DECLARA	TION OF S	EDVICE I EV	/FI STANI	napne .						
Name of th	ne City/ULB	Sta	ıte	Name o		oal Commiss Officer				ostal Address			P	hone & Fax n	nos.		Email ID	
CHAV	AKKAD	Ker	ala			Dr.SINI T N				Chavakka	d -680 506			0487-250737	76	chavakka	dsecretary@	gmail.com
Water Supply in	dicators												1					
	Coverage of Conne		Ī -	a Supply of ater		netering of nnection		nt of non ue water		ity of water		of Water	redre	iency in essal of complaints	water	covery in supply vices	collection supply	ency in n of water / related arges
Benchmarks	100	0%	135	lpcd	10	0%	3	30%	24	hours	1	00%	8	35%	10	00%	9	0%
	Current (2018 19)	(2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	97% ement (Sewerage	100%	125	135	100%	100%	18%	20%	12	24	100%	100%	80%	80%	100%	100%	87%	90%
	Coverage		Coverage	of sewage services	of the	efficiency sewage work	•	y of sewage nt capacity	_	of sewage tment	recycling	f reuse and g of treated wage	redre	iency in essal of complaints	in se	st recovery ewage gement	collection	ency in of sewage
Benchmarks	100	100%			10	0%	1	00%	10	00%	2	20%	3	30%	10	00%	9	0%
	Current (2018 19)	Current (2018-Targets Current (2018-100% 100% 0			Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	100%	100%	0	25%	0	25%	0	25%	0	25%	0	5%	0	0	0	0	0	0
Solid Waste Mai	nagement				1		T		T		1		T		T		1	
	House hold le of solid waste serv	•	collec munici	ency of ction of pal solid aste	of munic	egregation ipal solid iste	solid	f municipal d waste overed	disp munic	f scientific osal of ipal solid aste	redre	ency in essal of complaints	recove	t of cost ry in SWM rvices	collection	ency in on of SWM arges		
Benchmarks	100	0%	10	0% I	10	0% I	3	30%	10	00%	8	80%	1	00%	9	0%		1
	Current (2018 19)				Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
	60%	100%	90%	100%	75%	100%	60%	80%	82%	100%	77%	80%	88%	100%	82%	90%		
Storm Water Dr	ainage Indicators		storm water	er drainage	network			Incide	nce of Wat	er logging/fl	oodina							
Benchmarks		Coverage of storm water drainage network 100								0% 0%	9							
	Cur	Current (2018 -19) Targets (2019 - 20)						urrent (2018		1	gets (2019	- 20)						
		92%			20			15										



Name of the	Citv/ULB	Si	tate	Name o		th FINANCE oal Commiss Officer				stal Address			Ph	ione & Fax n	nos.		Email ID	
CHENGA	•		erala			SHERI G				ipal office, C)479-245226		seccgi	nrmlty@gma	ail.com
Water Supply in	ndicators	<u> </u>							<u> </u>	<u> </u>			<u> </u>					<u> </u>
	_	e of Water onnection	1	a Supply of ater	Extent of i	metering of onnection		t of non ue water		y of water oply	1	of Water plied	redres	ency in ssal of complaints	water	covery in supply vices	collectio supply	ency in n of water related irges
Bench Marks	10	0%	135	i lpcd	10	0%	20	0%	24	hrs	10	0%	80)%	10	0%	90	 0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	72%	74%	84%	120%	97%	100%	20%	20%	12 hrs	12 hrs	100%	100%	80%	100%	85%	100%	75%	90%
Sewage Manage					0170	10070	2070	2070	121110	121110	10070	10070	1 0070	10070	1 0070	10070	1070	1 0070
	Coverage	of Toilets	_	of sewage services	of the	n efficiency sewage work		of sewage at capacity	_	of sewage ment	recycling	reuse and of treated vage	redres	ency in ssal of complaints	in se	st recovery wage gement	collection	ency in of sewage orges
Bench Marks	10	0%	10	00%	10	0%	10	0%	10	0%	25	5%	70	0%	10	0%	9(0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	House h	nold level e of solid anagment vices	Efficie collec munici	ency of ction of pal solid aste	Extent of s	segregation sipal solid	Extent of solid	municipal waste vered	Extent of disposal o	scientific f municipal waste	Efficie redre	ency in ssal of complaints	Extent recovery	of cost y in SWM vices	Efficie collectio	ency in n of SWM rges	070	770
Bench Marks	10	0%	10	00%	10	0%	8	5%	90	0%	75	5%	10	0%	92	2%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	1 -	Current (2018-19)		Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
	NA	NA	75%	90%	70%	85%	50%	60%	25%	50%	30%	50%	70%	90%	Nil	Nil	ı	1
Storm Water Dr	ainage Indic																	
Danak Mail		Coverage	of storm w		ge network			Incide	nce of Wate		ooding							
Bench Marks	Cu	rrent (2018		0% Ta	rgets (2019 -	· 20)	Cu	irrent (2018		0 Tar	gets (2019 -	· 20)						
		60%			85%			9			5			-	-	-		



Benchmarks C	Y S Coverage	Ker of Water onnection	Per Capita wa 135	Supply of ter	the Municipal V	al Commiss Officer BHARATHA	ioner/Chief I	N : DECLAR	Pos	stal Address	s with PIN Co	ode		one & Fax n 4662282238	3	ddcherpula	Email ID	
Water Supply indicators Consumer Supply indicators Consumer Supply indicators Consumer Supply indicators	Coverage supply Co	of Water onnection 0%	Per Capita	ter	Extent of n		AN		CI	HERPULAS	SERY 67950)3	,	4662282238	3	<u>ddcherpula</u>	asserypkd@	gmail.com
Benchmarks C	Coverage supply Co 100 Current	onnection)%	wa	ter	1	notorin f					Γ							
Benchmarks C	100 Current	onnection)%	wa	ter	1	notoring of											I	
Benchmarks C	100 Current)%			. warer co	netering of	l	of non e water	Continuity sup		Quality (sup)		Efficie redres	sal of	Cost rec water s	supply	of water si	in collection upply related arges
С		Targets		IPUU	100		20		24 h		100		80	•	100			90%
		(2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
82%	2%	100%	105	120	90%	100%	28%	20%	20	24	86%	100%	75%	100%	82%	100%	81%	90%
Sewage Management (Se		and Sanita	Coverage network	_	Collection of the s	sewage	Adequacy treatmen	of sewage t capacity	Quality o	•	Extent of recycling sew	of treated	Efficie redres customer (sal of	Extent cos in se	wage	-	in collection ge charges
Benchmarks	100		100		100			0%	10		20	_	80		100			90%
	Current 2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
100		100%	0	10%	0	10%	0	10%	0	50%	0	10%	0	50%	0	10%	0	50%
Solid Waste Management	nt		I		Ι		ı		I		I						Ι	
c w	House ho coverage waste ma servi	of solid nagment ices	collect municip wa	oal solid ste	segrega municip wa	oal solid ste	solid recov		Extent of dispo municip wa	sal of al solid ste	Efficie redres customer (ssal of complaints	Extent recovery serv	in SWM ices	Efficie collectior char	of SWM ges		
Benchmarks	100)%	100	0%	100	0%	80)%	100	0%	80	%	100	0%	90	%		
I I	Current 2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
75%	5%	100%	72%	100%	85%	100%	72%	80%	82%	100%	65%	80%	62%	100%	55%	90%		
Storm Water Drainage Inc	ndicators																	
		Coverage	of storm wa		ge network			Incider	nce of Wate	r logging/fl	ooding							<u> </u>
Bench Marks	Cur	rent (2018 -	10(gets (2019 -	20)	Cui	rrent (2018 -	.10)	<u> </u>	gets (2019 -	20)						
	Cui	62%	13)	ıal	100%	20)	Cui	0	13)	ıalı	<u>geis (2019 -</u> 0	20)						



				1	4th FINANC	E COMMIS	SION : DEC	CLARATION	OF SERVI	CE LEVEL	STANDARD	S						
Name of the City/Ul	LB	St	ate	Name of	the Municip	oal Commiss Officer	ioner/Chief	Executive	Po	ostal Addres	s with PIN C	ode	Ph	none & Fax r	nos.		Email ID	
CHERTHALA		Ke	rala	V M L	ALACHAN,	Secretary -in Municipality		herthala	1		ICE, CHER ⁻ APPUZHA.			3 2822536, 807502371		secreta	rycmc1@gi	mail.com
Water Supply indicators		•		•					<u>'</u>				'			'		
	1	e of Water onnection	Per Capita wa	a Supply of ater	1	metering of onnection	1	non revenue ater	1	ty of water	1	of Water plied	of cus	in redressal stomer plaints	1	very in water services	of water su	in collection upply related arges
Benchmarks	10	0%	135	lpcd	10	00%	2	0%	24	hours	10	00%	80	0%	10	00%	9	0%
	Current (2018-19)	Targets (2019 20)	1	Targets (2019 20)	Current (2018-19)	Targets (2019 20)	Current (2018-19)	Targets (2019 20)	Current (2018-19)	Targets (2019 20)	Current (2018-19)	Targets (2019 20)	Current (2018-19)	Targets (2019 20)	Current (2018-19)	Targets (2019 20)	Current (2018-19)	Targets (2019 20)
	95		95	100	95	100	16	14	24	24	98	100	55	60	97	100	82	90
	Coverage of Tollets netv			of sewage services	1	efficiency of ge network		of sewage of capacity	1	of sewage atment	recycling	reuse and of treated vage	of cus	in redressal stomer plaints		st recovery ir nanagement		in collection ge charges
Benchmarks	10	0%	135	lpcd	10	00%	2	0%	24	hours	10	00%	80	0%	10	00%	9	0%
	Current (2018-19)		(2018-19)	Targets (2019 20)	Current (2018-19)	Targets (2019 20)	Current (2018-19)	Targets (2019 20)	Current (2018-19)	Targets (2019 20)	Current (2018-19)	Targets (2019 20)	Current (2018-19)	Targets (2019 20)	Current (2018-19)	Targets (2019 20)	Current (2018-19)	Targets (2019 20)
Solid Waste Management				<u> </u>		1	-	-							<u> </u>		<u> </u>	-
	coverag waste ma	nold level e of solid anagment vices	of munic	of collection ipal solid ste	of munic	segregation cipal solid aste	1	f municipal e recovered	disposal	of scientific of municipal I waste	of cu	in redressal stomer plaints		ost recovery I services		in collection If charges		
Benchmarks	10	0%	10	0% I	10	00%	8	0%	10	00%	8	0%	10	00%	9	90%		
	Current (2018-19)	(2019 20)	(2018-19)	Targets (2019 20)	Current (2018-19)	Targets (2019 20)	Current (2018-19)	Targets (2019 20) 80	Current (2018-19) 35	Targets (2019 20) 80	Current (2018-19)	Targets (2019 20)	Current (2018-19)	Targets (2019 20) 50	Current (2018-19)	Targets (2019 20)		
Storm Water Drainage Indicators						1 100		•		•	•	, 55			<u> </u>		1	1
		Coverage	e of storm wa	ater drainag	e network			Incid	ence of Wat	ter logging/fl	ooding							
Bench Marks			100	I						0								
	Current (2018 -19)			l Tar	gets (2019 ·	- 20)	l Cu	urrent (2018	-19)	∣ Ta	rgets (2019	- 20)	1	1	1	1		



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		Τ		Ι					I ION OF S	EKVICE LE	VEL STAND	AKD9				1		
Name of the	e City/ULB	St	tate	Name of	the Municip	al Commiss Officer	sioner/Chief	Executive	Po	stal Addres	s with PIN C	ode	Ph	one & Fax r	nos.		Email ID	
CHITTOOR THAT	ΓHAMANGALAM	Ke	erala		P.	Nanadakum	nar		Chittur - T	-	am Municipa 50)-678104.	ality, Chittur	()4923-22234	43	secretai	y.chittur@g	mail.com
Water Supply indi	cators			!									!					
	Coverage		Per Capita	ı Supply of	Extent of r	•	1	t of non		y of water	1	of Water	redre	ency in ssal of	water	covery in supply	collectio supply	ency in n of water / related
Donahan auka	supply Co			iter Inad	water co	nnection 0%		ie water		oply nours		plied		complaints		vices 00%		arges 0%
Benchmarks	100	J% 	135	lpcd	10	U% 	20	0% T	24 1	lours	10	0% T	80	0% T	10	10% T	9	U%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	99%	100%	135	135	99%	100%	20%	20%	24	24	98%	100%	78%	80%	86%	90%	40%	45%
Sewage Managem	nent (Sewerage a	and Sanitati		of cowago	Collection	•	Adaguagu	of sowago	Quality	of sowage	1	reuse and		ency in	1	st recovery		ency in
	Coverage	of Toilets	_	of sewage services	1	sewage vork		of sewage t capacity	1	of sewage ment	1 -	of treated	1	ssai oi complaints	1	ewage gement		of sewage arges
Benchmarks	100			0%		0%	-	0%		0%)%)%		0%		0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	100%	100%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Mana	gement																	
	House house of managmer	solid waste	collec munici	ency of tion of pal solid este	segreg municit	nt of ation of oal solid ste	solid	municipal waste vered	dispo munici	scientific esal of eal solid este	redre	ency in ssal of complaints	recover	of cost y in SWM vices	collectio	ency in n of SWM irges		
Benchmarks	100)%	10	0%	10	0%	80	0%	10	0%	80	0%	10	0%	9(0%		1
	Current (2018-19)	Targets (2019-20)	100 argets Current		Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
	85%	90%	80%	85%	90%	95%	60	65%	100%	100%	80%	85%	60%	65%	60%	65%		
Storm Water Drain	nage indicators																	
		Coverage of	of storm wa	ter drainage	e network			Incide	nce of Wate	r logging/f	looding		-	ļ		ļ	ļ	1
Bench Marks			100	%						0								
	Cur	rent (2018 -	19)	Tar	gets (2019 -	20)	Cu	rrent (2018	-19)	Ta	rgets (2019 -	- 20)						<u> </u>
		45%			55%			0			0							



					14th F	INANCE CO	MMISSION	: DECLAR	ATION OF S	ERVICE LE	VEL STAND	ARDS						
Name of the Cit	y/ULB	Sta	ate	Name of	the Municip	al Commiss Officer	ioner/Chief	Executive	Po	stal Address	s with PIN C	ode	Ph	one & Fax n	108.		Email ID	
ELOOR		Ker	ala		BIJ	UMON JAC	OB		MUNIC	IPAL OFFIC	CE, ELOOR-	683501	0	480-254555	59	eloormui	nicipality@g	mail.com
Water Supply indicat	ors						1						<u> </u>			l	1	
	supply C	e of Water onnection	wa	ı Supply of ıter	water co	nnection	revenu	of non se water	sup	y of water oply	sup	of Water plied	redres	ency in ssal of complaints	water serv	covery in supply vices	collection supply cha	ency in n of water related rges
Benchmarks		0%		lpcd		0%)% 		ours		0%)%		0%)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	98%	100%	115	125	96	100	24	20	24	24	100	100	80	80	100	100	83	90
	Coverage of Toilets netwo			of sewage	of the	efficiency	Adequacy	of cowers	Ouglity o	f sewage	Extent of			ency in		st recovery		ency in
		100% 100 Current Targets Current		services	netv	vork	treatmen	t capacity	treat	ment	sew	of treated age	customer (ssal of complaints	manag	wage gement	cha	rges
Benchmarks	10 Current	0% Targets	network 100 Current	services 0% Targets	nety 10 Current	vork 0% Targets	treatmen 10 Current	t capacity 0% Targets	treat 10 Current	ment 0% Targets	sew 20 Current	/age)% Targets	customer 6 80 Current	complaints)% Targets	manag 10 Current	0% Targets	cha 90 Current)% Targets
Benchmarks	10	0%	network 10	services 0%	netv 10	work 0%	treatmen 10	t capacity 0% Targets	treat 10	ment 0%	sew 20	/age)%	customer 6 80 Current	complaints	mana ດູ 10	gement 0%	cha 90	rges
Benchmarks Solid Waste Manage	10 Current (2018-19) 100	0% Targets (2019-20)	network 10 Current (2018-19)	services 0% Targets (2019-20)	10 Current (2018-19)	work 0% Targets (2019-20)	treatmen 10 Current (2018-19)	t capacity 0% Targets (2019-20)	treat 10 Current (2018-19)	ment 0% Targets (2019-20)	20 Current (2018-19)	7age 0% Targets (2019-20)	Current (2018-19)	complaints 0% Targets (2019-20)	10 Current (2018-19)	0% Targets (2019-20)	cha 90 Current (2018-19)	rges 0% Targets (2019-20)
	Current (2018-19) 100 ment House h	0% Targets (2019-20)	network 100 Current (2018-19) NA Efficie collect municip	services 0% Targets (2019-20)	netv 10 Current (2018-19) NA Exter segreg municipal segregorial s	work 0% Targets (2019-20)	treatmen 10 Current (2018-19) NA Extent of solid	t capacity 0% Targets (2019-20)	treat 10 Current (2018-19) NA Extent of dispo	ment 0% Targets (2019-20)	Current (2018-19) NA Efficie redres	7age 0% Targets (2019-20)	Current (2018-19) NA Extent recovery	complaints 0% Targets (2019-20)	manaç 10 Current (2018-19) NA Efficie collectio	0% Targets (2019-20)	cha 90 Current (2018-19)	rges 0% Targets (2019-20)
	Current (2018-19) 100 ment House h coverag waste ma	7 Targets (2019-20) 100 100 100 100 100 100 100 100 100 1	network 100 Current (2018-19) NA Efficie collec: municip wa	Targets (2019-20) NA ency of tion of oal solid	netv 10 Current (2018-19) NA Exte segreg municip wa 10	Targets (2019-20) NA nt of ation of bal solid ste 0%	treatmen 10 Current (2018-19) NA Extent of solid reco	t capacity 0% Targets (2019-20) NA municipal waste	treat 10 Current (2018-19) NA Extent of dispo municip wa 10	Targets (2019-20) NA scientific esal of pal solid ste	Current (2018-19) NA Efficie redres customer 6	Targets (2019-20) NA ency in ssal of complaints 10%	Customer (80 Current (2018-19) NA Extent recovery servent 10	complaints 0% Targets (2019-20) NA of cost	manaç 10 Current (2018-19) NA Efficie collectio cha	gement 0% Targets (2019-20) NA ency in n of SWM rges	cha 90 Current (2018-19)	rges 0% Targets (2019-20)
Solid Waste Manage	Current (2018-19) 100 ment House h coverag waste ma serv 10 Current (2018-19)	Targets (2019-20) 100 nold level e of solid anagment vices 0% Targets (2019-20)	network 100 Current (2018-19) NA Efficie collect municip wa 100 Current (2018-19)	rangets (2019-20) NA Pency of tion of pal solid sete 0% Targets (2019-20)	netv 10 Current (2018-19) NA Exter segreg municip wa 10 Current (2018-19)	vork 0% Targets (2019-20) NA Int of ation of bal solid ste 0% Targets (2019-20)	Extent of solid reco Current (2018-19) NA	t capacity 10% Targets (2019-20) NA municipal waste vered 0% Targets (2019-20)	treat 10 Current (2018-19) NA Extent of dispo municip wa 10 Current (2018-19)	ment 0% Targets (2019-20) NA scientific sal of oal solid ste 0% Targets (2019-20)	Current (2018-19) RA Efficie redres customer (2018-19) Current (2018-19)	Targets (2019-20) NA Pency in ssal of complaints (2019-20) Targets (2019-20)	Current (2018-19) NA Extent recovery serv 10 Current (2018-19)	omplaints ow Targets (2019-20) NA of cost v in SWM vices 0% Targets (2019-20)	manaç 10 Current (2018-19) NA Efficie collection cha 90 Current (2018-19)	rargets (2019-20) NA Pency in n of SWM rges (2019-20) Targets (2019-20)	cha 90 Current (2018-19)	rges 0% Targets (2019-20)
Solid Waste Manage	Current (2018-19) 100 ment House h coverag waste ma serv 10 Current (2018-19) 93	Targets (2019-20) 100 100 100 100 100 100 100 100 100 1	network 100 Current (2018-19) NA Efficie collect municip wa 100 Current	rangets (2019-20) NA Pency of tion of bal solid ste 0% Targets	netv 10 Current (2018-19) NA Exte segreg municip wa 10 Current	vork 0% Targets (2019-20) NA Int of ation of bal solid ste 0% Targets	treatmen 10 Current (2018-19) NA Extent of solid recores 80 Current	t capacity 10% Targets (2019-20) NA municipal waste vered 0% Targets	treat 10 Current (2018-19) NA Extent of dispo municip wa 10 Current	Targets (2019-20) NA scientific esal of pal solid ste 0% Targets	Current (2018-19) NA Efficie redres customer (Targets (2019-20) NA Pency in ssal of complaints 10% Targets	Current (2018-19) NA Extent recovery servent 10 Current	complaints 0% Targets (2019-20) NA of cost in SWM rices 0% Targets	manaç 10 Current (2018-19) NA Efficie collectio cha 90 Current	gement 0% Targets (2019-20) NA ency in n of SWM rges 0% Targets	cha 90 Current (2018-19)	rges 0% Targets (2019-20)
Solid Waste Manage	Current (2018-19) 100 ment House h coverag waste ma serv 10 Current (2018-19) 93	Targets (2019-20) 100 nold level e of solid anagment vices 0% Targets (2019-20) 97	network 100 Current (2018-19) NA Efficie collect municip wa 100 Current (2018-19)	services 0% Targets (2019-20) NA ency of tion of bal solid ste 0% Targets (2019-20) 96	netv 10 Current (2018-19) NA Exte segreg municip wa 10 Current (2018-19) 80	vork 0% Targets (2019-20) NA Int of ation of bal solid ste 0% Targets (2019-20)	Extent of solid reco Current (2018-19) NA	t capacity 10% Targets (2019-20) NA municipal waste vered 0% Targets (2019-20) 75	treat 10 Current (2018-19) NA Extent of dispo municip wa 10 Current (2018-19) 0	ment 0% Targets (2019-20) NA scientific sal of oal solid ste 0% Targets (2019-20)	Current (2018-19) RA Efficie redres customer (2018-19) 80	Targets (2019-20) NA Pency in ssal of complaints (2019-20) Targets (2019-20)	Current (2018-19) NA Extent recovery serv 10 Current (2018-19)	omplaints ow Targets (2019-20) NA of cost v in SWM vices 0% Targets (2019-20)	manaç 10 Current (2018-19) NA Efficie collection cha 90 Current (2018-19)	rargets (2019-20) NA Pency in n of SWM rges (2019-20) Targets (2019-20)	cha 90 Current (2018-19)	rges 0% Targets (2019-20)
Solid Waste Manage Benchmarks Storm Water Drainage	Current (2018-19) 100 ment House h coverag waste ma serv 10 Current (2018-19) 93	Targets (2019-20) 100 nold level e of solid anagment vices 0% Targets (2019-20) 97	network 100 Current (2018-19) NA Efficie collec: municip wa 100 Current (2018-19) 92 of storm wa	services 0% Targets (2019-20) NA ency of tion of pal solid este 0% Targets (2019-20) 96 atter drainag	netv 10 Current (2018-19) NA Exte segreg municip wa 10 Current (2018-19) 80	vork 0% Targets (2019-20) NA Int of ation of bal solid ste 0% Targets (2019-20)	Extent of solid reco Current (2018-19) NA	t capacity 10% Targets (2019-20) NA municipal waste vered 0% Targets (2019-20) 75	treat 10 Current (2018-19) NA Extent of dispo municip wa 10 Current (2018-19) 0	ment 0% Targets (2019-20) NA scientific sal of pal solid ste 0% Targets (2019-20) 0	Current (2018-19) RA Efficie redres customer (2018-19) 80	Targets (2019-20) NA Pency in ssal of complaints (2019-20) Targets (2019-20)	Current (2018-19) NA Extent recovery serv 10 Current (2018-19)	omplaints ow Targets (2019-20) NA of cost v in SWM vices 0% Targets (2019-20)	manaç 10 Current (2018-19) NA Efficie collection cha 90 Current (2018-19)	rargets (2019-20) NA Pency in n of SWM rges (2019-20) Targets (2019-20)	cha 90 Current (2018-19)	rges 0% Targets (2019-20)
Solid Waste Manage	Current (2018-19) 100 ment House h coverag waste ma serv 10 Current (2018-19) 93 te Indicators	Targets (2019-20) 100 nold level e of solid anagment vices 0% Targets (2019-20) 97	network 100 Current (2018-19) NA Efficie collect municip wa 100 Current (2018-19) 92 of storm wa	services 0% Targets (2019-20) NA ency of tion of bal solid ste 0% Targets (2019-20) 96 ater drainag	netv 10 Current (2018-19) NA Exte segreg municip wa 10 Current (2018-19) 80	vork 0% Targets (2019-20) NA Int of ation of bal solid ste 0% Targets (2019-20) 90	treatmen 10 Current (2018-19) NA Extent of solid reco 80 Current (2018-19) 65	t capacity 10% Targets (2019-20) NA municipal waste vered 0% Targets (2019-20) 75	treat 10 Current (2018-19) NA Extent of dispo municip wa 10 Current (2018-19) 0	ment 0% Targets (2019-20) NA scientific sal of bal solid ste 0% Targets (2019-20) 0 r logging/fl	Current (2018-19) RA Efficie redres customer (2018-19) 80	Targets (2019-20) NA Pency in ssal of complaints (2019-20) Targets (2019-20) 80	Current (2018-19) NA Extent recovery serv 10 Current (2018-19)	omplaints ow Targets (2019-20) NA of cost v in SWM vices 0% Targets (2019-20)	manaç 10 Current (2018-19) NA Efficie collection cha 90 Current (2018-19)	rargets (2019-20) NA Pency in n of SWM rges (2019-20) Targets (2019-20)	cha 90 Current (2018-19)	rges 0% Targets (2019-20)



				1.44b EIN	IANCE COM	IMISSION .	DECLARAT	ION OF SE	BVICE LEVI	EL STANDA	ARDS NOTIF	CATION E	ODMATE					
				14(1) F11	IANCE CON	IIVIISSION :	DECLARAI	ION OF SE	TVICE LEVI	EL STANDA	AKDS NOTIF	TICATION F	ORMAIL					
Name of the	City/ULB	St	ate	Name of	the Municip	al Commiss Officer	ioner/Chief	Executive	Ро	stal Address	s with PIN C	ode	Ph	one & Fax n	ios.		Email ID	
ERATTUP	PETTA	Ke	rala		SA	NANDASIN	G B		Erattup		attupetta, Ko 6121	ottayam,		0482227206	3	etpa	mun@gmail	.com
Water Supply indic	cators		_				ı				T						ı	
	_	e of Water onnection	Per Capita wa			metering of onnection		of non e water		y of water oply	1	of Water plied	redres	ency in ssal of complaints	water	covery in supply vices	collection supply	ency in n of water related rges
Benchmarks	10	0%	135	lpcd	10	0%	20)%	24 h	ours	10	0%	80)%	10	0%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Sewage Manageme	90	92	135	135	100	100	10	20	24	24	100	100	77	79	85	90	85	90
	Coverage	of Toilets	Coverage network	_	of the	efficiency sewage work		of sewage t capacity	1	f sewage ment	recycling	reuse and of treated vage	redres	ency in ssal of complaints	in se	st recovery ewage gement	collection	ency in of sewage rges
Benchmarks	10	0%	10	0%	10	0%	10	0%	10	0%	20)%	80)%	10	0%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	-	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	 	Current (2018-19)	Targets (2019-20)	Current (2018-19)	
	100	100	0	30	0	20	0	25	0	30	0	10	0	50	0	10	0	10
Solid Waste Manag	gement						1										1	
	coverag waste ma	nold level e of solid anagment vices	collec municip		segreg munici	ent of ation of oal solid aste	solid	municipal waste vered	dispo municij	scientific sal of oal solid ste	redre	ency in ssal of complaints	recovery	of cost y in SWM vices	collectio	ency in n of SWM Irges		
Benchmarks	10	0%	10	0%	10	0%	80)%	10	0%	80)%	10	0%	90	0%		
			19-20) (2018-19) (2019-20) (Current (2018-19)		Current (2018-19)		Current (2018-19)	 				
Storm Water Drain	80	90	80	85	75	80	75	80	75	85	55	60	60	65	65	70		
Otorin Water Drain			of storm wa	ater draina	ge network			Incide	nce of Wate	r logging/fl	looding							
Bench Marks		<u> </u>		0%	-					0								
	Cu	rrent (2018			gets (2019 ·	- 20)	Cu	rrent (2018 -		1	rgets (2019 -	20)						
		70			80			0			0							



		1		ı	14tl	FINANCE	COMMISSION	ON : DECLA	RATION O	SERVICE	LEVEL STA	NDARDS	1			ı		
				Name of	the Municipa		ioner/Chief	Executive										
Name of the	City/ULB	St	ate			Officer					s with PIN C		Pr	none & Fax r	nos.		Email ID	
Ettuman	noor	Ke	erala			M.K.VRIJA				COMPLEX	BUS STANE (BUILDING O KOTTAYA		Pr	า 0481-2535	565	<u>etmrmun</u>	icipality@g	;mail.com
Water Supply ind	licators	<u> </u>								000	6631		<u> </u>					
	Coverage	e of Water onnection	1	a Supply of ater	Extent of n water co	-	1	on revenue ater		y of water	1	of Water plied	of cu	in redressal stomer olaints		ery in water services	of water su	in collection apply related arges
Bench Marks	10	0%	135	1 pcd	10	0%	20	0%	24	hour	10	0%	8	0%	10	0%	90	0%
	Current (2018-19)	, ,	Current (2018-19)	Targets (2019-20)	,	Targets (2019-20)	, ,	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	, ,	Targets (2019-20)		Targets (2019-20)		Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Sewage Manager	95%			135	100%	100%	10 hrs	9	100%	100%	100%	100%	75	%	80%	90%	92%	90%
		of Toilets	Coverage	of sewage services	Collection of the sewag	efficiency of ge network		of sewage t capacity	1	of sewage tment	recycling	reuse and of treated vage	of cu	in redressal stomer olaints	Extent cost	recovery in anagement		in collection e charges
Bench Marks	10	0%	10	0%	10	0%	10	0%	10	0%	20)%	8	5%	10	0%	10	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19) Nil	Targets (2019-20)	Current (2018-19) Nil	Targets (2019-20) Nil	Current (2018-19)	Targets (2019-20)	Current (2018-19) Nil	Targets (2019-20)	Current (2018-19) Nil	Targets (2019-20)	Current (2018-19)	Targets (2019-20) Nil	Current (2018-19) Nil	Targets (2019-20) Nil	Current (2018-19) Nil	Targets (2019-20) Nil
Solid Waste Man		100%	I INII	INII	I INII	INII	I INII	I IVII	INII	INII	I INII	INII	INII	INII	INII	I INII	INII	INII
Cond vv aste ividila	House h	nold level e of solid anagment vices	of munic	of collection cipal solid	of munic			municipal e recovered	disposal c	scientific f municipal waste	of cus	in redressal stomer blaints		ost recovery I services	efficiency i	n collection charges		
Bench Marks	10	0%	10	0%	10	0%	80	0%	10	0%	85	5%	10	00%	90)%		
		(2019-20)		Targets (2019-20)		Targets (2019-20)		Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	, ,	Targets (2019-20)		Targets (2019-20)		
Storm Water Drai	80% inage Indicat	<u>.</u>	80%	100%	80%	100%	60%	75%	60%	100%	50%	70%	60%	80%	60%	100%		
	1.92		e of storm w	ater drainad	e network		1	Incide	ence of Wat	er logging/flo	oodina					1		
Bench Marks	+									0								
DOTION WAINS	Cu	100% Current (2018 -19) Targets (2019 - 20)						rrent (2018 -		ī	gets (2019 -	· 20)						
		65% 90%						0			2							



					14th	FINANCE C	OMMISSIO	N : DECLA	RATION OF	SERVICE L	EVEL STAN	NDARDS						
Name of the Ci	ity/ULB	Sta	te	Name of	the Municip	al Commiss Officer	ioner/Chief	Executive	Pos	stal Address	s with PIN C	ode	Ph	one & Fax n	nos.		Email ID)
FEROKE	<u> </u>	Kera	ala		F	.R.Jayakum	ar		Feroke Mu		eroke, Kera Pin	ala, 673631	С)495-248224	13	ferokem	nunicipality	@gmail.com
Water Supply indica	ators								<u> </u>		111		<u> </u>					
	1	e of Water connection	Per Capita wa	Supply of ter	1	metering of onnection		of non se water	Continuit sup	y of water oply	1	of Water	redres	ency in ssal of complaints	water	covery in supply vices	of water s	/ in collection supply related narges
Bench Marks	10	00%	135	lpcd	10	0%	20	0%	24 🗎	lours	10	00%	90	0%	10	00%		90%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets	Current (2018-19)	Targets (2019 20)
	50%	65%	90	90	100%	100%	17%	17%	20%	50%	97%	99%	20%	18%	92%	95%	75%	75%
Sewage Manageme	ent (Sewerage	e and Sanitat	ion)															
	Coverage	e of Toilets		of sewage services	of the	n efficiency sewage work		of sewage t capacity	Quality o	f sewage ment	recycling	reuse and of treated wage	redres	ency in ssal of complaints	in se	st recovery ewage gement	Efficiency	/ in collection age charges
Bench Marks	10	00%	10	0%	10	0%	10	0%	10	0%	2	0%	80)%	10	00%		90%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019 20)
		No S	ewage Syst	em		0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Manag	ement																	
	coverag waste m	nold level ge of solid anagment vices	collec municit		segreg munici	ent of ation of pal solid aste	solid	municipal waste vered	dispo municiț	scientific sal of oal solid ste	redre	ency in ssal of complaints	recovery	of cost / in SWM /ices	collectio	ency in on of SWM arges		
Bench Marks	10	00%	10	0%	10	0%	80	0%	10	0%	8	0%	80)%	9	0%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)		Current (2018-19)	Targets (2019-20)	Current (2018-19)		<u> </u>			Targets (2019-20)	<u>, , , , , , , , , , , , , , , , , , , </u>	Targets (2019-20)	Current (2018-19)			
Storm Water Draina	80%	100% s	80%	100%	80%	100%	85%	100%	40%	75%	70%	80%	50%	80%	60%	100%	<u> </u>	
			of storm wa	ter drainag	e network			Incide	nce of Wate	r logging/f	ooding					Τ		
Bench Marks			100	%					(·							
	Cu	urrent (2018 -	19)	Tar	gets (2019 -	- 20)	Cu	rrent (2018 40%	-19)	Tar	gets (2019 30%	- 20)						



		T		T		14th FINANC	E COMMIS	SION : DECL	ARATION C	F SERVICE I	LEVEL STA	NDARDS				1		
Name of the 0	City/ULB	S	tate	Name of th	ne Municipal	Commissione	r/Chief Exec	utive Officer	F	Postal Address	s with PIN C	ode	F	Phone & Fax n	os.		Email ID	
GURUVA	YUR	Ke	erala			V.P.SHIBU			GURU	IVAYOOR ML	JNICIPALITY	Y 680101		9961714083	3	guruvayı	ursecrtary@ç	gmail.com
Water Supply in	dicators	-		•					•				•			-		
,	Coverag	e of Water	1	a Supply of		metering of	1	non revenue		ty of water	1	of Water	of cu	in redressal ustomer	Cost reco	very in water	of water s	in collection upply related
		Connection	+	ater		onnection	+	ater		pply		pplied	com	plaints		/ services	ch	arges
Bench Marks	Current	00% Targets	Current	Targets	Current	00% Targets	Current 2	20% Targets	Current 24	nours Targets	Current	100 Targets	Current	80 Targets	Current	100 Targets	Current	90 Targets
	(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)	(2018-19)	(2019- 20)
	95	100	125	135	95	100	25	20	15	24	90	100	75	80	95	100	85	90
Sewage Manage Bench Marks		erage and Sa	Coverage network	of sewage	of the sew	n efficiency vage network	treatmen	y of sewage nt capacity	trea	of sewage tment	recycling se	of reuse and g of treated wage	of cu	v in redressal ustomer uplaints	Extent cos sewage r	nanagement	of sewa	in collection ge charges
Deficit Marks	Current	Targets	Current	00 Targets	Current	Targets	Current	Targets	Current	Targets	Current	20 Targets	Current	80 Targets	Current	100 Targets	Current	90 Targets
	(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)	(2018-19)	(2019- 20)
	98	100	0	50	0	80	0	80	0	100	25	20	70	80	80	100	70	90
Solid Waste Mar	nagement	<u>'</u>		•	<u>'</u>	<u>'</u>	1			'		'		'	<u> </u>	•	<u>'</u>	1
	coveraç waste m	hold level ge of solid nanagment rvices		of collection al solid waste	of muni	segregation cipal solid raste	1	f municipal te recovered	disposal	f scientific of municipal I waste	of cu	in redressal ustomer aplaints	1	cost recovery Il services		in collection If charges		
Bench Marks	1	100		00		100		80		00		80		100		90		
	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)		Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)		Current (2018-19)	Targets (2019- 20)		
	65	100	90	93	100	100	70	80	100	100	75	80	65	70	65	70		
Storm Water Dra	ainage Indic												1		 	1	<u> </u>	
		Coverag		ater drainag	e network			Incid	ence of Wat	er logging/fl	ooding			-				
Bench Marks			1	00						0								1
	2	urrent (2018	10)	T	rgets (2019 -	20)	I ^.	urrent (2018 -	10)	T	rgets (2019 -	20)	1	1				



Nome of the	o City/UUD	Ci	nto.	Name of		4th FINANCI pal Commiss							Di	one 9 F			Email ID	
Name of the	e City/ULB	Sta	ate			Officer			Po	ostai Addres	s with PIN C	oae	Pr	none & Fax n	ios.		Email ID	
HARIF	PPAD	Kei	rala		Ragimol	V., Municipa	l Secretary		Municip	al Office, Ha	aripad.P.O, A	lappuzha		0479-241276	66	secretar	yharipad@g	gmail.com
Water Supply	indicators -						_											
	_	e of Water Connection		a Supply of ater		metering of connection		on revenue ater		ty of water	1	of Water oplied	1	in redressal r complaints	1	ery in water services	of water su	in collection upply related arges
Benchmarks	10	00%	135	lpcd	10	00%	20)%	24	hours	10	00%	80	0%	10	00%	9	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	42	44	70	120	99	100	10	5	20hr	20hr	100	100	80	80	80	100	75	90
Sewage Mana	agement (Se	werage and S	anitation) - I	Not Applicab	le		•		•			1		•	•	•	•	
	Coverage	e of Toilets	_	of sewage services		efficiency of age network		of sewage t capacity	1	of sewage tment	recycling	reuse and of treated wage	1	in redressal r complaints	1	t recovery in anagement	1	in collection ge charges
Benchmarks	10	00%	10	0%	10	00%	10	0%	10	00%	2	0%	80	0%	10	00%	9	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	1	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Solid Waste N	NA NA Management	NA	NA	NA	NA NA	NA	NA	NA	NA NA	NA NA	NA NA	NA	NA	NA	NA	NA	NA	NA NA
	coverage o	hold level of solid waste ent services	of munic	of collection cipal solid aste	of muni	segregation cipal solid aste		municipal e recovered	disposal	of scientific of municipal waste		in redressal r complaints	1	ost recovery services	1	in collection I charges		
Benchmarks	10	00%	10	0%	10	00%	80	0%	10	00%	8	0%	10	00%	9	0%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	+	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
Storm Water	30 Drainage Ind	90 licators	40	100	50	90	30	75	30	80	Nil	75	30	75	Nil	90	<u> </u>	1
Clonin Waler			e of storm wa	ater drainage	network			Incid	ence of Wa	ter logging/fl	ooding							
Bench Marks		<u> </u>	100							0	<u> </u>							
	Cı	urrent (2018 -			gets (2019	- 20)	Cu	rrent (2018	-19)	Ť	rgets (2019 -	- 20)]					
		30			60			18			10							



					14th	FINANCE	COMMISSIO	ON : DECLA	RATION O	SERVICE	LEVEL STA	ANDARDS						
Name of the	e City/ULB	Sta	ate	Name of			ioner/Chief I			stal Address			Ph	one & Fax n	os.		Email ID	
IRINJALA	AKKUDA	Ker	rala		K. S	. Arun, Secr	etary		Municipal (Officer, Irinja	alakuda P. (O 680121	С	480-282523	38	secre	taryijk@gma	il.com
Water Supply i	ndicators		ī		ı		I		ı		ı		ı		ı		1	
	Coverage supply C			a Supply of ater	Extent of r	netering of nnection	Extent of new			y of water oply		of Water plied	of cus	n redressal stomer blaints		ery in water services	Efficiency in of water super characteristics.	pply related
Benchmarks		0%		lpcd		0%	20			ours		00%)%		0%	90	
	Current (2018-19) 75	Targets (2019-20)	Current (2018-19) 120	Targets (2019-20) 130	Current (2018-19) 75	Targets (2019-20) 85	Current (2018-19) 15	Targets (2019-20) 18	Current (2018-19) 9	Targets (2019-20) 10	Current (2018-19) 80	Targets (2019-20)	Current (2018-19) 50	Targets (2019-20) 70	Current (2018-19) 60	Targets (2019-20) 70	Current (2018-19)	Targets (2019-20) 75
Sewage Manag	gement (Sewe	rage and Sar	nitation)									'						
	Coverage	of Toilets		of sewage services		efficiency of ge network	Adequacy treatmen	-		of sewage ment	recycling	reuse and of treated vage	of cus	n redressal stomer blaints	Extent cost	•	Efficiency in	
Benchmarks		0%		0%		0%	100			0%		0%)%		0%	90	
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Solid Waste Ma	100 anagement	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	House h	old level solid waste nt services	of munic	of collection ipal solid ste		egregation ipal solid ste	Extent of solid waste	municipal recovered	disposal o	scientific f municipal waste	of cus	in redressal stomer olaints		ost recovery services	Efficiency i			
Benchmarks	10	0%	10	0%	10	0%	80	1%	10	0%	80	0%	10	0%	90)%		
	Current (2018-19)	Targets (2019-20)		Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)			Targets (2019-20)	Current (2018-19)		Current (2018-19)	Targets (2019-20)	· · · · · · · · · · · · · · · · · · ·	Targets (2019-20)		
Storm Water D	80 Prainage Indica	100 itors	90	100	90	100	60	80	90	100	60	70	80	90	75	80	<u> </u>	
			of storm wa	ter drainage	network			Incide	ence of Wate	er logging/flo	ooding					_		
Bench Marks			100	I						0								
	Cu	rrent (2018 -	19)	Tar	gets (2019 -	20)	Cui	rent (2018 -	·19)	Tar	gets (2019 -	- 20)						
		40			60			0			0							



						14th Fin	ance Comn	nission: De	claration of	Service Le	vel Standa	rds						
Name of the	city/ULB	St	ate	Name of	the Municipa	al Commiss Officer	ioner/ Chief	Executive	Po	stal Addres	s with PIN o	code	Pl	hone & Fax ı	nos		Email id	
Iritty Muni	cipality	ke	rala			Ansal Issac	;		Punr	nad P.O., Ka	annur Dist-6	70703	(0490-243334	44	irittymun	icipality@g	gmail.com
Water Supply Ir	ndicators	•		'					•				•			•		
	_	e of Water onnections		a supply of ater		metering of nnections	1	on revenue ater		y of water oply		of water	of cu	in redressal stomer plaints		ery in water services	of water su	in collection upply related arges
Benchmarks	10	0%	135	lpcd	10	0%	20	0%	24 h	nours	10	00%	8	0%	10	0%	9(0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	50%	65%	50	60	100%	100%	30%	22%	24	24	100%	100%	74%	80%	82%	90%	77%	80%
Sewage Manag	ement (Sewe	rage and S	anitation)								1							
	Coverage	Coverage of Toilets Coverage of Toilets Coverage of sew network service				efficiency of ge network		of sewage at capacity	1	of sewage tment	recycling	reuse and g of treated wage	of cu	in redressal stomer plaints	in se	ost recovery wage gement		in collection je charges
Benchmarks	10	0%	10	0%	10	0%	10	0%	10	0%	2	0%	8	0%	10	0%	90	0%
	Current (2018-19)	Targets (2019-20)		Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	0%		0%	<u> </u>	0	0	0	0	0	0	0	0	0	0	0	0	0	0
solid waste ma	nagement		1		1		ı		1		1		1		1			
	coverag waste ma	nold level e of solid anagement vices	of munic	of collection sipal solid aste	of munic	segregation sipal solid sste	1	municipal e recovered	disposal o	scientific f municipal waste	of cu	in redressal stomer plaints	Extent of c	ost recovery I services	1	n collection charges		
Benchmarks	10	0%	10	0%	10	0%	80	0%	10	0%	8	0%	10	00%	90)%		
												Targets (2019-20)		Targets (2019-20)		Targets (2019-20)		
	85%	95%	85%	95%	95%	100%	70%	90%	75%	95%	80%	80%	55%	65%	75%	90%		
Storm Water Dr	ainage Indica																	
		Coverage	e of storm w	ater drainag	e network			Incid	ence of Wat	er logging/fl	ooding							
Benchmarks			10	0%					0 nui	mbers								
	Cu	Current (2018 -19) Targets (2019 - 20)						rrent (2018	-19)	Tai	rgets (2019	- 20)						
		4% 7%						0			0							



					1.4th	EINANCE C	OMMISSIO	N · DECLAS	RATION OF S	SEDVICE I E	VEL STAN	DAPDS						
	N. // II D																- III	
Name of the C	City/ULB	Sta	te	Name of the	e Municipal C	Commissione	er/Chief Exec	utive Officer	Po	stal Address	with PIN Co	ode	Pr	none & Fax n	OS.		Email ID	
KALAMASS	SERY	Kera	ala		P	ANILKUMAR	.В				assery, Cha ochin 68203		0484	2532026, 25	540170	secretaryl	kalamassery	@gmail.com
Water Supply indicate	ors		T								1		1		T			
	1	Water supply	Per Capita wa	a Supply of	Extent of r	metering of onnection		on revenue ater	Continuit sur	•	1	of Water plied		in redressal r complaints	Cost recove	•	water su	in collection of apply related arges
Benchmarks	10	00%	135	lpcd	10	0%	20)%	24 h	ours	10	0%	80	0%	100	0%	!	90%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	` ,	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019 20)
Sewage Managemen	t (Sewerage an	d Sanitation)	110	140	95	100	25	0	24 h	24 h	100	100	80	100	80	100	80	100
		e of Toilets		of sewage services	1	efficiency of		of sewage t capacity	Quality o	•	recycling	reuse and of treated vage		in redressal r complaints	Extent cost	•	•	in collection of
Benchmarks	10	00%	10	0%		0%		0%	100	0%		0%	80)%	100		!	90%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20) 0	Current (2018-19)	Targets (2019 20) 0
Solid Waste Manager					<u> </u>				,	U U			1 0			0	0	<u> </u>
	of solid wast	level coverage e managment vices	Efficiency of		Extent of se					scientific f municipal waste		in redressal r complaints		ost recovery	Efficiency in of SWM	n collection charges		
Benchmarks	10	00%	10	0%	10	0%	80)%	100	0%	80)%	10	0%	90	1%		
	Current (2018-19)	Targets (2019-20) 70	Current (2018-19) 70	,	Current (2018-19) 90	Targets (2019-20)	Current (2018-19) 50	Targets (2019-20)	Current (2018-19)	Targets (2019-20) 50	Current (2018-19)	Targets (2019-20) 90	Current (2018-19) 50	Targets (2019-20)	Current (2018-19) 60	Targets (2019-20)		
Storm Water Drainag		10	10	80	1 90	100] 50	1 00	40	1 30] 60] 30	1 30	10	1 00	70		
		Coverage	of storm wat	er drainage	network			Incid	ence of Wate	er logging/flo	oding							
Bench Marks	Cı	urrent (2018 -1	9)		gets (2019 -	20)	Cu	rrent (2018 -	-19)) Tar	gets (2019 -	20)						
		40		1.01	60	,		20	. • /	1.01	10	,						



								2	5									
				1	14	th FINANCE	COMMISSI	ON : DECLA	RATION O	F SERVICE	LEVEL ST	ANDARDS				T		
Name of the	City/ULB	St	tate	Name o	of the Municip	oal Commiss Officer	sioner/Chief E	Executive	Po	ostal Addres	s with PIN C	Code	Pł	none & Fax ı	nos.		Email ID	
Kalpe	etta	Ke	rala			Raveendra	n		Secreta	ry , Kalpetta	Municipality	, Kalpetta		493620234	9	kalpettam	unicipality@	gmail.com
Water Supply in	ndicators	1		•					•				•			•		
	_	e of Water connection	1	a Supply of ater	Extent of r	_		on revenue ater		ty of water pply	1	of Water oplied	redre	ency in ssal of complaints	Cost rec water serv	supply	Efficie collection supply char	of water related
Benchmarks	10	00%	1351	PCD	10	 0%	2	20	24 1	Hours	1	100	80)%	100)%	90	 %
	Current (2018-19)	Targets	Current	Targets	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets	Current	Targets (2019-20)	Current	Targets	Current (2018-19)	Targets	Current	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	96	100	96	100	90	100	20	20	24	24	95	100	100	100	95	100	95	100
	Coverage	_	of sewage services		efficiency sewage vork		of sewage t capacity	_	of sewage tment	recycling	f reuse and g of treated wage	redre	ency in ssal of complaints	in se	_	Efficie collection char	of sewage	
Benchmarks		00%		0%		0%		0%		00%		.0%		0%	100		90	
	(2018-19)		<u> </u>	Targets (2019-20)	Current (2018-19)	Targets (2019-20)				Targets (2019-20)	1			Targets (2019-20)		Targets (2019-20)		Targets (2019-20)
Solid Waste Ma		100%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	House I coverag waste m	100% 100%		ency of tion of oal solid iste		egregation ipal solid ste		municipal e recovered	dispo munici	f scientific osal of pal solid aste	redressal	iency in of customer plaints	recovery	of cost y in SWM vices	Efficie collection cha			
Benchmarks			0% Targets		0%)%		00%	_	30%		0%	90				
	(2018-19)	100% 100 Current Targets Current (2018-19) (2019-20) (2018-19) 85% 100% 85%				Targets (2019-20)	Current (2018-19)	 		Targets (2019-20)	 	 		Targets (2019-20)		Targets (2019-20)		
Ct a man 18/2 (2 - 2 - 2			85%	100%	75%	100%	75%	90%	75%	100%	75%	80%	65%	100%	85%	90%		
Storm Water Dr	ainage indic		of storm	ator drains	age network		T	Incido	ace of Water	er logging/f	looding		Ι	Τ	Т	T		T .
Benchmarks		Ouverage		00%	age network			nicidei		ımber	ioounig							
	Cu	irrent (2018		T	rgets (2019 -	20)	Cui	rrent (2018 -		T	rgets (2019	- 20)						
		700/			4000/						4							



70%

100%

					14	th FINANCE	E COMMISS	ON : DECL	ARATION O	F SERVICE	LEVFI STA	NDARDS						
Name of the	e Citv/ULB	Si	ate	Name o	f the Municip					ostal Address			Ph	one & Fax n	os.		Email ID	
Kanha			rala			Aneesh.P.N	l			ngad , Kanha				4672204530		knhd	mlty@gmai	l.com
Water Supply i	indicators																	
Trator Cuppiy	Coverage	e of Water onnection	_	a Supply of ater	Extent of n	netering of nnection		of non e water		y of water oply	-	of Water plied	redres	ency in ssal of complaints	Cost rec water : serv	supply	Efficie collectior supply chai	related
Benchmarks	10	0%	135i	pcd%	100)%	20	1%	24h	ours	10	0%	80)%	100	0%	90	
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Target (2019-2
Sewage Mana	35%	40%	75	80	65%	70%	8%	9%	8	8	100%	100%	60%	70%	100%	100%	70%	35%
	Coverage	of Toilets	_	of sewage services	Collection of the s netw	ewage		of sewage capacity	1	f sewage ment	recycling	reuse and of treated rage	redres	ency in ssal of complaints	Extent cos in se manag	wage	collection cha	
Benchmarks		0%		0%	100		10			0%)%)%	100		90	
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targe (2019-2
Solid Waste M	0% lanagement	100	0%	100	0%	100	100	100	5%	100	5%] 0	0	0	0	0	0	0
	House h coverage waste ma	old level e of solid anagment rices	collec	ency of ction of solid waste	Extent of s of munic wa	ipal solid	I	municipal waste vered	disposal o	scientific f municipal waste	redre	ency in ssal of complaints	recovery	of cost in SWM	collection	ncy in n of SWM rges		
Benchmarks		0%		0%	100		80			0%)%		0%	90			
	Current (2018-19) 40%	Targets (2019-20) 100%	Current (2018-19) 40%	Targets (2019-20) 100%	Current (2018-19) 40%	Targets (2019-20) 100%	Current (2018-19) 40%	Targets (2019-20) 100%	Current (2018-19) 40%	Targets (2019-20) 100	Current (2018-19) 40%	Targets (2019-20) 0%	Current (2018-19) 40%	Targets (2019-20) 0%	Current (2018-19) 0%	Targets (2019-20) 0%		
Storm Water D	Drainage Indi	cators																
		Coverage	of storm w	ater drainaç	je network			Incide	nce of Wate	er logging/fl	ooding							
Benchmarks				00% T		00)				No.		00)						
	Cu	rrent (2018	-19)	T a	gets (2019 -	20)	Cu	rrent (2018 -	19)	ı l'ar	gets (2019 -	20)						

0%

0%



0%

0%

								27										
					14th FINAN	CE COMMIS	SION : DE	CLARATIO	ON OF SER	VICE LEVI	EL STAND	ARDS	ī			_		
Name of the	City/ULB	Sta	ate	Name of	the Municipal	Commission Officer	er/Chief E	xecutive	Post	al Address	with PIN C	Code	Ph	one & Fax	nos.		Email ID	1
KANNUR CORI	PORATION	Kei	ala	İ	P.K.SAJEEV	' (Additional S	Secretary)		CORPO	DRATION (671	OFFICE KA 001	ANNUR	0	497-27001	41	kannurmı	ınicipalcorp ail.com	oration@gm
Water Supply ind	licators																	
	_	e of Water onnection	Per Capita wa			metering of onnection		of non e water	Continuity sup			of Water plied	redre cust	ency in ssal of omer plaints	water	covery in supply vices	collectio supply	ency in on of water y related arges
Benchmarks	10	0%	135	lpcd	10	00%	20	0%	24 h	ours	10	0%	80	0%	10	0%	9	0%
	Current		Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets	Current (2018-19)	Targets (2019-	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-	Current	Targets	Current (2018-19)	Targets (2019-	Current	Targets (2019- 20)
	95	100	110	135	98	100	20	20	16	24	100	100	78	80	90	100	86	90
Sewage Manager	nent (Seweraເ	ge and Sanita	ation)															-
	Coverage of Tollets networ			of sewage services		efficiency of ge network	sewage	uacy of treatment acity	Quality of treatr	_	recycling	reuse and of treated vage	redre cust	ency in ssal of omer plaints	recovery	nt cost in sewage gement	collection	ency in of sewage arges
Benchmarks	10	0%	10	0%	10	00%	10	0%	100		20)%	80)%	10	0%	9	0%
		(2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)		Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)		Current (2018-19)	Targets (2019- 20)	Current (2018-19)		Current (2018-19)	Targets (2019- 20)
Solid Waste Mana	99 agement	100	10	50	10	50	10	50	10	50	5	20	20	80	5	25	5	25
	House h	nold level f solid waste nt services	of munic	of collection ipal solid ste	of munic	segregation cipal solid aste	municij	ent of pal solid ecovered	Extent of dispos municip was	sal of al solid	redre cust	ency in ssal of omer plaints	recovery	of cost y in SWM vices	collection	ency in n of SWM rges		
Benchmarks	10	0%	10	0%	10	00%	80	0%	100)%	80	0%	10	0%	90)%		
	Current Targets Current (2018-19) (2019- 20) (2018-19)			Targets (2019- 20)	Current (2018-19)		Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)		
Storm Water Drai	nage Indicato	50 rs	90	100	90	100	30	50	30	80	79	80	77	80	20	50		
Otom Water Bran			of storm wa	ter drainage	network			Incide	nce of Wate	r logging/	floodina							
Benchmarks																		
	Cı	urrent (2018 -	100 19)		rgets (2019 -	20)	Cu	ırrent (201	(3 -19)		gets (2019	- 20)						
		90			100			0										



					14th F	FINANCE CO	OMMISSION	I : DECLAR	ATION OF S	SERVICE LE	EVEL STAN	DARDS						
				Name of		al Commiss	sioner/Chief		111014 01 0	JERVIOL LL	_ TE OTAN							
Name of the C	City/ULB	St	ate			Officer			Po	stal Address	s with PIN C	ode	Pr	none & Fax r	nos.		Email ID	
KARUNAGAF	PALLY	Ke	rala		SHE	ERLABEEGI	UM S		MUNICIPA		KARUNAGA 0518	APPALLY -		0476-262024	43	<u>secknr</u>	ym07@gm	ail.com
Water Supply indic	ators				_											<u>'</u>		
	Coverage supply Co		1	a Supply of ater	1	metering of onnection		of non e water	1	y of water oply	1	of Water plied	redre	ency in ssal of complaints	water	covery in supply vices	collectio supply	ency in n of water related arges
Benchmarks	100	0%	135	lpcd	10	0%	30)%	24 h	nours	10	00%	8:	5%	10	00%	90	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	,	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	100%	100%	120lpcd	130lpcd	100%	100%	100%	100%	24hours	24hours	100%	100%	85%	90%	75%	80%	90%	95%
Sewage Manageme	ent (Sewerage	and Sanita	ation)															
	I COVERAGE OF LOUISE			of sewage services	of the	n efficiency sewage work	1	of sewage t capacity	1	of sewage ment	recycling	reuse and of treated vage	redre	ency in ssal of complaints	in se	st recovery wage gement	collection	ency in of sewage irges
Benchmarks	100	0%	10	0%	10	0%	10	0%	10	0%	2	0%	8	0%	10	00%	90	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19) 75%	Targets (2019-20) 80%	Current (2018-19)	Targets (2019-20) 50%	Current (2018-19) 45%	Targets (2019-20)	Current (2018-19) 80%	Targets (2019-20) 85%	Current (2018-19)	Targets (2019-20)	Current (2018-19) 75%	Targets (2019-20) 80%	Current (2018-19)	Targets (2019-20)	Current (2018-19) 85%	Targets (2019-20)
Solid Waste Manag		10070	1.070	3075	.070	0070	,	0070	1 00/0	0070		0070	1.070	0070	1.0070	,	3070	0070
	House hold level Efficoverage of solid coll waste managment muni			ency of tion of oal solid aste	segreg munici	ent of ation of pal solid aste	solid	municipal waste vered	dispo munici	scientific osal of oal solid oste	redre	ency in ssal of complaints	recover	of cost y in SWM vices	collectio	ency in n of SWM irges		
Benchmarks	100	0%	10	0%	10	0%	80	0%	10	0%	8	0%	10	00%	9	0%		
	Current (2018-19)	(2019-20)		Targets (2019-20)		Targets (2019-20)		Targets (2019-20)	(2018-19)	Targets (2019-20)			Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
Storm Water Draina						100%	80%	90%	100%	100%	80%	85%	85%	90%	80%	85%	l .	
Joseph Water Draine	ago maioators		of storm wa	ater drainac	ge network			Incide	nce of Wate	er logaina/fl	loodina							
Benchmarks										%	3							
_ 5	Current (2018 -19) 30%				rgets (2019 -	- 20)	Cu	rrent (2018 -			rgets (2019 40%	- 20)						



					14th l	FINANCE C	OMMISSION	: DECLAR	ATION OF	SERVICE	LEVEL STA	NDARDS						
Name of the City	/ULB	s	tate	Name of t	he Municip	oal Commiss Officer	sioner/Chief E	Executive	Po	stal Addres	s with PIN C	Code	P	hone & Fax n	os.		Email ID	
KASARGOD)	Ke	erala			V. Sajikuma	ır			-	icipality, Tigo rala Pin - 67			04994 23005 7356670987		secretary	yksdkmc@ya	hoo.co.in
Water Supply indicator	's	<u> </u>							<u>!</u>				ı					
	1	e of Water onnection	Per Capita wa	Supply of ter	of '	of metering water nection	Extent of revenue		ı	y of water oply	Quality o		1	in redressal r complaints	1	ery in water services	of water su	in collection ipply related irges
Benchmarks	10	00%	135	lpcd	10	00%	209	%	24 h	nours	100	0%	80	0%	10	0%	9(0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018- 19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Bench Marks	71%	75%`	58%	63%	72%`	77%	15%	18%	12%	15%	75%	80%	66%	79%	70%	75%	70%	75%
Sewage Management (Sewerage ar	 nd Sanitatio	<u> </u> n)	<u> </u>		<u> </u>		<u> </u>			<u> </u>	<u> </u>	<u> </u>				<u> </u>	
	Coverage of Toilets Coverage of network se			_	efficier	ection ncy of the e network	Adequacy of treatment	_	1	of sewage ment	Extent of recycling sew	of treated		in redressal r complaints	1	recovery in anagement	1	in collection ge charges
Benchmarks	10	00%	100	0%	10	00%	100	%	10	0%	20	%	80	0%	10	0%	90	0%
	Current (2018-19)	Targets (2019-20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 - 19)		Current (2018 -19)	Targets (2019 - 20)	Current (2018 - 19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)
	0%	50%	0%	50%	0%	50%	0%	50%	0%	50%	0%	50%	1%	100%	1%	100%	1%	100%
Solid Waste Manageme	ent															•		
	coverag waste m	nold level e of solid anagment vices	1	of collection ipal solid ste	segre munic	ent of gation of ipal solid aste	Extent of n solid w recov	vaste	dispo munici	scientific sal of oal solid ste	redres custo		1	ost recovery services		n collection charges		
Benchmarks	10	00%	100	0%	10	00%	809	%	10	0%	80	1%	10	00%	90	0%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018- 19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
Bench Marks	62%	100%	70%	100%	80%	100%	80%	100%	50%	50%	80%	100%	15%	50%	30%	50%		
Storm Water Drainage	Indicators																	
		Coverage	of storm wat	er drainage	network			Inciden	ce of Wate	r logging/	flooding							
Benchmarks		100%							0 nur	nbers								
	Current (2018 -19)		-19)	Targ	ets (2019	- 20)	Curre	ent (2018 -	19)	Tai	rgets (2019 -	- 20)						
This is a digitally signed Gazette.	60% 70%							70%			75%							

						14th FI	NANCE CO	MMISSION : DEC	LARATION OF	SERVICE LEV	/EL STANDAF	RDS	_					
Name of the	e City/ULB	S	State	Name o	of the Municipal (Commissioner	/Chief Execu	tive Officer		Postal Address	s with PIN Cod	e		Phone & Fax no	os.		Email ID	
KATTAF	PPANA	K	erala		5	S JAYAKUMAF	₹		Secretary,	Kattappana Mu Idukki, Pi	nicipality, Katta n - 685508	appana P.O,		4868272235		mun	nsecktpna@gm	ail.com
Water Supply in	dicators	•																
	_	ge of Water Connection	Per Capita Su	ipply of water	Extent of mete	•		f non revenue water	Continuity o	f water supply	Quality of W	/ater supplied		n redressal of complaints	Cost recove	•	water sup	n collection of oply related arges
Benchmarks	1	00%	135	lpcd	100)%		20%	24	hours	10	00%	8	0%	100	0%	9	0%
	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	- 20)	Current (2018 -19)	- 20)	-19)	18 Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	-19)	Targets (2019 - 20)
	35	50	100	100	30	35	25	35	65	80	90	95	95	100	60	65	100	100
Benchmarks	, , , , , ,			services 0% Targets (2019 - 20)	-19)	network 0% Targets (2019 - 20)	treatm Current (20 -19)	- 20)	trea 10 Current (2018 -19)	- 20)	recycling set 2 Current (2018 -19)	- 20)	customer 8 Current (2018 -19)	- 20)	-19)	Targets (2019 - 20)	Sewage 9 Current (2018 -19)	collection of charges 0% Targets (2019 - 20)
Solid Waste Mar	100 nagement	100	18	25	22	30	10	25	12	30	15	20	100	100	15	45	0	20
	House hold level coverage of solid waste Efficiency of collection managment services municipal solid waste			solid waste	Extent of seç municipal s	olid waste		municipal solid e recovered	disposal o	f scientific of municipal I waste	customer	n redressal of complaints	SWM	st recovery in services	SWM c	harges	:	
Benchmarks		00% Transata		0%	100		Commant (20	80%		00%		0%		00%	90	1		T
	Current Targets (2018 - 19) (2019 - 20)		-19)	- 20)	-19)	- 20)	-19)	18 Targets (2019 - 20)	-19)	- 20)	-19)	- 20)	-19)	Targets (2019 - 20)	-19)	(2019 - 20)		
Ctown Mater De-	65	90	100	100	90	100	85	95	80	90	100	100	100	100	70	95		1
Storm Water Dra	image indicato		rage of storm	water drainage	e network			Inci	dence of Wate	er logging/floo	dina							
Bench Marks		0016		00%	O HOLHOIR			1110	action of Hall	0								
	(Current (2018		T	argets (2019 - 20	D)		Current (2018 -1	9)	Ta	argets (2019 -	20)						
		0			15			0			30							



						14th FIN	ANCE COMM	IISSION : DE	CLARATION	OF SERVICE	LEVEL STAN	IDARDS						
Name of th	ne City/ULB	S	tate	Name of	the Municipal	Commissione	/Chief Execut	ive Officer		Postal Addres	s with PIN Coo	de	F	hone & Fax no	os.		Email ID	
KAYAM	IKULAM	Ke	erala			Saji. L. S			Muni	cipal Office, K	ayamkulam, 6	90502		0479 2445060	0	kylms	secretary@gm	ail.com
Water Supply	/ indicators	•											•					
		ge of Water Connection	1	s Supply of ater	1	metering of onnection		non revenue ater	1	ty of water pply	1	of Water plied	1	n redressal of complaints	1	ery in water services	of water su	in collection upply related arges
Benchmarks	1	00%	135	lpcd	10	00%	20	0%	24 1	nours	10	00%	80	0%	10	00%	9	0%
Sewage Mana	Current (2018 -19) 80 agement (Se	Targets (2019 - 20) 100 werage and Sa	Current (2018 -19) 135 anitation)	Targets (2019 - 20) 135	Current (2018 -19) 100	Targets (2019 - 20) 100	Current (2018 -19) 15	Targets (2019 - 20) 20	Current (2018 -19) 20	Targets (2019 - 20) 24	Current (2018 -19) 90	Targets (2019 - 20) 100	Current (2018 -19) 70	Targets (2019 - 20) 90	Current (2018 -19) 85	Targets (2019 - 20) 90	Current (2018 -19) 80	Targets (2019 - 20) 85
	Coverage of Tollets netwo		1	of sewage services	1	efficiency of ge network		of sewage at capacity	1	of sewage tment	recycling	reuse and of treated vage	1	n redressal of complaints		t recovery in nanagement	1	in collection ge charges
Benchmarks	1	00%	10	0%	10	00%	10	00%	10	00%	20	0%	80)% 	10	00%	9	0%
	Current Targets (2018 -19) (2019 - 20)		Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)
Solid Waste I	Management	t .																
	coverage of	hold level of solid waste ent services		of collection I solid waste		egregation of solid waste		municipal e recovered	disposal o	scientific f municipal waste		n redressal of complaints	1	ost recovery services		in collection I charges		
Benchmarks	1	00%	10	0% I	10	00%	8	0%	10	00%	80	0%	10	0% T	9	00%		
	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19) 95	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19) 65	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)		
Storm Water	r Drainage Indicators					1	,	1	1 00	, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	1 33	, 55	, 55		1			
	Coverage of storm water drainage network							Incid	lence of Wate	er logging/flo	oding							
Bench Marks	100%									0								
	(Current (2018 -	19)	Та	argets (2019 -	20)	С	urrent (2018 -	19)	Ta	argets (2019 -	20)						
		91			1.05			10			0							



						14th FINA	NCE COMM	ISSION : DEC	LARATION (OF SERVICE	LEVEL STAN	DARDS						
Name of the	City/ULB	St	tate	Name of	the Municipal	Commissione	/Chief Executi	ive Officer	F	Postal Addres	s with PIN Cod	de	F	hone & Fax no	os.		Email ID	
KOCHI CORF	PORATION	Ke	erala			VINAYAN.K.F	,		KOCHI		CORPORATIO ERNAKULAM	N, PARK		4842369007		kochicor	psecretary@g	ımail.com
Water Supply i	indicators															•		
	_	e of Water onnection	I -	supply of ter	1	netering of nnection		on revenue ater		y of water oply	1	of Water plied	1	n redressal of complaints		ery in water services	of water su	n collection pply related rges
Bench Marks	10	00%	135 L	_PCD	10	0%	20)%	24ŀ	HRS	10	00%	80	0%	10	0%	90	0%
	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets (2019 - 20)	Current	Targets	Current	Targets	Current	Targets
	(2018 -19) 85	(2019 - 20) 90	(2018 -19) 145	(2019 - 20) 145	(2018 -19) 97	(2019 - 20) 100	(2018 -19) 46.7	(2019 - 20) 30	(2018 -19) 19	(2019 - 20) 21	(2018 -19) 100	100	(2018 -19) 75	(2019 - 20) 80	(2018 -19) 44	(2019 - 20) 60	(2018 -19) 80	(2019 - 20) 90
Causa 12				•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Sewage Manag	gement (Sew	erage and Sa	anitation)								Ι							
	Coverage	overage of Toilets Coverage of sewage network services			1	efficiency of ge network		of sewage t capacity	1	of sewage ment	recycling	reuse and of treated wage		n redressal of complaints		recovery in anagement	-	n collection e charges
Bench Marks	10	100% 100%			10	0%	10	0%	10	0%	2	0%	80	0%	10	0%	90	0%
	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)
	98.6	100	3	6	100	100	4.5	6	100	100	0	2	60	70	0	2	0	0
Solid Waste Ma	anagement						T								T		1	
	coverage o	nold level f solid waste ent services		of collection I solid waste	Extent of se municipal	gregation of solid waste		municipal e recovered	disposal o	scientific f municipal waste		n redressal of complaints		ost recovery services		n collection charges		
Bench Marks	10	00%	10	0%	10	0%	80	0%	10	0%	8	0%	0.1	10%	90	0%		
	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets		
	(2018 -19)	(2019 - 20)	(2018 -19)	(2019 - 20)	(2018 -19)	(2019 - 20)	(2018 -19) 60	(2019 - 20)	(2018 -19)	(2019 - 20)	(2018 -19)	(2019 - 20)	(2018 -19)	(2019 - 20)	(2018 -19)	(2019 - 20)		
	90	1	95 98 100 85 90					65	64	80	75	80	10	20	65	75		
Storm Water D	rainage Indi			-1							1!		Τ	1	T	T	1	1
		Coveraç	verage of storm water drainage network					Incid	ence of Wate	r logging/flo	oding			-				
Bench Marks			10	0%						0								
	C	urrent (2018 -			argets (2019 - 2	20)	C	urrent (2018 -		Ī	argets (2019 -	20)						
		68 80						35			20							



Coverage of Water supply Connection Supply							14th FINAN	ICE COMMIS	SSION : DECL	ARATION O	F SERVICE L	EVEL STANI	DARDS						
Water Supply Indicators	Name of th	ne City/ULB	St	ate	Name of t	the Municipal	Commissioner	r/Chief Execu	tive Officer					P	Phone & Fax no	os.		Email ID	
Coverage of Water supply Connection Supply	KODUN	GALLUR	Ke	rala			SUJITH T.K			Sed	•		ality,		0480-280234	1	secreta	rykdlrmty@gr	nail.com
Coverage of Water supply Commended Supply Comme	Water Supply i	indicators				ı		ı		· · · · · · · · · · · · · · · · · · ·		1		<u> </u>		1		ı	
Banchmarks 100% 135 por 100% 2019 - 20 2018 - 19 2019 - 20		_		_			_				•			1		1	•	Efficiency i	pply related
Current C018 Targots Current 19 (2019 - 20) (2018 - 19) (2019 - 20) (2	Benchmarks)%
Sewage Management (Sewarage of Solitation Sewarage of Solitation Sewarage Management (Sewarage of Solitation Sewarage of Solitation Sew	Bonominano	Current (2018 -	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets (2019 - 20)
Coverage of Toilets																			85%
Benchmarks 100% 100% 100% 100% 100% 100% 100% 20% 80% 100% 9	Sewage Manag	gement (Sewera	age and Sani		of sewage	Collection	efficiency of	Adequacy	/ of sewage	Quality	of sewage	1		Efficiency	in redressal	Extent cost	recovery in	Efficiency i	n collection
Current (2018 Targets 19) (2019 - 20) (2018 - 19							•												e charges
19 (2019 - 20) (2018 - 19) (2019 - 20) (2018 -	Benchmarks)%
House hold level coverage of solid waste management services Efficiency of collection of municipal solid waste management services House hold level coverage of solid waste management services House hold level coverage of solid waste management services House hold level coverage of solid waste management services House hold level coverage of solid waste management services Extent of scientific disposal of municipal solid waste recovered House hold level coverage of solid waste management services House hold leve		· ·	_		•	1	_	1	1 -		1	1	"		1		_	1	Targets (2019 - 20)
House hold level coverage of solid waste managment services Bench Marks Current (2018 Targets 19) (2019 - 20) (2018 - 19) (2019 -		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Coverage of solid waste managment services Marks 100% 10	Solid Waste Ma	anagement		Ι		I		I		Ι		I				I		1	
Bench Marks 100% 100% 100% 100% 100% 80% 100% 80% 100% 90% 100% 90% 100		coverage of	of solid waste of municipal solid							disposal o	f municipal	1			-	1			
19 (2019 - 20) (2018 - 19)	Bench Marks	100	%	100	0%	10	00%	8	0%	10	00%	80	0%	10	00%	90	0%		
65 90 65 85 62 85 35 50 70 80 60 70 50 75 40 60 Storm Water Drainage Indicators Coverage of storm water drainage network Incidence of Water logging/flooding 0		· ·	_			1	_	1	_			1	1		1 -		_		
Coverage of storm water drainage network Incidence of Water logging/flooding Bench Marks 100%			,	` ′	,	` ,		` ,			` ,	·		` ,	` ′	,			
Bench Marks 100% 0	Storm Water D	rainage Indicat	ors																
			Coverage	verage of storm water drainage network					Incid	ence of Wate	er logging/flo	oding							
Current (2018 -19) Targets (2019 - 20) Current (2018 -19) Targets (2019 - 20)	Bench Marks	100%									0		_						
68 90 3 0		Current (2018 -19) Targets (2019 - 20) 68 90						C		19)	Та		20)			1			



					14th FINA	ANCE COMI	MISSION : E	ECLARATI	ON OF SER	VICE LEVE	L STANDAF	RDS						
Name of	the City/ULB	St	ate	Name of	the Municip	al Commiss Officer	ioner/Chief	Executive	Pos	stal Address	s with PIN Co	ode	Ph	one & Fax r	108.		Email ID	
KOD	UVALLY	Ke	rala		A.Faizal	, Municipal S	Secretary				IICIPALITY (ZHIKODE, P			0495 221023 984781476		koduvallyr	municipality <u>m</u>	@gmail.co
Water Supply indi	icators	l														1		
	Coverage of Wate Connection			s Supply of ater		metering of onnection		of non e water	Continuit sup	-	Quality supp		redres	ency in ssal of complaints	water	covery in supply vices	collectio supply	ency in n of water related rges
Benchmarks	100%		135	lpcd	10	0%	20)%	2	<u>.</u> 4	10	0%	90)%	10	0%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	` ′	Current (2018-19)	Targets (2019-20)	` ′	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	_ `	Current (2018-19)	Targets (2019-20)
	60% nent (Sewerage and S	75%	50%	75%	50%	75%	40%	70%	24%	74%	80%	95%	75%	90%	40%	70%	40%	75%
	Coverage of Toilets		_	of sewage services	of the	efficiency sewage work		of sewage t capacity	Quality o treat	f sewage ment	recycling	reuse and of treated age	redres	ency in ssal of complaints	in se	st recovery wage gement	collection	ency in of sewage rges
Benchmarks	90%	l = .)%		0%		0%		0%		%		5%		0%)%
	Current (2018-19) 70%	Targets (2019-20) 80%	Current (2018-19) 60%	Targets (2019-20) 80%	Current (2018-19) 30%	Targets (2019-20) 40%	Current (2018-19) 0%	Targets (2019-20) 0%	Current (2018-19) 0%	Targets (2019-20)	Current (2018-19) 0%	Targets (2019-20) 0%	Current (2018-19) 50%	Targets (2019-20) 60%	Current (2018-19)	Targets (2019-20) 0%	Current (2018-19)	Targets (2019-20) 0%
Solid Waste Mana	agement																	
	House hold level c solid waste man services	collec munici	ency of tion of oal solid este	segreg munici	ent of ation of pal solid aste	solid	municipal waste vered	dispo municiț	scientific esal of pal solid ste	Efficie redres customer (recovery	of cost y in SWM vices	collectio	ency in n of SWM rges			
Benchmarks	90%		10	0%	10	0%	10	0%	75	5%	95	5%	10	0%	10	0%		
	Current (2018-19) 60%	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19) 70%	Targets (2019-20) 80%	Current (2018-19) 70%	Targets (2019-20) 80%	Current (2018-19) 60%	Targets (2019-20) 70%	Current (2018-19) 75%	Targets (2019-20) 80%	Current (2018-19) 80%	Targets (2019-20) 85%	Current (2018-19) 80%	Targets (2019-20) 85%		
		75% 80% 90%			1 7070	1 0070	1 7070	1 0070	1 0070	1 7070	1 7070	1 0070	1 00 /0	1 0070	1 0070	1 0070	<u> </u>	
Storm Water Drain																		
Storm Water Drain	nage Indicators	verage of s	torm water	drainage n	etwork			Incide	nce of Wate	r logging/f	ooding							
Storm Water Drain Benchmarks	nage Indicators	verage of s	torm water	drainage n	etwork			Incide		r logging/f	ooding							
	Cov	verage of s (2018 -19)			etwork gets (2019 - 70%	- 20)	Cu	Incide	(0	ooding gets (2019 -	20)						



						14th Fil	NANCE COMM	MISSION : DEC	LARATION OF	SERVICE LE	VEL STANDA	RDS						
Name of the	e City/ULB	S	tate	Name of	the Municipal	Commissioner	/Chief Executi	ve Officer		Postal Address	s with PIN Cod	е	Р	hone & Fax no	S.		Email ID	
KOLL	_AM	Ke	erala			V R RAJU			CORPO	ORATION OFF	ICE, KOLLAM	691001		ne - 0474 2742 FAX- 2768529		secreta	rykollam@gm	ail.com
Water Supply in	dicators																	
		f Water supply nection	Per Capita S	upply of water		netering of nnection		on revenue ater	Continuity of	water supply	Quality of W	ater supplied	Efficiency in customer	redressal of complaints		ery in water services	water sup	collection of ply related rges
Benchmarks	1	00%	135	lpcd	10	0%	20	0%	24 h	nours	10	00%	80)%	10	0%	90)%
	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)
Bench Marks	43%	53%	65	65	80%	83%	25%	23%	3%	3%	90%	90%	90%	90%	90%	90%	80%	80%
Sewage Manage	ement (Sewera	ige and Sanita	tion)															
	Coverage of Tollets networ			of sewage services		iciency of the network		of sewage t capacity	1	of sewage tment	recycling	reuse and of treated vage		redressal of complaints		recovery in anagement	1	collection of charges
Benchmarks	1	00%	10	0%	10	0%	10	00%	10	0%	2	0%	80)%	10	0%	90)%
	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)
Bench Marks	100%	100%	23%	23%	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Mai	nagement																	
	House hold level coverage of solid waste			collection of solid waste		gregation of solid waste		unicipal solid ecovered	disposal o	scientific f municipal waste	1	n redressal of complaints		st recovery in ervices	,	collection of charges		
Benchmarks	1	00%	10	0%	10	0%	80	0%	10	0%	8	0%	10	0%	90	0%		
	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)		
Bench Marks	80%	100%	80%	100%	90%	100%	70%	80%	100%	100%	50%	70%	75%	90%	10%	100%		
Storm Water Dra	ainage Indicat	ors					<u> </u>						1	1			1	1
				Inc	idence of Wate	er logging/floo	ding											
Bench Marks	100%									0]					
	(Current (2018 -	19)	Ta	argets (2019 - 2	20)	C	Current (2018 -1	19)	Ta	argets (2019 - 2	20)						
		28%			33%			9%			7%							



					1	4th FINANC	E COMMISSI	ION : DECLA	RATION OF	SERVICE LE	EVEL STAND	DARDS						
New 78 0	'(/III B		-1-	No. 6										h 0 =			E 11 ID	
Name of the C	ity/ULB		ate	1	•	Commissione al Secretary,			<u> </u>	Postal Address	s with PIN Co	ode	1	hone & Fax n			Email ID	
Kondotty	У	Ke	rala	A.1 1102K	•	lappuram Dis	•	morpanty,		Kondotty	y, 673638			0483 271203	7	kondottyn	agarasabha@	gmail.com
Water Supply indicate	ators	'		•					•				•			•		
	_	e of Water onnection	1	a Supply of ater	1	metering of onnection		non revenue ater	ı	ty of water pply	1	of Water oplied	of cus	in redressal stomer plaints	Cost recov supply	ery in water services	of water su	in collection ipply related rges
Benchmarks	10	00%	135	5 lpcd	10	0%	20	0%	24	hours	10	00%	80	0%	10	0%	90	0%
	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)
	60	85	20	50	40	50	12	10	10	24	90	100	25	50	75	100	80	90
Sewage Manageme	ent (Sewerag	⊥ ge and Sanita	ation)	l	ı	ı	ı	ı			l	ı	ļ.	ı	l	l .	l .	
	100% 1			of sewage services	1	efficiency of ge network		of sewage at capacity	,	of sewage itment	recycling	reuse and g of treated wage	of cus	in redressal stomer plaints	Extent cost sewage m	recovery in anagement		in collection le charges
Benchmarks				00%		0%		0%		00%		0%		0%		0%		0%
		Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)
		Nil	<u> </u>	Nil	ĺ	Nil		Nil	<u> </u>	Nil	Ť	Nil	Ť É	Nil	<u> </u>	lil	l` í	Vil
Solid Waste Manag	ement		1		1		1		<u>I</u>		1							
	coverag waste ma	nold level le of solid anagment vices	of munic	of collection cipal solid aste	of munic	segregation cipal solid aste	1	municipal e recovered	disposal	f scientific of municipal I waste	of cu	in redressal stomer plaints	Extent of C	ost recovery services		n collection charges		
Benchmarks	10	00%		00%		0%		0%		00%		0%		00%)%		
	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)		
	75	100	80	100	60	100	40	100	70	100	80	80	60	100	80	90		
Storm Water Draina	age Indicator	rs		·									ļ					
		Coverage	e of storm w	ater drainag	e network			Incide	ence of Wat	er logging/flo	ooding							
Benchmarks			10	00%						0								
	Cı	urrent (2018 -		T	rgets (2019 -	20)	Cı	urrent (2018 -	19)	Та	rgets (2019 -	20)						
		Nil			Nil			Nil			Nil							



						444 51514	NOT 001111	1001011 DEG	N 454716N	05.05D\#05		10.4.000						
Name of the	e City/ULB	St	ate	Name of t	the Municipal						s with PIN Coo		Р	hone & Fax no	os.		Email ID	
KOOTHATT	ΓUKULAM	Ke	rala		M. Me	ohammed Arif	Khan		Municipal		ttukulam P.O.,	Ernakulam,		0485-222350)	kklmmı	unicipality@gr	mail.com
Water Supply	indicators								l									
	_	e of Water onnection	Per Capita wa			netering of nnection		on revenue ater	I	y of water	1	of Water plied	1	in redressal complaints	Cost recove	•	of water su	in collection ipply related arges
Bench Marks	10	0%	135	Incd	10	0%	20	0%	24 F	lours	10	10%	80)%	100	1%	90	0%
BOHOH WILKO	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)
Sewage Manag	86%	90%	95	105	100%	100%	20%	20%	12%	15%	100%	100%	95%	95%	85%	95%	90%	90%
Bench Marks		of Toilets	Coverage network	services	the sewag	efficiency of ge network	treatmen	of sewage t capacity	treat	of sewage ment	recycling sev	reuse and of treated vage		in redressal complaints	Extent cost sewage ma	anagement	of sewag	in collection ge charges
Donor Warks	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets
	(2018 -19) NA	(2019 - 20) NA	(2018 -19) NA	(2019 - 20) NA	(2018 -19) NA	(2019 - 20) NA	(2018 -19) NA	(2019 - 20) NA	(2018 -19) NA	(2019 - 20) NA	(2018 -19) NA	(2019 - 20) NA	(2018 -19) NA	(2019 - 20) NA	(2018 -19) NA	(2019 - 20) NA	(2018 -19) NA	(2019 - 20) NA
Solid Waste M		I NA		, IVA	ı NA	I IVA	I NA	I NA	ı NA	, NA	1	1 100		I NA		NA.	1	
	coverage of	old level solid waste nt services	Efficiency of munic		Extent of se municipal	gregation of solid waste		municipal e recovered	disposal o	scientific f municipal waste		in redressal r complaints		ost recovery services	Efficiency in of SWM			
Bench Marks	10 Current	0% Targets	100 Current	0% Targets	10 Current	0% Targets	10 Current	0% Targets	10 Current	0% Targets	9: Current	5% Targets	10 Current	0% Targets	85 Current	7 Targets		
	(2018 -19) 100%	(2019 - 20) 100%	(2018 -19) 100%	(2019 - 20) 100%	(2018 -19) 100%	(2019 - 20) 100%	(2018 -19) 80%	(2019 - 20) 85%	(2018 -19) 100%	(2019 - 20) 100%	(2018 -19) 95%	(2019 - 20) 95%	(2018 -19) 100%	(2019 - 20) 100%	(2018 -19) 80%	(2019 - 20) 85%		
Storm Water D	!	!	13373	100,0	1 3377	100,0					1 33,0	1	13373	13375			1	-
Storm Water D	ramage mui		e of storm wa	ater drainage	network			Incid	ence of Wate	er logging/flo	ooding							
Bench Marks			100	0%					0 Nu	mbers								
	С	urrent (2018 -	19)	Та	rgets (2019 -	20)	Cı	urrent (2018 -	19)	Ta	argets (2019 -	20)						
		95%			95%			4			0							



						14th Fin	ance Comn	nission: Dec	laration of	Service Lev	vel Standard	ds						
Name of the	city/ULB	St	ate	Name of	the Municip	al Commissi Officer	oner/ Chief E	Executive	Po	ostal Address	s with PIN co	ode	Pł	none & Fax r	108		Email id	
KOOTHUPA	ARAMBA	Ke	rala		K.K.SAJI	THKUMAR	Secretary		Kı	uthuparamba	a (Po), 670 6	643	C)490-236124	16	<u>kpba</u>	ımly@gmail	l.com
Water Supply In	dicators																	
	_	e of Water onnections		a supply of ater	Extent of r water cor	netering of nnections		on revenue ater		y of water oply	1	of water plied	1	in redressal r complaints		ery in water services	of water su	n collection pply related rges
Benchmarks	10	0%	135	lpcd	10	0%	20)%	24 h	nours	10	0%	80)%	10	0%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current 2018-19)	Targets (2019-20)	Current 2018-19)	Targets (2019-20)	Current 2018-19)	Targets (2019-20)	Current 2018-19)	Targets (2019-20)	Current 2018-19)	Targets (2019-20)	Current 2018-19)	Targets (2019-20)
	60	100	135	135	8	50			24 hrs.	24 hrs.	92	100	65	70	68	90	63	80
Sewage Manage	ement (Sewe	Coverage of			l.													l.
	Coverage of Follets network			of sewage services	Collection of the sewag	efficiency of ge network		of sewage t capacity	1	of sewage ment	recycling	reuse and of treated vage	1	in redressal r complaints	in se	ost recovery wage gement		n collection e charges
Benchmarks	100%		10	0%	10	0%	10	0%	10	0%	20	0%	80)%	10	0%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20))
	100	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Mai	nagement Inc	licators	•	•				•		•	•			•	•			
	coverage o	old level f solid waste ent services	of munic	of collection sipal solid aste	Extent of se municipal	gregation of solid waste	Extent of solid waste		disposal o	scientific f municipal waste		in redressal r complaints	Extent of co	ost recovery services		in collection I charges		
Benchmarks	10	0%	10	0%	10	0%	80)%	10	0%	80	0%	10	0%	90	0%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
	60	100	70	100	92	100	75	100	55	100	72	100	5	100	47	90		
Storm Water Dra			1	1		1	1	1	1		1							
	Coverage of storm water dra				e network			Incid	ence of Wate	er logging/flo	oding							
Benchmarks	100%									mbers								
	Current (2018-19)			Та	rgets (2019-	20)	Cu	rrent (2018-	19)	Та	rgets (2019-	·20)		-	<u> </u>		-	
	52%				100%			0			0							



					14th F	INANCE CO	MMISSION	: DECLARA	TION OF SE	RVICE LEV	/FL STAND	ARDS						
Name of the	City/ULB	S	tate	Name of the			er/Chief Exec				s with PIN C		Ph	none & Fax i	nos.		Email ID	
KOTHMAN	IGALAM	Ke	erala	Mı	s. Kavitha S	Kumar - Mu	nicipal Secre	etary	Koth	amangalam	.P. O Pin-68	36691		965680198	0	secretaryko	othamangala m	m@gmail.co
Water Supply indic	ators																	
	supply C	e of Water onnection	w	a Supply of ater	water co	nnection	 	ater	su	y of water	sup	of Water	redressal c	ency in of custome plaints	water sup	covery in ply services	collectio supply cha	ency in n of water related irges
Benchmarks	10	00%	135	LPCD T	10	0% 	20	0% 	24 H	OURS T	10	00% 	10	00% 	10)0% 	10	00%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	8			,		· · · · · ·	,							· · · · ·		-		
Sewage Manageme		t (Sewerage and Sanitation) Cover		of sewage	of the	n efficiency sewage work	1	of sewage t capacity	1	of sewage ment	recycling	reuse and of treated	redressal o	ency in of custome	r in se	st recovery ewage gement	collection	ency in of sewage arges
Benchmarks	1	00	1	00	1	00	1	00	1	00 I	1	NA T	8	5% T	1	NA T	10	00%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Solid Waste Manag		1 .00		ļ <u> </u>			1 -		1 101	101	I .	1	Ţ		<u> </u>			1 100
Dan sharavka	coverage of managme	nold level f solid waste	colled municipal	ency of ction of solid waste	of munic	segregation cipal solid	Extent of solid waste	municipal e recovered	disposal o solid	waste	redressal com	ency in of customer plaints	recovery serv	of cost y in SWM vices	collectio cha	ency in on of SWM arges		
Benchmarks	1	00	1	00	1	00	1	00	1	00	1	00	1	00	1	00		
	Current (2018-19) 60	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20) 85	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
Storm Water Drains				1 22			1		1		1	1 22	1	1		1	1	
Storm Water Draina	age mulcators	Coverage	of storm wa	ter drainage	network			Incide	ence of Wate	er loggina/fl	ooding							
Benchmarks			10							0								
	Cu	ırrent (2018 -	19)	Tai	gets (2019 -	20)	Cu	irrent (2018	-19)	Ta	rgets (2019 -	- 20)						
		75			90		1	10		1	0		1				1	



						14th FINANC	CE COMMISS	SION : DECLA	RATION OF	SERVICE LEVE	EL STANDAR	DS						
Name of the	e City/ULB	S	tate	Name o	f the Municipa	I Commissioner/	Chief Executiv	e Officer		Postal Address	s with PIN Coo	de	P	hone & Fax no	S.		Email ID	
KOTTA	KKAL	Ke	erala		I	MANIKANTAN. F	₹		К		oality, Kottakka uram dt., 03-Pin	al Po		4832742221		secretar	ykottakkal@gı	mail.com
Water Supply ind	licators	!		1												ļ		
	1	Water supply ection	1	a Supply of ater	1	etering of water nection		non revenue ater	1	ity of water upply	Quality of V	Vater supplied	1	n redressal of complaints	1	ery in water services	of water su	n collection pply related rges
Bench Marks	10	0%	135	i lpcd	1	00%	2	0%	24	hours	1	00%	80	0%	10	00%	90	 0%
	Current (2018-19)	Targets (2019-20)	Current	Targets	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019 20)		Targets (2019 20)		Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	98	100	(2018-19) (2019-20) 135		100	100	10	5	6	12	100	100	92	100	95	100	92	100
Sewage Managen	nent (Sewerage	and Sanitation	tion)										•	•	•		•	•
	Coverage	of Toilets		of sewage services	1	fficiency of the e network	1	of sewage at capacity	1	of sewage atment	recycling	f reuse and g of treated wage	1	n redressal of complaints		t recovery in anagement	1	n collection e charges
Bench Marks	10	0%	10	00%	1	00%	10	00%	1	00%	2	20%	80	0%	10	00%	90	0%
	Current (2018 -19)	Targets (2019 - 20)	20) (2018 - 19) (2019 - 20)		Current (2018 -19)	Targets (2019 20)	(2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	(2018 -19)	Targets (2019 - 20)	(2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)
	100	100	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Solid Waste Mana	agement		T		1		1								1			
	coverage of	old level f solid waste nt services	1	f collection of solid waste	1	segregation of I solid waste	1	unicipal solid ecovered	disposal	of scientific of municipal d waste	1	n redressal of complaints	1	ost recovery services		in collection I charges		
Bench Marks	10	0%	10	00%	1	00%	8	0%	1	00%	8	30%	10	00%	9	0%		
	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)		
	50	70	95	100	90	100	90	100	90	100	90	100	50	90	50	90		
Storm Water Drai	inage Indicators		age of storm water drainage networ				1											
D 1 M 1		Covera			network			Inci	dence of Wa	ter logging/flo	oding							
Bench Marks	_			00% _			_			0								
	C	urrent (2018 -	9) Targets (2019 - 20)				C	urrent (2018 -	19)	Ta	argets (2019 -	20)						
		90		100				0			0							



						14th FINA	NCE COMMIS	SSION : DEC	LARATION	OF SERVICE	LEVEL STAN	NDARDS						
Name of the	: City/ULB	Sta	ate	Name of the	he Municipal (Commissione	r/Chief Execut	ive Officer	P	ostal Address	s with PIN Cod	de	P	hone & Fax no	os.		Email ID	
KOTTAR	AKARA	Kei	rala		D.V	'.SANALKUM	IAR		MUNIC	CIPAL OFFICI	E PULAMON-	691531		0474-2452360	6	<u>kottara</u>	ıkaramp@gm	ail.com
Water Supply	indicators	•	r	•			T									•	T	
	_	e of Water onnection		s Supply of ater	Extent of n	-	Extent of no		Continuit sup	y of water oply	1	of Water plied	1	in redressal r complaints	Cost recove	ery in water services	of water su	n collection pply related rges
Benchmarks	10	0%	135	lpcd	100)%	20	1%	24 h	ours	10	0%	80	0%	10	0%	90	0%
	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)
		38 50 135 135 nent (Sewerage and Sanitation)			92	100	20	20	24	24	100	100	80	80	90	90	90	90
Sewage Manag	gement (Sew	erage and Sa	anitation)															
	Coverage	of Toilets	_	of sewage services	Collection e	•	Adequacy treatment	•	-	of sewage ment	recycling	reuse and of treated vage		in redressal r complaints		recovery in anagement	Efficiency i of sewag	n collection e charges
Benchmarks	10	0%	10	0%	100)%	100	0%	10	0%	20	0%	80	0%	10	0%	90	0%
	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)
	95	100	0	20	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste M	anagement		I				I								<u> </u>		I	
	coverag waste m	old level e of solid anagment vices		of collection ipal solid ste	Extent of segmunicipal s	gregation of solid waste	Extent of solid waste	•	disposal o	scientific f municipal waste	1	in redressal r complaints		ost recovery services	Efficiency i of SWM	n collection charges		
Benchmarks	10	0%	10	0%	100	0%	80	1%	10	0%	80	0%	10	0%	90)%		
	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)		
	75	90	40	90	30	80	45	80	30	80	30	80	40	70	30	70		
Storm Water D	rainage Indi	cators																
		Coverag	e of storm w	ater drainage	e network			Incid	ence of Wate	r logging/flo	oding]					ı
													7					

Current (2018 -19)

0

Targets (2019 - 20)

0



Bench Marks

Current (2018 -19)

40

Targets (2019 - 20)

90

						14th FINA	NCE COMMI	SSION : DEC	LARATION	OF SERVICE	LEVEL STA	NDARDS						
Name of the	e City/ULB	St	ate	Name of the	ne Municipal (Commissioner	/Chief Execu	tive Officer	Р	Postal Address	s with PIN Co	de	P	Phone & Fax no	os.		Email ID	
КОТТА	AYAM	Ke	rala			JHAMMED SH CIPAL SECRE			Municipa	al office, Kot	tayam P.O, I 6001	Kottayam-		4812566665		<u>ktmmur</u>	nicipality@g	mail.com
Water Supply	indicators																	
	_	e of Water onnection		Supply of ter		metering of onnection		non revenue ater	I	ty of water pply		of Water plied	of cu	in redressal stomer plaints	1	ery in water services	of water su	in collection upply related arges
Bench Marks	10	00%	135	lpcd	10	0%	20	0%	24 h	nours	10	00%	8	80%	10	00%	9	0%
		Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)
	100	100	90	100	100	100	71	5	20	15	96	100	50	60	95	100	95	100
Bench Marks	100% Current (2018 -19)	100% Targets (2019 - 20)	Coverage network 100 Current (2018 -19)	100 Targets (2019 - 20)		100% Targets (2019 - 20)		100% Targets (2019 - 20)	1	100 Targets (2019 - 20)	recycling	reuse and of treated wage 20% Targets (2019 - 20)	of cu	in redressal stomer plaints 80% Targets (2019 - 20)	1	100% Targets (2019 - 20)	1	90% Targets (2019 - 20)
Solid Waste M		100																
	coverag waste m	nold level e of solid anagment vices	of munic	of collection ipal solid ste	1	egregation of solid waste	1	municipal e recovered	disposal o	f scientific of municipal waste	of cu	in redressal stomer plaints	1	ost recovery I services		in collection charges		
Bench Marks	1	00	10	00	1	00	8	30	8	30	1	00		80	1	00		
		Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)		Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)		Current (2018 -19)	Targets (2019 - 20)		
Storm Water D	50 Orainage Indi	80 90 100			70	100	60	80	40	80	80	90	20	50	10	50		
Storm water L														<u> </u>				
		Coverage of storm water drains			e network			Incid	ence of Wate	er logging/flo	oding							
Bench Marks		100								0								
	Cı	Current (2018 -19)			rgets (2019 -	20)	C	urrent (2018 -	19)	Та	rgets (2019 -	20)						
		90			100			50			0							



						14th FINANC	E COMMISS	ION : DECLARA	TION OF SE	RVICE LEVE	L STANDARI	DS						
Name of the Ci	tv/ULB	Stat	e	Name o	f the Municipal	Commissioner	·/Chief Execu	itive Officer	,	Postal Address	s with PIN Cod	de		Phone & Fax no	OS.		Email ID	
KOILAND		Kera				neryl Irene Solo				ndy P.O Koz				6 2620881, 262		secreta	arykldy@redif	fmail.com
Water Supply indicato	rs																	
Tracer Supply maiouto					<u> </u>						Ι		I					
	_	of Water supply inection	-	a Supply of ater	1	metering of onnection	1	non revenue water	1	ty of water pply	1	of Water plied	1	n redressal of complaints	1	very in water y services	water su	n collection o pply related arges
Benchmarks		100%	135	5 lpcd	10	00%		20%	24	nours	10	00%	8	30%	1	00%	(90%
	Current (2018-19)	Targets (2019-	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-	-Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	223		135LPCD	135LPCD	100	100	0	0	24 hours	24 hours	100%	100%	90	95		0	98	99
Sewage Management (ewerage and Sanitation)									24110013	10070	10070	1 30	1 00			1 30	1 00
	Coveraç	ge of Toilets		of sewage	1	efficiency of ge network	1	cy of sewage ent capacity		of sewage ement	recycling	reuse and of treated vage		n redressal of complaints	1	st recovery in management	1	n collection c e charges
Bench Marks	network			00%	10	00%		100%		0		0		0		0		0
	Current (2018-19)	ırrent Targets (2019- Current 1			Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019- 20)	-Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	99%	100%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Managem	ent																	
	coverage	hold level of solid waste ent services	of munic	of collection cipal solid aste		egregation of solid waste	1	nunicipal solid recovered	disposal o	scientific f municipal waste		in redressal r complaints	1	cost recovery Il services		in collection M charges		
Bench Marks		100%	10	00%	10	00%		80%	10	00%	8	0%	1	00%		90%		
	Current (2018-19)	Targets (2019- 20)		Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
	75	(2018-19) 20) (2018-19) (2019-20) 75 90% 95 100			0	0	80%	100%	80%	90%	76%	90%	80%	90%	80%	90%		
Storm Water Drainage	Indicators																	
		Coverage	e of storm w	ater drainag	e network			Incide	nce of Wate	logging/floc	oding							
Bench Marks			10	00%					()								
		Current (2018 -19	9)	т	argets (2019 -	20)		Current (2018 -1	9)	Ta	rgets (2019 -	20)						
		4 4 Targets (2019 - 20)						4	-/		4	,				-		



					14	th FINANC	E COMMISSIO	ON : DECLA	RATION OF S	ERVICE LE	VEL STANDA	ARDS						
Name of the	ne City/ULB	Sta	ate	Name of	the Municipal C	ommissione	r/Chief Execut	tive Officer	P	ostal Addres	s with PIN Co	de	Ph	one & Fax n	os.		Email ID	
KOZHIKODE C	CORPORATION	Kei	rala		E	Binu Francis			Beac	h (PO) Kozh	ikode 673032	(PIN)	Ph 0495-236	5040 Fax-04	195-2366875	secre	tarykkd@gm	ail.com
Water Supply in	ndicators								1									
	1	f Water supply nection	1	a Supply of ater	Extent of m water cor			non revenue ater	Continuity sup	y of water oply	1	of Water plied	Efficiency in of customer		Cost recove	•	of water su	
Bench Marks	10	00%	139	5lpcd	100	1%	20	0%	24	hrs	10	0%	80%	6	100	0%	90	0%
	Current (2018 -19)	Targets (2019- 20)	-Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)
	71%	85%	135%	135%	100%	100%	20%	20%	24	24	100%	100%	83%	84%	70%	80%	90%	90%
Sewage Manag	gement (Sewera	age and Sanita	tion)															
	Coverage of Toilets		1	e of sewage k services	Collection ef	•		of sewage t capacity	1	f sewage ment	recycling	reuse and of treated vage	Efficiency in of customer		Extent cost sewage ma	-	1	n collectior e charges
Bench Marks	10	00%	10	00%	100	%	10	00%	10	0%	20	0%	80%	%	100	0%	90)%
	Current (2018 -19)	Targets (2019- 20)	-Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)
	100%	100%	. 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Ma	anagement		•	•	•		•	•	•		•		•		•		•	•
	of solid was			of collection al solid waste	Extent of seg municipal s		1	municipal e recovered	Extent of disposal of solid		Efficiency of custome	in redressal r complaints	I		Efficiency in			
Bench Marks		00%		00%	100			0%	10			0%	100		90			
	Current (2018 -19)	Targets (2019- 20)	-Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)		
<u> </u>	84%		82%	100%	89%	100%	80%	85%	82%	100%	80%	85%	90%	92%	85%	87%		
Storm Water Dr	rainage Indicate		<u> </u>				1						1					
Daniela Marila		Coverage		ater drainage	network			Incid	ence of Wate		ooding							
Bench Marks		Current (2018 -1	9)	T	argets (2019 - 2	0)	Cı	urrent (2018 -	0 nur	1	argets (2019 -	20)						+
		2	- /	+ ''	g = 10 L	-,	+		. • ,	+ "	90.0 (=010	,	+	!		1	+	+

0

0



60%

70%

					1,	4th FINANCE	COMMISSIO	ON : DECLAR	RATION OF S	ERVICE LEV	/EL STANDA	ARDS						
Name of the City	/ULB	Sta	ate	Name of t	he Municipal	Commissioner	/Chief Execu	tive Officer	P	ostal Addres	s with PIN Co	ode	F	Phone & Fax no	os.		Email ID	
KUNNAMKUL	AM	Kei	rala			MANOJ K K			KL	JNNAMKULA	M POST, 680	0503		4885222221		kunnamkul	amsecretary@	gmail.com
Water Supply indicator	'S	•	1													•		
	_	e of Water onnection	1	a Supply of ater	l	metering of onnection		non revenue ater	Continuit sup	-	1	of Water	1	in redressal er complaints	1	very in water services		
Benchmarks	10	0%	135	5 lpcd	10	0%	2	0%	24 h	ours	10	00%	8	80%	10	00%	90)%
	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)
	95	100	70	100	70	100	25	20	24	24	100	100	90	90	70	100	70	100
Sewage Management (Sewerage an	d Sanitation)															
	Coverage	of Toilets	_	e of sewage c services	l	efficiency of ge network		of sewage	1	of sewage ment	recycling	f reuse and g of treated wage	1	in redressal er complaints	l .	t recovery in nanagement	_	n collection e charges
Benchmarks	10	0%	10	00%	10	0%	10	00%	10	0%	2	20%	8	30%	10	00%	90)%
	Current (2018 -19)	Targets (2019 - 20)		Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)		Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)
Solid Waste Manageme	100 ent	100	30	70	20	70	0	50	0	30	0	10	0	0	0	0	0	0
	House h coverage waste ma	old level e of solid anagment vices	of muni	of collection cipal solid aste		egregation of solid waste			disposal of	scientific f municipal waste		in redressal er complaints		cost recovery I services		in collection I charges		
Benchmarks	10	0%	10	00%	10	0%	8	0%	10	0%	8	30%	10	00%	9	0%		
	Current (2018 -19)	Targets (2019 - 20)	<u> </u>	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)		
	80	100	90	100	90	100	80	100	80	100	100	100	30	100	80	100		
Storm Water Drainage	Indicators	Coverso	Coverage of storm water drainage					Incid	ence of Wate	er logging/fle	ooding							
		Coverage of storm water drainage			- HOLHOIR			inclu	Janes of Hate									
Bench Marks	Cu	100% Current (2018 -19)			rgets (2019 -	20)		urrent (2018 -		0 Ta	argets (2019 -	20)						
	00	60	,	10	100	/	5	5	,	16	30	,		1	I	<u> </u>		



14th Finance Commission: Declaration of Service Level Standards

Citv/ULB	Sta	ıte	Name o	f the Municip		ioner/Chief E	Executive	Po	ostal Addres	s with PIN Co	ode	P	hone & Fax r	nos.		Email ID	
•				N.I		mar										munci@gma	
icators	•		•								•					_	
_					•				•	1					•	of water su	in collection upply related arges
10	00%	135	lpcd	10	0%	20	0%	24 l	nours	10	0%	8	0%	10	00%	9	0%
Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
80%				100%	100%	15%	10%	10	15	90%	100%	30%	100%	75%	100%	80%	85%
nent (Sewera	ge and Sanita	tion)	•		•				•				•	•	•		
Coverag	e of Toilets		•		•		•	1	•	recycling	of treated			1	•	1	in collection ge charges
10	Coverage of Lollets 1			10	0%	10	0%	10	0%	20	0%	8	0%	10	00%	9	0%
Current (2018-19)	100% 1 rrent Targets Current			Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
100%	100	0%	25	0	25	0	25	0	75	0	25	25	50	0	50	0	75
agement																	
of solid was	te managment	of munic	cipal solid	Extent or se			•	disposal o	f municipal				•				
10	00%	10	0%	10	0%	80	0%	10	0%	80	0%	10	00%	9	0%		
Current (2018-19)	urrent Targets Current			Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
75%	95%	95%	70%	95%	25%	50%	75%	100%	75%	100%	25%	75%	100%	80%			
nage Indicato	ndicators																
	Coverage o			network			Incide			ooding					1		
С	100 Current (2018 -19)			•	20)	Cu			Ť	- ·	20)						
	Current (2018-19) 80% nent (Sewera Coverage 10 Current (2018-19) 100% agement House hold of solid was sel 10 Current (2018-19) 75% nage Indicato	Coverage of Water supply Connection 100% Current Targets (2019-20) 80% 85% nent (Sewerage and Sanita Coverage of Toilets 100% Current Targets (2019-20) 100% 100 agement House hold level coverage of solid waste managment services 100% Current Targets (2019-20) 100% 100 Agement House hold level coverage of solid waste managment services 100% Current Targets (2019-20) 75% 95% nage Indicators Coverage of Coverage of Coverage of Solid waste Coverage of Covera	Coverage of Water supply Connection	City/ULB	Coverage of Water supply Per Capita Supply of water connection	Coverage of Water supply Connection	Coverage of Water supply Per Capita Supply of Connection	Coverage of Water supply Per Capita Supply of water connection Extent of metering of water connection Extent of non revenue water	Coverage of Water supply Connection Per Capita Supply of water Water connection Water Connection	Coverage of Water supply Connection Variety Connection Variety Connection Variety Connection Variety Connection Variety Variety Connection Variety Variety	Coverage of Water supply Per Capita Supply of water Water connection Water connec	Coverage of Water supply Per Capita Supply of water connection Water connection Water connection Water supply Per Capita Supply of water water Water connection Water co	Coverage of Water supply Per Capita Supply of water water connection N.K.Krishna kumar Extent of non revenue water Continuity of water supply Per Capita Supply of water of water connection Extent of non revenue water Continuity of water Countinuity of water	Coverage of Tollets	Coverage of Water supply Per Capital Supply of water connection Extent of more revenue water Continuity of water supply Per Capital Supply of water connection Extent of more revenue water Continuity of water supply Coverage of Water supply Per Capital Supply of water connection Extent of more revenue water Continuity of water supply Coverage of Water supply Per Capital Supply of water connection Extent of more revenue water Continuity of water supply Coverage of Water water Coverage of Water supply Per Capital Supply of water connection Extent of more revenue water Continuity of water supply Coverage of water connection Extent of more revenue water Coverage of water Coverage of water connection Extent of more revenue water Coverage of water Coverage of water connection Extent of more revenue water Coverage of sewage Coverage of sewage Coverage of water Coverage of sewage Coverage Coverage of sewage Coverage Coverage of sewage Coverage Coverage of sewage Coverage Cover	Coverage of Tollats Coverage of sewage Coverage of sewage Coverage of Tollats Coverage of Sewage Coverage Coverage	Postal Address with PNR Code



								47										
				1	141	h FINANCE	COMMISSI	ON : DECLA	ARATION O	F SERVICE	LEVEL STA	NDARDS						
Name of the	City/ULB	Sta	ate	Name of	f the Municip	al Commiss Officer	ioner/Chief E	executive	Po	ostal Address	s with PIN C	ode	Ph	none & Fax n	OS.		Email ID	
MANANTH	IAVADY	KER	ALA	V	ISWANATH.	AN S., Muni	cipal Secreta	ry	Manan	thavady P.O.	., wayanad -	670 645	0	4935- 24025	53	mndym	unicipality@	gmail.com
Water Supply in	dicators								1				1					
	_	e of Water connection		a Supply of ater		metering of ennection		of non e water		y of water pply	1	of Water plied	redre	ency in ssal of complaints	water	covery in supply vices	of water s	in collection upply related arges
Bench Marks	1	00	135	lpcd	10	0%	15	5%	24	hours	10	00%	80)%	10	0%	{	30%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	1 -	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)		Current (2018-19)	Targets (2019-20)
	50%	50% 50% 100 nent (Sewerage and Sanitation)			50%	50%	10%	5%	20hr	24hr	90%	100%	50%	20%	50%	50%	90%	80%
Sewage Manage	ement (Sewe	rage and San	itation)															
	gement (Sewerage and Sanitation) Coverage of Toilets Cover			of sewage services	of the	efficiency sewage work		of sewage t capacity		of sewage tment	recycling	reuse and of treated vage	redre	ency in ssal of complaints		st recovery wage gement		in collection ge charges
Bench Marks	10	00%	10	0%		0%	10	0%	10	0%	2	0%	80	0%	10	0%		00%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)		Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Solid Waste Ma		1 0	1 0] 0] 0] 0] 0] 0	ıl C	<u> </u>	ıl ü	il C	1 0] 0] 0] 0	1 0	1 0
	House I	hold level f solid waste ent services	collec	ency of tion of solid waste	of munic	egregation ipal solid iste	solid	municipal waste vered	disposal c	f scientific of municipal waste	redre	ency in ssal of complaints	recovery	of cost y in SWM vices	collection	ency in n of SWM rges		
Bench Marks	10	00%	10	0%	10	0%	80)%	10	00%	8	0%	10	0%	90)%		
	(2018-19)	1 * 1			(2018-19)	(2019-20)	Current (2018-19)	Targets (2019-20)	i	Targets (2019-20)		Targets (2019-20)	Current (2018-19)	(2019-20)	(2018-19)	Targets (2019-20)		
Storm Water Dra			40%	50%	40%	45%	15%	25%	0%	10%	25%	35%	40%	50%	30%	50%		
Storm Water Dr			of storm wa	ter drainage	network			Incide	ence of Wate	er logging/fl	oodina		I					
Bench Marks		100%						2		mbers								
	Cı	Current (2018 -19) Targets (2019 - 2					Cu	rrent (2018 -		T	rgets (2019 -	- 20)						
		20%			35%			0.2			0							



				14th	FINANCE C	OMMISSION	N : DECLAR	ATION OF S	SERVICE LE	VEL STAND	DARDS NO	TIFICATION	FORMATE					
Name of the 0	Citv/ULB	Sta	ate	Name of	the Municip	al Commiss Officer	ioner/Chief E	=xecutive	l Po	ostal Address	s with PIN C	ode	l PI	none & Fax r	nos.		Email ID	
	,										unicipality,							
MANJE	RI	Kei	rala	P.\$	SANTHOSH	KUMAR (As	st.Engineer	I/C)	Manje	ri P.O. Malap		676121		944716966	7	museci	manjeri@gr	nail.com
Water Supply ind	licators																	
	_	e of Water onnection		a Supply of ater		metering of onnection		t of non le water		y of water pply	_	of Water oplied	redre	ency in ssal of complaints	water	covery in supply vices	collection supply	ency in on of water y related arges
Benchmarks	10	00%	135	lpcd	10	0%	20	0%	24 1	nours	10	00%	8	0%	10	0%	9	0%
	Current (2018-19)	(2018-19) (2019-20) (2018-19) (2019 80 90 120 13			Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
		80 90 120 135			90	100	-	-	22	24	100	100	80	90	-	-	90	90
Sewage Manager	ment (Sewer	rage and Sa	nitation)		I		1		I		<u> </u>				1			
	Coverage of Toilets Coverage of Toilets Coverage of Service				of the	n efficiency sewage work		of sewage t capacity	-	of sewage tment	recycling	reuse and g of treated wage	redre	ency in ssal of complaints	in se	st recovery wage gement	collection	ency in n of sewage arges
Benchmarks	10	00%	10	0%	10	0%	10	00%	10	0%	2	0%	8	0%	10	0%	9	0%
	Current (2018-19)		Current (2018-19)	1 -	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Bench Marks		0%	· ·	İİL		IIL	· · · · · · · ·	IÀ		IA	* * *	NA A	1	IA		IA		VIL (
Solid Waste Man	agement																	
	coverag waste m	nold level le of solid anagment vices	collec	ency of tion of solid waste		segregation ipal solid iste	solid	municipal waste vered	disposal c	scientific f municipal waste	redre	ency in essal of complaints	recover	of cost y in SWM vices	collectio	ency in n of SWM rges		
Benchmarks						0%		0%		0%		0%		0%		0%		
	100% 100% Current (2018-19) Targets (2019-20) Current (2018-19) Targets (2018-19)				Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
		20% 50%					5	0%	3	5%	7	5%	N	IIL	N	IIL		
Storm Water Dra	inage Indica												1	1	1	1	1	
		Coverage of storm water drainage network						Incide		er logging/fl	ooding							
Bench Marks		100% Current (2019, 10) Torquit (2010, 20)						. /		0					-	-		1
	Cu	Current (2018 -19) Targets (2019 - 20) NIL						ırrent (2018 -	•	Taı IIL	gets (2019	- 20)						+
						<u> </u>	NIL					<u> </u>			1			
	1									1								



Name of the ULB State Name of the Municipal Secretary Postal Address with PIN Code Phone & Fax nos.	Email ID
	Liliali ID
	arkkadpkd@gmail.com
Water Supply indicators	
Coverage of Water supply Connection Per Capita Supply of water water connection Extent of metering of water supply Extent of non revenue supply Supply Continuity of water supply Supplied Cost recovery in water supply Supplied Cost recovery in water supply	Efficiency in collection of water supply related charges
Benchmarks 100% 135 lpcd 100% 20% 24 hours 100% 80% 100%	90%
Current Targets Current <t< th=""><th></th></t<>	
100% 100% 135 135 100% 100% 4 0 24% 24% 100% 100% 98% 100% 90% 100% Sewage Management (Sewerage and Sanitation)	95% 100%
Coverage of Toilets Coverage of Sewage network Coverage network Coverage of Sewage	collection of sewage
Benchmarks 100% 100% 100% 100% 20% 80% 100%	90%
Current (2018 -19) Targets (2019 - 20) Current (2019 - 20) Targets (2018 -19) Current (2019 - 20) Targets (2018 - 19) Current (2018 - 19)	
NA NA NA NA NA NA NA NA NA NA NA NA NA N	NA NA
House hold level coverage of solid waste managment services Efficiency of collection of municipal solid waste Extent of segregation of municipal solid waste Solid waste Extent of municipal solid waste recovered Extent of scientific disposal of municipal solid waste	
Benchmarks 100% 100% 80% 100% 80% 100% 90%	
Current Targets Current Target)
72% 100% 98% 100% 100% 100% 92% 100% 94% 100% 100% 100% 100% NA NA Storm Water Drainage Indicators	
Coverage of storm water drainage network Incidence of Water logging/flooding	
Bench Marks	
100% 0 Numbers	
Current (2018 -19) Targets (2019 - 20) Current (2018 -19) Targets (2019 - 20) 80% 100% 5% 0	



					1	4th FINANC	E COMMISS	SION : DECLA	RATION OF	SERVICE L	EVEL STAN	DARDS						
Name of the	e City/ULB	Sta	ate	Name of t	he Municipal (Commissione	er/Chief Exect	utive Officer	Po	stal Address	s with PIN Co	de	Ph	one & Fax n	os.		Email ID	
MAR	RAD	Ker	ala		Subash P	.K , Municipa	al Secretary		Kunda	anoor, Marad	u P.o, Pin-68	30 304)484 270654	4	secreta	ırymaradu@gr	nail.com
Water Supply i	ndicators	<u> </u>				•				•			'				, ,	
water Supply i	Coverag	e of Water	1	Supply of	Extent of m		l	on revenue	Continuity sup			of Water	Efficiency i	tomer	Cost recove	-	Efficiency ii of water sup char	ply related
Bench Marks		00%		lpcd	100		20)%	24 h			0%	80		100		90	
	Current (2018 -19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	95%	95%	120	125	100%	100%	20%	20%	10%	15%	90%	90%	70%	75%	25%	25%	0	0
Bench Marks		e of Toilets	network	of sewage services 0%	Collection e the sewag	e network	treatment	of sewage t capacity 0%	Quality of treati	ment		of treated rage)%	of cus comp	laints	in sev manag 100	ement	Efficiency in of sewage	charges
Bench Marks			network	services	the sewag	e network	treatment	t capacity	treati	ment	sew	age	comp	laints	manag	ement	of sewage	charges
	Current (2018 -19)	Targets (2019 - 20)	Current	Targets (2019-20)	Current (2018-19)	Targets (2019 - 20)	Current (2018-19)	Targets (2019 - 20)	Current (2018-19)	Targets (2019 - 20)	Current (2018-19)	Targets (2019 - 20)	Current	Targets (2019 - 20)	Current	Targets (2019 - 20)	Current (2018-19)	Targets (2019 - 20
		, ,	,	,		, ,			, ,	,	(2010 10)	(2019 - 20)			(2018-19)	(/	(2010-13)	(2013 20
	75%	80%	90%	90%	70%	70%	60%	60%	80%	80%	0	0	75%	75%	0	0	0	0
Solid Waste Ma		, ,	,	,		, ,			, ,	,	<u> </u>				·	·	<u> </u>	· ·
	House I coverage o	nold level f solid waste ent services	90% Efficie collec municipal	90% ency of tion of solid waste	70% Extent of so of municity was	70% egregation ipal solid ste	Extent of solid waste	60% municipal	Extent of disposal of solid	80% scientific municipal waste	Efficiency i	n redressal stomer blaints	Extent recovery serv	75% of cost in SWM	Efficie collectior char	ncy in of SWM	<u> </u>	· ·
Solid Waste Ma	House I coverage o	80% nold level f solid waste	90% Efficie collec municipal	90%	70% Extent of so	70% egregation ipal solid ste	Extent of solid waste	60%	80% Extent of disposal of	80% scientific municipal waste	Efficiency i	n redressal	Extent recovery serv	75% of cost in SWM	0 Efficie	ncy in of SWM	<u> </u>	· ·
	House I coverage of managment 10 Current (2018 -19)	nold level of solid waste ent services 00% Targets (2019 - 20)	Efficie collec municipal 10 Current (2018-19)	90% ency of tion of solid waste 0% Targets (2019-20)	To% Extent of so of municity was 100 Current (2018-19)	egregation ipal solid ste 0% Targets (2019 - 20)	Extent of solid waste 80 Current (2018-19)	municipal recovered 0% Targets (2019 - 20)	Extent of disposal of solid value (2018-19)	scientific municipal waste 0% Targets (2019 - 20)	Efficiency i of cus comp	n redressal stomer plaints 0% Targets (2019 - 20)	Extent recovery serv 100 Current (2018-19)	of cost in SWM ices 0% Targets (2019 - 20)	Efficie collectior char 90 Current (2018-19)	ncy in of SWM rges % Targets (2019 - 20)	0	,
	House I coverage o managme	nold level of solid waste ent services 00% Targets	90% Efficie collecte municipal 10 Current	ency of tion of solid waste 0%	70% Extent of so of municity was 100 Current	egregation ipal solid ste	Extent of solid waste 80	municipal e recovered	Extent of disposal of solid value.	scientific municipal waste	Efficiency i of cus comp	n redressal stomer plaints	Extent recovery serv	of cost in SWM ices	Efficie collection char 90	ncy in n of SWM ges %	0	· ·
	House I coverage o managment Current (2018 -19)	nold level f solid waste ent services 00% Targets (2019 - 20) 100%	Efficie collec municipal 10 Current (2018-19)	90% ency of tion of solid waste 0% Targets (2019-20)	To% Extent of so of municity was 100 Current (2018-19)	egregation ipal solid ste 0% Targets (2019 - 20)	Extent of solid waste 80 Current (2018-19)	municipal recovered 0% Targets (2019 - 20)	Extent of disposal of solid value (2018-19)	scientific municipal waste 0% Targets (2019 - 20)	Efficiency i of cus comp	n redressal stomer plaints 0% Targets (2019 - 20)	Extent recovery serv 100 Current (2018-19)	of cost in SWM ices 0% Targets (2019 - 20)	Efficie collectior char 90 Current (2018-19)	ncy in of SWM rges % Targets (2019 - 20)	0	· ·
Bench Marks	House I coverage o managment Current (2018 -19)	nold level f solid waste ent services 00% Targets (2019 - 20) 100%	Efficie collec municipal 10 Current (2018-19)	90% ency of tion of solid waste 0% Targets (2019-20) 50%	70% Extent of so of municity was 100 Current (2018-19) 0%	egregation ipal solid ste 0% Targets (2019 - 20)	Extent of solid waste 80 Current (2018-19)	municipal recovered % Targets (2019 - 20) 60%	Extent of disposal of solid value (2018-19)	scientific municipal waste 0% Targets (2019 - 20) 0%	Current (2018-19)	n redressal stomer plaints 0% Targets (2019 - 20)	Extent recovery serv 100 Current (2018-19)	of cost in SWM ices 0% Targets (2019 - 20)	Efficie collectior char 90 Current (2018-19)	ncy in of SWM rges % Targets (2019 - 20)	0	· ·
Bench Marks	House I coverage of managment 10 Current (2018 -19) 95% rainage Indica	nold level f solid waste ent services 00% Targets (2019 - 20) 100%	90% Efficie collect municipal 10 Current (2018-19) 50%	90% ency of tion of solid waste 0% Targets (2019-20) 50% eer drainage	70% Extent of so of municity was 100 Current (2018-19) 0%	egregation ipal solid ste 0% Targets (2019 - 20) 0%	Extent of solid waste 80 Current (2018-19)	municipal recovered % Targets (2019 - 20) 60%	Extent of disposal of solid value (2018-19)	scientific municipal vaste)% Targets (2019 - 20) 0%	Current (2018-19)	n redressal stomer plaints 0% Targets (2019 - 20)	Extent recovery serv 100 Current (2018-19)	of cost in SWM ices 0% Targets (2019 - 20)	Efficie collectior char 90 Current (2018-19)	ncy in of SWM rges % Targets (2019 - 20)	0	· ·

20



80%

85%

				14th FINA	ANCE COMM	MISSION : D	ECLARATIO	ON OF SER	VICE LEVEL	L STANDAR	DS NOTIFIC	ATION FOR	RMATE					
Name of the C	City/ULB	Stat	te	Name of	f the Municipa	al Commissi Officer	ioner/Chief E	executive	Po	ostal Address	s with PIN Co	ode	Pł	none & Fax r	ios.		Email ID	
MATTANN	NUR	Kera	ala		ſ	M Sureshan			Muni	icipal Office,N	Mattannur,67	0702		0490-47122	6	muno	fmtnr@gma	ail.com
Water Supply indica	ators																	
	Conne	Water supply ection	Per Capita wa	a Supply of ater	Extent of m	nnection	revenue	of non e water	su	ty of water pply	supp	of Water olied	redres customer	ency in ssal of complaints	water serv	covery in supply vices	collection supply cha	ency in n of water related rges
Bench Marks		0%		lpcd	100		20			Hrs.		0%)%		00%)%
	Current (2018-	Targets (2019 20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	15	17	100	100	100	100	15	17	6.75	7	100	100	100	100	30	40	80	90
Sewage Manageme	nt (Sewerage a	and Sanitation)															
	Coverage	of Toilets	Coverage network	- 1	Collection of the s	sewage		of sewage t capacity	1	of sewage tment	1	reuse and of treated age	redres	ency in ssal of complaints	in se	st recovery wage gement	collection	ency in of sewage rges
Bench Marks	40				<u> </u>													
DOTTON WAINS	10	0%	10	0%	100	0%	100	0%	10	00%	20)%	80)%	10	00%	90)%
DOTION IVIAINS		Targets (2019		Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	7argets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
DOTION IVIAINS	Current (2018-	· Targets (2019	Current (2018-19)	Targets	Current (2018-19)	Targets	Current (2018-19)	Targets (2019-20)	Current	Targets	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current	Targets (2019-20)	Current	Targets (2019-20)
Solid Waste Manage	Current (2018- 19)	·Targets (2019 20)	- Current	Targets (2019-20)	Current	Targets (2019-20)	Current	Targets	Current (2018-19)	Targets (2019-20)	Current	Targets	Current	Targets	Current (2018-19)	Targets	Current (2018-19)	Targets
	Current (2018- 19) 0 ement House hold le	·Targets (2019 20)	Current (2018-19) 0 Efficie	Targets (2019-20) 0	Current (2018-19) 0 Extent of so of munici	Targets (2019-20) 0 egregation ipal solid	Current (2018-19) 0 Extent of solid	Targets (2019-20)	Current (2018-19) 0 Extent of disposal o	Targets (2019-20)	Current (2018-19) 0	Targets (2019-20) 0 ency in essal of	Current (2018-19) 0 Extent recovery	Targets (2019-20)	Current (2018-19) 0 Efficie collection	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	Current (2018- 19) 0 ement House hold le of solid waste serv	Targets (2019 20) 0 evel coverage te managment vices	Current (2018-19) 0 Efficie collect municipal s	Targets (2019-20) 0 ency of tion of solid waste	Current (2018-19) 0 Extent of so of municity was	Targets (2019-20) 0 egregation ipal solid ste	Current (2018-19) 0 Extent of solid recov	Targets (2019-20) 0 municipal waste vered	Current (2018-19) 0 Extent of disposal o solid	Targets (2019-20) 0 f scientific of municipal waste	Current (2018-19) 0 Efficie redres customer (Targets (2019-20) 0 ency in ssal of complaints	Current (2018-19) 0 Extent recovery serv	Targets (2019-20) 0 of cost y in SWM vices	Current (2018-19) 0 Efficie collection char	Targets (2019-20) 0 ency in of SWM arges	Current (2018-19)	Targets (2019-20)
Solid Waste Manage	Current (2018- 19) 0 ement House hold le of solid waste serv	Targets (2019 20) 0 evel coverage se managment vices	Current (2018-19) 0 Efficie collect municipal s	Targets (2019-20) 0 ency of tion of solid waste 0% Targets	Current (2018-19) 0 Extent of so of munici was 100 Current	Targets (2019-20) 0 egregation ipal solid ste	Current (2018-19) 0 Extent of solid recovers 80 Current	Targets (2019-20) 0 municipal waste vered 7% Targets	Current (2018-19) 0 Extent of disposal o solid	Targets (2019-20) 0 f scientific of municipal waste 00% Targets	Current (2018-19) 0 Efficie redres customer (Targets (2019-20) 0 ency in ssal of complaints % Targets	Current (2018-19) 0 Extent recovery	Targets (2019-20) 0 of cost y in SWM	Current (2018-19) 0 Efficie collection char	Targets (2019-20) 0 ency in n of SWM arges 0% Targets	Current (2018-19)	Targets (2019-20)
Solid Waste Manage	Current (2018- 19) 0 ement House hold le of solid waste serv 100 Current (2018-	Targets (2019 20) 0 evel coverage te managment vices 0% Targets (2019	Current (2018-19) 0 Efficie collect municipal s	Targets (2019-20) 0 ency of tion of solid waste 0% Targets	Current (2018-19) 0 Extent of so of municity was	Targets (2019-20) 0 egregation ipal solid ste 0% Targets	Current (2018-19) 0 Extent of solid recov	Targets (2019-20) 0 municipal waste vered	Current (2018-19) 0 Extent of disposal o solid 10 Current	Targets (2019-20) 0 f scientific of municipal waste 00% Targets	Current (2018-19) 0 Efficie redres customer (Targets (2019-20) 0 ency in ssal of complaints % Targets	Current (2018-19) 0 Extent recovery served. 10 Current	Targets (2019-20) 0 of cost y in SWM vices 0% Targets	Current (2018-19) 0 Efficie collection char	Targets (2019-20) 0 ency in of SWM arges	Current (2018-19)	Targets (2019-20)
Solid Waste Manage	Current (2018- 19) 0 ement House hold le of solid waste serv 100 Current (2018- 19)	Targets (2019 20) 0 evel coverage te managment vices 0% Targets (2019 20) 100	Current (2018-19) 0 Efficie collect municipal s 100 Current (2018-19) 100	Targets (2019-20) 0 ency of tion of solid waste 0% Targets (2019-20) 100	Current (2018-19) 0 Extent of so of munici was 100 Current (2018-19)	Targets (2019-20) 0 egregation ipal solid ste 0% Targets (2019-20)	Current (2018-19) 0 Extent of solid recovers (2018-19)	Targets (2019-20) 0 municipal waste vered Targets (2019-20) 80	Current (2018-19) 0 Extent of disposal or solid Current (2018-19) 100	Targets (2019-20) 0 f scientific of municipal waste 00% Targets (2019-20) 100	Current (2018-19) 0 Efficie redres customer (2018-19) 100	Targets (2019-20) 0 ency in saal of complaints 9% Targets (2019-20)	Current (2018-19) 0 Extent recovery servent (2018-19)	Targets (2019-20) 0 of cost y in SWM vices Targets (2019-20)	Current (2018-19) 0 Efficie collection char 90 Current (2018-19)	Targets (2019-20) 0 ency in n of SWM arges 7 Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Solid Waste Manage Bench Marks Storm Water Draina	Current (2018- 19) 0 ement House hold le of solid waste serv 100 Current (2018- 19)	Targets (2019 20) 0 evel coverage te managment vices 0% Targets (2019 20)	Current (2018-19) 0 Efficie collect municipal s 100 Current (2018-19) 100	Targets (2019-20) 0 ency of tion of solid waste 0% Targets (2019-20) 100 r drainage r	Current (2018-19) 0 Extent of so of munici was 100 Current (2018-19)	Targets (2019-20) 0 egregation ipal solid ste 0% Targets (2019-20)	Current (2018-19) 0 Extent of solid recovers (2018-19)	Targets (2019-20) 0 municipal waste vered Targets (2019-20) 80	Current (2018-19) 0 Extent of disposal of solid Current (2018-19) 100 nce of Water	Targets (2019-20) 0 f scientific of municipal waste 00% Targets (2019-20) 100 er logging/flo	Current (2018-19) 0 Efficie redres customer (2018-19) 100	Targets (2019-20) 0 ency in saal of complaints 9% Targets (2019-20)	Current (2018-19) 0 Extent recovery servent (2018-19)	Targets (2019-20) 0 of cost y in SWM vices Targets (2019-20)	Current (2018-19) 0 Efficie collection char 90 Current (2018-19)	Targets (2019-20) 0 ency in n of SWM arges 7 Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Solid Waste Manage Bench Marks	Current (2018- 19) 0 ement House hold le of solid waste serv 100 Current (2018- 19) 100 age Indicators	Targets (2019 20) 0 evel coverage te managment vices 0% Targets (2019 20) 100	Current (2018-19) 0 Efficie collect municipal s 100 Current (2018-19) 100 storm water	Targets (2019-20) 0 ency of tion of solid waste 0% Targets (2019-20) 100 r drainage r	Current (2018-19) 0 Extent of so of munici was 100 Current (2018-19)	Targets (2019-20) 0 egregation ipal solid ste 0% Targets (2019-20) 100	Current (2018-19) 0 Extent of solid recovers (2018-19) 70	Targets (2019-20) 0 municipal waste vered Targets (2019-20) 80	Current (2018-19) 0 Extent of disposal or solid Current (2018-19) 100 nce of Water 0 number 10	Targets (2019-20) 0 f scientific of municipal waste 00% Targets (2019-20) 100 er logging/flombers	Current (2018-19) 0 Efficie redres customer (2018-19) 100	Targets (2019-20) 0 ency in ssal of complaints 7% Targets (2019-20) 100	Current (2018-19) 0 Extent recovery servent (2018-19)	Targets (2019-20) 0 of cost y in SWM vices Targets (2019-20)	Current (2018-19) 0 Efficie collection char 90 Current (2018-19)	Targets (2019-20) 0 ency in n of SWM arges 7 Targets (2019-20)	Current (2018-19)	Targets (2019-20)



					14t	h FINANCE	COMMISSI	ON : DECL	ARATION OF	SERVICE	LEVEL STA	ANDARDS						
Name of the	e City/ULB	Sta	te	Name o	f the Municip	al Commiss Officer	ioner/Chief	Executive	Po	stal Address	s with PIN C	ode	Ph	one & Fax r	ios.		Email ID	
Mavel	ikara	Kera	ala			BINUJI G			Municip	al Office, Ma Kerala-	avelikara, Al 690101	appuzha,	C)479-230221	18	secreta	rymmc@gn	nail.com
Water Supply	indicators			<u> </u>					1				1			1		
	_	e of Water connection	1	a Supply of ater	Extent of r water co	netering of nnection		of non e water	Continuit sup	y of water oply		of Water oplied	redres	ency in ssal of complaints	water	covery in supply vices	collectio supply	ency in n of water related arges
Bench Marks	10	00%	1	35	10	0%	20)%	24 h	ours	10	00%	80	0%	10	0%	9	0%
	Current (2018 -19)	Targets (2019 - 20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Sewage Mana	80	83	70	70	83	90	18	16	20	20	100	100	95	96	60	70	60	75
Bench Marks	10	e of Toilets	network	of sewage services	of the s	efficiency sewage vork	treatmen	of sewage t capacity 0%	treat	of sewage ment	recycling sev	reuse and g of treated wage	redres customer	ency in ssal of complaints	in se manag	est recovery ewage gement 0%	collection cha	ency in of sewage arges
	Current (2018 -19)	Targets (2019 - 20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste N	/lanagement																	
	coverage o	nold level f solid waste ent services	collec munici	ency of tion of pal solid iste	Extent of s of munic wa		solid	municipal waste vered	disposal o	scientific f municipal waste	redre	ency in essal of complaints	recovery	of cost y in SWM vices	collectio	ency in n of SWM rges		
Benchmarks		00%		0%		0%)%		0%		0%		0%		0%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		Targets (2019-20)	 	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		Targets (2019-20)	Current (2018-19)	Targets (2019-20)		<u> </u>		
	95	90	95	80	90	80	60	80	80	95	92	98	50	90	72	72		
Storm Water I	Drainage Ind	icators																
		Coverage of	of storm wat	ter drainage	e network			Incide	nce of Wate	r logging/fl	looding							
Benchmarks			100	%					0 Nu	mber								
	Cı	urrent (2018 -1	9)	Та	rgets (2019 -	20)	Cu	rrent (2018	-19)	Tar	rgets (2019	- 20)						
		25			40			0			0							



					14th Fl	NANCE COM	MISSION :	DECLARAT	ION OF SEI	RVICE LEVE	EL STANDA	RDS						
Name of the City/U	LB		ate	Name of the	•	Commissione		cutive Officer	Po		s with PIN Co	ode		none & Fax r			Email ID	
MUKKOM		Ke	rala			N.K. Harees	h 			Mukkam P	.O., 673602			495229713	2	<u>mukkamn</u>	unicipality	@gmail.com
Water Supply indicators	1				1				1		I							
	•	e of Water Connection	1	a Supply of ater	1	metering of onnection	1	on revenue ater	Continuit su	y of water oply	1	of Water plied	redressal	ency in of customer olaints		covery in oly services	of water s	in collection upply related arges
Bench Marks	10	00%	135	IPCD	10	00%	20	0%	24 h	ours	10	0%	80	0%	10	00%	į.	90%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	70	85	85	100	60	75	10	15	16	24	90	100	50	60	20	40	30	50
Sewage Management (Sew	rerage and s	⊥ Sanitation)	1		1		1		I	ļ.	1	ļ.	1		1			
	Coverage	e of Toilets		of sewage services	of the	n efficiency sewage work	1 -	of sewage t capacity	1	f sewage ment	recycling	reuse and of treated rage	redressal	ency in of customer olaints	in se	st recovery wage gement	1	in collection ge charges
Bench Marks	10	00%	10	0%	10	00%	10	0%	10	0%	20)%	80	0%	10	0%	9	90%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Solid Waste Management	90	100	60	80	30	50	50	60	50	60	10	15	40	60	10	50	10	20
John Waste Management	coverag waste m	hold level ge of solid anagment vices	collec	ency of tion of solid waste	of munic	segregation cipal solid aste		municipal e recovered	disposal o	scientific f municipal waste	redressal o	ency in of customer olaints	recovery	of cost y in SWM vices	collectio	ency in n of SWM irges		
Bench Marks	10	00%	10	0%	10	00%	80	0%	10	0%	80	0%	10	0%	90	0%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
Storm Water Drainage Indic	70 cators	0 80	60	80	60	70	40	60	50	85	60	80	10	20	10	15		
C.S. I. Tator Dramage man		Coverage	of storm wa	ater drainag	e network			Incide	nce of Wate	r logging/fl	ooding							
Bench Marks			10	0%					0 nui	nbers								
	Cı	urrent (2018 -		1	gets (2019 -	- 20)	Cu	rrent (2018 -		1	rgets (2019 -	20)						
		70			90			0			0							



					14th Fl	NANCE CO	MMISSION	: DECLARA	TION OF SE	RVICE LEVE	EL STANDA	RDS						
Name of the City	/ULB	St	ate	Name of the	e Municipal (Commissione	er/Chief Exec	cutive Officer	Р	ostal Address	s with PIN Co	ode	Pł	none & Fax n	OS.		Email ID	
MUVATTUPUZ	'HA	Ke	erala		V.V.L	ATHESH KU	JMAR		Munici	oal Office, Mu	ıvattupuzha .	686673		9947317580)	muvattupu	zhamunicipa 1.com	ality@gma
Water Supply indicators				1					1				1			1		
	_	e of Water	1	a Supply of ater	1	netering of nnection	1	non revenue ater	1	y of water		of Water olied	of cus	in redressal stomer olaints	Cost red	covery in bly services	collection supply	ency in n of water related rges
Bench Marks	10	00%	13	5lpd	10	0%	2	0%	2	lhrs	10	0%	80	0%	10	0%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	90%	95%	110	120	100%	100%	8%	5%	22	23	100%	100%	85%	90%	93%	95%	88%	93%
Sewage Management (S		e of Toilets	Coverage	of sewage	Collection of the s	sewage		of sewage	1	of sewage tment	recycling	reuse and of treated	of cus	in redressal stomer plaints		st recovery wage gement	collection	ency in of sewage rges
Bench Marks		00%	10	0%	10	0%	1	00%	10	00%	1)%	80	0%		0%	1)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Solid Waste Manageme	100 nt	100	1 0	1 100			<u> </u>	` ,	·	,	·	` ,	` ′	` '	·	` ′	· , , , , , , , , , , , , , , , , , , ,	
		•		100	0	20	0	20	0	20	0	10	5	20	5	20	0	15
	House h	nold level e of solid anagment vices	Efficie collec	ency of ction of solid waste	Extent of so	egregation ipal solid	Extent of	` ,	Extent o	20 f scientific f municipal waste	Efficiency of cus	10 in redressal stomer plaints	5 Extent	` '	5 Efficie collection	` ′	0	15
Bench Marks	House h coverag waste masery	e of solid anagment vices	Efficio collec municipal	ency of etion of solid waste	Extent of s of munic wa	egregation ipal solid ste 0%	Extent of solid wast	municipal e recovered	Extent o	f scientific f municipal waste	Efficiency of cus	n redressal stomer plaints	Extent recovery serv	of cost y in SWM vices	Efficie collection cha	ency in n of SWM rges	0	15
Bench Marks	House house	e of solid anagment vices 100% Targets (2019-20)	Efficie collec municipal 10 Current (2018-19)	ency of etion of solid waste 0% Targets (2019-20)	Extent of s of munic wa 10 Current (2018-19)	egregation ipal solid ste 0% Targets (2019-20)	Extent of solid waste 8: Current (2018-19)	municipal e recovered 5% Targets (2019-20)	Extent or disposal or solid Current (2018-19)	f scientific f municipal waste 00% Targets (2019-20)	Efficiency of cus comp 85 Current (2018-19)	n redressal stomer plaints 5% Targets (2019-20)	Extent recovery services	of cost y in SWM vices	5 Efficie collection cha	20 ency in n of SWM rges	0	15
Bench Marks Storm Water Drainage In	House house house maste master	e of solid anagment vices	Efficie collec municipal 10 Current	ency of etion of solid waste 10%	Extent of s of munic wa 10	egregation ipal solid ste 0% Targets	Extent of solid wast 8:	municipal e recovered 5% Targets	Extent of disposal of solid Current	f scientific f municipal waste	Efficiency of cus comp	n redressal stomer plaints 5%	Extent recovery services	of cost y in SWM vices	Efficie collection cha	ency in n of SWM rges	0	15
	House house house maste master	e of solid anagment vices 00% Targets (2019-20) 60%	Efficie collec municipal 10 Current (2018-19) 90%	ency of etion of solid waste 0% Targets (2019-20)	Extent of sof munic was 10 Current (2018-19) 70%	egregation ipal solid ste 0% Targets (2019-20)	Extent of solid waste 8: Current (2018-19)	municipal e recovered 5% Targets (2019-20) 70%	Extent of disposal of solid Current (2018-19)	f scientific f municipal waste 00% Targets (2019-20)	Efficiency of cus comp 85 Current (2018-19) 70%	n redressal stomer plaints 5% Targets (2019-20)	Extent recovery services	of cost y in SWM vices	Efficie collection cha	ency in n of SWM rges	0	15
	House house house maste master	e of solid anagment vices 00% Targets (2019-20) 60%	Efficience collected municipal 10 Current (2018-19) 90%	ency of etion of solid waste 0% Targets (2019-20) 100%	Extent of sof munic was 10 Current (2018-19) 70%	egregation ipal solid ste 0% Targets (2019-20)	Extent of solid waste 8: Current (2018-19)	municipal e recovered 5% Targets (2019-20) 70%	Extent of disposal of solid Current (2018-19)	f scientific f municipal waste 0% Targets (2019-20) 80%	Efficiency of cus comp 85 Current (2018-19) 70%	n redressal stomer plaints 5% Targets (2019-20)	Extent recovery services	of cost y in SWM vices	Efficie collection cha	ency in n of SWM rges	0	15
Storm Water Drainage In	House house	e of solid anagment vices 00% Targets (2019-20) 60%	Efficie collect municipal 10 Current (2018-19) 90%	ency of solid waste 0% Targets (2019-20) 100% ater drainage 00%	Extent of sof munic was 10 Current (2018-19) 70%	egregation ipal solid ste 0% Targets (2019-20) 100%	Extent of solid wast 8: Current (2018-19) 20%	municipal e recovered 5% Targets (2019-20) 70%	Extent of disposal of solid current (2018-19) 30%	f scientific of municipal waste 00% Targets (2019-20) 80% er logging/fle	Efficiency of cus comp 85 Current (2018-19) 70%	n redressal stomer plaints 5% Targets (2019-20) 80%	Extent recovery services	of cost y in SWM vices	Efficie collection cha	ency in n of SWM rges	0	15



					14th	FINANCE C	OMMISSIC	N : DECLA	RATION OF	SERVICE L	EVEL STAN	IDARDS						
Name of the	City/ULB	S	tate	Name of	f the Munici	oal Commiss Officer	sioner/Chief	Executive	Po	stal Addres	s with PIN C	ode	Р	none & Fax r	nos.		Email ID	
Nedumar	igad	Ke	erala		S. Naraya	nan, Municip	al Secratary	/		cipal office, ledumangad	-			0472-280223	38	ndd	sec@gmail	.com
Water Supply indi	cators																	
	_	e of Water onnection	1	ta Supply of vater		metering of onnection		t of non ue water		y of water oply		of Water plied	redre	ency in essal of complaints	water	covery in supply vices	collection supply	ency in on of water y related arges
Benchmarks	10	0%	13	5 lpcd	10	00%	2	:0%	24 h	nours	10	00%	8	0%	10	00%	9	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)		Current (2018-19)		Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)			Targets (2019-20)
Sewage Managem	90 ent (Sewerag		!	5 120	100) 100	25	5 20) 22	. 24	100	100) 98	100) 75	5 80	92	2 95
	Coverage	of Toilets	_	e of sewage k services	of the	n efficiency sewage work		y of sewage nt capacity	1	of sewage ment	recycling	reuse and of treated vage	redre	ency in essal of complaints	in se	st recovery ewage gement	collection	ency in of sewage arges
Benchmarks		0%		00%		00%		00%		0%		0%		0%		00%		0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Solid Waste Mana	gement				1		1										1	
	coverage waste ma	old level e of solid anagment vices	colle munic	iency of ction of ipal solid aste	of muni	segregation cipal solid aste	solid	f municipal I waste overed	disposal o	scientific f municipal waste	redre	ency in ssal of complaints	recover	t of cost y in SWM vices	collection	ency in on of SWM arges		
Benchmarks		0%		00%	1	00%	1	0%		0%		0%		00%		0%		
	Current (2018-19)			(2019-20)	(2018-19)	Targets (2019-20)	(2018-19)			(2019-20)	<u> </u>				Current (2018-19)			
Storm Water Drain	80 age Indicator) 8	0 90	90	100	90	0 100	90	100	80	90	80	90	80	90		
			of storm v	water drainag	ge network			Incide	nce of Wate	er logging/f	looding							
Benchmarks				00%	-					mbers				1		1		
	Cu	rrent (2018	-19)	Tar	gets (2019	- 20)	Cı	urrent (2018	-19)	Tai	rgets (2019	- 20)						
		28			30													



						14th F	inance Con	nmission: [Declaration	of Service	Level Stand	dards						
Name of the	ne city/ULB	St	ate	Name of	the Municip	al Commiss Officer	ioner/ Chief	Executive	Po	stal Addres	s with PIN co	ode	Ph	one & Fax r	nos		Email id	
NEYYAT	TINKARA	Ke	rala		Saji.	S. S. (Secre	etary)		Municipa	l office, Ney	yattinkara	695121	0	471 222224	12	secretary	nytamc@gi	mail.com
Water Sup	ply Indicator	'S		<u> </u>														
	Coverage supply Co		1	a supply of ater		metering of nnections		of non e water		y of water oply	Quality supp		Efficie redres custo comp	omer	Cost rec water s	supply	collection supply	ency in n of water related rges
Benchmar ks	100	1%	135	lpcd	10	0%	20)%	24 h	iours	100	0%	80)%	100	0%	90)%
	Current (2018-19)	Targets (2019-20)		Targets (2019-20)	Current (2018-19)			Targets (2019-20)		Targets (2019-20)		Targets (2019-20)		Targets (2019-20)	Current (2018-19)		Current (2018-19)	Targets (2019-20)
Sewage M	60% anagement (100%	50	100 tion)	70%	100%	8%	20%	16	24	80%	100%	60%	80%	75%	100%	70%	90%
	Coverage	of Toilets	_	of sewage services	of the	efficiency sewage work	Adequacy	of sewage t capacity	_	f sewage ment	'	reuse and of treated rage			Extent recovery i manag	n sewage	collection	ency in of sewage rges
Benchmar ks	100	1%	10	0%	10	0%	10	0%	10	0%	20)%	80)%	100	0%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)		Current (2018-19)		Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Solid wast	100% e manageme	0 ent	60%	100	0	80	20	80	5	100	5	20	40	80	30	100	30	90
Oolid Wast	Househo coverage waste mar servi	old level of solid nagement	collec municit	ency of ction of cal solid	segreg municij	ent of ation of oal solid aste	solid	municipal waste vered	dispo municit	scientific sal of oal solid ste	Efficie redres custo comp	ssal of omer	Extent recovery serv		Efficie collectior char	of SWM		
Benchmar ks	100)%	10	0%	10	0%	80)%	10	0%	80)%	10	0%	90	%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)		Current (2018-19)		Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		Targets (2019-20)		Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Ctown Mat	80%	100%	80%	100%	60%	100%	50%	80%	50%	100%	75%	80%	0%	100%	0%	90%		
Storm wat	er Drainage		of storm wa	nter drainage	network		Ι	Incide	ence of Wate	er logging/fl	ooding							
Benchmar ks		2 2 3 3 3 3 9	100							nbers								
NO .	Cur	rent (2018-	19)	Та	rgets (2019-	-20)	Cu	rrent (2018-	19)	Та	rgets (2019-	20)						
		0%			80%			12			0							



				1.44b I	EINANCE C	OMMISSION	I - DECLAR	ATION OF	SEDVICE I I	EVEL STAN	DARDS NO	TIEICATION	LEODMATE	<u> </u>				
		1		T					SERVICE LI	EVEL STAN	DAKDS NO	TIFICATION	TORWATE	<u>-</u>		I		
Name of the	e City/ULB	St	ate	Name of	the Municip	al Commiss Officer	ioner/Chief	Executive	Po	stal Address	s with PIN C	ode	Pr	none & Fax r	nos.		Email ID	
NILAM	BUR	Ke	rala			Aakash AS			NILAME	BUR MUNIC NILAMBUR		679329		0493122036	55	nilambum	unicipality <u>m</u>	@gmail.co
Water Supply i	indicators																	
	_	e of Water onnection	1	a Supply of ater		metering of nnection		of non e water	1	y of water oply	_	of Water plied	redre	ency in ssal of complaints	water	covery in supply vices	collectio supply	ency in n of water related arges
Bench Marks	10	0%	135	Slpcd	10	0%	20	0%	24	hrs	10	0%	10	00%	10	0%	10	00%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	80			110	100	100	25	20	20	24	100	100	100	100	100	100	85	95
oewage manaç	gement (Sewerage and S Coverage of Toilets 100%		Coverage	of sewage services	of the	efficiency sewage work		of sewage t capacity		of sewage ment	recycling	reuse and of treated vage	redre	ency in ssal of complaints	in se	st recovery wage gement	collection	ency in of sewage rges
Bench Marks		10	00%	10	0%	10	0%	10	0%	20	0%	80	0% T	10	0%	90	0%	
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	C	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste M	T										<u> </u>		1		<u> </u>			
	coverag waste ma	old level e of solid anagment vices	collec munici	ency of ction of pal solid aste	segreg municit	ent of ation of pal solid aste	solid	municipal waste vered	dispo munici	scientific osal of pal solid oste	redre	ency in ssal of complaints	recover	of cost y in SWM vices	collectio	ency in n of SWM rges		
Bench Marks	10	0%	10	00%	10	0%	80	0%	10	0%	80	0%	10	0%	90	0%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)		Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
	40	80	40	75	40	75	25	75	25	65	50	75	0	30	25	50		
Storm Water D	•		•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	
		Coverage	of storm wa	ater drainag	e network			Incide	nce of Wate	er logging/fl	looding							
Bench Marks	+		100							%								
	Cu	rrent (2018 -	19)	Tar	gets (2019 -	- 20)	Cu	rrent (2018	-19)	Tar	gets (2019 -	- 20)						
	1	64			90			0			0							



		1		14th FI	NANCE CO	MMISSION	: DECLARA	TION OF S	ERVICE LE	/EL STAND	ARDS NOT	IFICATION	FORMATE			1		
Nie ee e ef th	- O'(-/LILD	0.1-		Name of	the Municip		ioner/Chief	Executive		- (- A . .	de DIN O	- 1-	DI.	0 .			E!! ID	
Name of the	•	Sta				Officer			1		s with PIN C			one & Fax n			Email ID	
NILESW	/ARAM	Ker	aıa 		1.1	MANOJ KUM	/IAR		Nileshwa	ar (p.o), Kas	saragod (dis	() 671314		4672280360)	nileshwa	rammlty@g	mail.com
Water Supply i	indicators																	
	_	e of Water connection		s Supply of ater	Extent of r water co	netering of nnection		of non e water	Continuit sup		1	of Water plied	redres	ency in ssal of complaints	water	covery in supply vices	Efficie collection supply cha	related
Bench Marks	10	00%	135	LPC	10	0%	20)%	24 h	ours	10	0%	80	0%	10	0%	90	1 %
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	74	80	110	120	81	81	19	19	18	18	95	100	70	70	70	75	80	80
	Coverage	e of Toilets		of sewage services	of the	efficiency sewage vork		of sewage t capacity	Quality o	_	recycling	reuse and of treated vage	redres	ency in ssal of complaints	in se	st recovery wage gement		ncy in of sewage ges
Bench Marks		00%		0%		0%		0%		0%		0%	80			0%		%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	100	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste M	anagement																	
	coverage o	nold level f solid waste ent services	collec munici	ency of tion of oal solid aste	segreg municip	nt of ation of oal solid ste	solid	municipal waste vered	dispo municip	scientific sal of oal solid ste	redre	ency in ssal of complaints	recovery	of cost / in SWM /ices	collectio	ency in n of SWM rges		
Bench Marks	10	00%	10	0%	10	0%	80)%	10	0%	80	0%	10	00	90	0%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
	100	100	90	100	90	100	75	80	80	90	80	80	60	60	90	100		
Storm Water D	rainage Indic	ators																
		Coverage o			network			Incide	nce of Wate		looding							
Bench Marks		. (00.10 :	1009	I	. (0015	00)		. /22.15		nbers		20)						
	<u> </u>	<u>urrent (2018 -1</u> 60	9)	ı lar	gets (2019 - 60	20)	L Cu	rrent (2018) 0	-19)	l ar	gets (2019 - 0	- 20)		l	<u> </u>	l		
				L			L						<u> </u>]	



					1	4th FINANC	E COMMIS	SION : DEC	LARATION	OF SERVIC	E LEVEL S	TANDARDS						
Name of the	e City/ULB	St	ate	Name of		oal Commiss Officer				ostal Address			Pł	none & Fax n	IOS.		Email ID	
NORTH PAI	RAVOOR	Ke	rala		Ν	IEETHULAL	В		North Par	avur Municip 683	ality North F 3513	Paravur Pin		0484-244232	27	northparay	<u>rurmunicipa</u> <u>com</u>	lity@gmail.
Water Supply	indicators								'				'			,		
	Coverage supply Co		1	a Supply of ater	1	metering of onnection	1	t of non le water	1	ty of water pply	1 .	of Water plied	redre	ency in ssal of complaints	water	covery in supply vices	collectio supply	ency in n of water related rges
Benchmarks	100	0%	135	lpcd	10	0%	20	0%	24 1	nours	10	00%	8	0%	10	0%	9	0%
	Current (2018-19)	Targets (2019-20) 100%	Current (2018-19)	Targets (2019-20)	Current (2018-19) 95%	Targets (2019-20)	Current (2018-19) 22%	Targets (2019-20)	Current (2018-19) 24 Hours	Targets (2019-20) 24 Hours	Current (2018-19)	Targets (2019-20)	Current (2018-19)	1	Current (2018-19)	Targets (2019-20)	Current (2018-19) 95%	Targets (2019-20)
Sewage Mana	agement (Se	werage an	d Sanitation	n)						•							•	
	Coverage	of Toilets		of sewage services	of the	n efficiency sewage work		of sewage t capacity	1	of sewage tment	recycling	reuse and of treated wage	redre	ency in ssal of complaints	in se	st recovery wage gement	collection	ency in of sewage irges
Benchmarks	100	0%	10	0%	10	00%	10	00%	10	00%	2	0%	80	0%	10	00%	9	0%
	Current (2018-19)	Targets (2019-20) 100%	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)		Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Solid Waste M							<u> </u>			1 0		1 0	070	1 070	070	1 070	070	1 070
	1	old level e of solid inagment	collec municiį	ency of tion of pal solid aste	of munic	segregation cipal solid	solid	municipal waste vered	disposal o	f scientific of municipal waste	redre	ency in ssal of complaints	recover	of cost y in SWM vices	collectio	ency in n of SWM rges		
Benchmarks	100	0%	10	0%	10	0%	80	0%	10	00%	8	0%	10	00%	90	0%		
	Current (2018-19)	Targets (2019-20) 100%	Current (2018-19) 92%	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	1 -	Current (2018-19)	Targets (2019-20)		
Storm Water I			1 02/0	1 10070	1 0070	1 10070	1 0070	1 10070	1 02/0	1 10070	1 0070	1 10070	1 0070	1 10070	1 0070	1 10070	1	<u> </u>
			of storm w	ater drainaç	ge network			Incide	nce of Wate	er logging/fl	looding							
Benchmarks			10	0%	-					0								
	Cui	rent (2018 -	19)	Tar	gets (2019 -	- 20)	Cu	irrent (2018	-19)	Tar	rgets (2019	- 20)						
		75%			85%			15%			10%							



					14	th FINANCI	E COMMISS	SION : DEC	LARATION (OF SERVICE	E LEVEL ST	ANDARDS						
Name of the	e City/ULB	St	ate	Name of	the Municipa	al Commissi Officer	ioner/Chief	Executive	Po	stal Address	s with PIN Co	ode	Ph	one & Fax n	os.		Email ID	
OTTAPF	PALAM	Ke	rala			SEENA H			Municipal		takkara PO, 679102	Ottapalam-	:	9446429013	3	secot	plm@gmai	l.com
Water Supply	indicators	•																
	_	e of Water onnection	Per Capita wa		Extent of n	_		t of non ie water		y of water	_	of Water plied	Efficie redres		Cost rec water s	supply	collection supply	ency in n of water related rges
Benchmarks	10	0%	135	lpcd	100	0%	20	0%		nours	10	0%	80		100)%	90)%
	Current (2018-19) 70%	Targets (2019-20) 75%	Current (2018-19) 100	Targets (2019-20) 100	Current (2018-19) 100%	Targets (2019-20) 100%	Current (2018-19) 20%	Targets (2019-20) 20%	Current (2018-19) 7%	Targets (2019-20)	Current (2018-19) 98%	Targets (2019-20) 98%	Current (2018-19) 80%	Targets (2019-20) 80%	Current (2018-19)	Targets (2019-20) 90%	Current (2018-19) 90%	Targets (2019-20) 100%
Sewage Mana					100%	100%	20%	20%	170	7%	90%	90%	00%	60%	75%	90%	90%	100%
	Coverage	of Toilets	Coverage network	_	Collection of the s	sewage		of sewage	_	of sewage	recycling	reuse and of treated	Efficie redres		Extent cos in sev manag	wage	collection	ency in of sewage rges
Benchmarks			HELWOIK	301 11003	lictv	VOIR	li catilicii	it capacity										463
	1 10	0%	10	0%	100													_
Bonormarks	Current (2018-19)	0% Targets (2019-20)	100 Current (2018-19)	Targets (2019-20)	100 Current (2018-19)	0% Targets (2019-20)	10 Current (2018-19)	00% Targets (2019-20)	10 Current (2018-19)	0% Targets (2019-20)	20 Current (2018-19)	7 Targets (2019-20)	Current (2018-19)	% Targets (2019-20)	100 Current (2018-19)	7% Targets (2019-20)	90 Current (2018-19)	7% Targets (2019-20)
	Current (2018-19) 99%	Targets (2019-20)	Current	Targets	Current	0% Targets	10 Current	00% Targets	10 Current	0% Targets	20 Current)% Targets	80 Current	% Targets	100 Current)% Targets	90 Current	% Targets
Solid Waste N	Current (2018-19) 99%	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	0% Targets (2019-20)	10 Current (2018-19)	00% Targets (2019-20)	10 Current (2018-19)	0% Targets (2019-20)	20 Current (2018-19)	7 Targets (2019-20)	Current (2018-19)	% Targets (2019-20)	100 Current (2018-19)	7% Targets (2019-20)	90 Current (2018-19)	7% Targets (2019-20)
	Current (2018-19) 99% Management House h coverage waste ma	Targets (2019-20) 100% t cold level e of solid anagment	Current (2018-19) 0% Efficie collect municip	Targets (2019-20) 0% ncy of tion of pal solid	Current (2018-19) 0% Extent of s of munic	Targets (2019-20) 0% egregation ipal solid	Current (2018-19) 0% Extent of solid	Targets (2019-20) 0% municipal waste	Current (2018-19) 0% Extent of disposal of	Targets (2019-20) 0% scientific f municipal	Current (2018-19) 0% Efficie redres	Targets (2019-20) 0% ency in	Current (2018-19) 65% Extent recovery	Targets (2019-20) 75% of cost	Current (2018-19) 0% Efficie collection	Targets (2019-20) 0% ncy in	90 Current (2018-19)	7% Targets (2019-20)
	Current (2018-19) 99% Management House h coverage waste ma	Targets (2019-20) 100% t	Current (2018-19) 0% Efficie collect municip	Targets (2019-20) 0% ncy of tion of oal solid ste	Current (2018-19) 0% Extent of s	Targets (2019-20) 0% egregation ipal solid ste	Current (2018-19) 0% Extent of solid reco	Targets (2019-20) 0% 0%	Current (2018-19) 0% Extent of disposal of solid	0% Targets (2019-20) 0% scientific	Current (2018-19) 0% Efficie redres customer	7% Targets (2019-20) 0% ency in	Current (2018-19) 65% Extent recovery	Targets (2019-20) 75% of cost in SWM	100 Current (2018-19) 0%	Targets (2019-20) 0% ncy in of SWM	90 Current (2018-19)	7% Targets (2019-20)
Solid Waste N	Current (2018-19) 99% Management House h coverage waste maserv 10 Current (2018-19)	Targets (2019-20) 100% t cold level e of solid anagment vices 0% Targets (2019-20)	Current (2018-19) 0% Efficie collect municip wa 100 Current (2018-19)	Targets (2019-20) 0% ncy of tion of pal solid ste 0% Targets (2019-20)	Current (2018-19) 0% Extent of s of munic wa 100 Current (2018-19)	Targets (2019-20) 0% egregation ipal solid ste 0% Targets (2019-20)	Current (2018-19) 0% Extent of solid reco 80 Current (2018-19)	Targets (2019-20) 0% municipal waste vered 0% Targets (2019-20)	Current (2018-19) 0% Extent of disposal of solid 10 Current (2018-19)	Targets (2019-20) 0% scientific f municipal waste 0% Targets (2019-20)	Current (2018-19) 0% Efficie redres customer (2018-19)	Targets (2019-20) 0% ency in ssal of complaints 0% Targets	Extent recovery serv (2018-19)	Targets (2019-20) 75% of cost in SWM ices 0% Targets (2019-20)	Current (2018-19) 0% Efficie collectior char 90 Current (2018-19)	Targets (2019-20) 0% ncy in of SWM ges % Targets (2019-20)	90 Current (2018-19)	7% Targets (2019-20)
Solid Waste Maste	Current (2018-19) 99% Management House h coverage waste ma serv 10 Current (2018-19) 63%	Targets (2019-20) 100% t cold level e of solid anagment vices 0% Targets (2019-20) 70%	Current (2018-19) 0% Efficie collec municip wa 100 Current	Targets (2019-20) 0% ncy of tion of pal solid ste 0% Targets	Current (2018-19) 0% Extent of s of munici wa 100 Current	Targets (2019-20) 0% egregation ipal solid ste 0% Targets	Current (2018-19) 0% Extent of solid reco	Targets (2019-20) 0% municipal waste vered 0% Targets	Current (2018-19) 0% Extent of disposal of solid Current	Targets (2019-20) 0% scientific f municipal waste 0% Targets	Current (2018-19) 0% Efficie redres customer (Targets (2019-20) 0% ency in ssal of complaints 0% Targets	Current (2018-19) 65% Extent recovery serve 100 Current	Targets (2019-20) 75% of cost in SWM ices 0% Targets	Current (2018-19) 0% Efficie collectior char 90 Current	Targets (2019-20) 0% ncy in of SWM rges % Targets	90 Current (2018-19)	7% Targets (2019-20)
Solid Waste N	Current (2018-19) 99% Management House h coverage waste ma serv 10 Current (2018-19) 63%	Targets (2019-20) 100% t cold level e of solid anagment vices 0% Targets (2019-20) 70% dicators	Current (2018-19) 0% Efficie collec: municip wa 100 Current (2018-19) 68%	Targets (2019-20) 0% ncy of tion of pal solid ste 0% Targets (2019-20) 75%	Current (2018-19) 0% Extent of s of munic wa 100 Current (2018-19) 48%	Targets (2019-20) 0% egregation ipal solid ste 0% Targets (2019-20)	Current (2018-19) 0% Extent of solid reco 80 Current (2018-19)	Targets (2019-20) municipal waste vered 0% Targets (2019-20) 80%	Current (2018-19) 0% Extent of disposal of solid 10 Current (2018-19) 35%	Targets (2019-20) 0% scientific f municipal waste 0% Targets (2019-20) 50%	Current (2018-19) 0% Efficie redres customer (2018-19) 75%	Targets (2019-20) 0% ency in ssal of complaints 0% Targets	Extent recovery serv (2018-19)	Targets (2019-20) 75% of cost in SWM ices 0% Targets (2019-20)	Current (2018-19) 0% Efficie collectior char 90 Current (2018-19)	Targets (2019-20) 0% ncy in of SWM ges % Targets (2019-20)	90 Current (2018-19)	7% Targets (2019-20)
Solid Waste Maste Maste Master	Current (2018-19) 99% Management House h coverage waste ma serv 10 Current (2018-19) 63%	Targets (2019-20) 100% t cold level e of solid anagment vices 0% Targets (2019-20) 70% dicators	Current (2018-19) 0% Efficie collect municip wa 100 Current (2018-19) 68%	Targets (2019-20) 0% ncy of tion of pal solid ste 0% Targets (2019-20) 75% ater drainage	Current (2018-19) 0% Extent of s of munic wa 100 Current (2018-19) 48%	Targets (2019-20) 0% egregation ipal solid ste 0% Targets (2019-20)	Current (2018-19) 0% Extent of solid reco 80 Current (2018-19)	Targets (2019-20) municipal waste vered 0% Targets (2019-20) 80%	Extent of disposal o solid Current (2018-19) 35%	Targets (2019-20) 0% scientific f municipal waste 0% Targets (2019-20) 50% r logging/fl	Current (2018-19) 0% Efficie redres customer (2018-19) 75%	Targets (2019-20) 0% ency in ssal of complaints 0% Targets	Extent recovery serv (2018-19)	Targets (2019-20) 75% of cost in SWM ices 0% Targets (2019-20)	Current (2018-19) 0% Efficie collectior char 90 Current (2018-19)	Targets (2019-20) 0% ncy in of SWM ges % Targets (2019-20)	90 Current (2018-19)	7% Targets (2019-20)
Solid Waste Maste	Current (2018-19) 99% Management House h coverage waste ma serv 10 Current (2018-19) 63% Drainage Ind	Targets (2019-20) 100% t cold level e of solid anagment vices 0% Targets (2019-20) 70% dicators	Current (2018-19) 0% Efficie collecte municip wa 100 Current (2018-19) 68% of storm wa 100	Targets (2019-20) 0% ncy of tion of pal solid ste 0% Targets (2019-20) 75% ater drainag	Current (2018-19) 0% Extent of s of munic wa 100 Current (2018-19) 48%	Targets (2019-20) 0% egregation ipal solid ste 0% Targets (2019-20) 55%	10 Current (2018-19) 0% Extent of solid reco 80 Current (2018-19) 72%	Targets (2019-20) 0% municipal waste vered 0% Targets (2019-20) 80%	Extent of disposal o solid Current (2018-19) 0% Extent of disposal o solid Current (2018-19) 35% nce of Water	Targets (2019-20) 0% scientific f municipal waste 0% Targets (2019-20) 50% er logging/fl	Current (2018-19) 0% Efficie redres customer (2018-19) 75%	Targets (2019-20) 0% ency in ssal of complaints 0% Targets (2019-20)	Extent recovery serv (2018-19)	Targets (2019-20) 75% of cost in SWM ices 0% Targets (2019-20)	Current (2018-19) 0% Efficie collectior char 90 Current (2018-19)	Targets (2019-20) 0% ncy in of SWM ges % Targets (2019-20)	90 Current (2018-19)	7% Targets (2019-20)



						14th Fina	ance Comm	ission: Decl	aration of S	ervice Leve	el Standards	<u> </u>						
Name of the city	y/ULB	Sta	ate	Name of the	e Municipal C	Commissione	r/ Chief Exec	utive Officer	Po	ostal Address	s with PIN co	ode	Pi	none & Fax r	nos		Email id	
PALA		KER	ALA		S.K I	PANKAJAKS	SHAN		MUNIC	IPAL OFFIC	E,PALA	686575		4822212328	3	munse	cpala@gma	ail.com
Water Supply Indica	tors			l					<u> </u>									
	Coverage supply Co		Per Capita wa	supply of	1	netering of nnections	Extent of n wa	on revenue iter	Continuit sup	y of water oply	,	of water plied	of cus	in redressal stomer blaints	Cost red	covery in bly services	collection supply	ency in n of water related rges
Benchmarks	100	0%	135	lpcd	10	0%	20)%	24 h	ours	10	0%	80)%	10	0%	90	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	82%	95%	82	135	80%	95%	18%	10%	16.3	20	81%	100%	75%	80%	40%	79%	72%	95%
Sewage Managemer	nt (Sewerag	e and Sanit	ation)	•		•		,								•	,	
	Coverage	of Toilets	Coverage network	of sewage services	1	efficiency sewage vork	Adequacy treatmen	of sewage t capacity		f sewage ment	recycling	reuse and of treated rage	of cus	in redressal stomer blaints	recovery	of cost in sewage gement	collection	ency in of sewage rges
Benchmarks	100	0%	10	0%	10	0%	10	0%	10	0%	20)%	80)%	10	0%	90	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Name of the city/ULI	B-Pala Muni	cipality	ı		ı		1				1		1					
	Household level coverage of solid waste management services		Efficie collec municipal		1	egregation ipal solid ste	Extent of solid waste	municipal e recovered	disposal of	scientific f municipal waste	of cus	in redressal stomer blaints	recovery	of cost / in SWM /ices	collectio	ency in n of SWM rges		
Benchmarks	100	0%	10	0%	10	0%	80)%	10	0%	80)%	10	0%	90)%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
	48%	55%	75%	100%	75%	100%	75%	100%	75%	100%	100%	100%	80%	100%	60%	85%		
Storm Water Drainage	ge Indicator																	
		Coverage	of storm wa	ater drainag	e network			Incide	nce of Wate	r logging/fl	ooding							
Benchmarks				0%						nbers								
	Cu	rrent (2018-	19)	Ta	rgets (2019-	20)	Cu	irrent (2018-	19)	Та	rgets (2019-	20)						-
		65%			75%			10			3			<u> </u>		<u> </u>		



					14 th	FINANCE C	OMMISSIO	N : DECLAR	ATION OF	SERVICE LE	EVEL STAN	DARDS						
Name of the Ci	ity/ULB	St	ate	Name of		al Commiss Officer				stal Address			Ph	one & Fax r	10S.		Email ID	
PALAKKA	۸D	Ke	rala		R	AGHURAM/	AN		 	Municipal Of	fice, Palakka	ad	(0491 253463	34	secy	pkd@gmails	.com
Water Supply indica	ators																	
	Coverage supply Co			a Supply of ater	1	metering of onnection		t of non ue water	1	y of water oply	1	of Water plied	redres	ency in ssal of complaints	water	covery in supply vices	collection supply	ency in n of water related rges
Benchmarks	10	0%	135	lpcd	10	0%	20	0%	24 l	nours	10	00%	80	0%	10	0%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	(2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	` ′	Targets (2019-20)	Current (2018-19)	(2019-20)	Current (2018-19)	Targets (2019-20)
	96%	100%	120	130	100%	100%	20%	20%	18	20	98%	98%	75%	80%	85%	95%	85%	90%
Sewage Manageme	nt (Sewerag	e and Sanit	ation)															
	100% Current Targets Current			of sewage services	of the	efficiency sewage work		of sewage at capacity	1	of sewage ment	recycling	reuse and of treated vage	redres	ency in ssal of complaints	in se	st recovery wage gement	collection	ency in of sewage rges
Benchmarks	10	0%	10	0%	10	0%	10	00%	10	0%	20	0%	80	0%	10	0%	90)%
	(2018-19)	(2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Solid Waste Manage		10070																
	100% 100% (gement House hold level coverage of solid waste managment m services		collec munici wa	ency of tion of pal solid aste	of munic	segregation cipal solid	solid reco	municipal waste vered	disposal o	scientific f municipal waste	redre customer	ency in ssal of complaints	recovery serv	of cost y in SWM vices	collectio cha	ency in n of SWM rges		
Benchmarks	10	0%	10	0%	10	0%	80	0%	10	0%	8	0%	10	0%	90	0%		r
0(ama W. (a. D.)	Current (2018-19)	Targets (2019-20)	Current (2018-19) 95%	Targets (2019-20)	Current (2018-19) 98%	Targets (2019-20)	Current (2018-19) 80%	Targets (2019-20) 90%	Current (2018-19) 80%	Targets (2019-20)	Current (2018-19) 95%	Targets (2019-20)	Current (2018-19) 80 %	Targets (2019-20) 90%	Current (2018-19) 90 %	Targets (2019-20)		
Storm Water Draina	ige indicator		of other	atau day !	na nata i t		1	1	naa -£34/	n lacel - "				Ι	Ι		I	
Panahmarka	1	Coverage			ge network			Incide		er logging/fl	ooding				-			
Benchmarks	Cui	rrent (2018 -		0% Tai	rgets (2019 -	20)	Cu	ırrent (2018 -		mbers Tar	rgets (2019 -	- 20)						
	90%				95%			10			5							



					14th	FINANCE C	OMMISSIO	N : DECLAR	ATION OF	SERVICE LE	EVEL STAN	DARDS						
Name of the	City/ULB	St	ate	Name of	f the Municip	al Commiss Officer	ioner/Chief I	Executive	Po	stal Address	s with PIN C	ode	Pł	none & Fax n	IOS.		Email ID	
PANDAL	_AM	Ke	rala			SANIL S			Pandala	_	ıltiy, Panda 9501	am. PIN -	(04734-25225	51	<u>pandalam</u>	municipalit <u>om</u>	<u>y@gmail.c</u>
Water Supply indi	cators	•									_							
	Coverage supply Co	e of Water onnection	Per Capita wa	Supply of	1	netering of nnection		of non e water	Continuit sur	•	1	of Water plied	redre	ency in ssal of complaints	water	covery in supply vices	collection supply	ency in n of water related rges
Benchmarks	10	0%	135	lpcd	10	0%	20	0%	24 h	ours	10	0%	90	0%	10	0%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	90%	95%	110	120	80%	85%	18%	18%	24	24	95%	100%	100%	100%	100%	100%	90%	90%
Sewage Managem	nent (Sewerage	e and Sanita	ation)										ı		ı		г	
	Coverage	of Toilets	_	of sewage services	of the	efficiency sewage work		of sewage t capacity	Quality o	f sewage ment	recycling	reuse and of treated vage	redre	ency in ssal of complaints	in se	st recovery wage gement	collection	ency in of sewage rges
Benchmarks	10	0%	10	0%	10	0%	10	0%	10	0%	2	0%	80	0%	10	0%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		Targets (2019-20)	Current (2018-19)		Current (2018-19)	· ·	Current (2018-19)	<u> </u>	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Solid Waste Mana		100%	0%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Oona Waste Mana	House hold level coverage of solid		collec municit	ency of tion of pal solid ste	of munic	egregation ipal solid ste	solid	municipal waste vered	disposal o	scientific f municipal waste	redre	ency in ssal of complaints	recover	of cost y in SWM vices	collection	ency in n of SWM rges		
Benchmarks	10	0%	10	0%	10	0%	80	0%	10	0%	8	0%	10	00%	90)%		
	Current (2018-19)		Current (2018-19)	Targets (2019-20)		Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	` ′	<u> </u>	Targets (2019-20)	Current (2018-19)		Current (2018-19)			
Storm Water Drain	1 50 nage Indicator	<u>70</u> s	100	100	100	100	80	80	90	95	80	90	100	100	90	90	<u> </u>	
		Coverage	of storm wa	ater draina	ge network			Incide	nce of Wate	r logging/fl	ooding		Ι		1			
Benchmarks				0%						nbers								
	Cu	rrent (2018 -	-19)	Tai	rgets (2019 -	20)	Cu	rrent (2018 -	-19)	Tar	gets (2019 ·	- 20)						
		100%			100%			5			3							



		Ι			14th FINAN	CE COMMI	SSION : DEC	CLARATION	OF SERVIC	E LEVEL S	TANDARDS	NOTIFICAT	ION FORM	TE		I		
Name of the	e City/ULB	St	ate	Name of the	e Municipal C	Commission	er/Chief Exec	utive Officer	Po	ostal Address	s with PIN Co	ode	Ph	one & Fax r	10S.		Email	ID
PANC	OOR	Ke	rala		Mamba	lly Santhosh	n Kumar		Puthu	r road, Pano	or PO, PIN 6	70692		4902311340	0	panoorr	nunicipality	2015@gmail.com
Water Supply i	ndicators																	
	Coverage supply Co		Per Capita wa	Supply of ter	1	netering of nnection	Extent of n wa		1	y of water oply		of Water plied	Efficie redressal c comp		1	covery in bly services		cy in collection of ply related charge
Bench Marks	100	10%	135	incd	100	0%	20)%	24 1	nours	10	0%	80	10%	10	0%		90%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	65	90	75	90	85	95	12	20	20	24	95	100	70	90	90	95	80	85
Sewage Manag	gement (Sewe	rage and Sa	anitation)		•		•		•	•	•	•	•		•	•		
	Coverage	of Toilets	Coverage network	of sewage services	1	efficiency sewage vork	Adequacy treatment	of sewage t capacity	1	of sewage ment	recycling	reuse and of treated rage	Efficie redressal c comp		in se	st recovery wage gement	I .	cy in collection of rage charges
Bench Marks	100)%	10	0%	10	0%	10	0%	10	0%	20)%	80)%	10	0%		90%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20
	98	100	6	20	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Ma	anagement	I								1		I				1		
	House ho coverage waste ma servi	of solid nagment	Efficie collec municipal	tion of	1	egregation ipal solid ste	Extent of solid waste	municipal recovered	disposal o	scientific f municipal waste	redressal o	ency in of customer olaints	recovery	of cost in SWM ices	collectio	ency in n of SWM rges		
Bench Marks	100)%	10	0%	10	0%	80)%	10	0%	80)%	10	0%	9(0%		
	Current (2018-19)	Targets (2019-20)	- 1 - 1 -		Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
	45	(2019-20) (2018-19) (2019-20) 100 60 100			80	100	60	100	40	100	60	100	50	70	40	90		
Storm Water D	rainage Indica		1	1	ı	1		1	1	1	1	1						
		Coverage	of storm wa		e network			Incide	nce of Wate	er logging/fl	ooding							
Bench Marks	100%					20)	Cu	rrent (2018 -		% Tar	gets (2019 -	20)						
		Current (2018 -19) Targets (2019 - 20) 50						0			0							



				Τ	14th FINA	NCE COMM	ISSION : DE	CLARATIO	N OF SERV	ICE LEVEL	STANDARD	S NOTIFICA	TION FORM	IAT		<u> </u>		
Name of the	e City/ULB	St	ate	Name of the	e Municipal (Commissione	er/Chief Exec	cutive Officer	P	ostal Addres	s with PIN C	ode	Pł	none & Fax r	10S.		Ema	ail ID
Parappanangad	di Municipality	, Ke	rala		Vi	iswanathan.k	К.В				cipality:Parap m, Kerala -67		Ph	: 0494-2410)239	parappai	nangadimuni	icipality@gmail.cor
Water Supply ir	ndicators	!		!									ļ			!		
	٠ -	ge of Water Connection		a Supply of ater	1	metering of onnection	1	non revenue ater	1	ity of water	1	of Water plied	,	in redressal r complaints	1	ery in water services	1	/ in collection of wate ly related charges
Bench Marks	1	00%	135	lpcd	10	00%	20	0%	24	Hours	10	00%	80	0%	10	0%		90%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	80%	100%	100	110	80%	90%	10%	5%	24	24	96%	100%	80%	80%	90%	100%	90%	90%
Sewage Manag	gement (Sewe	rage and Sani	itation)															
	Coverag	e of Toilets		of sewage services	1	efficiency of ge network	1	of sewage at capacity	1	of sewage tment	recycling	reuse and of treated vage		in redressal r complaints	1	t recovery in anagement	Efficiency	in collection of sewa
Bench Marks	1	00%	10	0%	10	0%	10	00%	10	00%	2	0%	80	0%	10	0%		90%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	100%	100%	70%	85%	70%	80%	0%	0%	0%	0%	0%	0%	70%	80%	0%	0%	0%	0%
Solid Waste Ma	House coverage of	hold level of solid waste ent services		of collection	Extent of se municipal	egregation of solid waste		municipal e recovered	disposal o	of scientific of municipal I waste		in redressal r complaints	I	ost recovery services		in collection		
Bench Marks	1	00%	10	0%	10	0%	80	0%	10	00%	8	0%	10	0%	9	0%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
	80%	90%	90%	90%	80%	90%	70%	80%	40%	50%	70%	80%	80%	90%	90%	90%		
Storm Water Dr	rainage Indica	tors			•	•		•				•		•		•	_	
	Coverage of storm water drainage network							Incid	lence of Wat	ter logging/flo	ooding							
Benchmarks			100	0%					0 nu	mbers								
	С	urrent (2018-	19)	Та	rgets (2019-	·20)	Cı	urrent (2018-	-19)	Ta	argets (2019-	·20)						
	1	90		1	100		1	_		1	2		I					



				14th FINA	ANCE COM	MISSION : D	ECLARAT	ION OF SEF	RVICE LEVI	EL STANDA	ARDS NOTI	FICATION F	ORMATE					
Name of the	City/ULB	S	tate	Name of	f the Municip	oal Commiss Officer	ioner/Chief	Executive	Po	stal Addres	s with PIN C	ode	Ph	none & Fax ı	nos.		Email ID	
SOUTH PAI	RAVUR	Ke	erala			NOUSHAD.	A		MUNIC		CE , PARAV M-691301	UR P.O,	(0474-25123	40	secyp	aravur@gm	ail.com
Water Supply indic	ators	•		•	1				1		1				1	•	T	
		e of Water onnection		a Supply of ater	Extent of r	metering of nnection	1	t of non ue water	1	ty of water pply	1	of Water plied	redre cust	ency in ssal of tomer plaints	water	covery in supply vices	collectio supply	ency in n of water related arges
Benchmarks	10	00	135	IPCD	1	00	2	20	24 I	Hours	1	00	8	80	1	00	,	90
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	100	100	98	115	100	100	20	20	24	24	100	100	80	80	98	100	90	90
Sewage Manageme	ent (Sewerage	and Sanita	tion)		T				T		1				1		T	
	Coverage of Tollets network			of sewage services	of the	efficiency sewage work	1	of sewage nt capacity	1	of sewage tment	recycling	reuse and of treated wage	redre cust	ency in ssal of tomer plaints	in se	st recovery ewage gement	collection	ency in of sewage rges
Benchmarks	10	00	1	00	1	00	1	00	1	00	:	20	8	30	1	00		90
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19) 25	Targets (2019-20) 35	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Solid Waste Manag		1 .00				1 00		1 00					1 20	1 00				
	coverage waste ma	use hold level verage of solid te managment services Efficiency of collection of municipal solid waste		ction of pal solid	segreg municij	ent of ation of pal solid aste	solid	municipal waste vered	dispo munici	scientific osal of pal solid aste	redre cus	ency in ssal of comer plaints	recover	of cost y in SWM vices	collectio	ency in n of SWM rges		
Benchmarks	10	00	1	00	1	00	8	80	1	00		30	1	00	9	90		
	Current (2018-19)	(2018-19) (2019-20) (2018-19) (2019-20)		Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		Targets (2019-20)	Current (2018-19)	Targets (2019-20)			
Storm Water Drain	90 age Indicators	95	100	100	100	100	80	80	90	95	80	80	75	80	75	80		
Otorini Water Didili	uge mulcators		of storm wa	ter drainag	je network			Incide	nce of Wate	er logging/f	looding							
Benchmarks		Coverage of storm water drainage network 100							0									
	Cu	rrent (2018 -	19)	Tai	rgets (2019 - 75	20)	Cu	urrent (2018	-19)	Ta	rgets (2019 0	- 20)						
		70		1	13		<u> </u>	U			U		_				1	I



Name of th	o City/LILB		tate				SSION : DE sioner/Chief		N OF SERV		STANDAR s with PIN C			ORMATE one & Fax r	205		Em	ail ID
PATHANA	•		erala	KR	Manojkuma		al Secretary	(I/c.)			hanamthitta			906105434		pathanam		pality2011@gmail.cor
Water Supply	indicators			<u> </u>		<u> </u>			<u> </u>				<u> </u>			<u> </u>		
	Coverage supply Co		1	a Supply of ater		metering		of non se water	1	y of water oply	_	of Water plied	redre: cust	ency in ssal of omer plaints	water	covery in supply vices		/ in collection of wate ly related charges
Benchmarks	100	0%	135	lpcd	10	0%	20	0%	24 h	nours	10	0%	80)%	10	0%		90%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	•	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	80	90	85	100	90	100	18	20	10	20	95	100	30	50	95	100	90	95
Sewage Mana	agement (Sew	verage and	Sanitation)				1								1		
	Coverage	of Toilets	_	of sewage services	of the	efficiency sewage work	sewage	uacy of treatment acity	1	of sewage ment	recycling	reuse and of treated age	redre: cust	ency in ssal of omer plaints	in se	st recovery wage gement	ETTICIE	ncy in collection of ewage charges
Benchmarks	100	0%	10	0%	10	0%	10	0%	10	0%	20)%	80)%	10	0%		90%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)		Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste N	Management				1		T		1								1	
	House he coverage waste ma	e of solid inagment	collec munici	ency of ction of pal solid aste	segreg municij	ent of ation of oal solid aste	solid	municipal waste vered	dispo municij	scientific esal of eal solid este	redres cust	ency in ssal of omer slaints	recovery	of cost / in SWM /ices	collectio	ency in n of SWM Irges		
Benchmarks	100	0%	10	0%	10	0%	80	0%	10	0%	80)%	10	0%	90	0% T		Γ
	Current (2018-19)					Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)		Current (2018-19)	Targets (2019-20)		
	70	100	83	100	60	100	10	50	80	100	80	100	50	80	0	0		
Storm Water	 Drainage Indi	cators	-		ļ.	<u>I</u>	<u> </u>	1	1	<u>I</u>	<u> </u>	l	1	1	1	1	1	
		Coverage	of storm wa	ater drainag	je network			Incide	nce of Wate	er logging/f	looding							
Benchmarks	Cur	rent (2018	100 -19)		gets (2019 -	- 20)	Cu	rrent (2018		mbers Tar	gets (2019 -	20)						
		80			100			0			0							



					4.446.1	TINIANCE C	OMMISSION	I DECLAR	ATION OF S	EDVICE LE	VEL STANI	ARRE						
				Name of			sioner/Chief	I : DECLAR	ATION OF S	DERVICE LE	VEL STANL	DAKUS				Ι		
Name of the City	y/ULB	St	ate	INAME OF	trie ividificip	Officer	sioner/Criter	Lxecutive	Po	stal Address	s with PIN C	ode	Ph	none & Fax n	ios.		Email ID	
PATTAMBI		Ke	rala	krishnaraj N	NP municipa	al secratary			pattambi po	ost 679303				,	9745255152	pattambim	unicipality@	gmail.com
Water Supply indicate	ors																	
																	F#:-:	
													Efficie	ency in	Cost red	covery in	1	ency in n of water
	_	e of Water			Extent of	_		of non	1	y of water		of Water	redre	ssal of	1	supply		/ related
Danahmarka		onnection 00%		lpcd		nnection 0%		ie water 0%	1	oply ours		plied 0%		complaints 0%		vices 0%		arges 0%
Benchmarks	10	10%	133	ipcu	10	0%	20	776	241	louis	10	10%	00	176	10	10%	9	176
	Current		Current	Targets	Current	Targets	Current	Targets	Current		Current	Targets	Current	Targets	Current	Targets	Current	Targets
	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)		(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)
0	92	100	125 lpcd	135 lpcd	100	100	20	0	20hr	21 hr	100	100	80	90	70	80	85	90
Sewage Management	(Sewerage	and Sanita	tion)		I				<u> </u>		1				Ī		<u> </u>	
													F.(:)				F.(:)	•
			Coverage	of sewage	1	efficiency sewage	Adequacy	of sewage	Quality of	of sewage	1	reuse and of treated	1	ency in ssal of	1	st recovery wage	1	ency in of sewage
	Coverage	of Toilets		services	1	work		t capacity	1	ment	1 -	vage	1	complaints		gement		arges
Benchmarks	10	00%	10	0%	10	0%	10	0%	10	0%	20	0%	80	0%	10	0%	9	0%
	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets
	(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	(2019-20)	(2018-19)	(2019-20)	(2018-19)	(2019-20)
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Manager	nent				1										1		1	
	House h	nold level	Efficie	ency of														
		e of solid		-	Extent of s	egregation	Extent of	municipal	Extent of	scientific	Efficie	ency in	Extent	of cost	Efficie	ency in		
		anagment	1	oal solid	1	ipal solid		waste	1 -	f municipal	1	ssal of		y in SWM		n of SWM		
Benchmarks		vices 00%		o%		o%		vered 0%		waste 0%		complaints		vices 00%		rges 0%		
Delicilliary	1	70 70	10	1		1		7,0	1			1	1	70 70	1 30	7,0		1
	Current	_			Current		Current		Current		Current	Targets		Targets	Current	Targets		
	(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
	0	50	70	80	85	95	45	60	60	80	70	90	0	70	0	50/ trades		
Storm Water Drainage	e Indicators	•	-	-	•	•		-	-	•	-		-	-	•	-	•	
		Coverage	of storm w	ater drainaç	ge network			Incide	nce of Wate	er logging/fl	ooding							
Bench Marks				0%						0								1
	Cu	•	-19)	Tar	gets (2019 -	20)	Cu	rrent (2018 -	-19)	Tar	rgets (2019 -	- 20)	-		<u> </u>	<u> </u>		1
		Current (2018 -19) 50			70]	1			0							



Non-s-ef-th O	:#./III D		nto.	Name of		al Commiss		N : DECLAR Executive						9 Face			Eme:UD	
Name of the C	•		ate rala		Aii	Officer . K R, Secre	tarv		Po	stal Address Pawanur F	P.O, 670307			one & Fax r 04985 20206		Secv	Email ID pynr@gmai	l com
Water Supply indi		1			, y.				<u> </u>	- ayyanan i	.0,070007					<u>3007</u>	рун е дини	<u></u>
	Coverag	e of Water Connection	1	a Supply of ater		metering of onnection	1	t of non ue water		y of water oply	1	of Water	redre	ency in ssal of complaints	water	covery in supply vices	collection supply	ency in n of water related rges
Bench Marks	10	00%	135	lpcd .	10	0%	2	0%	24	1hr	10	00%	80	0%	10	00%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	80	100	100	135	100	100	20	15	24	24	100	100	50	80	0	25	50	70
Sewage Managem	·	e of Toilets	Coverage	of sewage	of the	n efficiency sewage work		of sewage	1	of sewage ment	recycling	reuse and of treated wage	redre	ency in ssal of complaints	in se	st recovery ewage gement	collection	ency in of sewage rges
Bench Marks	10	00%	10	00%	10	0%	10	0%	10	0%	2	0%	80	0%	10	00%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	100	100	0	20	0	20	0	25	0	25	0	0	50	80	0	50	0	50
Solid Waste Mana			colled munici	ency of ction of pal solid aste	segreg munici	ent of ation of pal solid aste	solid	municipal waste vered	dispo municij	scientific esal of eal solid	redre	ency in ssal of complaints	recover	of cost y in SWM vices	collectio	ency in on of SWM orges		
Bench Marks	10	00%	10	00% 	10	0%	8	0% 	10	0%	8	0% 	10	00% 	9	0% 	-	I
	Current (2018-19)	(2019-20)	Current (2018-19)	Targets (2019-20)	<u> </u>	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		Targets (2019-20)	Current (2018-19)		Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
Storm Water Drain			100	100	80	10	80	90	100	100	90	100	20	100	90	100		ļ
		Coverage	of storm w	ater drainaç	ge network			Incide	nce of Wate	r logging/fl	looding							
Bench Marks			10	0%					num	bers								
	Cı	urrent (2018 -	19)	Tar	gets (2019	- 20)	Cu	rrent (2018	-19)	Tar	gets (2019	- 20)						
	90				100			Nil			Nil							



					14th FIN	ANCE CO	MMISSIC	N : DECL	ARATION	OF SERV	ICE LEVI	EL STAND	ARDS					
				Name of t	he Municip	al Commiss	sioner/Chief	Executive						_			_	
Name of the			ate			Officer				stal Address				one & Fax r			Email ID	
PAYY	YOLI	Ke	rala		J	ESITHA P	J		MUN	ICIPAL OF	FICE , PA	YYOLI		4962602043	3	payyolimu	inicipality@	gmail.com
Water Suppl	ly indicator	°S																
	1 ~	e of Water Connection	Per Capi of w	ta Supply vater		metering connection		t of non ne water		ty of water oply		of Water plied	redre cust	ency in essal of omer plaints	water	covery in supply vices	collection supply	ency in n of water related arges
Benchmarks	10	00%	135	lpcd	10	0%	20	0%	24 1	nours	10	00%	80)%	10	00%	90	0%
	Current (2018-19) 35	50	Current (2018-19) 75	85	Current (2018-19)	1 –	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Sewage Man		verage of Toilets Coverage of network s				efficiency sewage		of sewage	1 -	of sewage tment	1	reuse and of treated	redre	ency in essal of omer		st recovery ewage		ency in
			Hetwork	services	netv	work	treatmen	п сараспу	trea	ıment	sev	vage		omer daints	mana	gement	cha	ırges
Benchmarks	10	00%	10	0%	10	0%	10	0%	10	0%	2	0%	80)%	10	0%	9(0%
	Current (2018-19)	, ,	(2018-19)	` ′	, ,	(2019-20)		-	(2018-19)	Targets (2019-20)	-	-	1	(2019-20)		Targets (2019-20)		Targets (2019-20)
C P I XX			20	30	30	40	0	0	0	0	0	0	85	90	0	0	0	0
	House l coverag waste m ser	coverage of solid waste managment munic		ency of tion of oal solid aste	segreg municij wa	ent of ation of pal solid aste	solid reco	municipal waste vered	dispo munici wa	f scientific osal of pal solid aste	redre cust com	ency in essal of comer plaints	recovery ser	t of cost v in SWM vices	collection cha	ency in n of SWM arges		
Benchmarks	10	00%	10	0%	10	0%	80	0%	10	00%	8	0%	10	0%	90	0%		1
	Current (2018-19)	Targets (2019-20)		Targets (2019-20)			Current (2018-19)				Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
Storm Water			100	100	1 /0	1 00	1 00	1 30		1 23	1 30	13		1 30	100	100	<u> </u>	1
Storin Water	Liamage		of storm wa	ter draina	ge network	ζ		Incide	nce of Wat	er logging/i	flooding							
Bench Marks		<u> </u>	10		<u> </u>					0								
	Cu	rrent (2018	-19)	Tar	gets (2019 -	- 20)	Cu	rrent (2018	-19)	Tar	gets (2019	- 20)						
		50			75			15			5							



_																		
					14th F	FINANCE CO	OMMISSION	I : DECLAR	ATION OF S	SERVICE LE	EVEL STAN	DARDS						
				Name of	the Municip	al Commiss	ioner/Chief	Executive										
Name of the C	ity/ULB	St	ate			Officer			Po	stal Address	s with PIN C	ode	Ph	one & Fax n	ios.		Email ID	
PERINTHALM	IANNA	Ke	rala		S.	Abdul Saje	em		Perinthalm		Malappuram Pin	Dt, 679322		4933227363	3	pmna	mlty@gmai	l.com
Water Supply indica	ators			!												!		
	_	e of Water onnection	1 -	a Supply of ater		metering of innection	1	of non se water		y of water oply	1	of Water plied	redres	ency in ssal of complaints	water	covery in supply vices	collection supply	ency in n of water related rges
Benchmarks	10	0%	135	lpcd	10	0%	20)%	24 h	ours	10	0%	80)%	10	0%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	80%	90%	70	80	80%	90%	70%	80%	96%	98%	100%	100%	100%	100%	85%	90%	85%	90%
Sewage Manageme	nt (Sewerage	e and Sanit	ation)															
	Coverage	of Toilets	_	of sewage services	of the	efficiency sewage work		of sewage t capacity	1	of sewage ment	recycling	reuse and of treated /age	redres	ency in ssal of complaints	in se	st recovery wage gement	collection	ency in of sewage rges
Benchmarks	10	0%	10	0%	10	0%	10	0%	10	0%	20)%	80)%	10	0%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	100%	100%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Manag	ement																	
	coverage waste ma	nold level e of solid anagment vices	collec municit	ency of tion of oal solid iste	segreg munici	ent of ation of pal solid aste	solid	municipal waste vered	dispo municij	scientific esal of pal solid ste	redre	ency in ssal of complaints	recovery	of cost in SWM rices	collectio	ency in n of SWM rges		
Benchmarks	10	0%	10	0%	10	0%	80)%	10	0%	80)%	10	0%	90	0%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
	60%	70%	95%	98%	90%	80%	80%	85%	75%	80%	85%	90%	80%	85%	90%	98%		
Storm Water Draina	ge Indicator	s	10/01 00/0 1 0.															
		Coverage	of storm wa	ater draina	ge network			Incide	nce of Wate	r logging/f	looding							
Bench Marks				0%					(0								
	Cu	rrent (2018 60%	-19)	Tar	gets (2019 - 70%	- 20)	<u>Cu</u>	rrent (2018 - 40%	-19)	Tar	rgets (2019 - 50%	20)				<u> </u>		
		00 %		1	10%		I	40 /0			JU 70							



					1	14th FINANC	E COMMISS	SION : DECL	ARATION O	SERVICE	LEVEL STA	NDARDS						
Name of the	e City/ULB	St	ate	Name of the	e Municipal	Commissione	er/Chief Exec	cutive Officer	Po	stal Address	with PIN Co	ode	Ph	none & Fax n	os.		Email ID	
PERUME	BAVOOR	Ke	rala			JNICIPAL OF (ULAM DIST,					mbavoor, Pe Dist., PIN:68		C)484-252223	0	perumbavo	ormunicipali m	ity@gmail.co
Water Supply	indicators			I							1						I	
Don oh moulto	Coverage supply Co		wa	a Supply of	water co	metering of onnection	W	non revenue ater 0%	Continuity sup	ply	sup	of Water plied 0%	of cus	in redressal stomer blaints	water supp	covery in oly services	collectio supply cha	ency in on of water related arges
Benchmarks	100	0%	135	Ipcd	10	00%	2	0%	24 11	ours	10	0%	00	7%	10	10%	9	176
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20) 12Hrs	Current (2018-19)	(2019-20)	,	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Sewage Mana				120 ipou	10070	110070	12070	2070	01113	121113	110070	110070	13070	10070	10070	110070	3070	110070
	Coverage of Toilets netw			of sewage	of the	n efficiency sewage work		of sewage	Quality o	•	recycling	reuse and of treated rage	of cus	in redressal stomer blaints	in se	st recovery wage gement	collection	ency in n of sewage arges
Benchmarks	100	0%	10	00%	10	00%	10	00%	100)%	20)%	80)% T	10	0%	9	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)		Current (2018-19)	Targets (2019-20)
	100%	100	60%	100%	85%	4 100%	C) 0	0	0	0	0	75	90	0	0	C) (
Solid Waste M	Management						1				1		1					
			collec	ency of ction of solid waste	of munic	segregation cipal solid aste	Extent of	municipal e recovered	Extent of disposal of solid	municipal	of cus	in redressal stomer blaints	recovery	of cost / in SWM /ices	collectio	ency in n of SWM rges		
Benchmarks	100	0%	10	0%	10	00%	8	0%	100)%	80)%	10	0%	90)%		1
	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current		Current		Current	Targets	Current	Targets		
	(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)		(2019-20)		
	100%	100%	100%	100%	100%	6 100%	80%	88%	90%	100%	80%	85%	80%	100%	55%	90%		
Storm Water I	Drainage Indi	icators																
					e network			Incide	nce of Wate	r logging/flo	ooding							
Danel- M	Coverage of storn			0%					()			I		I			
Bench Marks	Current (2018 -19)			1	. /22.15	00)	_	. /22.12	40)		1 /0015	00)						
bench iviarks	Cu	rrent (2018 -		1	gets (2019 -	- 20)	Cı	urrent (2018 - 25	19)	Tar	gets (2019 -	20)						



					14	th FINANCE	COMMISS	SION : DECL	ARATION C	F SERVICE	LEVEL ST	ANDARDS						1
Name of the	City/ULB	St	ate	Name of	the Municip						s with PIN C		Pł	none & Fax n	10S.		Email ID	
PIRAV	ОМ	Ke	rala		Е	3.ANILKUMA	ιR		Piravom M		Piravom,Erna 6664	akulam Dist-		0485 224233	39	piravomm	unicipality@	gmail.com
Water Supply i	ndicators	ļ		ļ									!		_	ļ		
	supply Co	e of Water onnection	wa	nter		nnection	revenu	of non le water	su	y of water oply	sup	of Water plied	redre customer	ency in ssal of complaints	water serv	covery in supply vices	collection supply cha	ency in n of water related rges
Benchmarks	10	00	135	lpcd	1	00	24 h	nours	10	0%	1	00	1	00	10	0%	10	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	70	80	85	90	85	90	89	90	12	15	85	90	85	90	85	90	85	90
Sewage Manag	jement (Sew	verage and	Sanitation)		1		1		1		1		1		1			
			network	services	of the s	efficiency sewage work	treatmen	of sewage	treat	of sewage ment	recycling sev	reuse and of treated vage	redre customer	ency in ssal of complaints	in se	st recovery wage gement	collection	ency in of sewage rges
Benchmarks			10	0%	10	0% I	10	0% T	10	0%	10	00% T	10	00% T	1	00 I	1	00 I
	Current (2018-19)	Targets (2019-20)	100% s Current Targets 20) (2018-19) (2019-20		Current (2018-19)	(2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	(2019-20)	Current (2018-19)	Targets (2019-20)
Solid Woote Me	100	100	NA NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Solid Waste Ma	House h coverage waste ma	old level e of solid anagment vices	collec municij	ency of tion of pal solid este		segregation ipal solid este	solid	municipal waste vered	disposal o	scientific f municipal waste	redre	ency in ssal of complaints	recover	of cost y in SWM vices	collectio	ency in n of SWM rges		
Benchmarks	10	0%	10	0%	10	0%	80	0%	10	0%	8	0%	10	00%	90	0%		
	(2018-19)	Targets (2019-20)	Current (2018-19)	(2019-20)	(2018-19)	(2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	(2019-20)	Current (2018-19)	Targets (2019-20)		
<u> </u>	86%	90%	86%	90%	90%	95%	80%	90%	75%	80%	100%	100%	95	100	90%	100%		Ц
Storm Water D	rainage Indi I		of oto		wa wateren!-		1	والمراجع والمراجع	naa af Mari		laadir		1	1				_
Benchmarks		Coverage	of storm w	ater drainaç 0%	je network			incide	nce of Wate	er logging/fi 0%	iooaing							
23110111110110	Cu	rrent (2018			gets (2019 -	20)	Cu	irrent (2018		ı	rgets (2019 ·	- 20)						
		50%	-,		60%	- /		50%	-,		55%	,		1	1	1		



					14th F	FINANCE CO	OMMISSION	I : DECLAR	ATION OF S	SERVICE LE	EVEL STANI	DARDS						
Name of the City	y/ULB	St	ate	Name of	the Municip	oal Commiss Officer	sioner/Chief	Executive	Po	stal Address	s with PIN C	ode	Ph	none & Fax r	nos.		Email ID	
PONNANI		Ke	rala		S	.A Vinodkum	nar		<u> </u>	•	ffice Ponnan nani South	i,	C	0494-266633	36	ponna	nisecy@gm	ai.com
Water Supply indicat	ors	ı		l												<u> </u>		
	_	e of Water onnection	1	a Supply of ater		metering of onnection		of non se water		y of water oply	1	of Water plied	redre	ency in ssal of complaints	water	covery in supply vices	collection supply	ency in n of water related rges
Bench Marks	10	0%	135L	PCD	10	00%	20	0%	24	Hrs	10	0%	80	0%	10	0%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	90%			80	98%	100%	20%	20%	20	24	80%	85%	70%	75%	80%	85%	70%	75%
	Coverage of Toilets Coverage of Toilets		_	of sewage services	of the	n efficiency sewage work		of sewage t capacity		f sewage ment	recycling	reuse and of treated age	redre	ency in ssal of complaints	in se	st recovery ewage gement	collection	ency in of sewage rges
Bench Marks	10	0%	10	0%	10	00%	10	0%	10	0%	20)%	80	0%	10	0%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Solid Waste Manager	ment	ı		ı		1		·				ı						
	House hold level Effici coverage of solid collect waste managment munici		collec municit	ency of tion of pal solid este	segreg munici	ent of pation of pal solid aste	solid	municipal waste vered	dispo municit	scientific esal of pal solid ste		ency in ssal of complaints	recovery	of cost y in SWM vices	collectio	ency in n of SWM irges		
Bench Marks	10	0%	10	0%	10	00%	80	0%	10	0%	80)%	10	00%	90	0%		1
	Current (2018-19)	Targets (2019-20)	Current (2018-19)		Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
	100%		100%	100%	100%	78%	80%	100%	100%	78%	80%	100%	100%	100%	90%	90%		
Storm Water Drainag	e Indicators		of storm wa	ator drains	no notwork			Incido	nce of Wate	r logging/f	looding		I			T		
Bench Marks		Coverage		ater drainag 0%	ge network			incidel		e r logging/t O	loouling							
	Cu	rrent (2018 -		ı	gets (2019 ·	- 20)	Cu	rrent (2018 -		1	gets (2019 -	20)						
	Current (2018 -19) 50%				65%			Nil			Nil							



					14th	FINANCE C	OMMISSIO	N : DECLAR	RATION OF	SERVICE L	EVEL STAN	IDARDS						
Name of the Ci	ty/ULB	St	ate	Name of		oal Commiss Officer				stal Address			Pi	hone & Fax r	nos.		Email ID	
PUNALU	R	Ke	rala		F	Renuka Devi	G		Municipa	ıl Office, Pur	nalur , Kolla	m, 691305		0475 222268	33	secy	pnlr@gmai	.com
Water Supply indica	ators	1		<u> </u>					<u> </u>				1			1		
	_	e of Water onnection		a Supply of ater	I	metering of onnection	1	t of non ue water		ty of water	1	of Water	redre	ency in essal of complaints	water	covery in supply vices	collectio supply	ency in n of water related rges
Benchmarks	10	00%	135	lpcd	10	0%	2	0%	24 1	nours	10	00%	8	0%	10	00%	90)%
	Current (2018-19) 65%	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19) 80 %	Targets (2019-20)	Current (2018-19) 20%	Targets (2019-20)	Current (2018-19) 24 hrs	Targets (2019-20) 24hrs	Current (2018-19) 100%	Targets (2019-20) 100 %	Current (2018-19)	Targets (2019-20) 95%	Current (2018-19) 70%	Targets (2019-20)	Current (2018-19) 80%	Targets (2019-20)
Sewage Manageme	nt (Sewerag	ge and Sani	tation)															
	Coverage	e of Toilets	_	of sewage services	of the	n efficiency sewage work		of sewage nt capacity	1	of sewage iment	recycling	reuse and of treated wage	redre	ency in essal of complaints	in se	st recovery ewage gement	collection	ency in of sewage rges
Benchmarks	100%		10	0%	10	0%	10	00%	10	00%	2	0%	8	0%	10	00%	90)%
Solid Woote Money	Current (2018-19)	Targets (2019-20)	Current (2018-19) Nil	Targets (2019-20) Nil	Current (2018-19) Nil	Targets (2019-20) Nil	Current (2018-19) Nil	Targets (2019-20) Nil	Current (2018-19) Nil	Targets (2019-20) Ni I	Current (2018-19) Nil	Targets (2019-20) Nil	Current (2018-19) NA	Targets (2019-20)	Current (2018-19) NA	Targets (2019-20)	Current (2018-19) NA	Targets (2019-20) NA
Solid Waste Manag	ement												1					
	coverag waste ma	nold level e of solid anagment vices	collec munici	ency of tion of pal solid aste	segreg munici	ent of ation of pal solid aste	solid	municipal waste vered	dispe munici	scientific osal of pal solid aste	redre	ency in ssal of complaints	recover	t of cost y in SWM vices	collectio	ency in on of SWM orges		
Benchmarks	10	00%	10	0%	10	0%	8	0%	10	00%	8	0%	10	00%	90	0%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)		Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
Storm Water Draina	ge Indicato	rs																
		Coverage	of storm w	ater draina	ge network			Incide	nce of Wate	er logging/f	looding							
Benchmarks				0%						0								
	Cu	rrent (2018 Nil	-19)	Tar	gets (2019 - Nil	- 20)	Cu	urrent (2018 0%	-19)	Tar	gets (2019 0%	- 20)						
		INII			1411			U70			U70							<u> </u>



					141	h FINANCE	COMMISSI	ION : DECL	ARATION O	SERVICE I	LEVEL STA	NDARDS						
Name of the	City/ULB	Sta	te	Name of the	e Municipal C					stal Address			Ph	one & Fax n	IOS.		Email ID	
RAMANATT	ΓUKARA	Kera	ala		SUF	RESH KUMA	R N		RAM	ANATTUKAF	RA POST 67	73633		907453813	1	ramanattı	ıkaracity@g	gmail.com
Water Supply in	dicators	I																
	1	Water supply nection	1	a Supply of ater	Extent of r water co	netering of nnection		on revenue ater	1	y of water oply	Quality supp		Efficiency i	n redressal complaints	1	ery in water services	of water su	n collection pply related rges
Bench Marks	10	00%	135	ilpcd	10	0%	20)%	24 h	iours	10	0%	80)%	10	0%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	75	90	135	135	80	95	20	15	15	24	100		85	85	85	90	90	90
Sewage Manage		rage and Sani	Coverage	of sewage services	Collection of the sewag	efficiency of ge network		of sewage	1	of sewage ment		reuse and of treated	Efficiency i	n redressal complaints	Extent cost	recovery in anagement		n collection e charges
Bench Marks	10	00%	10	0%	10	0%	10	0%	10	0%	20		80)%	10	0%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	95	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Solid Waste Ma	nagement																	
	coverage of	hold level of solid waste ent services	aste of municipal solid wast		Extent of se municipal	gregation of solid waste		municipal e recovered	disposal o	scientific f municipal waste	Efficiency i	n redressal complaints	Extent of co	ost recovery services		n collection charges		
Bench Marks	10	00%	10	0%	10	0%	80)%	10	0%	80)%	10	0%	90)%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
	50	100	50	100	50	100	30	35	50	80	50	80	30	80	10	90		<u> </u>
Storm Water Dra	ainage Indica																	
		Coverage	of storm wa	ter drainage	network			Incid	ence of Wate	er logging/flo	oding							
Bench Marks			100							0								
	Cı	urrent (2018 -1	9)	Tar	gets (2019 -	20)	Cu	rrent (2018 -	19)	Tar	gets (2019 -	20)						
		50			80			10			80			r	nil			



		_			14th	FINANCE C	OMMISSIO	N : DECLAF	ATION OF	SERVICE L	EVEL STAN	IDARDS						
Name of the (City/ULB	St	ate	Name of	the Municip	al Commiss Officer	ioner/Chief	Executive	Pos	stal Address	s with PIN C	ode	Ph	one & Fax n	ios.		Email ID	
SHORN	UR	Ke	rala			PRAMOD K	(Shornur M		Shornur PO, 9121	Palakkadu-		4662222427	7	secretary	shornur1@ç	gmail.com
Water Supply indi	cators		1		1		T				1				1		T	
	_	e of Water onnection		a Supply of ater		metering of		t of non ie water	Continuit sup		•	of Water plied	redres	ency in ssal of complaints	water	covery in supply vices	collection supply	ency in n of water related rges
Benchmarks	10	0%	135	lpcd	10	0%	20	0%	24 h	ours	10	0%	80)%	10	0%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	95%	100%	100	135	95%	100%	5%	0%	18%	24%	100%	100%	75%	90%	90%	100%	80%	90%
		Coverage of Toilets network services 100% Coverage of 100%			of the	ı efficiency sewage		of sewage	Quality o	f sewage		reuse and of treated		ency in ssal of		st recovery wage	collection	_
	Coverage	Af Tailata																
	Coverage of Toilets network services 100% 100%					work		t capacity	treat			_	customer			gement		rges
Benchmarks	10	100% 100% rent Targets Current Targets 3-19) (2019-20) (2018-19) (2019-20)			10	0%	10	00%	10)%	20	0%	80)%	10	0%	90)%
Benchmarks		0% Targets (2019-20)	10 Current	00% Targets	10 Current (2018-19)				10 Current (2018-19)			_			10 Current (2018-19)			
Benchmarks	10 Current	0% Targets	10 Current	00% Targets	10 Current	0% Targets	10 Current	00% Targets	10 Current)% Targets	20 Current	0% Targets	80 Current)% Targets	10 Current	0% Targets	90 Current)% Targets
Benchmarks Solid Waste Mana	10 Current (2018-19) 100%	0% Targets (2019-20)	10 Current (2018-19)	0% Targets (2019-20)	10 Current (2018-19)	0% Targets (2019-20)	10 Current (2018-19)	00% Targets (2019-20)	10 Current (2018-19)	7% Targets (2019-20)	20 Current (2018-19)	7% Targets (2019-20)	80 Current (2018-19)	70% Targets (2019-20)	10 Current (2018-19)	0% Targets (2019-20)	90 Current (2018-19))% Targets (2019-20)
	Current (2018-19) 100% Igement House h coverage waste ma	0% Targets (2019-20)	Current (2018-19) 5% Efficie collect munici	0% Targets (2019-20)	10 Current (2018-19) 5% Exteres segreg municipal	0% Targets (2019-20)	Current (2018-19) 0% Extent of solid	00% Targets (2019-20)	Current (2018-19) 0% Extent of dispo	Targets (2019-20) 10% scientific sal of	Current (2018-19) 0% Efficie	7% Targets (2019-20)	Current (2018-19) 80% Extent recovery	70% Targets (2019-20)	10 Current (2018-19) 0% Efficie collection	0% Targets (2019-20)	90 Current (2018-19))% Targets (2019-20)
	Current (2018-19) 100% Igement House h coverage waste masery	Targets (2019-20) 100% nold level e of solid anagment	Current (2018-19) 5% Efficie collect munici	Targets (2019-20) 20% ency of ction of pal solid aste	Exter segreg municil wa	Targets (2019-20) 10% ent of ation of pal solid aste 0%	Current (2018-19) 0% Extent of solid reco	Targets (2019-20) 0% municipal waste vered 0%	Current (2018-19) 0% Extent of dispo	Targets (2019-20) 10% scientific sal of al solid ste	Current (2018-19) 0% Efficie redrescustomer	Targets (2019-20) 10% ency in ssal of complaints	Current (2018-19) 80% Extent recovery serv	Targets (2019-20) 80% of cost	Current (2018-19) 0% Efficie collection cha	Targets (2019-20) 0% ency in n of SWM rges	90 Current (2018-19))% Targets (2019-20)
Solid Waste Mana	Current (2018-19) 100% House h coverage waste ma serv 10 Current (2018-19)	Targets (2019-20) 100% nold level e of solid anagment vices 0% Targets (2019-20)	Current (2018-19) 5% Efficio collec munici wa 10 Current (2018-19)	Targets (2019-20) 20% ency of etion of pal solid aste 0% Targets (2019-20)	Exteres segreg municip war 10 Current (2018-19)	Targets (2019-20) 10% Pent of ation of pal solid aste 0% Targets (2019-20)	Current (2018-19) 0% Extent of solid reco 8(Current (2018-19)	Targets (2019-20) waste vered Targets (2019-20)	Current (2018-19) 0% Extent of dispo municip wa 100 Current (2018-19)	Targets (2019-20) 10% scientific sal of al solid ste 0% Targets (2019-20)	Current (2018-19) O% Efficie redrecustomer 8(Current (2018-19)	Targets (2019-20) 10% ency in ssal of complaints 0% Targets (2019-20)	Extent recovery serv (2018-19)	of cost (in SWM rices 0% Targets (2019-20)	Current (2018-19) 0% Efficie collection cha 90 Current (2018-19)	Targets (2019-20) O% ency in n of SWM rges O% Targets (2019-20)	90 Current (2018-19))% Targets (2019-20)
Solid Waste Mana Benchmarks	Current (2018-19) 100% House h coverage waste ma serv 10 Current (2018-19) 40%	Targets (2019-20) 100% nold level e of solid anagment vices 0% Targets (2019-20) 75%	Current (2018-19) 5% Efficie collect munici was 10 Current	Targets (2019-20) 20% ency of etion of pal solid aste 10% Targets	Current (2018-19) 5% Exter segreg municil war 10 Current	Targets (2019-20) 10% ent of ation of pal solid aste 0% Targets	Current (2018-19) 0% Extent of solid reco 80 Current	Targets (2019-20) 0% municipal waste vered 0% Targets	Current (2018-19) 0% Extent of dispo municip wa 100 Current	Targets (2019-20) 10% scientific sal of al solid ste 0% Targets	Current (2018-19) 0% Efficie redrecustomer 80 Current	Targets (2019-20) 10% ency in ssal of complaints 0% Targets	Extent recovery service Current	Targets (2019-20) 80% of cost in SWM rices 0% Targets	Current (2018-19) Efficie collection cha	Targets (2019-20) 0% ency in n of SWM rges 0% Targets	90 Current (2018-19))% Targets (2019-20)
Solid Waste Mana	Current (2018-19) 100% House h coverage waste ma serv 10 Current (2018-19) 40%	Targets (2019-20) 100% nold level e of solid anagment vices 0% Targets (2019-20) 75%	Current (2018-19) 5% Efficio collect munici wa 10 Current (2018-19) 85%	Targets (2019-20) 20% ency of etion of pal solid aste 0% Targets (2019-20) 100%	Current (2018-19) 5% Exter segreg municil war 10 Current (2018-19) 80%	Targets (2019-20) 10% ent of ation of pal solid aste 0% Targets (2019-20) 100%	Current (2018-19) 0% Extent of solid reco 8(Current (2018-19)	municipal waste vered 0% Targets (2019-20) 70%	Current (2018-19) 0% Extent of dispo municip wa 100 Current (2018-19) 60%	Targets (2019-20) 10% scientific sal of al solid ste)% Targets (2019-20) 85%	Current (2018-19) Efficie redrescustomer 80 Current (2018-19) 80%	Targets (2019-20) 10% ency in ssal of complaints 0% Targets (2019-20)	Extent recovery serv (2018-19)	of cost (in SWM rices 0% Targets (2019-20)	Current (2018-19) 0% Efficie collection cha 90 Current (2018-19)	Targets (2019-20) O% ency in n of SWM rges O% Targets (2019-20)	90 Current (2018-19))% Targets (2019-20)
Solid Waste Mana Benchmarks Storm Water Drain	Current (2018-19) 100% House h coverage waste ma serv 10 Current (2018-19) 40%	Targets (2019-20) 100% nold level e of solid anagment vices 0% Targets (2019-20) 75%	Current (2018-19) 5% Efficie collect munici wa 10 Current (2018-19) 85% of storm w	Targets (2019-20) 20% ency of etion of pal solid aste 0% Targets (2019-20) 100%	Current (2018-19) 5% Exter segreg municil war 10 Current (2018-19) 80%	Targets (2019-20) 10% ent of ation of pal solid aste 0% Targets (2019-20) 100%	Current (2018-19) 0% Extent of solid reco 8(Current (2018-19)	municipal waste vered 0% Targets (2019-20) 70%	Current (2018-19) 0% Extent of dispo municip wa 100 Current (2018-19) 60%	Targets (2019-20) 10% scientific sal of al solid ste 0% Targets (2019-20) 85%	Current (2018-19) Efficie redrescustomer 80 Current (2018-19) 80%	Targets (2019-20) 10% ency in ssal of complaints 0% Targets (2019-20)	Extent recovery serv (2018-19)	of cost (in SWM rices 0% Targets (2019-20)	Current (2018-19) 0% Efficie collection cha 90 Current (2018-19)	Targets (2019-20) O% ency in n of SWM rges O% Targets (2019-20)	90 Current (2018-19))% Targets (2019-20)
Solid Waste Mana Benchmarks	Current (2018-19) 100% House h coverage waste ma serv 10 Current (2018-19) 40% hage Indicato	Targets (2019-20) 100% nold level e of solid anagment vices 0% Targets (2019-20) 75%	Current (2018-19) 5% Efficie collect munici wa 10 Current (2018-19) 85% of storm w	Targets (2019-20) 20% ency of etion of pal solid aste (2019-20) 100% ater drainagency	Current (2018-19) 5% Exter segreg municil war 10 Current (2018-19) 80%	Targets (2019-20) 10% ent of ation of pal solid aste 0% Targets (2019-20) 100%	Current (2018-19)	municipal waste vered 0% Targets (2019-20) 70%	Current (2018-19) 0% Extent of dispo municip wa 100 Current (2018-19) 60%	Targets (2019-20) 10% scientific sal of al solid ste 0% Targets (2019-20) 85% r logging/fl	Current (2018-19) Efficie redrescustomer 80 Current (2018-19) 80%	Targets (2019-20) 10% Pency in ssal of complaints (2019-20) Targets (2019-20) 80%	Extent recovery serv (2018-19)	of cost (in SWM rices 0% Targets (2019-20)	Current (2018-19) 0% Efficie collection cha 90 Current (2018-19)	Targets (2019-20) O% ency in n of SWM rges O% Targets (2019-20)	90 Current (2018-19))% Targets (2019-20)



						14th Finan	ce Commis	sion: Decla	ration of Se	ervice Leve	I Standards							
Name of the	city/ULB	St	ate	Name of	the Municip	al Commiss Officer	ioner/ Chief	Executive	Po	stal Address	s with PIN co	ode	Pł	none & Fax r	nos		Email id	
Sreekanda	puarm	Ke	rala			Praveen. A	1			Seci	etary			9446010764	1	skpn	ı.gov@gmai	il.com
Water Supply Indic	cators																	
	"	e of Water onnections	1	a supply of ater		metering of nnections		on revenue ater		y of water oply	1	of water olied	of cus	in redressal stomer plaints		ery in water services	of water su	in collection apply related arges
Benchmarks	10	0%	135	Ipcd	10	0%	30	0%	24 h	ours	10	0%	85	5%	10	0%	90	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	90%	100%	0	0	100	100	20%	35%	70%	100%	100%	100%	85%	95%	0%	0%	0%	0%
Sewage Managemo	ent (Sewerage	and Sanita	tion)		Ī		1		I		Ī		Ī		I		I	
	Coverage	e of Toilets	_	of sewage services		efficiency of ge network		of sewage t capacity		f sewage ment	recycling	reuse and of treated age	of cus	in redressal stomer plaints		ost recovery wage gement		in collection e charges
Benchmarks	10	network services 00% 100%		0%	10	0%	10	0%	10	0%	20)%	80	0%	10	0%	90	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	100	100	0	0	0	0	0	0	0	0	0	0	50	100	0	0	0	0
Solid Waste Manag	gement Indicat	ors	·				<u> </u>		·		1		·				1	
	coverag waste ma	nold level e of solid anagement vices	of munic	ency of collection nunicipal solid waste Extent of segr of municipal waste		ipal solid		municipal e recovered	disposal o	scientific f municipal waste	of cus	n redressal stomer slaints	Extent of co	ost recovery services		in collection I charges		
Benchmarks	10	0%	10	0%	10	0%	80)%	10	0%	80)%	10	0%	90	0%		
	Current (2018-19)	Targets (2019-20)	argets Current Targets C		Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
	85%	100%	70%	100%	100%	100%	52%	100%	80%	100%	80%	100%	75%	100%	80%	100%		
Storm Water Drain	age Indicators																-	
		Coverage	e of storm wa		e network			Incide	ence of Wate		ooding		1					
Benchmarks	Cı	ırrent (2018-		100%			Cu	rrent (2018-		nbers Ta	rgets (2019-	20)	-					
		Current (2016-19) 1 angets (2019-2						20%					_					



					14th	FINANCE	COMMISSI	ON : DECL	ARATION C	F SERVICI	E LEVEL S	TANDARDS	3					
Name of the	e City/ULB	St	ate	Name of	the Municipa	al Commiss Officer	ioner/Chief	Executive	Pos	stal Address	s with PIN C	ode	Ph	none & Fax r	108.		Email ID	
Sulthan b	oathery	Ke	rala		A	li Asuhar N	K		Su	Ithan bathe	ry P.O, 673	595	0)4936-2202	40	batherymu	nicipality@	gmail.com
Water Supply	indicators																	
	_	e of Water onnection	Per Capita wa	a Supply of ater	Extent of of water c	_		t of non se water		y of water oply		of Water plied	redre: cust	ency in ssal of comer plaints	water	covery in supply vices	collection supply	ency in n of water related rges
Benchmarks	10	0%	135	lpcd	100)%	20)%	24	hrs	10	0%	80	0%	10	0%	90)%
	Current (2018-19) 78	Targets (2019-20) 97	Current (2018-19) 102	Targets (2019-20) 125	Current (2018-19) 90	Targets (2019-20) 98	Current (2018-19) 14	Targets (2019-20) 19	Current (2018-19) 21	Targets (2019-20) 24	Current (2018-19) 98	Targets (2019-20)	Current (2018-19) 72	Targets (2019-20) 79	Current (2018-19) 90	Targets (2019-20) 96	Current (2018-19) 82	Targets (2019-20) 87
Sewage Mana	agement (Se	werage an	d Sanitatio	n)							•		•				•	
	Coverage	of Toilets	Coverage network	of sewage services	Collection of the s netv	sewage	sewage	uacy of treatment acity	1	f sewage ment	recycling	reuse and of treated vage	redres cust	ency in ssal of comer plaints	recovery	nt cost in sewage gement	collection	ency in of sewage rges
Benchmarks	10	0%	10	0%	100	0%	10	0%	10	0%	20	0%	80	0%	10	0%	90)%
	Current (2018-19) 95	Targets (2019-20) 100	Current (2018-19)	Targets (2019-20) 50	Current (2018-19) 20	Targets (2019-20) 50	Current (2018-19) 0	Targets (2019-20)	Current (2018-19) 20	Targets (2019-20) 50	Current (2018-19) 20	Targets (2019-20) 50	Current (2018-19) 50	Targets (2019-20)	Current (2018-19) 20	Targets (2019-20) 50	Current (2018-19) 20	Targets (2019-20) 50
Solid Waste M	/lanagement																	
	coverag waste ma	old level e of solid anagment vices	collec municip	ency of tion of oal solid aste	Exte segrega municip wa	ation of al solid	solid	municipal waste vered	dispo municij	scientific esal of oal solid ste	redre: cust	ency in ssal of comer plaints	recover	of cost y in SWM vices	collectio	ency in n of SWM rges		
Benchmarks	10	0%	10	0%	100	0%	10	0%	80)%	10	0%	80	0%	90)%		
	Current (2018-19) 30				Current (2018-19)							Targets (2019-20) 100						
Storm Water I		100 dicators	40	100	80	100	75	100	60	100	80	100	20	100	0	50	<u> </u>	
Storm Water L			of storm wa	ater draina	ge network			Incider	nce of Wate	er logging/f	looding		Ι				Π	
										<u> </u>	<u> </u>							
Benchmarks	Cui	rrent (2018	-19)	Tar	gets (2019 -	20)	Cu	rrent (2018	-19)	Tar	gets (2019	- 20)						
	Current (2018 -19) 90				100			0			0							



					141	n FINANCE	COMMISSI		AR ATION O	E SERVICE	I EVEL ST	ANDARDS						
Name of the	R		ate rala	Name of	the Municip		ioner/Chief		Po	stal Address	s with PIN C	ode		one & Fax n		<u>tanurmur</u>	Email ID	gmail.com
Water Supply in	dicators		I		Г		I		I		ı		1		I		I	
	Coverage supply Co			Supply of iter	Extent of r water co	netering of nnection		of non e water		y of water oply		of Water plied	redres	ency in ssal of complaints	water	covery in supply vices	collection supply	ency in n of water related rges
Bench Marks	100	0%	145	lpcd	10	0%	15	5%	2	24	10	0%	10	0%	10	0%	10	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	100%	100%	95	100	90%	100%	25%	20%	15%	20%	100%	100%	80%	90%	90%	100%	85%	95%
Sewage Manage	ement (Sewe	erage and S	Sanitation)															
	Coverage	werage and Sanitation Ge of Toilets Cover netw		of sewage services	of the s	efficiency sewage vork		of sewage t capacity	1	f sewage ment	recycling	reuse and of treated vage	redres	ency in ssal of complaints	in se	st recovery wage gement	collection	ency in of sewage rges
Bench Marks	100	0%	10	0%	10	0%	10	0%	10	0%	25	5%	80)%	10	0%	9	00
	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)
	100%	100%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Ma	nagement		-					•	-	•	-	•		•		•	-	•
	coverage waste ma	old level e of solid inagment ices	collec municit	ency of tion of oal solid ste	segrega municip	nt of ation of oal solid ste	solid	municipal waste vered	dispo municij	scientific esal of oal solid este	redres	ency in ssal of complaints	recovery	of cost / in SWM vices	collection	ency in n of SWM rges		
Bench Marks	10	00	10	00	10	00	1(00	1	00	1	00	1	00	9	00		
	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)	Current (2018-19)		
	100	100%	90%	100%	80%	100%	90%	100%	80%	100%	90%	100%	0	0	0	0		
Storm Water Dra	ainage Indic																	
Donals Maril -		Coverage			ge network			Incide		r logging/fl	ooding		-					
Bench Marks	Cui	rent (2018 -		00 Tar	gets (2019 -	20)	Cu	rrent (2018 -		0 Tar	gets (2019 -	- 20)						
		80%			100%			5			0							



					14th	FINANCE C	OMMISSIO	N : DECLAF	RATION OF	SERVICE L	EVEL STA	NDARDS						
Name of the Thalass		Sta Kera		Name of	the Municip	al Commiss Officer Sri Manohar	ioner/Chief		Po	stal Address	s with PIN C Thalassery,	ode	<u> </u>	none & Fax n 0490-232005		шага	Email ID sserymunic	
Water Supply in	ndicators																	
	1	ge of Water Connection	1	a Supply of ater		metering of innection	1	t of non ie water	Continuit sup	y of water oply	1	of Water plied	redre	ency in ssal of complaints	water	covery in supply vices	collection supply	ency in n of water related rges
Bench Marks	1	00%	135	lpcd	10	0%	20	0%	24 h	ours	10	0%	80	0%	10	0%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	97%	98%	100%	100%	100%	100%	4%	5%	24	24	100%	100%	80%	80%	95%	95%	90%	95%
Sewage Manage	ement (Sewe	erage and San	nitation)									-				•		
	Coverag	overage of Toilets 100% Targets Coverage of Toilets Coverage of Toilets		of sewage services	of the	efficiency sewage work		of sewage t capacity	1	of sewage ment	recycling	reuse and of treated vage	redre	ency in ssal of complaints	in se	st recovery wage gement	collection	ency in of sewage rges
Bench Marks	1	100%		0%	10	0%	10	0%	10	0%	20)%	80	0%	10	0%	90)%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	100	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Ma	House covera			tion of	segreg	ent of ation of		municipal waste		sal of	1	ency in		of cost		ency in n of SWM		
		nanagment rvices	1	oal solid iste	_	oal solid iste	reco	vered	municip wa	ste	customer	complaints	serv	vices	cha	rges		
Bench Marks	1	00%	10	0%	10	0%	80	0%	10	0%	80)%	10	00%	90	D%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)			
	90%	100%	90%	90%	70%	80%	40%	30%	80%	90%	75%	85%	50%	70%	60%	70%		
Storm Water Dr	ainage Indic						_						_					
		Coverage of	of storm wa	ter drainage	e network			Incide	nce of Wate	r logging/f	looding							
Bench Marks			100	I						nbers								
	C	urrent (2018 -	19)	Tar	gets (2019 -	· 20)	Cu	rrent (2018 -	-19)	Taı	rgets (2019 -	· 20)						
		80%		L	90%		<u> </u>	25			15		<u> </u>					



		1			14th	FINANCE	COMMISSIO	ON : DECLA	RATION O	F SERVICE	LEVEL STA	NDARDS						
Name of the	Citv/ULB	Sta	ate	Name of	the Municip	oal Commiss Officer	sioner/Chief	Executive	Po	ostal Addres	s with PIN C	ode	Pr	one & Fax r	nos.		Email ID	
THALIPAF		1	rala		Abhil	ash .K (Sec	retary)				ba -670141			460220225		Secthalia	paramba@g	 gmail.com
Water Supply in	ndicators					•	• ,		1	•								
		ge of Water Connection	1	a Supply of ater	1	metering of onnection	1	t of non ue water		ty of water	1	of Water	redre	ency in ssal of complaints	water	covery in supply vices	collectio supply	ency in on of water y related arges
Bench Marks	1	00%	135	Ipcd	10	00%	20	0%	24 1	Hours	10	00%	8	30	10	0%	9	0%
	1			İ														
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	50) 75	60	95	60	80	23	20	18	20	98	100	95	100	60	65	85	90
	Coverag	e of Toilets	_	of sewage services	of the	n efficiency sewage work		of sewage	-	of sewage tment	recycling	reuse and of treated wage		ency in ssal of complaints	in se	st recovery wage gement	collection	ency in of sewago arges
Bench Marks	1	00%	10	0%	10	0%	10	00%	10	00%	2	0%	80	0%	10	0%	9	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19) Nil	Targets (2019-20)	Current (2018-19) Nil	Targets (2019-20) Nil
Solid Waste Ma) 100) 20	30	INII	INII] 50] 55	10	00	20	30	00] 90	INII	20	INII	INII
	House covera waste n	hold level ge of solid nanagment rvices	collec munici	ency of tion of pal solid aste	segreg munici	ent of lation of pal solid laste	solid	municipal waste vered	disp munici	f scientific osal of ipal solid aste	redre	ency in ssal of complaints	recover	of cost y in SWM vices	collectio	ency in n of SWM rges		
Bench Marks	1	00%	10	0%	10	0%	8	0%	10	00%	8	0%	10	0%	90	0%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19) Nil	Targets (2019-20)	Current (2018-19) Nil	Targets (2019-20)		
Storm Water Dr																		
		Coverage	of storm wa	ater drainaç	e network			Incide	nce of Wat	er logging/f	looding							
Bench Marks			100)%					0 N	umber								
		urrent (2018 -	19)	Та	gets (2019	- 20)	Cu	rrent (2018	-19)	Tai	rgets (2019	- 20)						
		30			50			2		1	2		1					



					141	FINANCE	COMMISSI	ON · DECL	AR ATION O	F SERVICE	LEVEL STA	ANDARDS						
		T		T	140	TTIMANOL		ON . DECE	T	JERVICE	LLVLL 317	RIVDAILDS	ı			T		
Name of the	e City/ULB	S	tate	Name of	f the Municip	al Commiss Officer	sioner/Chief	Executive	Po	ostal Addres	s with PIN C	code	Ph	one & Fax r	nos.		Email ID	
THIRU	VALLA	Ke	erala		Biju S,	Municipal S	ecretary		Municipal	l Office, Thir	uvalla, Path	anamthitta-	()469-26312 ²	18		arytvla@yah arytvla@gm	
Water Supply i	indicators		_		_				-							•	-	
	_	e of Water onnection	_	a Supply of ater	Extent of r water co	metering of innection		t of non ue water		ty of water pply		of Water plied	redre	ency in ssal of complaints	water	covery in supply vices	collectio supply	ency in n of water related arges
Bench Marks	10	0%	135	lpcd	10	0%	2	0%	2	4hr	10	00%	8	0%	10	0%	90	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	97	100	135	135	95	100	20	15	24	24	100	100	90	100	95	100	90	100
Sewage Manag	gement (Sew	ement (Sewerage and Sanitation)						•	•	•		•	'		•		•	•
	Coverage	_	of sewage services	of the	efficiency sewage work		of sewage nt capacity	-	of sewage tment	recycling	reuse and of treated wage	redre	ency in ssal of complaints	in se	st recovery wage gement	collection	ency in of sewage orges	
Bench Marks	10	0%	10	0%	10	0%	10	00%	10	00%	2	0%	8	0%	10	0%	90	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Solid Waste M		100	1 0	<u> </u>	1 0	<u> </u>	<u> </u>	0	<u> </u>	0	1 0	<u> </u>	0	<u> </u>		<u> </u>	<u> </u>	
	coverag waste ma	House hold level Efficiency coverage of solid colle waste managment munic		ency of tion of pal solid aste	segreg municij	ent of ation of oal solid aste	solid	municipal waste vered	disp munici	f scientific osal of ipal solid aste	redre	ency in essal of complaints	recover	of cost y in SWM vices	collectio	ency in n of SWM rges		
Bench Marks		00%		0%		0%		0%	_	00%		0%		0%	_	0%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		Targets (2019-20)		Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		Targets (2019-20)	· · · · · · · · · · · · · · · · · · ·	Targets (2019-20)		
Storm Water D	75 Prainage Indic	100 cators	90	100	100	100	80	90	50	100	80	90	90	100	0	60	ļ	ļ
			of storm wa	ater drainag	ge network			Incide	nce of Wat	er logging/f	looding							
Bench Marks			10	0%						0								
	Cu	rrent (2018	-19)	Tai	rgets (2019 -	20)	Cu	ırrent (2018	-19)	Та	rgets (2019	- 20)						
		100			100			0		I	0		İ					I



					1701111	IANCE CON	MIMISSION:	DECLARA	TION OF SI	ERVICE LEV	/EL STAND	ARDS						
Name of the City/	/ULB	Sta	ate	Name of	the Municip	al Commiss Officer	ioner/Chief	Executive	Po	stal Address	with PIN Co	ode	Ph	one & Fax n	os.		Email ID	
TRIVANDRUM CORP		Ke	rala			DEEPA. L.S	8			NICIPAL CO VANANTHA P.O, TVM	PURAM,	N OF VIKAS N-695 033	0	471-232082	21	tvpmo	corpn@gma	il.com
Water Supply indicator	'S				Г		1								ı		T	
		e of Water onnection	1 -	a Supply of ater	l	netering of nnection	1	of non ie water		y of water oply	Quality supp	of Water plied	redres cust	ency in ssal of omer plaints	water	covery in supply vices	collection supply	ency in n of water related rges
Benchmarks	10	0%	135	lpcd	100	0%	20	0%	24	hrs	10	0%	80)%	10	0%	90	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	82	90	100	150	100	100	35	33	19	22	92	95	70	75	100	100	60	70
Sewage Management (S	Sewerage a	nd Sanitatio	n)							•				•		•		•
	Coverage	of Toilets	_	of sewage services	Collection of the s	sewage		of sewage t capacity	,	of sewage ment	recycling	reuse and of treated vage	redres cust	ency in ssal of omer slaints	in se	st recovery wage gement	collection	ency in of sewage rges
Benchmarks	10	0%	10	0%	100	0%	10	0%	10	0%	20)%	80)%	10	0%	90	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	100	100	40	45	43	45	95	100	100	100	50%	30%	60	70	0	0	10	10
Solid Waste Manageme	House h	old level e of solid anagment rices	collec municip	ency of ction of pal solid	segrega municip	nt of ation of oal solid ste	solid	municipal waste vered	dispo munici	scientific esal of pal solid este	redres	ency in ssal of omer blaints	recovery	of cost in SWM rices	collectio	ency in n of SWM rges		
Benchmarks	10	0%	10	0%	100	0%	80	0%	10	0%	80)%	10	0%	90)%		
	Current (2018-19)	Targets (2019-20)	100% Current Targets		Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
	Corporat	ion has bee	Current Targets (2018-19) (2019-20) en following decentra discards since 201				-	_	ent of biod	egradable	70	80	decentraliz manager since	oration has zed SWM ar nent of bio 2013. So c ction of SW appli	nd encoura degradable ost recover M charges	ges on-site discards y and		
Storm Water Drainage	Indicators										!	I	<u> </u>	~ppii			!	
		Coverage	age of storm water drainage network					Incider	ice of Wate	r logging/fl	ooding							
			age of storm water drainage network							0						-		
Benchmarks		Targets (2019 - 20)													1	1		
Benchmarks	Cu	rrent (2018 -		1	gets (2019 -	20)	Cu	rrent (2018 -		-	gets (2019 -	20)						



					14	th FINANCE	COMMISS	SION : DECI	ARATION	OF SERVIC	E LEVEL S	TANDARDS	<u> </u>					
Name of the	e City/ULB	St	ate	Name of	the Municip	oal Commiss Officer	ioner/Chief	Executive	Po	ostal Address	s with PIN C	Code	Pl	none & Fax ı	nos.		Email ID	
THODU	PUZHA	Ke	rala		F	Rajasree P N	air		Munic	cipal Office T	hodupuzha-	685584		04862 2227	12	munse	ectdpa@gm	ail.com
Water Supply	y indicators																	
	1	e of Water onnection	1	a Supply of ater	1	metering of onnection	1	t of non ue water	1	ty of water pply	1	of Water oplied	redre cus	ency in essal of tomer plaints	water	covery in supply vices	collection supply	ency in on of water y related arges
Benchmarks	10	00%	135	5 lpcd	10	00%	2	0%	24	hours	10	00%	8	0%	10	00%	9	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20) 95	Current (2018-19)	Targets (2019-20)
Sewage Mana					1 00						1 00	1	1	1 10	1 00			1 00
	Coverage	Overage of Toilets Coverage of services network services 100%			of the	n efficiency sewage work	1	of sewage nt capacity	1	of sewage tment	recycling	reuse and g of treated wage	redre cus	ency in essal of tomer plaints	in se	st recovery ewage gement	collection	ency in n of sewage arges
Benchmarks	10	00%	10	00%	10	00%	10	00%	10	00%	2	0%	8	0%	10	00%	g	0%
	Current (2018-19)	Current Targets Current (2018-19) (2019-20) (2018-19)		Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Solid Waste I			1		1		'		1				1	1				
	coverag waste ma	nold level e of solid anagment vices	collec munici	ency of ction of pal solid aste	segreg munici	ent of gation of pal solid aste	solid	municipal waste overed	dispo munici	f scientific osal of pal solid aste	redre cus	ency in essal of tomer plaints	recover	t of cost y in SWM vices	collection	ency in on of SWM arges		
Benchmarks	10	00%	10	00%	10	00%	8	0%	10	00%	8	0%	10	00%	9	0%		1
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	(2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
Storm Water	17 Drainage Ir	1	78	85	100	100	60	70	80	100	60	70	48	60	90	90		
		Coverage of storm water drainage network						Incide	nce of Wate	er logging/f	looding							
Benchmarks		100%								0								
	Current (2018 -19) Targets (2019 - 20)						Cı	urrent (2018	-19)	Tai	rgets (2019	- 20)						
	1	48			78			5			3		<u> </u>				1	



					1	4th FINANC	E COMMISS	SION : DECI	ARATION (OF SERVICE	LEVEL ST	ANDARDS						
Name of the	e City/ULB	Si	tate	Name of the	e Municipal (Commissione	er/Chief Exec	cutive Officer	P	ostal Address	s with PIN Co	ode	Pl	none & Fax n	ios.		Email ID	
THRIKKA	KKARA	Ke	erala			P.S.SHIBU			Thrikka	akara Municip 682	pality, Kakkar 2030	nad, Pin-		9447900282	2	secythrikk	akaramunic ail.com	ipality@gm
Water Supply	indicators												•					
	Coverage	e of Water onnection	1	Supply of	1	metering of	1	non revenue ater	1	ty of water pply		of Water	redressal	ency in of customer olaints	1	covery in bly services	collectio supply	ency in n of water related arges
Benchmarks	10	00%	135	lpcd	10	0%	20	0%	24	hours	10	00%	8	0%	10	0%	90	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)		Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Sewage Mana		•		!	32	93	00	00	1211	2411	70	03	00	10	0.5	00	02	1 70
Day also order	Coverage of Toilets netwo			of sewage services	of the s	efficiency sewage work	treatmen	of sewage	trea	of sewage tment	recycling sev	reuse and g of treated wage	redressal com	ency in of customer plaints	in se manag	st recovery wage gement	collection cha	ency in of sewage
Benchmarks	10	00%	10	0% 	10	0%	10	00% 	10)0% 	20	0% 	8	0% 	10	0% 	90	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Solid Waste N	<u> </u>	·	, U		U	U		0	12	10	33	30	10	65	40	33	25	30
	House h coverag waste m	nold level e of solid anagment vices	collec municipal	ency of tion of solid waste	of munic	segregation cipal solid	solid wast	municipal e recovered	disposal o	f scientific of municipal waste	redressal comp	plaints	recover	t of cost y in SWM vices	collectio cha	ency in n of SWM rges		
Benchmarks	10	00%	10	0%	10	0%	80	0%	10	00%	80	0%	10	00%	90	0%		
	Current (2018-19)	Targets (2019-20)	(2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	(2019-20)	Current (2018-19)	Targets (2019-20)		
	65 75 80 85 80						0	0	0	0	75	80	75	80	70	75	<u> </u>	1
Storm Water	Drainage Inc	dicators					T						Τ	Τ	T	T	T	
Danaharada	1	Coverage	of storm w		je network			Incide		er logging/fl	ooding							
Benchmarks	100% Current (2018 -19) Targets (2019 - 20)						Cu	ırrent (2018 -		0 Tar	rgets (2019 -	- 20)						
		50	,		60	,		40	,		30	,		•	•	•		



						14th Fir	nance Com	mission: De	eclaration o	of Service L	evel Standa	ards						
Name of the	city/ULB	St	ate	Name of	the Municipa	al Commissi Officer	ioner/ Chief	Executive	Po	stal Address	s with PIN co	ode	Ph	none & Fax r	nos		Email id	
THRISS CORPOR		Ke	rala			ANUJA A S	;		Corpora		M O Road, ⁻ 680001	Thrissur		. 0487 2422 x 0487 2423		secretary@	corporation org	nofthrissur.
Water Supply	Indicators												•					
	Coverage supply Co	e of Water ennections	1	a supply of ater	Extent of r water co	netering of nnections		of non e water		y of water oply		of water plied	redres	ency in ssal of complaints	water	covery in supply vices	collection supply	ency in n of water related rges
Benchmarks	10	0%	135	lpcd	10	0%	20)%	24 h	ours	10	0%	80	0%	10	0%	90	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	62%	64%	93 lpcd	135lpcd	92%	95%	30%	25%	8 hrs	8 hrs	95%	98%	70%	90%	40%	50%	50%	60%
Sewage Manag	gement (Se	werage and	Sanitation)														
	Coverage of Louets			of sewage services	of the	efficiency sewage work		of sewage t capacity	1	of sewage ment	recycling	reuse and of treated vage	redres	ency in ssal of complaints	recovery	of cost in sewage gement	collection	ency in of sewage rges
Benchmarks	10	0%	10	0%	10	0%	10	0%	10	0%	20	0%	80	0%	10	0%	90	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	100%	100	0%	3%	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Name of the ci	ity/ULB																	
	coverage waste ma	old level e of solid nagement vices	collec municip	ency of tion of oal solid iste	segreg municit	ent of ation of oal solid aste	solid	municipal waste vered	dispo municiț	scientific esal of eal solid este		ency in ssal of complaints	recovery	of cost y in SWM vices	collection	ency in n of SWM rges		
Benchmarks	10	0%	10	0%	10	0%	80	0%	10	0%	80	0%	10	0%	90)%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
						75%	75%	80%	50%	55%	80%	85%	40%	50%	70%	75%		
Storm Water D	r Drainage Indicators																	
Donohmaria	Coverage of storm water drainage network							Incide		er logging/flo %	ooding							-
Benchmarks	100% Current (2018-19) Targets (2019-20)						Cu	rrent (2018-			rgets (2019-	-20)						
	Current (2018-19) Targets (2019-20) 35% 40%							10	,		5	,			ı			



	60%				100%	, , , , , , , , , , , , , , , , , , ,		0			0							
2 2/ 10	Cu	ırrent (2018 -		1	gets (2019 ·	- 20)	Cui	rrent (2018		1	rgets (2019 -	· 20)						
Bench Marks		22.2.49	100							nbers								
Tom water Dramage indicate	cators	Coverage of	of storm wa	ter drainag	e network			Incider	nce of Wate	er logging/	floodina							
Storm Water Drainage Indi	80% 100% 100% 100%					100%	70%	80%	90%	100%	80%	80%	80%	100%	90%	90%		
	Current Targets Current Targets (2018-19) (2019-20) (2018-19)		Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)			
Bench Marks	10	00%	10	0%	10	0%	80	0% 	10	0%	80)% 	10	0%	90	0%		
	coverag waste m ser	hold level ge of solid anagment vices	collec municip wa	ency of etion of pal solid aste	segreg munici wa	ent of pation of pal solid aste	solid reco	municipal waste vered	dispo municip wa	scientific esal of pal solid este	redres cust comp	ency in ssal of omer blaints	recovery serv	of cost / in SWM /ices	collectio cha	ency in n of SWM irges		
Solid Waste Management			<u> </u>		<u> </u>		<u> </u>		I		<u> </u>		1		T		<u> </u>	
	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
		Targets (2019-20)		Targets (2019-20)	Current (2018-19)	Targets (2019-20)		Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-2
Bench Marks	10	00%	10	0%	10	0%	10	0%	10	0%	20)%	80)%	10	00%	90)%
	Coverage of Toilets Coverage of Toilets Coverage of sewa network service				of the	n efficiency sewage work	sewage t	uacy of treatment acity	Quality o	f sewage ment	recycling	reuse and of treated rage	redres cust	ency in ssal of omer blaints	in se	st recovery wage gement	collection	ency in of sew rges
Gewage Management (Sew	90% verage and	100 Sanitation)	1	135	100%	100%	20%	20%	24hrs	24hrs	100%	100%	80%	80%	70%	100%	90%	90%
	(2018-19)	Targets (2019-20)	(2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	+ '	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-2
	0	Taural -			Comme = 1	Tanasta	Cumsel	Tanasta	Commercial Commercial	Tanasta	Commercia	Tanasta	Course = 1	Tanasts	C	Tanasta	0	T-11-1
Bench Marks	10	00%	135	lpcd	10	0%	20	0%	24 h	ours	10	0%	<u> </u>)%	10	00%	90	
	_	e of Water Connection	Per Capita	a Supply of ater	1	f metering connection		of non e water		y of water oply	1	of Water plied	redres cust	ency in ssal of omer plaints	water	covery in supply vices	collection supply	ency in n of wate related rges
Vater Supply indicators																1		
TIRUR		Ker	ala		,	A S NAISA	M		TR	IKKANDIY	OFFICE TIRI 'UR.P.O, TIR AM (DT)- 676	UR		494242230	3	secreta	rytirmun@gı	mail.com
Name of the City/UL	В	Sta	ate	Name of	the Municip	al Commis Officer	sioner/Chief	Executive	Pos	stal Addres	s with PIN C	ode	Ph	one & Fax ı	nos.		Email ID	



					14th	FINANCE C	OMMISSIO	N : DECLAR	ATION OF	SERVICE LE	VEL STANI	DARDS						
Name of the C	itv/ULB	Sı	tate	Name of the	e Municipal (Commission	er/Chief Exec	cutive Officer	Po	ostal Addres	s with PIN C	ode	Pł	none & Fax r	108.		Email ID	
Tiruranga	•		erala	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	<u>ао.ра.</u>	Nassim E	<u> </u>		Municip	al Office, Tir	urangadi Mu appuram, Pi	nicipality,		494246033		tirurang	adiurban@g	gmail.com
Water Supply indica	ators								1				1			1		
	-	e of Water Connection	1	a Supply of ater	1	metering of onnection	Extent of n	non revenue ater	1	y of water pply	1	of Water pplied	redressal	ency in of customer olaints	1	covery in ply services	collectio supply	ency in on of water related arges
Benchmarks	1	100	135	lpcd	1	00	2	20	24	Hrs	1	00		30	1	00		90
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Sewage Manageme	nt (Sewerage			120 lpcd	80	100	20	20	6 Hrs	12 Hrs	100	100	90	95	96	100	96	100
	Coverage of Louiets			of sewage services	of the	n efficiency sewage work		of sewage t capacity	1	of sewage tment	recycling	reuse and of treated vage	redressal	ency in of customer olaints	in se	st recovery ewage gement	collection	ency in of sewage arges
Benchmarks	1	100	1	00	1	00	1	00	1	00	:	20	8	30	1	00	!	90
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Solid Waste Manage	100 ement	0 100	0	0	0	0	0	0	0		0	0	0	0	0	0	0	0
	coverag waste m	hold level ge of solid anagment vices	collec	ency of tion of solid waste	of munic	segregation cipal solid aste	Extent of	municipal e recovered	disposal o	f scientific f municipal waste	redressal	ency in of customer plaints	recover	of cost y in SWM vices	collectio	ency in on of SWM orges		
Benchmarks	1	100	1	00	1	00	8	30	1	00		80	1	00	9	90		
	Current Targets Current (2018-19) (2019-20) (2018-19) 90 100 90			Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
Storm Water Draina	age Indicators						1	1	1	1	'	1 33	1	1	1	1		1
Benchmarks	Coverage of storm water drainage network							Incide	nce of Wate		looding							
Delicililarks	100 Current (2018 -19) Targets (2019 - 20)					20)	Cu	irrent (2018		0 Ta	rgets (2019 -	- 20)						
1		60			100			25			10							



					14	th FINANCE	COMMISS	ION : DECL	ARATION O	F SERVICE	LEVEL STA	NDARDS						
Name of th	ne City/ULB	St	ate	Name of the	e Municipal	Commissione	er/Chief Exec	cutive Officer	Po	ostal Address	s with PIN C	ode	Ph	none & Fax r	nos.		Email ID	
THRIPPU	INITHURA	Ke	rala		ABH	IILASH KUM	AR H		Municipa	al Office, Trip	ounithura. Pi	n-682301	()484-278031	18	musectri	ounithura@g	gmail.com
Water Supply	indicators			1					1				1					
	Coverage supply Co			a Supply of	1	metering of	1	non revenue ater	1	y of water	1	of Water	redressal	ency in of customer plaints	1	covery in ply services	collection supply	ency in n of water related rges
Benchmarks	100		135	lpcd	10	00%	2	0%	24 h	nours	10	00%	80	0%	10	00%	90)%
	Current (2018-19) 85%	(2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19) 95%	Targets (2019-20)	Current (2018-19)	Targets (2019-20) 15%	Current (2018-19) 24h	Targets (2019-20) 24h	Current (2018-19) 90%	Targets (2019-20)	Current (2018-19) 80%	Targets (2019-20) 100%	Current (2018-19) 80%	Targets (2019-20) 90 %	Current (2018-19) 85%	Targets (2019-20)
Sewage Mana	agement (Sewe	erage and S	anitation)															
	Coverage (of Toilets		of sewage	of the	n efficiency sewage work	1	of sewage	1	of sewage ment	recycling	reuse and of treated vage	redressal	ency in of customer plaints	in se	st recovery ewage gement	collection	ency in of sewage rges
Benchmarks	100	%	10	0%	10	0%	10	00%	10	0%	2	0%	80	0%	10	00%	90)%
	Current (2018-19)		Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Solid Waste M	/lanagement																	
	House ho coverage of managmen	solid waste	collec	ency of ction of solid waste	of munic	segregation cipal solid	Extent of	municipal e recovered	disposal o	scientific f municipal waste	redressal	ency in of customer olaints	recovery	of cost y in SWM vices	collectio	ency in on of SWM arges		
Benchmarks	100	%	10	0%	10	00%	8	0%	10	0%	8	0%	10	0%	9	0%		
	Current		Current	Targets	Current		Current	Targets	Current	Targets	Current	Targets	Current (2019 10)	Targets	Current	Targets		
	(2018-19) 70%	(2019-20) 85%	(2018-19) 90%	(2019-20) 95%	(2018-19) 90%	(2019-20) 100%	(2018-19) 80%	(2019-20) 100%	(2018-19) 70%	(2019-20) 90%	(2018-19) 80 %	(2019-20) 90 %	(2018-19) 80%	(2019-20) 90%	(2018-19) 80 %	(2019-20) 90 %		
Storm Water	Drainage Indica	•	J 90 /0	33/0	J 30 /0	100%	1 00/0	10076	10/0	JU /0	1 00 /0	J 30 /0	1 00 /6	J 90 /0	1 00 /6	J 30 /0	<u> </u>	<u> </u>
Storm water I	Diamaye mulci						Ι	_					1		1	1		1
Danahmarila		Coverage (ter drainage	e network			Incide	ence of Wate		ooding					1		-
Benchmarks	C	rent (2018 -1	100	1	gets (2019 -	20)		urrent (2018 -		0 	rgets (2019 -	20)				1	-	-
	Cui	85%	10)	i ai	90%	- 20)		15%	-13)	i ai	10%	- 20)			1			
	1			1	0070			/ .			/ .		1				1	<u> </u>



					14th I	INANCE C	OMMISSIO	N : DECLAR	ATION OF	SERVICE L	EVEL STA	NDARDS						
Name of the C	ity/ULB	St	ate	Name of	the Municip	oal Commiss Officer	ioner/Chief	Executive	Po	estal Address	s with PIN C	Code	Pł	none & Fax r	105.		Email ID	
VAIKON	Л	Ke	rala		RE	MYA KRISH	NAN		MUNICI	IPAL OFFIC	E, VAIKOM	. 186141		04829-23222	29	munse	cvkm@yah	oo.co.in
Water Supply indic	cators	1							1									
	Coverage supply C	e of Water onnection	1	a Supply of ater		metering of onnection	1	t of non ue water	1	ty of water pply	_	of Water	redre cus	ency in essal of tomer plaints	water	covery in supply vices	collection supply	ency in on of water y related arges
Benchmarks	10	0%	135	lpcd	10	0%	2	0%	24 h	nours	10	00%	8	0%	10	00%	9	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	93	96	135	140	85	90	19	17	24	24	100	100	70	75	84	87	90	92
Sewage Manageme	ent (Sewerag	ge and Sani	itation)															
	network			of sewage services	of the	n efficiency sewage work	1 -	of sewage nt capacity	_	of sewage tment	recycling	reuse and g of treated wage	redre cus	ency in essal of tomer plaints	in so	st recovery ewage gement	collection	ency in n of sewage arges
Benchmarks	10	0%	10	00%	10	0%	10	00%	10	00%	2	20%	8	0%	10	00%	9	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	99		+	0	<u> </u>	+	T .	0			<u> </u>	0 0	<u> </u>) (2818 28)	+ · · · · ·	0 0	<u> </u>	0
Solid Waste Manag					_		<u> </u>		T _								Ī	
	coverage waste ma	old level e of solid anagment vices	collec munici	ency of ction of pal solid aste	segreg munici	ent of ation of pal solid aste	solid	municipal waste vered	dispo munici	f scientific osal of pal solid aste	redre cus	ency in essal of tomer plaints	recover	of cost y in SWM vices	collection	ency in on of SWM arges		
Benchmarks	10	0%	10	0%	10	0%	8	0%	10	00%	8	0%	10	00%	9	0%		
			Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)		Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)			
	(2018-19) (2019-20) (2018-19) (2019-20) (2018-19) (201 90 95 98 100 87																	
Storm Water Drain	inage Indicators																	
	Coverage of storm water drainage network							Incide	nce of Wate	er logging/f	looding							
Benchmarks	100%								0 nu	mbers								
	Cu	rrent (2018	-19)	Tar	gets (2019 ·	- 20)	Cı	ırrent (2018	-19)	Tai	rgets (2019	- 20)						
		85			90			1			1							



								NOV 550	ADATION	or orp. # 5	- 1 = 1 = 1	FANDADD						
Name (II)	0:4:4111.5	2:		Name of		al Commiss		Executive									F. 11.00	
Name of the O		Sta Ker				Officer S. Sunil Kum	ar		1	stal Addres			Pr	none & Fax r 494264432		valancher	Email II ymunicipali	ty@gmail.com
Water Supply inc	dicators			<u> </u>													*	
vvater ouppry me					<u> </u>								Ī		T _			
	1	ge of Water Connection	1 .	a Supply of ater	1	metering of onnection		t of non ue water	1	ty of water pply	1	of Water oplied	redre	ency in ssal of complaints	water	covery in supply vices	water si	in collection of upply related narges
Bench Marks	1	00%	135	lpcd	10	00%	2	0%	2	4hr	10	00%	8	0%	10	00%		90%
	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets (2019
	(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)	(2018-19)	20)
Bench Marks Sewage Manage	5	8	250	300	80	85	20) 15	5 70) 80	90	95	i 10) 20	70	80	80	8
		ge of Toilets		of sewage services	of the net	n efficiency sewage work	treatmer	of sewage at capacity	trea	of sewage tment	recycling sev	reuse and of treated wage	redre customer	ency in essal of complaints	in se	st recovery ewage gement	sewag	in collection o
Benchmarks	1	00%	10	0%	10	00%	10	00%	10	00%	2	0%	8	0%	10	00%		90%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		Targets (2019 20)
	C) (No Sewag	je network	C) 0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	
Solid Waste Man	nagement		!						1		ı							
	covera waste n	hold level ge of solid nanagment rvices	collec munici	ency of ction of pal solid aste	segreg munici	ent of pation of pal solid aste	solid	municipal waste vered	dispo munici	f scientific osal of pal solid aste	redre	ency in essal of complaints	recover	t of cost y in SWM vices	collectio	ency in on of SWM orges		
Bench Marks	1	00%	10	0%	10	00%	8	0%	10	00%	8	0%	10	00%	9	0%		
				Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
	20	30	10	15	30	40	20	30	20	30	10) 20	5	5 15	5 5	5 20		
Storm Water Dra	ainage Indic		of storm wa	tor draines	o notwork			Incido	nco of Wate	er logging/f	looding		1			1		
Bench Marks	+	Coverage	or storm wa		e network			incide	ince of wate	0 0991119/T	loouing							
	Current (2018 -19) Targets (2019 - 20						Cı	irrent (2018	-19)	Tai	rgets (2019	- 20)						
		60			70			10			2							



					1	4 th Finance	Commissi	ion: Declar	ation of Se	rvice Level	Standards	<u> </u>						
Name of the c	ity/ULB	St	ate	Name of	the Municip	al Commissi Officer	ioner/ Chief	Executive	Ро	stal Address	s with PIN c	ode	Pr	none & Fax ı	nos		Email id	
VARKAL	A	Ke	rala		К	V SREEKA	LA		Varl	kala municip	ality	695141	!	944612233	2	secyv	arkala@gma	ail.com
Water Supply Indica	itors																	
	_	e of Water onnections	Per Capita wa	supply of ter	of w	metering vater ections		of non e water		y of water oply		of water plied	redres cust	ency in ssal of omer plaints	water	covery in supply vices	collectio supply	ency in n of water related rges
Benchmarks	10	0%	135	lpcd	10	0%	20)%	24 h	ours	10	0%	80	0%	10	0%	90	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	82%	88%	135	140	100%	100%	20%	20%	24	24	100%	100%	90%	100%	90%	95%	92%	95%
Sewage Manageme	nt (Sewerage	and Sanita	ition)		!	!	!	!	!	ļ	!	!	!	!	!	!	!	!
	Coverage	of Toilets	Coverage network	_	of the	efficiency sewage work	sewage t	acy of treatment acity	1	f sewage ment	recycling	reuse and of treated age	redres cust	ency in ssal of omer plaints	recovery	of cost in sewage gement	collection	ency in of sewage rges
Benchmarks	10	100%		0%	10	0%	10	0%	10	0%	20)%	80	0%	10	0%	90	0%
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	100%	100%	75%	85%	60%	75%	55%	75%	60%	75%	20	35	85	100	50	70	75	90
Solid Waste Manage	ement														1			
	coverage waste ma	old level e of solid nagement vices	municip	tion of	segreg munici	ent of ation of pal solid aste	solid	municipal waste vered	dispo municij	scientific sal of oal solid ste	redres cust	ency in ssal of omer blaints	recovery	of cost y in SWM vices	collectio	ency in n of SWM rges		
Benchmarks	10	0%	10	0%	10	0%	80)%	10	0%	80)%	10	0%	90)%		
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
0	90%					100%	80%	90%	90%	100%	90%	100%	80%	85%	80%	85%		
Storm Water Draina	ge Indicators		of storm wa	ater draina	ge network			Incider	nce of Wate	r loaaina/f	loodina							
Benchmarks		, 	10		<u> </u>				0 nur		9							
	Cu	rrent (2018-	-19)	Tar	gets (2019	-20)	Cu	rrent (2018-	·19)	Tar	gets (2019	-20)						
		48%			60%			O			0							



			14	th FINANC	E COMMISS	SION : DECI	LARATION	OF SERVIC	E LEVEL S	TANDARD	S NOTIFICA	TION FORI	MATE					
Name of the Cit	y/ULB	Stat	e	Name of	the Municip	oal Commiss Officer	ioner/Chief	Executive	Ро	stal Address	s with PIN C	ode	Ph	one & Fax r	nos.		Email ID	
VATAKARA	Α	Kera	ıla			K U BINI			Munio	cipal Office,	Vatakara - 6	73103		496251237	8	secretary	vatakara@g	gmail.com
Water Supply indicators	s			•			1		1				T		1		1	
	Coverage of W Connec			a Supply of ater		metering of onnection		of non e water		ty of water oply	_	of Water plied	redre: cust	ency in ssal of omer plaints	water	covery in supply vices	collection supply	ency in n of water related rges
Bench Marks	100%	%	135	IPCD	10	0%	20)%	24	hrs	10	0%	80	0%	10	0%	90	0%
	Current (2018- T 19)	argets (2019- 20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	78	90	120	135	80	90	40	30	24 hrs	24 hrs	100	100	85	85	60	60	80	80
Sewage Management (S	Sewerage and Sa	nitation)	1	1	1			I	1	l	1	ı		1	I			1
	Coverage o	of sewage services	of the	n efficiency sewage work	Adequacy treatmen	of sewage t capacity	_	of sewage ement	recycling	reuse and of treated vage	redre: cust	ency in ssal of omer plaints	in se	st recovery wage gement	collection	ency in of sewage rges		
Bench Marks	100%		10	0%	10	0%	10	0%	10	0%	20	0%	80	0%	10	0%	90	0%
	Current (2018- T 19)	Current (2018 Targets (2019 Cur			Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	100	100	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Solid Waste Manageme	nt		1	1	1				1	l	1	1		1				
	House hold lev of solid waste i service	managment	collec munici	ency of tion of pal solid aste	segreg munici	ent of ation of pal solid aste	solid	municipal waste vered	dispo municij	scientific osal of pal solid aste	redres cust	ency in ssal of omer plaints	recovery	of cost y in SWM vices	collectio	ency in n of SWM rges		
Bench Marks	100		1	00	1	00	8	80	1	00	8	30	1	00		30		
	Current (2018- T 19)	argets (2019 20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
	80	95	95	100	96	100	80	90	95	100	80	95	90	100	90	100		
Storm Water Drainage I		r drainage	network			Incide	nce of Wate	er logging/fl	looding		Ī	1	<u> </u>					
5		overage or		<u>_</u>	HELWOIK			molaci			loounig							
Bench Marks	_	. (05:5	100%				_			0								
	Curre	ent (2018 -19) 5)	Tar	gets (2019 - 8	- 20)	Cu	rrent (2018 0	-19)	Tar	gets (2019 - 0	20)						
	1	J														Secr	etary	1
			 	1	1		1		1	1	+	1			1		Municipality	



					14th FINA	NCE COMM	IISSION : D	ECLARATION	ON OF SER	VICE LEVE	STANDAR	DS						
Name of the Ci	ty/ULB	St	tate	Name of	the Municip						s with PIN C		Ph	one & Fax r	ios.		Email ID	
WADAKKANC	HERY	Ke	rala		Muh	ammed Anas	s K.M		Wadakka	anchery P.O	, 680582, Th	nrissur(dt)	()4884-23225	52	wck	ymp@gmai	l.com
Water Supply indicators																		
	Coverage o		Per Capita wa	Supply of	Extent of of water of	metering connection		of non se water		y of water pply		of Water plied	redres	ency in ssal of complaints	water	covery in supply vices	collection supply	
Benchmarks	1009	%	135	lpcd	10	0%	20	0%	24 h	nours	10	0%	80	0%	10	00%	90)%
	Current (2018- 19)	(2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Sewage Management (S	88 ewerage and Sa	95	70	90	85	90	24	20	10	24	85	100	50	80	82	100	75	90
	Coverage o	f Toilets		of sewage services	of the s	efficiency sewage work		of sewage t capacity		of sewage tment	recycling	reuse and of treated vage	redres	ency in ssal of complaints	in se	st recovery wage gement	collection	ncy in of sewage rges
Benchmarks	1009	%	10	0%	10	0%	10	10%	10	10%	20	0%	80	0%	10	00%	90)%
	Current (2018- 19)	(2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Solid Waste Managemer	100 nt	100	Nil	30%	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
	House hol coverage of so managment	olid waste	collec municip	ency of tion of pal solid aste	municip	ation of	solid	municipal waste vered	dispo municip	scientific esal of oal solid este	redres	ency in ssal of complaints	recovery	of cost in SWM vices	collectio	ency in n of SWM arges		
Benchmarks	1009	%	10	0%	10	0%	80	0%	10	10%	80	0%	10	0%	9	0%		
	Current (2018- Targets Current 19) (2019-20) (2018-19			Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
Storm Water Drainage In	50 100 60 100 50						40	80	50	100	60	80	90	95	90	95	ļ	<u> </u>
C.C Water Dramage II	Coverage of storm water drainage network							Incide	nce of Wate	er logging/fl	ooding							
Benchmarks			100%	% <u> </u>						0								
	Curre	ent (2018 -1	9)	Tai	rgets (2019 -	20)	Cu	rrent (2018	-19)	Tai	gets (2019 -	20)						
	1	73			100			2			0							

