



കേരള ഗസറ്റ് KERALA GAZETTE

അസാധാരണം EXTRAORDINARY

ആധികാരികമായി പ്രസിദ്ധപ്പെടുത്തുന്നത്
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തിരുവനന്തപുരം,
ശനി
Thiruvananthapuram,
Saturday

2019 ആഗസ്റ്റ് 17
17th August 2019

1195 ചിങ്ങം 1
1st Chingam 1195

1941 ശ്രാവണം 26
26th Sravana 1941

നമ്പർ
No.

1871

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.



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID				
ADOOR		Kerala		R.K.Deepesh				Municipal Office, Adoor-691523				04734-228228		secyadr@gmail.com				
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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	160	45	60	96	100	6	5	8	13	100	100	98	100	55	70	90	100
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)		
	60	90	80	100	70	100	50	70	80	100	70	75	50	80	80	90		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network								Incidence of Water logging/flooding									
Bench Marks	100%								0									
	Current (2018 -19)				Targets (2019 - 20)				Current (2018 -19)				Targets (2019 - 20)					
	0				0				0				0					



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID				
ALAPPUZHA		Kerala		S.JAHAMGEER				ALAPPUZHA MUNICIPAL OFFICE,PIN-688001				8157065730		secretaryalappuzha@gmail.com				
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Bench Marks	100%		135lpcd		100%		20%		24 hours		100%		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)
	88	90	85	135	96	100	25	20	24	24	100	100	70	80	70	100	90	90
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Bench Marks	100%		100%		100%		100%		100%		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)
	98	100	0	20	0	5	0	20	10	15	0	5	50	80	50	60	0	0
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Bench Marks	100%		100%		100%		80%		100%		80%		100%		90%			
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	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	100	100	100	100	100	100	100	100	80	100	80	90		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network								Incidence of Water logging/flooding									
Bench Marks	100%								0%									
	Current (2018 -19)				Targets (2019 - 20)				Current (2018 -19)				Targets (2019 - 20)					
	36				45				25				0					



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
ALUVA		Kerala		ARUN RANGAN				Municipal Office, Aluva, Pin - 683101				0484-2623755		aluvamunicipaloffice@gmail.com					
Water Supply indicators																			
		Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks		100%		135 lpcd		100%		20%		24 hours		100%		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)
		92%	95%	16	18	91%	100%	9%	8%	24	24	95%	99%	90%	100%	57%	65%	60%	65%
Sewage Management (Sewerage and Sanitation)																			
		Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks		100%		100%		100%		100%		100%		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	80%	90	72	80	20	30	15	20	0	10	52	60	10	25	0	10
Solid Waste Management																			
		House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks		100%		100%		100%		80%		100%		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)		
		92.00%	95%	85%	90%	80%	90%	10	25	80%	90%	70%	75%	48%	55%	44%	55%		
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)								
		72%			80%			8			6								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID																					
ANGAMALY		Kerala		BEENA S KUMAR				Municipal Office, Angamaly, Pin - 683572				0484-2452367		secretaryagly@gmail.com																					
Water Supply indicators																																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges																			
Benchmarks		100%		135 lpcd		100%		20%		24 hours		100%		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)																	
	60	90	115	125	100	100	20	20	18	22	100	100	95	97	92	99	95	98																	
Sewage Management (Sewerage and Sanitation)																																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges																			
Benchmarks		100%		100%		100%		100%		100%		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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0																	
Solid Waste Management																																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges																					
Benchmarks		100%		100%		100%		80%		100%		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)																			
	65	90	98	100	50	90	50	75	75	95	90	99	40	70	40	70																			
Storm Water Drainage Indicators																																			
Coverage of storm water drainage network									Incidence of Water logging/flooding																										
Bench Marks									100%									0																	
Current (2018 -19)									Targets (2019 - 20)									Current (2018 -19)									Targets (2019 - 20)								
70									90									0									0								



14th Finance Commission Declaration of Service Level Standards																		
Name of the city/ULB	State		Name of the Municipal Commissioner/ Chief Executive Officer				Postal Address with PIN code				Phone & Fax nos		Email id					
ANTHOOR	Kerala		M.K. GIRISH				Anthoor Municipality, K.U.C P.O.,Kannur		670567		0497-2780450		anthoormunicipality@gmail.com					
Water Supply Indicators																		
	Coverage of Water supply Connections		Per Capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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)
	50%	75%	110	135	90%	100%	10%	5%	24	24	100%	100%	75%	80%	60%	100%	85%	90%
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Management																		
	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)		
	80%	90%	40%	60%	40%	60%	20%	30%	35%	40%	70%	80%	0%	0%	20%	40%		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Benchmarks	100%						0 numbers											
	Current (2018-19)			Targets (2019-20)			Current (2018-19)			Targets (2019-20)								
	60%			80%			3			0								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
ATTINGAL		Kerala		Pradeepkumar R				Municipal Office Attingal, Attingal PO, Thiruvananthapuram, Pin : 695101				0470-2622417		secretaryattl@gmail.com					
Water Supply indicators																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
Bench Marks		100%		135lpcd		100%		20%		24 hours		100%		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)	
	93	98	100	100	84	95	23	20	19	24	100	100	75	80	60	100	70	80	
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges			
Bench Marks		100%		100%		100%		20%		24hours		100%		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)	
	98	100	0	25	0	25	0	25	0	25	0	25	0	25	0	25	0	25	
Solid Waste Management																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Bench Marks		100%		100%		100%		80%		100%		80%		100%		90%			
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	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	92	100	90	100	85	95	85	100	82	95	75	90	85	90			
Storm Water Drainage Indicators																			
Coverage of storm water drainage network									Incidence of Water logging/flooding										
Bench Marks									100%										
Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)				
70			85			7			3										



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State	Name of the Municipal Commissioner/Chief Executive Officer						Postal Address with PIN Code				Phone & Fax nos.		Email ID				
CHALAKKUDY	Kerala	TOBY THOMAS						Municipal Office, Chalakudy, Thrissur, Pin: 680307				9496141437		secretarycmchalakudy@gmail.com				
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Bench Marks	100		135pcd		100		20		24 hours		100		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)
	60	80	135	135	95	100	4	20	12	24	100	100	95	100	90	95	95	100
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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	20	0	20	0	20	0	20	0	20	50	80	0	100	0	90
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)		
	80	100	100	100	85	100	90	100	80	100	90	100	70	100	90	100		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Benchmarks	100%						0 numbers											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	75			85			3			0								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the city/ULB	State		Name of the Municipal Commissioner/ Chief Executive Officer				Postal Address with PIN code				Phone & Fax nos		Email id					
CHANGANASSERY	Kerala		Sreekanth A.S				Changanassery Municipality		686501		0481-2420044		secretarychsry@gmail.com					
Water Supply Indicators																		
	Coverage of Water supply Connections		Per Capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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)
	80%	82%	128	135	100%	100%	13%	10%	15	18	100%	100%	50%	55%	88%	91%	82%	85%
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste management indicators																		
	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)		
	75	78%	94%	96%	93%	95%	76%	80%	65%	75%	70%	72%	57%	60%	56%	60%		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Benchmarks	100%						0 numbers											
	Current (2018-19)			Targets (2019-20)			Current (2018-19)			Targets (2019-20)								
	74%			76%			8			5								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
CHAVAKKAD	Kerala		Dr.SINI T N				Chavakkad -680 506				0487-2507376		chavakkadsecretary@gmail.com					
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		30%		24 hours		100%		85%		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)
	97%	100%	125	135	100%	100%	18%	20%	12	24	100%	100%	80%	80%	100%	100%	87%	90%
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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	25%	0	25%	0	25%	0	25%	0	5%	0	0	0	0	0	0
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)		
	60%	100%	90%	100%	75%	100%	60%	80%	82%	100%	77%	80%	88%	100%	82%	90%		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Benchmarks	100						0%											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	92%			100%			20			15								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
CHENGANNUR		Kerala		SHERI G				Municipal office, Chengannur-689121				0479-2452260		seccgnrmlty@gmail.com					
Water Supply indicators																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
Bench Marks		100%		135 lpcd		100%		20%		24 hrs		100%		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)	
72%		74%		84%		120%		97%		100%		20%		20%		12 hrs		12 hrs	
100%		100%		100%		100%		100%		100%		100%		100%		100%		100%	
0%		0%		0%		0%		0%		0%		0%		0%		0%		0%	
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Bench Marks		100%		100%		100%		85%		90%		75%		100%		92%			
Current (2018-19)		Targets (2019-20)		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									
Storm Water Drainage Indicators NA																			
Coverage of storm water drainage network									Incidence of Water logging/flooding										
Bench Marks									0										
Current (2018 -19)				Targets (2019 - 20)					Current (2018 -19)					Targets (2019 - 20)					
60%				85%					9					5					



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
CHERPULASSERY		Kerala		V BHARATHAN				CHERPULASSERY 679503				4662282238		ddcherpulasserypkd@gmail.com					
Water Supply indicators																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
Benchmarks		100%		135 lpcd		100%		20%		24 hours		100%		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)	
	82%	100%	105	120	90%	100%	28%	20%	20	24	86%	100%	75%	100%	82%	100%	81%	90%	
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges			
Benchmarks		100%		100%		100%		100%		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																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Benchmarks		100%		100%		100%		80%		100%		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)			
	75%	100%	72%	100%	85%	100%	72%	80%	82%	100%	65%	80%	62%	100%	55%	90%			
Storm Water Drainage Indicators																			
Coverage of storm water drainage network									Incidence of Water logging/flooding										
Bench Marks									0										
Current (2018 -19)				Targets (2019 - 20)					Current (2018 -19)				Targets (2019 - 20)						
62%				100%					0				0						



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB	State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID						
CHERTHALA	Kerala		V M LALACHAN, Secretary -in-charge, Cherthala Municipality				MUNICIPAL OFFICE, CHERTHALA, CHERTHALA.P.O., ALAPPUZHA. PIN :688524				0478 2822536, Mob ; 8075023717		secretarycmc1@gmail.com						
Water Supply indicators																			
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges		
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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	100	95	100	95	100	16	14	24	24	98	100	55	60	97	100	82	90	
Sewage Management (Sewerage and Sanitation)																			
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges		
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Solid Waste Management																			
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges				
Benchmarks	100%		100%		100%		80%		100%		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)			
	7	100	87	100	80	100	70	80	35	80	80	80	0	50	0	50			
Storm Water Drainage Indicators																			
	Coverage of storm water drainage network							Incidence of Water logging/flooding											
Bench Marks	100%							0											
	Current (2018 -19)			Targets (2019 - 20)				Current (2018 -19)			Targets (2019 - 20)								
	86			100				5			0								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
CHITTOOR THATHAMANGALAM		Kerala		P.Nanadakumar				Chittur - Tattamangalam Municipality, Chittur College (po)-678104.				04923-222343		secretary.chittur@gmail.com					
Water Supply indicators																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
Benchmarks		100%		135 lpcd		100%		20%		24 hours		100%		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)	
	99%	100%	135	135	99%	100%	20%	20%	24	24	98%	100%	78%	80%	86%	90%	40%	45%	
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges			
Benchmarks		100%		100%		100%		100%		100%		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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Solid Waste Management																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Benchmarks		100%		100%		100%		80%		100%		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)			
	85%	90%	80%	85%	90%	95%	60	65%	100%	100%	80%	85%	60%	65%	60%	65%			
Storm Water Drainage indicators																			
Coverage of storm water drainage network									Incidence of Water logging/flooding										
Bench Marks									0										
Current (2018 -19)				Targets (2019 - 20)					Current (2018 -19)				Targets (2019 - 20)						
45%				55%					0				0						



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
ELOOR		Kerala		BIJUMON JACOB				MUNICIPAL OFFICE, ELOOR-683501				0480-2545559		eloormunicipality@gmail.com					
Water Supply indicators																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
Benchmarks		100%		135 lpcd		100%		20%		24 hours		100%		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)	
	98%	100%	115	125	96	100	24	20	24	24	100	100	80	80	100	100	83	90	
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges			
Benchmarks		100%		100%		100%		100%		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	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Solid Waste Management																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Benchmarks		100%		100%		100%		80%		100%		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)			
	93	97	92	96	80	90	65	75	0	0	80	80	55	65	30	65			
Storm Water Drainage Indicators																			
Coverage of storm water drainage network									Incidence of Water logging/flooding										
Bench Marks									0										
Current (2018 -19)				Targets (2019 - 20)					Current (2018 -19)				Targets (2019 - 20)						
90				100					5				0						



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS NOTIFICATION FORMATE																		
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID				
ERATTUPETTA		Kerala		SANANDASING B				Erattupetta P O, Erattupetta, Kottayam, 686121				04822272063		etpamun@gmail.com				
Water Supply indicators																		
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges		
100%		135 lpcd		100%		20%		24 hours		100%		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)	Targets (2019-20)
90	92	135	135	100	100	10	20	24	24	100	100	77	79	85	90	85	90	
Sewage Management (Sewerage and Sanitation)																		
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges		
100%		100%		100%		100%		100%		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)	Targets (2019-20)
100	100	0	30	0	20	0	25	0	30	0	10	0	50	0	10	0	10	
Solid Waste Management																		
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges				
100%		100%		100%		80%		100%		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)	Targets (2019-20)
80	90	80	85	75	80	75	80	75	85	55	60	60	65	65	70			
Storm Water Drainage Indicators																		
Coverage of storm water drainage network									Incidence of Water logging/flooding									
100%									0									
Current (2018 -19)				Targets (2019 - 20)					Current (2018 -19)				Targets (2019 - 20)					
70				80					0				0					



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
Ettumanoor		Kerala		M.K.VRIJA				1st FLOOR,PRIVATE BUS STAND SHOPING COMPLEX BUILDING ETTUMANOOR PO KOTTAYAM PIN - 686631				Ph 0481-2535565		etmmunicipality@gmail.com					
Water Supply indicators																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
Bench Marks		100%		1351 pcd		100%		20%		24 hour		100%		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)	
95%		100%		135		135		100%		100%		100%		100%		75		% 80% 90% 92% 90%	
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges			
Bench Marks		100%		100%		100%		100%		100%		20%		85%		100%		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)	
100%		100%		Nil		Nil		Nil		Nil		Nil		Nil		Nil		Nil Nil Nil Nil	
Solid Waste Management																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Bench Marks		100%		100%		100%		80%		100%		85%		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)	
80%		100%		80%		100%		60%		75%		60%		100%		50%		70% 60% 80% 60% 100%	
Storm Water Drainage Indicators																			
Coverage of storm water drainage network									Incidence of Water logging/flooding										
Bench Marks									0										
Current (2018 -19)									Targets (2019 - 20)										
65%									90%										
0									2										



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB	State	Name of the Municipal Commissioner/Chief Executive Officer						Postal Address with PIN Code				Phone & Fax nos.		Email ID					
FEROKE	Kerala	P.R.Jayakumar						Feroke Municipality, Feroke, Kerala, 673631 Pin				0495-2482243		ferokemunicipality@gmail.com					
Water Supply indicators																			
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges		
Bench Marks	100%		135 lpcd		100%		20%		24 Hours		100%		90%		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)	
	50%	65%	90	90	100%	100%	17%	17%	20%	50%	97%	99%	20%	18%	92%	95%	75%	75%	
Sewage Management (Sewerage and Sanitation)																			
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges		
Bench Marks	100%		100%		100%		100%		100%		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)	
	No Sewage System				0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Management																			
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges				
Bench Marks	100%		100%		100%		80%		100%		80%		80%		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%	100%	80%	100%	80%	100%	85%	100%	40%	75%	70%	80%	50%	80%	60%	100%			
Storm Water Drainage Indicators																			
	Coverage of storm water drainage network						Incidence of Water logging/flooding												
Bench Marks	100%						0												
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)									
	60%			80%			40%			30%									



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
GURUVAYUR		Kerala		V.P.SHIBU				GURUVAYOOR MUNICIPALITY 680101				9961714083		guruvayursecretary@gmail.com					
Water Supply indicators																			
		Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Bench Marks		100%		135lpcd		100%		20%		24hours		100		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	100	125	135	95	100	25	20	15	24	90	100	75	80	95	100	85	90
Sewage Management (Sewerage and Sanitation)																			
		Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Bench Marks		100		100		100		100		100		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)
		98	100	0	50	0	80	0	80	0	100	25	20	70	80	80	100	70	90
Solid Waste Management																			
		House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Bench Marks		100		100		100		80		100		80		100		90			
		Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	Current (2018-19)	Targets (2019- 20)	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	100	90	93	100	100	70	80	100	100	75	80	65	70	65	70		
Storm Water Drainage Indicators																			
		Coverage of storm water drainage network						Incidence of Water logging/flooding											
Bench Marks		100						0											
		Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
		20			75			5			0								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State		Name of the Municipal Commissioner/Chief Executive Officer						Postal Address with PIN Code				Phone & Fax nos.		Email ID			
HARIPPAD	Kerala		Ragimol V., Municipal Secretary						Municipal Office, Haripad.P.O, Alappuzha				0479-2412766		secretaryharipad@gmail.com			
Water Supply indicators -																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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)
	42	44	70	120	99	100	10	5	20hr	20hr	100	100	80	80	80	100	75	90
Sewage Management (Sewerage and Sanitation) - Not Applicable																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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)
	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)		
	30	90	40	100	50	90	30	75	30	80	Nil	75	30	75	Nil	90		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Bench Marks	100%						0											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	30			60			18			10								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.			Email ID				
IRINJALAKKUDA		Kerala		K. S. Arun, Secretary				Municipal Officer, Irinjalakuda P. O. - 680121				0480-2825238			secretaryijk@gmail.com				
Water Supply indicators																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
Benchmarks		100%		135 lpcd		100%		20%		24 hours		100%		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)	
75		90		120		130		75		85		15		18		9		10	
80		100		80		100		50		70		60		70		70		75	
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges			
Benchmarks		100%		100%		100%		100%		100%		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)	
100		100		0		0		0		0		0		0		0		0	
Solid Waste Management																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Benchmarks		100%		100%		100%		80%		100%		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)	
80		100		90		100		90		100		60		70		80		90	
75		80		75		80		75		80		75		80					
Storm Water Drainage Indicators																			
Coverage of storm water drainage network									Incidence of Water logging/flooding										
Bench Marks									0										
Current (2018 -19)									Targets (2019 - 20)										
40									60										
0									0										



14th Finance Commission: Declaration of Service Level Standards																			
Name of the city/ULB		State		Name of the Municipal Commissioner/ Chief Executive Officer				Postal Address with PIN code				Phone & Fax nos		Email id					
Iritty Municipality		kerala		Ansal Issac				Punnad P.O., Kannur Dist-670703				0490-2433344		irittymunicipality@gmail.com					
Water Supply Indicators																			
Coverage of Water supply Connections		Per Capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
Benchmarks		100%		135 lpcd		100%		20%		24 hours		100%		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)	
	50%	65%	50	60	100%	100%	30%	22%	24	24	100%	100%	74%	80%	82%	90%	77%	80%	
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges			
Benchmarks		100%		100%		100%		100%		100%		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)	
	0%		0%		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
solid waste management																			
Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Benchmarks		100%		100%		100%		80%		100%		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)			
	85%	95%	85%	95%	95%	100%	70%	90%	75%	95%	80%	80%	55%	65%	75%	90%			
Storm Water Drainage Indicators																			
Coverage of storm water drainage network									Incidence of Water logging/flooding										
Benchmarks									0 numbers										
Current (2018 -19)									Targets (2019 - 20)										
4%									7%										
									0										
									0										



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State	Name of the Municipal Commissioner/Chief Executive Officer						Postal Address with PIN Code				Phone & Fax nos.		Email ID				
KALAMASSERY	Kerala	ANILKUMAR.B						Municipal Office, Kalamassery, Changampuzha Nagar P.O. Cochin 682033				0484 2532026, 2540170		secretarykalamassery@gmail.com				
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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	100	110	140	95	100	25	0	24 h	24 h	100	100	80	100	80	100	80	100
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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)
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)		
	60	70	70	80	90	100	50	60	40	50	80	90	50	70	60	70		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Bench Marks	100%						0											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	40			60			20			10								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS

Name of the City/ULB	State	Name of the Municipal Commissioner/Chief Executive Officer	Postal Address with PIN Code	Phone & Fax nos.	Email ID
Kalpetta	Kerala	Raveendran	Secretary , Kalpetta Municipality , Kalpetta	4936202349	kalpettamunicipality@gmail.com

Water Supply indicators

	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135LPCD		100%		20		24 Hours		100		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)
	96	100	96	100	90	100	20	20	24	24	95	100	100	100	95	100	95	100

Sewage Management (Sewerage and Sanitation)

	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management

	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		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)
	85%	100%	85%	100%	75%	100%	75%	90%	75%	100%	75%	80%	65%	100%	85%	90%

Storm Water Drainage Indicators

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
Benchmarks	100%				1 Number			
	Current (2018 -19)		Targets (2019 - 20)		Current (2018 -19)		Targets (2019 - 20)	
	70%		100%		1		1	



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Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
Kanhangad		Kerala		Aneesh.P.N				Kanhangad , Kanhangad (P.O) 671314				4672204530		knhdmlty@gmail.com					
Water Supply indicators																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
Benchmarks		100%		135ipcd%		100%		20%		24hours		100%		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)	
	35%	40%	75	80	65%	70%	8%	9%	8	8	100%	100%	60%	70%	100%	100%	70%	35%	
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges			
Benchmarks		100%		100%		100%		100%		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)	
	0%	100	0%	100	0%	100	100	100	5%	100	5%	0	0	0	0	0	0	0	0
Solid Waste Management																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Benchmarks		100%		100%		100%		80%		100%		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)			
	40%	100%	40%	100%	40%	100%	40%	100%	40%	100	40%	0%	40%	0%	0%	0%			
Storm Water Drainage Indicators																			
Coverage of storm water drainage network							Incidence of Water logging/flooding												
Benchmarks							100%							0 No.					
Current (2018 -19)				Targets (2019 - 20)			Current (2018 -19)				Targets (2019 - 20)								
0%				0%			0%				0%								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State	Name of the Municipal Commissioner/Chief Executive Officer						Postal Address with PIN Code				Phone & Fax nos.		Email ID				
KANNUR CORPORATION	Kerala	P.K.SAJEEV (Additional Secretary)						CORPORATION OFFICE KANNUR 671001				0497-2700141		kannurmunicipalcorporation@gmail.com				
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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	100	110	135	98	100	20	20	16	24	100	100	78	80	90	100	86	90
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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)
	99	100	10	50	10	50	10	50	10	50	5	20	20	80	5	25	5	25
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)		
	40	50	90	100	90	100	30	50	30	80	79	80	77	80	20	50		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Benchmarks	100%						0											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	90			100			0											



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State	Name of the Municipal Commissioner/Chief Executive Officer						Postal Address with PIN Code				Phone & Fax nos.		Email ID				
KARUNAGAPPALLY	Kerala	SHERLABEEGUM S						MUNICIPAL OFFICE, KARUNAGAPPALLY - 690518				0476-2620243		secknypm07@gmail.com				
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		30%		24 hours		100%		85%		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%	120lpcd	130lpcd	100%	100%	100%	100%	24hours	24hours	100%	100%	85%	90%	75%	80%	90%	95%
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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%	75%	80%	40%	50%	45%	50%	80%	85%	20%	30%	75%	80%	100%	10%	85%	90%
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)		
	95%	100%	95%	100%	95%	100%	80%	90%	100%	100%	80%	85%	85%	90%	80%	85%		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Benchmarks	100						0%											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	30%			60%			60%			40%								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS

Name of the City/ULB	State	Name of the Municipal Commissioner/Chief Executive Officer	Postal Address with PIN Code	Phone & Fax nos.	Email ID
KASARGOD	Kerala	V. Sajikumar	Kasaragod Municipality, Tiger Hill, Kasaragod, Kerala Pin - 671121	04994 230051 7356670987	secretaryksdkmc@yahoo.co.in

Water Supply indicators

	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
Bench Marks	71%	75%	58%	63%	72%	77%	15%	18%	12%	15%	75%	80%	66%	79%	70%	75%	70%	75%

Sewage Management (Sewerage and Sanitation)

	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	0%	50%	0%	50%	0%	50%	0%	50%	0%	50%	0%	50%	1%	100%	1%	100%	1%	100%

Solid Waste Management

	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
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 water drainage network				Incidence of Water logging/flooding			
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
Benchmarks	100%				0 numbers			
	60%	70%	70%	75%				



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																								
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID										
KATTAPPANA		Kerala		S JAYAKUMAR				Secretary, Kattappana Municipality, Kattappana P.O, Idukki, Pin - 685508				4868272235		munsecktpna@gmail.com										
Water Supply indicators																								
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges								
Benchmarks		100%		135 lpcd		100%		20%		24 hours		100%		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)						
	35	50	100	100	30	35	25	35	65	80	90	95	95	100	60	65	100	100						
Sewage Management (Sewerage and Sanitation)																								
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges								
Benchmarks		100%		100%		100%		100%		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	18	25	22	30	10	25	12	30	15	20	100	100	15	45	0	20						
Solid Waste Management																								
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges										
Benchmarks		100%		100%		100%		80%		100%		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)						
	65	90	100	100	90	100	85	95	80	90	100	100	100	100	70	95								
Storm Water Drainage Indicators																								
Coverage of storm water drainage network						Incidence of Water logging/flooding																		
Bench Marks						100%						0												
			Current (2018 -19)			Targets (2019 - 20)						Current (2018 -19)			Targets (2019 - 20)									
			0			15						0			30									



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID				
KAYAMKULAM		Kerala		Saji. L. S				Municipal Office, Kayamkulam, 690502				0479 2445060		kylmsecretary@gmail.com				
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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)
	80	100	135	135	100	100	15	20	20	24	90	100	70	90	85	90	80	85
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)		
	95	95	95	95	85	95	65	75	80	90	85	90	80	90	-	-		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Bench Marks	100%						0											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	91			1.05			10			0								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State	Name of the Municipal Commissioner/Chief Executive Officer						Postal Address with PIN Code				Phone & Fax nos.		Email ID				
KOCHI CORPORATION	Kerala	VINAYAN.K.P						KOCHI MUNICIPAL CORPORATION, PARK AVENUE,ERNAKULAM				4842369007		kochicorpsecretary@gmail.com				
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Bench Marks	100%		135 LPCD		100%		20%		24HRS		100%		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)
	85	90	145	145	97	100	46.7	30	19	21	100	100	75	80	44	60	80	90
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Bench Marks	100%		100%		100%		100%		100%		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)
	98.6	100	3	6	100	100	4.5	6	100	100	0	2	60	70	0	2	0	0
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Bench Marks	100%		100%		100%		80%		100%		80%		0.10%		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)		
	90	95	98	100	85	90	60	65	64	80	75	80	10	20	65	75		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Bench Marks	100%						0											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	68			80			35			20								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
KODUNGALLUR	Kerala		SUJITH T.K				Secretary, Kodungallur Municipality, Thrissur - 680 664				0480-2802341		secretarykdlrmt@gmail.com					
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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)
	70%	75%	70	70	80%	85%	20%	25%	12%	12%	100%	100%	80%	85%	80%	85%	80%	85%
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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)
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Management																		
	House hold level coverage of solid waste managment services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Bench Marks	100%		100%		100%		80%		100%		80%		100%		90%			
	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	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	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											
Bench Marks	100%						0											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	68			90			3			0								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State	Name of the Municipal Commissioner/Chief Executive Officer						Postal Address with PIN Code				Phone & Fax nos.		Email ID				
KODUVALLY	Kerala	A.Faizal, Municipal Secretary						KODUVALLY MUNICIPALITY OFFICE KODUVALLY PO, KOZHIKODE, PIN: 673572				0495 2210238 9847814765		koduvallymunicipality@gmail.com				
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135lpcd		100%		20%		24		100%		90%		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)
	60%	75%	50%	75%	50%	75%	40%	70%	24%	74%	80%	95%	75%	90%	40%	70%	40%	75%
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	90%		80%		100%		100%		100%		30%		75%		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)
	70%	80%	60%	80%	30%	40%	0%	0%	0%	0%	0%	0%	50%	60%	0%	0%	0%	0%
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	90%		100%		100%		100%		75%		95%		100%		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)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)		
	60%	75%	80%	90%	70%	80%	70%	80%	60%	70%	75%	80%	80%	85%	80%	85%		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Benchmarks	100%						0											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	60%			70%			60 Nos			-								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
KOLLAM		Kerala		V R RAJU				CORPORATION OFFICE, KOLLAM 691001				Phone - 0474 2742724 FAX- 2768529		secretarykollam@gmail.com					
Water Supply indicators																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
Benchmarks		100%		135 lpcd		100%		20%		24 hours		100%		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)	
Bench Marks	43%	53%	65	65	80%	83%	25%	23%	3%	3%	90%	90%	90%	90%	90%	90%	80%	80%	
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges			
Benchmarks		100%		100%		100%		100%		100%		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)	
Bench Marks	100%	100%	23%	23%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Management																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Benchmarks		100%		100%		100%		80%		100%		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)			
Bench Marks	80%	100%	80%	100%	90%	100%	70%	80%	100%	100%	50%	70%	75%	90%	10%	100%			
Storm Water Drainage Indicators																			
Coverage of storm water drainage network						Incidence of Water logging/flooding													
Bench Marks						0													
Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)										
28%			33%			9%			7%										



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																					
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID							
Kondotty		Kerala		A.Firozkhan, Municipal Secretary , Kondotty Municipality, Malappuram District				Kondotty, 673638				0483 2712037		kondottynagarasabha@gmail.com							
Water Supply indicators																					
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges					
Benchmarks		100%		135 lpcd		100%		20%		24 hours		100%		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)			
	60	85	20	50	40	50	12	10	10	24	90	100	25	50	75	100	80	90			
Sewage Management (Sewerage and Sanitation)																					
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges					
Benchmarks		100%		100%		100%		100%		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)			
	Nil		Nil		Nil		Nil		Nil		Nil		Nil		Nil		Nil				
Solid Waste Management																					
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges							
Benchmarks		100%		100%		100%		80%		100%		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)					
	75	100	80	100	60	100	40	100	70	100	80	80	60	100	80	90					
Storm Water Drainage Indicators																					
Coverage of storm water drainage network						Incidence of Water logging/flooding															
Benchmarks						100%						0									
Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)												
Nil			Nil			Nil			Nil												



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
KOOHATTUKULAM		Kerala		M. Mohammed Arif Khan				Municipal Office, Koothattukulam P.O., Ernakulam, Kerala, Pin:686662				0485-222350		kklmunicipality@gmail.com					
Water Supply indicators																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
Bench Marks		100%		135 lpcd		100%		20%		24 Hours		100%		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)	
	86%	90%	95	105	100%	100%	20%	20%	12%	15%	100%	100%	95%	95%	85%	95%	90%	90%	
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges			
Bench Marks		100%		100%		100%		100%		100%		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)	
	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Solid Waste Management																			
House hold level coverage of solid waste managment services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Bench Marks		100%		100%		100%		100%		95%		100%		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)	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%	100%	100%	80%	85%	100%	100%	95%	95%	100%	100%	80%	85%			
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)										
95%			95%			4			0										



14th Finance Commission: Declaration of Service Level Standards																																			
Name of the city/ULB		State		Name of the Municipal Commissioner/ Chief Executive Officer				Postal Address with PIN code				Phone & Fax nos		Email id																					
KOOZHUPARAMBA		Kerala		K.K.SAJITHKUMAR Secretary				Kuthuparamba (Po), 670 643				0490-2361246		kpbanly@gmail.com																					
Water Supply Indicators																																			
Coverage of Water supply Connections		Per Capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges																			
Benchmarks		100%		135 lpcd		100%		20%		24 hours		100%		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)																	
	60	100	135	135	8	50	24 hrs.	24 hrs.	92	100	65	70	68	90	63	80																	
Sewage Management (Sewerage and Sanitation)																																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges																			
Benchmarks		100%		100%		100%		100%		100%		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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0																	
Solid Waste Management Indicators																																			
Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges																					
Benchmarks		100%		100%		100%		80%		100%		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)																			
	60	100	70	100	92	100	75	100	55	100	72	100	5	100	47	90																			
Storm Water Drainage Indicators																																			
Coverage of storm water drainage network									Incidence of Water logging/flooding																										
Benchmarks									100%									0 numbers																	
Current (2018-19)									Targets (2019-20)									Current (2018-19)									Targets (2019-20)								
52%									100%									0									0								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																					
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID							
KOTHMANGALAM		Kerala		Mrs. Kavitha S Kumar - Municipal Secretary				Kothamangalam .P. O Pin-686691				9656801980		secretarykothamangalam@gmail.com							
Water Supply indicators																					
		Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
Benchmarks		100%		135 LPCD		100%		20%		24 HOURS		100%		100%		100%		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)	
		85		90		90		95		100		100		100%		100%		95		100	
Sewage Management (Sewerage and Sanitation)																					
		Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges			
Benchmarks		100		100		100		100		100		NA		85%		NA		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)	
		100		100		0		0		0		0		NA		NA		80		100	
Solid Waste Management																					
		House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Benchmarks		100		100		100		100		100		100		100		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)	
		60		90		100		100		60		100		70		85		10		100	
		80		95		60		95		90		95									
Storm Water Drainage Indicators																					
		Coverage of storm water drainage network						Incidence of Water logging/flooding													
Benchmarks		100						0													
		Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)										
		75			90			10			0										



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State	Name of the Municipal Commissioner/Chief Executive Officer						Postal Address with PIN Code				Phone & Fax nos.		Email ID				
KOTTAKKAL	Kerala	MANIKANTAN. R						Kottakkal Municipality, Kottakkal Po Malappuram dt., 676503-Pin				4832742221		secretarykottakkal@gmail.com				
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Bench Marks	100%		135 lpcd		100%		20%		24 hours		100%		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)
	98	100	135	135	100	100	10	5	6	12	100	100	92	100	95	100	92	100
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Bench Marks	100%		100%		100%		100%		100%		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%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Bench Marks	100%		100%		100%		80%		100%		80%		100%		90%			
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	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 Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Bench Marks	100%						0											
	Current (2018-19)			Targets (2019-20)			Current (2018-19)			Targets (2019-20)								
	90			100			0			0								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
KOTTARAKARA	Kerala		D.V.SANALKUMAR				MUNICIPAL OFFICE PULAMON-691531				0474-2452366		kottarakaramp@gmail.com					
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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)
	38	50	135	135	92	100	20	20	24	24	100	100	80	80	90	90	90	90
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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)
	95	100	0	20	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)		
	75	90	40	90	30	80	45	80	30	80	30	80	40	70	30	70		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Bench Marks	100%						0											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	40			90			0			0								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID				
KOTTAYAM		Kerala		J.MUHAMMED SHAFI MUNICIPAL SECRETARY				Municipal office, Kottayam P.O, Kottayam- 686001				4812566665		ktmmunicipality@gmail.com				
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Bench Marks	100%		135 lpcd		100%		20%		24 hours		100%		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	90	100	100	100	71	5	20	15	96	100	50	60	95	100	95	100
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Bench Marks	100%	100%	100	100	100%	100%	100%	100%	100	100	20%	20%	80%	80%	100%	100%	90%	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 Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Bench Marks	100		100		100		80		80		100		80		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)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)		
	50	80	90	100	70	100	60	80	40	80	80	90	20	50	10	50		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Bench Marks	100						0											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	90			100			50			0								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State		Name of the Municipal Commissioner/Chief Executive Officer						Postal Address with PIN Code				Phone & Fax nos.		Email ID			
KOILANDY	Kerala		Cheryl Irene Solomon						Koyilandy P.O.. Kozhikode. Pin: 673305.				0496 2620881, 2620244		secretarykldy@rediffmail.com			
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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)
	223	223	135LPCD	135LPCD	100	100	0	0	24 hours	24 hours	100%	100%	90	95	0	0	98	99
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Bench Marks	100%		100%		100%		100%		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)
	99%	100%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Bench Marks	100%		100%		100%		80%		100%		80%		100%		90%			
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	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%	95	100	0	0	80%	100%	80%	90%	76%	90%	80%	90%	80%	90%		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Bench Marks	100%						0											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	4			4			4			4								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
KOZHIKODE CORPORATION		Kerala		Binu Francis				Beach (PO) Kozhikode 673032(PIN)				Ph 0495-2365040 Fax-0495-2366875		secretarykd@gmail.com					
Water Supply indicators																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
Bench Marks		100%		135lpcd		100%		20%		24 hrs		100%		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)	
	71%	85%	135%	135%	100%	100%	20%	20%	24	24	100%	100%	83%	84%	70%	80%	90%	90%	
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges			
Bench Marks		100%		100%		100%		100%		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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Solid Waste Management																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Bench Marks		100%		100%		100%		80%		100%		80%		100%		90%			
	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)	Current (2018 -19)	Targets (2019-20)			
	84%	100%	82%	100%	89%	100%	80%	85%	82%	100%	80%	85%	90%	92%	85%	87%			
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)										
60%			70%			0			0										



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
KUNNAMKULAM		Kerala		MANOJ K K				KUNNAMKULAM POST, 680503				488522221		kunnamkulamsecretary@gmail.com					
Water Supply indicators																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
100%		135 lpcd		100%		20%		24 hours		100%		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)	Current (2018 -19)	Targets (2019 - 20)
95	100	70	100	70	100	25	20	24	24	100	100	90	90	70	100	70	100	70	100
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges			
100%		100%		100%		100%		100%		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)	Current (2018 -19)	Targets (2019 - 20)
100	100	30	70	20	70	0	50	0	30	0	10	0	0	0	0	0	0	0	0
Solid Waste Management																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
100%		100%		100%		80%		100%		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)	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																			
Coverage of storm water drainage network						Incidence of Water logging/flooding													
100%						0													
Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)										
60			100			5			30										



14th Finance Commission: Declaration of Service Level Standards

Name of the City/ULB	State	Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID						
MALAPPURAM	Kerala	N.K.Krishna kumar				Municipal office, Malappuram-676505				Phone- 0483-2734228		mlpmmunci@gmail.com mlpm_munci@yahoo.co.in						
Water Supply Indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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)
	80%	85%	80	90	100%	100%	15%	10%	10	15	90%	100%	30%	100%	75%	100%	80%	85%
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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%	25	0	25	0	25	0	75	0	25	25	50	0	50	0	75
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)		
	75%	95%	75%	95%	70%	95%	25%	50%	75%	100%	75%	100%	25%	75%	100%	80%		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network								Incidence of Water logging/flooding									
Bench Marks	100%								0									
	Current (2018 -19)				Targets (2019 - 20)				Current (2018 -19)				Targets (2019 - 20)					
	82%				90%				20				10					



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS

Name of the City/ULB	State	Name of the Municipal Commissioner/Chief Executive Officer	Postal Address with PIN Code	Phone & Fax nos.	Email ID
MANANTHAVADY	KERALA	VISWANATHAN S., Municipal Secretary	Mananthavady P.O., wayanad - 670 645	04935- 240253	mndymunicipality@gmail.com

Water Supply indicators

	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Bench Marks	100		135 lpcd		100%		15%		24 hours		100%		80%		100%		80%	
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	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%	50%	100	135	50%	50%	10%	5%	20hr	24hr	90%	100%	50%	20%	50%	50%	90%	80%

Sewage Management (Sewerage and Sanitation)

	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Bench Marks	100%		100%		100%		100%		100%		20%		80%		100%		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)	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 Management

	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Bench Marks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	25%	35%	40%	50%	40%	45%	15%	25%	0%	10%	25%	35%	40%	50%	30%	50%

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)	
	20%		35%		0.2		0	



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS NOTIFICATION FORMATE																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
MANJERI		Kerala		P.SANTHOSHKUMAR (Asst.Engineer I/C)				Manjeri Municipality, Manjeri P.O. Malappuram.Pin: 676121				9447169667		musecmanjeri@gmail.com					
Water Supply indicators																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
Benchmarks		100%		135 lpcd		100%		20%		24 hours		100%		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)	
	80	90	120	135	90	100	-	-	22	24	100	100	80	90	-	-	90	90	
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges			
Benchmarks		100%		100%		100%		100%		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)	
Bench Marks	100%		NIL		NIL		NA		NA		NA		NA		NA		NIL		
Solid Waste Management																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Benchmarks		100%		100%		100%		80%		100%		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)			
	20%		50%		50%		50%		35%		75%		NIL		NIL				
Storm Water Drainage Indicators																			
Coverage of storm water drainage network				Incidence of Water logging/flooding															
Bench Marks				100%				0											
				Current (2018 -19)		Targets (2019 - 20)		Current (2018 -19)		Targets (2019 - 20)									
				NIL				NIL											



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the ULB	State	Name of the Municipal Secretary						Postal Address with PIN Code				Phone & Fax nos.		Email ID					
MANNARKKAD	KERALA	JUHEE MARIA TOM						MANNARKKAD POST, 678582				04924222336		ddpmannarkkadpkd@gmail.com					
Water Supply indicators																			
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges		
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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%	135	135	100%	100%	4	0	24%	24%	100%	100%	98%	100%	90%	100%	95%	100%	
Sewage Management (Sewerage and Sanitation)																			
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges		
Benchmarks	100%		100%		100%		100%		100%		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)	
	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Solid Waste Management																			
	House hold level coverage of solid waste managment services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges				
Benchmarks	100%		100%		100%		80%		100%		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)	
	72%	100%	98%	100%	100%	100%	92%	100%	94%	100%	100%	100%	100%	100%	NA	NA	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									



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
MARAD		Kerala		Subash P.K , Municipal Secretary				Kundanoor, Maradu P.o, Pin-680 304				0484 2706544		secretarymaradu@gmail.com					
Water Supply indicators																			
		Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Bench Marks		100%		135lpcd		100%		20%		24 hours		100%		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
Sewage Management (Sewerage and Sanitation)																			
		Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Bench Marks		100%		100%		100%		100%		100%		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)
		75%	80%	90%	90%	70%	70%	60%	60%	80%	80%	0	0	75%	75%	0	0	0	0
Solid Waste Management																			
		House hold level coverage of solid waste managment services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Bench Marks		100%		100%		100%		80%		100%		80%		100%		90%			
		Current (2018 -19)	Targets (2019 - 20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019 - 20)	Current (2018-19)	Targets (2019 - 20)	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%	50%	50%	0%	0%	60%	60%	0%	0%	70%	80%	70%	70%	65%	65%		
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%			85%			20			0								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS NOTIFICATION FORMATE																		
Name of the City/ULB	State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
MATTANNUR	Kerala		M Sureshan				Municipal Office,Mattannur,670702				0490-471226		munofmtnr@gmail.com					
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Bench Marks	100%		135lpcd		100%		20%		24Hrs.		100%		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)
	15	17	100	100	100	100	15	17	6.75	7	100	100	100	100	30	40	80	90
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Bench Marks	100%		100%		100%		100%		100%		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)
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Management																		
	House hold level coverage of solid waste managment services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Bench Marks	100%		100%		100%		80%		100%		80%		100%		90%			
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	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	90	100	70	80	100	100	100	100	80	90	100	100		
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)								
	1			1			0			0								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
Mavelikara		Kerala		BINUJI G				Municipal Office, Mavelikara, Alappuzha, Kerala- 690101				0479-2302218		secretarymmc@gmail.com					
Water Supply indicators																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
Bench Marks		100%		135		100%		20%		24 hours		100%		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)	
	80	83	70	70	83	90	18	16	20	20	100	100	95	96	60	70	60	75	
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges			
Bench Marks		100%		100%		100%		100%		100%		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)	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Solid Waste Management																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Benchmarks		100%		100%		100%		80%		100%		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)			
	95	90	95	80	90	80	60	80	80	95	92	98	50	90	72	72			
Storm Water Drainage Indicators																			
Coverage of storm water drainage network						Incidence of Water logging/flooding													
Benchmarks						100%						0 Number							
Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)										
25			40			0			0										



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID																					
MUKKOM		Kerala		N.K. Hareesh				Mukkam P.O., 673602				4952297132		mukkammunicipality@gmail.com																					
Water Supply indicators																																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges																			
Bench Marks		100%		135 IPCD		100%		20%		24 hours		100%		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)																	
	70	85	85	100	60	75	10	15	16	24	90	100	50	60	20	40	30	50																	
Sewage Management (Sewerage and Sanitation)																																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges																			
Bench Marks		100%		100%		100%		100%		100%		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)																	
	90	100	60	80	30	50	50	60	50	60	10	15	40	60	10	50	10	20																	
Solid Waste Management																																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges																					
Bench Marks		100%		100%		100%		80%		100%		80%		100%		90%																			
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	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	60	80	60	70	40	60	50	85	60	80	10	20	10	15																			
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)								
70									90									0									0								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
MUVATTUPUZHA		Kerala		V.V.LATHESH KUMAR				Municipal Office, Muvattupuzha .686673				9947317580		muvattupuzhamunicipality@gmail.com					
Water Supply indicators																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
Bench Marks		100%		135lpd		100%		20%		24hrs		100%		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)	
	90%	95%	110	120	100%	100%	8%	5%	22	23	100%	100%	85%	90%	93%	95%	88%	93%	
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges			
Bench Marks		100%		100%		100%		100%		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	100	0	20	0	20	0	20	0	10	5	20	5	20	0	15	
Solid Waste Management																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Bench Marks		100%		100%		100%		85%		100%		85%		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)			
	20%	60%	90%	100%	70%	100%	20%	70%	30%	80%	70%	80%							
Storm Water Drainage Indicators																			
Coverage of storm water drainage network						Incidence of Water logging/flooding													
Bench Marks						100%						0							
Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)										
60%			100%			70			0										



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
Nedumangad		Kerala		S. Narayanan, Municipal Secretary				Municipal office, Sathram junction, Nedumangad, tvpm 695541				0472-2802238		nddsec@gmail.com					
Water Supply indicators																			
		Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks		100%		135 lpcd		100%		20%		24 hours		100%		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)
		90	95	115	120	100	100	25	20	22	24	100	100	98	100	75	80	92	95
Sewage Management (Sewerage and Sanitation)																			
		Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks		100%		100%		100%		100%		100%		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)
Solid Waste Management																			
		House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks		100%		100%		100%		80%		100%		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)		
		80	90	80	90	90	100	90	100	90	100	80	90	80	90	80	90		
Storm Water Drainage Indicators																			
		Coverage of storm water drainage network						Incidence of Water logging/flooding											
Benchmarks		100%						0 numbers											
		Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
		28			30														



14th Finance Commission: Declaration of Service Level Standards																		
Name of the city/ULB	State	Name of the Municipal Commissioner/ Chief Executive Officer						Postal Address with PIN code				Phone & Fax nos		Email id				
NEYYATTINKARA	Kerala	Saji. S. S. (Secretary)						Municipal office, Neyyattinkara		695121		0471 2222242		secretarynytmc@gmail.com				
Water Supply Indicators																		
	Coverage of Water supply Connections		Per Capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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)
	60%	100%	50	100	70%	100%	8%	20%	16	24	80%	100%	60%	80%	75%	100%	70%	90%
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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%	0	60%	100	0	80	20	80	5	100	5	20	40	80	30	100	30	90
Solid waste management																		
	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)
	80%	100%	80%	100%	60%	100%	50%	80%	50%	100%	75%	80%	0%	100%	0%	90%		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Benchmarks	100%						0 numbers											
	Current (2018-19)			Targets (2019-20)			Current (2018-19)			Targets (2019-20)								
	0%			80%			12			0								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS NOTIFICATION FORMATE																					
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID							
NILAMBUR		Kerala		Aakash AS				NILAMBUR MUNICIPALITY, NILAMBUR		679329		04931220365		nilambunicipality@gmail.com							
Water Supply indicators																					
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges					
Bench Marks		100%		135lpcd		100%		20%		24 hrs		100%		100%		100%		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)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)			
	80	90	100	110	100	100	25	20	20	24	100	100	100	100	100	100	85	95			
Sewage Management (Sewerage and Sanitation)																					
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges					
Bench Marks		100%		100%		100%		100%		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)			
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Solid Waste Management																					
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges							
Bench Marks		100%		100%		80%		100%		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)					
	40	80	40	75	40	75	25	75	25	65	50	75	0	30	25	50					
Storm Water Drainage Indicators																					
Coverage of storm water drainage network						Incidence of Water logging/flooding															
Bench Marks						100%						0%									
Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)												
64			90			0			0												



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS NOTIFICATION FORMATE																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.			Email ID				
NILESWARAM		Kerala		T.MANOJ KUMAR				Nileshwar (p.o), Kasaragod (dist) 671314				4672280360			nileshwaramlty@gmail.com				
Water Supply indicators																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
Bench Marks		100%		135LPC		100%		20%		24 hours		100%		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)	
74		80		110		120		81		81		19		19		18		18	
95		100		70		70		70		75		80		80					
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges			
Bench Marks		100%		100%		100%		100%		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)	
100		100		0		0		0		0		0		0		0		0	
Solid Waste Management																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Bench Marks		100%		100%		80%		100%		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)	
100		100		90		100		90		80		80		60		60		90	
Storm Water Drainage Indicators																			
Coverage of storm water drainage network									Incidence of Water logging/flooding										
Bench Marks									0 numbers										
Current (2018 -19)				Targets (2019 - 20)					Current (2018 -19)				Targets (2019 - 20)						
60				60					0				0						



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
NORTH PARAVOOR		Kerala		NEETHULAL B				North Paravur Municipality North Paravur Pin 683513				0484-2442327		northparavurmunicipality@gmail.com					
Water Supply indicators																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
Benchmarks		100%		135 lpcd		100%		20%		24 hours		100%		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%	150%	150%	95%	100%	22%	20%	24 Hours	24 Hours	100%	100%	90%	100%	92%	100%	95%	100%	
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges			
Benchmarks		100%		100%		100%		100%		100%		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	0	0	0	0	0	0	0	0	0	0%	0%	0%	0%	0%	0%	
Solid Waste Management																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Benchmarks		100%		100%		100%		80%		100%		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)			
	92%	100%	92%	100%	90%	100%	98%	100%	92%	100%	96%	100%	96%	100%	95%	100%			
Storm Water Drainage Indicators																			
Coverage of storm water drainage network										Incidence of Water logging/flooding									
Benchmarks										0									
Current (2018 -19)					Targets (2019 - 20)					Current (2018 -19)					Targets (2019 - 20)				
75%					85%					15%					10%				



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State	Name of the Municipal Commissioner/Chief Executive Officer						Postal Address with PIN Code				Phone & Fax nos.		Email ID				
OTTAPPALAM	Kerala	SEENA H						Municipal Office, Thottakkara PO, Ottapalam-2, Pin-679102				9446429013		secotplm@gmail.com				
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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)
	70%	75%	100	100	100%	100%	20%	20%	7%	7%	98%	98%	80%	80%	75%	90%	90%	100%
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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)
	99%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	65%	75%	0%	0%	0%	0%
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)		
	63%	70%	68%	75%	48%	55%	72%	80%	35%	50%	75%		20%	40%	20%	40%		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Benchmarks	100%						0											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	90%			100%			0%			0%								



14th Finance Commission: Declaration of Service Level Standards																		
Name of the city/ULB	State		Name of the Municipal Commissioner/ Chief Executive Officer				Postal Address with PIN code		Phone & Fax nos		Email id							
PALA	KERALA		S.K PANKAJAKSHAN				MUNICIPAL OFFICE,PALA		686575		4822212328		munsecpala@gmail.com					
Water Supply Indicators																		
	Coverage of Water supply Connections		Per Capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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)
	82%	95%	82	135	80%	95%	18%	10%	16.3	20	81%	100%	75%	80%	40%	79%	72%	95%
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Name of the city/ULB-Pala Municipality																		
	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)		
	48%	55%	75%	100%	75%	100%	75%	100%	75%	100%	100%	100%	80%	100%	60%	85%		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Benchmarks	100%						0 numbers											
	Current (2018-19)			Targets (2019-20)			Current (2018-19)			Targets (2019-20)								
	65%			75%			10			3								



14 th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																										
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.			Email ID											
PALAKKAD		Kerala		RAGHURAMAN				Municipal Office, Palakkad				0491 2534634			secypkd@gmail.com											
Water Supply indicators																										
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges										
Benchmarks		100%		135 lpcd		100%		20%		24 hours		100%		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)								
	96%	100%	120	130	100%	100%	20%	20%	18	20	98%	98%	75%	80%	85%	95%	85%	90%								
Sewage Management (Sewerage and Sanitation)																										
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges										
Benchmarks		100%		100%		100%		100%		100%		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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
Solid Waste Management																										
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges												
Benchmarks		100%		100%		100%		80%		100%		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)										
	9%	100%	95%	100%	98%	100%	80%	90%	80%	100%	95%	100%	80%	90%	90%	100%										
Storm Water Drainage Indicators																										
Coverage of storm water drainage network									Incidence of Water logging/flooding																	
Benchmarks									100%									0 numbers								
Current (2018 -19)				Targets (2019 - 20)					Current (2018 -19)				Targets (2019 - 20)													
90%				95%					10				5													



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID				
PANDALAM		Kerala		SANIL S				Pandalam Municipality, Pandalam. PIN - 689501				04734-252251		pandalammunicipality@gmail.com				
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		90%		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)
	90%	95%	110	120	80%	85%	18%	18%	24	24	95%	100%	100%	100%	100%	100%	90%	90%
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)		
	50	70	100	100	100	100	80	80	90	95	80	90	100	100	90	90		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Benchmarks	100%						0 numbers											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	100%			100%			5			3								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS NOTIFICATION FORMATE																		
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.			Email ID			
PANOOR		Kerala		Mambally Santhosh Kumar				Puthur road, Panoor PO, PIN 670692				4902311340			panoormunicipality2015@gmail.com			
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Bench Marks	100%		135 ipcd		100%		20%		24 hours		100%		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)
	65	90	75	90	85	95	12	20	20	24	95	100	70	90	90	95	80	85
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Bench Marks	100%		100%		100%		100%		100%		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)
	98	100	6	20	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Bench Marks	100%		100%		100%		80%		100%		80%		100%		90%			
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	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	100	60	100	80	100	60	100	40	100	60	100	50	70	40	90		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Bench Marks	100%						0%											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	35			50			0			0								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS NOTIFICATION FORMAT																		
Name of the City/ULB	State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
Parappanangadi Municipality	Kerala		Viswanathan.K.B				Parappanangadi Municipality:Parappanangadi P.O, Malappuram, Kerala -676303				Ph : 0494-2410239		parappanangadimunicipality@gmail.com					
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Bench Marks	100%		135 lpcd		100%		20%		24 Hours		100%		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)
	80%	100%	100	110	80%	90%	10%	5%	24	24	96%	100%	80%	80%	90%	100%	90%	90%
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Bench Marks	100%		100%		100%		100%		100%		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%	70%	85%	70%	80%	0%	0%	0%	0%	0%	0%	70%	80%	0%	0%	0%	0%
Solid Waste Management																		
	House hold level coverage of solid waste managment services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Bench Marks	100%		100%		100%		80%		100%		80%		100%		90%			
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	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 Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Benchmarks	100%						0 numbers											
	Current (2018-19)			Targets (2019-20)			Current (2018-19)			Targets (2019-20)								
	80			100			5			3								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS NOTIFICATION FORMATE																		
Name of the City/ULB	State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
SOUTH PARAVUR	Kerala		NOUSHAD.A				MUNICIPAL OFFICE , PARAVUR P.O, KOLLAM-691301				0474-2512340		secyparavur@gmail.com					
Water Supply indicators																		
Benchmarks	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
	100	100	135 IPCD	100	20	24 Hours	100	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	98	115	100	100	20	20	24	24	100	100	80	80	98	100	90	90
Sewage Management (Sewerage and Sanitation)																		
Benchmarks	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
	100	100	100	100	100	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	30	45	25	35	20	30	70	75	14	18	25	35	32	38	72	80
Solid Waste Management																		
Benchmarks	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
	100	100	100	100	80	100	80	90	80	80	75	80	75	80				
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	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	100	100	100	100	80	80	90	95	80	80	75	80	75	80		
Storm Water Drainage Indicators																		
Benchmarks	Coverage of storm water drainage network				Incidence of Water logging/flooding													
	100				0													
	Current (2018 -19)		Targets (2019 - 20)		Current (2018 -19)		Targets (2019 - 20)											
	70		75		0		0											



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS NOTIFICATION FORMATE																		
Name of the City/ULB	State		Name of the Municipal Commissioner/Chief Executive Officer						Postal Address with PIN Code				Phone & Fax nos.		Email ID			
PATHANAMTHITTA	Kerala		K R Manojkumar, Municipal Secretary (I/c.)						Municipal Office, Pathanamthitta - 689645				9061054346		pathanamthittamunicipality2011@gmail.com			
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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)
	80	90	85	100	90	100	18	20	10	20	95	100	30	50	95	100	90	95
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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)
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)		
	70	100	83	100	60	100	10	50	80	100	80	100	50	80	0	0		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Benchmarks	100%						0 numbers											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	80			100			0			0								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
PATTAMBI		Kerala		krishnaraj NP municipal secretary				pattambi post 679303				9745255152		pattambimunicipality@gmail.com					
Water Supply indicators																			
		Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks		100%		135 lpcd		100%		20%		24 hours		100%		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)
		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 Sanitation)																			
		Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks		100%		100%		100%		100%		100%		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)
		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Management																			
		House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks		100%		100%		100%		80%		100%		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	50	70	80	85	95	45	60	60	80	70	90	0	70	0	50/ trades		
Storm Water Drainage Indicators																			
		Coverage of storm water drainage network						Incidence of Water logging/flooding											
Bench Marks		100%						0											
		Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
		50			70			1			0								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID																					
PAYYANNUR		Kerala		Aji. K R, Secretary				Payyanur P.O, 670307				04985 202067		secypynr@gmail.com																					
Water Supply indicators																																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges																			
Bench Marks		100%		135 lpcd		100%		20%		24hr		100%		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)																	
	80	100	100	135	100	100	20	15	24	24	100	100	50	80	0	25	50	70																	
Sewage Management (Sewerage and Sanitation)																																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges																			
Bench Marks		100%		100%		100%		100%		100%		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	20	0	20	0	25	0	25	0	0	50	80	0	50	0	50																	
Solid Waste Management																																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges																					
Bench Marks		100%		100%		100%		80%		100%		80%		100%		90%																			
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	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	100	100	80	10	80	90	100	100	90	100	20	100	90	100																			
Storm Water Drainage Indicators																																			
Coverage of storm water drainage network									Incidence of Water logging/flooding																										
Bench Marks									100%									numbers																	
Current (2018 -19)									Targets (2019 - 20)									Current (2018 -19)									Targets (2019 - 20)								
90									100									Nil									Nil								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State	Name of the Municipal Commissioner/Chief Executive Officer						Postal Address with PIN Code				Phone & Fax nos.		Email ID				
PAYYOLI	Kerala	JESITHA P J						MUNICIPAL OFFICE , PAYYOLI				4962602043		payyolimunicipality@gmail.com				
Water Supply indicators																		
Benchmarks	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
	100%	135 lpcd	100%	20%	24 hours	100%	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)	
35	50	75	85	40	60	0	0	24	24	100	100	75	85	85	90	75	90	
Sewage Management (Sewerage and Sanitation)																		
Benchmarks	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
	100%	100%	100%	100%	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	20	30	30	40	0	0	0	0	0	0	85	90	0	0	0	0	
Solid Waste Management																		
Benchmarks	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
	100%	100%	100%	80%	100%	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)			
80	90	100	100	70	85	80	90	20	25	50	75	20	30	100	100			
Storm Water Drainage Indicators																		
Bench Marks	Coverage of storm water drainage network						Incidence of Water logging/flooding											
	100%						0											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	50			75			15			5								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
PERINTHALMANNA		Kerala		S. Abdul Sajeem				Perinthalmanna Post, Malappuram Dt, 679322 Pin				4933227363		pnmnamlty@gmail.com					
Water Supply indicators																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
Benchmarks		100%		135 lpcd		100%		20%		24 hours		100%		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)	
	80%	90%	70	80	80%	90%	70%	80%	96%	98%	100%	100%	100%	100%	85%	90%	85%	90%	
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges			
Benchmarks		100%		100%		100%		100%		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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Solid Waste Management																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Benchmarks		100%		100%		100%		80%		100%		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)			
	60%	70%	95%	98%	90%	80%	80%	85%	75%	80%	85%	90%	80%	85%	90%	98%			
Storm Water Drainage Indicators																			
Coverage of storm water drainage network									Incidence of Water logging/flooding										
Bench Marks									0										
Current (2018 -19)				Targets (2019 - 20)					Current (2018 -19)				Targets (2019 - 20)						
60%				70%					40%				50%						



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State		Name of the Municipal Commissioner/Chief Executive Officer						Postal Address with PIN Code				Phone & Fax nos.		Email ID			
PERUMBAVOOR	Kerala		U.S. SATHEESAN , MUNICIPAL OFFICE, PERUMBAVOOR P.O. ERNAKULAM DIST, PIN - 683542						Municipal Office, Perumbavoor, Perumbavoor PO, Ernakulam Dist., PIN:683542				0484-2522230		perumbavoormunicipality@gmail.com			
Water Supply indicators																		
Benchmarks	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
	100%	135 lpcd		100%		20%		24 hours		100%		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)
	85%	100%	100 lpcd	120 lpcd	80%	100%	20%	20%	6 Hrs	12Hrs	100%	100%	90%	95%	96%	100%	96%	100%
Sewage Management (Sewerage and Sanitation)																		
Benchmarks	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
	100%	100%		100%		100%		100%		100%		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	60%	100%	85%	100%	0	0	0	0	0	0	75	90	0	0	0	0
Solid Waste Management																		
Benchmarks	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
	100%	100%		100%		100%		80%		100%		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%	100%	100%	100%	100%	80%	88%	90%	100%	80%	85%	80%	100%	55%	90%		
Storm Water Drainage Indicators																		
Bench Marks	Coverage of storm water drainage network						Incidence of Water logging/flooding											
	100%						0											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	85%			100%			25			10								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID				
PIRAVOM		Kerala		B.ANILKUMAR				Piravom Municipality ,Piravom,Ernakulam Dist-686664				0485 2242339		piravommunicipality@gmail.com				
Water Supply indicators																		
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges		
Benchmarks		100		135lpcd		100		24 hours		100%		100		100		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)	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 Management (Sewerage and Sanitation)																		
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges		
Benchmarks		100%		100%		100%		100%		100%		100%		100		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)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)
	100	100	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Solid Waste Management																		
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges				
Benchmarks		100%		100%		100%		80%		100%		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)		
	86%	90%	86%	90%	90%	95%	80%	90%	75%	80%	100%	100%	95	100	90%	100%		
Storm Water Drainage Indicators																		
Coverage of storm water drainage network						Incidence of Water logging/flooding												
Benchmarks						100%						100%						
Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)									
50%			60%			50%			55%									



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																										
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID												
PONNANI		Kerala		S.A Vinodkumar				Municipal Office Ponnani, P.O Ponnani South				0494-2666336		ponnanisecy@gmail.com												
Water Supply indicators																										
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges										
Bench Marks		100%		135LPCD		100%		20%		24Hrs		100%		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)								
	90%	95%	70	80	98%	100%	20%	20%	20	24	80%	85%	70%	75%	80%	85%	70%	75%								
Sewage Management (Sewerage and Sanitation)																										
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges										
Bench Marks		100%		100%		100%		100%		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)								
Solid Waste Management																										
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges												
Bench Marks		100%		100%		100%		80%		100%		80%		100%		90%										
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	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%	100%	78%	80%	100%	100%	78%	80%	100%	100%	100%	100%	90%	90%									
Storm Water Drainage Indicators																										
Coverage of storm water drainage network									Incidence of Water logging/flooding																	
Bench Marks									100%									0								
Current (2018 -19)				Targets (2019 - 20)					Current (2018 -19)				Targets (2019 - 20)													
50%				65%					Nil				Nil													



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
PUNALUR	Kerala		Renuka Devi G				Municipal Office, Punalur , Kollam, 691305				0475 2222683		secypnlr@gmail.com					
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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)
	65%	80%	90	135	80%	90%	20%	20%	24 hrs	24hrs	100%	100%	90%	95%	70%	90%	80%	90%
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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%	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	NA	NA	NA	NA	NA	NA
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	95%	100%	70%	70%	90%	100%		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Benchmarks	100%						0											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	Nil			Nil			0%			0%								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State	Name of the Municipal Commissioner/Chief Executive Officer						Postal Address with PIN Code				Phone & Fax nos.		Email ID				
RAMANATTUKARA	Kerala	SURESH KUMAR N						RAMANATTUKARA POST 673633				9074538131		ramanattukaracity@gmail.com				
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Bench Marks	100%		135lpcd		100%		20%		24 hours		100%		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)
	75	90	135	135	80	95	20	15	15	24	100		85	85	85	90	90	90
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Bench Marks	100%		100%		100%		100%		100%		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)
	95	100	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Bench Marks	100%		100%		100%		80%		100%		80%		100%		90%			
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	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		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Bench Marks	100%						0											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	50			80			10			80			nil					



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.			Email ID			
SHORNUR		Kerala		PRAMOD K				Shornur Municipality,Shornur PO,Palakkadu-679121				4662222427			secretaryshornur1@gmail.com			
Water Supply indicators																		
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges		
100%		135 lpcd		100%		20%		24 hours		100%		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%	100%	100	135	95%	100%	5%	0%	18%	24%	100%	100%	75%	90%	90%	100%	80%	90%	
Sewage Management (Sewerage and Sanitation)																		
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges		
100%		100%		100%		100%		100%		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%	5%	20%	5%	10%	0%	0%	0%	10%	0%	10%	80%	80%	0%	0%	0%	0%	
Solid Waste Management																		
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges				
100%		100%		100%		80%		100%		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)			
40%	75%	85%	100%	80%	100%	50%	70%	60%	85%	80%	80%	50%	70%	50%	70%			
Storm Water Drainage Indicators																		
Coverage of storm water drainage network						Incidence of Water logging/flooding												
100%						0												
Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)									
20%			30%			5			0									



14th Finance Commission: Declaration of Service Level Standards																		
Name of the city/ULB		State		Name of the Municipal Commissioner/ Chief Executive Officer				Postal Address with PIN code				Phone & Fax nos		Email id				
Sreekandapuram		Kerala		Praveen. A				Secretary				9446010764		skpm.gov@gmail.com				
Water Supply Indicators																		
Coverage of Water supply Connections		Per Capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges		
100%		135 lpcd		100%		30%		24 hours		100%		85%		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)	
90%	100%	0	0	100	100	20%	35%	70%	100%	100%	100%	85%	95%	0%	0%	0%	0%	
Sewage Management (Sewerage and Sanitation)																		
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges		
100%		100%		100%		100%		100%		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	0	0	0	0	0	0	0	0	0	50	100	0	0	0	0	
Solid Waste Management Indicators																		
Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges				
100%		100%		100%		80%		100%		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)	
85%	100%	70%	100%	100%	100%	52%	100%	80%	100%	80%	100%	75%	100%	80%	100%			
Storm Water Drainage Indicators																		
Coverage of storm water drainage network						Incidence of Water logging/flooding												
100%						0 numbers												
Current (2018-19)			Targets (2019-20)			Current (2018-19)			Targets (2019-20)									
						20%												



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID				
Sulthan bathery		Kerala		Ali Asuhar N K				Sulthan bathery P.O, 673595				04936-220240		batherymunicipality@gmail.com				
Water Supply indicators																		
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges		
Benchmarks		100%		135lpcd		100%		20%		24hrs		100%		80%		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)
	78	97	102	125	90	98	14	19	21	24	98	100	72	79	90	96	82	87
Sewage Management (Sewerage and Sanitation)																		
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges		
Benchmarks		100%		100%		100%		100%		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)
	95	100	20	50	20	50	0	100	20	50	20	50	50	70	20	50	20	50
Solid Waste Management																		
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges				
Benchmarks		100%		100%		100%		100%		80%		100%		80%		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)		
	30	100	40	100	80	100	75	100	60	100	80	100	20	100	0	50		
Storm Water Drainage Indicators																		
Coverage of storm water drainage network						Incidence of Water logging/flooding												
Benchmarks																		
Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)									
90			100			0			0									



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID																					
TANUR		Kerala		K.P.HASEENA				Railwaystation road tanur 676302				0494 2440235		tanurmunicipality@gmail.com																					
Water Supply indicators																																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges																			
Bench Marks		100%		145 lpcd		100%		15%		24		100%		100%		100%		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)	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 Management (Sewerage and Sanitation)																																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges																			
Bench Marks		100%		100%		100%		100%		25%		80%		100%		90																			
	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 Management																																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges																					
Bench Marks		100		100		100		100		100		100		90																					
	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%	90%	100%	80%	100%	90%	100%	80%	100%	90%	100%	0	0	0	0																			
Storm Water Drainage Indicators																																			
Coverage of storm water drainage network									Incidence of Water logging/flooding																										
Bench Marks									100									0																	
Current (2018 -19)									Targets (2019 - 20)									Current (2018 -19)									Targets (2019 - 20)								
80%									100%									5									0								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State		Name of the Municipal Commissioner/Chief Executive Officer						Postal Address with PIN Code				Phone & Fax nos.		Email ID			
Thalassery	Kerala		Sri Manohar K						Municipal Office, Thalassery, 670701				0490-2320051		thalasserymunicipality@gmail.com			
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Bench Marks	100%		135 lpcd		100%		20%		24 hours		100%		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)
	97%	98%	100%	100%	100%	100%	4%	5%	24	24	100%	100%	80%	80%	95%	95%	90%	95%
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Bench Marks	100%		100%		100%		100%		100%		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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Bench Marks	100%		100%		100%		80%		100%		80%		100%		90%			
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	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%	90%	90%	70%	80%	40%	30%	80%	90%	75%	85%	50%	70%	60%	70%		
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%			90%			25			15								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																								
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID										
THALIPARAMBA		Kerala		Abhilash .K (Secretary)				Taliparamba -670141				4602202259		Secthaliparamba@gmail.com										
Water Supply indicators																								
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges								
Bench Marks		100%		135 lpcd		100%		20%		24 Hours		100%		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)						
	50	75	60	95	60	80	23	20	18	20	98	100	95	100	60	65	85	90						
Sewage Management (Sewerage and Sanitation)																								
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges								
Bench Marks		100%		100%		100%		100%		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	20	30	Nil	Nil	50	55	70	80	20	30	80	90	Nil	20	Nil	Nil						
Solid Waste Management																								
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges										
Bench Marks		100%		100%		100%		80%		100%		80%		100%		90%								
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)								
	40	100	50	100	30	80	10	50	30	50	60	70	Nil	70	Nil	40								
Storm Water Drainage Indicators																								
Coverage of storm water drainage network						Incidence of Water logging/flooding																		
Bench Marks						100%						0 Number												
Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)															
30			50			2			2															



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
THIRUVALLA		Kerala		Biju S, Municipal Secretary				Municipal Office, Thiruvalla, Pathanamthitta-689101				0469-2631218		secretarytva@yahoo.com secretarytva@gmail.com					
Water Supply indicators																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
Bench Marks		100%		135lpcd		100%		20%		24hr		100%		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)	
97		100		135		135		95		100		20		15		24		24	
100		100		135		135		95		100		20		15		24		24	
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges			
Bench Marks		100%		100%		100%		100%		100%		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)	
100		100		0		0		0		0		0		0		0		0	
100		100		0		0		0		0		0		0		0		0	
Solid Waste Management																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Bench Marks		100%		100%		100%		80%		100%		80%		100%		90%			
Current (2018-19)		Targets (2019-20)		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		90		100		100		100		80		90		50		100	
100		100		90		100		100		100		80		90		50		100	
Storm Water Drainage Indicators																			
Coverage of storm water drainage network									Incidence of Water logging/flooding										
Bench Marks									0										
Current (2018 -19)									Targets (2019 - 20)										
100									0										



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State	Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID						
TRIVANDRUM CORPORATION	Kerala	DEEPA. L.S				MUNICIPAL CORPORATION OF THIRUVANANTHAPURAM, VIKAS BHAVAN P.O, TVM PIN-695 033				0471-2320821		tvpmcorp@gmail.com						
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hrs		100%		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)
	82	90	100	150	100	100	35	33	19	22	92	95	70	75	100	100	60	70
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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	40	45	43	45	95	100	100	100	50%	30%	60	70	0	0	10	10
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)		
	Corporation has been following decentralized SWM and encourages on-site management of biodegradable discards since 2013. Source segregation is also done at site.										70	80	Corporation has been following decentralized SWM and encourages on-site management of biodegradable discards since 2013. So cost recovery and collection of SWM charges is not applicable.					
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Benchmarks	100%						0											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	65%			75%			18			10								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID				
THODUPUZZHA		Kerala		Rajasree P Nair				Municipal Office Thodupuzha-685584				04862 222712		munsectdpa@gmail.com				
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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)
	85	90	135	135	95	98	30	25	20	24	95	100	75	78	90	95	80	85
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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	10	0	10	0	10	0	10	0	10
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)		
	17	30	78	85	100	100	60	70	80	100	60	70	48	60	90	90		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Benchmarks	100%						0											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	48			78			5			3								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB	State	Name of the Municipal Commissioner/Chief Executive Officer							Postal Address with PIN Code				Phone & Fax nos.		Email ID				
THRIKKAKKARA	Kerala	P.S.SHIBU							Thrikkakara Municipality, Kakkanad, Pin-682030				9447900282		secythrikkakaramunicipality@gmail.com				
Water Supply indicators																			
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges		
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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)	
	82	85	87	90	92	95	65	60	12h	24h	78	85	60	70	65	80	62	70	
Sewage Management (Sewerage and Sanitation)																			
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges		
Benchmarks	100%		100%		100%		100%		100%		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)	
	0	0	0	0	0	0	0	0	72	78	55	50	78	85	48	55	25	30	
Solid Waste Management																			
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges				
Benchmarks	100%		100%		100%		80%		100%		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)			
	65	75	80	85	80	85	0	0	0	0	75	80	75	80	70	75			
Storm Water Drainage Indicators																			
	Coverage of storm water drainage network							Incidence of Water logging/flooding											
Benchmarks	100%							0											
	Current (2018 -19)			Targets (2019 - 20)				Current (2018 -19)			Targets (2019 - 20)								
	50			60				40			30								



14th Finance Commission: Declaration of Service Level Standards																			
Name of the city/ULB		State		Name of the Municipal Commissioner/ Chief Executive Officer				Postal Address with PIN code				Phone & Fax nos		Email id					
THRISSUR CORPORATION		Kerala		ANUJA A S				Corporation office, M O Road, Thrissur , PIN 680001				Ph. 0487 2422020 Fax 0487 2423375		secretary@corporationofthrissur.org					
Water Supply Indicators																			
Coverage of Water supply Connections		Per Capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
Benchmarks		100%		135 lpcd		100%		20%		24 hours		100%		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)	
	62%	64%	93 lpcd	135lpcd	92%	95%	30%	25%	8 hrs	8 hrs	95%	98%	70%	90%	40%	50%	50%	60%	
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges			
Benchmarks		100%		100%		100%		100%		100%		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%	3%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Name of the city/ULB																			
Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Benchmarks		100%		100%		100%		80%		100%		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)			
	65%	70%	75%	80%	70%	75%	75%	80%	50%	55%	80%	85%	40%	50%	70%	75%			
Storm Water Drainage Indicators																			
Coverage of storm water drainage network									Incidence of Water logging/flooding										
Benchmarks									0%										
Current (2018-19)									Targets (2019-20)										
35%									40%										
10									5										



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
TIRUR	Kerala		A S NAISAM				MUNICIPAL OFFICE TIRUR, TRIKKANDIYUR.P.O, TIRUR MALALPPURAM (DT)- 676104				4942422303		secretarytirmun@gmail.com					
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Bench Marks	100%		135lpcd		100%		20%		24 hours		100%		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)
	90%	100	135	135	100%	100%	20%	20%	24hrs	24hrs	100%	100%	80%	80%	70%	100%	90%	90%
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Bench Marks	100%		100%		100%		100%		100%		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%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Bench Marks	100%		100%		100%		80%		100%		80%		100%		90%			
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	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%	100%	100%	100%	70%	80%	90%	100%	80%	80%	80%	100%	90%	90%		
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)					
	60%				100%				0				0					



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
Tirurangadi		Kerala		Nassim E				Municipal Office, Tirurangadi Municipality, Tirurangadi P.O, Malappuram, Pin: 676306				4942460339		tirurangadiurban@gmail.com					
Water Supply indicators																			
		Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks		100		135 lpcd		100		20		24 Hrs		100		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)	
		85 100		100 lpcd 120 lpcd		80 100		20 20		6 Hrs 12 Hrs		100 100		90 95		96 100		96 100	
Sewage Management (Sewerage and Sanitation)																			
		Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks		100		100		100		100		100		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 0		0 0		0 0		0 0		0 0		0 0		0 0		0 0	
Solid Waste Management																			
		House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks		100		100		100		80		100		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)			
		90 100		90 100		60 100		60 100		90 100		80 100		60 100		50 80			
Storm Water Drainage Indicators																			
		Coverage of storm water drainage network						Incidence of Water logging/flooding											
Benchmarks		100						0											
		Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
		60			100			25			10								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State		Name of the Municipal Commissioner/Chief Executive Officer						Postal Address with PIN Code				Phone & Fax nos.		Email ID			
THRIPPUNITHURA	Kerala		ABHILASH KUMAR H						Municipal Office, Tripunithura. Pin-682301				0484-2780318		musectripunithura@gmail.com			
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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)
	85%	100%	120	125	95%	100%	20%	15%	24h	24h	90%	100%	80%	100%	80%	90%	85%	90%
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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)
	0	10%	0	10%	0	10%	0	10%	0	10%	0	10%	0	10%	0	10%	0	10%
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)		
	70%	85%	90%	95%	90%	100%	80%	100%	70%	90%	80%	90%	80%	90%	80%	90%		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Benchmarks	100%						0											
	Current (2018 -19)			Targets (2019 - 20)			Current (2018 -19)			Targets (2019 - 20)								
	85%			90%			15%			10%								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State		Name of the Municipal Commissioner/Chief Executive Officer						Postal Address with PIN Code				Phone & Fax nos.		Email ID			
VAIKOM	Kerala		REMYA KRISHNAN						MUNICIPAL OFFICE, VAIKOM . 186141				04829-232229		munsecvkm@yahoo.co.in			
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135lpcd		100%		20%		24 hours		100%		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)
	93	96	135	140	85	90	19	17	24	24	100	100	70	75	84	87	90	92
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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)
	99	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)		
	90	95	98	100	87	95	60	70	15	30	90	95	10	20	10	20		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Benchmarks	100%						0 numbers											
	Current (2018 -19)		Targets (2019 - 20)				Current (2018 -19)			Targets (2019 - 20)								
	85		90				1			1								



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																		
Name of the City/ULB	State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID					
VALANCHERY	Kerala		S. Sunil Kumar				Municipal Office, Valanchery-676552				4942644325		valancherymunicipality@gmail.com					
Water Supply indicators																		
	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Bench Marks	100%		135lpcd		100%		20%		24hr		100%		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)
Bench Marks	5	8	250	300	80	85	20	15	70	80	90	95	10	20	70	80	80	85
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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)
	0	0	No Sewage network		0	0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	0	0
Solid Waste Management																		
	House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Bench Marks	100%		100%		100%		80%		100%		80%		100%		90%			
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	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	15	5	20		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network								Incidence of Water logging/flooding									
Bench Marks	100%								0									
	Current (2018 -19)				Targets (2019 - 20)				Current (2018 -19)				Targets (2019 - 20)					
	60				70				10				2					



14 th Finance Commission: Declaration of Service Level Standards																		
Name of the city/ULB	State		Name of the Municipal Commissioner/ Chief Executive Officer				Postal Address with PIN code				Phone & Fax nos		Email id					
VARKALA	Kerala		K V SREEKALA				Varkala municipality		695141		9446122332		secyvarkala@gmail.com					
Water Supply Indicators																		
	Coverage of Water supply Connections		Per Capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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)
	82%	88%	135	140	100%	100%	20%	20%	24	24	100%	100%	90%	100%	90%	95%	92%	95%
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		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%	75%	85%	60%	75%	55%	75%	60%	75%	20	35	85	100	50	70	75	90
Solid Waste Management																		
	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		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)		
	90%	100%	100%	100%	95%	100%	80%	90%	90%	100%	90%	100%	80%	85%	80%	85%		
Storm Water Drainage Indicators																		
	Coverage of storm water drainage network								Incidence of Water logging/flooding									
Benchmarks	100%								0 numbers									
	Current (2018-19)				Targets (2019-20)				Current (2018-19)				Targets (2019-20)					
	48%				60%				0				0					



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS NOTIFICATION FORMATE																																			
Name of the City/ULB		State		Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID																					
VATAKARA		Kerala		K U BINI				Municipal Office, Vatakara - 673103				4962512378		secretaryvatakara@gmail.com																					
Water Supply indicators																																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges																			
Bench Marks		100%		135 IPCD		100%		20%		24 hrs		100%		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)																	
	78	90	120	135	80	90	40	30	24 hrs	24 hrs	100	100	85	85	60	60	80	80																	
Sewage Management (Sewerage and Sanitation)																																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges																			
Bench Marks		100%		100%		100%		100%		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	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil																	
Solid Waste Management																																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges																					
Bench Marks		100		100		80		100		80		100		80																					
	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	Current (2018-19)	Targets (2019-20)	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 Indicators																																			
Coverage of storm water drainage network									Incidence of Water logging/flooding																										
Bench Marks									100%									0																	
Current (2018 -19)									Targets (2019 - 20)									Current (2018 -19)									Targets (2019 - 20)								
5									8									0									0								
																		Secretary																	
																		Vatakara Municipality																	



14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS																			
Name of the City/ULB		State	Name of the Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax nos.		Email ID						
WADAKKANCHERY		Kerala	Muhammed Anas K.M				Wadakkanchery P.O, 680582, Thrissur(dt)				04884-232252		wckymp@gmail.com						
Water Supply indicators																			
Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		Extent of non revenue water		Continuity of water supply		Quality of Water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges			
Benchmarks		100%		135 lpcd		100%		20%		24 hours		100%		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)	
88		95		70		90		85		90		24		20		10		24	
85		100		85		100		50		80		82		100		75		90	
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent cost recovery in sewage management		Efficiency in collection of sewage charges			
Benchmarks		100%		100%		100%		100%		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)	
100		100		Nil		30%		Nil		Nil		Nil		Nil		Nil		Nil	
Nil		Nil		Nil		Nil		Nil		Nil		Nil		Nil		Nil		Nil	
Solid Waste Management																			
House hold level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Benchmarks		100%		100%		100%		80%		100%		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)	
50		100		60		100		50		100		60		80		90		95	
60		100		50		100		40		80		50		100		60		80	
90		95		90		95													
Storm Water Drainage Indicators																			
Coverage of storm water drainage network										Incidence of Water logging/flooding									
Benchmarks																			
100%										0									
Current (2018 -19)					Targets (2019 - 20)					Current (2018 -19)					Targets (2019 - 20)				
73					100					2					0				

