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Government of Kerala:  
2018



Regn. No. KERBIL/2012/45073  
dated 5-9-2012 with RNI

Reg. No. KL/TV(N)/634/2018-20

# കേരള ഗസറ്റ് KERALA GAZETTE

അസാധാരണം  
EXTRAORDINARY

ആധികാരികമായി പ്രസിദ്ധപ്പെടുത്തുന്നത്  
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GOVERNMENT OF KERALA

### Abstract

LOCAL SELF GOVERNMENT DEPARTMENT—FIXATION OF SERVICE LEVEL STANDARDS FOR DELIVERY OF PUBLIC SERVICES IN MUNICIPAL CORPORATIONS AND MUNICIPALITIES—NOTIFIED—ORDERS ISSUED

LOCAL SELF GOVERNMENT (DC) DEPARTMENT

G. O. (Ms.) No. 141/2018/LSGD.

Dated. Thiruvananthapuram, 30th September, 2018.

### ORDER

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

1. Water Supply;
2. Sewerage Management (Sewerage and Sanitation);
3. Solid Waste Management;
4. Storm Water Drainage.

Government are pleased to notify the Service Level Standards for delivery of Public Services in the Municipal Corporations and Municipalities annexed to this order for the year 2016-17 (targeted year 2017-18).

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)/(Audit), 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.

The Executive Director, IKM.

The Executive Director, Suchitwa Mission.

The I&PR (Web and New Media) Department.

Stock File / Office Copy.

*Copy to :—*

PS to Minister, LSGD.

PA to Additional Chief Secretary, LSGD.

CA to Special Secretary, LSGD.

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						
Adoor Municipality		Kerala	R.K Deepesh					Adoor P.O. 651523			04734-228362.228228		Secyadr@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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
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		Extent of cost recovery in sewage		Efficiency in collection of sewage charges	
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%	
		Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
		nil	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil
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%			



## 2-Alappuzha

## 14th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal	Postal Address	Phone & Fax nos	Email id
Alappuzha	Kerala	S.Jahangeer	Municipal Office, Alappuzha	0477-2251792	secretaryalappuzha@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 ipcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	80%	90%	70 ipcd	135 ipcd	90%	100%	35%	25%	24hrs	24hrs		100%	60%	70%			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 of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	95.7%	100%	0	20%	0	20%	0	20%	0	95%	10%	10%	20%	55%	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	86%	100%	83%	95%	81%	100%	60%	80%	88%	100%	65%	97%	30%	65%	30%	60%

<b>Storm Water Drainage Indicators</b>				
	Coverage of storm water drainage network		Incidence of Water logging/flooding	
Benchmarks	100%		0 numbers	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	24%	50%	1800%	8

3-Aluva																		
14 <sup>th</sup> 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				
Aluva	Kerala	Arun Rangan				MUNICIPAL OFFICE, ALUVA - 683 101				0484-2623756				aluvamunicipaloffice@yahoo.com				
Water Supply Indicators																		
	Coverage of water supply		Per capita supply of water		Extent of metering of		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of		Cost recovery in water supply		Efficiency in collection of	
Benchmark	100%		135lpcd		100%		20%		24hours		100%		80%		100%		90%	
	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets
	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)
	82%	90%	16	18	83%	90%	10%	8%	10	12	93%	99%	82%	90%	55%	65%	50%	60%
Sewage Management (Sewerage and Sanitation) : NIL.																		
	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 mangement		Efficiency in collection of sewage charges	
Benchmark	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets
	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)
	100%	100%	80	90	72%	80%	20%	30%	15	20	0%	10%	52%	60%	10%	25%	0%	10

<b>Solid Waste Management Indicators</b>																	
		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	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets
		(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)
		90%	95%	80%	90%	65%	75%	50%	50%	80	90	65%	75%	40	50	40	50
<b>Storm Water Drainage Indicators</b>																	
		Coverage of storm water drainage network								Incidence of water logging/flooding							
Benchmarks				100%								0					
		Current (2015-16)				Targets (2016-17)				Current (2015-16)				Targets (2016-17)			
		70				80				10				8%			





<b>Solid Waste Management Indicators</b>																
	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2016 - 17)	Targets (2017- 18)	Current (2016 - 17)	Targets (2017- 18)	Current (2016 - 17)	Targets (2017- 18)	Current (2016 - 17)	Targets (2017- 18)	Current (2016 - 17)	Targets (2017- 18)	Current (2016 - 17)	Targets (2017- 18)	Current (2016 - 17)	Targets (2017- 18)	Current (2016 - 17)	Targets (2017- 18)
Angamaly	25	75	95	100	25	75	25	50	25	75	75	90	nil	50	nil	50
	Current (2016 - 17)	Targets (2017- 18)	Current (2016 - 17)	Targets (2017- 18)	Current (2016 - 17)	Targets (2017- 18)	Current (2016 - 17)	Targets (2017- 18)	Current (2016 - 17)	Targets (2017- 18)	Current (2016 - 17)	Targets (2017- 18)	Current (2016 - 17)	Targets (2017- 18)	Current (2016 - 17)	Targets (2017- 18)
	50	80	96	100	26	75	30	50	40	75	75	95	0	50	0	50
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of water logging/ flooding									
<b>Benchmarks</b>	100%						0									
	Current (2016 - 17)		Targets (2017- 18)				Current (2016 - 17)		Targets (2017- 18)				Current (2016 - 17)		Targets (2017- 18)	
Angamaly	43		50				0		0				44		60	
	Current (2016 - 17)		Targets (2017- 18)				Current (2016 - 17)		Targets (2017- 18)				Current (2016 - 17)		Targets (2017- 18)	
	44		60				0		0							

14th Finance Commission: Declaration of Service Level Standards Notification Format																			5. Anthoor	
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 Municipality		Kerala		M K GIRISH (Secretary)				Anthoor Municipality, Kannur University P.O. Dharmasala				0497 2780450		anthoormunicipality@gmail.com						
Sewage Management (Sewerage and Sanitation)																				
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	60%		84%		96%					6 hours	99%		50%		99%					
Sewage Management (Sewerage and Sanitation)																				
Coverage of Toilets		Coverage of sewage network		Collection efficiency of the sewage		Adequacy of sewage treatment		Quality of sewage treatment		Extent of reuse and recycling of treated		Efficiency in redressal of customer		Extent of cost recovery in sewage		Efficiency in collection of sewage charges				
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%		
Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	

		100%																	
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**Solid Waste Management Indicators - No sewerage network**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
		65%		30%		10%		15%		25%		70%				20%

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network		Incidence of Water logging/flooding	
<b>Benchmarks</b>	100%		0 numbers	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
		28%		2

14th Finance Commission: Declaration of Service Level Standards Notification Format														7. Chalakkudy					
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																	
<b>Water Supply Indicators</b>																			
	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	60	65	105	110	100	105	10	14	23	24	100	100	100	100	90	100	100	100	
<b>Sewage Management (Sewerage and Sanitation)</b>																			
	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		Extent of cost recovery in sewage		Efficiency in collection of sewage charges		
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	100	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Solid Waste Management Indicators</b>																			
	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	50	60	100	100	85	90	90	100	90	100	90	100	40	50	40	50
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchmarks	100%						0 numbers									
	Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
	70		75		3		1									

14th Finance Commission: Declaration of Service Level Standards Notification Format																		8. Changanassery	
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	R. Rahesh Kumar				Municipal Office, Changanassery				0481-2421311		secretarychsr@gmail.com						
<b>Water Supply Indicators</b>																			
	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	75	80	125	126	96	100	14	15	11	13	99	100	55	60	80	85	88	100	
<b>Sewage Management (Sewerage and Sanitation)</b>																			
	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		Extent of cost recovery in sewage		Efficiency in collection of sewage charges		
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	99	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Solid Waste Management Indicators</b>																			
	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	67	70	82%	90%	85%	90%	72%	75%	49%	60%	75%	80%	25	50%	40	50%

<b>Storm Water Drainage Indicators</b>				
	Coverage of storm water drainage network		Incidence of Water logging/flooding	
Benchmarks	100%		0 numbers	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	75	90	5	3



<b>9. Chavakkad</b>																			
<b>14th Finance Commission: Declaration of Service Level Standards Notification Format</b>																			
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 Municipality		Kerala		Dr.SINI.T.N				Chavakkad Municipality, Chavakkad.P.O., Thrissur - 680506				0487-2507376		<a href="mailto:chavakkadsecretary@gmail.com">chavakkadsecretary@gmail.com</a>					
<b>Water Supply Indicators</b>																			
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 (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
N.A		N.A		N.A		N.A		N.A		N.A		N.A		N.A		N.A		N.A	
<b>Sewage Management (Sewerage and Sanitation)</b>																			
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 (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
N.A		N.A		N.A		N.A		N.A		N.A		N.A		N.A		N.A		N.A	
<b>Solid Waste Management Indicators</b>																			
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 (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)
	20	60	60	80	30	70	25	45	60	80	60	95	10	40	70	95
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchmarks	100%						0 numbers									
	Current (2016-17)			Targets (2017-18)			Current (2016-17)					Targets (2017-18)				
	NA			NA			0					0				

## 14th Finance Commission: Declaration of Service Level Standards Notification Format

Chengannur		Kerala		Sn. J. Muhammed Shafi, Municipal Secretary				Municipal Office, Chengannur-689121				0479-2452260		seccgnrmly@gmail.com				
<b>Water Supply Indicators</b>																		
	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		Cost recovery in water supply services		Efficiency in collection of water supply related	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	72%	74%	83	120	97%	100%	20%	20%	12 Hrs	12 Hrs	100%	100%	80%	80%	85%	100%	75%	90%
<b>Sewage Management (Sewerage and Sanitation) - N.A</b>																		
	Coverage of Toilets		Coverage of sewage network		Collection efficiency of the sewage		Adequacy of sewage treatment		Quality of sewage treatment		Extent of reuse and recycling of treated		Efficiency in redressal of		Extent of cost recovery in sewage		Efficiency in collection of sewage	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
<b>Solid Waste Management Indicators</b>																		
	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
	NA	NA	75%	90%	70%	85%	50%	60%	25%	50%	30%	45%	70%	90%	Nil	Nil		

Storm Water Drainage Indicators										
	Coverage of storm water drainage network		Incidence of Water logging/flooding							
Benchmarks	100%		0 numbers							
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)						
	55%	85%	10	6						

<b>11. Cherpulasseri</b>																			
<b>14th Finance Commission: Declaration of Service Level Standards Notification Format</b>																			
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		vijayalakshmi															
<b>Water Supply Indicators (NIL)</b>																			
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 (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
<b>Sewage Management (Sewerage and Sanitation)</b>																			
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		Extent of cost recovery in sewage		Efficiency in collection of sewage charges			
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%	
Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
		100%		NIL		NIL		NIL		NIL		NIL		NIL		NIL		NIL	
<b>Solid Waste Management Indicators</b>																			
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	50%	100%	50%	100%	50%	100%	NA	NA	NIL	NIL	NIL	NIL	25%	50%	25%	50%
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchmarks	100%						0 numbers									
	Current (2016-17)			Targets (2017-18)			Current (2016-17)			Targets (2017-18)						
	NIL			NIL			NIL			NIL						



Storm Water Drainage Indicators										
	Coverage of storm water drainage network		Incidence of Water logging/flooding							
Benchmarks	100%		0 numbers							
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)						
	80	100	5	0						



13. Chittoor Thathamangalam																																			
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																																	
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		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 (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																	
95		100		132		135		95		100		18		20		95		100		98		100		78		80		85		90		30		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		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges																			
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%																	
Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																	
99		100		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 (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																	
50		75		50		75		70		80		50		70		50		100		70		80		25		40		25		40					
Storm Water Drainage Indicators																																			
Coverage of storm water drainage network									Incidence of Water logging/flooding																										

Benchmarks	100%		0 numbers	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	25	40	0	0

14th Finance Commission: Declaration of Service Level Standards Notification Format																			
14. Eloor																			
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																	
<b>Water Supply Indicators</b>																			
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	95	100	135	0	85	100	40	0	24	0	100	0	90	100	0	100	600	100	
<b>Sewage Management (Sewerage and Sanitation)</b>																			
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		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges			
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	73	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Solid Waste Management Indicators</b>																			



## 15. Erattupetta

## 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
Erattupetta	Kerala	Kavitha S. Kumar	Erattupetta Kottayam Dist 686121	04822 272063	<a href="mailto:etpaetpaktm@gmail.com">etpaetpaktm@gmail.com</a>

## 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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)

N/A

## Sewage Management (Sewerage and Sanitation)

	Coverage of Toilets	Coverage of sewerage network services	Collection efficiency of the sewerage network	Adequacy of sewerage treatment capacity	Quality of sewerage treatment	Extent of reuse and recycling of treated sewerage	Efficiency in redressal of customer complaints	Extent of cost recovery in sewerage management	Efficiency in collection of sewerage charges
--	---------------------	---------------------------------------	---	---	-------------------------------	---	--	--	--

Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%		
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
				60%															
<b>Name of the city/ULB</b>																			
	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)			
						60%													
<b>Storm Water Drainage Indicators</b>																			
	Coverage of storm water drainage network								Incidence of Water logging/flooding										
Benchmarks	100%								0 numbers										
	Current (2016-17)				Targets (2017-18)				Current (2016-17)				Targets (2017-18)						







14th Finance Commission: Declaration of Service Level Standards Notification Format																		17. Feroke																	
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		M.DINESH				FEROKE MUNICIPALITY 673631				0495 2482243		ferokemunicipality@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 ipcd		100%		20%		24 hours		100%		80%		100%		90%																	
Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																	
50		75		90		120		100		100		20		20		24 hours		24hours		100		100		75		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		Extent of cost recovery in sewage		Efficiency in collection of sewage charges																			
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%																	
Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																	
100		100		40		75		40		75		40		75		40		75		80		80		100		100		90		40					
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 (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)
	40	80	50	75	50	75	40	60	40	75	60	70	100	100	90	90
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchmarks	100%						0 numbers									
	Current (2016-17)			Targets (2017-18)			Current (2016-17)					Targets (2017-18)				
	40			50			0					0				

18. Guruvayoor																																			
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																					
Guruvayur		Kerala		J R Raj				P O Guruvayur, Thrissur Dt, Pin-680101				0487-2556375		guruvayursecretary@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 (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																	
15.5		30		36		135		38		100		43		70		3		8		90		100		70		90		40		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		Extent of cost recovery in sewage		Efficiency in collection of sewage charges																			
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%																	
Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																	
0		30		0		30		0		30		0		25		0		30		0		30		0		30		0		30					
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	100	100	80	100	80	100	70	80	80	100	70	80	60	100	80	90
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchmarks	100%						0 numbers									
	Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
	55		60		5		0									

## 19. Harippad

## 14th Finance Commission: Declaration of Service Level Standards Notification Format

Harippad	Kerala	RC RAJESH KUMAR, Municipal Secretary (Incharge)				Municipal office . Haripad.P O. Alappuzha				0479-2412766				secretaryharipad@gmail _com				
<b>Water Supply Indicators (Details given by KWA, Haripad)</b>																		
	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	
Bench marks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	40	42	70	120	99	100	10	5	20	20	100	100	80	80	80	100	75	90
<b>Sewage Management (Sewerage and Sanitation) - Not Applicable</b>																		
	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	
Bench marks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
<b>Solid Waste Management Indicators</b>																		
	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			
Bench marks	100%		100%		100%		80%		100%		80%		100%		90%			





**Solid Waste Management Indicators**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%	
	41%	75%	71%	95%	65%	100%	23%	45%	55%	50%	65%	75%	26%	80%	64%	80%

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network		Incidence of Water logging/flooding	
<b>Benchmarks</b>	100%		0 numbers	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	20%	40%	Nil	Nil



## 21. Iritty

## 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												
Irity Municipality	Kerala																
<b>Water Supply Indicators</b>																	
	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								
Benchmark	100%	135 lpcd	100%	20%	24 hours	100%	80%	100%	90%								
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)							
	40%		40 LPCD		30%		25%		8 hrs		filtered and Chemically treated 100%	70		10		70	
<b>Sewage Management (Sewerage and Sanitation)</b>																	
	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	Extent of cost recovery in sewage	Efficiency in collection of sewage								
Benchmark	100%	100%	100%	100%	100%	20%	80%	100%	90%								
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)							
	100	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Solid Waste Management Indicators</b>																	
	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									
Benchmark	100%	100%	100%	80%	100%	80%	100%	90%									

	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	30	100	75	100	50	100	60	100	20	100	80	100	20	100	20	100
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchmark	100%						0 numbers									
	Current (2016-17)			Targets (2017-18)			Current (2016-17)			Targets (2017-18)						
	40%			100%			40%			100%						

22. Kalamassery																			
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						
Kalamassery		Kerala	A.Sreakumaran				Municipal Office, Changampuzha Nagar P.O, Cochin-682033				0484-2532026		seckalamassery@yahoo.co.in secretarykalamassery@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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	100%	100%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
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		Extent of cost recovery in sewage		Efficiency in collection of sewage charges			
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	100%	100%	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NA	NA	NA	NA	NA	NA	NA

**Solid Waste Management Indicators**

	Household level coverage of solid waste management services		Efficiency of collection of municipal waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency of redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
<b>Benchmarks</b>	<b>100%</b>		<b>100%</b>		<b>100%</b>		<b>80%</b>		<b>100%</b>		<b>80%</b>		<b>100%</b>		<b>90%</b>	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	100%	100%	100%	100%	100%	100%	80%	80%	100%	100%	80%	80%	100%	100%	90%	90%

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network		Incidence of Water logging/flooding	
<b>Benchmarks</b>	100%		0 numbers	
	Current (2016-17)		Targets (2017-18)	
	NA		NA	



	30%	100%	70%	100%	45%	100%	50%	75%	0%	100%	50%	80%	40%	80%	30%	80%
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchmark	100%						0 numbers									
	Current (2016-17)			Targets (2017-18)			Current (2016-17)					Targets (2017-18)				
	60%			100%			25%					5%				

24. Kanhangad																			
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					
Kanhangad	Kerala	MANOHAR.K SECRETARY						Kanhangad Municipality Kanhangad (P.O) 671315				4672204530		knhdmlty@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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	25.23	-	70	-	-	-	-	-	-	-	100%	100%	50	50	80	-	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 of cost recovery in sewage management		Efficiency in collection of sewage charges		
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%		
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	100	-	15%	25%	10%	20%	20%	30%	10%	20%	10%	25%	40%	60%	-	-	-	-	
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 (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)
	30%	50%	30%	60%	-	-	35%	50%	-	-	40%	60%	-	-	-	-
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchmarks	100%						0 numbers									
	Current (2016-17)			Targets (2017-18)			Current (2016-17)					Targets (2017-18)				
	55%			60%			5					5				



14th Finance Commission: Declaration of Service Level Standards Notification Format																			25. Kannur	
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 Municipal Corporation		Kerala	Radhakrishnan P						Municipal Office , Kannur 670001				0497-2700141		munofknr@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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
90	100	90	135	95	100	25	20	12	15	100	100	85	90	80	100	90	100	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 of cost recovery in sewage management		Efficiency in collection of sewage charges				
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%		
Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
99	100	0	50	0	50	0	50	0	50	0	50	0	50	0	50	0	25	0	25	

<b>Solid Waste Management Indicators</b>																
	Household level of coverage of solid waste management services		Efficiency of collection of municipal 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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	50	100	80	100	80	100	5	50	0	90	30	50	0	50	0	50
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchmarks	100%						0 numbers									
	Current (2016-17)			Targets (2017-18)			Current (2016-17)					Targets (2017-18)				
	30			80			3					2				

26. Karunagappally																			
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					
KARUNAGAPPALLY		Kerala		SHERLA BEEGUM S				Karunagappally Municipality, Karunagappally P O - 690 518				0476 2620 243		secknpym07@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%	
KARUNAGAPPALLY		Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
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		Extent of cost recovery in sewage		Efficiency in collection of sewage charges	
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%	
KARUNAGAPPALLY		Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
		70	80	120	135	60	85	15	20	12	12	80	100	75	80	70	80	60	70
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%			

KARUNAGAPPALLY	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	72	80	120	135	62	85	17	20	12	15	82	100	76	80	72	80

<b>Storm Water Drainage Indicators</b>			
	Coverage of storm water drainage network		Incidence of Water logging/flooding
Benchmarks	100%		0 numbers
	Current (2016-17)	Targets (2017-18)	Current (2016-17)
	80	90	75
			90

27. Kasaragod																			
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							
Kasaragod Municipality	Kerala	SAJIKUMAR V. MUNICIPAL SECRETARY				Municipal Office, Kasaragod, Kerala - 671121				04994230051		secretaryksdkmc@yahoo.co.in							
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		
Benchm arks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%		
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	53	54	55	56	97	98	23	24	5.7	5.9	100	100	90	95	76	80	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		redressal of customer complaints		recovery in sewage management		Efficiency in collection of sewage charges		
Benchm arks	100%		100%		100%		100%		100%		20%		80%		100%		90%		
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	92	100	0	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				
Benchm arks	100%		100%		100%		80%		100%		80%		100%		90%				

	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)
	16	20	90	95	11	20	10	15	6	6	10	10	6	6	0	0
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchm arks	100%						0 numbers									
	Current (2016-17)			Targets (2017-18)			Current (2016-17)					Targets (2017-18)				
	11			15			0					0				

28. Kattappana																			
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					
Kattappana		Kerala		K Krishnakumar, Secretary in Charge, Kattappana Municipality				Secretary, Kattappana Municipality, Kattappana P O. Idukki, Pin - 685508				04868272235		munsecklpna@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	
Benchmark		100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
		Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
		25	35	100	100	15	25	15	25	60	75	85	90	90	95	50	60	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		Extent of cost recovery in sewage		Efficiency in collection of sewage charges	
Benchmark		100%		100%		100%		100%		100%		20%		80%		100%		90%	
		Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
		99	100	10	25	15	30	10	25	10	30	10	20	100	100	10	40	10	30
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			

Benchmark	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	30	80	100	100	75	100	75	90	75	90	100	100	100	100	50	90
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchmark	100%						0 numbers									
	Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
	0		15		0		30									



<b>29. Kayamkulam</b>																		
<b>14th Finance Commission: Declaration of Service Level Standards Notification Format</b>																		
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	SAJIL.S					MUNICIPAL OFFICE . KAYAMKULAM, PIN:690502				4792445060		kylmsecretary@gmail.com				
<b>Water Supply Indicators</b>																		
	Coverage of Water supply Connections		Per Capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
<b>Benchmarks</b>	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	70%	80%	135	135	80%	100%	10%	15%	16	24	90%	100%	50%	70%	80%	90%	76%	84%
<b>Sewage Management (Sewerage and Sanitation)</b>																		
	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		Extent of cost recovery in sewage		Efficiency in collection of sewage charges	
<b>Benchmarks</b>	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
<b>Solid Waste Management Indicators</b>																		
	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%			

	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	95	95	95	95	65	65			80	80	80	80	80	90	85	87

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network		Incidence of Water logging/flooding	
Benchmarks	100%		0 numbers	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	70%	100%	8	zero

14 <sup>th</sup> Finance Commission: Declaration of Service Level Standards Notification Format																			30 Kochi	
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	ANUJA A S						Cochin Corporation, Park Avenue Road, Cochin				4842369007		Kochicorpsecretary@gmail.com						
<b>Water Supply Indicators</b>																				
Benchmarks	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%		20%		24 hours		100%		80%		100%		90%			
Kochi Corporation	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets		
	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)		
Kochi Corporation	85	90	145	145	96	100	46.7	30	19	21	99	100	75	80	44	60	80	90		
<b>Sewage Management (Sewerage and Sanitation)</b>																				
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 of cost recovery in sewage management		Efficiency in collection of sewage charges			
	100%		100%		100%		100%		100%		20%		80%		100%		90%			
Kochi Corporation	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets		
	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)	(2016 - 17)	(2017 - 18)		
Kochi Corporation	98.6	100	3	6	100	100	4.5	6	100	100	0	2	60	70	0	2	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%	80%	100%	80%	100%	90%				
	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	
	(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)	(2016 – 17)	(2017 – 18)	
<b>Kochi Corporation</b>	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										
Benchmarks	100%						0										
	Current		Targets		Current		Targets		Current		Targets		Current		Targets		
	(2016 – 17)		(2017 – 18)		(2016 – 17)		(2017 – 18)		(2016 – 17)		(2017 – 18)		(2016 – 17)		(2017 – 18)		
<b>Kochi Corporation</b>	60		80		40		20										

31. Kodungallur																			
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					
Kodungallur Municipality		Kerala						Kodungallur, Thnssur - 680 664				0480-2802341		kdlrmtv@yahoo.com, secretarykdlrmtv@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 (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
NIL		NIL		NIL		NIL		NIL		NIL		NIL		NIL		NIL		NIL	
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		Extent of cost recovery in sewage		Efficiency in collection of sewage charges			
Benchmarks		100%		100%		100%		100%		20%		80%		100%		90%			
Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
NIL		NIL		NIL		NIL		NIL		NIL		NIL		NIL		NIL		NIL	
Solid Waste Management Indicators																			
Household level coverage of solid waste management services		Efficiency of collection of municipal 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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	60%	80%	70%	80%	70%	80%	20%	40%	50%	70%	40%	60%	0%	50%	0%	50%
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchmarks	100%						0 numbers									
	Current (2016-17)			Targets (2017-18)			Current (2016-17)					Targets (2017-18)				
	NIL			NIL			NIL					NIL				

## 32. Koduvalli

## 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
Koduvally Municipality	Kerala	Anil Kumar A M	Koduvally Municipality, Koduvally PO, 673572, Kozhikode Dist	0495 2210238	<a href="mailto:koduvallymunicipality@gmail.com">koduvallymunicipality@gmail.com</a>

**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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	35	65	35	65	40	60	35	65	24	24	40	60	40	60	30	40	20	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		Extent of cost recovery in sewage		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	0	0	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 (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)
	0	40	30	70	70	30	10	30	10	40	0	0	0	0	0	0
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchmarks	100%						0 numbers									
	Current (2016-17)			Targets (2017-18)			Current (2016-17)			Targets (2017-18)						
	38			62			20			60						



14th Finance Commission: Declaration of Service Level Standards Notification Format																			33. Kollam	
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 Corpn		Kerala	V.R.Raju, Corporation Secretary						Kollam Corporation 691 001				0474-2742192 Fax - 0474-2768529		secretarykollam@gmail.com					
<b>Water Supply Indicators</b>																				
		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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
		40%	50%	65	65	78%	88%	30%	25%	3hr/day	3hr/day	90%	95%	90%	95%	85%	85%	67%	70%	
<b>Sewage Management (Sewerage and Sanitation)</b>																				
		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%		



<b>34. Kondotty</b>																			
<b>14th Finance Commission: Declaration of Service Level Standards Notification Format</b>																			
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	Feroskhan.A					Secretary, Kondotty Municipality			8075330225		kondottynagarasabha@gmail.com						
<b>Water Supply Indicators</b>																			
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
<b>Sewage Management (Sewerage and Sanitation)</b>																			
Coverage of Toilets		Coverage of sewerage network services		Collection efficiency of the sewerage network		Adequacy of sewerage treatment capacity		Quality of sewerage treatment		Extent of reuse and recycling of treated sewerage		Efficiency in redressal of customer		Extent of cost recovery in sewerage		Efficiency in collection of sewerage charges			
Benchmarks		100%		100%		100%		100%		20%		80%		100%		90%			
Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
100%	100%	0	50%	0	50%	0	50%	0	0	0	0	10%	0	0	0	0	0		
<b>Solid Waste Management Indicators</b>																			
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
Only Biodegradable Waste	50%	90%	50%	100%	50%	80%	50%	80%			60%	80%	50%	50%	0	
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network								Incidence of Water logging/flooding							
Benchmarks	100%								0 numbers							
	Current (2016-17)				Targets (2017-18)				Current (2016-17)				Targets (2017-18)			

35. Koothattukulam																			
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					
Koothattukulam Municipality		Kerala		Rajasree P Nair				Koothattukulam P.O., Emakulam Dist, Pin:686662				4852252350		kkmmunicipality@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 (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
NA		NA		NA		NA		NA		NA		NA		NA		NA		NA	
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%		20%		80%		100%		90%			
Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
NA		NA		NA		NA		NA		NA		NA		NA		NA		NA	
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 (2016- 17)	Target s (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)
	48%	100%	80%	100%	70%	100%	50%	100%	60%	100%	95%	100%	100%	100%	65%	100%
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchmarks	100%						0 numbers									
	Current (2016-17)			Targets (2017-18)			Current (2016-17)			Targets (2017-18)						
	61%			80%			32			6						

36. Koothuparamba																			
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					
Kuthuparamba		Kerala		Secretary				Kuthuparamba (Po), 670 643				0490-2361246		kpbamly@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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
50	100	135	135	5	50	..	..	24 hrs.	24 hrs.	90	100	60	70	60	90	60	80		
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewerage network services		Collection efficiency of the sewerage network		Adequacy of sewerage 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 sewerage management		Efficiency in collection of sewerage charges			
Benchmarks		100%		100%		100%		100%		20%		80%		100%		90%			
Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
0	0	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%		80%		100%		80%		100%		90%					

	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	45	100	60	100	90	100	60	100	50	100	60	100	5	100	40	90

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
Benchmarks	100%				0 numbers			
	Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
	40%		100%		0		0	



37. Kothamangalam																				
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						
Kothamangalam Municipality		Kerala	Dr. Samji David.					Secretary. Municipal Office. Kothamangalam - 686691				0485-2822260		secretarykothamangalam@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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
82	91	86	90	99	100	15	10	8	12	100	100	85	90	75	85	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 of cost recovery in sewage services		Efficiency in collection of sewage charges				
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%		
Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
100	100	0	0	0	0	0	0	0	0	0	0	80	80	60	65	85	90			
Solid Waste Management Indicators																				
Household level coverage of solid waste management services		Efficiency of collection of municipal waste		Extent of segregation of municipal 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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	30	50	100	100	30	50	35	40	0	50	35	40	65	75	90	90
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchmarks	100%						0 numbers									
	Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
	68		75		15		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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	NIL	-	90	100	100	100	NIL	-	NIL	-	NIL	-	NIL	-	NIL	-

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network		Incidence of Water logging/flooding	
Benchmarks	100%		0 numbers	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)

39. Kottarakkara																		
14th Finance Commission: Declaration of Service Level Standards Notification Format																		
Kottarakkara		Kerala		D.V. Sanal Kumar						0474 2452366				kottarakarapp@gmail.com				
<b>Water Supply Indicators</b>																		
	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	25%	40%	135	135	100%	100%	30%	10%	6hr/day	6hr/day	95%	100%	100%	100%	80%	90%	80%	90%
<b>Sewage Management (Sewerage and Sanitation)</b>																		
	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	100%	nil	60%	Nil		nil	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil
<b>Solid waste Management</b>																		
	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%			

## 40. Kotyayam

## 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	Phona & Fax nos	Email id														
KOTTAYAM	Kerala	P.K.SAJEEV MUNICIPAL SECRETARY	Municipal office, Kottayam P.O. Kottayam-686001	481256665	ktmmunicipality@gmail.com														
<b>Water Supply Indicators</b>																			
	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	85	95	90	100	95	100	20	18	10	20	95.5	100	35	50	95	100	90	95	
<b>Sewage Management (Sewerage and Sanitation)</b>																			
	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	99.5	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Solid Waste Management Indicators</b>																			
	Household level coverage of solid waste management	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	60	75	90	100	50	75	40	80	40	75	70	80	10	50	0	70			
<b>Storm Water Drainage Indicators</b>																			
	Coverage of storm water drainage network			Incidence of Water logging/flooding															
Benchmarks	100%			0 numbers															
	Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)												
	80		100		7		0												

<b>41. Koyilandi</b>																			
<b>14th Finance Commission: Declaration of Service Level Standards Notification Format</b>																			
Name of the city/ULB		State		Name of the Municipal Commissioner/ Chief Executive Officer				Postal Address with PIN code				Phone & Fax nos		Email id					
koyilandy		Kerala		cheryl irene solomon				Municipal Office Koyilandy 673305				0496-2620881 0496-2620244		<a href="mailto:secretarykldy@rediffmail.com">secretarykldy@rediffmail.com</a>					
<b>Water Supply Indicators</b>																			
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
82	84	97	98	100	100	16	18	100	100	100	100	88	90			96	98		
<b>Sewage Management (Sewerage and Sanitation)</b>																			
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		Extent of cost recovery in sewage		Efficiency in collection of sewage charges			
Benchmarks		100%		100%		100%		100%		20%		80%		100%		90%			
Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
95	100			0	0	0	0	0	0	0	0	0	0	0	0	0	0		
<b>Solid Waste Management Indicators</b>																			
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 (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)
	70	90	95	100	95	100	75	80	80	90	50	80	80	90	80	90
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchmarks	100%						0 numbers									
	Current (2016-17)			Targets (2017-18)			Current (2016-17)					Targets (2017-18)				
	3			4			0					0				



42. Kozhikode

## 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				
Kozhikode Corporation		Kerala		Mrinmayi JOSHI								0495-2635040		Secyadr@gmail.com				
<b>Water Supply Indicators</b>																		
	Coverage of Water supply Connections		Per Capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
<b>Benchmarks</b>	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)
	70%	61%	135	135	90%	90%	20%	20%	24	22	100%	100%	83%	90%	60%	62%	90%	94%
<b>Sewage Management (Sewerage and Sanitation)</b>																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
<b>Benchmarks</b>	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)
	97%	98	0%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Name of the city/ULB</b>																		
	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%			
	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)		
	82%	84%	81%	83%	87%	91%	78%	80%	80%	76%	79%	87%	8992%	94%	82%	83%		

Storm Water Drainage Indicators									
	Coverage of storm water drainage network		Incidence of Water logging/flooding						
Benchmarks	100%		0 numbers						
	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)					
	40%	80%							

43. Kunnankulam																			
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					
Kunnankulam		Kerala																	
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
		Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
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		Extent of cost recovery in sewage		Efficiency in collection of sewage charges	
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%	
		Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
		Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	10%	100%	50%	100%	30%	100%	20%	80%	60%	100%	60%	100%	40%	100%	80%	90%
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchmarks	100%						0 numbers									
	Current (2016-17)			Targets (2017-18)			Current (2016-17)					Targets (2017-18)				
	60%			100%			2 Nos.					0 Nos.				

44. Malappuram																																			
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																					
Malappuram Municipality		Kerala		N.K.Krishna kumar				Municipal Office Malappuram				Phone- 0483-2734228		mlpm_munci@yahoo.co.in mlpmmunci@gmail.com																					
Water Supply Indicators																																			
Coverage of Water supply Connections		Per Capita supply of water		Extent of metennng 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 (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																	
60		80		0		0		60		80		5		10		5		15		50		70		0		0		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		Extent of cost recovery in sewage		Efficiency in collection of sewage charges																			
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%																	
Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																	
0		0		0		0		0		0		0		0		70		78		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	
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	70	85	60	75	60	80	65	60	40	60	55	40	60	70	60	70

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network		Incidence of Water logging/flooding	
<b>Benchmarks</b>	100%		0 numbers	
	Current (2016-17)		Targets (2017-18)	
	60		70	
			0	
			0	



	98	100	80	85	90	95	10	30	0	20	0	0	20	50	0	0	0	0
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**Solid Waste Management Indicators**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	50	60	60	80	60	80	30	40	0	20	40	50	0	100	0	100

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network		Incidence of Water logging/flooding	
<b>Benchmarks</b>	100%		0 numbers	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	75	100	0.15	0



14th Finance Commission: Declaration of Service Level Standards Notification Format																																		
46. Manjeri																																		
Name of the city/ULB		State		Name of the Municipal Commissioner/ Chief Executive				Postal Address with PIN code				Phone & Fax nos		Email id																				
Manjeri Municipality		Kerala		P.Satheesh Kumar ( Secretary In Charge)				Manjeri Municipality, Manjeri 676121				4832766238		musecmanjeri@gmail.com																				
Water Supply Indicators																																		
Coverage of Water supply Connections		Per Capita supply 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%		20%		24 hours		100%		80%		100%		90%																		
Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																
70%		80%		70		120		90%		100%		-		-		18		22		100%		100%		60%		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		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 (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																
99%		100%		30%		30%		20%		20%		30%		30%		20%		20%		10%		10%		50%		50%		-		-		-		-

**Solid Waste Management Indicators**

	Household level coverage of solid waste management		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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	50%	50%	60%	60%	80%	80%	60%	60%	100%	100%	50%	50%	60%	60%	50%	50%

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network		Incidence of Water logging/flooding	
Benchmarks	100%		0 numbers	
	Current (2016-17)		Targets (2017-18)	
	18%		30%	
	Nil		Nil	

47. Mannarkkad																		
14th Finance Commission: Declaration of Service Level Standards Notification Format																		
Name of the city/ULB	State		Name of the Municipal Commissioner/ Chief Executive						Postal Address with PIN code				Phone & Fax nos		Email id			
Mannarkkad	Kerala																	
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	80%	100%	75	135	92	100	24%	17%	10	24	92%	100%	95%	100%	100	100	80%	100%
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewerage network services		Collection efficiency of the sewerage network		Adequacy of sewerage treatment capacity		Quality of sewerage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewerage management		Efficiency in collection of sewerage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	NA	NA																NA
Solid Waste Management Indicators																		

	Household level coverage of solid waste management		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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
	60%	100%	90%	100%	75%	100%	60%	80%	25%	100%	90%	100%	100%	100%	NA	NA		
<b>Storm Water Drainage Indicators</b>																		
	Coverage of storm water drainage network							Incidence of Water logging/flooding										
Benchmarks	100%							0 numbers										
	Current (2016-17)				Targets (2017-18)			Current (2016-17)				Targets (2017-18)						
	75%				100%			15				0						

## 48. Maradu

## 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													
Maradu Municipality	Kerala	B.Anil Kumar	Kundanoor, Maradu	4842706544	secretarymaradu@gmail.com													
<b>Water Supply Indicators</b>																		
	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									
Bench marks	100%	135 lpcd	100%	20%	24 hours	100%	80%	100%	90%									
	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)								
	86%	90%	102	110	91%	100%	20%	30%	6	10	85%	85%	50%	60%	20%	30%	0%	0%
<b>Sewage Management (Sewerage and Sanitation)</b>																		
	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	Extent of cost recovery in sewage management	Efficiency in collection of sewage charges									
Bench marks	100%	100%	100%	100%	100%	20%	80%	100%	90%									
	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)								
	10%	12	80%	85	55	65	40	50	50	70	80	100	30	50	90	100	100	100
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			
<b>Bench marks</b>	100%		100%		100%		80%		100%		80%		100%		90%			
	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)		
	85%	95%	50%	50%	0%	0%	50%	60%	0%	0%	70%	70%	70%	80%	65%	70%		
<b>Storm Water Drainage Indicators</b>																		
	Coverage of storm water drainage network.						Incidence of Water logging/flooding											
<b>Bench marks</b>	100%						0 numbers											
	Current (2017-18)			Targets (2018-19)			Current (2017-18)			Targets (2018-19)								
	80%			80%			15			20								

14<sup>th</sup> Finance Commission: Declaration of Service Level Standards Notification format

Name of the city/ULB	State	Name Of Municipal Commissioner/ Chief Executive officer	Postal Address with Pin	Phone & FaX	Email id.
Mattanur	Kerala	M. Sureshan	Municipal office Mattannur 670702	04902471226	munofmtnr@gmail.com

## Water Supply Indicators

Benchmarks	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	
	%		lpcd		%		%		hours		%		%		%		%	
	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)
	25	29	55	56	100	100	15	30	6.25	6.75	20%	100%	98	99	50	100	98	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 of cost recovery in sewage management		Efficiency in collection of sewage charges	
	%		%		%		%		%		%		%		%		%	
	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)
	100	100	0	10%	0	10%	0	10%	0	10%	0	10%	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	%		%		%		%		%		%		%		%		
	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	
	70	100	80	100	82	100	100	100	100	100	100	100	60	75	100	100	
Storm Water Drainage Indicators																	
	Coverage of storm water drainage network						Incidence of water logging/ flooding										
Benchmarks	%						0										
	Current (2017-18)			Targets (2018-19)			Current (2017-18)			Targets (2018-17)							
	17%			25%			2%			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	
<b>Bench marks</b>	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	10	50	10	50	10	50	10	50	10	50	there is no complaint	there is no complaint	10	50	10	50

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network		Incidence of Water logging/flooding	
<b>Bench marks</b>	100%		0 numbers	
	Current (2016-17)		Targets (2017-18)	
	40		60	
	Current (2016-17)		Targets (2017-18)	
	24		40	



**Solid Waste Management Indicators**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	20%	60%	90%	100%	70%	100%	20%	60%	30%	70%	70%	80%	30%	60%	80%	90%

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network		Incidence of Water logging/flooding	
<b>Benchmarks</b>	100%		0 numbers	
	Current (2016-17)		Targets (2017-18)	
	60%		70%	
			20%	
			0%	

53. Nedumangad																		
14th Finance Commission: Declaration of Service Level Standards Notification Format																		
Nedumangad			Kerala		Beena.S.Kumar, Municipal Secretary				Municipal Office, Sathram Junction, Nedumangad, Thiruvananthapuram Pin- 695541				0472-2802238		nddsec@gmail.com			
<b>Water Supply Indicators</b>																		
	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	88	89	100	110	100	105	28	30	22	25	100	100	98	100	73	78	89	92
<b>Sewage Management (Sewerage and Sanitation)</b>																		
	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	88	92	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Solid Waste Management Indicators</b>																		
	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%			











**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	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%	
	25	75	25	50	-	50	-	60	-	65	40	60	1	30	-	50

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network	Incidence of Water logging/flooding
<b>Benchmarks</b>	100%	0 numbers
	Current (2016-17)	Targets (2017-18)



Storm Water Drainage Indicators				
	Coverage of storm water drainage network		Incidence of Water logging/flooding	
Benchmarks	100%		0 numbers	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	NIL		Nil	

14th Finance Commission: Declaration of Service Level Standards Notification Format																			
57. North Paravur																			
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 Paravur		Kerala																	
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 (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
NA		NA		NA		NA		NA		NA		NA		NA		NA		NA	
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		Extent of cost recovery in sewage		Efficiency in collection of sewage charges			
Benchmarks		100%		100%		100%		100%		20%		80%		100%		90%			
Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
NA		NA		NA		NA		NA		NA		NA		NA		NA		NA	
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	48%	100%	80%	10%	70%	100%	50%	100%	60%	100%	95%	100%	100%	100%	65%	100%

<b>Storm Water Drainage Indicators</b>			
	Coverage of storm water drainage network		Incidence of Water logging/flooding
Benchmarks	100%		0 numbers
	Current (2016-17)	Targets (2017-18)	Current (2016-17)
	61%	70%	



14th Finance Commission: Declaration of Service Level Standards Notification Format																			58. Ottapalam	
Name of the city/ULB		State	Name of the Municipal Commissioner/ Chief Executive Officer						Postal Address with PIN code				Phone & Fax nos		Email id					
Ottapalam Municipality		Kerala	M SUGADHAKUMAR						Municipal Office, Ottapalam, Thottakara P O-679 102				4662244349		secotplm@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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
70%	100%	80%	100%	90%	100%	15%	20%	24	24	80%	100%	80%	100%	85%	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	
Solid Waste Management Indicators																				

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	5%	Nil	20%	100%	60%	100%	60	100%	40	100%	85	100%	10	100%	40	100%
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
<b>Benchmarks</b>	100%						0 numbers									
	Current (2016-17)			Targets (2017-18)			Current (2016-17)					Targets (2017-18)				
	70			100			Nil					Nil				

14th Finance Commission: Declaration of Service Level Standards Notification Format																		59. Pala																	
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		B.Ajayakumar				Stadium Complex, Pala Kottayam-686575.				04822 - 210114		munsecpala12@gmail.com																					
Water Supply Indicators																																			
Coverage of Water supply Connections		Per Capita supply of water		Extent of metenng 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 (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																	
70		100		80		135		70		100		15		20		15 hrs.		24		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		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges																			
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%																	
Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																	
100		100		...		...		...		...		...		..		...		...		...		...		...		...		...							
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	100	...	...	...	...	...	...	...	...	...	...	...	...	...	...	...

<b>Storm Water Drainage Indicators</b>				
	Coverage of storm water drainage network		Incidence of Water logging/flooding	
Benchmarks	100%		0 numbers	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)

14th Finance Commission: Declaration of Service Level Standards Notification Format																		60. Palakkad	
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 Municipality		Kerala		Raghuraman				Secretary, Palakkad Municipality Palakkad - 678001				0491 -2534634, 2534635, 2534636		secypkd@gmail.com					
<b>1. Water Supply Indicators</b>																			
	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	95	100	110	120	100	100	18	15	16	18	95	96	60	70	80	85	80	85	
<b>2. Sewage Management (Sewerage and Sanitation)</b>																			
	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
					Don't have STP Plant														
<b>3. Solid Waste Management Indicators</b>																			
	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)			
	80	100	70	90	85	100	70	80	75	100	60	80	80	90	70	85			

Storm Water Drainage Indicators												
	Coverage of storm water drainage network						Incidence of Water logging/flooding					
Benchmarks	100%						0 numbers					
	Current (2016-17)			Targets (2017-18)			Current (2016-17)			Targets (2017-18)		
	80			70			5			0		







## Solid waste mgmt indicators

house hold level coverage of solid waste mgmt services		eff of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		exten of scientific disposal of municipal solid waste		eff in redressal of customer vomplaints		extend of cost recovery in SWM services		eff in collection in SWM charges	
100%		100%		100%		80%		100%		80%		100%		90%	
Current (2016 17)	Target 2017 18	Current (2016 17)	Target 2017 18	Current (2016 17)	Target 2017 18	Current (2016 17)	Target 2017 18	Current (2016 17)	Target 2017 18	Current (2016 17)	Target 2017 18	Current (2016 17)	Target 2017 18	Current (2016 17)	Target 2017 18
15	32	42	52	0	0	0	0	0	0	0	0	0	0	0	0

## Storm water drainage

house hold level coverage of storm water drainafge network		incidence of water logging/flooding	
100%		0%	
Current (2016 17)	Target 2017 18	Current (2016 17)	Target 2017 18
20	35	0	0

63. Parappanangadi																																			
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		Kerala		Jessymole P V ( Secretary In Charge)				Parappanangadi Municipality, Parappanangadi Town, Malappuram Dist 676303				4942410239		<a href="mailto:parappanangadimunicipality@gmail.com">parappanangadimunicipality@gmail.com</a>																					
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 (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																	
30%		52		30		60		20		60		20		60		6		12		60		94		60		80		60		90		60		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		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges																			
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%																	
Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																	
100		100		50		65		60		70		Nil		Nil		NA		NA		Nil		Nil		80		80		Nil		Nil		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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	80	90	90	90	80	90	70	90	Nil	Nil	90	80	70	80	80	90
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchmarks	100%						0 numbers									
	Current (2016-17)			Targets (2017-18)			Current (2016-17)					Targets (2017-18)				
	60			80			30					100				



	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	80	85	100	100	100	100	80	80	85	88	70	80	70	80	60	75

<b>Storm Water Drainage Indicators</b>				
	Coverage of storm water drainage network		Incidence of Water logging/flooding	
Benchmarks	100%		0 numbers	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	20	70%	0	0

## 65. Pathanamthitta

## 14th Finance Commission: Declaration of Service Level Standards Notification Format

pathanamthitta municipality	Kerala	MUMTHAZ.A M								0468-2222249	pathanamthittamunicipality@gmail.com							
<b>Water Supply Indicators</b>																		
	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	35%	48%	135	135	100%	100%	25%	15%	8hr/day	8hr/day	100%	100%	100%	100%	90%	90%	85%	85%
<b>Sewage Management (Sewerage and Sanitation)</b>																		
	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	100%	100	nil	Nil	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil	nil
<b>Name of the city/ULB</b>																		
	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
		50%	20%	90%	15%	40%	25%	100%	8%	50%	6%	40%	4%	60%	10%	90%		
<b>Storm Water Drainage Indicators</b>																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Benchmarks	100%						0 numbers											
	Current (2016-17)			Targets (2017-18)			Current (2016-17)			Targets (2017-18)								
	15%			60%			nil			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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	0%	10%	40%	50%	40%	50%	10%	20%	0%	20%	50%	70%	0%	0%	0%	0%
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchmarks	100%						0 numbers									
	Current (2016-17)			Targets (2017-18)			Current (2016-17)					Targets (2017-18)				
	20%			30%			0%					0%				

<b>67. Payyannur</b>																																	
<b>14th Finance Commission: Declaration of Service Level Standards Notification Format</b>																																	
Name of the city/ULB		State	Name of the Municipal Commissioner/ Chief Executive Officer				Postal Address with PIN code				Phone & Fax nos		Email id																				
Payyanur Municipality		Kerala	Shari. G. Municipal Secretary				Municipal Officer, Payyanur, 670307				04985203238 04985202067		<a href="mailto:secypynr@gmail.com">secypynr@gmail.com</a>																				
<b>Water Supply Indicators</b>																																	
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 (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)															
6.7		50		30		135		100		100		20		10		7		24		100		100		100		100		100		100		100	
<b>Sewage Management (Sewerage and Sanitation)</b>																																	
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	100	100	0	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	20	100	65	75	30	50	30	50	2	10	90	95	0	10	0	10

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network		Incidence of Water logging/flooding	
Benchmarks	100%		0 numbers	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	10	15	0	0

14th Finance Commission: Declaration of Service Level Standards Notification Format																		68. Payyoli	
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		JASITHA P J				Payyoli P.O., Pin- 673 522. Kozhikode				4962602043		<a href="mailto:payyolimunicipality@gmail.com">payyolimunicipality@gmail.com</a>					
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
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		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges			
Benchmarks		100%		100%		100%		100%		20%		80%		100%		90%			
Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL		
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	
<b>Storm Water Drainage Indicators</b>																	
	Coverage of storm water drainage network						Incidence of Water logging/flooding										
<b>Benchmarks</b>	100%						0 numbers										
	Current (2016-17)			Targets (2017-18)			Current (2016-17)			Targets (2017-18)							



**Solid Waste Management Indicators**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	25	80	85	95	75	90	65	80	60	75	75	85	60	85	60	90

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
<b>Benchmarks</b>	100%				0 numbers			
	Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
	25		30		3		4	

70. Perumbavoor																		
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			
Perumbavoor		Kerala																
<b>Water Supply Indicators</b>																		
	Coverage of Water supply Connections		Per Capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
<b>Benchmarks</b>	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	80%	100%	110%	120%	70%	80%	20%	15%	2 times per day	2 times per day	60%	70%	70%	80%	85%	100%	85%	90%
<b>Sewage Management (Sewerage and Sanitation)</b>																		
	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		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
<b>Benchmarks</b>	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
							N.A											
<b>Solid Waste Management Indicators</b>																		
	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	61.34	100%	61%	100%	30%	80%	60%	80%	70%	80%	50%	80%	60%	100%	60%	90%
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchmarks	100%						0 numbers									
	Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
	40%		80%		41%		10									



**Solid Waste Management Indicators**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	10%	...	10%	...	10%	...	5%	...	10%	...	NA	...	10%	...	10%	...
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
<b>Benchmarks</b>	100%						0 numbers									
	Current (2016-17)			Targets (2017-18)			Current (2016-17)					Targets (2017-18)				
	25%			...			0					...				

<b>72. Ponnani</b>																			
<b>14th Finance Commission: Declaration of Service Level Standards Notification Format</b>																			
Name of the city/ULB		State		Name of the Municipal Commissioner/ Chief Executive Officer				Postal Address with PIN code				Phone & Fax nos		Email id					
		Kerala																	
<b>Water Supply Indicators</b>																			
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	60%	70%	75LPCD	75LPCD	91%	113%	20%	20%	8	8	90%	90%	75%	80%	100%	100%	74%	80%	
<b>Sewage Management (Sewerage and Sanitation)</b>																			
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%		20%		80%		100%		90%			
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
<b>Solid Waste Management Indicators</b>																			
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
		Plastic 100% Biodegradable waste 50%		Plastic 100%	50%	100%	40%	100%	10%	100%	70%	80%	10%	90%	0%	50%

Storm Water Drainage Indicators						
	Coverage of storm water drainage network			Incidence of Water logging/flooding		
Benchmarks	100%			0 numbers		
	Current (2016-17)		Targets (2017-18)	Current (2016-17)		Targets (2017-18)
	55%		65%	15%		5%

14th Finance Commission: Declaration of Service Level Standards Notification Format																			73. Punalur																
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 Municipality		Kerala		A.S Naisam				Municipal Office, Punalur Kollam, Pin- 691305				0475-2222683		secypnlr@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 (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																	
84%		90%		70		90		80%		90%		5%		3%		8hrs		16 hrs		99%		100%		75%		80%		90%		95%		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		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges																			
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%																	
Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																	
99		100		Nil		Nil		Nil		Nil		Nil		Nil		Nil		Nil																	
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	85	100%	85	100	90	100	60	75	85	95	95	100	85	90	90	100
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchmarks	100%						0 numbers									
	Current (2016-17)			Targets (2017-18)			Current (2016-17)			Targets (2017-18)						
	90			95			0			0						

74. Ramanattukara																			
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					
Ramanattukara		Kerala		SURESH KUMAR N				Ramanattukara Kozhikode 673633				0495-2440095		ramanattukaracity@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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	70%	75%	135	135	35%	50%	35%	20%	12	15	100%	100%	80%	85%	80%	85%	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		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges			
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	100%	100%	60%	70%	60%	70%	60%	80%	40%	60%	0%	10%	75%	80%	0%	35%	NA	90%	
Solid Waste Management Indicators																			
Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Benchmarks		100%		100%		100%		80%		100%		80%		100%		90%			



	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)
	80%	100%	90%	100%	60%	100%	0%	25%	0%	50%	50%	80%	0%	50%	NA	80%
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network								Incidence of Water logging/flooding							
Benchmarks	100%								0 numbers							
	Current (2016-17)				Targets (2017-18)				Current (2016-17)				Targets (2017-18)			
	60%				70%				20				10			

14th Finance Commission: Declaration of Service Level Standards Notification Format																			75. Shoranur	
Name of the city ULB		State		Name of Municipal Commissioner/Chief Executive Officer				Postal Address with PIN Code				Phone & Fax Nos.				E-mail Id				
Shoranur Municipality		Kerala		E.D. BENNY, MUNICIPAL SECRETARY				MUNICIPAL SECRETARY, MUNICIPAL OFFICE, SHORANUR-679121.				0466-2222427				secretaryshornur1@gmail.com				
<b>Water Supply Indicators</b>																				
	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			
Bench marks	100%		135 lpcd		100%		20%		24 Hours		100%		80%		100%		90%			
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
	80%	100%	80%	100%	80%	100%	15	20%	12hrs	18hrs	80%	100%	60%	80%	80%	100%	70%	90%		
<b>Sewage Management (Sewerage and Sanitation)</b>																				
	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		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges			
Bench marks	100%		100%		100%		100%		100%		20%		80%		100%		90%			
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
	100%	100%	0%	10%	0%	10%	0%	0%	0%	10%	0%	0%	80%	90%	0%	0%	0%	0%		
<b>Solid waste Management</b>																				
	Household 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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	10%	15%	70%	80%	40%	50%	20%	30%	40%	50%	70%	80%	10%	20%	0%	10%
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network								Incidence of Water logging/flooring							
Bench marks	100%								0 numbers							
	Current (2016-17)				Targets (2017-18)				Current (2016-17)				Targets (2017-18)			
	20%				30%				5				0			

<b>76. Sreekandapuram</b>																			
<b>14th Finance Commission: Declaration of Service Level Standards Notification Format</b>																			
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	Sajimon A Edakakra					superndentent						skpm.gov@gmail.com					
<b>Water Supply Indicators</b>																			
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
70%	####			100	100	15%	25%	60%	100%	100%	100%	80%	60%	0%	0%	0%	0%		
<b>Sewage Management (Sewerage and Sanitation)</b>																			
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%		20%		80%		100%		90%			
Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
<b>Solid Waste Management Indicators</b>																			
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	65%	75%	65%	100%	100%	100%	0%	0%	0%	0%	70%	100%	0%	0%	70%	100%
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
<b>Benchmarks</b>	100%						0 numbers									
	Current (2016-17)			Targets (2017-18)			Current (2016-17)					Targets (2017-18)				

77. Sulthan Bathery																																			
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																			
Sulthan Bathery		Kerala		Praveen A					Sulthan Bathery PO,673592				4936220240			batherymunicipality@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 (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																	
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 of cost recovery in sewage management		Efficiency in collection of sewage charges																			
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%																	
Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																	
95		100		20		50		20		50		0		50		20		50		20		50		50		70		20		50		20		50	

**Solid Waste Management Indicators**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	15	100	95	100	95	100	75	79	90	100	70	80	0	80	0	90
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
<b>Benchmarks</b>	100%						0 numbers									
	Current (2016-17)			Targets (2017-18)			Current (2016-17)					Targets (2017-18)				
	90			100			0					0				

14th Finance Commission: Declaration of Service Level Standards Notification Format																		78. Thanur	
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 Municipality		Kerala		Prمود. K				Tanur Municipality ,Tanur-676302				4942440235		tanurmunicipality@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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil		
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%		20%		80%		100%		90%			
Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
100%	100%	25%	35%	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	100%	100%	Nil	Nil	Nil	Nil		
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	
	Nil	30%	60%	80%	60%	80%	60%	80%	40%	Nil	40%	65%	Nil	Nil	Nil	Nil	
<b>Storm Water Drainage Indicators</b>																	
	Coverage of storm water drainage network						Incidence of Water logging/flooding										
Benchmarks	100%						0 numbers										
	Current (2016-17)			Targets (2017-18)			Current (2016-17)			Targets (2017-18)							
	30%			40%			30%			30%							



**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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
Thalassery	25	50	20	30	20	20	20	25	35	45	60	65	0	0	0	0

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
Benchmarks	100%				0 numbers			
	Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
Thalassery	47		49		38		30	

14th Finance Commission: Declaration of Service Level Standards Notification Format																			80. Thaliparamba	
Name of the city/ULB	State	Name of the Municipal Commissioner/ Chief Executive Officer						Postal Address with PIN code				Phone & Fax nos		Email id						
Taliparamba	Kerala	Biju.P.V.(Secretary incharge)						Taliparamba - 670141				4602202259		<a href="mailto:secthaliparamba@gmail.com">secthaliparamba@gmail.com</a>						
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			
Bench marks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%			
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
	55	75	75	95	90	92	25	20	18	20	95	96	95	95	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 of cost recovery in sewage management		Efficiency in collection of sewage charges			
Bench marks	100%		100%		100%		100%		100%		20%		80%		100%		90%			
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
	100	100	50	60	Nil	Nil	50	60	70	80	Nil	2.5	40	60	Nil	20	Nil	20		

**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	
Bench	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	40	100	50	100	30	80	10	50	20%	50	50	70	Nil	70	Nil	40

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
Bench marks	100%				0 numbers			
	Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
	30		50%		5		2	

81. Thiruvalla																																			
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																					
Thiruvalla Municipality		Kerala		A.S.Subhagan				Municipal Office, Thiruvalla PIN-689101				0469-2701315		<a href="mailto:secretarytvia@gmail.com">secretarytvia@gmail.com</a>																					
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 (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																	
70%		100%		135		135		80%		100%		30%		20%		12hr/day		24hr/day		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 of cost recovery in sewage management		Efficiency in collection of sewage charges																			
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%																	
Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																	
100%		100		0%		30%		Nil		Nil		Nil		Nil		Nil		Nil		Nil		Nil		Nil		Nil		Nil							
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	50%	100%	70%	100%	100%	100%	70%	80%	10%	100%	70%	90%	80%	100%	0%	50%
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network								Incidence of Water logging/flooding							
Benchmarks	100%								0 numbers							
	Current (2016-17)				Targets (2017-18)				Current (2016-17)				Targets (2017-18)			
	Nil				50%				Nil				0			

## 82. Thiruvananthapuram

14<sup>th</sup> 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.
Thiruvananthapuram	Kerala	Ms. Deepa L. S	Thiruvananthapuram Municipal Corporation. Vikas bhavan-PO. Trivandrum - 695033	0471 - 2320821/2322470	tvpmcorp@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	
	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets
<b>Benchmarks</b>	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)
	78	90	100	135	100	100	35	33	18	20	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 of cost recovery in sewage management	Efficiency in collection of sewage charges
<b>Benchmarks</b>	100%	100%	100%	100%	100%	20%	80%	100%	90%



	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets
	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)
	99.5	100	37	40	41	43	95	95	100	100	50%	30%	60	70	0	0	10	10
<b>Solid Waste Management Indicators</b>																		
	<b>Household level coverage of solid waste management</b>		<b>Efficiency of collection of municipal solid waste</b>		<b>Extent of segregation of municipal solid waste</b>		<b>Extent of municipal solid waste recovered</b>		<b>Extent of scientific disposal of municipal solid waste</b>		<b>Efficiency in redressal of customer complaints</b>		<b>Extent of cost recovery in SWM services</b>		<b>Efficiency in collection of SWM charges</b>			
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%			
	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets	Current	Targets		
	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)	(2017 - 18)	(2018 - 19)		
	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.					
<b>Storm Water Drainage Indicators</b>																		
	<b>Coverage of storm water drainage</b>						<b>Incidence of water logging/ flooding</b>											
<b>Benchmarks</b>	100%						0											
	Current			Targets			Current			Targets								
	(2017 - 18)			(2018 - 19)			(2017 - 18)			(2018 - 19)								
Thiruvananthapuram	60			80			21			10								

83. Thodupuzha																																							
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																								
Thodupuzha		Kerala																																					
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 (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																					
80%		100%		140%		140		56%		60%		100%		100%		24 hrs		24 hrs.		100%		100%		80%		80%		0%		0%		40%		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 (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)																	
70%		100%		0%		100%		0%		100%		0%		100%		0%		100%		0%		100%		0%		20%		0%		80%		NA		NA		0%		90%	
Solid Waste Management Indicators																																							
Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges																									
Benchmarks		100%		100%		100%		80%		100%		80%		100%		90%																							

	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)	Current (2016- 17)	Targets (2017- 18)
	30%	100%	50%	100%	70%	30%	50%	30%	20%	80%	60%	20%	20%	80%	30%	60%
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network								Incidence of Water logging/flooding							
Benchmarks	100%								0 numbers							
	Current (2016-17)				Targets (2017-18)				Current (2016-17)				Targets (2017-18)			
	65%				92%				28				4			

84. Trikkakkara																			
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					
THRIKKAKARA MUNICIPALITY		Kerala		P S SHIBU				Thrikkakara Municipality Kakkanad P.O 682030				0484-2422383		<a href="mailto:secy.thrikkakaramunicipality@gmail.com">secy.thrikkakaramunicipality@gmail.com</a>					
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
95	96	115	117	89	96	10	10	24	24	90	90	10	10	85	90	95	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
100	100	90	92	90	90	95	95	90%	92%	10%	10%	50%	55%	50%	75%	60%	65%		

**Solid Waste Management Indicators**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	95%	98%	100%	100%	85%	90%	65%	75%	90%	95%	65%	75%	65%	78%	78%	85%
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
<b>Benchmarks</b>	100%						0 numbers									
	Current (2016-17)			Targets (2017-18)			Current (2016-17)					Targets (2017-18)				
	95%			95%			0%					0%				

85. Thrissur															
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 Pincode						Phone & Fax Numbers				E-mail ID	
Thrissur Corporation	Kerala	Vinu.C.Kunjappan		Municipal Corporation Office, M.O.Road, Thrissur-680001						0487-2422020				secretary@corporationofthrissur.org	
Water Supply Indicators															
	Coverages of Water Supply Connections	Per capita supply of water		Extent of non revenue water		Continuity of water supply		Quality of water supply		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency collection of water supply related charges	
Bench marks	100%	135 paid		20		24 hours		100%		80%		100%			
	Current (2016-17)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	70	122	130	19	20	24	24	90	95	75	78	60	65	79	80
Sewage Management (Sewerage and Sanitation)															
	Coverage of Toilets	Coverage of sewerage network services		Adequacy sewerage treatment Capacity		Quality of sewerage treatment		Extent of reuse and recycling of treated sewerage		Efficiency in redressal of customer		Extent of post recovery in sewerage management		Efficiency in collection of sewerage charges	
Bench marks	100%	100%		100%		100%		20%		80%		100%		100%	

	Current (2016-17)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	100	0	5	2	5	2	5	2	5	50	60	8	10	80	90
<b>Solid waste Management Indicators</b>															
	House hold level coverage of solid waste management services	Efficiency of collection 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 SWM charges			
Bench marks	100%	100%		80%		100%		80%		100%		90%			
	Current (2016-17)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
	55	65	75	70	75	40	50	70	80	15	40	60	70		
<b>Storm water Drainage Indicators</b>															
	Coverage of storm water drainage network				Incidents of water logging/flooding										
Bench marks	100%				0 numbers										
	Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)								
	30		40		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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	nil	nil	15%	100%	100%	100%	90%	100%	90%	100%	50%	100%	10%	100%	50%	90%
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchmarks	100%						0 numbers									
	Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
	40%		50%		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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	nil	100%	30%	100%	nil	100%	30%	100%	nil	100%	50%	100%	nil	100%	nil	100%
<b>Storm Water Drainage Indicators</b>																
	Coverage of storm water drainage network						Incidence of Water logging/flooding									
Benchmarks	100%						0 numbers									
	Current (2016-17)			Targets (2017-18)			Current (2016-17)					Targets (2017-18)				
				nil												



**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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
Thripunithura	0	0	85	100	75	80	30	45	40	50	80	80	40	50	80	85

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network		Incidence of Water logging/flooding	
Benchmarks	100%		0 numbers	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
Thripunithura	40%	45%	35%	30%



**Solid Waste Management Indicators**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	80	90	95	98	82	85	50	60	0	0	80	85	0	0	0	0

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
<b>Benchmarks</b>	100%				0 numbers			
	Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
	80		85		3		2	





**Solid Waste Management Indicators**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	Nil	30%	20%	70%	0	100%	90%	100%	20%	60%	50%	80%	10%	50%	20%	50%

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network		Incidence of Water logging/flooding	
<b>Benchmarks</b>	100%		0 numbers	
	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	40%	100%	30 No	100 No

<b>91. Varkala</b>																			
<b>14th Finance Commission: Declaration of Service Level Standards Notification Format</b>																			
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		S.Subodh				Municipal Office varkala				4702602360		secyvarkala@gmail.com					
<b>Water Supply Indicators</b>																			
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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
78	90	85	92	100	100	20	20	24	24	100	100	85	100	88	95	90	95		
<b>Sewage Management (Sewerage and Sanitation)</b>																			
Coverage of Toilets		Coverage of sewerage network services		Collection efficiency of the sewerage network		Adequacy of sewerage treatment capacity		Quality of sewerage treatment		Extent of reuse and recycling of treated sewerage		Efficiency in redressal of customer		Extent of cost recovery in sewerage management		Efficiency in collection of sewerage charges			
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%	
Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)		
100	100	45	60	45	48	40	60	60	75	8	15	50	70	35	60	70	80		
<b>Solid Waste Management Indicators</b>																			
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					



14th Finance Commission: Declaration of Service Level Standards Notification Format																		92. Vatakara									
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 Municipality		Kerala		K.U. BINI				Municipal Office, Vatakara - 673 103				0496 2512378		secretaryvatakara@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 (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)									
82		84		97		98		100		100		100		100		88		90		-		-		96		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 of cost recovery in sewage management		Efficiency in collection of sewage charges											
Benchmarks		100%		100%		100%		100%		100%		20%		80%		100%		90%									
Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)									
95		100		-		-		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%											





**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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	40	100	30	100	50	100	30	100	50	100	90	100	90	90	90	90

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
Benchmarks	100%				0 numbers			
	Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
	70.58%		100		2		2	