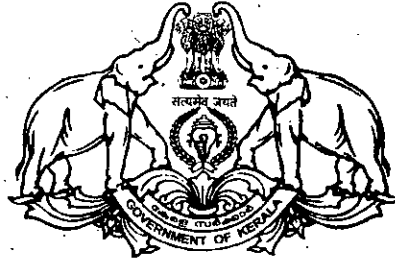


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കേരള സർക്കാർ  
Government of Kerala  
2018



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  
PUBLISHED BY AUTHORITY

വാല്യം 7 Vol. VII	തിരുവനന്തപുരം, ബുധൻ Thiruvananthapuram, Wednesday	2018 ഒക്ടോബർ 31 31st October 2018 1194 തുലാം 14 14th Thulam 1194 1940 കാർത്തികം 9 9th Karthika 1940	നമ്പർ } No. } 2696
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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. 155/2018/LSGD.

Dated, Thiruvananthapuram, 30th October, 2018.

Read:—G. O. (Ms.) No. 141/2018/LSGD. dated 30-10-2018.

### 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 Municipal Corporations and Municipalities in respect of the following four sectors:

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

Government are pleased to notify the Service Level Standards for delivery of Public Services in Municipal Corporations and Municipalities annexed to this order for the year 2017-2018 (target year 2018-2019).

By order of the Governor

T. K. JOSE,  
*Additional Chief Secretary.*

To

All Secretaries of Municipal Corporations and Municipalities (through Director of Urban Affairs)  
The Director of Urban Affairs, Thiruvananthapuram.  
The Accountant General (A&E/GSSA/ERSA) Kerala, Thiruvananthapuram.  
The Managing Director, Kerala Water Authority.  
The Mission Director, AMRUT.  
The Joint Secretary to Government of India, Ministry of Urban Development, Nirman Bhavan,  
New Delhi.  
Executive Director, Information Kerala Mission,  
The Executive Director, Suchitwa Mission, Thiruvananthapuram,  
The Director, I&PRD/Web & New Media, Thiruvananthapuram,  
Stock File/Office Copy.

**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		Kerala	Deepesh R.K.						Municipal Office, Adoor-691523				04734-228362		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)
		100%	150%	44	45	95%	97%	6%	5%	8	12	100%	100%	96%	99%	52%	60%	88%	90%
<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 complaints		Extent of cost recovery in sewerage management		Efficiency in collection of sewerage 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)
		100%	100	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<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			
<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)		
		60%	80%	80%	100%	80%	100%	50%	80%	80%	85%	75%	80%	50%	80%	85%	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 (2017-18)			Targets (2018-19)			Current (2017-18)			Targets (2018-19)								
		0%			0%			0%			0%								

(sd/-)

Secretary

Municipality

**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
Alappuzha	Kerala	S. Jahangeer	Alappuzha Municipality-688001	8157065730	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 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)
	85%	90%	80 lpcd	135 lpcd	95%	100%	30%	25%	24 hrs	24hrs	100%	100%	65%	70%	65%	70%	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		Efficiency in redressal of customer		Extent of cost recovery in sewage management		Efficiency in collection of sewage	
Benchmarks	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)
	100%	100%	0%	20%	0%	20%	0%	20%	0%	95%	0%	10%	30%	55%	0%	50%	0%	10%

**Solid Waste Mngement**

	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 (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%	100%	100%	100%	100%	80%	80%	100%	100%	60%	80%	60%	80%	60%	80%

**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)	
	30%		36%		15		10	

**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				
Aluva		Kerala		ARUN RANGAN				MUNICIPAL OFFICE, ALUVA - 683 101				0484-2623756		aluvamunicipaloffice@yahoo.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>Benchmark</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)
	91%	95%	16	18	90%	100%	9%	8%	24	24	95%	99%	90%	100%	57%	65%	60%	65%
<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>Benchmark</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)
	100%	100	80%	90	72	80	20	30	15	20	0	10	52	60	10	25	0	10
<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			
<b>Benchmark</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)		
	92%	95%	85%	90%	68%	75%	50%	55%	80%	90%	70%	75%	48%	55%	44%	55%		
<b>Storm Water Drainage Indicators</b>																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
<b>Benchmark</b>	100%						0 numbers											
	Current (2017-18)			Targets (2018-19)			Current (2017-18)			Targets (2018-19)								
	72%			80%			8			6								

(sd/-)  
Secretary

**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						
Angamaly Municipality		Kerala	S Narayanan				Municipal Office, Anagamaly				683572		4842452367		secretaryagly@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 (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)	
	45%	80%	110	120	100%	100%	20%	20%	17	20	100%	100%	92%	95%	90%	99%	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		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 (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%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
<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%				
	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)			
	60%	80%	97%	100%	30%	80%	35%	60%	60%	90%	85%	95%	25%	60%	25%	60%			
<b>Storm Water Drainage Indicators</b>																			
	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)								
	55%			70%				0			0								

Sd/-  
Secretary  
Angamaly Municipality

**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												
ANTHOOR	Kerala	M.K. Girish	Anthoor Municipality, K.U.C P.O. Kannur	670567	0497-2780450	anthoormunicipality@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 (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)								
	38%	62%	100	135	90%	100%	10%	5%	24	24	100%	100%	100%	100%	50%	100%	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 (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%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<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%										
	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)								
	78%	90%	20%	40%	10%	20%	15%	25%	20%	35%	60%	80%	0%	0%	15%	30%		
<b>Storm Water Drainage Indicators</b>																		
	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%		60%		5		0											

Sd/  
Secretary  
Anthoor Municipality

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	
Attingal	Kerala	R.PRADEEP KUMAR, Secretary Attingal Municipality	Municipal Office, Attingal,695101	0470-2622665	secretaryatti@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%		135lpcd		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)
Attingal	91	96	100	110	82	95	26	30	19	24	100	100	70	85	55	100	65	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 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%		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)
Attingal	98	100	0	25	0	25	0	25	0	25	0	25	0	25	0	25	0	25

#### Solid Waste Management Indicators (Sewerage and Sanitation)

	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 (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)
Attingal	70	90	90	100	80	90	80	95	80	100	80	95	70	90	85	90

#### Storm Water Drainage Indicators

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
Benchmarks	100%				100%			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
Attingal	65		80		8		5	

(sd/-)  
SECRETARY

Attingal Municipal Office



33/4018/2018/S-14

**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												
Chalakudy municipality	Kerala	TOBY THOMAS	Chalakudy	680307	0480 2708152	secretarycmchalakudy@yahoo.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 lpcdd		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)
	60%	80%	135	135	90%	95%	10%	5%	12	12	100%	100%	90%	95%	80%	90%	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 (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																
<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%			
	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)		
	50%	100%	100%	100%	85%	100%	90%	100%	90%	100%	90%	100%	40%	100%	90%	100%		
<b>Storm Water Drainage Indicators</b>																		
	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)										
	70%		75%			3		1										

(sd/-)

Secretary

Chalakudy Municipality

**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													
Changanassery	Kerala	Sreekanth A.S	Changanassery Municipality	481-2420044	secretarychsry@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									
Benchm arks	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)								
	80%	80%	128	135	100%	100%	14%	10%	14	17	100%	100%	55%	50%	87%	90%	82%	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									
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)								
	100%	100	0%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<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										
Bench marks	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)										
	72	75%	93%	95%	93%	95%	76%	80%	62%	70%	70%	70%	55%	60%	55%	60%		
<b>Storm Water Drainage Indicators</b>																		
	Coverage of storm water drainage network			Incidence of Water logging/flooding														
Bench	100%			0 numbers														
	Current (2017-18)		Targets (2018-19)	Current (2017-18)		Targets (2018-19)												
	73%		75%	4		5												

(sd/-)  
Secretary  
Municipality Changanasser

**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													
chavakkad municipality	kerala	Dr.sini. T. N	chavakkad-680506		0487-2507376	chavakkadsecretary@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 (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)	
	95%	100%	120	135	100%	100%	18%	20%	10	24	100%	100%	80%	80%	100%	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 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 (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%	25	0	25	0	25	0	100	0	20	0	0	0	0	0	0	0
<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%				
	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)			
	60%	80%	90%	100%	70%	80%	50%	80%	50%	80%	75%	80%	85%	100%	80%	85%			
<b>Storm Water Drainage Indicators</b>																			
	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)									
	90%			100%			5			20									

(sd/-)  
Secretary  
Municipality

## 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
Chengannur	Kerala	Sheri. G	Municipal Office, Chengannur - 689121	0479-2452260	seccqnrmlty@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 (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)
	74%	77%	120	125	98%	100%	20%	20%	12 hrs	12 hrs	100%	100%	80%	80%	95%	100%	85%	90%

### Sewage Management (Sewerage and Sanitation)

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

### Name of the city/ULB Chengannur

	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 (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)
	NA	NA	80%	90%	80%	85%	60%	65%	35%	50%	45%	55%	85%	90%	Nil	Nil

### 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)	
	60%		85%		6		5	

(Sd/-)

Secretary  
Chengannur Municipality

**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
cherpulaserry	kerala	BHARATHAN	cherpulaserry 679503	4662282238	seccpymun@gm

**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 supply re
	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)
<b>Benchmarks</b>	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		
	80%	100%	100	120	90%	100%	30%	25%	20	24	85%	100%	70%	80%	80%	100%	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 sewer
	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)
<b>Benchmarks</b>	100%		100%		100%		100%		100%		20%		80%		100%		
	100%	100	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

**Solid Waste Management**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
	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)
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%	
	70%	100%	70%	100%	80%	100%	70%	80%	80%	100%	60%	80%	60%	100%	50%	90%

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
<b>Benchmarks</b>	100%				0 numbers			
	60%		100%		0		0	

Secretary  
Cherpulaserry Municipality

**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
CHERTHALA	KERALA	V.M.Lalachan, Secretary-in-charge., Chertala	Municipal Office, Chertala	688524	8075023717	secretarycmc1@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 (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)
<b>Benchmarks</b>	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	90%	100%	90	100	90%	100%	18%	15%	24	24	98%	100%	50%	60%	95%	100%	80%	90%

**Sewage Management (Sewerage and Sanitation)**

	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent 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)
<b>Benchmarks</b>	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	100%	100	0%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**Solid Waste Management**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
	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)
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%	
	5%	100%	85%	100%	75%	100%	65%	80%	30%	80%	80%	80%	0%	50%	0%	50%

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
<b>Benchmarks</b>	100%				0 numbers			
	85%		100%		25		0	

Sd/  
Secretary  
Chertala Municipality

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																					
Chittur Municipality		Kerala		P.Nandhakumar				Chittur-Thathamangalam Municipality, Chittur College (p.o)-678104				678104		4923222343		secretary.chittur@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 (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%		100%		133		135		97%		100%		18%		20%		24		24		98%		100%		78%		80%		860%		980%		40%		45%	
Sewage Management (Sewerage and Sanitation)																																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges																			
Benchmarks		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)					
90%		100%		0%		0		0		0		0		0		0		0		0		0		0		0		0		0					
Solid Waste Management																																			
Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges																					
Benchmarks		100%		100%		100%		80%		100%		80%		100%		90%																			
Current (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%		85%		70%		80%		85%		90%		55%		60%		75%		100%		73%		80%		50%		60%		50%		60%					
Storm Water Drainage Indicators																																			
Coverage of storm water drainage network									Incidence of Water logging/flooding																										
Benchmarks									0 numbers																										
Current (2017-18)									Targets (2018-19)																										
40%									55%																										
0									0																										

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

Name of the city/ULB	State	Name of the Municipal Commissioner/ Chief Executive Officer	Postal Address with PIN code	Phone & Fax nos	Email id													
ELOOR MUNICIPALITY	KERALA	BIJUMON JACOB	MUNICIPAL OFFICE, ELOOR, 683501	0484 2545559	eibormunicipality@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 (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)
	95%	100%	110	120	95%	100%	25%	15%	24	24	100%	100%	80%	90%	100%	100%	80%	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 (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	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<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%										
	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)
	90%	95%	90%	95%	75%	90%	60%	70%	0%	0%	75%	80%	50%	60%	10%	30%		
<b>Storm Water Drainage Indicators</b>																		
	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)											
	90%		100%		6		0											

(sd/-)  
Secretary  
Municipality



**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 Municipality	Kerala	Rajasree P Nair	Erattupetta Municipal Office, Erattupetta	686121	4822272063	etpaetpaktmgmail.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 (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)	
	55%	73%	135	135	75%	90%	15%	10%	24	24	100%	100%	68%	75%	69%	75%	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 (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	15	0	10	0	15	0	10	0	12	0	12	0	13	
<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%				
	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)	
	60%	70%	60%	75%	50%	65%	60%	75%	30%	55%	40%	60%	45%	60%	55%	70%			
<b>Storm Water Drainage Indicators</b>																			
	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)											
	50%		75%			0		0											

(sd/-)  
Secretary  
Municipality

**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
ETTUMANOOR	KERALA	VRIJA NK	ETTUMANOOR MUNICIPAL OFFICE, ETTUMANOOR .PO., KOTTAYAM	686631	4812535565	etmrmunicipality@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		Cost recovery in water supply services		Efficiency in collection of water supply related	
	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%		135 ipcd		100%		20%		24 hours		100%		80%		100%		90%	
	90%	90%	128	135	100%	100%	14%	10%	100	100	100%	100%	65%	75%	87%	90%	82%	85%

**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%		100%		100%		100%		20%		80%		100%		90%	
	100%	100%	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

**Solid Waste management**

Benchmarks	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 (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%		100%		80%		100%		80%		100%		90%	
	60%	80%	60%	80%							30%	50%	40%	60%	50%	60%

**Storm Water Drainage Indicators**

Benchmarks	Coverage of storm water drainage network				Incidence of Water logging/flooding			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
	100%				0 numbers			
	45%		65%					

**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												
Feroke municipality	kerala	Secretary , feroke municipality	feroke,calicut,673631		4952482243	ferokemunicipality@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)
	35%	50%	85	90	85%	100%	13%	17%	nil	20	95%	99%	25%	20%	90%	95%	75%	75%
<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)
	No Sewage system 0%																	
<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			
<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)		
	35%	100%	40%	100%	75%	100%	40%	100%	0%	75%	60%	80%			10%	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 (2017-18)		Targets (2018-19)			Current (2017-18)		Targets (2018-19)										
			35%			45		nil			32							

(sd/-)  
Secretary  
Municipality

**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	V P SHIBU	GURUVAUR MUNICIPALITY 680101	9961714083	gurutvayursecretary@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 (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)
Benchmark	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	70%	100%	50	135	100%	100%	25%	20%	8	24	100%	100%	80%	80%	100%	100%	90%	90%

**Sewage Management (Sewerage and Sanitation)**

	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent 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)
Benchmark	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	100%	100%	0%	50	0	80	0	80	0	100	0	20	0	80	0	100	0	90

**Solid Waste Management**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
	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)
Benchmark	100%		100%		100%		80%		100%		80%		100%		90%	
	100%	100%	100%	100%	80%	100%	80%	80%	80%	100%	90%	90%	70%	90%	70%	90%

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)
Benchmark	100%		0 numbers					
	70%	100%	0	0				

(sd/-)  
Secretary

**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
Haripad	Kerala	Ragimol V. (Municipal Secretary)	Municipal Office, Haripad P.O, Kerala 690514	0479-2412766	secretaryharipad@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 (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)	
	42%	44%	80	125	99%	100%	12%	8%	20	20	100%	100%	80%	80%	85%	100%	80%	90%	

Sewage Management (Sewerage and Sanitation) Not applicable																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges			
Benchmarks	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)	
	0%	0	0%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste management																			
Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Benchmarks	100%	100%		100%		80%		100%		80%		100%		90%					
	Current (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)	
	15%	60%	60%	80%	30%	90%	30%	80%	30%	80%	20%	70%	30%	80%	Nil	80%			

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)				
	30%					40%					20					25				

(sd/-)  
Secretary  
Municipality

**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
Irinjalakuda Municipality	Kerala	K. S. Arun	Municipal Office, Irinjalakuda, Irinjalakuda P. O., PIN - 680 121	0480-2825238	<a href="mailto:secretaryik@gamil.com">secretaryik@gamil.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	
<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	80	115	125	70	80	16	15	8	9	75	80	65	50	50	60	65	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 (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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**Solid Waste Management**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
<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)
	60	80	80	100	80	100	40	60	100	100	65	50	25	85	65	85

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
<b>Benchmarks</b>	100%				0 numbers			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
	20		50		5		0	

(sd/-)

Secretary

Irinjalakuda Municipality

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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																					
Iritty Municipality		kerala		Ansal Issac				Punnad P.O., Kannur Dist-670703				0490-2433344		irittyunicipality@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 (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)																	
45%		60%		45		55		100%		100%		35%		25%		24		24		100%		100%		70%		75%		80%		90%		75%		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 (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)																	
0%		0%		0		0		0		0		0		0		0		0		0		0		0		0		0							
solid waste management																																			
Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges																					
Benchmarks		100%		100%		100%		80%		100%		80%		100%		90%																			
Current (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)																	
80%		90%		80%		90%		90%		100%		65%		80%		70%		90%		80%		80%		50%		60%		65%		90%					
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)																							
2%								0				0																							

(sd/-)  
Secretary  
Municipality

**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.SREEKUMARAN	MUNICIPAL OFFICE, KALAMASSERY.	0484-2532026, 9495059092	seckalamassery@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	
Benchmarks	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)
	95	100	110	120	95	100	10	20	24	24	100	100	60	80	80	100	80	90

**Sewage Management (Sewerage and Sanitation)**

	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage		Efficiency in collection of sewage	
Benchmarks	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)
	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A	N.A

**Solid Waste management**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (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%	90%	60%	80%	65%	80%	55%	70%	65%	75%	65%	75%	65%	80%	70%	75%

**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)	
	75		80		15		10	



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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													
Kalpetta		Kerala		Raveendran						Secretary, Kalpetta Municipality, Kalpetta 673121				4936202349		kalpettamunicipality@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													
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)											
95%		100%		95		100		100%		20%		20%		24		24		100%		100%									
Sewage Management (Sewerage and Sanitation)																													
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent 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)											
100%		100		0%		0		0		0		0		0		0		0											
Solid Waste management																													
Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges															
Bench marks		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)											
80%		100%		80%		100%		70%		100%		60%		80%		70%		80%											
Storm Water Drainage Indicators																													
Coverage of storm water drainage network										Incidence of Water logging/flooding																			
Bench marks										100%										0 numbers									
Current (2017-18)					Targets (2018-19)					Current (2017-18)					Targets (2018-19)														
60%					100%					0					0														

Secretary  
Kalpetta Municipality

**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					
Kanhngad		Kerala		Aneesh.P.N				Kanhngad, Kanhngad,(P.O)				4672204530		knhdmty@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 (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)	
35%		40%		75		80		65%		70%		8%		9%		8		8	
100%		100%		100%		100%		100%		100%		60%		70%		100%		100%	
70%		35%																	
<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 (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)	
0%		100		0%		100		0		100		0		0		0		0	
100%		100%		100%		100%		100%		100%		80%		100%		100%		90%	
0%		100%		0%		100%		0%		100%		0%		0%		0%		0%	
<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%			
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)	
0%		100%		0%		100%		0%		100%		0%		0%		0%		0%	
<b>Storm Water Drainage Indicators</b>																			
Coverage of storm water drainage network									Incidence of Water logging/flooding										
Benchmarks									0 numbers										
Current (2017-18)									Targets (2018-19)										
0%									0										

Kanhngad  
12.10.2018

Secretary  
Kanhngad Municipality

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

Name of the city/ULB	State	Name of the Municipal Secretary/Chief Executive Officer	Postal Address with PIN code	Phone & Fax nos	Email id
Kannur Municipal Corporation	Kerala	Radhakrishnan .P	corporation office , Kannur 671001	0497-2700141	kannurmunicipalcorporation@gmail.com

### Water Supply Indicators

Benchmark	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 (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)
	94	100	105	135	97	100	20	20	15	24	100	100	77	80	88	100	86	90

### Sewage Management (Sewage and Sanitation)

Benchmark	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)
	99	100	0	50	0	50	0	50	0	50	0	20	0	80	0	25	0	25

### Solid Waste management

Benchmark	Household level coverage of solid waste management services		Efficiency of collection of solid 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	
	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)
	33	50	89	100	88	100	25	50	20	80	77	80	10	50	0	50

### Storm Water Drainage Indicators

Benchmark	Coverage of storm water drainage network				Incidence of Water logging/flooding			
	Current(2017-18)		Targets (2018-19)		Current(2017-18)		Targets (2018-19)	
	85		100		0		0	

(sd/-)  
Secretary

**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 BEEGAM.S	MUNICIPAL OFFICE, KARUNAGAPPALLY - 690 518	0476 2620 243	<a href="mailto:secknpy07@gmail.com">secknpy07@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	
	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)
<b>Benchmarks</b>	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	60%	70%	50	70	60%	70%	54%	56%	12	12	100%	100%	70%	75%	50%	65%	55%	65%

**Sewage Management (Sewerage and Sanitation)**

	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent 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)
<b>Benchmarks</b>	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	80%	100	0%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**Solid Waste Management**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
	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)
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%	
	75%	90%	90%	100%	90%	100%	70%	90%	85%	90%	70%	90%	70%	80%	70%	80%

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
<b>Benchmarks</b>	100%				0 numbers			
	0%		0%		20		50	

(sd/-)  
Secretary  
Municipality

**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		Kerala	Saji Kumer .V				Municipal Office Kasaragod. Kerala- 671323				4994230051		kasaragodmunicipality@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>Benchmark</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)		
	68%	73%	55	60	70%	75%	13%	18%	10	15	71%	76%	64%	79%	67%	72%	68%	73%		
<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>Benchmark</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)		
	72%	77	60%	65	71	76	64	69	65	70	15	20	68	73	63	68	55	60		
<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					
<b>Benchmark</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)				
	65%	70%	70%	75%	60%	65%	65%	70%	63%	68%	65%	70%	70%	75%	60%	65%				
<b>Storm Water Drainage Indicators</b>																				
	Coverage of storm water drainage network								Incidence of Water logging/flooding											
<b>Benchmark</b>	100%								0 numbers											
	Current (2017-18)				Targets (2018-19)				Current (2017-18)				Targets (2018-19)							
	60%				70%				70				75							

(sd/-)  
Secretary  
Municipality

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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.				04868272235		munsecktpna@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 (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)
		30	40	100	100	25	30	20	25	60	75	85	90	90	95	60	65	100	100
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 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 (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	15	25	20	30	10	25	10	30	15	20	100	100	10	40	0	20
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 (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)		
		45	80	100	100	80	100	80	90	80	90	100	100	100	100	60	90		
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)								
		0			15			0			30								

Secretary  
Name of Municipality

**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
Kayamkulam	Kerala	Municipal Secretary - SAJI. L. S	Kayamkulam 690502	0479 2445060	kylmsecretary@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	
<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%	80%	135	135	80%	100%	10%	15%	16	24	90%	100%	50%	70%	80%	90%	76%	84%

**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 (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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**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	
<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)
Kayamkulam	95%	95%	95%	95%	85%	95%	60%	70%	80%	90%	80%	85%	80%	90%	90%	90%

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
<b>Benchmarks</b>	100%				0 numbers			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
					24		0	

(sd/-)

Municipal Secretary

**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							
KOCHI		KERALA	AS ANUJA				PARK AVENUE, ERNAKULAM, KOCHI		682011	4842369007	FAX-04842369023	kochicorpsecretary@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)
	85%	90%	145	145	96%	100%	40%	30%	19	21	99%	100%	75%	80%	50%	60%	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	
<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)
	99%	100	3%	6	100	100	4.5	6	100	100	0	2	65	70	0	2	0	0
<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			
<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)		
	90%	95%	98%	100%	85%	90%	65%	70%	70%	80%	75%	80%	10%	20%	65%	75%		
<b>Storm Water Drainage Indicators</b>																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
<b>Benchmarks</b>	100%						0 numbers											
	Current (2017-18)			Targets (2018-19)			Current (2017-18)			Targets (2018-19)								
	70%			80%			40			20								

(sd/-)  
Secretary  
Municipality



**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	Sujith T.K.	Secretary, Kodungallur Municipality, Thrissur - 680 664	0480-2802341	<a href="mailto:secretarykdlmty@gmail.com">secretarykdlmty@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 (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)
	78	83	60	70	78	83	28%	25%	12	12	100%	100%	80%	90%	50%	60%	65%	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	
Benchmarks	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)
	0%	0	0%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid waste Management indicator																		
	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 (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)		
	60%	90%	60%	80%	60%	80%	30%	50%	70%	80%	50%	60%	50%	75%	40%	60%		

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)					
	60%				80%				3				0					

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

Name of the city/ULB	State	Name of the Municipal Commissioner/ Chief Executive Officer	Postal Address with PIN code		Phone & Fax nos	Email id
Koduvally Municipality	Kerala	Jayanthi N P	Koduvally PO	673572	0495-2210238	<a href="mailto:koduvallymunicipality">koduvallymunicipality</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 supply re
<b>Benchmarks</b>	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		
	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)
	45%	75%	40	70	45%	70%	40%	70%	24	24	50%	70%	50%	65%	35%	50%	25%

**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 sewa
<b>Benchmarks</b>	100%		100%		100%		100%		100%		20%		80%		100%		
	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)
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

**Solid Waste management**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
<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)
	0%	50%	35%	80%	70%	30%	15%	35%	15%	45%	0%	0%	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 (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
	40%		65%		22		64	

(sd/-)

Secretary

Koduvally Municipality

**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
<b>KOLLAM</b>	KERALA	<b>V R RAJU</b>	CORPORATION OFFICE, KOLLAM 691001		<a href="mailto:secretarykollam@gmail.com">secretarykollam@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 (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)
	41%	45%	65	65	80%	80%	25%	25%	3	3	90%	90%	90%	90%	85%	90%	70%	80%

**Sewage Management (Sewerage and Sanitation)**

	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	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)
	100%	100	23%	23	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**Solid Waste management**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (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)
	80%	100%	80%	100%	80%	100%	60%	80%	100%	100%	70%	80%	75%	90%	80%	100%

**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)	
	26%		30%		10		8	

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**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												
KONDOTTY	KERALA	FEROSKHAN.A	KONDOTTY MUNICIPALITY, KONDOTTY	673638	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 (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)
	60%	70%	70	75	70%	75%	30%	25%	8	10	80%	85%	60%	65%	70%	75%	60%	75%
<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 (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)
	82%	90%	0%	10%	0%	10%	0%	10%	0%	10%	0%	10%	0%	10%	0%	10%	0%	10%
<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%			
	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)
	60%	65%	60%	70%	40%	50%	50%	55%	70%	80%	60%	65%	40%	50%	50%	55%		
<b>Storm Water Drainage Indicators</b>																		
	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)								
	60%			70%			26			20								

(sd/-)

Secretary

**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
Koottattukulam Municipality	Kerala	PRAMOD P.B.	Koottattukulam Municipality, Koottattukulam P.O., Ernakulam Dist., Kerala, 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	
<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)
	85%	86%	90	95	100%	100%	20%	20%	12	12	100%	100%	90%	95%	80%	85%	90%	90%

**Sewage Management (Sewerage and Sanitation)**

	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent 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)
	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

**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>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)
	100%	100%	100%	100%	100%	100%	75%	80%	100%	100%	70%	95%	100%	100%	65%	80%

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
<b>Benchmarks</b>	100%				0 numbers			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
	80		95		6		4	

(sd/-)  
Secretary  
Municipality

**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	kpbamby@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)
	55	100	135	135	6	50			24 hrs	24 hrs	90	100	63	70	65	90	62	80
<b>Sewage Management (Sewerage and Sanitation)</b>																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewerage 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 sewerage management		Efficiency in collection of sewerage 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)
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<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			
<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)		
	50	100	65	100	90	100	70	100	50	100	65	100	5	100	45	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 (2017-18)		Targets (2018-19)			Current (2017-18)		Targets (2018-19)										
	50%		100%			0		0										

(sd/-)  
Secretary  
Municipality

**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	KERALA	KAVITHA S KUMAR	KOTHAMANGALAM 686691	9.747.927.102	<a href="mailto:secretarykothamangalam@gmail.com">secretarykothamangalam@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	
	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)
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	80%	85%	85	90	dx	100%	15%	10%	24	24	100%	100%	90%	95%	75%	80%	90%	95%

**Sewage Management (Sewerage and Sanitation)**

	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent 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)
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	100%	100	0%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**Solid Waste Management**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
	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)
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	50%	60%	100%	100%	40%	50%	25%	30%	0%	10%	60%	70%	30%	40%	90%	95%

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
Benchmarks	100%				0 numbers			
	70%		75%		15		10	

(sd/-)

Secretary  
Municipality

**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												
Kottakkal	Kerala	MANIKANTAN. R	Kottakkal Municipality, Kottakkal.Po. Malappuram Dt., Pin-676503		4832742221	secretarykottakkal@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)
	95%	100%	135%	135%	100%	100%	0%	0%	24	24	100%	100%	90%	100%	0%	0%	90%	90%
<b>Sewage Management 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)
	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<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			
<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)		
	60%	10%	90%	100%	80%	100%	80%	100%	80%	100%	85%	100%	NA	NA	NA	NA		
<b>Storm Water Drainage Indicators</b>																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
<b>Benchmarks</b>	100%						0 numbers											
	Current (2017-18)			Targets (2018-19)			Current (2017-18)			Targets (2018-19)								
	85%			100%			10%			0								

Sd/-  
Secretary,  
Kottakkal Municipality.



**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					
KOTTARAKARA MUNICIPALITY	KERALA	D.V.SANALKUMAR						MUNICIPAL OFFICE, PULAMON.P.O-691531				0474-2452366		kottarakaramp@gmail.com/ kottarakaragg@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 (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)	
	30%	40%	135	135	90%	100%	20%	20%	24	24	100%	100%	80%	80%	90%	90%	90%	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 (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)	
	90%	100	0%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
<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%				
	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%	85%	20%	70%	20%	80%	40%	80%	20%	80%	20%	70%	20%	70%	20%	70%			
<b>Storm Water Drainage Indicators</b>																			
	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)									
	60%			70%			4			0									

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Secretary  
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**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													
KOTTAYAM	Kerala	J.MUHAMMED SHAFI MUNICIPAL SECRETARY	Municipal office, Kottayam P.O, Kottayam-686001	4812566685	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									
<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)
	90%	100%	90	100	100%	100%	10%	5%	15	20	96%	100%	45%	60%	95%	100%	95%	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									
<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)
	100%	100	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
<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										
<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)		
	65%	75%	95%	100%	60%	75%	45%	70%	40%	75%	75%	80%	10%	50%	0%	75%		
<b>Storm Water Drainage Indicators</b>																		
	Coverage of storm water drainage network			Incidence of Water logging/flooding														
<b>Benchmarks</b>	100%			0 numbers														
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)											
	85%		100%		7		0											

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Name of the city/ULB	State	Name of the Municipal Commissioner/ Chief Executive Officer						Postal Address with PIN code				Phone & Fax nos		Email id				
Koyilandy	Kerala	Secretary						Koyilandy		673305		2620244		secretarykldy@rediffmail.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 (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)
	82%	90%	120	130	70%	100%	60%	20%	24	24	100%	100%	75%	80%	0%	50%	20%	60%
<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 (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%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<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%			
	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)
	90%	96%	100%	100%	100%	100%	80%	90%	93%	100%	80%	100%	50%	80%	90%	100%		
<b>Storm Water Drainage Indicators</b>																		
	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)					
	60%				70%				0				0					

(sd/-)

Secretary

Koyilandy Municipality

14th Finance Commission: Declaration of Service Level Standards Notification Format( targeted year 2018-19)																			
Name of the city/ULB		State		Name of the Municipal Commissioner/ Chief Executive Officer				Postal Address with PIN code				Phone & Fax nos			Email id				
KOZHICODE CORPORATION		KERALA		VINAYAN K P				BEACH (PO) KOZHICODE 673032(PIN)				ph-0495 -2365040 fax-0495-2366875			secretarykdd@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 (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%	85%	135	135	100%	100%	20%	20%	24	24	100%	100%	83%	83%	62%	80%	90%	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 (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%	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					
Benchmarks		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%	100%	81%	100%	87%	100%	78%	85%	80%	100%	79%	80%	89%	92%	82%	85%		
<b>Storm Water Drainage Indicators</b>																			
Coverage of storm water drainage network									Incidence of Water logging/flooding										
Benchmarks									0 numbers										
Current (2017-18)									Targets (2018-19)										
50%									60%										
0									0										

Sd/-  
Secretary  
Kozhikode Corporation

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					
KUNNAMKULAM	KERALA		MANOJ K K				KUNNAMKULAM POST, 680503				4885222221		kunnamkulamsecretary@gm ail.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)
	94%	100%	0	0	78%	100%	30%	20%	24	24	100%	100%	90%	90%	70%	100%	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	
<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)
	100%	100	0%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<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			
<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)		
	90%	100%	92%	100%	70%	100%	70%	100%	70%	100%	100%	100%	30%	100%	90%	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 (2017-18)			Targets (2018-19)			Current (2017-18)			Targets (2018-19)								
	55%			100%			0			30								

(sd/-)  
Secretary  
Municipality

**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-676505	Phone- 0483-2734228	<a href="mailto:mlpmunicipi@gmail.com">mlpmunicipi@gmail.com</a> <a href="mailto:mlpm_municipi@yahoo.co.in">mlpm_municipi@yahoo.co.in</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	
<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)
	80%	85%	135	135	90%	100%	18%	10%	10	12	90%	100%	30%	100%	75%	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	
<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)
	100%	100	NIL	25	NIL	25	NIL	30	NIL	50	NIL	15	NIL	50	NIL	25	NIL	25

**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	
<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)
	85%	100%	85%	100%	85%	100%	30%	80%	60%	90%	75%	80%	50%	100%	50%	80%

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
<b>Benchmarks</b>	100%				0 numbers			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
	80%		90%		5		10	

(sd/-)  
Secretary

**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
Mananthavady	Kerala	C.Jayachandran, Superintendent	Municipal Office, Mananthavady, Wayanad -670645	04935 240253	mndymunicipality@gmail

**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	
<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)
	55%	65%	90	100	55%	65%	15%	5%	16	20	85%	100%	55%	20%	55%	50%	50%	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 sewerage management		Efficiency in collection of sewerage 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)
	0%	0	0%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**Solid Waste Management**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
<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)
	15%	25%	30%	45%	30%	45%	10%	20%	0%	10%	15%	30%	25%	50%	25%	50%

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
<b>Benchmarks</b>	100%				0 numbers			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
	15		30%		0.2		0	

(sd/-)  
Secretary

**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													
Manjeri Municipality	Kerala	Secretary, Manjeri Municipality	676121	4832766238	<a href="mailto:musecmanjeri@gmail.com">musecmanjeri@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	Cost recovery in water supply services	Efficiency in collection of water supply									
Benchmarks	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)								
	80%	90%	120%	130%	100%	100%	NIL	NIL	22%	24%	100%	100%	80%	80%	NIL	NIL	90%	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 (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	30%	50%	20%	40%	30%	40%	20%	40%	10%	10%	70%	80%	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%										
	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)										
	50%	80%	60%	80%	80%	90%	60%	80%	100%	100%	50%	80%	60%	80%	60%	80%		
<b>Storm Water Drainage Indicators</b>																		
	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)											
	30%		40%		NIL		NIL											



### 14th Finance Commission: Declaration of Service Level Standards Notification Format 2018-2019

Name of the city/ULB	State	Name of the Municipal Commissioner/ Chief Executive Officer	Postal Address with PIN code	Phone & Fax nos	Email id
MANNARKKAD	Kerala	JUHEE MARIA TOM	MANNARKKAD POST, 678582	492422336	<a href="mailto:dpmannarkkadpkd@gmail.com">dpmannarkkadpkd@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	
	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)
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	100%	100%	135	135	100	100	5%	0%	24	24	100%	100%	97%	100%	100	100	93%	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	
	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)
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	NA	NA	NA	NA	NA	NA	NA	NA	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	
	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)
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	65%	100%	97%	100%	100%	100%	87%	100%	90%	100%	93%	100%	100%	100%	NA	NA

#### Storm Water Drainage Indicators

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
Benchmarks	100%				0 numbers			
	80%		100%		5		0	

**Secretary**  
**Mannarkkad Municipality**

**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	Subhash.P.K,Muncpal Secretary.	Kundanoor,Maradu P.O.:PIN:682304	0484-2706544	secretarymaradu@

**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 water s
<b>Benchmarks</b>	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		
	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)
	90%	95%	110	120	100%	100%	20%	20%	6	10	85%	90%	60%	70%	20%	25%	

**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 sewa
<b>Benchmarks</b>	100%		100%		100%		100%		100%		20%		80%		100%		
	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)
	50%	75	85%	90	65	70	50	60	70	80	0		70	75	0		0

**Solid Waste Management**

Maradu Municipality	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
<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)
	95%	100%	50%	50%	0%	0%	60%	60%	0%	0%	70%	80%	70%	70%	65%	65%

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
<b>Benchmarks</b>	100%				0 numbers			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
	80%		80%		20		25	

(sd/-)

Secretary

Municipality

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					
MATTANUR MUNICIPALITY	KERALA	M.SURESHAN						MUNICIPAL OFFICE MATTANUR 670702		670702		4972471226		munofmtrn@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 (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)	
	14%	15%	70	100	100%	100%	17%	15%	6.25	6.75	100%	100%	85%	100%	27%	30%	83%	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 (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)	
	0%	0	0%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid waste Management																			
	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges				
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%				
	Current (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)			
	90%	100%	90%	100%	80%	90%	50%	70%	80%	100%	80%	100%	60%	80%	80%	100%			
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)									
	1%			1%			0			0									

(sd/-)

Secretary

Mattanur Municipality

**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
Mavelikara	Kerala	Binuji G	Municipal Office, Mavelikara, Alappuzha, Kerala- 690101	0479-2302218	secretarymmc@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 (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)	
Benchmarks																			
	80	95	50	75	90	100	25	20	24	24	95	100	75	80	40	60	65	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	
	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)
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	99.4	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**Solid Waste Management**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
	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)
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	98	100	95	98	78	90	60	75	59	75	92	98	50	60	72	80

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
Benchmarks	100%				0 numbers			
	24		50		0		0	

(sd/-)

Secretary

Municipality

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					
MUKKAM		Kerala		N. K. Hareesh - Secretary				Mukkam Municipality, Mukkam P.O., Kozhikode. 673602				2297132		mukkammunicipality@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	
Bench marks		100%		135 lpcdd		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)	
	60%	80%	85	100	40%	70%	5%	10%	12	24	90%	100%	40%	60%	10%	30%	30%	50%	
Sewage Management (Sewerage and Sanitation)																			
		Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent 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)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	
	90%	100	50%	75	30	50	50	70	50	70	5	10	40	60	10	50	10	20	
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			
Bench		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)			
	60%	80%	50%	70%	50%	70%	40%	60%	40%	80%	50%	80%	10%	20%	5%	10%			
Storm Water Drainage Indicators																			
		Coverage of storm water drainage network						Incidence of Water logging/flooding											
Bench marks		100%						0 numbers											
	Current (2017-18)			Targets (2018-19)			Current (2017-18)			Targets (2018-19)									
	70%			90%			0			0									

(sd/-)

Secretary

Mukkam Municipality

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

Name of the city/JLB	State	Name of the Municipal Commissioner/ Chief Executive Officer	Postal Address with PIN code	Phone & Fax nos	Email id
MUVATTUPUZHA	KERALA	V V LATHESHKUMAR	MUNICIPAL OFFICE KACHERITHAZHAM,MUVATTUPUZ HA,PIN -686661	9947317580	<a href="mailto:muvattupuzhamunicipality@yahoo.com">muvattupuzhamunicipality@yahoo.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		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 (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)
	90%	95%	100	110	100%	100%	10%	8%	20	21	100%	100%	80%	90%	90%	95%	85%	90%

**Sewage Management (Sewerage and Sanitation)**

	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	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)
	100%	100	0%	100	0	20	0	20	0	20	0	10	0	15	0	15	0	15

**SOLID WASTE MANAGEMENT**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (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)
	60%	95%	90%	95%	60%	100%	80%	80%	70%	85%	70%	80%	70%	100%	60%	90%

**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)	
	50%		100%		60		0	

(sd/-)

Secretary

**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												
Nedumangad	Kerala	Beena S kumar, Municipal Secretary	Municipal office, Sathram Junction,Ndd,Tvm - 695541		0472-2802238	niddsec@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 (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)
	90%	95%	100	110	90%	100%	15%	0%	20	24	95%	100%	98%	100%	73%	80%	89%	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 (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)
	89%	100	25%	100	15	70	20	70	25	70	5	15	50	70	50	90	50	70
<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%			
	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)		
	95%	98%	94%	98%	95%	100%	70%	75%	75%	90%	70%	80%	80%	90%	70%	80%		
<b>Storm Water Drainage Indicators</b>																		
	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)											
	30%		50%		2-3 incidence		0											

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

Name of the city/ULB		State	Name of the Municipal Commissioner/ Chief Executive Officer						Postal Address with PIN code				Phone & Fax nos		Email id			
Neyyattinkara		Kerala	Saji. S. S. (Secretary)						Municipal office, Neyyattinkara		695121		0471 2222242		secretarynytamc@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)
	60%	100%	50	100	70%	100%	8%	20%	16	24	80%	100%	60%	80%	75%	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 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)
	100%	0	50%	100	0	80	20	80	5	100	5	20	40	80	30	100	30	90
<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			
<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)		
	80%	100%	80%	100%	65%	100%	50%	80%	50%	100%	75%	80%	0%	100%	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 (2017-18)				Targets (2018-19)				Current (2017-18)				Targets (2018-19)					
	0%				80%				12				0					



14th Finance Commission: Declaration of Service Level Standards Notification Format																					
Name of the city/ULB		State		Name of the Municipal Commissioner/ Chief Executive Officer				Postal Address with PIN code				Phone & Fax nos				Email id					
Nilambur Municipality		Kerala		Aakash AS				NILAMBUR MUNICIPALITY, NILAMBUR		679329		4931220365				nilamburmunicipality@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 (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)	Current (2017-18)	Targets (2018-19)	
	39%	50%	135	135	100%	100%	12%	10%	24	24	100%	100%	100%	100%	80%	100%	80%	100%	80%	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 (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)	Current (2017-18)	Targets (2018-19)	
	0%	10%	0%	10%	0%	10%	0%	10%	0%	10%	0%	10%	0%	10%	0%	10%	0%	10%	0%	10%	
<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%					
	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)	Current (2017-18)	Targets (2018-19)	
	35%	80%	30%	60%	20%	50%	10%	60%	0%	65%	40%	65%	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 (2017-18)				Targets (2018-19)				Current (2017-18)				Targets (2018-19)								
	30%				100%				0				3								

(sd/-)

Secretary  
Nilambur Municipality

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

Name of the ULB	States	Name of the Municipal Commissioner/Chief Executive Officer	Postal Address with PIN Code	Phone & Fax nos	Email ID
Nileshwaram	Kerala	T.Manojkumar	Nileshwaram (p.o), Kasaragod(Dist), Kerala, 671314	04672 280360	nileshwarammity@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 supplied		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 (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	72	75	103	110	80	80	20	20	18	18	95	95	70	70	70	70	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		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	98	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

#### Solid Waste Management

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	80	80	90	95	70	75	60	60	70	80	80	80	60	60	80	80

#### Storm Water Drainage Indicators

	Coverage of storm water drainage network				Incidence of Water logging /Flooding			
	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)	Current (2017-18)	Target (2018-19)
Benchmarks	100%				0 numbers			
	60	60	0	0				

Secretary  
Nileshwaram Municipality

**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						
NORTH PARAVUR	KERALA	NEETHULAL B				N PARAVUR, 683513				0484-2442327		northparavurmunicipality@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 (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%	150%	150%	90%	100%	25%	20%	24%	24%	100%	100%	85%	100%	80%	100%	75%	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 (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)
	90%	100%	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	70%	80%	95%	100%	95%	98%
<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%			
	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)		
	90%	100%	90%	100%	90%	100%	75%	80%	90%	100%	78%	80%	90%	100%	86%	90%		
<b>Storm Water Drainage Indicators</b>																		
	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)					
	68%				78%				21				10					

(sd/-)

Secretary  
Municipality

**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												
Ottapalam Municipality	Kerala	secretary ottapalam Municipality	Ottapalam Municipal Office , Thottakkara(po), Palakkad(dist),Kerala,pin- 679102		04662246549, mob sec.- 8921927850.	secotplm@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%	85%	100	100	100%	100%	20%	15%	7	12	97%	100%	80%	90%	75%	90%	90%	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	
<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)
	99%	100	0%	0	0	0	0	0	0	0	0	0	58	70	0	0	0	0
<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			
<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)		
	56%	65%	62%	70%	40%	50%	69%	75%	30%	40%	53%	62%	12%	30%	12%	30%		
<b>Storm Water Drainage Indicators</b>																		
	Coverage of storm water drainage network					Incidence of Water logging/flooding												
<b>Benchmarks</b>	100%					0 numbers												
	Current (2017-18)		Targets (2018-19)			Current (2017-18)		Targets (2018-19)										

(sd/-)  
Secretary  
Municipality

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			
PALA	KERALA		NAVAS.A						MUNICIPAL OFFICE,PALA		686575		4822212328		munsecpala@gmail.com			
Water Supply Indicators																		
	Coverage of Water supply Connections		Per Capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (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)
	85%	95%	115	125	72%	84%	18%	10%	18	20	80%	96%	65%	75%	35%	45%	68%	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 (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%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Solid Waste Management																		
	Household level coverage of solid waste management		Efficiency of collection of municipal solid		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 (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)		
	65%	85%	70%	84%	45%	85%	35%	58%	55%	80%	70%	87%	40%	60%	50%	65%		
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)					
	45%				70%				15				5					

(sd/-)  
Secretary  
Municipality

**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									
Palakkad	Kerala	Raghuraman	Municipal Office, Palakkad-678001				04912534634		secvpkd@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)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)
	95%	100%	120	125	100%	100%	15%	18%	18	20	96%	98%	70%	75%	85%	85%	85%	90%
<b>Sewage Management (Sewerage and Sanitation) :- Don't have STP Plant</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 (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)
<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			
Bench	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)		
	90%	95%	95%	95%	98%	100%	75%	80%	95%	95%	79%	80%	95%	95%	85%	90%		
<b>Storm Water Drainage Indicators</b>																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
Bench marks	100%						0 numbers											
	Current (2017-18)			Targets (2018-19)			Current (2017-18)			Targets (2018-19)								
	85%			90%			10			10								

(sd/-)  
Secretary  
Palakkad Municipality

**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						
Pandalam	Kerala	S.Sanil				Pandalam Municipality, 689501				04734-252251		pandalammunicipality@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 lpcdd		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)
	85%	90%	90 LPCD	110 LPCD	60%	80%	20%	18%	20	24	30%	95%	100%	100%	75%	100%	75%	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 (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%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<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%			
	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	50	80	100	80	100	70	80	70	90	70	80	80	100	85	90		
<b>Storm Water Drainage Indicators</b>																		
	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)								
	70%			100%			10			5								

Secretary  
Pandalam Municipality

**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
Panoor Municipality	Kerala	Santhosh Kumar Mambally	Panoor PO 670692	0490 2311340	panoormunicipality2015@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		Cost recovery in water supply services		Efficiency in collection of water supply related	
<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)
	63	85	71	82	81	90	9	15	19	22	94	99	67	76	88	94	78	81

**Sewage Management (Sewerage and Sanitation)**

	Coverage of Trenches		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		Efficiency in redressal of		Extent of cost recovery in sewage		Efficiency in collection of	
<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)
	96	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**Solid Waste Management**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
<b>Benchmark</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)
	15	32	42	52	0	0	0	0	0	0	0	0	0	0	0	0

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
<b>Benchmark</b>	100%				0 numbers			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
	20%		35%		0		0	



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

Name of the city/ULB	State	Name of the Municipal Commissioner/ Chief Executive Officer	Postal Address with PIN code	Phone & Fax nos	Email id
Parappanangadi	Kerala	Viswanathan K.B	Parappanangadi Municipality, Parappanangadi Town, Malappuram Dist 676303	4942410239	parappanangadimunicipality@gm ail.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 (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)
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	80%	100%	100	110	80%	90%	10%	5%	24	24	94%	100%	80%	80%	90%	100%	90%	90%

**Sewage Management (Sewerage and Sanitation)**

	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent 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)
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	100%	100%	65%	80%	70%	80%	0%	0%	0%	0%	0%	0%	80%	90%	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	
	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)
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	80	90	90	90	80	90	70	80	40	50	70	80	80	90	90	90

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
Benchmarks	100%				0 numbers			
	80		100		20		5	

Secretary  
Name of Municipality

**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
Paravur Municipality	kerala	Noushad A	Paravur P O ,Kollam	691301	0474-2512340	secyparavur@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 (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)
	90%	100%	98	100	100%	100%	20%	20%	24	24	100%	100%	78%	80%	95%	98%	88%	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 (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	25%	30	25	25	20	20	65	70	12	14	23	25	30	32	70	72

**Solid Waste Management**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (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%	90%	100%	100%	100%	100%	80%	80%	88%	90%	75%	80%	75%	80%	65%	75%

**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)	
	25%		70%		0		0	

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

Name of the city/ULB	State	Name of the Municipal Commissioner/ Chief Executive Officer	Postal Address with PIN code	Phone & Fax nos	Email id
Pathanamthitta	Kerala	A M Mumthaz	Pathanamthitta, 689645		pathanamthittamunicipality2011@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 (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%	135	135	85%	95%	10%	18%	24	24	100%	100%	80%	80%	100%	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	
Benchmark	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)
	100%	100%	100%	100	100	100	95	100	82	100	100	100	10	0	100	100	82	90

#### Solid Waste Management

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmark	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%	100%	100%	100%	85%	100%	85%	100%	100%	100%	45%	0%	100%	100%	90%	90%

#### Storm Water Drainage Indicators

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
Benchmark	100%				0 numbers			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
	100%		100%		100		100	

**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
Pattambi municipality	Kerala	Philipose panicker Municipal secretary I/C	Mele pattambi PO 679301	04662 212233	pattambimunicipality@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 (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)
<b>Benchmarks</b>	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	100%	100%	135 lpcd	135 lpcd	100%	100%	20%	20%	24	24	100%	100%	70%	80%	70%	80%	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	
	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)
<b>Benchmarks</b>	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	100%	100%	0%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**Solid Waste Management**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
	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)
<b>Benchmarks</b>	100%		100%		100%		80%		100%		80%		100%		90%	
	20%	80%	70%	80%	80%	100%	70%	80%	70%	90%	70%	80%	20%	40%	80%	90%

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)
<b>Benchmarks</b>	100%				0 numbers			
	30%	50%	0	0				

14th Finance Commission: Declaration of Service Level Standards Notification Format																			
Name of the city/ULB		State		Name of the Municipal Commissioner/ Chief Executive Officer				Postal Address with PIN code				Phone & Fax nos		Email id					
Payyanur Municipality		Kerala		Aji. K.R. Municipal Secretary				Payyanur P.O		670307		4985202067		secvpynr@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 (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)	
	80%	100%	100	135	100%	100%	20%	15%	24	24	100	100%	50%	80%	0%	25%	50%	70%	
Sewage Management (Sewerage and Sanitation)																			
Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges			
Benchmarks		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)	
	100%	100	0%	20	0	20	0	25	0	25	0	0	0	50	0	50	0	50	
Solid Waste Management																			
Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges					
Benchmarks		100%		100%		100%		80%		100%		80%		100%		90%			
	Current (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%	100%	100%	100%	100%	70%	80%	100%	100%	100%	100%	100%	100%	100%	100%			
Storm Water Drainage Indicators																			
Coverage of storm water drainage network										Incidence of Water logging/flooding									
Benchmarks										0 numbers									
Current (2017-18)					Targets (2018-19)					Current (2017-18)					Targets (2018-19)				
Nil					25%					Nil					0				

(Sd/-)  
Secretary  
Payyanur Municipality

**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				
PAYYOLI MUNICIPALITY		KERALA		JESITHA P J				SECRETARY, PAYYOLI MUNICIPALITY, PAYYOLI				673522		04960 2602043		payyolimunicipality@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)
	35%	45%	100	110	50%	60%	5%	3%	24	24	80%	85%	85%	90%	80%	85%	60%	65%
<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)
	100%	100	10%	20	10	20	0	0	0	0	0	0	80	90	80	90	100	100
<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			
<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)		
	75%	80%	100%	100%	75%	80%	80%	90%	25%	35%	85%	90%	25%	35%	100%	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 (2017-18)				Targets (2018-19)				Current (2017-18)				Targets (2018-19)					
	60%				70%				30				15					

(sd/-)

Secretary

Payyoli Municipality

**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
PERINTHALMANNA	KERALA	ABDUL SAJEEM.S	MUNICIPAL OFFICE PERINTHALMANNA P.O CALICUT ROAD, PERINTHALMANNA	04933-227363	perinthalmannamunicipality@va hoo.co.in pmmamity@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 (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)
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	70%	80%	60	70	70%	80%	60%	70%	90	96	100%	100%	100%	100%	75%	85%	75%	85%

**Sewage Management (Sewerage and Sanitation)**

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

**Solid Waste Management**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
	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)
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	40%	60%	90%	95%	80%	90%	70%	80%	70%	75%	80%	85%	70%	80%	80%	90

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)
Benchmarks	100%				0 numbers			
	40%	60%	30	20				

**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
Perumbavoor	Kerala	U.S. Satheesan	Municipal Office, Perumbavoor, Perumbavoor P.O., Ernakulam Dist,Kerala	683542	0484-252230	<a href="mailto:perumbavoormunicipality@gmail.com">perumbavoormunicipality@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	
<b>Benchmarks</b>	100%		135 ipcd		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)
	68%	100%	135	135	100%	100%	15%	20%	8	24	100%	100%	50%	100%	85%	100%	88%	90%

**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	
<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)
	100%	100	50%	100	85	100	0	0	0	0	0	0	75	90	0	0	0	0

**Solid Waste Management**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
<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)
	90%	100%	100%	100%	100%	100%	80%	80%	90%	100%	80%	80%	80%	100%	52%	90%

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
<b>Benchmarks</b>	100%				0 numbers			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
	80%		100%		7		0	

(sd/-)

Secretary  
Municipality



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				
Piravom		Kerala		Anilkumar B				Piravom P.O., Piravom - 686664		686664		0485-2242339		piravommunicipality@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)
	80%	100%	80	100	85%	100%	99%	100%	24	24	100%	100%	95%	95%	100%	100%	80%	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	
<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)
	100%	100	80%	100	95	100	80	100	100	100	20	100	80	100	100	100	90	100
<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			
<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)		
	99%	100%	100%	100%	95%	100%	80%	80%	90%	100%	80%	100%	100%	100%	100%	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 (2017-18)				Targets (2018-19)				Current (2017-18)				Targets (2018-19)					
	100%				100%				100				100					

(sd/-)

Secretary

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									
ponnani	kerala	S.A.vinod kumar				ponnani Municipality,ponnani south		4942666338		ponnanisevcy@gmail.com									
ponnani																			
	Coverage of Water supply Connections		Per Capita supply of water		Extent of metering of water connections		Extent of non revenue water		south		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)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	
	59%	65%	70	80	98%	100%	30%	2%	16	16	70%	80%	60%	70%	20%	30%	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		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)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)	
	90%	95	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				
Bench	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)			
	90%	100%	95%	100%	96%	100%	75%	78%	90%	95%	74%	78%	90%	90%	80%	85%			
Storm Water Drainage Indicators																			
	Coverage of storm water drainage network							Incidence of Water logging/flooding											
Bench marks	100%							0 numbers											
	Current (2017-18)			Targets (2018-19)				Current (2017-18)			Targets (2018-19)								
	30%			50%				nil			nil								

(sd/-)

Secretary  
Ponnani Municipality

**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
Punalur	Kerala	Renukadevi.G	Municipal Office,Punalur,Kollam,Pin-691305	0475-2222683	secvnlr@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 (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	100	80	135	100	100	28	20	12	24	100	100	80	100	90	100	78	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 (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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**Solid Waste Management**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (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)
	95	100	100	100	100	100	65	100	90	100	70	100	70	100	80	100

**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)	
	80		100		15		0	

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

Name of the city/ULB		State		Name of the Municipal Commissioner/ Chief Executive Officer				Postal Address with PIN code				Phone & Fax nos		Email id				
Ramanattukara		Kerala		SURESH KUMAR N				Ramanattukra , Kozhikode 673633				0495-2440095		ramanattukaracity@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%	75%	135	135	35%	35%	35%	20%	12	15	100%	100%	80%	85%	80%	85%	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 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)
	100%	100	100%	100	60	70	60	70	40	60	0	10	75	80	0	35	0	90
<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			
<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)		
	80%	100%	90%	100%	60%	100%	0%	25%	0%	50%	50%	80%	0%	50%	0%	80%		
<b>Storm Water Drainage Indicators</b>																		
	Coverage of storm water drainage network								Incidence of Water logging/flooding									
<b>Benchmarks</b>	100%								0 numbers									
	Current (2017-18)				Targets (2018-19)				Current (2017-18)				Targets (2018-19)					
	60%				70%				20				10					

(sd/-)

Secretary

Ramanattukara Municipality

**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						
Shoranur		Keral		Pramod K				Shoranur Municipality,Shoranur P.O.Palakadu-679121				4662222427		secretaryshoranur1@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			
Benchm arks	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)		
	80%	100%	80	100	80%	100%	15%	20%	12	18	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 complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges			
Benchm arks	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)		
	100%	100	0%	10	0	10	0	0	0	10	0	0	80	80	0	0	0	0		
<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					
Benchm arks	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)				
	10%	15%	70%	80%	50%	70%	30%	40%	40%	80%	75%	80%	15%	20%	0%	10%				
<b>Storm Water Drainage Indicators</b>																				
	Coverage of storm water drainage network								Incidence of Water logging/flooding											
Benchm arks	100%								0 numbers											
	Current (2017-18)				Targets (2018-19)				Current (2017-18)				Targets (2018-19)							
	15%				20%				nil				10							

(sd/-)  
Secretary  
Municipality

**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
Sreekandapuram	Kerala	Praveen A	Sreekandapuram	670631	0460 2230261	skpm.gov@gmail.com

**Water Supply Indicators**

	Coverage of Water supply Connections		Per Capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply related charges	
Benchmarks	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)
	20%	25%	120	130	100%	0%	40%	30%	24	0	100%	0%	70%	80%	10%	30%	10%	30%

**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 (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)
	80%	100	0%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**Solid Waste Management**

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (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%	80%	100%	70%	80%	90%	60%	70%	60%	70%	70%	90%	70%	90%	70%	80%

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
Benchmarks	100%				Q numbers			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
	10%		15%		3		1	

(sd/-)  
Secretary  
Municipality

**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	Sri. N.K.ALI ASHUR	SULTHAN BATHERY P.O., WAYANAD DT - 673592	4936220240	batherymunicipality@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)
	97%	100%	125	130	98%	100%	19%	20%	24	24	100%	100%	79%	90%	96%	98%	87%	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	
<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)
	100%	100	50%	90	50	80	50	80	50	80	20	20	70	90	50	80	50	80
<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			
<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)		
	100%	100%	100%	100%	100%	100%	79%	100%	100%	100%	80%	90%	80%	100%	90%	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 (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)											
	100%		100%		15		0											

(sd/-)

Secretary

Sulthan Bathery Municipality

**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
Taliparamba	Kerala	Abhilash K(Secretary)	Taliparamba - 670141	4602202259	secthaliparamba@gmail.com

**Water Supply Indicator**

	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	
	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)
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	58	75	77	96	92	93	23	19	19	21	95	97	96	97	61	68	87	91

**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	
	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)
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	100	100	51	61	Nil	Nil	52	62	75	85	2.5	5	50	65	Nil	25	Nil	25

**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 (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)
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	60	100	70	90	40	82	20	50	30%	55	60	80	Nil	70	Nil	50

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
Benchmarks	100%				0 numbers			
	35		50%		5		2	

Sd/-  
Secretary  
Taliparamba Municipality



**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						
Thalassery	Kerala	Sri. Manohar.K.				Municipal Office, Thalassery, 670101				490320051		thalasserymunicipality@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 pcd		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)
	90	90	102	105	90	90	5	5	24	24	100	100	70	75	80	85	75	75
<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	
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)	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	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<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%			
	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)		
	40	50	20	30	25	30	80	85	35	40	65	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 (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)			
	40		50		20		20											

(Sd/-)

Municipal Secretary  
Thalassery

**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												
Tanur Municipality	Kerala	Secretary	Railway station road, Tanur Po	676302	0494-2440235	tanurmunicipality@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 (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%	93.87	93.87	10%	100%	2%	1%	10	12	100%	100%	2%	0%	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%		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)
	100%	100	0%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<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%			
	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%	80%	100%	0%	100%	80%	100%	0%	100%	0%	100%	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 (2017-18)		Targets (2018-19)			Current (2017-18)		Targets (2018-19)										
	60%		100%			0		0										

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

Name of the city/ULB	State		Name of the Municipal Commissioner/ Chief Executive Officer				Postal Address with PIN code		Phone & Fax nos		Email id							
Thiruvalla	Kerala		BIJU S				Thiruvalla Municipality		689101	0469-2631218		secretarytvla@yahoo.com secretarytvla@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 (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)
	80%	100%	135	135	90%	100%	30%	20%	12	24	100%	100%	80%	80%	93%	100%	90%	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 (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%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<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%			
	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)		
	65%	100%	80%	100%	100%	100%	75%	80%	20%	100%	70%	80%	85%	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 (2017-18)				Targets (2018-19)				Current (2017-18)				Targets (2018-19)					
	100%				100%				0				0					

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

Name of the city/ULB	State	Name of the Municipal Commissioner/ Chief Executive Officer	Postal Address with PIN code	Phone & Fax nos	Email Id
TIRUR	KERALA	A. S NAISAM	TIRUR MUNICIPAL OFFICE, TRIKKANDIYUR. P.O, TIRUR - 676104	0494 2422303	secretarydirmun@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 (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)
	90%	100%	135	135	100%	100%	20%	20%	24hrs	24hrs	100%	100%	70%	80%	70%	100%	90%	90%

Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	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)
	98%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Solid Waste management indicators																		
	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%			
	Current (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)		
	0%	50%	100%	100%	100%	100%	70%	80%	90%	100%	80%	80%	80%	100%	90%	90%		

Storm Water Drainage Indicators																		
	Coverage of storm water drainage network								Incidence of Water logging/flooding									
Benchmarks	100%								0 numbers									
	Current (2017-18)				Targets (2018-19)				Current (2017-18)				Targets (2018-19)					
	60%				100%				0				0					

(Sd/-)

Secretary, Tirur Municipality

**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												
Tirurangadi Municipality	Kerala	Nassim E	Tirurangadi, -676306, Malappuram dt, Kerala	676306	0494 2460339	<a href="mailto:tirurangadiurban@gmail.com">tirurangadiurban@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 (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)
	82%	95%	90%	95%	82%	95%	12%	15%	12	24	100%	100%	60%	65%	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%		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)
	35%	90%	0%	25%	0	25%	0	25%	0	25%	0	5%	0	5%	0	5%	0	5%
<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%			
	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)		
	78%	80%	60%	75%	50%	100%	50%	60%	60%	70%	60%	75%	0%	50%	0%	25%		
<b>Storm Water Drainage Indicators</b>																		
	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)								
	65%			75%			0			1								

(sd/-)  
Secretary  
Tirurangadi Municipality

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

Name of the city/ULB		State	Name of the Municipal Commissioner				Postal Address with PIN code				Phone & Fax nos		Email id					
Thodupuzha Municipality		Kerala	N A Jayakumar				Municipal Office,Thodupuzha		685584		Ph. 8078392711		munsectpa@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 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)
	80%	95%	130	135	68%	80%	0%	0%	16	20	80%	95%	100%	100%	0%	0%	68%	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		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)
	100%	0	0%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<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			
<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)		
	60%	80%	50%	50%	70%	80%	50%	80%	55%	85%	70%	80%	20%	80%	20%	70%		
<b>Storm Water Drainage Indicators</b>																		
	Coverage of storm water drainage network						Incidence of Water logging/flooding											
<b>Benchmarks</b>	100%						0 numbers											
	Current (2017-18)			Targets (2018-19)			Current (2017-18)			Targets (2018-19)								
	80%			95%			15			10								

**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	secythrikkakaramunicipality@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 (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)
	81%	85%	85	90	92%	95%	65%	70%	73	80	75%	80%	55%	70%	80%	65%	60%	65%

<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 (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)
	0%	0	0%	0	0	0	0	0	70	75	50	55	78	85	45	50	22	25

<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 (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)		
	60%	75%	80%	90%	60%	75%	70%	80%	50%	70%	55%	70%	45%	50%	65%	70%		

<b>Storm Water Drainage Indicators</b>																		
	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)					
	45%				55%				35				40					

Sd/-  
Secretary

**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													
Tripunithura Municipality	Kerala	Abhilash Kumar.H. Municipal Secretary	Municipal Office, Tripunithura, Pin-682301	0484-2780318	<a href="mailto:musectripunithura@gmail.com">musectripunithura@gmail.com</a>													
<b>Water Supply Indicators</b>																		
	Coverage of Water supply Connections		Per Capita supply of water		Extent of metering of water connectors		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 (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)
	90%	100%	135	135	80%	90%	40%	30%	20 hrs	24 hrs	90%	100%	80%	80%	80%	90%	75%	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 (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)
	90%	100%	0%	10%	0%	10%	0%	10%	0%	10%	0%	10%	0%	10%	0%	10%	0%	10%
<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%			
	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)		
	60%	80%	90%	100%	80%	100%	60%	80%	70%	80%	70%	80%	75%	90%	80%	85%		
<b>Storm Water Drainage Indicators</b>																		
	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)											
	80%		90%															

Municipal Secretary  
Tripunithura Municipality



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				
Thirissur Municipal Corporation		Kerala	Vinu C Kunjappan						Corporation office, M O Road, Thirissur PIN 680001				Ph. 0487 2422020 Fax 0487 2423375		secretary@corporationofthirissur.org				
<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 (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)	
75%		80%		128		132		98%		100%		19%		20%		24		24	
92%		96%		76%		78%		60%		65%		79%		82%					
<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 (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		5		10		2		5		2		5	
60%		70%		68%		75%		70%		75%		70%		75%		45%		55%	
75%		80%		20%		40%		65%		75%									
<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%			
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)	
60%		70%		68%		75%		70%		75%		45%		55%		75%		80%	
20%		40%		65%		75%													
<b>Storm Water Drainage Indicators</b>																			
Coverage of storm water drainage network									Incidence of Water logging/flooding										
Benchmarks									0 numbers										
Current (2017-18)									Targets (2018-19)										
35%									40%										
									0										
									0										

SECRETARY, THRISSUR CORPORATION

**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	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		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)
	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	
Benchmarks	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

**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	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.			

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of water logging/ flooding			
Benchmarks	100%				0			
	Current		Targets		Current		Targets	
	(2017-18)	(2018-19)	(2017-18)	(2018-19)	(2017-18)	(2018-19)	(2017-18)	(2018-19)
Thiruvananthapuram	60		80		21		10	

**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			
VAIKOM	KERALA		REMYA KRISHNAN						MUNICIPAL OFFICE, VAIKOM		686141		04829-232229		munsecvkm@yahoo.co.in			
<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 (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)
	92%	95%	130	140	84%	90%	20%	18%	24	24	100%	100%	68%	75%	83%	85%	88%	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 (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)
	98%	100%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Solid Waste Management Indicator</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 (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%	90%	97%	100%	84%	90%	55%	65%	0%	20%	85%	90%	0%	10%	0%	10%		
<b>Storm Water Drainage Indicators</b>																		
	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)											
	82%		85%		2		1											

**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
Valanchery	Kerala	Faisal .A	Valanchery 676552	4942644325	

**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	
	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%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	90%	100%	90	100	90%	100%	90%	100%	90	100	90%	100%	90%	100%	90%	100%	90%	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%		100%		100%		100%		20%		80%		100%		90%	
	60%	80	60%	80	60	80	60	80	60	80	60	80	60	80	60	80	60	80

**Solid Waste Management**

Benchmarks	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 (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%		100%		80%		100%		80%		100%		90%	
	40%	80%	40%	80%	40%	80%	40%	80%	40%	80%	40%	80%	40%	80%	40%	80%

**Storm Water Drainage Indicators**

Benchmarks	Coverage of storm water drainage network				Incidence of Water logging/flooding			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
	100%				0 numbers			
	90%		100%		90		100	

Secretary

Valanchery Municipality

**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
Varkala municipality	Kerala	Subodh S	varkala municipality 695141	9496743562	<a href="mailto:secyvarkala@gmail.com">secyvarkala@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 (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)
	80%	85%	135	140	100%	100%	20%	20%	24	24	100%	100%	85%	100%	88%	95%	90%	95%

Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	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)
	100%	100	70%	80	50	60	45	60	50	55	20	35	70	80	40	60	75	90

Solid Waste Management																		
	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges			
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%			
	Current (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%	100%	100%	100%	90%	95%	70%	80%	80%	90%	80%	90%	80%	85%	80%	85%		

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)					
	45%				50%				0				0					

(sd/-)  
Secretary  
Municipality

**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
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	
<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)
	78	100	120	135	100	100	40	20	8	24	100	100	85	100	60	90	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 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	
<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)
	100	100	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 (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)
	80	90	95	100	96	100	75	80	90	95	70	90	85	95	90	100

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
<b>Benchmarks</b>	100%				0 numbers			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
	3		5		0		0	

Secretary  
Vatakara Municipality

**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													
Wadakkanchery Municipality	Kerala	Muhammed Anas K.M	Wadakkanchery P.O, Thrissur - 680582	4884232252	wckymp@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 (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)
	85%	90%	60	80	80%	90%	25%	20%	5	12	80%	100%	25%	70%	80%	90%	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 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 (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	Don't have STP Plant at present															
<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%										
	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)		
	40%	90%	30%	90%	50%	100%	30%	70%	50%	100%	40%	80%	90%	93%	90%	93%		
<b>Storm Water Drainage Indicators</b>																		
	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)											
	71%		90%		2		0											

(sd/-)

Secretary

Wadakkanchery Municipality