

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)			
	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