

14th Finance Commission: Declaration of Service Level Standards Notification Format																																			
Name of the city/ULB		State		Name of the Municipal Commissioner/ Chief Executive Officer				Postal Address with PIN code				Phone & Fax nos		Email id																					
Kattappana		Kerala		K Krishnakumar, Secretary in Charge ,Kattappana Municipality				Secretary, Kattappana Municipality, Kattappana P.O, Idukki, Pin - 685508				04868272235		<a href="mailto:munsecktpna@gmail.com">munsecktpna@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)																	
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 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)													
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 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)													
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									0 numbers																										
Current (2017-18)									Targets (2018-19)																										
0									15																										
Current (2017-18)									Targets (2018-19)																										
0									30																										

Secretary  
Name of Municipality