

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	4812566665	ktmmunicipality@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%	90	100	100%	100%	10%	5%	15	20	96%	100%	45%	60%	95%	100%	95%	100%
Sewage Management (Sewerage and Sanitation)																		
	Coverage of Toilets	Coverage of sewage network services	Collection efficiency of the sewage network	Adequacy of sewage treatment capacity	Quality of sewage treatment	Extent of reuse and recycling of treated sewage	Efficiency in redressal of customer complaints	Extent 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 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)		
	65%	75%	95%	100%	60%	75%	45%	70%	40%	75%	75%	80%	10%	50%	0%	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)											
	85%		100%		7		0											

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