

**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	<a href="mailto:munsecpala12@gmail.com">munsecpala12@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)		
	100%	100%	100%	100%	100%	100%	80%	80%	100%	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)		
	100%		Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
<b>Name of the city/ULB : PALA</b>												
	Household level coverage of solid waste management services	Efficiency of collection of municipal solid waste	Extent of segregation of municipal solid waste	Extent of municipal solid waste recovered	Extent of scientific disposal of municipal solid waste	Efficiency in redressal of customer complaints	Extent of cost recovery in SWM services	Efficiency in collection of SWM charges				
Benchmark	100%	100%	100%	80%	100%	80%	100%	90%				
	Current (2017-18)	Targets (2018-19)	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%	80%	70%	80%			20%	50%	40%	60%	50%	65%
<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%		65%									

(Sd/-)  
Secretary  
Pala Municipality