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
Punaluar	Kerala	Renukadevi.G	Municipal Office,Punalur,Kollam,Pin-691305	0475-2222683	secypnlr@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	12	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%	100	0	100	0	100	0	100	0	20	80	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			
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%	100%	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				