

**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				
Taliparamba		Kerala		Abhilash K(Secretary)				Taliparamba - 670141				4602202259		<a href="mailto:secthaliparamba@gmail.com">secthaliparamba@gmail.com</a>				
	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	55	75	75	95	90	92	25	20	18	20	95	96	95	95	60	65	85	90

**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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	100	100	50	60	Nil	Nil	50	60	70	80	Nil	2.5	40	60	Nil	20	Nil	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 (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)	Current (2016-17)	Targets (2017-18)
	40	100	50	100	30	80	10	50	20%	50	50	70	Nil	70	Nil	40

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
Benchmarks	100%				0 numbers			
	Current (2016-17)		Targets (2017-18)		Current (2016-17)		Targets (2017-18)	
	30		50%		5		2	

Sd/-  
Secretary  
Thaliparamba Municipality