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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	
Valanchery	Kerala	Faisal .A	Valanchery	676552	4942644325	

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	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%	
	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	90%	100%	90%	100%	90	100	90%	100%	90%	100%	90%	100%

Sewage Management (Sewerage and Sanitation)

	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment		Quality of sewage treatment		Extent of reuse and recycling of treated		Efficiency in redressal of		Extent of cost recovery in sewage	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%	
	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)
	60%	80	60%	80	60	80	60	80	60	80	60	80	60	80	60	80

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)
	40%	80%	40%	80%	40%	80%	40%	80%	40%	80%	40%	80%	40%	80%	40%	80%

Storm Water Drainage Indicators

	Coverage of storm water drainage network						Incidence of Water logging/flooding									
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Benchmarks	100%		0 numbers					
	Current (2017-18)	Targets (2018-19)	Current (2017-18)	Targets (2018-19)				
	90%	100%	90	100				

Secretary
Valanchery Municipality

Email id

Efficiency in collection of water supply related

90%

Current (2017-18)	Targets (2018-19)
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90%	100%
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Efficiency in collection of sewage

90%

Current (2017-18)	Targets (2018-19)
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60	80
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40	80

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