

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.
Thiruvananthapuram	Kerala	Ms. Deepa L. S	Thiruvananthapuram Municipal Corporation, Vikas bhavan-PO, Trivandrum - 695033	0471 - 2320821/2322470	tvpmcorp@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	
	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
Benchmarks	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)
	78	90	100	135	100	100	35	33	18	20	92	95	70	75	100	100	60	70

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	
	100%		100%		100%		100%		100%		20%		80%		100%		90%	
Benchmarks	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)
	99.5	100	37	40	41	43	95	95	100	100	50%	30%	60	70	0	0	10	10

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 (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)
	Corporation has been following decentralized SWM and encourages on-site management of biodegradable discards since 2013. Source segregation is also done at site.										70	80	Corporation has been following decentralized SWM and encourages on-site management of biodegradable discards since 2013. So cost recovery and collection of SWM charges is not applicable.			

Storm Water Drainage Indicators

	Coverage of storm water drainage network				Incidence of water logging/ flooding			
Benchmarks	100%				0			
	Current (2017 – 18)		Targets (2018 – 19)		Current (2017 – 18)		Targets (2018 – 19)	
Thiruvananthapuram	60		80		21		10	