

FORMAT – B

COIMBATORE CITY MUNICIPAL CORPORATION

Declaration of service Level Standards Notification format for the year 2016-17.

Name of the Urban Coimbatore City	Name Commissioner	Postal address with PIN code		Phone & Fax nos.		Email id.		
	K. VijayaKarthikeyan	Corporation Building, Town Hall, Coimbatore 641001		0422-2390261				
	Coverage of water supply connections	Per capital of supply of water		Extent of metering of water connection		Extent of non revenue water		
Benchmarks	100%	135 lpcd		100%		20%		
	Current-2016-17	Target-2017-18	Current-2016-17	Target-2017-18	Current-2016-17	Target-2017-18	Current-2016-17	Target-2017-18
	80%	85%	120	125	55%	70%	32%	28%

Sewage Management (Sewerage and Sanitation)

	Coverage of Toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity	
Benchmarks	100%		100%		100%		100%	
	Current-2016-17	Target-2017-18	Current-2016-17	Target-2017-18	Current-2016-17	Target-2017-18	Current-2016-17	Target-2017-18
	90%	95%	40%	75%	50%	65%	75%	85%

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of Municipalsolid waste		Extent of segregation of municipal solid waste	
Benchmarks	100%		100%		100%	
	Current-2016-17	Target-2017-18	Current-2016-17	Target-2017-18	Current-2016-17	Target-2017-18
	80%	85%	90%	93%	75%	80%

Storm Water Drainage Indicators

	Coverage of storm water drainage network	Incidence of water logging flooding
Benchmarks	100%	0

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Coimbatore City Municipal Corporation		K. VijayaKarthikeyan		Corporation Building, Town Hall, Coimbatore 641001		0422-2390261			
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	
24 hours		100%		80%		100%		90%	
Current-2016-17	Target-2017-18	Current-2016-17	Target-2017-18	Current-2016-17	Target-2017-18	Current-2016-17	Target-2017-18	Current-2016-17	Target-2017-18
4H / 3D	4H / 2D	80%	85%	68%	73%	70%	80%	72%	80%

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%		20%		80%		100%		100%	
Current-2016-17	Target-2017-18	Current-2016-17	Target-2017-18	Current-2016-17	Target-2017-18	Current-2016-17	Target-2017-18	Current-2016-17	Target-2017-18
75%	85%	0%	10%	68%	73%	70%	80%	40%	60%

Extent of corporation solid waste recovered		Extent of scientific disposal of Corporation solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency of cost collection of SWM services	
80%		100%		80%		100%		90%	
Current-2016-17	Target-2017-18	Current-2016-17	Target-2017-18	Current-2016-17	Target-2017-18	Current-2016-17	Target-2017-18	Current-2016-17	Target-2017-18
60%	70%	60%	80%	60%	70%	50%	70%	65%	80%

(Sd) Commr
Coimbatore Corporation