


FORMAT – B – Declaration of Service Level Standards

Coimbatore District

Coimbatore City Municipal Corporation

Under the conditions imposed for the drawal of share of “ **General Performance Grant**” under the 13th Central Finance Commission recommendations, the undersigned, holding the office of the Commissioner, Coimbatore City Municipal Corporation is publishing the “**Standardised Service Level Benchmarking**” for the year 2017-2018 comprising of four service sectors viz., Water supply, Sewerage, Strom water Drainage and Solid Waste Management pertaining to the Coimbatore City Municipal Corporation.


Commissioner,

Coimbatore City Municipal Corporation

RK
24/10/2018
A.E

FORMAT - B

COIMBATORE CITY MUNICIPAL CORPORATION

Declaration of service Level Standards Notification format for the year 2017-18

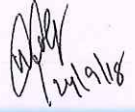
Name of the Urban Local Body	Name Commissioner	Postal address with PIN code	Phone & Fax nos.	Email Id.	Name of the Urban Local Body	Name Commissioner	Postal address with PIN code	Phone & Fax nos.	Email id.
Coimbatore City Municipal Corporation	K. VijayaKarthikeyan	Corporation Building, Town Hall, Coimbatore 641001	0422-2390261		Coimbatore City Municipal Corporation	K. VijayaKarthikeyan	Corporation Building, Town Hall, Coimbatore 641001	0422-2390261	

Water supply Indicators																		
	Coverage of water supply connections		Per capital of supply of water		Extent of metering of water connection		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	Target-2018-19	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19
	85%	90%	125	130	70%	80%	28%	25%	6H / 1D	8H / 1D	85%	90%	73%	76%	80%	90%	80%	85%

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%		100%	
	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19
	94%	96%	60%	70%	60%	70%	80%	85%	80%	85%	10%	12%	73%	76%	80%	90%	50%	60%

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		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		
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%		
	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19	
	85%	95%	93%	98%	80%	90%	70%	80%	80%	90%	70%	75%	70%	80%	80%	85%	

Storm Water Drainage Indicators				
	Coverage of storm water drainage network		Incidence of water logging flooding	
Benchmarks	100%		0	
	Current-2017-18	Target-2018-19	Current-2017-18	Target-2018-19
	60%	70%	20%	10%


 Commissioner,
 Coimbatore Corporation,
 Coimbatore - 641 001.
