

FORMAT - B Declaration of Service Level Standards Notification Format for the final year 2019-20

Name of the Urban Local Body (Grade of Municipality) Thoothukudi City Municipal Corporation		Name of the Corporation Commissioner Tmt.Poongodi Arumaikkan B.E., Thoothukudi 628001		Postal address with PIN code Commissioner, Thoothukudi City Municipal Corporation, Thoothukudi 628001		Phone & Fax nos. 0461-2326901,902,903 &Fax No. 0461 2320457		Email Id / Web address commr.thoothukudi@tn.gov.in																						
Water Supply Indicators																														
Coverage of water supply Connections	Current (2019-20)	Target (2020-21)	100%	Extent of metering of water connections	100%	Current (2019-20)	Target (2020-21)	100%	Continuity of water supply	24 hours	Current (2019-20)	Target (2020-21)	100%	Quality of water supplied	Current (2019-20)	Target (2020-21)	100%	Extent of redressal of customer complaints	80%	Current (2019-20)	Target (2020-21)	100%	Cost recovery in water supply services	Current (2019-20)	Target (2020-21)	100%	Efficiency in collection of water supply-related charges	Current (2019-20)	Target (2020-21)	90%
	95.00 %	100 %																												
Solid Waste Management Indicators																														
Household level coverage of solid waste management services	Current (2019-20)	Target (2020-21)	100%	Extent of segregation of municipal solid waste	100%	Current (2019-20)	Target (2020-21)	100%	Extent of municipal solid waste recovered	80%	Current (2019-20)	Target (2020-21)	100%	Extent of scientific disposal of municipal solid waste	Current (2019-20)	Target (2020-21)	100%	Efficiency in redressal of customer complaints	80%	Current (2019-20)	Target (2020-21)	100%	Extent of cost recovery in SWM services	Current (2019-20)	Target (2020-21)	100%	Efficiency in collection of SWM charges	Current (2019-20)	Target (2020-21)	90%
	100 %	100 %																												
Storm Water Drainage Indicators																														
Coverage of storm water drainage network	100%		100%	Incidence of water logging/ f loading	0%																									
	Current (2019-20)	Target (2020-21)			Current (2019-20)	Target (2020-21)																								
90 %	90 %	100 %	100 %	0 %	0 %																									

Sd.....
 Commissioner
 Thoothukudi City Municipal Corporation