

**FORMAT – A**

**SERVICE STANDARDS FOR DELIVERY OF ESSENTIAL SERVICES SUCH AS WATER SUPPLY, SEWERAGE,  
SOLID WASTE MANAGEMENT AND STORM WATER DRAINAGE**

Sl. No.	SERVICE SECTOR Proposed Indicator	Service level Benchmark fixed by Gol	Service level now provided by the Corporation - 2015 -16	Service Level to be provided by the Corporation in the year 2016-17	Service Level to be provided by the Corporation in the year 2017-18	Service Level to be provided by the Corporation in the year 2018-19	Service Level to be provided by the Corporation in the year 2019-20	Reason for increase or decrease in Service Level in 2019-20 (Compare to 2015-16)
<b>1</b>	<b>WATER SUPPLY SERVICES</b>							
	<b>Proposed Indicators</b>							
1	Coverage of Water Supply Connections	100%	44%	50%	70%	80%	100%	-
2	Per Capita Supply of Water	135 lpcd	102 lpcd	115 lpcd	120 lpcd	125 lpcd	135 lpcd	
3	Extent of metering of water connections	100%	26%	30%	55%	75%	100%	-
4	Extent of non-revenue water (NRW)	20%	56%	46%	36%	26%	20%	-
5	Continuity of Water Supply	24 hours	Once in 4 days / 4 Hrs.	Once in 3 days / 4 Hrs.	Once in 2 days / 4 Hrs	Once in 1 day / 4 Hrs	24 Hrs	-
6	Quality of Water Supplied	100%	75%	80%	85%	90%	100%	-
7	Efficiency in redressal of customer complaints	80%	65%	70%	73%	75%	80%	-
8	Cost recovery in water supply services	100%	60%	70%	80%	90%	100%	-
9	Efficiency in collection of water supply-related charges	90%	60%	75%	80%	85%	90%	

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<b>II</b>	<b>SEWAGE MANAGEMENT (SEWERAGE AND SANITATION)</b>							
	<b>Proposed Indicators</b>							
1	Coverage of toilets	100%	80%	92%	95%	97%	100%	-
2	Coverage of Sewage network services	100%	55%	65%	75%	85%	100%	
3	Collection efficiency of the sewage network	100%	25%	40%	50%	60%	100%	-
4	Adequacy of sewage treatment capacity	100%	50%	80%	85%	90%	100%	-
5	Quality of sewage treatment	100%	70%	80%	85%	90%	100%	-
6	Extent of reuse and recycling of sewage	20%	-	10%	15%	17%	20%	-
7	Efficiency in redressal of customer complaints	80%	60%	70%	73%	77%	80%	-
8	Extent of cost recovery in sewage management	100%	-	50%	70%	80%	100%	Proposal for Bye law approval, submitted to DMA
9	Efficiency in collection of sewage charges	100%	19.43%	77%	85%	90%	100%	-

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III	<b>SOLID WASTE MANAGEMENT</b>							
	<b>Proposed Indicators</b>							
1	Household level coverage of solid waste management services	100%	60%	70%	80%	90%	100%	After purchase of New Tipper we can cover all the houses.
2	Efficiency of collection of Municipal solid waste	100%	80%	90%	93%	97%	100%	-
3	Extent of segregation of Municipal solid waste	100%	80%	90%	93%	97%	100%	-
4	Extent of Municipal solid waste recovered	80%	70%	75%	77%	79%	80%	-
5	Extent of scientific disposal of Municipal solid waste	100%	50%	60%	70%	80%	100%	
6	Efficiency in redressal of customer complaints	80%	60%	65%	70%	75%	80%	-
7	Extent of cost recovery in SWM Services	100%	15%	25%	35%	45%	60%	
8	Efficiency in collection of SWM Charges	90%	60%	70%	80%	85%	90%	-

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IV	<b>STORM WATER DRAINAGE</b>							
	<b>Proposed Indicators</b>							
1	Coverage of storm water drainage network	100%	52%	75%	77%	87%	100%	-
2	Incidence of water logging / flooding	0	20%	15%	10%	5%	0%	

City Engineer

COIMBATORE CITY MUNICIPAL CORPORATION

COMMISSIONER

COIMBATORE CITY MUNICIPAL CORPORATION

**FORMAT – B**

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									
	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 (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20	Current (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20	Current (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20	Current (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20
	44%	50%	70%	80%	100%	102 lpcd	115 lpcd	120 lpcd	125 lpcd	135 lpcd	26%	30%	55%	75%	100%	56%	46%	36%	26%	20%

**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 (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20	Current (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20	Current (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20	Current (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20
	80%	92%	95%	97%	100%	55%	65%	75%	85%	100%	25%	40%	50%	60%	100%	50%	80%	85%	90%	100%

**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 (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20	Current (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20	Current (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20
	60%	70%	80%	90%	100%	80%	90%	93%	97%	100%	80%	90%	93%	97%	100%

**Storm Water Drainage Indicators**

	Coverage of storm water drainage network					Incidence of water logging flooding				
Benchmarks	100%					0				
	Current (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20	Current (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20
	52%	75%	77%	87%	100%	20%	15%	10%	5%	0

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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									
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 (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20	Current (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20	Current (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20	Current (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20	Current (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20
4H / 4 D	4H / 3D	4H / 2D	4H / 1D	24H	75%	80%	85%	90%	100%	65%	70%	73%	75%	80%	60%	70%	80%	90%	100%	60%	75%	80%	85%	90%

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 (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20	Current (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20	Current (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20	Current (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20	Current (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20
70%	80%	85%	90%	100%	-	10%	15%	17%	20%	60%	70%	73%	77%	80%	-	50%	70%	80%	100%	19.43%	77%	85%	90%	100%

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 (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20	Current (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20	Current (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20	Current (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20	Current (2015-16)	Target-2016-17	Target-2017-18	Target-2018-19	Target-2019-20
70%	75%	77%	79%	80%	50%	60%	70%	80%	100%	60%	65%	70%	75%	80%	15%	25%	35%	45%	60%	60%	70%	80%	85%	90%