

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 | | | | | | | | | | | | |
|--|---|---|---|-------------------|--|--|---|-------------------|--|-------------------|---|-------------------|--|-------------------|--|-------------------|--|-------------------|
| KOCHI | KERALA | AS ANUJA | PARK AVENUE, ERNAKULAM, KOCHI | 682011 | 4842369007 FAX-04842369023 | kochicorpsecretary@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 | |
| Benchmarks | 100% | | 135 lpcd | | 100% | | 20% | | 24 hours | | 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) | Current (2017-18) | Targets (2018-19) |
| | 85% | 90% | 145 | 145 | 96% | 100% | 40% | 30% | 19 | 21 | 99% | 100% | 75% | 80% | 50% | 60% | 80% | 90% |
| 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% | | 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) | Current (2017-18) | Targets (2018-19) |
| | 99% | 100 | 3% | 6 | 100 | 100 | 4.5 | 6 | 100 | 100 | 0 | 2 | 65 | 70 | 0 | 2 | 0 | 0 |
| Solid Waste Management | | | | | | | | | | | | | | | | | | |
| | 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) | | |
| | 90% | 95% | 98% | 100% | 85% | 90% | 65% | 70% | 70% | 80% | 75% | 80% | 10% | 20% | 65% | 75% | | |
| Storm Water Drainage Indicators | | | | | | | | | | | | | | | | | | |
| | Coverage of storm water drainage network | | | | Incidence of Water logging/flooding | | | | | | | | | | | | | |
| Benchmarks | 100% | | | | 0 numbers | | | | | | | | | | | | | |
| | Current (2017-18) | | Targets (2018-19) | | Current (2017-18) | | Targets (2018-19) | | | | | | | | | | | |
| | 70% | | 80% | | 40 | | 20 | | | | | | | | | | | |

(sd/-)
Secretary
Municipality