

**SALEM CORPORATION
NOTIFICATION**

Under the conditions imposed for the drawal of share of "General Performance Grant" vide condition No. Chapter IX under Para 9.77 & 9.78 the 14th Central Finance Commissions Recommendations, the undersigned, holding the office of the Corporation Commissioner, Salem Corporation, is publishing the "Standardised Service Level Bench Marking" for the year 2016-2017 comprising of four service sectors viz, Water supply services, Sewerage Management, Solid Waste Management and Storm Water Drainage pertaining to the Salem Corporation.

FORMAT – B

Declaration of Service Level Standards Notification Format for the final year 2016-17

Name of the Urban Local Body (Grade of Municipality) Salem City Municipal Corporation	Name of the Corporation Commissioner Thiru.R. Sadheesh, M.A., M.Phil.,	Postal address with PIN code The Commissioner, Salem Corporation, Salem 636 007.	Phone & Fax nos. 0427-2213131 Fax No. 0427 2220191	Email Id / Web address commr.salem@tn.gov.in
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I 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		
Benchmarks	100%			135 lpcd			100%			20%			24 hours		
	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)
1	52.20%	51.88%	54.00%	135 LPCD	135 LPCD	135 LPCD	1.00%	1.50%	3.00%	30.00%	27.98 %	24.00 %	2 ½ Hours	2 ½ Hours	2 ½ Hours

	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%			80%			100%			90%		
	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)
1	100 %	100 %	100 %	79 %	80 %	80 %	100 %	100 %	100 %	80 %	84 %	86 %

II Sewage Management (Sewerage and Sanitation)															
Benchmarks	Coverage of Toilets			Coverage of Sewage net work services			Collection efficiency of the sewage network			Adequacy of sewage treatment capacity			Quality of sewage treatment		
	100%			100%			100%			100%			100%		
	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)
1	70 %	74 %	80 %	64.50%	69.20%	81.25%	0%	0%	35%	75%	95%	100%	%	%	100%

Benchmarks	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		
	%			%			%			%		
	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)
1	0%	0%	0%	0 %	0 %	75%	%	%	50 %	%	%	70 %

III. Solid Waste Management Indicators												
Benchmarks	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		
	100%			100%			100%			100%		
	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)
1	80 %	80 %	85 %	90 %	90 %	95 %	40 %	50 %	55 %	40 %	45 %	45 %

Benchmarks	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		
	%			%			%			%		
	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)
1	0 %	0 %	60 %	80 %	80%	85 %	5 %	5 %	30 %	75 %	80 %	85 %

IV) Storm Water Drainage Indicators						
Benchmarks	Coverage of storm water drainage network			Incidence of water logging/ flooding		
	%			%		
	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)	Current (2015 – 16)	Current (2016 – 17)	Target (2017 – 18)
	63.80 %	64.22 %	70 %	2 %	1 %	0 %


 Commissioner ,
 Salem City Municipal Corporation.


 31/8/17