

Letter No. 190/ 2018, Dated : 18.09.2018

Belur Town Panchayat

Under the conditions imposed for the drawal of share of "General Performance Grant" vide condition No. III under Para 9.78 under the 14th Central Finance Commission Recommendations, the undersigned, holding the office of the Executive Officer, Belur Town Panchayat, is publishing the "Standardized Service Level Bench Marking" for the years 2017-18 and 2018-19 comprising of four service sectors viz, Water supply, Sewerage, Storm Water Drainage and Solid Waste Management pertaining to the Belur Town Panchayat.

FORMAT - B

Belur Town Panchayat

Declaration of Service Level Standards Notification Format

Name of the Urban Local Body	Name of the Town Panchayat/Executive Officer	Postal address with PIN code	Phone & Fax Nos.	Eamil Id.
Belur Town Panchayat	Belur Town Panchayat A.Poovendiran	Town Panchayat Office, 29C, Bazaar Street, Belur Post; Valapady taluk, Salem District, Tamiinadu, Pincode - 636 104	04292-241424	eotpbellur@gmail.com

Water Supply Indicators

Benchmarks	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	
	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)
	100%		135 lpcd%		100%		20%		24 hours		100%		80%		100%		90%	
1	90	95	73	74	30	35	20	14	3	3	100	100	100	100	100	100	90	100

Sewage Management (Sewerage and Sanitation)

Benchmarks	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	
	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)
	100%		100%		100%		100%		100%		20%		80%		100%		90%	

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Solid Waste Management Indicators

Benchmarks	Household Level coverage of Solid Waste Management Services		Efficiency of Collection of Town Panchayat Solid Waste		Extent of Segregation of Town Panchayat Solid Waste		Extent of Town Panchayat Solid Waste Recovered		Extent of Scientific Disposal of Town Panchayat Solid Waste		Efficiency in Redressal of Customer Complaints		Extent of Cost Recovery in SWM Services		Efficiency in Collection of SWM Charges	
	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)
	100%		100%		100%		80%		100%		80%		100%		90%	

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Storm Water Drainage Indicators

Benchmarks	Coverage of Storm Water Drainage Network				Incidence of Water Logging / Flooding			
	Current (2017-18)		Targets (2018-19)		Current (2017-18)		Targets (2018-19)	
	100%				0%			
1	60		80					

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(Sd.,) X X X ,
Executive Officer,
First Grade Town Panchayat,
Belur.

Belur,
18-9-2018.