

14th FINANCE COMMISSION : DECLARATION OF SERVICE LEVEL STANDARDS NOTIFICATION FORMAT

Name of the City/ULB	State	Name of the Municipal	Postal Address with PIN Code	Phone & Fax nos.	Email ID
Parappanangadi Municipality	Kerala	Viswanathan.K.B	Parappanangadi Municipality:Parappanangadi P.O, Malappuram, Kerala -676303	Ph : 0494-2410239	parappanangadimunicipality@gmail.com

Water Supply indicators

	Coverage of Water supply Connection		Per Capita Supply of water		Extent of metering of water connection		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	
Bench Marks	100%		135 lpcd		100%		20%		24 Hours		100%		80%		100%		90%	
	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)
	80%	100%	100	110	80%	90%	10%	5%	24	24	96%	100%	80%	80%	90%	100%	90%	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 cost recovery in sewage management		Efficiency in collection of sewage charges	
Bench Marks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)
	100%	100%	70%	85%	70%	80%	0%	0%	0%	0%	0%	0%	70%	80%	0%	0%	0%	0%

Solid Waste Management

	House hold 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	
Bench Marks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)	Current (2018 -19)	Targets (2019 - 20)
	80%	90%	90%	90%	80%	90%	70%	80%	40%	50%	70%	80%	80%	90%	90%	90%

Storm Water Drainage Indicators

	Coverage of storm water drainage network				Incidence of Water logging/flooding			
Benchmarks	100%				0 numbers			
	Current (2018-19)		Targets (2019-20)		Current (2018-19)		Targets (2019-20)	
	80		100		5		3	

Secretary
Parappanangadi Municipality