

# **Checklist for the 'Urban Reforms Agenda' under JNNURM**

**NAGAR NIGAM LUCKNOW**

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## STAKEHOLDER CONSULTATIONS FOR REFORMS

### DESIRED OBJECTIVE/S

JNNURM requires the states/ cities to commit to reforms after effective consultations held across agencies and institutions involved in undertaking these reforms. It should be ensured that meaningful consultations are held at both the State and City levels on the reforms agenda, prior to the Memorandum of Agreement being entered into with the MoUD, Government of India.

### DETAILS OF CONSULTATIONS

Please provide the list of agencies / stakeholders consulted

S.No	Stakeholders Consulted (Name position and agency / institution)
1	State Cabinet
2	Departments of the State Government
3	Elected representatives of the municipal bodies
4	Officers of the municipal corporations and other urban local bodies

*Please specify consultations held and dates of such meetings / workshops*

*Various workshops were organised by Regional Centre for Urban Environmental Studies, Lucknow, Government of India which were well attended by officers of the municipal corporations and other urban local bodies. The reform agenda was explained and feedback taken from each of them. The reform agenda has been put up before the board of the municipal corporations and other urban local bodies and the board's approval has been obtained. Since, the reform agenda required inputs from other departments, like Stamp and Registration department, as well, meetings were held with various departments. Concurrence of the finance and planning departments was also obtained on the reform agenda. Finally, the nod of the state cabinet was obtained to finalise the reform agenda. The state of Uttar Pradesh is thus fully committed to the reform process as envisaged by Government of India.*

# **M**andatory **R**EFORMS AT THE LEVEL OF THE **S**TATE **G**OVERNMENT

## S1. IMPLEMENTATION OF THE 74TH CONSTITUTIONAL AMENDMENT ACT

### DESIRED OBJECTIVE/S

JNNURM requires certain reforms to be undertaken by states/ cities in implementing the 74<sup>th</sup> Constitutional Amendment Act in its letter and spirit. The State should ensure meaningful association and engagement of Urban Local Bodies in the entire gamut of urban management functions, including but not limited to the service delivery function by parastatal agencies. Over a period of seven years, the Mission aims to ensure that all special agencies that deliver civic services in urban areas to ULBs are either transferred and / or platforms are created for accountability to ULBs for all urban civic service providers in transition.

### CURRENT STATUS

a. Please indicate the status of implementation of the following as per the Act:

i. Constitution of municipalities, and last when	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	<i>Election were held in October-November 2006</i>
ii. Composition of municipal councils, and last when	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	<i>Elections were held in October-November 2006 for 12 Municipal Corporation.192 municipalities and 417 Nagar Panchayats</i>
iii. Reservation of seats for women, SCs and STs	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	<i>Seats in municipal elections are reserved as per constitutional provisions.</i>
iv. Constitution of District Planning Committees (DPCs)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	<i>UP District Planning Committee Act, 1999 has been enacted, DPC formation under process.</i>
v. Constitution of Metropolitan Planning Committee (MPCs)	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	<i>The UP Nagar Nigam Adhiniyam, 1959 in section 57-A provides for constitution of MPC. The rules of MPC are being framed.</i>
vi. Incorporation of Schedule 12 into the State Municipal Act	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	<i>They were incorporated into the Act on 30<sup>th</sup> May, 1994.</i>

b. Please indicate which of the functions of Schedule 12 have been incorporated into the State Municipal Act and transferred to ULBs by indicating a Yes or No against columns 'c' and 'd'

No.	Functions listed in 12 <sup>th</sup> Schedule	Incorporated in the Act <sup>1</sup>	Transferred to ULBs <sup>2*</sup>
a	B	C	d
1	Urban Planning including town planning	✓	Partly
2	Regulation of land-use and construction of buildings	Partly	Partly
3	Planning for economic and social development	No	No
4	Roads and bridges	✓	Partly
5	Water supply- domestic, industrial and commercial	✓	Partly
6	Public health, sanitation, conservancy and SWM	✓	Completely
7	Fire services	No	No
8	Urban forestry, protection of environment and ecology	✓	Partly
9	Safeguarding the interests of weaker sections society including the handicapped and mentally retarded	✓	Partly
10	Slum improvement and upgradation	✓	Partly
11	Urban poverty alleviation	✓	Partly
12	Provision of urban amenities and facilities- parks, gardens and playgrounds	✓	Completely
13	Promotion of cultural, educational, and aesthetic aspects	✓	Completely
14	Burials and burial grounds, cremations, cremation grounds and electric crematoriums	✓	Completely
15	Cattle pounds, prevention of cruelty to animals	✓	Completely
16	Vital statistics including registration of births and deaths	✓	Completely
17	Public amenities including street lighting, parking lots, bus stops and public conveniences	✓	Completely
18	Regulation of slaughter houses and tanneries	✓	Completely

\* ULBs have been performing these functions earlier.

- c. In case of any of the above functions have not been transferred or transferred only partly, please specify the other agencies involved and its role vis-à-vis ULBs.

<ul style="list-style-type: none"> <li>Regulation of land use &amp; construction of buildings</li> </ul>	Except 133 Municipal areas where development authorities and regulated area authorities are performing this function, ULBs in remaining 495 towns are doing this function.
--	--

<sup>1</sup> Indicate as either : Completely, No, or Partly

<sup>2</sup> Indicate as either : Completely, No, or Partly

• Urban Planning including Town Planning	Same as above
• Water Supply	Except Urban areas covered under 5 water works and 2 regional water works, all ULBs are performing this function.
• Roads and Bridges	Except roads owned by PWD, all other roads are constructed and maintained by ULBs.
• Urban forestry	State Forest Department
• Safeguarding the interest of weaker sanction	Social Welfare Department, State Urban Development
• Slum improvement and upgradation	State Urban Development Agency
• Urban poverty alleviation	State Urban Development Agency

d. Please indicate whether the transfer of functions has been accompanied by transfer of staff. Yes  No  Partly

If no, please specify the extent to which ULBs have been given powers and resources to recruit staff for managing transferred functions.

*The municipal staff belongs to the centralized or the non-centralised cadre. Recruitment to the centralized staff positions are done through the State Public Service Commission and the Subordinate Staff Selection Board. Recruitment to the non-centralised positions are done at the ULB level.*

e. If the DPC/MPC has been constituted, please attach a copy of the Act.  
*DPC has been constituted under the UP District Planning Committee Act, 1999. The UP Nagar Nigam Adhiniyam, 1959 in section 57-A provides for constitution of MPC.*

f. If the DPC/MPC has not been constituted, has the legislative process for their constitution been initiated? Yes  No   
 Please specify status, if the process has been initiated.

g. Please indicate the status of SFC - have they been constituted? When was the last SFC constituted?  
*Third SFC has been constituted by the Government as per GO No. R.G.-2046/Dus-2004-70-2004 dated December 23, 2004 issued by Finance department.*

h. Please indicate whether SFCs submitted their recommendations. Yes  No   
 If yes, what is the status of implementation?

*There were 61 recommendations made by 1<sup>st</sup> SFC of which 46 recommendations were totally accepted and 3 were accepted with modifications by the State Government. The 2<sup>nd</sup> SFC submitted 134 recommendations of which 98 recommendations were totally accepted, 6 were partially accepted and 8 were accepted with modifications by the State Government. 22 recommendations were rejected. The main recommendation was regarding devolution of funds from the tax revenues of the state which was accepted by the State Government.*



**TIMELINE FOR REFORMS**

**MUNICIPAL ELECTIONS**

- a. If elections to the municipalities have not been held, Please indicate when this will be held. ***Elections have been held.***
- |                      |                      |                      |                      |                      |                      |                      |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Year1                | Year2                | Year3                | Year4                | Year5                | Year6                | Year7                |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

**DISTRICT PLANNING COMMITTEE / METROPOLITAN PLANNING COMMITTEE**

- b. If the answer to 1(e) (i) is no, then please provide a time schedule for constituting the DPC/MPC. (Indicate year for enactment of Act in box)
- |                      |                      |                      |                      |                      |                      |                      |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| Year1                | Year2                | Year3                | Year4                | Year5                | Year6                | Year7                |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

***Provision for constituting DPC/MPC has been made in the Act.***

Please provide timelines for steps leading up to enactment of legislation for constitution of DPC / MPC.

*DPC will be made functional in 2007-08. Process for formation of MPC will start in 2007-08 and they will be made fully functional by 2011-12. At present, four municipal councillors and municipal commissioner are members of the board of the development authority chaired by Divisional Commissioner. The representation of the local body is about 40%. After discussions, the commitment to bring the date to make MPC functional forward will be again reviewed after six months.*

Please specify the reasons for delay, if any.

**STATE FINANCE COMMISSION**

- c. Please provide timetable for constitution of SFC, acceptance and implementation of its recommendations

*Recommendations of 2 SFC's constituted earlier have already been implemented by the State Government. The recommendations of the 3<sup>rd</sup> SFC would be available by 2007. The acceptance and implementation of its recommendation would follow in the year 2007-08.*

**CONVERGENCE OF URBAN MANAGEMENT FUNCTIONS**

- d. Resolution<sup>3</sup> by Government expressing commitment to implement the 74<sup>th</sup> Amendment Act<sup>4</sup> with respect to convergence of urban management functions with ULBs (Note: This resolution should be passed within 6 months of signing of MOA under JNNURM and a copy submitted to MOUD.) **Agreed.**
- e. Please provide timeline in years of when the State plans to complete the transfer of the following functions<sup>5</sup>

No.	Functions listed in 12 <sup>th</sup> Schedule	Gov. Resolution	Cabinet Approval	Amendment of State/Municipal Acts	Implementation
1	Urban Planning including town planning	There are 628 ULBs in the State. This function is performed by all except 133 where this is done by the concerned Development Authorities and Regulated Areas. By 7 <sup>th</sup> year, it will be extended to all ULBs.			
2	Regulation of land-use and construction of buildings	495 Municipalities already perform this function. By 7 <sup>th</sup> year, amendment would be made in the Municipal Corporation Act.			
3	Planning for economic and social development	2009-10	2009-10	2009-10	2010-11
4	Roads and bridges	Already with ULBs.			
5	Water supply- domestic, industrial and commercial	Already with ULBs.			
6	Public health, sanitation, conservancy and SWM	Already with ULBs.			
7	Fire services	2009-10	2010-11	2011-12	2011-12
8	Urban forestry, protection of environment and ecology	Done	Done	Done	2010-11
9	Safeguarding the interests of weaker sections society including the handicapped and mentally retarded	Done	Done	Done	2008-09
10	Slum improvement and upgradation	Done	Done	Done	2006-07
11	Urban poverty alleviation	Done	Done	Done	2006-07
12	Provision of urban amenities and facilities- parks, gardens and playgrounds	Already with ULBs.			
13	Promotion of cultural, educational, and aesthetic aspects	Already with ULBs.			
14	Burials and burial grounds, cremations, cremation grounds and electric crematoriums	Already with ULBs.			
15	Cattle pounds, prevention of cruelty to animals	Already with ULBs.			
16	Vital statistics including registration of births and deaths	Already with ULBs.			
17	Public amenities including street lighting, parking lots, bus stops and public conveniences	Already with ULBs.			

<sup>3</sup> In case of issues to be decided at the State Government level, a 'Resolution' would imply the resolutions passed by State Legislative Assembly/Cabinet. Similarly in case of issues to be decided at the city level, 'Resolution' would imply the resolutions passed by the Municipal Council

<sup>4</sup> Note: This can be done by way of unbundling of services. e.g. parastatals or other agencies may operate, maintain, own assets and collect user charges for delivery of these municipal services, so long as they are accountable to ULBs. Service levels should be fixed by ULBs. The ULBs should be empowered and capacitated to ensure delivery of services at the defined level by the service provider/s, through the mechanisms of contractual arrangements. Such mechanisms are consistent with the reforms envisaged under the 74<sup>th</sup> Constitutional Amendment Act)

<sup>5</sup> Specify NA where not applicable. The list should correspond to items specified in table under 1. b. as those either partly or not transferred to ULBs.

No.	Functions listed in 12 <sup>th</sup> Schedule	Gov. Resolution	Cabinet Approval	Amendment of State/Municipal Acts	Implementation
18	Regulation of slaughter houses and tanneries	Already with ULBs.			

- f. Specify approaches intended to be adopted by State Government to achieve convergence of urban management functions into the functioning of ULBs, please specify the methods.

*The parastatals and other government departments working in the municipal limits would be made accountable to the concerned ULBs. Presently, the planning function is handled by the Development Authorities. It has been mentioned that this function is proposed to be transferred in the seventh year. However, the commitment to bring this date forward will again be reviewed after six months.*

## S2. INTEGRATION OF CITY PLANNING AND DELIVERY FUNCTIONS

### DESIRED OBJECTIVE/S

JNNURM requires certain reforms to be undertaken by states/ cities in the area of institutional convergence at the city level, with an objective to assign or associate elected ULBs with “city planning and delivery functions”. During the Mission period, JNNURM envisages that the process of planning and delivery of all urban infrastructure development and management functions and services will converge with the functioning of the ULBs.<sup>6</sup>

### CURRENT STATUS

- a. Specify agency / agencies involved in planning of urban development and delivery of infrastructure services.

<i>Sector</i>	<i>Agency undertaking planning</i>	<i>Agency/ agencies undertaking delivery of services</i>	<i>Prevailing role of ULB/s in planning vis-à-vis respective sectors</i>
<i>For e.g. Land-use management</i>	<i>ULBs and Development Authorities</i>	<i>ULBs and Development Authorities</i>	<i>Both agencies function independent of each other</i>
<i>Town planning</i>	<i>ULBs and Development Authorities</i>	<i>ULBs and Development Authorities</i>	<i>In the board of the development authority, Municipal Commissioner and 4 municipal councilors are members.</i>
<i>Traffic and Transport services</i>	<i>State Government</i>	<i>State Government</i>	<i>None</i>
<i>Water supply and sewerage</i>	<i>ULBs/Jal Sansthan</i>	<i>ULBs/Jal Sansthan</i>	<i>Performed by ULB and Jal Sansthan. Mayor is the chairman of Jal Sansthan</i>
<i>Solid Waste Management</i>	<i>ULBs</i>	<i>ULBs</i>	<i>Performed by ULB</i>

- b. Please specify the agency that coordinated the preparation of CDPs under the JNNURM in the Mission cities.  
Regional Center for Urban and Environmental Studies, Lucknow..

- c. Please indicate whether the Master Plan and / or CDP has been approved by the ULB/s vide a specific resolution.

Yes

No

<sup>6</sup> Such integration is all the more critical in cities / urban agglomerations where there are multiple ULBs, vis-à-vis a single parastatal agency engaged in spatial planning, trunk infrastructure development and provision of network services (for e.g. water supply, sewerage or transport)

d. Please indicate whether the city plans have been placed before the Metropolitan Planning Committee (MPC)/ District Planning Committee (DPC).

Yes                  No

                

e. Please indicate agency, if any, responsible for planning and coordination of Heritage conservation.  
*Tourism Department, Government of Uttar Pradesh and Archaeology department, Government of Uttar Pradesh.*

**TIMELINE FOR REFORMS**

a. Resolution by Government expressing commitment to assign or associate ULBs with the city planning function. Please indicate timeline.  
*There are 628 ULBs in the State. This function is performed by all except 133 where this is done by the concerned Development Authorities and Regulated Areas. By 7<sup>th</sup> year, it will be extended to all ULBs.*

b. If the answer to (d) above is 'No', please indicate a timeline of when the city plans will be placed before the MPC/DPC

Year1   Year2   Year3   Year4   Year5   Year6   Year7

                

c. Please indicate sequence of steps to integrate ULB/s with the city planning function.

<i>Areas of planning<sup>7</sup></i>	<i>Steps to integrate ULB/s with the planning function</i>	<i>Targeted year of the Mission period</i>
Land-use and spatial planning	Already been done by most ULBs except areas covered by 133 Development Authorities and Regulated Area. The plan prepared by Development Authorities would be placed before the board of ULB for approval.	2011-12. This date will again be reviewed after six months.
Development of new areas	Same as above	2011-12. This date will again be reviewed after six months.
Basic infrastructure services, such as <ul style="list-style-type: none"> <li>• water supply,</li> <li>• sewerage</li> <li>• sanitation</li> </ul>	Already with ULBs.	N.A.
Traffic and transport services	Not Possible	N.A.

<sup>7</sup> The areas of planning should cover all aspects of urban development and management

Renewal of inner city areas	Already with ULBs	N.A.
Heritage conservation	Already with ULBs	N.A.
Building regulation	Already been done by most ULBs except areas covered by 133 Development Authorities and regulated area. The plan prepared by Development Authorities would be placed before the board of ULB for approval.	2011-12. This date will again be reviewed after six months.
Socio-Economic planning	Amendment would be made in the relevant Acts	2010-11

d. Please indicate sequence of steps to integrate ULB/s with the delivery of services.

<i>Areas of service delivery<sup>8</sup></i>	<i>Steps to integrate ULB/s with the service delivery function</i>	<i>Targeted year of the Mission period</i>
Urban Planning including town planning	This function is performed by all except 133 where this is done by the concerned Development Authorities and Regulated Areas. The plan prepared by Development Authorities would be placed before the board of ULB for approval.	2011-12. This date will again be reviewed after six months.
Regulation of land-use and construction of buildings	This function is performed by all except 133 where this is done by the concerned Development Authorities and Regulated Areas. The plan prepared by Development Authorities would be placed before the board of ULB for approval.	2011-12. This date will again be reviewed after six months.
Planning for economic and social development	Amendment to be made in the relevant Acts	2010-11
Roads and bridges	Already with ULBs	N.A.
Water supply- domestic, industrial and commercial	Already with ULBs. 7 Regional Water Boards would also be integrated with ULBs.	2008-09
Public health, sanitation, conservancy and SWM	Already with ULBs	N.A.
Fire services	Functions and functionaries will be transferred	2011-12
Urban forestry, protection of environment and ecology	The ULB would perform this function in consultation with the State Forest department.	2010-11
Safeguarding the interests of weaker sections	The ULB would perform this function in consultation with	2008-09

<sup>8</sup> The areas of service delivery should correspond to all areas listed under Schedule 12 of the 74<sup>th</sup> Constitutional Amendment Act

society including the handicapped and mentally retarded	the Social Welfare department.	
Slum improvement and upgradation	State Urban Development Authority would work in consultation with and under guidance of ULBs.	2006-07
Urban poverty alleviation	State Urban Development Authority would work in consultation with and under guidance of ULBs.	2006-07
Provision of urban amenities and facilities- parks, gardens and playgrounds	Already with ULBs	N.A.
Promotion of cultural, educational, and aesthetic aspects	Already with ULBs	N.A.
Burials and burial grounds, cremations, cremation grounds and electric crematoriums	Already with ULBs	N.A.
Cattle pounds, prevention of cruelty to animals	Already with ULBs	N.A.
Vital statistics including registration of births and deaths	Already with ULBs	N.A.
Public amenities including street lighting, parking lots, bus stops and public conveniences	Already with ULBs	N.A.
Regulation of slaughter houses and tanneries	Already with ULBs	N.A.

- e. Any other related reform steps being undertaken to achieve institutional convergence (please use additional space to specify the details and corresponding timelines targeted)

- *Development Authorities and Regulated area are directed to obtain N.O.C form Concerned ULB's before approval of building plan.*

### S3. RENT CONTROL REFORMS

#### DESIRED OBJECTIVE/S

JNNURM requires certain reforms to be undertaken by states/ cities in area of rent control legislation, with the objective of having a system that balances the rights and obligations of landlords and tenants to encourage construction and development of more housing stock, as well as promoting an efficient and robust rental/tenancy market, so as to improve the availability of housing across all income categories.

#### CURRENT STATUS

- a. Please provide a short note on the present Rent Control Legislation, which provides the following details:
- i. rights of landlord to get possession back  
This is provided for in U.P. Urban Buildings (Regulation of Lettings, Rent and Eviction) Act, 1972. Section 21 of the said Act provides that on application of the landlord, the prescribed authority, if he is so satisfied, would get the whole or part of the property evicted.
  - ii. rights of tenants to continue their tenancy  
This is provided for in section 24 of the above Act. The tenant would give an application to the Prescribed Authority or the District Judge. The said authority after considering the provisions as specified in the Act may allow the tenant to continue his tenancy.
  - iii. obligations of tenants with regard to regular rental payments/ maintenance of tenanted property/ adherence to lease agreements, if present  
No provision in the Act.
  - iv. provision for periodic review of rentals, in accordance with market conditions  
No provision in the Act.
  - v. fixing of Standard Rents, periodicity of review, and dispute resolution mechanisms  
This is provided for in section 9 of the above Act. On an application of the tenant, the District Magistrate after considering the amenities available in the said house would fix the rent. Periodicity for review is not specified. Dispute resolution mechanism is provided for in section 18 of the Act. Disputes are settled by the District Magistrate. Appeals against the order of the District Magistrate can be made in the court of District Judge.

- b. Please indicate whether you have adopted the Model Rent Control Legislation circulated by GOI:
- i. Adopted as is  

Yes	No
<input type="checkbox"/>	<input checked="" type="checkbox"/>



ii. Adopted with modifications. If so, please specify

Yes  No

*Model Rent Control Legislation as circulated by GoI has not been adopted. At present U.P. Urban Buildings (Regulation of Lettings, Rent and Eviction) Act, 1972 is in force.*

iii. Please specify year of adoption

N.A.

c. Please indicate the number of properties under Rent Control Act

Data not available

d. Please indicate whether Rent Control Act applies to new construction & new tenancies

Yes  No

e. Please indicate whether there are any special provisions for weaker sections of society

Yes  No

f. Please indicate the number of rent control cases pending in various courts related to JNNURM cities

Approximately 720

g. Please indicate the annual trend in new cases being filed related to rent control

2002-03	2003-04	2004-05	2005-06
241	174	166	126

h. Is there any mechanism for providing guidelines to fix rents on the basis of market rates for existing tenancies (if yes, please provide a brief description below)

Yes  No

i. Please indicate prevailing dispute resolution mechanisms, if such exist.

*Dispute Resolution Mechanism is provided for in section 18 of the above Act. Disputes are resolved by District Magistrate. Appeals against orders of the District Magistrate can be made in the court of District Judge.*

**TIMELINE FOR REFORMS**

a. Resolution by Government expressing commitment to establish new Rent Control system (Note: This resolution should be passed within 6 months of signing of MOA under JNNURM and a copy submitted to MOUD.) Please indicate timeline. **Agreed.**

b. Defining the Rights and Obligations of landlords and tenants

	Year1	Year2	Year3	Year4	Year5	Year6	Year7
	□	■	□	□	□	□	□
i. rights of landlord to get possession back							
ii. rights of tenants to continue their tenancy							
iii. obligations of tenants with regard to regular rental payments/ maintenance of tenanted property/ adherence to lease agreements, if present							
iv. provision for periodic review of rentals, in accordance with market conditions							

c. Establishing a new Rent Control legislation

	Year1	Year2	Year3	Year4	Year5	Year6	Year7
i. Setting up a Committee/Team to draft/amend legislation	□	■	□	□	□	□	□
ii. Stakeholder consultations	□	□	■	□	□	□	□
iii. Preparation of Draft legislation	□	□	■	□	□	□	□
iv. Approval of the Cabinet/ Government	□	□	■	□	□	□	□
v. Final enactment of the legislation by Legislature	□	□	□	■	□	□	□
vi. Notification	□	□	□	■	□	□	□
vii. Preparation and notification of appropriate subordinate legislation	□	□	□	■	□	□	□
viii. Implementation by municipality (ies)	□	□	□	□	■	□	□

d. Please indicate periodicity of revision of rents/rental value guidance, and when next due

Periodicity: N.A.	Next due: N.A.
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e. Setting up mechanism for periodic review of rents/ rental value guidance

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

f. Institute Dispute resolution mechanisms (e.g. Special Tribunals/ Courts etc)

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Dispute resolution mechanism is already in place.*

g. Any other reform steps being undertaken (please use additional space to specify)

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Please indicate how such rent control reforms shall be communicated to the citizens,  
Such reform shall be communicated to the citizens through the departmental website <http://www.fcs.up.nic.in/>*

## S4. RATIONALISATION OF STAMP DUTY

### DESIRED OBJECTIVE/S

JNNURM requires certain reforms to be undertaken by states/ cities to rationalise Stamp Duty, with the objective of establishing an efficient real estate market with minimum barriers on transfer of property so as to be put into more productive use.

### CURRENT STATUS

- a. Please indicate the current Stamp Duty Regime, including surcharge or any other levy on transfer of property

*8% stamp duty is charged on registration of documents. However, women are charged at the rate of 6%. 2% surcharge is also taken which is then passed onto ULBs wherever ULBs have passed a resolution to that effect.*

- b. Please indicate when the stamp duty rate was last revised and by what percentage.

*The stamp duty was last revised on 24.02.1997. It was brought down from 12.50% to 8.00%.*

- c. Please indicate whether any concessions to particular classes of individuals or institutions are being provided

<i>Type of Concession</i>	<i>Qualifying Institution/Individual</i>
Remission on deeds of transfer of property	Industry and service sector. The remission has been granted from 19.01.2005

*(Please add additional rows if necessary)*

- d. Please provide the total collection from Stamp Duty over the last 5 years (including surcharge or any other levy on transfer of property)  
(in Rs. Crores)

<i>2000-2001</i>	<i>2001-2002</i>	<i>2002-2003</i>	<i>2003-2004</i>	<i>2004-2005</i>	<i>2005-06</i>
1054.86	1239.77	1743.20	1964.65	2329.57	2818.62

- e. Please indicate % and quantum of revenue from Stamp Duty shared with JNNURM cities in the State.

- i. ULB's share in % *Stamp duty as such is not shared with ULBs. However, according to the recommendations of the 2<sup>nd</sup> SFC, 3.2% of tax revenues of the State are devolved to Municipal Corporations, 3.2% to Municipalities and 1.1% to Town Areas.*
- ii. Quantum shared with JNNURM cities in last three years (in Rs. Crores)

<i>Name of City</i>	<i>2003-2004</i>	<i>2004-2005</i>	<i>2005-2006</i>
Agra	0.00	15.81	4.78
Allahabad	4.47	6.06	7.93
Lucknow	27.35	26.13	0.00
Kanpur	0.00	11.25	4.98
Meerut	3.39	2.40	0.00
Varanasi	2.18	4.86	11.88
Mathura	0.46	4.30	6.20

f. Please indicate the basis of collection of Stamp Duty, i.e.

- i. Declared Value
- ii. Higher of the Standard Guidance Value/ Declared Value
- iii. Any other method (please specify)

g. Please indicate the use of information technology in the following:

- i. Maintenance of records

*In 106 district level Sub-Registrar offices, record of registration of documents is being created on PRERNA, software developed by NIC from 01.08.2006.*

- ii. Maintenance of guidance values

*Circle rate is revised by the District Collector once in every two years.*

**TIMELINE FOR REFORMS**

a. Resolution by Government expressing commitment to reduce Stamp Duty<sup>9</sup> to 5% (or less than 5% if the State so desires) within Mission period. The resolution should provide the timetable for reducing the Stamp Duty in a phased manner, i.e. year-wise (Note: This resolution should be passed within 6 months of signing of MOA under JNNURM and a copy submitted to MOUD.) *Agreed.*

b. Fix the periodicity for revising the guidance value for levy of Stamp Duty

Every 2 years

c. Indicate the time-table for reducing the stamp duty rate to 5%  
(Indicate % of Stamp Duty in the box)

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
Stamp duty (%)		8%	7%	6%	5%		

d. Any other reform steps being undertaken (please use additional space to specify)

Year1 Year2 Year3 Year4 Year5 Year6 Year7

<sup>9</sup> The rate of Stamp Duty implies total % that is levied, including surcharge and other levies on transfer of property.

**S5. REPEAL OF URBAN LAND CEILING AND REGULATION ACT (ULCRA)**

**DESIRED OBJECTIVES:**

JNNURM requires that States undertake to repeal the ULCRA with the objective of increasing the supply of land in the market and the establishment of an efficient land market.

**CURRENT STATUS**

a. Please indicate if ULCRA has been repealed in the state?      Yes    No  
     

b. If the answer to 1 (a) is no, then please provide any steps that have been taken in this direction

**TIMELINE FOR ACTION ON REFORMS**

a. The State must pass a resolution for the repeal of ULCRA within 6 months of signing of MOA under JNNURM and a copy submitted to MOUD. Please indicate timeline.      *Not Applicable.*

b. The State legislature to pass a resolution in compliance with the repeal of ULCRA Act passed by the Parliament in 1999      *Done.*      Year1    Year2    Year3    Year4    Year5    Year6    Year7  
                       

c. Notification of the above by the State government      *Done.*      Year1    Year2    Year3    Year4    Year5    Year6    Year7  
                       

d. Any other reform steps being undertaken (please use additional space to specify)      Year1    Year2    Year3    Year4    Year5    Year6    Year7

## S6. COMMUNITY PARTICIPATION LAW

### DESIRED OBJECTIVE/S

JNNURM requires certain reforms to be undertaken by states/ cities in area of Community Participation, with the objective of institutionalising citizen participation as well as introducing the concept of the Area Sabha in urban areas. The larger objective is to integrate involvement of citizens in municipal functioning, e.g. setting priorities, budgeting provisions, exerting peer pressure on compliance to regulation, etc. The Community Participation Law refers to the appropriate provisions that need to be made in the state-level municipal statute(s) for the establishment of such a 3<sup>rd</sup> or 4<sup>th</sup> tier structure within the municipal body precisely as described above. These enactments will also need to ensure clear definition of functions, duties and powers of each of these tiers, and provide for the appropriate devolution of funds, functions and functionaries as may be decided by the State Government to these levels.

### CURRENT STATUS

- a. Please provide a list of the current decision-making/advisory platforms in the municipality:

<b>Municipality-level</b>	Municipal Council		Board/Corporation
	Municipal Committees		
	Other (specify)		In Municipal Corporation, there is provision of Executive Committee Consisting of 12 Members and Various Sub Committees of different departments.
<b>Ward-level</b>	Ward(s) Committee <sup>10</sup>	Number of Wards	10
		Number of Ward(s) Committees	6-10 per Municipality
		Average population/ Wards Committee	About 1.5 lakh
		Number of Ward(s) Committee members/ Ward(s) Committee	15
		Method of selection of Ward(s) Committee members	10 councillors and 5 members nominated by Government
	Any other provision for Ward Committee (specify)		NIL
<b>Below the Ward Level</b>	Any other Committee below the Ward Level (specify)		Area Sabha will be constituted in each ULB.
<b>Additional Specific Committees / associations</b>	(this could be at any level; please specify those that the ULBs formally recognise and integrate into their working, for e.g. Resident Welfare Associations, Community Development Societies, etc)		

<sup>10</sup> As per the 74<sup>th</sup> Constitutional Amendment Act, ULBs may constitute a committee representing more than one municipal ward, or may constitute such committee for each municipal ward.



- b. Please indicate whether there is any formal process for community participation in municipal budgeting Yes No  
 If the answer to question 1 (b) is Yes, please describe the process below (use annexures wherever applicable):

*Report Card system has been introduced by the State Government in all ULBs with a population greater than 1 lakh. In the report card, the citizens rate the services being provided by the ULB and the relative importance of each service. The ULB is then required to use the data generated by ULB in the budgeting process.*

- c. Please indicate if there is any formal process for community participation in city planning activities Yes No  
 If the answer to 1 (c) is Yes, please describe the process below (use annexures wherever applicable)

*The master plan of a city is prepared by Town and Country Planning Department after consultation with all stakeholders. The proposed master plan is put up before the Board of Development Authority or Regulated Area for inviting objections and suggestions from citizens and groups. It is finalized only after disposing off the objections and considering all suggestions.*

- d. Please indicate levels of Community Participation that took place in CDP/DPR documents submitted to JNNURM so far Yes No  
 i. Please indicate whether the City Development Plan (CDP) been prepared with community participation

If yes, please indicate the alignment of this community participation process to the proposed Community Participation Law<sup>11</sup>

<i>Complete Alignment</i>	Community participation process done through Area Sabha and Ward Committee structures envisaged in Community Participation Law	
<i>Partial alignment</i>	Community participation process done through ward-level processes	
<i>Minimal alignment</i>	Community participation process done through city-wide process	√

**TIMELINE FOR REFORMS**

- a. Resolution by Government expressing commitment to establish a new Community Participation Law – Please indicate timeline  
 (Note: This resolution should be passed within 6 months of signing of MOA under JNNURM and a copy submitted to MOUD.)  
*Agreed.*
- b. Please indicate the changes you propose to make in your JNNURM city/cities and the timeline for these changes:

<sup>11</sup> Please tick mark in third column as appropriate

- i. Number of tiers intended to be established in the municipality. Please explain the rationale.

3

*Area Sabha would be at the lowest level that would generally perform the function of a watch-dog. They would also monitor the performance of ULB. The Ward Committees would play a suggestive role in delivery of services. At the apex, there is the board of the ULB which actually guides the ULB in delivery of services.*

- ii. For each tier, please state the prevailing / intended composition of the tier:

<i>No</i>	<i>Name</i>	<i>Description</i>	<i>Composition</i>
1	Municipality	Board/Corporation	Mayor/Chairman and Councillors
2	(Intermediary regional platform, e.g. Wards/Borough/Zonal Committee)	10 Wards	Councillors to wards and members of Public
3	Ward Committee	One ward	Councillor and members of the public.
4	Area Sabha	At Election booth level in wards	Members of the public. It will be a registered society.

- c. Proposed Activity-mapping of functions in Community Participation Law (for each of the functions of the Municipality)

No	Municipal Function	Specific activities to be taken at each level below:			
		Municipality	Intermediary Level ward Committee (specify)	Ward Committee	Area Sabha
1	Urban planning including town planning	Planning	Suggestive Role	Suggestive Role	Suggestive Role
2	Regulation of land-use and construction of buildings.	Policy guidance	Involvement	Involvement	Watch Dog
3	Planning for economic and social development.	This function is yet to be transferred to ULBs			
4	Roads and bridges.	Construction	Maintenance	Maintenance	Involvement
5	Water supply for domestic, industrial and commercial purposes.	Supply	Maintenance	Maintenance	Watch Dog
6	Public health, sanitation conservancy and SWM	Service	Monitoring	Monitoring	Watch Dog
7	Fire services	This function is yet to be transferred to ULBs			
8	Urban forestry, protection of the environment and promotion of ecological aspects	Planning	Monitoring	Monitoring	Involvement
9	Safeguarding the interests of weaker sections of society, including the handicapped and mentally retarded	Budgeting	Monitoring	Monitoring	Suggestive Role
10	Slum improvement and upgradation.	Service	Suggestive Role	Suggestive Role	Suggestive Role
11	Urban poverty alleviation	Budgeting	Involvement	Involvement	Suggestive Role
12	Provision of urban amenities and facilities such as parks, gardens playgrounds	Budgeting	Suggestive Role	Suggestive Role	Maintenance
13	Promotion of cultural, educational and aesthetic aspects	Policy	Suggestive Role	Suggestive Role	Suggestive Role
14	Burials and burial grounds; cremations, cremation grounds and electrical crematoriums	Service	Suggestive Role	Suggestive Role	Suggestive Role
15	Cattle pounds; prevention of cruelty to animals.	Service	Monitoring	Monitoring	Involvement
16	Vital statistics including registration of births and deaths.	Policy	Monitoring	Monitoring	Involvement
17	Public amenities including street lighting, parking lots, bus stops and public conveniences	Service	Monitoring	Monitoring	Maintenance
18	Regulation of slaughter houses and tanneries	Service	Monitoring	Monitoring	Monitoring

Note: The above functions are taken from

Schedule XII of the 74<sup>th</sup> CAA. If the municipality performs additional functions, these should also be included in the list above. Describe proposed role in the boxes in brief, especially in columns for Ward Committee and Area Sabha

- d. Time schedule for enactment of Community Participation Law or Amendment
- |       |       |       |       |       |       |       |
|-------|-------|-------|-------|-------|-------|-------|
| Year1 | Year2 | Year3 | Year4 | Year5 | Year6 | Year7 |
|-------|-------|-------|-------|-------|-------|-------|

of existing Municipality Laws:

- e. Time schedule for notification of the rules pertaining to the Community Participation Law, or amendment in legislation:

Year1 Year2 Year3 Year4 Year5 Year6 Year7

*Note: States will be required to submit documents related to the above to JNNURM Mission Directorate at appropriate milestones in this process, for evaluation of actual compliance for successive disbursement of funds*

- f. Interim process for Community Participation in Municipal functions while Community Participation Law is being enacted and notified. Please indicate if there are any steps being taken by the Municipality to create opportunities for community participation while the Community Participation Law is being enacted.<sup>12</sup>

<b><i>Extent of Participation</i></b>	<b><i>Mechanisms</i></b>	<b><i>Response of JNNURM City / State</i></b>
Complete Community Participation Structure being established	Community participation being encouraged through structures like the Area Sabha and Ward Committee, as envisaged in Community Participation Law	✓
Partial community participation structures being established	Community participation process done through ward-level processes	
Minimal Community Participation Structures being established	Community participation process being undertaken marginally, or not in any organised manner	

<sup>12</sup> Edit the text in the table as appropriate

## S7. PUBLIC DISCLOSURE LAW

### DESIRED OBJECTIVE/S

JNNURM requires certain reforms to be undertaken by states/ cities in area of disclosure of information to public, with the purpose that municipalities and parastatal agencies have to publish various information about the municipality / agency and it's functioning on a periodic basis. Such information includes but is not limited to statutorily audited annual statements of performance covering operating and financial parameters, and service levels for various services being rendered by the municipality.

### CURRENT STATUS

- a. Please provide a list of the parastatal agencies and the month in which their budget was formally passed for each financial year

<i>Agency:</i>	<i>2003-04</i>	<i>2004-05</i>	<i>2005-06</i>
Municipal Council <sup>13</sup>	March 2003	March 2004	March 2005
Other parastatal agencies (list each below):			
1. Development Authority	April 2003	April 2004	April 2005
2. SUDA	April 2003	May 2004	June 2005
3. Jal Sansthan	March 2003	March 2004	March 2005

- b. Please provide the latest year for which the statutory audit of accounts has been completed.

<i>Agency</i>	<i>Accounts complete upto year</i>	<i>Accounts audit complete upto year</i>
Municipal Council <sup>14</sup>	2005-06	2005-06
Other parastatal agencies (list each below):		
1. Development Authority	2005-06	2005-06
2. SUDA	2005-06	2005-06
3. Jal Sansthan	2005-06	2005-06

- c. Please indicate whether there is any formal provision for public disclosure of accounts and audit statements of municipality/ other parastatal agencies. If Yes, please highlight the appropriate clauses below:

Yes      No

    

<sup>13</sup> And - For cities with multiple ULBs within the urban agglomeration, please provide details of all ULBs.

*The Right to Information Act adequately ensures disclosure of information to the public. If GoI provides any other guidelines, the State Government would take steps to ensure enactment of the law. Municipal Act provides the Publication of budget.*

d. Please indicate prevailing mechanisms in the ULB / parastatal agency, if any, for dissemination of information as per table below:

No.	Information pertaining to	Prevailing disclosure / dissemination mechanism (Please specify communication channel and frequency)
1.	Key municipal / parastatal agency officials and contacts	Through public display boards, Website
2.	City Development Plans and other plans	Through Website
3.	Municipal finance and accounts	None
4.	Procedures for various approvals / permits	None
5.	Schemes managed by the municipal body, especially those related to poverty alleviation, women, children and weaker sections of society	Through community development society, newspaper, electronic media.
6.	Procedures to access various services provided by the ULB / parastatal agency	Through display boards
7.	Liability for tax / user charges / fees - Basis for liability - Quantum for consumer / tax assessee	None
8.	Service levels of various services	None
9.	Receipt, processing and status of redressal of complaints by citizens	Through Citizen Charter
10.	Ongoing major projects	Through display boards

**TIMELINE FOR ACTION ON REFORMS**

a. The State/ULB must pass a Resolution to formulate and adopt a policy on public disclosure which would include the financial statements that are to be released, the audits of certain financial statements that are to be carried out, and a timeline for reforms. (Note: This resolution should be passed within 6 months of signing of MOA under JNNURM and a copy submitted to MOUD.) Please indicate a time line for this commitment.

*Agreed.*

b. Establishment of the Public Disclosure Law which outlines the information to be disclosed and widely disseminated, for e.g. disclosure of financial statements including key financial indicators for public review, frequency of statutory audit of financial statements and disclosure of its findings, information of levels of services provided, key indicators of service delivery and organisational efficiency, etc. Please indicate which of the following reforms are going to be implemented and the timeline:

i. Disclosure of Financial statements, i.e. Balance Sheet, Receipts and expenditures  
And key Financial Indicators

Yes  No

- Start from Year - *Done. They will be published in newspapers and put up on website.*      Year1   Year2   Year3   Year4
- ii. Conduct of Annual Statutory Audit  
*Independent C.A. audit will also be done for Mission cities.*      Yes   No
- iii. Disclosure of Audited Financial Statements and Audit Report  
 Yes   No
- Start from Year - *Done.*      Year1   Year2   Year3   Year4
- iv. Time period for publication of annual audited financial statements, (pl. indicate in months after end of financial year)      6 Months
- v. Disclosure of Quarterly Audited Financial Statements  
 Yes   No
- vi. Time period for publication of Quarterly Audited Financial Statements  
 (in months after end of each quarter)      45 days
- vii. Publication of CDP on municipal website  
 Yes   No
- viii. MOAs entered into with GoI and State Governments to be placed before Municipal Council within \_\_\_\_ days  
*Immediately.*      Yes   No
- ix. Disclosure of MoA in public domain vide a published document, easily accessible to citizens / other stakeholders  
 Please indicate target date \_\_\_\_\_ *Immediately.*      Yes   No
- c. List information proposed to be disclosed on a regular and mandatory basis by ULBs / parastatal agencies

d. List below the services for which Service Levels information is proposed to be disclosed

No.	Information pertaining to	Mechanism for disclosure
1	Key municipal / parastatal agency officials and contacts	Display Boards and Website
2	Procedures for various approvals / permits	Booklets and Website
3	Schemes managed by the municipal body, especially those related to poverty alleviation, women, children and weaker sections of society	Booklets and Website
4	Procedures to access various services provided by the ULB / parastatal agency	Display Boards and Website
5	Liability for tax / user charges / fees - Basis for liability - Quantum for consumer / tax assessee	Booklets and website
6	Service levels of various services	Website and citizen charter
7	Receipt, processing and status of redressal of complaints by citizens	Website and citizen charter
8	Ongoing major projects	Website

No.	Service	Type of Service Level information to be disclosed (only examples provided below)	Frequency of disclosure / communication to citizens
1	Water supply services - In slum areas - In non-slum areas (residential & commercial)	New connections, timings, tariff, helpline.	Every year
2	Sewerage / Sanitation / Underground drainage	New connections, tariff, helpline.	Every year
3	Solid Waste Management	Frequency of street sweeping	Every year
4	Storm water drainage systems	Helpline	Every year
5	Building Plan approvals	# of days required for sanction	Every year
6	Road networks within the city	Length of roads and their maintenance	Every year
7	Street Lighting	New lights, repair of existing lights	Every year
8	Birth & Death Registration	# of hours for providing certificates	Every year
9	Public parks and playgrounds	Facilities available	Every year

e. Year from when Service Levels information will regularly disclosed

Year1 Year2 Year3 Year4 Year5 Year6 Year7

f. Time schedule for enactment of Public Disclosure Law as described above:

Year1 Year2 Year3 Year4

g. Time schedule for notification of the rules pertaining to the Public Disclosure Law:

Year1 Year2 Year3 Year4



- h. Any other reform steps being undertaken and proposed timeline for the same (please use additional space as necessary)

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# **MANDATORY **REFORMS AT THE LEVEL OF THE **URBAN **LOCAL **BODY<sup>15</sup>**********



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<sup>15</sup> IN CASE OF URBAN AGGLOMERATIONS WITH MULTIPLE ULBS, THIS SECTION SHOULD BE PROVIDED FOR EACH ULB IN THE JNNURM CITY SEPARATELY

## L1- E-GOVERNANCE

### DESIRED OBJECTIVE/S

JNNURM requires certain reforms to be undertaken by states/ cities in governance systems through implementation of e-Governance. The objective of deployment of such information technology tools and applications should remain focussed on having a transparent administration, quick service delivery, effective MIS, and general improvement in the service delivery link

### CURRENT STATUS

- a. Please indicate the status of E-Governance applications for each of the following services. Provide details on the services using e-applications. Also indicate other services for which E-governance is being used.

Module	Use of IT		Name agency responsible	Details of deployment of IT (explain functional features of IT application deployed)			
	Yes	No		Database of records, MIS & reporting	Online work flow	Citizen interface	Any other functional feature
Property tax	✓		NIC	✓			
Accounting	✓		ULB	✓			
Water Supply and Other Utilities		✓	LJS				
Birth & Death Registration	✓		NIC	✓			
Citizens' Grievance Monitoring	✓		ULB	✓	✓	✓	
Personnel Management System		✓	ULB				
Procurement and Monitoring of Projects		✓	ULB				
o E-procurement		✓	ULB				
o Project/ward works		✓	ULB				
Building Plan Approval	✓		Parastatal	✓			
Public Health Management		✓					
o Licenses		✓	ULB				
o Solid Waste Management		✓	ULB				

- b. Have there been attempts towards training the staff towards e-governance practices?    Yes     No   
 If yes, give details.

Staff at clerical and officer level have been given working training on computers. The personnel have knowledge of standard word processing and accounting packages.

c. What have been the achievements in the following areas as a result of ongoing e-governance initiatives .Explain with initiatives undertaken-

<b>Area of Improvement<sup>16</sup></b>	<b>Initiatives taken</b>	<b>Achievement</b>
Citizen information	Development of website	Information on service level is provided through website.
Service delivery	Computerisation of records	Packages have been developed for collection of Property tax and Birth and Death Registration.
Citizen participation	Citizen interface	Package for citizen grievance redressal has been developed.
Municipal Resource planning (financial controls, operational management and reporting etc)		

INFORMATION TECHNOLOGY

d. Does the municipality have a website of its own?      Yes           

Give the following details about the website.

The website contains information on important contact officers in ULB. Data on services available is provided through the website. The citizen can know about procedures for submission of documents to the ULB. Information on important works is also disseminated through the website.

e. What is the frequency of data- update on the website?

The data is updated every month. The ULB is responsible for keeping the site updated.

SYSTEM INTEGRATION

f. Are the departments electronically interconnected through LAN (Local Area Network)?      Yes            No     

g. Are the Zonal offices (if any) electronically connected through WAN (Wide Area Network)?      Yes            No            Not Applicable     

<sup>16</sup> List should correspond with areas identified in a. above

h. Are other parastatals/government agencies electronically connected through WAN (Wide Area Network)? Yes  No

**MAPPING**

i. Does the city have a GIS base map in place? Yes  No   
Please specify agency that is repository of the map, scale of the map and the date (month ,year) it was last updated.

*GIS base maps are being prepared by the ULB.*

What all information is mapped on to GIS? Indicate, with details, in the table below

Information layer available	Available at				Not available	Agencies involved for updation	Other relevant details
	City level	Ward level	Property / Household	Any other level			
ULB and ward boundaries					✓		
Road and street layer					✓		
Property layer					✓		
Household & demographic					✓		
Water supply network					✓		
Sewerage network					✓		
Street lighting					✓		
SWM					✓		
Storm water drains					✓		
Any other							

k. Does the Municipality have decentralised network of E-kiosks or Electronic citizen service centres ? Yes  No   
If yes, state 'how many' and the criteria for spatial deployment (geographical, administrative etc)

*6 E-suidha centers are functioning at zonal offices. Will be extended to 30 within a year. Specify functions / services delivered at these centres / citizen interface points....*

**TIMELINE FOR ACTION ON REFORMS**

The Government of India has formulated the National e-Governance Action Plan (NEGAP), part of which includes a National Mission Mode Programme (NMMP) for e-Governance in municipalities. This NMMP intends to roll-out e-Governance in municipalities on a nation-wide basis. This programme will be launched in the coming months. The following steps have been identified based on the NMMP for a comprehensive e-governance at the municipal level. Following are the critical steps that need to be undertaken in the implementation of the NMMP for ULBs, for which ULBS need to indicate a timeline for the key milestones:

- a. Appointment of State-level Technology Consultant as State Technology Advisor
 

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Price Waterhouse Coopers has been appointed as State Technology Advisor by the Department of Information and Technology. The agency has completed the "as-is" survey. A road map for deployment of IT is being prepared by the agency.*
- b. Preparation of Municipal E-Governance Design Document (MEDD) on the basis of National Design Document as per NMMP
 

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Based on the National Mission Mode Project of Government of India, the design document will be prepared.*
- c. Assessment of MEDD against National E-Governance Standards ( e.g. Scalability, intra-operability & security standards etc.)
 

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- d. Finalisation of Municipal E-Governance implementation action plan for the city
 

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- e. Undertaking Business Process Reengineering (BPR) Prior to migration to e-governance systems
 

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- f. Appointment of Software consultant(s) / agency for development, deployment And training
 

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- g. Exploring PPP option for different E-Governance services
 

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

h. Implementation of E-governance initiatives in the JNNURM city, against the identified modules

Module	Steps to be undertaken	Targeted Year in the Mission Period for completion <sup>17</sup> (Year 1 to Year 7)
Property tax	Development of software	Done
Accounting	Accounting Manual and software being developed	Year 3

<sup>17</sup> Completion of the module implies – completion of database of records / digitisation of related data, generation of reports for management and public dissemination, work-flows are managed on-line or on a real-time basis, citizen interface and dissemination of information is handled through the system (viz. *elimination of manual processes to extent possible*)

<b>Module</b>	<b>Steps to be undertaken</b>	<b>Targeted Year in the Mission Period for completion<sup>17</sup> (Year 1 to Year 7)</b>
Water Supply and Other Utilities	Digitisation of data	Year 3
Birth & Death Registration	Development of software	Done
Citizens' Grievance Monitoring	Development of software	Done
Personnel Management System	Digitisation of data	Year 4
Procurement and Monitoring of Projects	To be decided	
o E-procurement		
o Project/ward works		
Building Plan Approval	Digitisation of data	Year 7
Health Programs	To be decided	
o Licenses		
o Solid Waste Management		
Any other module..		

- i. Any other reform steps being undertaken (please use additional space to specify)
- |                          |                          |                          |                          |                          |                          |                          |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Year1                    | Year2                    | Year3                    | Year4                    | Year5                    | Year6                    | Year7                    |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

*If a plan has been drawn up and / or is under implementation, please provide details .....*  
*Please indicate methods of dissemination (to the citizens) of the reforms undertaken and the timeline for the same*

## L2- MUNICIPAL ACCOUNTING

### **DESIRED OBJECTIVES:**

JNNURM requires certain reforms to be undertaken by states/ cities in Municipal Accounting, with the objective of having a modern accounting system based on double-entry and accrual principles, leading to better financial management, transparency and self-reliance.

### **CURRENT STATUS**

- a. Please provide a short note on the present method of accounting being followed in your city

*Single entry cash based accounting system is being followed. The accounts, manuals and registers are maintained as per the Municipal Accounting Manual.*

- b. Please provide the status of completion and adoption of accounts, and if they have been audited and published in the last 3 years (specify month / year)

<i>Year</i>	<i>Adopted</i>	<i>Audited</i>	<i>Published</i>
2002-2003	YES	YES	YES
2003-2004	YES	YES	YES
2004-2005	YES	YES	YES
2005-2006	YES	YES	YES

- c. Please state whether State/city has drawn up its own accounting manual

Yes  No

- d. Please state whether State/city has adopted NMAM<sup>18</sup>

i. without modifications

<sup>18</sup> The National Municipal Accounts Manual (NMAM) has been prepared by MOUD with support from CAG to promote the implementation of improved financial management through electronic means leading to improvement in internal government operations to support and stimulate good governance.



ii. with modifications.

e. If NMAM has been adopted with modifications, please state these:

*Municipal Accounting Manual will be ready by June 2007. Please state significant deviations in accounting policies, and other accounting standards...*

f. Please state whether State has modified its current appropriate laws and regulations to be in compliance with the double-entry accrual principles. If yes, please provide date of such modification.

Yes	No	Date
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>

g. If applicable, please provide current status of implementation of double-entry accrual system.

*Regional Center for Urban and Environmental Studies, Lucknow, Ministry of Urban development, Government of India, has been engaged to suggest a road map for implementation of double entry accrual based accounting system. It would also develop a software for implementation and suggest modifications in the existing laws. The manual should be ready by June 2007.*

**TIMELINE FOR ACTION ON REFORMS**

**TRANSITION TO DOUBLE ENTRY ACCOUNTING ON ACCRUAL PRINCIPLES**

a. Resolution by Government expressing commitment to establish modern municipal accounting system. (Note: This resolution should be passed within 6 months of signing of MOA under JNNURM and a copy submitted to MOUD.)

*Regional Center for Urban and Environmental Studies, Lucknow, Ministry of Urban development, Government of India, has been engaged to suggest a road map for implementation of double entry accrual based accounting system. It would also develop a software for implementation and suggest modifications in the existing laws. The manual should be ready by June 2007.*

b. Appointment of consultants for development of State wide Municipal Financial Accounting Manual **Done.**

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

c. Completion and adoption of Municipal Financial Accounting Manual, in line with NMAM or otherwise

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

d.	GO/Legislation/Modification of Municipal Finance Rules for migrating to double-entry accounting system	Year1 <input type="checkbox"/>	Year2 <input type="checkbox"/>	Year3 <input checked="" type="checkbox"/>	Year4 <input type="checkbox"/>	Year5 <input type="checkbox"/>	Year6 <input type="checkbox"/>	Year7 <input type="checkbox"/>
e.	Training of personnel	Year1 <input type="checkbox"/>	Year2 <input type="checkbox"/>	Year3 <input checked="" type="checkbox"/>	Year4 <input type="checkbox"/>	Year5 <input type="checkbox"/>	Year6 <input type="checkbox"/>	Year7 <input type="checkbox"/>
f.	Appointment of field-level consultant for implementation at the city-level	Year1 <input type="checkbox"/>	Year2 <input type="checkbox"/>	Year3 <input checked="" type="checkbox"/>	Year4 <input type="checkbox"/>	Year5 <input type="checkbox"/>	Year6 <input type="checkbox"/>	Year7 <input type="checkbox"/>
g.	Notification of cut-off date for migrating to the double-entry accounting system	Year1 <input type="checkbox"/>	Year2 <input type="checkbox"/>	Year3 <input checked="" type="checkbox"/>	Year4 <input type="checkbox"/>	Year5 <input type="checkbox"/>	Year6 <input type="checkbox"/>	Year7 <input type="checkbox"/>
h.	Re-engineering of business processes to align with accrual based accounting system (aligning all commercial and financial processes such as procurement, revenue collection, Payroll, works contracts, etc.)	Year1 <input type="checkbox"/>	Year2 <input type="checkbox"/>	Year3 <input checked="" type="checkbox"/>	Year4 <input type="checkbox"/>	Year5 <input type="checkbox"/>	Year6 <input type="checkbox"/>	Year7 <input type="checkbox"/>
i.	Completion of registers and Valuation of assets and liabilities	Year1 <input type="checkbox"/>	Year2 <input type="checkbox"/>	Year3 <input checked="" type="checkbox"/>	Year4 <input type="checkbox"/>	Year5 <input type="checkbox"/>	Year6 <input type="checkbox"/>	Year7 <input type="checkbox"/>
j.	Drawing up of opening balance sheet (OBS):							
	i. Provisional OBS	Year1 <input type="checkbox"/>	Year2 <input type="checkbox"/>	Year3 <input checked="" type="checkbox"/>	Year4 <input type="checkbox"/>	Year5 <input type="checkbox"/>	Year6 <input type="checkbox"/>	Year7 <input type="checkbox"/>
	ii. Adoption of provisional OBS	Year1 <input type="checkbox"/>	Year2 <input type="checkbox"/>	Year3 <input checked="" type="checkbox"/>	Year4 <input type="checkbox"/>	Year5 <input type="checkbox"/>	Year6 <input type="checkbox"/>	Year7 <input type="checkbox"/>
	iii. Finalisation of OBS	Year1 <input type="checkbox"/>	Year2 <input type="checkbox"/>	Year3 <input checked="" type="checkbox"/>	Year4 <input type="checkbox"/>	Year5 <input type="checkbox"/>	Year6 <input type="checkbox"/>	Year7 <input type="checkbox"/>
k.	Full migration to double-entry accounting system	Year1 <input type="checkbox"/>	Year2 <input type="checkbox"/>	Year3 <input type="checkbox"/>	Year4 <input checked="" type="checkbox"/>	Year5 <input type="checkbox"/>	Year6 <input type="checkbox"/>	Year7 <input type="checkbox"/>
l.	Production of financial statements (income-expenditure accounts and balance sheet) as per the new system	Year1 <input type="checkbox"/>	Year2 <input type="checkbox"/>	Year3 <input type="checkbox"/>	Year4 <input checked="" type="checkbox"/>	Year5 <input type="checkbox"/>	Year6 <input type="checkbox"/>	Year7 <input type="checkbox"/>

IMPROVED FINANCIAL MANAGEMENT

- m. State year from which external audit of financial statements will commence  
**CAG Audit is being done.**
- Year1 Year2 Year3 Year4 Year5 Year6 Year7
- n. Frequency of such external audit cycle
- Being Done Annually**
- o. State year from which ULB will commence preparation of outcome budgets
- Year1 Year2 Year3 Year4 Year5 Year6 Year7
- p. State year from which ULB will institute internal audit / control mechanisms  
**Internal audit is being performed.**
- Year1 Year2 Year3 Year4 Year5 Year6 Year7
- q. State year in which ULB will undertake Credit rating
- Year1 Year2 Year3 Year4 Year5 Year6 Year7
- r. Please specify year in which related financial management systems will be developed and integrated with the financial accounting system.

<i>Related Financial Management Systems</i>	<i>Target year for completion and integration with Financial Accounting System<sup>19</sup></i>
Procurement systems	Year 5
Works contracts management	Year 5
Payroll and wage payments	Year 5
Stores and inventory management	Year 5
User charges billing systems	Year 5
Tax collection systems	Year 5
Any other	

- t. Any other reform steps being undertaken (please use additional space to specify)

NIL

<sup>19</sup> Should link with milestones committed in the reform agenda for e-governance.

### L3-PROPERTY TAX<sup>20</sup>

**DESIRED OBJECTIVES:**

JNNURM requires certain reforms to be undertaken by states/ cities in the methods of levy, administration and collection of Property Taxes, with the broad objective of establishing a simple, transparent, non-discretionary and equitable property tax regime that encourages voluntary compliance. States/cities need to ensure that their desirable objectives for reforms include these reforms, but need not restrict themselves to these items

**CURRENT STATUS**

a. Please indicate if Property tax is currently levied on the following types of properties:

- i. Residential
- ii. Commercial      Non- Residential
- iii. Industrial      "
- iv. Any other category      "

b. Please provide the Method of Property Tax Assessment being followed

- i. Self-assessment
- ii. Demand-based

*Non-discretionary self assessment method is being followed. Guidance values are decided every two years by the Municipal Commissioner. The system eliminates discretion and hence reduces corruption.*

c. Please provide the Basis of determination of property tax

- i. Capital value
- ii. Rateable value
- iii. Unit Area
- iv. Other (please specify)

<sup>20</sup> Note: This section should only deal with Property Tax or its variants (viz. House Tax, Tax on vacant land, etc.). Revenues collected for specific services provided by ULBs such as water, sewerage, street lighting , etc., levied in the form of taxes / surcharge on the base of property tax (for e.g. as a % of ARV) and /or collected together with Property Tax, should be reported separately in the following section on User Charges.

d. Please provide the Use of technology in property tax management, by giving appropriate details in the box

i. GIS database of record of properties liable to property tax

*GIS database is being developed.*

ii. Electronic database of property records

*Survey for preparation of database is being carried out. Already Being Done*

iii. Computerised generation of Property Tax demand notices

*Already being done. No*

iv. Computerised recording of receipts of tax collection

*Already being done.*

v. Any other functionality of Property Tax system

*Computerised database of property tax records and collection is being done at the Zonal Level.....*

e. Please indicate Property Tax as % of Own Sources of Revenue Income and Total Revenue Income

<b>Year</b>	<b>2003-04</b>	<b>2004-05</b>	<b>2005-06</b>
PT as % of Own Sources of Revenue Income	82.3%	85.5%	87.7%
PT as % of Total Revenue Income	25.0%	24.5%	25.6%

f. Please provide the below information on Current coverage

<b>No.</b>	<b>Type of Property</b>	<b>Estimated no. of properties</b>	<b>No. of properties in the records of the municipality</b>	<b>No. of properties paying property tax</b>	<b>Coverage ratio</b>
	<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(4) / (2)</b>
					<b>(5)</b>
1	Residential	501568	321150	256920	51.22%
2	Commercial	18917	17917	15229	80.50%
3	Industrial & others	4515	2865	1729	38.30%
4	Total	525000	341932	273878	52.20%

g. Please indicate the Amount of property tax being collected for following years

e. Please indicate the Amount of property tax being collected for following years

<i>Financial Year</i>	<i>Category</i>	<i>Current Demand Raised in Rs lacs</i>	<i>Arrear Demand in Rs. lacs</i>	<i>Total demand in Rs. lacs</i>	<i>Current demand Collection in Rs. lacs (collection efficiency in % in brackets)</i>	<i>Arrear Demand collection in Rs. lacs (collection efficiency in % in brackets)</i>	<i>Total collection in Rs. lacs (collection efficiency in % in brackets)</i>
<i>(1)</i>	<i>(2)</i>	<i>(3)</i>	<i>(4)</i>		<i>(5)</i>	<i>(6)</i>	<i>(7)</i>
FY – 05-06	Residential	1208.73	245.00	1453.73	1171.60(96.9%)	203.15(82.9%)	1374.95(94.6%)
	Commercial	979.00	191.00	1170.00	951.13(97.1%)	106.00(55.5%)	1057.13(30.4%)
	Industrial & others	344.00	124.00	468.00	305.28(88.7%)	47.88(38.6%)	353.16(75.4%)
	Total	2531.73	560.00	3091.73	2428.01 (95.9%)	357.03 (63.8%)	2785.04 (90.1%)
FY 04-05	Residential	890.12	404.88	1295.00	683.00(76.7%)	367.00(90.6%)	1050.00(81.1%)
	Commercial	633.00	369.00	1002.00	532.00(84.0%)	279.00(75.6%)	811.00(80.9%)
	Industrial & others	195.00	125.00	320.00	164.00(84.1%)	32.00(25.6%)	196.00(61.3%)
	Total	1718.12	898.88	2617.00	1379.00(80.2%)	678.00(75.4%)	2057.00(78.6%)
FY 03-04	Residential	816.85	590.15	1407.00	807.12(98.8%)	195.00(33.0%)	967.12(68.7%)
	Commercial	506.00	465.00	971.00	355.00(70.2%)	247.00(53.1%)	602.00(62.0%)
	Industrial & others	123.00	149.00	272.00	54.00(43.9%)	93.00(62.4%)	147.00(54.0%)
	Total	1445.85	1204.15	2650.00	1181.12(81.69%)	535.00(44.42%)	1716.12(64.75%)

g. Please list the Exemptions given to property owners

<i>No.</i>	<i>Type of Exemption</i>	<i>Qualifying institution/ individual</i>	<i>Revenue implication of exemption for a year (Rs. in lacs)</i>
1	Property Tax	Plots measuring upto 15 Sqm	4.50
2	""	Educational Institutions	500.00

3	" "	Disabled persons	00.50
4	" "	Ex-servicemen/widows	1.00
5	" "	Swatantrata Sangram senani	0.50
6	" "	Employees of Nagar Nigam	2.00
7	" "	Gallantry Award Winners	1.00
8	" "	Central Govt. Properties	300.00

(please use additional rows if necessary)

h. Please specify the Assessing Authority and describe the level of discretionary power available with assessing authority

*Self Assessment method is followed for determination of property tax. The system is transparent. The guidance values are fixed by the Municipal Commissioner once every two years. The citizen can himself calculate the incidence of property tax. There is no discretionary power. However, assessment of property tax for commercial and industrial properties is done on a rateable value method that has an element of discretion.*

i. Please provide the following details about update of property records and guidance values

i. Date when last update of property records through general revision was done

DD/MM/YYYY01/04/2002

ii. Date when last revision of guidance values<sup>1</sup> was done

iii. Frequency of revision of guidance values

Residential—2 years; Non Residential—4 Years

iv. Please indicate whether information from appropriate authorities on new building construction, or additions to existing buildings is being captured; if yes, how and at what frequency?(e.g. development authority etc)

Yes  No

*By random survey undertaken by the ULB.*

v. Please indicate whether information from appropriate authorities on change of ownership and land valuation is being captured; if so, how and at what periodicity? (e.g. Dept of Stamps and Registration)

Yes  No

<sup>1</sup> Here, g

**TIMELINE FOR ACTION ON REFORMS**

Please provide timeline and indicate the steps intended (wherever not mentioned) for achieving the following action items

<b><u>Reform</u></b>	<b><u>Steps proposed in order to achieve the reform</u></b>	<b><u>Target year for completion</u></b>						
		<b><u>Year 1</u></b>	<b><u>Year 2</u></b>	<b><u>Year 3</u></b>	<b><u>Year 4</u></b>	<b><u>Year 5</u></b>	<b><u>Year 6</u></b>	<b><u>Year 7</u></b>
a) Enhancing coverage of property tax regime to all properties liable to tax	Done							
b) Elimination of exemptions	Amendment in legislation			✓				
c) Migration to Self-Assessment System of Property Taxation	a. Setting up a Committee/Team to draft/amend legislation		✓					
	b. Stakeholder consultations			✓				
	c. Preparation of Draft legislation			✓				
	d. Approval of the Cabinet/ Government			✓				
	e. Final enactment of the legislation by Legislature			✓				
	f. Notification			✓				
	g. Preparation and notification of appropriate subordinate legislation			✓				
	h. Implementation by municipality				✓			
d) Setting up a non-discretionary method for determination of property tax (e.g. unit area, etc) <i>(Sub-Steps (i) to (viii) given in (c) above may be repeated for this step as relevant)</i>	Done.							
e) Use of GIS-based property tax system	a. Selection of appropriate consultant			✓				
	b. Preparation of digital property maps for municipality				✓			
	c. Verification of digital maps and preparation of complete data-base of properties				✓			
	d. Administration of Property Tax using GIS database and related application					✓		



<b>Reform</b>	<b>Steps proposed in order to achieve the reform</b>	<b>Target year for completion</b>						
		<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Year 6</b>	<b>Year 7</b>
	e. Mechanism for periodic updation of GIS database					✓		
f) Next scheduled / anticipated revision of guidance values	Done every two years							
g) Periodicity for revision of guidance values	a. Periodicity to be adopted <b>Done</b>							
	b. Deadline for adoption <b>Done</b>							
h) Establish Taxpayer education programme	a. Preparation of Ready Reckoner (guidance booklet) for tax assesses	Done. A ready reckoner for tax assesses has been prepared.						
	b. Local camps for clarification of doubts and assistance in filling out forms	Done. This is an on-going process. We organise periodic camps for tax assesses.						
	c. Setting up a website for property tax issues/ FAQs etc			✓				
i) Establish Dispute resolution mechanism	Done.	Appeals against assessment can be made in the Small Causes Court.						
j) Rewarding and acknowledging honest and prompt taxpayers	<u>Proposed</u>	It is being done.						
k) Achievement of 85% Coverage Ratio (see item e in Current Status) (Specify target Coverage for each year of mission)	Is Being Done		52%	62%	75%	85%	85%	85%
l) Achievement of 90% Collection Ratio for current demand (see item f in Current Status above) (Specify target Collection ratio for each year of mission)	Already achieved		96%					
m) Improvement in collection of arrears, to reach Total Outstanding Arrears less than or equal to 10 % of Current demand for previous year (exclude tax assessments under litigation, but include Property Tax / service charge levied on Government properties)	Is Being Done		36%	30%	25%	20%	10%	10%
n) Any other reform steps being undertaken (please specify)	Please indicate methods of dissemination (to the citizens) of the reforms undertaken and the timeline for the same..... <u>a</u>							

<b>Reform</b>	<b>Steps proposed in order to achieve the reform</b>	<b>Target year for completion</b>						
		<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>	<b>Year 6</b>	<b>Year 7</b>
	b .....							

## L4-USER CHARGES<sup>2</sup>

### **DESIRED OBJECTIVES:**

JNNURM requires certain reforms to be undertaken by states/ cities in the levy of user charges on different municipal services, with an objective of securing effective linkages between asset creation and asset maintenance and ultimately leading to self-sustaining delivery of urban services.

### **CURRENT STATUS**

a. Please provide a list of services being delivered by municipalities/ parastatals and the status of user charges being levied for each. <sup>3</sup>

<b>Type of Service<sup>4</sup></b>	<b>User charge levied (Yes/No)</b>	<b>Service Provider</b>	<b>Tariff Structure</b>	<b>Last Revision of Tariff</b>
Water Supply	Yes	ULB	Tariff order has been passed	March 2001
Sewerage	Yes	ULB	Tariff order has been passed	" "
Solid Waste Management	No	ULB	Nil	Nil
Public Transport	Yes	State Government		
Street lighting	No	ULB	Nil	Nil
Primary health	No	State Government	Re 1/patient	2003-04
Hiring of municipal assets (please specify)	Yes	ULB/PPP	Nil	Nil
Others (please specify)				

<sup>2</sup> Note: This section deals with user charges, collected either in the form of a tax or surcharge or fee. All revenues collected against specific services should be reported in this section w.r.t. current status and commitment on reforms made hereunder. Under no circumstances should there be any overlap between status reported in this section with than on Property Taxes.

<sup>3</sup> Please attach details in separate annex where necessary.

<sup>4</sup> List should include all services rendered by the ULB.

- b. Please furnish the costs and revenue collection in providing the following services (total, per unit and per capita/ household cost and revenues) in **2004-05**. Also indicate the details of Revenue losses.

Service	O&M Cost <sup>5</sup> (Please specify the unit)			User charges collected (exclude arrears) (Please specify the unit)			Revenue Loss in Rs. due to	
	Total Cost (in Rs Lacs.)	Per Unit Cost as delivered**	Per capita/ Household cost	Total Recovery (in Rs Lacs.)	Per Unit Recovery as delivered**	Per Capita/ Household Recovery	leakage/ theft / no enforcement/ poor collection	free supply / no levy of user charges
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)
Water Supply & Sewerage	6215.90	Rs. 3.70 per KL	311/1555	2759.00	Rs 1.64 per KL	690.00	1202Lacs (25%)	252.4 Lacs
Solid Waste Management	4695.20	1029 per MT	156/894	NIL	NIL	NIL	NIL	NIL
Public Transport Services <b>Being done by State Transport Undertaking</b>								
Others (please specify)								

\*\* can be expressed as Per MLD in case of water supply and sewerage; Per Tonne in case of SWM; Per Km in case of public transport, etc.

- c.. Please indicate the percentage cost recovery for each of these services over the past five years ((d) divided by (a), expressed in % terms)

Service	2001-2002	2002-2003	2003-2004	2004-2005	2005-2006
Water Supply & Sewerage	38.06	40.22	43.02	44.14	44.38
Solid Waste Management	NIL	NIL	NIL	NIL	NIL
Public Transport Services					
Others (please specify)					

- d. Please provide performance parameters and current service levels<sup>6</sup>

Service	Indicator	Status in 2004-2005
---------	-----------	---------------------

<sup>5</sup> To include all related direct costs, including salaries and wages of personnel directly deployed in the service

<sup>6</sup> Please add additional indicators as appropriate

<i>Service</i>	<i>Indicator</i>	<i>Status in 2004-2005</i>
<b>Water Supply</b>		
1	Total water supplied per day (MLD)	460
2	Hours of water supply per day	4-5
3	Percentage (%) of population covered by Piped water supply	85%
5	Per capita supply (in litres) (per day)	130
6	Total no. of household connections (Cumulative figure)	229406
7	No. of connections metered (Cumulative figure)	229406
8.	Total Non-Revenue Water in MLD (% in brackets)	24.92MLD (7%)
9.	Un-accounted for Water in MLD (% in brackets), including system losses	152.56 MLD (30%)
<b>Sewerage and Sanitation</b>		
1	Quantum of Sewage generated per day (MLD)	320
2	Quantum of Sewage treated per day (MLD)	42
3	Land utilization for sewage farming Ha) (Cumulative figure)	--
4	Quantity of sewage disposed on land (MLD)	
5	Quantity of sewage disposed into water bodies (MLD)	
6	Percentage ( %) of population covered by underground sewage network	33
7	No. of households with individual toilets / low cost sanitation unit (Cumulative figure)	
8	No. of public toilets (Cumulative figure in terms of seats)	1200
<b>Solid Waste Management</b>		
1	Quantum of solid waste generated per day (TPD)	1550 MTPD
2	Quantum of solid waste collected per day (TPD)	1250 MTPD
3	Collection efficiency	80.64 %
4	Per capita waste generation	500-700 GPCD
5	Quantum of waste treated in scientific manner (composting, etc.)	NIL
6	Staff per 1,000 persons	1.755
7	Total capacity of all collection vehicles per day	1350 MTPD
8	Does a sanitary landfill exist (Y/N)	NO
9	If sanitary landfill exists, is it used (Y/N)	NA
10	Is source segregation done? (Y/N) – If Yes, what % of total waste?	YES – 2%
<b>Public Transport services - IS BEING PROVIDED BY STATE TRANSPORT UNDERTAKING</b>		

Service	Indicator	Status in 2004-2005
1	Total capacity of public transport (number of vehicles)	
2	Number of trips made in a day	
3	Population using public transport	

**TIMELINE FOR ACTION ON REFORMS**

- a. The State/ULB must formulate and adopt a policy on user charges which should include proper targeting of subsidies, if any, for all services; ensuring the full realization of O&M cost by the end of the Mission period. (Note: This resolution should be passed within 6 months of signing of MOA under JNNURM and a copy submitted to MOUD.)

*Agreed.*

- b. The State should set up a body for recommending a user charge structure.
- |                          |                          |                                     |                          |                          |                          |                          |
|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Year1                    | Year2                    | Year3                               | Year4                    | Year5                    | Year6                    | Year7                    |
| <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- c. Establishment of proper accounting system for each service so as to determine the O&M cost separately. Please specify the timeline for each service separately
- |   |                          |                          |                                     |                          |                          |                          |                          |
|---|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| i. Water Supply and Sewerage                            | Year1                    | Year2                    | Year3                               | Year4                    | Year5                    | Year6                    | Year7                    |
|   | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ii. Solid Waste Management                              | Year1                    | Year2                    | Year3                               | Year4                    | Year5                    | Year6                    | Year7                    |
|   | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| iii. Public Transport Services<br><i>Not Applicable</i> | Year1                    | Year2                    | Year3                               | Year4                    | Year5                    | Year6                    | Year7                    |
|   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| iv. Other (please specify)                              | Year1                    | Year2                    | Year3                               | Year4                    | Year5                    | Year6                    | Year7                    |
|   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- d. Please indicate the targeted service standards and timelines for achieving the same with regard to each of the above mentioned services<sup>7</sup>

<sup>7</sup> To the extent possible, specify service delivery standard as experienced at citizen's end, for e.g. hours of water supply; lpcd received in household; frequency of street sweeping, etc.

Service	Service Standard identified (in units)	Service Standard targeted (in quantity)	Targeted year for achieving the standard*
Water Supply	LPCD	125 LPCD	YEAR 6
Drainage	Covered Drainage	65%	YEAR 6
Solid Waste Management	Per capita per day	400 gms per capita per day	YEAR 5

\* with reference to year if JNNURM period (Year 1, Year 2....)

e. Please define the user charge structure and timelines for achieving with regard to each of the above mentioned services

Service	Proposed User charge Structure (give details of rates, category and units)	Targeted year for achieving the standard*
Water Supply	Differential rates will be charged for domestic and commercial connections. Rates charged for domestic connection will be approx 80% of O&M charges and rate charged for commercial connections will be approximately 2.5 times O&M charges.	2008-09
Sewerage	It is not possible to levy this charge on a unit basis. Sewerage charges will be levied on ARV basis which will be a maximum of 4% of ARV according to the Act.	2008-09
Solid Waste Management	Rs 20-25 per household	2007-08

c. Please indicate plan for achieving volumetric based tariff through 100 % metering with individual meters.

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please indicate annual targets for achieving full metering.

The 2<sup>nd</sup> SFC has recommended the charges to be collected on a household basis which has been accepted by the State Government. Hence 100% metering is not possible.

d. Please indicate plan for reduction in Non-Revenue Water (NRW) and Un-accounted for Water (UfW) through measures that include water audits and leakage detection studies. Please indicate annual targets for both.

Non-Revenue Water (NRW)

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="text"/>	<input type="text"/>	7%	6%	5%	5%	5%

Un-accounted for Water (UfW)

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="text"/>	<input type="text"/>	30%	25%	20%	15%	15%

- e. Conduct of a study to quantify and examine impact of subsidies for each service (Indicate 'when' against the timeline)
- | Year1                    | Year2                    | Year3                               | Year4                    | Year5                    | Year6                    | Year7                    |
|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- f. Results of such analysis to be tabled in the Municipal Council and approved (Indicate 'when' against the timeline)
- | Year1                    | Year2                    | Year3                    | Year4                               | Year5                    | Year6                    | Year7                    |
|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- g. Indicate periodicity in which such analysis shall be done regularly, and placed Before the Municipal Council
- Once in Three Years – By Year 5 Annual / Bi-annual or*
- h. Time table to achieve full recovery of O&M costs from user charges (*recovery of all direct costs, including related salaries and wages*)  
(Please indicate proposed recovery level for each year for each of the services in %)
- i. Water Supply
- | Year1                    | Year2 | Year3 | Year4 | Year5 | Year6 | Year7                    |
|--------------------------|-------|-------|-------|-------|-------|--------------------------|
| <input type="checkbox"/> | 48%   | 60%   | 75%   | 100   | 100%  | <input type="checkbox"/> |
- ii. Sewerage
- | Year1                    | Year2 | Year3 | Year4 | Year5 | Year6 | Year7 |
|--------------------------|-------|-------|-------|-------|-------|-------|
| <input type="checkbox"/> | 52%   | 65%   | 80%   | 88%   | 95%   | 100%  |
- iii. Solid Waste Management  
**Rs 20-25 will be collected from all households.  
Rest of the funds will be met through revenue of ULB.**
- | Year1                    | Year2                    | Year3                    | Year4                    | Year5                    | Year6                    | Year7                    |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- iv. Public Transport Services **Not with ULB.**  
Being undertaken by State Transport Undertaking
- | Year1                    | Year2                    | Year3                    | Year4                    | Year5                    | Year6                    | Year7                    |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- v. Others, such as hiring of municipal assets, e.g..community halls, public parks etc. (please specify)
- | Year1                    | Year2 | Year3                    | Year4                    | Year5                    | Year6                    | Year7                    |
|--------------------------|-------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <input type="checkbox"/> | =10   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- i. Any other reform steps being undertaken (please use additional space as necessary, please specify timeframes for steps envisaged)

User charges for water supply and sewerage are decided by the board of Jal Sansthan. Solid Waste Collection charges are not being levied at present. However, it is proposed to levy Rs 20-25 per household. Please indicate steps being undertaken for levy of user charges and recovery of O & M costs of municipal services ... (including basic services provided by parastatals)  
Please indicate methods of dissemination (to the citizens) of the reforms undertaken and the timeline for the same.....The information on changes in user charges is disseminated through newspapers.





## L5- INTERNAL EARMARKING OF FUNDS FOR SERVICES TO URBAN POOR

### **DESIRED OBJECTIVE/S**

JNNURM requires reforms to be undertaken by local bodies with respect to earmarking funds in their budgets specifically for services delivery to the urban poor. Commitment is sought from ULBs in undertaking reforms in the budgeting and accounting systems to enable the same, as also targets for expenditure incurred in delivery of services to the poor.

### **CURRENT STATUS**

#### **PROCESS FOR EARMARKING BUDGETS**

- a. Please indicate prevailing processes for decision making on allocation of budgets for delivery of services to the poor.

*There was no provision of separate budget for urban poor but recently State -Govt. has directed to make separate provision in budget for urban poor. Next year onwards separate provision in budget for urban poor will be made in proportion to their population.*

- b. Please indicate if prevailing accounting and budgeting systems are capable of tracking revenue and capital expenditure incurred on delivery of services to the poor.

Yes      No      Partly  
       

*According to new directives of the State Govt. separate provision in the Budget will be made for delivery of services to Urban poor and separate accounts will be maintained as per separate Budget provision for Urban poor.*

#### **EXPENDITURE INCURRED ON DELIVERY OF SERVICES TO THE POOR**

- a. Please indicate if there is any internal earmarking<sup>8</sup> within the municipal budget towards provision of services to urban poor. Please provide the total amount earmarked and the percentage of the total budget in the last 3 years. **Though funds have been spent in urban poor areas, however, no separate earmarking of funds has been done and so data specifically spent for urban poor is not available.**

Year		2002-2003	2003-2004	2004-2005
<b>Amount Budgeted</b> (both Revenue and Capital Accounts)	Own sources			
	Other Sources			
	Total			
<b>Actual Amount Spent</b> (both Revenue and Capital Accounts)	Own sources			
	Other Sources			
	Total			
<b>% of the total budget</b> (both Revenue and Capital Accounts)	Own sources			
	Other Sources			
	Total			

**TIMELINE FOR ACTION ON REFORMS**

**BUDGETING AND ACCOUNTING PROCESSES**

- a. Reforms in the accounting and budgeting codes to enable identification of all income and expenditure (in both Revenue and Capital accounts) to be identified as related to poor / non-poor. (in the short run the same heads may be categorised on basis of income / expenditure from slum / non-slum).

Yes      No  
     

If Yes, please state year from when this will be made effective.

Year1   Year2   Year3   Year4   Year5   Year6   Year7  
                 

- b. Creation of separate Municipal Fund in the accounting system for 'Services to the Poor'

Yes      No  
     

If Yes, please state year from when this will be made effective.

Year1   Year2   Year3   Year4   Year5   Year6   Year7  
                 

<sup>8</sup> Earmarking refers to percentage allocation of the total estimated income that would be utilised for provision of housing and basic services to urban poor

- c. Amendments to the Municipal Accounting Rules for governing the Fund, Operating the Fund, including rules for transfer of resources into the Fund for 'Services to Poor'. Year1  Year2  Year3  Year4  Year5  Year6  Year7

ALLOCATION AND EXPENDITURE<sup>9</sup> ON DELIVERY OF SERVICES FOR POOR

- d. Targeted revenue expenditure on delivery of services to poor per annum, expressed as % of Total Revenue Income

Year	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
Targeted %	--	--	20	23	26	28	30

- e. Targeted revenue expenditure on delivery of services to poor per annum, expressed as % of Total Own Source of Revenue Income

Year	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
Targeted %	--	--	20	23	26	28	30

- f. Targeted capital expenditure on delivery of services to poor per annum, expressed as % of Total Capital Expenditure

Year	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
Targeted %	--	--	20	30	30	25	25

<sup>9</sup> Allocation and spend pertains to all directly attributable expenses specifically incurred for delivery of entire mandate of municipal services to the poor, that should include basic environmental services, roads, tenure, primary education and health, and social security amongst others. Establishment expenses (including salaries and wages) not directly and specifically incurred for service delivery to the poor should be excluded.

## L6 - PROVISION OF BASIC SERVICES TO URBAN POOR

### DESIRED OBJECTIVES

JNNURM requires cities to ensure provision of basic services to the urban poor such as water supply and sanitation, including provision of security of tenure and improved housing at affordable prices. JNNURM also requires that delivery to the urban poor is ensured for existing universal services of the Government in the areas of health, education and social security.

### **CURRENT STATUS**

- a. Please provide information on existence of any database pertaining to household level information of urban poor.

House Hhold survey hwas-been carried out in 1996-97 by SUDA through CDS and data base exists. It has not been updated since then. GIS database for all households is being prepared under NUIS program of Government of India.

- b. Has any prioritisation of slums / localities been carried out as part of the CDP process? If Yes, please provide details on the process.

Yes. Slums have been identified. Slums will be developed In-situ. However, Haider canal slums cannot be developed in-situ for the lack of tenure. But, relocation is possible because land will be made available for BSUP project by LMC free of cost. Further, relocation will be carried out in accordance with the enforceable land use plan for Lucknow.

- c. Please provide baseline information with respect to quality and level of access of services by poor households in the table below. *(in case of wide variation in quality of service within the city across slum clusters, provide average level of service. Please state extremely low levels where appropriate)*

No.	Area of service delivery	Performance Parameter	Current levels	Prevailing level of access of urban poor households (in terms of % HHs that access services at the current performance levels)
<b>1.</b>	<b>Water Supply</b>			
1.1	Household level piped water supply	No. of hours of supply at reasonable pressure	<b>4-5 Hrs (160 lpcd)</b>	<b>30%</b>
1.2	Public taps / standposts	No. of hours of supply at reasonable pressure	<b>6 hrs. (160 lpcd)</b>	<b>40%</b>
1.3	Handpumps / Tubewells (untreated ground water source)	Avg. distance from HH in metres	<b>150 Mts.</b>	<b>30%</b>
1.4	Water Tanker supply	Response time on request in hrs.	<b>2-3 hrs.</b>	<b>As and when required</b>
<b>2.</b>	<b>Sanitation</b>			
2.1	Household level individual toilets	Type of toilet	<b>Flush type</b>	<b>50%</b>
		Type of conveyance / disposal system	Covered/ Open Drain, sewer	
2.2	Community toilets	Seats per population using them	20 persons per seat per day	10%
		Type of conveyance / disposal system	sewer/ septic tank	
<b>3.</b>	<b>Housing</b>			
<b>3.1</b>	Housing	Pucca housing for each household	Pucca	20%
<b>3.2</b>	Night shelters / community shelters	Avg. distance to be traversed by homeless in m	3500 m	10%

d. Please provide details on extent of access to following services by urban poor in the ULB.

No.	Area of service delivery	Prevailing level of access of urban poor households (in terms of % HHs that are able to access these services)
-----	--------------------------	--

No.	Area of service delivery	Prevailing level of access of urban poor households (in terms of % HHs that are able to access these services)
<b>4.</b>	<b>Solid Waste Management</b>	
4.1	Street sweeping	15%
4.2	Waste Collection	15%
<b>5.</b>	<b>Roads and Drains</b>	
5.1	Provision of pucca (all weather) roads	50%
5.2	Provision of storm water drains	50%
<b>6.</b>	<b>Street Lighting</b>	
6.1	Provision of street lights	40%
<b>7</b>	<b>Community Facilities</b>	
7.1	Aanganwadi / crèche	45%
7.2	Community halls	20%
<b>8.</b>	<b>Primary healthcare</b>	
8.1	Preventive health care – inputs and advise	50%
8.2	Curative healthcare	45%
<b>9.</b>	<b>Primary Education</b>	
9.1	Primary education	100%
<b>10.</b>	<b>Support for livelihoods</b>	
10.1	Skill development training	30%

No.	Area of service delivery	Prevailing level of access of urban poor households (in terms of % HHs that are able to access these services)
10.2	Micro-credit	40%

e. Please provide details on prevailing levels of secure tenure amongst urban poor.

No.	Area	Total estimated no. in the ULB	Total number of with secure tenure	% of households / micro-enterprise establishments with secure tenure
1	Secure tenure for place of dwelling, in terms of legal status	134450	80670	60%
2.	Secure tenure for place of work for micro-enterprises, in terms of authorisation of the locations of the enterprise	60503	36302	45%

### **TIMELINE FOR REFORMS**

- a. The State Government and ULB must formulate and adopt vide a resolution a comprehensive policy on providing basic services to all urban poor which should include security of tenure and improved housing at affordable prices. The policy document should also cover other existing universal service mandates of the Government in the areas of education, health and social security. This policy document should lay down commitments to attain certain benchmark levels of access and standards of service delivery.

The policy document should be prepared with stakeholder involvement, be adopted and disseminated within 6 months of signing of the MoA under JNNURM, and a copy submitted to MoUD/MoHUPA. *Agreed.*

### **BENEFICIARY IDENTIFICATION AND TARGETTING**

- b. Conduct of House Hold (HH) level survey, covering all poor settlements (recognised slums, unrecognised slums, and informal clusters) Year1  Year2  Year3  Year4  Year5  Year6  Year7
- c. HH level survey to cover infrastructure deficiency indicators and socio-economic deficiency indicators Yes  No  Partly
- d. Creation of database, including identification of HHs for priority targeting of Schemes for household level benefit (such as livelihood, housing, social security, etc.) Year1  Year2  Year3  Year4  Year5  Year6  Year7
- e. Ranking and prioritisation of clusters of urban poor settlements in a participatory manner Year1  Year2  Year3  Year4  Year5  Year6  Year7
- f. Frequency of updation of database created 2 years

### QUALITY OF SERVICES AND EXTENT OF ACCESS TO SERVICES

Specify the benchmark quality of services targeted for delivery to urban poor for each of the areas mentioned below. It is presumed that this quality of service is targeted for all urban poor. Cities should set progressive benchmarks so as to improve the quality of services rendered over the Mission period.

#### g. HOUSEHOLD LEVEL BASIC SERVICES

No.	Area of service delivery <sup>10</sup>	Quality Parameter	Target Quality Benchmark <sup>11</sup>	Level of access targeted in each year (in terms of % HHs of urban poor that access services at the targeted quality benchmark)						
				Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
1.	Water Supply									

<sup>10</sup> As access to services is improved through better methods, levels of access through more basic methods will decrease. For e.g. as HHs with access to piped water will increase, HHs with access to tubewells / public taps / tankers will decrease.

<sup>11</sup> To be defined by the ULB at the time of signing the MoA



No.	Area of service delivery <sup>10</sup>	Quality Parameter	Target Quality Benchmark <sup>11</sup>	Level of access targeted in each year (in terms of % HHs of urban poor that access services at the targeted quality benchmark)						
				Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
1.1	Household level piped water supply	No. of hours of supply at reasonable pressure	8 hours (200 lpcd)		30	50	70	80	95	100
1.2	Public taps / standposts	No. of hours of supply at reasonable pressure	8		40	40	30	20	5	0
		Avg. distance from HH in metres	150 m							
1.3	Handpumps / Tubewells (untreated ground water source)	Avg. distance from HH in metres	150 m		30	10	0	0	0	0
1.4	Water Tanker supply	Response time on request in hrs.	2-3 hrs.	As and when required						
<b>2.</b>	<b>Sanitation</b>									
2.1	Household level individual toilets	Type of toilet	<b>Pour flush for all the dwellings</b>		50	60	100			
		Type of conveyance / disposal system	sewer/septic tank							
2.2	Community toilets	Seats per population using them	5	They will be used for floating population.						
		Avg. distance from HHs in m	200							
		Type of conveyance / disposal system	sewer/ septic tank							

No.	Area of service delivery <sup>10</sup>	Quality Parameter	Target Quality Benchmark <sup>11</sup>	Level of access targeted in each year (in terms of % HHs of urban poor that access services at the targeted quality benchmark)							
				Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	
		Facilities for aged, women, children, disabled	Yes								
<b>3.</b>	<b>Housing</b>										
<b>3.1</b>	Housing	Pucca housing for each household	Pucca		20	35	60	75	90	100	
<b>3.2</b>	Night shelters / community shelters	Avg. distance to be traversed by homeless in m	3000 m. They will be used for floating population.								

Please provide qualitative comments on above as appropriate.....

h. OTHER INFRASTRUCTURE SERVICES

No.	Area of service delivery <sup>12</sup>	Quality Parameter	Target Quality Benchmark <sup>13</sup>	Target year in which all poor households shall have access to services at the target quality benchmark (State year of the Mission Period)
<b>4.</b>	<b>Solid Waste Management</b>			
4.1	Street sweeping	Frequency of street sweeping	Daily	Year 5
4.2	Waste Collection	Avg. distance of HHs from bin in m	100 m	Year 5
		Frequency of lifting of waste from community bin	Daily	Year 5
<b>5.</b>	<b>Roads and Drains</b>			
5.1	Provision of pucca (all weather) roads	HH level access (roads in front of houses)	Pucca paved roads	Year 7
		Access of slum cluster to main roads	Pucca paved roads	Year 7
5.2	Provision of storm water drains	HH level access to covered drains	Covered drains	Year 7
<b>6.</b>	<b>Street Lighting</b>			
6.1	Provision of street lights	Street illumination through out the year	Tubelights	Year 7
<b>7</b>	<b>Community Facilities</b>			
7.1	Aanganwadi / creche	Avg. distance of HHs from the facility in m	1500 m	Year 7

<sup>12</sup> As access to services is improved through better methods, levels of access through more basic methods will decrease. For e.g. as HHs with access to piped water will increase, HHs with access to tubewells / public taps / tankers will decrease.

<sup>13</sup> To be defined by the ULB at the time of signing the MoA

No.	Area of service delivery <sup>12</sup>	Quality Parameter	Target Quality Benchmark <sup>13</sup>	Target year in which all poor households shall have access to services at the target quality benchmark (State year of the Mission Period)
7.2	Community halls	Avg. distance of HHs from the facility in m	3000 m	Year 7
<b>8. Primary healthcare</b>				
8.1	Preventive health care – inputs and advise	Frequency of visits by health worker / other modes of communication reaching the urban poor	Once a week	Year 6
8.2	Curative healthcare	Reliability of the service	Twice a week	Year 6
		Avg. distance of HHs from facility in m	1500m	Year 7
<b>9. Primary Education</b>				
9.1	Primary education	Enrolment rate	100%	Year 3
		Drop out rate	5%	Year 5
		Avg. distance of HHs from facility in m	1500 m	Year 5
<b>10. Support for livelihoods</b>				
10.1	Skill development training	Persons trained who pursue related occupation		40%(At current level) 85% upto 7 <sup>th</sup> year
10.2	Micro-credit	Access to participate in micro-credit group in the community		35%(At current level) 75% upto 7 <sup>th</sup> year

*It is targeted to provide the proposed levels of services by the end of the Year 7 of the Project.*

**METHODS AND PARTICIPATION BY COMMUNITIES**

- i. State the areas, intended mechanisms and timelines for participation by communities of urban poor in the entire range of urban services and poverty alleviation programmes. (few examples are illustrated in the table)

No.	Sector	Nature of Involvement	Community Mechanism	Target Mission year to start initiative	Targeted scale of activities by end of the Mission period
1.	Basic services – water supply, sanitation	Participatory planning at micro level	Through community development society	Year 2	100% of all developments in these sectors shall be through such mechanism
2.	Roads within slum clusters	Community contracting	Awarded to community development society	Year 3	Atleast 15% of all such contract through community contracting

*Area Sabha/Community Participation Law would ensure that works upto a specified limit can be nominated by the community.*

**SECURITY OF TENURE**

j.	Please state targeted percentage of urban poor households that would have Secure tenure of their place of dwelling. <i>(state target % for each year of Mission Period)</i>	Year1	Year2	Year3	Year4	Year5	Year6	Year7
				35	50	70	85	95
k.	Please state targeted percentage of urban poor micro-entrepreneurs that would have secure tenure of their place of work <i>(state target % for each year of Mission Period)</i>	Year1	Year2	Year3	Year4	Year5	Year6	Year7
				35	50	70	85	95

## **O**PTIONAL REFORMS<sup>14</sup>

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<sup>14</sup> IN CASE OF URBAN AGGLOMERATIONS WITH MULTIPLE ULBS, THE ULB RELATED REFORMS IN THIS SECTION SHOULD BE PROVIDED FOR EACH ULB IN THE JNNURM CITY SEPARATELY

## 01-INTRODUCTION OF PROPERTY TITLE CERTIFICATION SYSTEM

### **DESIRED OBJECTIVES:**

JNNURM requires certain reforms to be undertaken by states/ cities towards putting in place an effective Property Title Certification System. The cities need to ensure proper management and record of all property holdings within the city. The new system should reflect authentic ownership at all points and information on holdings should be easily accessible.

### **BACKGROUND**

#### **1. CURRENT STATUS**

- a. What is the current system for-?
- i. Property Registration<sup>15</sup>
  - ii. Transfer of Property<sup>35</sup>

*The current system for property registration is provided in Registration Act, 1908 (Act No. 16 of 1908). A deed of transfer of property is typed or hand-written alongwith photographs of executants and-is presented before the Sub-Registrar. He registers it, keeps a photocopy as record and returns the original on the same day to the registrants.*

- b. Please indicate whether information on change of ownership (owing to transaction of property) or encumbrances is being captured? If so how? (For eg. is there information received from the Dept. of Stamp and Registration?)

*Information is not captured automatically. The registrants presents his case before the concerned officer in the ULB for mutation of records.*

- c. Does the property registration system record the following-?

Status	Yes	No	Remarks
i. Lien		✓	
ii. Court orders	✓		If a copy is provided to the office

<sup>15</sup> Explain in detail the role of various institutions and the processes involved



iii. Easements		✓	
iv. Restrictions		✓	
v. Encumbrances		✓	
vi. Lease		✓	
vii. Third party claims		✓	

d. Which Legislation is followed for registration and record of properties?

Registration Act, 1908 (Act No. 16 of 1908)

e. What is the status of E-management of property records?

Activity	Already in place	Under implementation	Not done so far	Remarks
Assessment of properties using GIS			✓	
Electronic database of property records			✓	
Software application for regular upgradation of records			✓	
System for online registration			✓	
ILIS (Integrated Land Information System)			✓	

f. Provide Information on current status of Properties registration

Estimated number of properties in the city <sup>16</sup> (a)	No. of properties on records in the Municipality <sup>2</sup> (b)	No. of disputed properties	Coverage Ratio(b/a*100)
525000	321150		60%

g. What is the basis for determination of ownership of a property (eg. a title deed)?

Title deed.

h. Is it an absolute ownership or does the state guarantee the validity of transaction in any manner? Yes  No

<sup>16</sup> Please mention the method used for identifying these property figures

i. Comment on the guarantee status of ownership in the current system

*The State Government keeps a record of documents. In case of a dispute, parties approach the civil court. The State Government may provide a copy of the registered document on the request of a property.*

j. Is there a list of documents identified to serve as evidence of change of ownership (Registration deed, partition deed, settlement deed etc)? If yes please give the details.

<i>List of evidence documents</i>	<i>Comments</i>
<i>a. Registered Sale Deed</i>	
<i>b. Registered Lease Deed for more than 30 years.</i>	
<i>c. Partition Deed.</i>	
<i>d. Settlement Deed</i>	

k. What is the frequency of update of property records? When was it done last?

**TIMELINE FOR ACTION ON REFORMS**

Please indicate the mission year by which the following targets would be met-

a. Listing of all the properties in the city	Year1	Year2	Year3	Year4	Year5	Year6	Year7
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Finalisation of decisions on the new registration system, state guarantee and legislative amendments	Year1	Year2	Year3	Year4	Year5	Year6	Year7
<i>Not Possible</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Amendment of legislation and notification	Year1	Year2	Year3	Year4	Year5	Year6	Year7
<i>Not Applicable</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- d. Detailed design of system *Not Applicable*

Year1	Year2	Year3	Year4	Year5	Year6	Year7
- e. Inventory of all recorded properties ( after enquiry of titles and existing evidences) *Not Applicable*

Year1	Year2	Year3	Year4	Year5	Year6	Year7
- f. Update of all the records to reflect current owner and preparation of a 'Register of Titles'

Year1	Year2	Year3	Year4	Year5	Year6	Year7
- g. Computerisation of all the property records against ownership

Year1	Year2	Year3	Year4	Year5	Year6	Year7
- h. Initiation of issue of Property Tax Certificate (on request) to the existing owners, accompanied by cancellation of all previous certificates *Already being done*

Year1	Year2	Year3	Year4	Year5	Year6	Year7
- i. Setting up a system for regular upgradation of records (eg. MIS with links to all offices having bearing on land encumbrances)

Year1	Year2	Year3	Year4	Year5	Year6	Year7
- j. Setting up a system for online provision of information receipt (relating to transactions) , dissemination and requests for certificates

Year1	Year2	Year3	Year4	Year5	Year6	Year7
- k. Timeline for achieving 100% registration of properties *Section 17 of the Registration Act, 1908 does not provide any punishment for non-registration of a property. Government of India should make appropriate provisions in section 17 of the Act and make non-registration punishable.*

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
% properties registered							

- l. Any other reforms being undertaken (give details in the space provided)

Year1	Year2	Year3	Year4	Year5	Year6	Year7

## O2- REVISION OF BUILDING BYELAWS TO STREAMLINE THE APPROVAL PROCESS

### (For construction of buildings, development of sites etc.)

#### DESIRED OBJECTIVE/S

JNNURM requires certain reforms to be undertaken by states/ cities towards streamlining of the building approval process, with the broad objective of establishing a simple, transparent and lesser time-consuming process that encourages development.

#### CURRENT STATUS

a. Which agency is responsible for preparing Building Byelaws?

Chief Town and Country Planning department

b. Which legislation governs the formulation of Building Byelaws and implementation of the regulation?

U.P. Housing and Development Act 1956

c. Explain the role of various agencies involved with building permission and sanction.

<i>Agency</i>	<i>Role</i>
<i>a. Development Authority</i>	In Development area submission and approval is done by concerned Development Authority and no objection certificate is taken from ULB
<i>b. Housing Board</i>	The area developed by Housing Board submission and approval is done by Housing Board
<i>C Regulated Area</i>	In Regulated Area's submission and approval is done by Prescribed Authority and NOC is taken from ULB
<i>d ULB</i>	Except above areas submission and approval is done by ULB

d. Explain in detail the existing process of building approval.

After submission of Building Plan to concerned authorities no objection certificate is taken from concerned Local Bodies, Fire department, Air port(if required), PWD, Revenue Department, Town Planning Department(if required). Time Limit for Approval is 30 days for Housing Plan and 90 days for Commercial plan. Appeal against disapproval can be made to competent authorities.

- e. Are the Building Byelaws uniform throughout the city? (If not, give details) Yes  No

- e. How many regulation parameters does a building permission consider? List those.

<i>List of Parameters</i>	<i>Comments</i>
<i>a Land Use</i>	
<i>B Ground Coverage</i>	
<i>C Set Back</i>	
<i>D Parking</i>	

- f. When was the Building Byelaws last revised?

Year 2000

Indicate the level of modification by ticking against the following-

<i>Level of Modification</i>	<i>Revision date</i>	<i>Detail of modification</i>
i. Radical changes (FSI, ground coverage etc)	Year 2000	
ii. Minor Modifications	Year 2000	
iii. Changes in approval process (If yes, specify)	Year 2000	

Under revised Building Bye-Laws in 2000, Government has made changes in the parameters i.e coverage, set back, building height, parking.

- g. Detail out the extent of use of technology and computers in the process of building approvals as well as upkeep of records.

Integrated application software package has been developed for all the development authorities by [Aawas](#) [bBandhu](#).

g. Indicate the status of Building Approvals in the financial year 2004-2005-

1	Number of Applications received (before 30th Feb '2005)	7272
2	Number of Sanctions made within 1 month from date of receipt of the application	267
3	Number of Sanctions made within 2 months from date of receipt of the application	517
4	Number of Applications that took more than 2 months for approval	Nil
5	Average time taken for approval of a building	12 days

i. Please indicate the possible reasons for delay in the approval process

**TIMELINE FOR REFORMS**

Please indicate the mission year by which the following targets would be met-

a.	Consultation with stakeholders on modifications required to Building Byelaws -Done	Year1	Year2	Year3	Year4	Year5	Year6	Year7
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Identification and finalisation of modifications in the existing Building Byelaws in order to streamline the process of approval. (eg. outsourcing of certain activities etc) -Done	Year1	Year2	Year3	Year4	Year5	Year6	Year7
		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Defining mitigation measures for risks from natural disasters as part of Building Byelaws, (including structural safety issues on basis of seismic zones)	Year1	Year2	Year3	Year4	Year5	Year6	Year7
		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d.	Amendment of the existing legislation to introduce the new Building Byelaws and notification - (Done)	Year1	Year2	Year3	Year4	Year5	Year6	Year7
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Dissemination of the new set of Building Byelaws through a website	Year1	Year2	Year3	Year4	Year5	Year6	Year7
		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- f. City level Workshops to address to the queries of general public  
(It is ongoing process) Year1  Year2  Year3  Year4  Year5  Year6  Year7
- g. Setting up of an MIS system with links to all offices having bearing on building permission Year1  Year2  Year3  Year4  Year5  Year6  Year7
- h. Start of Approval as per the new building byelaws (Done) Year1  Year2  Year3  Year4  Year5  Year6  Year7
- i. Establishment of interactive citizen enquiry system on status of application for building plan approvals, through methods such as –  
Interactive Voice Recording System (IVRS), Website, telephone, etc. Year1  Year2  Year3  Year4  Year5  Year6  Year7

j. Timeline for reduction of average time taken for building sanction

Category of buildings	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
	Time taken in days						
Residential	30 days	20	10	7	7	7	7
Commercial	30 days	20	15	10	10	10	10
.....							

- j. Any other reforms being undertaken (give details in the space provided) Year1  Year2  Year3  Year4  Year5  Year6  Year7

**O3 - REVISION OF BUILDING BYELAWS TO MAKE RAINWATER HARVESTING MANDATORY IN ALL BUILDINGS TO COME UP IN FUTURE AND FOR ADOPTION OF WATER CONSERVATION MEASURES**

**DESIRED OBJECTIVE/S**

JNNURM requires the states/ cities to take sufficient steps towards promoting the use of rain water harvesting systems in cities by making it mandatory for building permission, with a long term objective of promoting conservation of water and ensuring sustainability of water resources.

**CURRENT STATUS**

a. Is there any legislation for making Rainwater Harvesting mandatory in buildings? Yes  No

b. If yes, please provide following details of the regulation-

i. Since when has it been adopted?

Year 2003

ii. Is it a part of the building byelaws and mandatory for building sanctions? Yes  No

iii. Is it for all buildings? Yes  No

iv. If no, what are the criteria adopted for selected plots or buildings?

Rain water harvesting is mandatory for ~~only~~ plot sizes ~~that are of~~ greater than 300 square meter for residential buildings and all non-residential buildings.

**TIMELINE FOR ACTION ON REFORMS**

Please indicate the mission year by which the following targets would be met-

a.	Final design of Rainwater Harvesting System and decision on end use	Year1	Year2	Year3	Year4	Year5	Year6	Year7
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Preparation of draft building byelaws to reflect the mandatory clauses of Rainwater Harvesting.	Year1	Year2	Year3	Year4	Year5	Year6	Year7
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(Done)



c.	Amendment of the existing legislation to introduce the new Building byelaws and notification (Done)	Year1 <input type="checkbox"/>	Year2 <input type="checkbox"/>	Year3 <input type="checkbox"/>	Year4 <input type="checkbox"/>	Year5 <input type="checkbox"/>	Year6 <input type="checkbox"/>	Year7 <input type="checkbox"/>
d.	Dissemination of the new set of Building Byelaws through a website (Done)	Year1 <input type="checkbox"/>	Year2 <input type="checkbox"/>	Year3 <input type="checkbox"/>	Year4 <input type="checkbox"/>	Year5 <input type="checkbox"/>	Year6 <input type="checkbox"/>	Year7 <input type="checkbox"/>
e.	City level Workshops to address to the queries of general public (It is on going process)	Year1 <input type="checkbox"/>	Year2 <input type="checkbox"/>	Year3 <input type="checkbox"/>	Year4 <input type="checkbox"/>	Year5 <input type="checkbox"/>	Year6 <input type="checkbox"/>	Year7 <input type="checkbox"/>
f.	Start of Approval as per the new building byelaws (Done)	Year1 <input type="checkbox"/>	Year2 <input type="checkbox"/>	Year3 <input type="checkbox"/>	Year4 <input type="checkbox"/>	Year5 <input type="checkbox"/>	Year6 <input type="checkbox"/>	Year7 <input type="checkbox"/>
f.	Any other reforms being undertaken (give details in the space provided)	Year1 <input type="checkbox"/>	Year2 <input type="checkbox"/>	Year3 <input type="checkbox"/>	Year4 <input type="checkbox"/>	Year5 <input type="checkbox"/>	Year6 <input type="checkbox"/>	Year7 <input type="checkbox"/>

**O4 - EARMARKING AT LEAST 20-25 PER CENT OF DEVELOPED LAND IN ALL HOUSING PROJECTS (BOTH PUBLIC AND PRIVATE AGENCIES) FOR EWS/LIG CATEGORY WITH A SYSTEM OF CROSS SUBSIDISATION**

**DESIRED OBJECTIVE/S**

JNNURM requires certain reforms to be undertaken by states/ cities towards earmarking atleast 20-25 % of developed land in all housing projects (both public and private) for low income families in order to meet the housing needs of both EWS and LIG categories of population.

**CURRENT STATUS**

- a. List the government / quasi-government institutions responsible for provision of housing in the city (eg. Development Authority, Housing Board, Housing Corporation etc).

S.No	Institution	Approx. no. of dwelling units created in previous financial year
1	Lucknow Development Authority	1670
2	UP Awas Vikas Parishad	1418

- b. Please provide details on extent to which the private sector plays a role in housing development in the city

Information parameters	Estimates
Number of private developers in the city	16
Approximate number of housing projects by private developers for whom plans were sanctioned in last year	23
Approximate number of dwelling units created by private developers in above projects	1285

- c. Is there any legislation regarding mandatory reservation of certain percentage of land for EWS/LIG in housing projects? Yes  No

- d. If yes, please provide the following details –

- i. Percentage of developed land required to be reserved for EWS/LIG  N.A.
- ii. Is it applicable to both government as well as private developments? Yes  No

**TIMELINE FOR ACTION ON REFORMS**

Please indicate the mission year by which the following targets would be met-

a. Decision on the extent of reservation (20-25%)

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

b. Amendment of the existing legislation and notification

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

c. Timeline to improve the percentage of reservation for EWS/LIG in housing projects

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
<i>Percentage of reservation (%)</i>							

d. Any other reforms being undertaken (give details in the space provided)

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In Housing Policy Statement for ~~integrated~~integrated townships and high tech townships 10% plots are reserved for EWS and 10% for LIG.

## O5 - SIMPLIFICATION OF LEGAL AND PROCEDURAL FRAMEWORKS FOR CONVERSION OF AGRICULTURAL LAND FOR NON-AGRICULTURAL PURPOSES.

### DESIRED OBJECTIVE/S

JNNURM requires the states/ cities to take sufficient steps towards streamlining the process of conversion of agricultural land to non-agricultural purposes with the broad objective of establishing a simple, transparent and lesser time-consuming process that encourages development.

### CURRENT STATUS

- a. Explain in detail the current system for conversion of agricultural land for non-agricultural purposes (for areas coming under Development Authority as well as outside)

Owners of land gives an application for land use change to concerned development authority or regulated are Development authority invites objection from public ,after due consideration of objections then board recommends to housing secretary for change of land use. Government decides the change of land use.

- b. List out the number of agencies involved and their roles.

<i>Agency</i>	<i>Role</i>
<i>A Development authority</i>	Recommendation
<i>B CTCP</i>	Technical advice
<i>C Government</i>	Approval

- c. Which Legislation/s is/are being followed for conversion of agricultural land for non-agricultural purposes?

U.P Urban Planning and Development Act 1976<sup>3</sup>

- d. Has there been any attempt at simplification of the procedure of such conversions in the past? State 'yes' or 'no' and give details. No

e. What is the average time taken for conversion of land from agricultural to

i. Residential use-

Time is not specified in act.

ii. Other use (Industrial, commercial etc)-

Time is not specified in act.

iii.

f. Please indicate the possible reasons for delay in the process for conversion of agricultural land for non-agricultural purposes

Since there is no time frame at every stage, therefore delay occurs.

**TIMELINE FOR ACTION ON REFORMS**

*Not Applicable*

a. Finalise on modifications in the existing procedure in order to streamline and standardise the process of conversion.

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

b. Amendment of the existing legislation and notification

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

c. Dissemination of the new process through a website

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

d. City level Workshops to address to the queries of general public

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

e. Setting up an MIS system with links to all offices having bearing on conversion of land-use

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

f. Establishment of interactive citizen enquiry system on status of application for conversion of land use through methods such as –  
Interactive Voice Recording System (IVRS), Website, telephone, etc.

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

g. Start of conversions as per the new legislation

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

h. Average time taken for conversion of land-use, to reduce over the Mission Period

	<i>Year 1</i>		<i>Year 3</i>	<i>Year 4</i>	<i>Year 5</i>	<i>Year 6</i>	<i>Year 7</i>
Time taken in months	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

i. Any other reforms being undertaken (give details in the space provided)

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

## O6 - INTRODUCTION OF COMPUTERIZED PROCESS OF REGISTRATION OF LAND AND PROPERTY<sup>17</sup>

### DESIRED OBJECTIVE/S

JNNURM requires the states/ cities undertake steps to computerise the process of registration of land and property, so as to deliver efficient, reliable, speedy and transparent services to citizens.

### CURRENT STATUS

a. Explain in detail the prevailing process of getting a property or land registered?

Registration of property is done in 347 Sub-Registrar's office. In 241 offices, it is performed manually. However, in 106 district level Sub-Registrar's offices, record of registration of documents is being created on PRERNA software developed by NIC from 01.08.2006. Necessary amendments have been made in Indian Stamp Act, 1899 and Registration Act, 1908 and rules.

b. To what extent is the present system computerized-

i. Is there a computerized record of registered properties? Yes  No

ii. Can the property holder register through internet? Yes  No

### TIMELINE FOR REFORM

a. Indicate the target year for conversion to an electronic process of registration

Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
				✓		

A project for conversion of photocopy process of registration of documents to electronic process of registration of documents has been submitted to Ministry of Rural Development, Government of India. The process of conversion shall be started in a phased manner.

<sup>17</sup> Related process improvements and reforms measures are expected to be covered under the Reforms for Property Title Certification.

## O7- BYELAWS ON REUSE OF RECYCLED WATER

### DESIRED OBJECTIVE/S

JNNURM requires the cities frame byelaws related to reuse and recycling of waster water, so as to conserve water resources.

### CURRENT STATUS

a. Is there any byelaw pertaining to reuse of recycled water? Yes  No

b. If yes, please provide following details –

i. Since when has it been adopted?

ii. Is it a part of the building byelaws? Yes  No

iii. Which legislation stipulates it?

c. Mention its coverage and specifications in brief

### TIMELINE FOR ACTION ON REFORMS

a.	Final design and decision on end use of a Waste Water Recycling System	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b.	Preparation of draft building byelaws to reflect the mandatory clauses of such a system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c.	Amendment of the existing legislation to introduce the new Building Byelaws and procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



d.	Dissemination of the new Building Byelaws through a website	Year1	Year2	Year3	Year4	Year5	Year6	Year 7
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	City level Workshops to address to the queries of general public	Year1	Year2	Year3	Year4	Year5	Year6	Year 7
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Start of Approval as per the new Byelaws	Year1	Year2	Year3	Year4	Year5	Year6	Year7
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g.	Any other reforms being undertaken (give details in the space provided)	Year1	Year2	Year3	Year4	Year5	Year6	Year7
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## O8-ADMINISTRATIVE REFORMS

### DESIRED OBJECTIVE/S

JNNURM requires the administrative reforms are undertaken in ULBs and other institutions engaged in urban sector management. Such administrative reforms should include – instituting better human resource management systems, reduction in establishment expenditure by introducing voluntary retirement schemes, non-filling up of posts falling vacant due to retirement, extensive use of outsourcing, performance review and management mechanisms, etc., and achieving specified milestones in this regard.

### CURRENT STATUS

#### STAFF DETAILS AND HUMAN RESOURCE MANAGEMENT

- Please give the following details-

<i>Item</i>	<i>Class I staff</i>	<i>Class II Staff</i>	<i>Class III staff</i>	<i>Class IV staff</i>	<i>Remarks, if any</i>
<i>Total staff in the Corporation/ ULB</i>					
<i>Permanent/Regular posts</i>	25	37	880	5310	
<i>Occupied posts</i>	19	32	635	4586	
<i>Temporary staff</i>	--	--	11	497	
<i>Technical staff</i>	10	10	34	107	
<i>Non technical staff</i>	90	12	590	3982	
<i>Vacant posts</i>	6	15	234	227	
<i>Number of new posts created in the past five years</i>	--	--	3	--	
<i>Number of recruitments done against the above posts</i>	--	--	4	--	
<i>Number of posts fallen vacant due to retirement during the past five years</i>	3	16	151	583	
<i>Number of recruitments done against the above posts</i>	--	--	--	--	
<i>Number of retirements expected in the next five years.</i>	1	6	126	542	

- Detail out the Initiatives taken for HR management and performance management under taken in the past two financial years

<i>Initiative</i>	<i>Date</i>	<i>Details</i>	<i>Achievements</i>
NIL			

<i>Initiative</i>	<i>Date</i>	<i>Details</i>	<i>Achievements</i>

STAFF- TRAINING

- b. List down the Initiatives taken for staff training in the past

<i>Initiative</i>	<i>Date</i>	<i>Details</i>	<i>Achievements</i>
Computer training to staff	Done	Computer training	Skill upgradation

ESTABLISHMENT EXPENDITURE

- c. Total Establishment expenditure over the past five years  
(All expenses are in Rs lacs)

<b>Particulars</b>	<b>FY ____ (Rs.)</b>	<b>FY ____ (Rs.)</b>	<b>FY ____ (Rs.)</b>	<b>FY ____ (Rs.)</b>	<b>FY ____ (Rs.)</b>	<b>CAGR</b>
Salaries, Wages and Bonus	4507.62	4669.92	4821.47	4721.47	5226.84	
Benefits and Allowances						
Pension	724.29	780.00	823.37	799.00	882.10	
Other Terminal & Retirement Benefits						
<b>Total establishment expenses</b>	<b>5231.91</b>	<b>5449.92</b>	<b>5644.95</b>	<b>5520.47</b>	<b>6108.94</b>	
<b>Total Establishment expenses as % of Total Revenue Income</b>	<b>62.31%</b>	<b>44.73%</b>	<b>57.83%</b>	<b>51.43%</b>	<b>49%</b>	

d. List down the initiatives taken for reduction in Establishment Expenditure (if any) in the past

<i>Initiative</i>	<i>Date</i>	<i>Details</i>	<i>Achievements</i>
Ban on recruitment	Done	Ban on recruitment	Reduction in expenditure

**TIMELINE FOR ACTION ON REFORMS**

a. Please identify the steps you wish to take in order to bring about the following. A few steps are being suggested here.

<i>Area of Reform</i>	<i>Proposed steps</i>	<i>Targeted Year in the mission period</i>
<b>a. Rationalisation in staff &amp; Human Resource Management</b> <i>Suggested steps:</i> <ul style="list-style-type: none"> <li>▪ Identification of loopholes in the existing staffing</li> <li>▪ Draft Proposal for changes in staffing policy</li> <li>▪ Draft Proposal for reforms in performance evaluation system</li> <li>▪ Employee Consultation</li> <li>▪ Discussion with various ULB Departments</li> <li>▪ Cabinet Approval</li> <li>▪ Preparation of Enabling Legislation</li> </ul>	<b>In house study of the prevailing system proposed to be taken up for Rationalisation in staff &amp; Human Resource Management</b>	<b>Year 3-5</b>
<b>b. Staff Training</b> <i>Suggested steps:</i> <ul style="list-style-type: none"> <li>▪ Assessment of training needs</li> <li>▪ Finalisation of training curriculum</li> <li>▪ Selection of Agencies to provide training</li> <li>▪ Conduct of training</li> <li>▪ Training programs identified</li> </ul>	<b>A calendar is being prepared for training of staff</b>	<b>Year 3-5</b>
<b>c. Reduction in Establishment Expenditure</b>		

Area of Reform	Proposed steps	Targeted Year in the mission period
<p>Suggested steps:</p> <ul style="list-style-type: none"> <li>▪ Outsourcing certain functions</li> <li>▪ Higher capacity utilisation</li> <li>▪ Energy saving</li> <li>▪ Cost control targets</li> </ul>	<b>Ban on new recruitment. Services are also being given on PPP basis.</b>	<b>Year 3-5</b>
<p><b>d. Continuity of tenure of key decision makers</b></p> <p>Suggested steps:</p> <ul style="list-style-type: none"> <li>▪ Minimum average tenure of Municipal Commissioner</li> </ul>	<b>Not possible</b>	
<p><b>e. Management review systems</b></p> <p>Suggested steps:</p> <ul style="list-style-type: none"> <li>▪ Periodic review by Mayor &amp; Municipal Commissioner</li> <li>▪ Generation of Daily / Weekly / Monthly and Quarterly Performance reports on – Financial, Service delivery and Capital Projects</li> </ul>	<b>Plan for periodic review is being drawn up.</b>	<b>Year 3-5</b>

b. Please give the identified milestones with respect to rationalisation / redeployment in number of staff against the mission year

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
Number of staff	15%	17%	19%	21%	23%	24%	25%

c. Please state by when the ULB shall evolve a detailed Training Plan for its staff. At what frequency such plan shall be reviewed.

A detailed- staff training program shall be prepared by Year 3 of the project which shall be reviewed annually for updation/ upgradation.

d. Please give the identified milestones for reduction in establishment expenditure against the mission year

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
Targeted reduction in Establishment Expenditure (as % of Total Revenue Income)	<b>49</b>	<b>47</b>	<b>45</b>	<b>43</b>	<b>42</b>	<b>41</b>	<b>40</b>

e. Ensuring stability of tenure( minimum 2 years) for Municipal Commissioner/executive Officer

and other municipal functionaries/staff( commitment to be given by state)

*Not possible*

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



## O9- STRUCTURAL REFORMS

### DESIRED OBJECTIVE/S

JNNURM requires the structural reforms are undertaken in ULBs and other institutions engaged in urban sector management. Such structural reforms should include – reviewing and revamping the organisation structure of the ULBs to align it to current requirements, decentralisation within the ULB where necessary, creation of trained cadres of municipal staff in specific technical disciplines, improved coordination mechanisms amongst city level agencies, etc. and achieving specified milestones in this regard.

### CURRENT STATUS

- a. Has the organisation structure of the ULB been reviewed in the last one year? Please key issues with the prevailing organisation structure of the ULB.

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- b. Does the ULB operate through Zonal Offices? If yes, give the following details-

- i. How many such offices exist in the city?

Six Zonal Offices

- ii. What functions do they perform and what powers do they yield ?

All the functions of the ULB.

- c. Please state the specific cadres of staff that are employed in the ULB.

Cadre of staff	Functional area they are employed in the ULB	Method of selection	Average tenure in one ULB
Municipal Centralised Services	Administration, Revenue, Audit & Accounts, Engineering, Health & Sanitation, Horticulture.	Direct and Promotion	3-5 years.
Non- Centralised Municipal Services	Class III, and Class- IV	Direct and Promotion	Non - transferable.

- d. List role of ULB in other city level parastatal agencies. (for e.g. representation on board, membership in coordination committees, etc.)

In the Development Authority – as members of the Board. In different committees at the district level for coordination with other departments.

**TIMELINE FOR REFORMS**

- a. List sets of initiatives planned within the ULB organisation (for e.g. reallocation of functions within the ULB departments, alignment of sub-ULB level geographic jurisdictions of various departments with ward boundaries, decentralisation of functions, etc.)

<i>Initiative for Organisational structural improvements</i>	<i>Target Date</i>
Reallocation of functions within the ULB departments, alignment of sub-ULB level geographic jurisdictions of various departments with ward boundaries, decentralisation of functions is prevalent and shall be further streamlined.	Year 3-5

- b. List sets of initiatives planned for inter-agency coordination and accountability amongst city level agencies

<i>Initiatives for inter-institutional structural reforms</i>	<i>Target Date</i>

- c. List State level structural reforms to be undertaken for creation of cadre of municipal staff for different technical disciplines.

<i>Initiatives for creation of cadres of municipal staff within the State</i>	<i>Target Date</i>
	June 2007



Cadre restructuring is being done	
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## O10 - ENCOURAGING PUBLIC PRIVATE PARTNERSHIP

### DESIRED OBJECTIVE/S

JNNURM requires the cities widely deploy public-private partnership models for more efficient delivery of civic services. Cities should explore wide array of options available for such partnerships and deploy those that optimal in meeting the needs and priorities of its citizens.

### CURRENT STATUS

- a. List down the key initiatives in PPP, including outsourcing of services undertaken in the ULB during the past five years.

<i>Initiative</i>	<i>Date</i>	<i>Details</i>	<i>Achievements</i>
Maintenance of parks, gardens	April 2005	Maintenance of parks, gardens handed over to Neighbourhood Committees and private entrepreneurs.	Running successfully
Road crossings	April 2004	Handed over to private enterprises and semi-govt. organizations.	Being maintained
Segregate and primary collection of MSW	April 2002	Being done through NGOs in several areas	

### TIMELINE FOR REFORMS

- b. List down the State level regulatory and policy initiatives planned for encouraging and deepening PPP in urban services

<i>Regulatory / Policy changes</i>	<i>Target Date</i>	<i>Intended impact</i>
Parking places being maintained through PPP		Improved service delivery
Solid Waste Management will be done through PPP		Improved service delivery
Maintenance of parks through PPP		Improved service delivery

c. List down the city level project initiatives planned through PPP in the next three years.

<i>Project</i>	<i>Target Date</i>	<i>Mode of PPP</i>
Parking and Terminal facilities	Year 3	Private enterprises
Street lighting maintenance	Year 3	Private enterprises
Public conveniences	Year 3	Private enterprises