



Annexure 1

SENES Performa for Kick-off Workshop on 19th November 2013

City Development Plan – 2040

Lucknow Municipal Corporation



Part A: Water Supply

Name:	Department:
Contact Number:	
Date:	Designation:

QUERIES		
Components	Remarks	Possible solutions for the issues
<ul style="list-style-type: none"> Major challenges/issues in maintaining the water supply system in Lucknow: 		
Equitable water supply		
Adequacy of local financial resources		
Lack of technical resources		
Overlapping of functions among various organisations		
Water supply to slum areas		
High percentage of non-revenue water loss		
Low water charges (one time & monthly)		
Recovery of water charge		
Metering of water supply		
Theft and leakage of water		
Inadequacy of water treatment facility		
Low frequency of water supply		
Dilapidated water pipelines		
Community water supply system		
Excessive use of ground water		
Any other issue, kindly specify		
<ul style="list-style-type: none"> Improvement in water supply system in the last ten years: 		
<ul style="list-style-type: none"> Impact of proposed schemes/program on the existing system 		
<ul style="list-style-type: none"> Limitation in current system 		



- Suggestion to improve the water supply system in Lucknow

Water Supply Service level benchmarks for Lucknow City

SI No.	Water Supply Indicators	Benchmarks	Lucknow City Status	Remarks/Reason of shortfall
1	Coverage of water supply indicators	100%		
2	Per capita supply of water	135 lpcd		
3	Extent of metering of water connection	100%		
4	Extent of non-revenue water	20%		
5	Continuity of water supply	24 hours		
6	Quality of water supplied	100%		
7	Efficiency in redressal of customer complaints	80%		
8	Cost recovery in water supply services	100%		
9	Efficiency in collection of water related charges	90%		

Part B: Sewerage and Sanitation

Name:	Department:
Contact Number:	
Date:	Designation:

QUERIES		
Components	Remarks	Possible solutions for the issues
<ul style="list-style-type: none"> • Major challenges/issues in maintaining sewerage and sanitation system in Lucknow: 		
Collection efficiency		
Adequacy of treatment capacity		
Network coverage		
Lack of technical resources		
Lack of financial resources		
Overlapping of functions among various organisations		
Sewerage and sanitation system in slum areas		



Recycling and reuse of waste water		
Leakage of sewer lines		
Mixing of drainage water and sewer		
Collection charges		
Recovery of charge		
Dilapidated sewer lines		
Toilet coverage in city		
Share of people using traditional septic tanks		
Access of toilets in slum area		
Community toilet system		
Areas with open defecation		
Any other issue, kindly specify		
<ul style="list-style-type: none"> Improvement in water sewerage and sanitation system in the last ten years: Impact of proposed schemes/program on the existing system Limitation in current system Suggestion to improve the sewerage and sanitation system in Lucknow 		

Sewerage and Sanitation Service level benchmarks for Lucknow City

SI No.	Sewerage and Sanitation	Benchmarks	Lucknow City Status	Remarks/Reason of shortfall
1	Coverage of toilets	100%		
2	Coverage of sewage network services	100%		
3	Collection efficiency of the sewage network	100%		
4	Adequacy of sewage treatment capacity	100%		
5	Quality of sewage treatment	100%		
6	Extent of reuse and recycling of sewage	20%		
7	Extent of cost recovery in sewage management	80%		
8	Extent cost recovery in sewage management	100%		
9	Efficiency in collection of sewage related charges	90%		



Part C: Storm Water Drain

Name:	Department:
Contact Number:	
Date:	Designation:

QUERIES		
Components	Remarks	Possible solutions for the issues
<ul style="list-style-type: none"> Major challenges/issues in maintaining drainage system in Lucknow: 		
Network coverage		
Availability of financial resources		
Water logging in city area		
Drainage system in slum areas		
Drainage desilting system		
Overlapping of functions among various organisations		
Mixing of drainage water and sewer		
Dilapidated drainage system		
Blockage of natural drains due to waste dumping		
Any other issue, kindly specify		
<ul style="list-style-type: none"> Improvement in drainage system in the last ten years: 		
<ul style="list-style-type: none"> Impact of proposed schemes/program on the existing system 		
<ul style="list-style-type: none"> Limitation in current system 		
<ul style="list-style-type: none"> Suggestion to improve the drainage system in Lucknow 		

Storm Water Drainage Service level benchmarks for Lucknow City

SI No.	Sewerage and Sanitation	Benchmarks	Lucknow City Status	Remarks/Reason of shortfall
1	Coverage of storm water drainage network	100%		
2	Incidents of water logging/flooding	0		



Part D: Traffic and Transportation

Name:	Department:
Contact Number:	
Date:	Designation:

QUERIES		
Components	Remarks	Possible solutions for the issues
<ul style="list-style-type: none"> Major challenges/issues in maintaining traffic and transportation system in Lucknow: 		
Condition of surfaced roads in Lucknow, name the roads with poor condition		
Bottleneck areas in Lucknow and name of the areas and roads		
Congestion points in Lucknow		
Accident prone junctions and routes		
Availability of parking spaces		
On street parking issues in city		
Availability of footpaths along the roads		
Issues pertaining to public transport (charges, availability, coverage, convenience etc.)		
Inter and intra bus services in Lucknow		
Requirement of foot over bridges		
Requirement of flyovers		
Use of solar street lights, if not what is the reason		
Condition of bus terminals and truck terminals		
Issues for regional connectivity		
Availability of financial resources		
Overlapping of functions among various organisations		
Any other issue, kindly specify		



<ul style="list-style-type: none"> Improvement in water traffic and transportation system in the last ten years:
<ul style="list-style-type: none"> Impact of proposed schemes/program on the existing system
<ul style="list-style-type: none"> Limitation in current system
<ul style="list-style-type: none"> Suggestion to improve the traffic and transportation system in Lucknow

Part E: Solid Waste Management

Name:	Department:
Contact Number:	
Date:	Designation:

QUERIES		
Components	Remarks	Possible solutions for the issues
<ul style="list-style-type: none"> Major challenges/issues in maintaining municipal solid waste management system in Lucknow: 		
Coverage of door to door collection		
Door to door collection efficiency		
Segregation of waste		
Adequacy of transport vehicles and equipments		
Disposal of waste		
Technology for waste treatment		
Lack of technical resources		
Lack of financial resources		
Recycling and reuse of waste		
Collection charges		
Recovery of charge		
Collection charges and recovery from slum areas		
Waste management in slum areas		
Awareness among people		
Adequacy of community bins		
System for e-waste and hazardous waste management		



C&D waste management		
Street sweeping mechanism		
Challenges with private contractor		
Any other issue, kindly specify		
<ul style="list-style-type: none"> Improvement in municipal solid waste management system in the last ten years: 		
<ul style="list-style-type: none"> Impact of proposed schemes/program on the existing system 		
<ul style="list-style-type: none"> Limitation in current system 		
<ul style="list-style-type: none"> Suggestion to improve the municipal solid waste management in Lucknow 		

Solid Waste Management Service level benchmarks for Lucknow City

SI No.	Sewerage and Sanitation	Benchmarks	Lucknow City Status	Remarks/Reason of shortfall
1	Household level of coverage of solid waste management services	100%		
2	Efficiency of collection of municipal solid waste	100%		
3	Extent of segregation of municipal solid waste	100%		
4	Extend of municipal solid waste recovered	80%		
5	Extent of scientific disposal of municipal solid waste	100%		
6	Efficiency in redressal of customer complaint	80%		
7	Extent of cost recovery in SWM services	100%		
8	Efficiency in collection of SWM charges	90%		



Part F: Heritage and Conservation

Name:	Department:
Contact Number:	
Date:	Designation:

QUERIES		
Components	Remarks	Possible solutions for the issues
<ul style="list-style-type: none"> Major challenges/issues in maintaining heritage structures in Lucknow: 		
Availability of manpower for maintain the heritage structure		
Listing of heritage structures		
Identification of zones for conservation		
Zoning regulation for various heritage zones		
Availability of financial resources		
Physical infrastructure (waste management, sewerage, sanitation etc.) status near heritage structures		
Traffic planning in heritage areas and near the heritage structures		
Preparation of conservation plans for heritage zones		
Steps taken for public awareness for conservation of structure		
Maintenance of building line near the structures		
Restriction on development of slums and removal of existing slums near the heritage structures		
Steps for the development of traditional local art and craft		
Overlapping of functions in various organisations		
Any other issue, kindly specify		
<ul style="list-style-type: none"> Improvement in heritage conservation system in the last ten years: 		
<ul style="list-style-type: none"> Impact of proposed schemes/program on the existing system 		



<ul style="list-style-type: none"> • Limitation in current system
<ul style="list-style-type: none"> • Suggestion to improve the heritage conservation in Lucknow

Part G: Gomti Pollution Control Unit

Name:	Department:
Contact Number:	
Date:	Designation:

QUERIES		
Components	Remarks	Possible solutions for the issues
<ul style="list-style-type: none"> • Major challenges/issues in controlling pollution in Gomti River in Lucknow: 		
Discharge of drains and untreated waste water in the river		
Dumping of waste near the ghat areas		
Less water quantity in the river		
Development of slums along the river side		
Dilapidated condition of ghats along the river		
Availability of funds for maintenance of ghats and controlling river pollution		
Year on years increase in pollution levels in the river		
Maintenance of other water bodies in Lucknow		
Pollution level in other water bodies		
Any other issue, kindly specify		
<ul style="list-style-type: none"> • Improvement in Gomti River pollution control in the last ten years: 		
<ul style="list-style-type: none"> • Impact of proposed schemes/program on the existing system 		
<ul style="list-style-type: none"> • Limitation in current system 		
<ul style="list-style-type: none"> • Suggestion to control Gomti River pollution and improve the condition 		



Part H: Urban Environment

Name:		Department:	
Contact Number:			
Date:		Designation:	
QUERIES			
Components	Remarks	Possible solutions for the issues	
<ul style="list-style-type: none"> Major challenges/issues in maintaining environment in Lucknow: 			
High level of noise pollution in city			
Steps taken to mitigate noise pollution			
High level of air pollution			
Steps taken to mitigate air pollution			
Ground water and soil pollution near dump sites			
Any other issue, kindly specify			
<ul style="list-style-type: none"> Improvement in environment in the last ten years: Impact of proposed schemes/program on the existing situation Limitation in current system Suggestion to improve environment conditions in Lucknow 			



Part I: Governance

Name:	Department:
Contact Number:	
Date:	Designation:

QUERIES		
Components	Remarks	Possible solutions for the issues
<ul style="list-style-type: none"> Major challenges/issues in current governance system in Lucknow: 		
Overlapping of function among organisations		
Engagement of multi organisation for one sector		
Implementation of e governance system in organisations		
Double accounting system in various government organisations		
Availability of technical resources		
Training system for the officials		
Any other issue, kindly specify		
<ul style="list-style-type: none"> Improvement in governance system in the last ten years: 		
<ul style="list-style-type: none"> Proposed schemes/program to improve existing system 		
<ul style="list-style-type: none"> Limitation in current system 		
<ul style="list-style-type: none"> Suggestion to improve governance system in Lucknow 		

Part J: Housing for Urban Poor

Name:	Department:
Contact Number:	
Date:	Designation:

QUERIES		
Components	Remarks	Possible solutions for the issues



<ul style="list-style-type: none"> Major challenges/issues in maintaining housing for urban poor and slums in Lucknow: 		
Adequacy of houses for urban poor and lower economy class		
Water supply in EWS housing		
Waste management in EWS housing		
Sewerage and sanitation system in EWS housing		
Issue of reselling of EWS houses by people		
Condition of houses in slum areas		
Water supply in slum areas		
Waste management in slum areas		
Sewerage and sanitation system in slum areas		
Regularisation of unauthorised colonies in Lucknow		
Water supply in unauthorised colonies		
Waste management in unauthorised colonies		
Sewerage and sanitation system in unauthorised colonies		
Development of private housing in Lucknow		
Any other issue, kindly specify		
<ul style="list-style-type: none"> Improvement in housing for urban poor and slums system in the last ten years: 		
<ul style="list-style-type: none"> Impact of proposed schemes/program on the existing system 		
<ul style="list-style-type: none"> Limitation in current system 		
<ul style="list-style-type: none"> Suggestion to improve housing for urban poor and slums in Lucknow 		

Part K: Trade, Commerce and Industries

Name:	Department:
Contact Number:	
Date:	Designation:

QUERIES



Components	Remarks	Possible solutions for the issues
<ul style="list-style-type: none"> Major challenges/issues for trade, commerce and industry sectors in Lucknow: 		
Decreasing number of industries in Lucknow		
Status of schemes for industrial development		
Informal markets in Lucknow		
Availability of parking spaces in major markets		
Congestion in market areas		
Waste management in market area		
Any other issue, kindly specify		
<ul style="list-style-type: none"> Improvement in housing for urban poor and slums system in the last ten years: 		
<ul style="list-style-type: none"> Impact of proposed schemes/program on the existing system 		
<ul style="list-style-type: none"> Limitation in current system 		
<ul style="list-style-type: none"> Suggestion to improve housing for urban poor and slums in Lucknow 		

Part L: Municipal Finance (Tax system)

Name:	Department:
Contact Number:	
Date:	Designation:

QUERIES		
Components	Remarks	Possible solutions for the issues
<ul style="list-style-type: none"> Major challenges/issues in management of taxation system: 		
Coverage of property tax in Lucknow		
Collection efficiency of property tax		
Collection efficiency of water charges		
Collection efficiency of water charges in slum areas		



Collection efficiency of water charges in unauthorised colonies		
Any other issue, kindly specify		
<ul style="list-style-type: none"> Improvement in tax collection coverage and efficiency in the last ten years: 		
<ul style="list-style-type: none"> Limitation in current system 		
<ul style="list-style-type: none"> Suggestion to improve tax collection system in Lucknow 		

Part M: Public Spaces

Name:	Department:
Contact Number:	
Date:	Designation:

QUERIES		
Components	Remarks	Possible solutions for the issues
<ul style="list-style-type: none"> Major challenges/issues for maintenance of public spaces in Lucknow: 		
Availability of green spaces		
Maintenance of green spaces		
Man power availability to maintain the green spaces		
Water availability for horticulture use		
Availability of community halls, marriage halls, festival fair stadium		
Availability of stadiums and play grounds		
Any other issue, kindly specify		
<ul style="list-style-type: none"> Development of public spaces in the last ten years: 		
<ul style="list-style-type: none"> Limitation in current system 		
<ul style="list-style-type: none"> Suggestion to develop public spaces in Lucknow 		



Annexure 2
Suggestions from Parshads