

MANDATORY REFORMS AT THE LEVEL OF THE URBAN LOCAL BODY¹

¹ IN CASE OF URBAN AGGLOMERATIONS WITH MULTIPLE ULBS, THIS SECTION SHOULD BE PROVIDED FOR EACH ULB IN THE JNNURM CITY SEPARATELY

Checklist for the 'Urban Reforms Agenda' under JNNURM

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	✓		BMP	Database, MIS & Reporting	Web enabled system independent module	Payment of property tax
Accounting	✓		BMP	Database, MIS and reporting	Online workflow for expenditure monitoring	Fund Based Accounting System
Water Supply and Other Utilities						
Birth & Death Registration	✓		BMP	Database and issue of certificates		Yes
Citizens' Grievance Monitoring		✓	BMP			
Personnel Management System	✓		BMP	Printing of pay slips, MIS & reporting		
Procurement and Monitoring of Projects			BMP			
o E-procurement		✓	BMP			
o Project/ward	✓		BMP	Database, MIS &		

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works			reporting
Building Plan Approval	✓	BMP	
Public Health Management	✓	BMP	
o Licenses	✓	BMP	
o Solid Waste Management	✓	BMP	
Others (specify)			

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

*Specify training provided ...Property tax demand and collection system training with basic familiarization on computers
Specify no. of staff with IT usage skills by designation ,Around 200 Revenue and Assistant Revenue Officers and accounts staff trained on Fund Based Accounting System and basic computerization...*

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

Area of Improvement²	Initiatives taken	Achievement
Citizen information	Citizen service centres established to facilitate dissemination of information	More satisfied citizens
Service delivery	Citizen service centres equipped to issue birth and death certificates, collect property tax, issue khatha and registration	Efficient collection mechanism for property tax
Citizen participation	Ward committees and eGovernance initiatives through citizen service centres	Informative and interactive citizen service centres
Municipal Resource planning (financial controls, operational management and reporting etc)	Introduction of FBAS, publishing half-yearly accounts, PROOF campaign	Transparent reporting and accountability

INFORMATION TECHNOLOGY

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

Give the following details about the website.

² List should correspond with areas identified in a. above

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<i>Module</i>	<i>Information available</i>	<i>Interactive facilities (eg. Payment, certificates, registration, download of forms etc)</i>
Citizen friendly schemes	Suvarna Katha Self Assessment Scheme Sulaba Nakshhe Citizen Service Centres	Download forms Search Query
Property tax	Know your property ID Know your property details Khatha services Lease BMP properties Suvarna Khatha	Download forms Search Query
Health services	Health clinics Maternity & Child services List of hospitals Dept organisation chart	Information service
Engineering services	Road widening Ward maps Tender package details Program of works Action plan for filing potholes TDR	Download of forms Information service
Advertisement	Enforcement of protocol for road openings Advertisement bye laws 2006 Revenue Advertisement types Hoarding ward wise	Information services
Right to information	Obligations of authorities Orders Circulars Proceedings	Download of forms Information services
KMRP World Bank Education services	Rehabilitation under KMRP Project implementation unit Officers, Sishu Viharas, schools	Information services Information
Tenders	Current tenders	Information services
Budget / Finances	Three year budgets	Down load of budgets

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e. What is the frequency of data- update on the website? Once in a month for overall web site and tenders on a daily basis

Specify agency responsible for updation. Is content bilingual? Content is bilingual – English and Kannada; up-dation is outsourced

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
- 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.

Bangalore Development Authority (BDA)

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 u-pdation	Other relevant details
	City level	Ward level	Property / Household	Any other level			
ULB and ward boundaries	✓	✓	✓			NRSA, KRSRAC	
Road and street layer	✓	✓	✓	✓		RSI	
Property layer	✓	✓	✓	✓		ADCC	
Household & demographic	✓	✓	✓	✓			
Water supply network	✓	✓					
Sewerage network	✓	✓					

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- 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)

Issue of birth and death certificates, issue of khatha, payment of property tax, issue of trade licenses

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"/>
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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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g. Exploring PPP option for different E-Governance services Year1 Year2 Year3 Year4 Year5 Year6 Year7

✓	✓
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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 ³ (Year 1 to Year 7)
Property tax	Integration with other systems and web enabled system	Year 2
Accounting	Integration with other systems and web enabled system	Year 3
Water Supply and Other Utilities		
Birth & Death Registration	Web enabled system	Year 3
Citizens’ Grievance Monitoring	Web enabled system	Year 3
Personnel Management System	Web enabled and integrated system	Year 4
Procurement and Monitoring of Projects		
o E-procurement	Automation, BPR and web enabled system	Year 4
o Project/ward works	Automation, BPR and web enabled system	Year 3
Building Plan Approval	Automation and web enabled system	Year 4
Health Programs		
o Licenses	Automation	Year 3
o Solid Waste Management	Automation	Year 3
Any other module..		

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

Year1	Year2	Year3	Year4	Year5	Year6	Year7
<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>

³ 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*)

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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

Bangalore Mahanagara Palike, with the mission of implementing a Modern, Internationally accepted System of Financial Accounting adopted "Fund Based Accounting System (FBAS)" in 2001. The Karnataka Municipal Corporation Act, 1976 enabled the BMP to have its own accounting System. The BMP Accounting Regulations, 2001 were passed to make FBAS the official accounting system. FBAS is a modified Accrual Account system and presently three types of funds have been created: 1. Governmental Fund. 2. Propriety Fund (Enterprise Funds) and 3. Fiduciary Fund (Trust Fund). It is in line with the Generally Accepted Accounting Principles (GAAP).

- 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	In progress	Yes

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

Yes No

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d. Please state whether State/city has adopted NMAM⁴

STATE (for select cities)- YES

i. without modifications	-
ii. with modifications	✓

Bangalore City - NO

i. without modifications	-
ii. with modifications	-

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

63 ULB's in Karnataka have moved to the Double Entry Accounting System from 1-4-06 and they have adopted NMAM with little modifications which have been accepted by GoI. The only change is that these cities follow a simplified 4 digit accounting code instead of the 7 digit code prescribed under NMAM. Bangalore City Corporation's FBAS is not in line with NMAM. However for the sake of uniformity BMP intends to adopt NMAM by the fourth year.

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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="2003/06"/>

- The State has enacted the Karnataka Local Fiscal Responsibility Act, 2003 which prescribes financial management principles which interalia mandates adopting accrual system accounting for all payables and receivables. This Act also provides for modalities such as Fund Based Accounting System (FBAS), computerisation and a realistic and transparent budgeting process.
- The Karnataka Municipalities (Accounting and Budgeting Rules, 2006) have been framed & notified under Sec 323 of the Karnataka Municipalities Act w.e.f. 1-4-2006. This is applicable to all the Municipalities other than City Corporations - Bangalore, Mysore, Hubli-Dharwad, Gulbarga and Mangalore.

⁴ 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.

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

As already described in the previous paragraph (d above), 63 ULB's in Karnataka have moved to the Double Entry Accounting System from 1-4-06 and they have adopted NMAM with little modifications which have been accepted by Gol. Bangalore Mahanagara Palike has adopted "Fund Based Accounting System (FBAS)" which is modified double entry - accrual accounting system since 2001.

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.)

Act already passed

b.	Appointment of consultants for development of State wide Municipal Financial Accounting Manual	Year1	Year2	Year3	Year4	Year5	Year6	Year7
		<input checked="" 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 (State)	Year1	Year2	Year3	Year4	Year5	Year6	Year7
		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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	Year2	Year3	Year4	Year5	Year6	Year7
		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e.	Training of personnel	Year1	Year2	Year3	Year4	Year5	Year6	Year7
		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f.	Appointment of field-level consultant for implementation at the city-level	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"/>

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g.	Notification of cut-off date for migrating to the double-entry accounting system (State)	Year1 <input type="checkbox"/>	Year2 <input checked="" type="checkbox"/>	Year3 <input 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 type="checkbox"/>	Year4 <input checked="" type="checkbox"/>	Year5 <input type="checkbox"/>	Year6 <input type="checkbox"/>	Year7 <input type="checkbox"/>
i.	Completion of registers and Valuation of assets and liabilities (Done)	Year1 <input checked="" 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"/>
j.	Drawing up of opening balance sheet (OBS): (Done)							
	i. Provisional OBS	Year1 <input checked="" 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"/>
	ii. Adoption of provisional OBS	Year1 <input checked="" 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"/>
	iii. Finalisation of OBS	Year1 <input checked="" 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"/>
k.	Full migration 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"/>
l.	Production of financial statements (income-expenditure accounts and balance sheet) as per the new system	Year1 <input checked="" 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"/>
<u>IMPROVED FINANCIAL MANAGEMENT</u>								
m.	State year from which external audit of financial statements will commence	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"/>
n.	Frequency of such external audit cycle	Annually						
o.	State year from which ULB will commence preparation of outcome budgets	Year1 <input type="checkbox"/>	Year2 <input type="checkbox"/>	Year3 <input type="checkbox"/>	Year4 <input type="checkbox"/>	Year5 <input type="checkbox"/>	Year6 <input checked="" type="checkbox"/>	Year7 <input type="checkbox"/>

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- p. State year from which ULB will institute internal audit / control mechanisms
- | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|
| Year1 | Year2 | Year3 | Year4 | Year5 | Year6 | Year7 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
- q. State year in which ULB will undertake Credit rating
- | | | | | | | |
|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| 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"/> |
- 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 System⁵</i>
Procurement systems	Year 4
Works contracts management	Year 3
Payroll and wage payments	Year 4
Stores and inventory management	Year 4
User charges billing systems	Year 5
Tax collection systems	Year 2
Budgetary control	Year 5

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

BMP would like to adopt NNAM with or without modifications in the Year 4

⁵ Should link with milestones committed in the reform agenda for e-governance.

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L3-PROPERTY TAX⁶

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

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

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

Self assessment scheme empowers the owners of the property to file their property tax declarations based on the unit area rate prescribed therein

c. Please provide the Basis of determination of property tax

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

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

⁶ 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.

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

Out of 100 wards 9 wards have been mapped on GIS

ii. Electronic database of property records

Database is available electronically for properties

iii. Computerised generation of Property Tax demand notices

Not yet done

iv. Computerised recording of receipts of tax collection

Multi modal electronic recording through palm held computers, citizen service centres, Bangalore One centres already done

v. Any other functionality of Property Tax system

e. Please indicate Property Tax as % of Own Sources of Revenue Income and Total Revenue Income (Rs Crores)

Year	2003-04	2004-05	2005-06
PT as % of Own Sources of Revenue Income	200 (69%)	230 (76%)	260 (71%)
PT as % of Total Revenue Income	50%	55%	44%

f. Please provide the below information on Current coverage

No.	Type of Property	Estimated no. of properties	No. of properties in the records of the municipality	No. of properties paying property tax	Coverage ratio
	(1)	(2)	(3)	(4)	(4) / (2)
					(5)
1	Residential	545,000	544,390	428,111	78%
2	Commercial	90,194	90,194	71,168	79%
3	Industrial & others				
4	Total	635,194	634,584		

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g. 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. Crores</i>	<i>Arrear Demand in Rs. Crores</i>	<i>Total demand Rs Crores</i>	<i>Current demand Collection in Rs. (collection efficiency in % in brackets)</i>	<i>Arrear Demand collection in Rs. (collection efficiency in % in brackets)</i>	<i>Total collection in Rs. Crores (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	168	42	210	131	25	156
	Commercial	112	28	140	87	17	104
	Industrial & others						
	Total	280	70	350	218 (77%)	42 (60%)	260 (74%)
FY 04-05	Residential	162	18	180	126	13	139
	Commercial	108	12	120	83	8	91
	Industrial & others						
	Total	270	30	300	209 (77%)	21 (70%)	230 (76%)
FY 03-04	Residential	108	30	138	99	21	120
	Commercial	72	20	92	66	14	80
	Industrial & others						
	Total	280	50	230	165 (71%)	35 (70%)	200 (86%)

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.)</i>
1	100%	Places of worship	< Rs 50 Lakhs
2			
3			
4			

(please use additional rows if necessary)

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

.....

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

2000

ii. Date when last revision of guidance values⁷ was done

2005

iii. Frequency of revision of guidance values

Once in 2 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
<input checked="" type="checkbox"/>	<input type="checkbox"/>

.....details of plan sanctioned from the authorities are collected

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
<input type="checkbox"/>	<input checked="" type="checkbox"/>

.....Only on the request of the applicant

TIMELINE FOR ACTION ON REFORMS

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

⁷ Here, guidance value implies the basis for computation of Property Tax liability

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<u>Reform</u>	<u>Steps proposed in order to achieve the reform</u>	<u>Target year for completion</u>						
		<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 4</u>	<u>Year 5</u>	<u>Year 6</u>	<u>Year 7</u>
a) Enhancing coverage of property tax regime to all properties liable to tax	a. <u>Use of GIS database</u> b. c.			✓				
b) Elimination of exemptions a. <u>Already carried out except places of worship</u> b. c.		✓					
c) Migration to Self-Assessment System of Property Taxation (Done) 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>	<u>a</u> <u>b</u> <u>c</u>							
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 e. Mechanism for periodic updation of GIS database			✓	✓		✓	
						✓		
						✓		

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<u>Reform</u>	<u>Steps proposed in order to achieve the reform</u>	<u>Target year for completion</u>						
		<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 4</u>	<u>Year 5</u>	<u>Year 6</u>	<u>Year 7</u>
f) Next scheduled / anticipated revision of guidance values			✓					
g) Periodicity for revision of guidance values	a. Periodicity to be adopted (<i>specify frequency</i>)							
	b. Deadline for adoption							
h) Establish Taxpayer education programme	a. Preparation of Ready Reckoner (guidance booklet) for tax assesses		✓					
	b. Local camps for clarification of doubts and assistance in filling out forms		✓	✓				
	c. Setting up a website for property tax issues/ FAQs etc			✓				
i) Establish Dispute resolution mechanism	<u>a</u>			✓				
	<u>b</u>							
	<u>c</u>							
j) Rewarding and acknowledging honest and prompt taxpayers	<u>a</u>							
	<u>b</u>							
	<u>.....</u>							
k) Achievement of 85% Coverage Ratio (see item e in Current Status) (Specify target Coverage for each year of mission)	-			✓				
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)	-				✓	✓		
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)	<i>Specify targeted Total Arrears for each year as % of Total Current Demand for previous year, taking into account current position</i>					✓		
n) Any other reform steps being undertaken (please specify)	<i>Please indicate methods of dissemination (to the citizens) of the reforms undertaken</i>							

Checklist for the ‘Urban Reforms Agenda’ under JNNURM

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

L4-USER CHARGES⁸

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. ⁹

<i>Type of Service¹⁰</i>	<i>User charge levied (Yes/No)</i>	<i>Service Provider</i>	<i>Tariff Structure</i>	<i>Last Revision of Tariff</i>
Water Supply	Yes	BWSSB	Attached	2005
Sewerage	Yes	BWSSB	Attached	2005
Solid Waste Management	No	BMP	Tariff structure enclosed	Came in force in 2002
Public Transport	Yes	BMTC	Average 53.35 paise per passenger Km	June 2006
Street lighting	No	BMP	Nil	
Primary health	No	BMP	Nominal user charges	
Hiring of municipal assets Community Halls	Yes	BMP	Nominal Rates	
Others (please specify)				

⁸ 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.

⁹ Please attach details in separate annex where necessary.

¹⁰ List should include all services rendered by the ULB.

Checklist for the 'Urban Reforms Agenda' under JNNURM

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- 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 ¹¹ (Please specify the unit)			User charges collected (exclude arrears) (Please specify the unit)			Revenue Loss in Rs. due to	
	Total Cost (in Rs.) lakhs	Per Unit Cost as delivered**	Per capita / Household cost	Total Recovery (in Rs.) lakhs	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	45000.00	13.39 Rs / KL	-	42546.00	12.63		33%	5%
Solid Waste Management	4334.14	2.167 Lakhs/ tonne	-	nil	nil	nil		
Public Transport Services	49218.02	1655.2 paise per Km	-	57219.35	1924.3 paise per km		nil	nil
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					
Solid Waste Management	nil	nil	nil	nil	nil
Public Transport Services	>100%	>100%	>100%	>100%	>100%

¹¹ To include all related direct costs, including salaries and wages of personnel directly deployed in the service

Checklist for the 'Urban Reforms Agenda' under JNNURM

Others (please specify)				
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d. Please provide performance parameters and current service levels¹²

<i>Service</i>	<i>Indicator</i>	<i>Status in 2004-2005</i>
Water Supply		
1	Total water supplied per day (MLD)	900
2	Hours of water supply per day	4 to 6 hours on alternate days
3	Percentage (%) of population covered by Piped water supply	90%
5	Per capita supply (in litres) (per day)	90-100 LPCD
6	Total no. of household connections (Cumulative figure)	4.80 million
7	No. of connections metered (Cumulative figure)	4.80
8.	Total Non-Revenue Water in MLD (% in brackets)	38%
9.	Un-accounted for Water in MLD (% in brackets), including system losses	38%
Sewerage and Sanitation		
1	Quantum of Sewage generated per day (MLD)	700 MLD
2	Quantum of Sewage treated per day (MLD)	325 MLD
3	Land utilization for sewage farming Ha) (Cumulative figure)	
4	Quantity of sewage disposed on land (MLD)	700 MLD
5	Quantity of sewage disposed into water bodies (MLD)	
6	Percentage (%) of population covered by underground sewage network	85%
7	No. of households with individual toilets / low cost sanitation unit (Cumulative figure)	4.70 Million
8	No. of public toilets (Cumulative figure in terms of seats)	
Solid Waste Management		
1	Quantum of solid waste generated per day (TPD)	2300
2	Quantum of solid waste collected per day (TPD)	2000
3	Collection efficiency	87%
4	Per capita waste generation	0.46 kg
5	Quantum of waste treated in scientific manner (composting, etc.)	300
6	Staff per 1,000 persons	2-3 persons (8 man hours per day)

¹² Please add additional indicators as appropriate

Checklist for the 'Urban Reforms Agenda' under JNNURM

Service	Indicator	Status in 2004-2005
7	Total capacity of all collection vehicles per day	2000 (5 T per vehicle)
8	Does a sanitary landfill exist (Y/N)	Two sites have been identified – one at Mavallipura and another at Mandur
9	If sanitary landfill exists, is it used (Y/N)	Both the land fill sites are under construction
10	Is source segregation done? (Y/N) – If Yes, what % of total waste?	No, pilot study is being carried out in two wards
Public Transport services		
1	Total capacity of public transport (number of vehicles)	3925
2	Number of trips made in a day	56325
3	Population using public transport	32.07 lakhs

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.)

Please indicate the date (month, year) by which the resolution would be passed

- b. The State should set up a body for recommending a user charge structure.

Year1 Year2 Year3 Year4 Year5 Year6 Year7

- 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

- ii. Solid Waste Management

Year1 Year2 Year3 Year4 Year5 Year6 Year7

- iii. Public Transport Services

Year1 Year2 Year3 Year4 Year5 Year6 Year7

- iv. Other (please specify)

Year1 Year2 Year3 Year4 Year5 Year6 Year7

Checklist for the ‘Urban Reforms Agenda’ under JNNURM

d. Please indicate the targeted service standards and timelines for achieving the same with regard to each of the above mentioned services¹³

<i>Service</i>	<i>Service Standard identified (in units)</i>	<i>Service Standard targeted (in quantity)</i>	<i>Targeted year for achieving the standard*</i>
Solid waste collection	Everyday collection BMP Jurisdiction divided into 30 packages+3 night packages+2 mechanical sweepers	Frequency to match generation	Year 5

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

<i>Service</i>	<i>Proposed User charge Structure (give details of rates, category and units)</i>	<i>Targeted year for achieving the standard*</i>
Water Supply and Sewerage	Present charges Rs. 6/ KL to Rs. 36 /per KL Based on consumption. Rs. 60/ KL for commercial establishment. 10% is collected towards sanitary cess.	Already implemented.
Solid Waste Management	Details given in annexure	

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

c. Please indicate plan for achieving volumetric based tariff through 100 % metering with individual meters. **(Already achieved)**
Please indicate annual targets for achieving full metering.

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"/>

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
							15%

¹³ 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.

Checklist for the 'Urban Reforms Agenda' under JNNURM

		38%				25%	20%	
	Un-accounted for Water (UfW)	Year1	Year2	Year3	Year4	Year5	Year6	Year7
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
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
g.	Indicate periodicity in which such analysis shall be done regularly, and placed Before the Municipal Council	Annual / Bi-annual or otherwise....						

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 %)

		Year1	Year2	Year3	Year4	Year5	Year6	Year7
i.	Water Supply	94%	94%	96%	97%	98%		
ii.	Sewerage	Year1	Year2	Year3	Year4	Year5	Year6	Year7
iii.	Solid Waste Management	Year1	Year2	Year3	Year4	Year5	Year6	Year7
						✓		
iv.	Public Transport Services (full recovery achieved already)	Year1	Year2	Year3	Year4	Year5	Year6	Year7
v.	Others, such as hiring of municipal assets, e.g.. community halls, public parks etc. (Please specify)	Year1	Year2	Year3	Year4	Year5	Year6	Year7

(The charges for lease/hire of municipal assets & community hall are proposed for revision.)

i. Any other reform steps being undertaken (please use additional space as necessary, please specify timeframes for steps envisaged)

Checklist for the 'Urban Reforms Agenda' under JNNURM

Annexure Schedule rates for Solid Waste Management Fee

Schedule III of the KMC Act under Rule 19-A has provided the rate at which the SWM can be levied within the limits of the city corporation:

1. Residential buildings

(i)	Plinth area less than 1000 sft	Rs.10 per month
(ii)	Plinth area less than 1000 sft but not more than 3000 sft	Rs.30 per month
(iii)	Plinth area exceeding 3000 sft	Rs.50 per month

2. Commercial buildings

(i)	Plinth area less than 1000 sft	Rs.50 per month
(ii)	Plinth area less than 1000 sft but not more than 5000 sft	Rs.100 per month
(iii)	Plinth area exceeding 5000 sft	Rs.200 per month

3. Industrial Building

(i)	Plinth area less than 1000 sft	Rs.100 per month
(ii)	Plinth area less than 1000 sft but not more than 3000 sft	Rs.200 per month
(iii)	Plinth area exceeding 3000 sft	Rs300 per month

4. Hotels, Kalyanmataps, Nursing homes

(i)	Plinth area less than 1000 sft	Rs.300 per month
(ii)	Plinth area less than 1000 sft but not more than 50000 sft	Rs.500 per month
(iii)	Plinth area exceeding 50000 sft	Rs.600 per month

For effective collection of SWM, the city corporation is working out an arrangement to include the cess in the monthly energy bills. The KMC Act also provides for collection of SWM cess through agents.

Checklist for the 'Urban Reforms Agenda' under JNNURM

Tariff for Water supply and Sewerage

Domestic Section 36(I) filtered Water:

SI No	Category & Consumption	Revised Water Tarrif Per Kilo Litre	Minimum Charges
I	DOMESTIC (Sec. 36(i)) 1). 0-8000 2). 8001-25000 3). 25001-50000 4). 50001-75000 5). 75001-100000 6). 100000 & above	6.00 9.00 15.00 30.00 36.00 36.00	48.00 201 .00 676.00 1326.00 2226.00 5826.00
	Sanitary Charges for domestic connection	(i) Rs. 15.00 at flat rate for consumption of 0 to 25000 liters. (ii) From 25001 to 50000 liters 15% on water supply charges per month . (iii) 20% of water supply charges per month against for consumption of above 50000 liters .	

Checklist for the 'Urban Reforms Agenda' under JNNURM

2. Non Domestic Section-36(IV):

Sl No	Slab-wise Consumption of Water (in K. Liters)	Revised Water Tarrif Per Kilo Litre	Minimum Charges
II	NonDOMESTIC (Sec. 36(iv))	36.00	360.00
	1). 0-10000	39.00	390.00
	2). 10001-20000	44.00	880.00
	3). 20001-40000	51.00	1002.00
	4). 40001-60000	57.00	2280.00
	5). 60001-100000	60.00	
	6). 10000 & above		
III	Industries	60.00 (per kilo liter)	
IIIA	Bidadi Industrial Area	51.00 (per kilo liter)	
IV	Lorry Loads	250.00 (per Load)	
V	Swimming Pools	60.00 (per kilo liter)	
VI	Public taps Section 36 VII	3000.00 (per kilo liter)	

3. SANITARY CHARGES

1.a	Domestic connection	Rs. 15/- at flat rate for consumption of 0 to 8000 liters and 8001 to 25000 liters Rs.15% of water supply charges per month for consumption of above 25000 liters upto 50000 liters Rs20% of water charges per month for consumption of above 50000 liters
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Checklist for the 'Urban Reforms Agenda' under JNNURM

III	All non Domestic Connection	From 10% to 20% of water charges for month
IV	For Premises having water supply and UGD connection but supplementing water supply by tanker/borewellsdadi Industrial Area a. Domestic and Apartment b.Non-Domestic	Rs. 50/- per month per individual house per flat Revised from Rs.200 to 300 per month per HP of borewell
V	Premises not having water supply connection from BWSSB but having only UGD connection IN ADDITION TO SANITARY CHARGES: Hotels having boarding and lodging supplementing water supply by tankers in addition to borewells (i) Non Star Hotels (ii) 3 Star Hotels & above (iii) 5 star Hotels & above	Rs.300/- per month Rs. 1000/- per month Rs. 3000/- per month Rs. 10,000/- per month
VI	For Hospitals/Nursing Homes supplementing water supply by tankers in addition to borewell (i) Nursing Home & Hospitals having 100 beds (ii) Hospitals/Nursing Homes having more than 100 beds	Rs. 2500/- per month Rs. 5000/- per month

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.

Needs of the slums in terms of infrastructure are assessed by the welfare department and incorporated in the budget

- 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

There is a dedicated budget head called comprehensive development of slums for which allocations are made based on demand

Checklist for the 'Urban Reforms Agenda' under JNNURM

EXPENDITURE INCURRED ON DELIVERY OF SERVICES TO THE POOR

- a. Please indicate if there is any internal earmarking¹⁴ 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. Rs Lakhs

(Internal earmarking within the municipal budget has started from 2005-06)

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

¹⁴ Earmarking refers to percentage allocation of the total estimated income that would be utilised for provision of housing and basic services to urban poor

Checklist for the 'Urban Reforms Agenda' under JNNURM

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

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"/>

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ALLOCATION AND EXPENDITURE¹⁵ 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 Targeted %	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
			1	2	2	2	3

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

Year Targeted %	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
			1.6	3.3	3.3	3.3	5

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

Year Targeted %	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
			19	23	24	25	25

¹⁵ 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.

There are 169 slums in the BMP administered area (i.e. slums that are undeclared) with a total number of households of 1,27,000. this is based on preliminary survey carried out for preparing the CDP for the city.

- 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. Suitability for upgrading has been assessed for the undeclared slums for the purpose of prioritisation.

- 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)*

Checklist for the 'Urban Reforms Agenda' under JNNURM

No.	Area of service delivery	Performance Parameter	Current levels	Prevailing level of access of urban poor households (<i>in terms of % HHs that access services at the current performance levels</i>)
1. Water Supply				
1.1	Household level piped water supply	No. of hours of supply at reasonable pressure		
1.2	Public taps / standposts	No. of hours of supply at reasonable pressure	2 hours	30%
1.3	Handpumps / Tubewells (untreated ground water source)	Avg. distance from HH in metres	40 metres	25%
1.4	Water Tanker supply	Response time on request in hrs.	12 hours	45%
2. Sanitation				
2.1	Household level individual toilets	Type of toilet Type of conveyance / disposal system	Open toilet	60%
2.2	Community toilets	Seats per population using them Type of conveyance / disposal system	One per 12	40%
3. Housing				
3.1	Housing	Pucca housing for each household	Pucca walls with various roofing	60%
3.2	Night shelters / community shelters	Avg. distance to be traversed by homeless in m		
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 (<i>in terms of % HHs that are able to access these services</i>)		
4. Solid Waste Management				

Checklist for the 'Urban Reforms Agenda' under JNNURM

No.	Area of service delivery	Prevailing level of access of urban poor households (in terms of % HHs that are able to access these services)
4.1	Street sweeping	Not regular
4.2	Waste Collection	No proper system
5.	Roads and Drains	
5.1	Provision of pucca (all weather) roads	No pucca roads
5.2	Provision of storm water drains	No storm water drainage system
6.	Street Lighting	
6.1	Provision of street lights	40W street lights available
7	Community Facilities	
7.1	Aanganwadi / crèche	Scattered
7.2	Community halls	Not all slums have community halls
8.	Primary healthcare	
8.1	Preventive health care – inputs and advise	No formal system
8.2	Curative healthcare	No formal system
9.	Primary Education	
9.1	Primary education	Nearby BMP schools are available
10.	Support for livelihoods	
10.1	Skill development training	No formal system
10.2	Micro-credit	No formal system

Checklist for the 'Urban Reforms Agenda' under JNNURM

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			
2.	Secure tenure for place of work for micro-enterprises, in terms of authorisation of the locations of the enterprise			

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.

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
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

c. HH level survey to cover infrastructure deficiency indicators and socio-economic deficiency indicators

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

Checklist for the 'Urban Reforms Agenda' under JNNURM

- | | | | | | | | | |
|----|--|-----------------------------------|--|--|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| d. | Creation of database, including identification of HHs for priority targeting of Schemes for household level benefit
<i>(such as livelihood, housing, social security, etc.)</i> | Year1
<input type="checkbox"/> | Year2
<input checked="" type="checkbox"/> | Year3
<input checked="" type="checkbox"/> | Year4
<input type="checkbox"/> | Year5
<input type="checkbox"/> | Year6
<input type="checkbox"/> | Year7
<input type="checkbox"/> |
| e. | Ranking and prioritisation of clusters of urban poor settlements in a participatory manner | Year1
<input type="checkbox"/> | Year2
<input checked="" type="checkbox"/> | Year3
<input checked="" type="checkbox"/> | Year4
<input type="checkbox"/> | Year5
<input type="checkbox"/> | Year6
<input type="checkbox"/> | Year7
<input type="checkbox"/> |
| f. | Frequency of up-dation of database created | Once in a year | | | | | | |

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 ¹⁶	Quality Parameter	Target Quality Benchmark ¹⁷	Level of access targeted in each year <i>(in terms of % HHs of urban poor that access services at the targeted quality benchmark)</i>						
				Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
1.	Water Supply									
1.1	Household level piped water supply	No. of hours of supply at reasonable pressure								
1.2	Public taps / stand posts	No. of hours of supply at reasonable	4 hours in a day		2 hours in a	3 hours in a	4 hours in a			

¹⁶ 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.

¹⁷ To be defined by the ULB at the time of signing the MoA

Checklist for the 'Urban Reforms Agenda' under JNNURM

No.	Area of service delivery ¹⁶	Quality Parameter	Target Quality Benchmark ¹⁷	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	
		pressure			day	day	day				
		Avg. distance from HH in metres	50 metres				✓				
1.3	Handpumps / Tubewells (untreated ground water source)	Avg. distance from HH in metres	50 metres				✓				
1.4	Water Tanker supply	Response time on request in hrs.	6 hours				✓				
2. Sanitation											
2.1	Household level individual toilets	Type of toilet Type of conveyance / disposal system	UGD						✓		
2.2	Community toilets	Seats per population using them Avg. distance from HHs in m Type of conveyance / disposal system Facilities for aged, women, children, disabled					✓				
3. Housing											
3.1	Housing	Pucca housing for each household							✓		
3.2	Night shelters /	Avg. distance to be									

Checklist for the 'Urban Reforms Agenda' under JNNURM

No.	Area of service delivery ¹⁶	Quality Parameter	Target Quality Benchmark ¹⁷	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	
	community shelters	traversed by homeless in m									

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

Checklist for the 'Urban Reforms Agenda' under JNNURM

h. OTHER INFRASTRUCTURE SERVICES

No.	Area of service delivery ¹⁸	Quality Parameter	Target Quality Benchmark ¹⁹	Target year in which all poor households shall have access to services at the target quality benchmark <i>(State year of the Mission Period)</i>
4.	Solid Waste Management			
4.1	Street sweeping	Frequency of street sweeping	Every day	Year 5
4.2	Waste Collection	Avg. distance of HHs from bin in m Frequency of lifting of waste from community bin	50 metres Every day	Year 5 Year 4
5.	Roads and Drains			
5.1	Provision of pucca (all weather) roads	HH level access (roads in front of houses) Access of slum cluster to main roads	All weather road	Year 5
5.2	Provision of storm water drains	HH level access to covered drains	Covered drains	Year 5
6.	Street Lighting			
6.1	Provision of street lights	Street illumination through out the year	Every 10 metres	Year 3
7.	Community Facilities			
7.1	Aanganwadi / creche	Avg. distance of HHs from the facility in m	100 metres	Year 4

¹⁸ 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.

¹⁹ To be defined by the ULB at the time of signing the MoA

Checklist for the 'Urban Reforms Agenda' under JNNURM

No.	Area of service delivery ¹⁸	Quality Parameter	Target Quality Benchmark ¹⁹	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	150 metres	Year 4
8.	Primary healthcare			
8.1	Preventive health care – inputs and advise	Frequency of visits by health worker / other modes of communication reaching the urban poor	Once in a fortnight	Year 4
8.2	Curative healthcare	Reliability of the service Avg. distance of HHs from facility in m	100 metres	Year 4
9.	Primary Education			
9.1	Primary education	Enrolment rate Drop out rate Avg. distance of HHs from facility in m	100 metres	Year 4
10.	Support for livelihoods			
10.1	Skill development training	Persons trained who pursue related occupation		
10.2	Micro-credit	Access to participate in micro-credit group in the community	Free access	Year 3

Checklist for the 'Urban Reforms Agenda' under JNNURM

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

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.	<i>Basic services – water supply, sanitation</i>	<i>Participatory planning at micro level</i>	<i>NGOs/ Slum associations</i>	<i>Year 3</i>	<i>100% of all developments in these sectors shall be through such mechanism</i>
2.	<i>Roads within slum clusters</i>	<i>Community contracting</i>	<i>Entire material + Labour contract awarded to Slum association/NGOs other contractors</i>	<i>Year 4</i>	<i>Atleast40% of all such contract through community contracting</i>
3.					
4.					

Checklist for the 'Urban Reforms Agenda' under JNNURM

SECURITY OF TENURE

j. Please state targeted percentage of urban poor households that would have Secure tenure of their place of dwelling.
(state target % for each year of Mission Period)

Year1	Year2	Year3	Year4	Year5	Year6	Year7
		20	15	15	15	15

k. Please state targeted percentage of urban poor micro-entrepreneurs that would have secure tenure of their place of work
(state target % for each year of Mission Period)

Year1	Year2	Year3	Year4	Year5	Year6	Year7
		10	10	10	10	

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