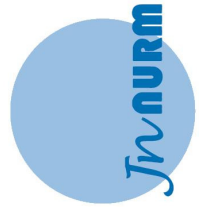


Implementation of e-Governance In ULB's Under JNNURM



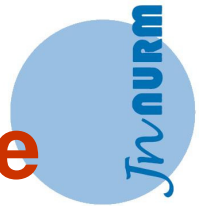
Background

- More than 5000 Urban Local Bodies (ULBs) in India.
 - Classified based on population (1, 5 & 10 Lakhs)
 - 423 ULBs with more than 1 Lakh population
- Functions enumerated in the 74th constitutional amendment are being transferred to ULBs. (12th Schedule)
- Demand to deliver more within limited resources necessitates adoption of e-Governance

Functions being transferred

- Urban planning including town planning
- Regulation of land use and construction of buildings
- Planning for economic and social development
- Roads and bridges
- Water supply for domestic, industrial and commercial purposes
- Public health, sanitation, conservancy and solid waste management
- Fire services
- Urban forestry, protection of environment and promotion of ecological aspect
- Safeguarding the interests of weaker sections of society, including the handicapped and the mentally retarded
- Slum improvement and upgradation
- Urban poverty alleviation
- Provision of urban amenities and facilities such as parks, gardens and playgrounds
- Promotion of cultural, educational and aesthetic aspects
- Burials and burial grounds, cremation grounds and electric crematoriums
- Cattle pounds, prevention of cruelty to animals
- Vital statistics including registration of births and deaths
- Public amenities including street lighting, parking lots, bus stops and public conveniences
- Regulation of slaughter houses and tanneries

Functions prioritized for e-Governance



•Urban planning including town planning

•Regulation of land use and construction of buildings

•Planning for economic and social development

•Roads and bridges

•**Water supply** for domestic, industrial and commercial purposes

•Public health, sanitation, conservancy and solid waste management

•Fire services

•Urban forestry, protection of environment and promotion of ecological aspect

•Safeguarding the interests of weaker sections of society, including the handicapped and the mentally retarded

•Slum improvement and upgradation

•Urban poverty alleviation

•Provision of urban amenities and facilities such as parks, gardens and playgrounds

•Promotion of cultural, educational and aesthetic aspects

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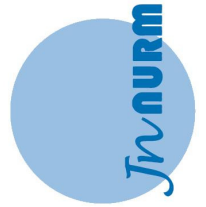
•Cattle pounds, prevention of cruelty to animals

•Vital statistics including registration of births and deaths

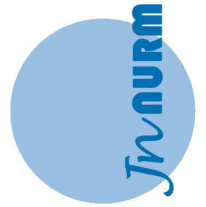
•Public amenities including street lighting, parking lots, bus stops and public conveniences

•Regulation of slaughter houses and tanneries

Preparatory Activities



- Mission Mode Project of NeGP– Under JNNURM (2007-2012)
- e-Governance- Mandatory reforms for funding under JNNURM
- 35 Mission cities under JNNURRM out of 423 cities
 - Spread across 15 states and around 80 ULBs
 - 7 Mega Cities with 4 million plus population
 - 28 Cities with 1 million plus population
- Services Prioritized (8 basic services)
 - Registration and issue of Birth & Death certificate
 - Payment of Property Tax & utility bills
 - Citizen Grievances
 - Building plan approvals
 - e-Procurements and monitoring of projects
 - Health
 - Licenses
 - Solid Waste Management
 - Accounting System
 - Personal Information System



E- Governance Guidelines

- Municipal e-Governance Design Document (MeDD)
 - Objective- Coverage, Funding, Implementation approach
 - Recommendations for the design of the functionality of services
 - Recommendations on e-Governance institutional framework
 - Key design elements: Capacity Building, Change Management , Implementation and Monitoring Mechanism

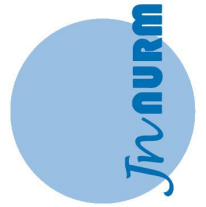
Funding



- Covered under 5% capacity building budget under JNNURM Mission
- Current allocation is Rs. 25000 Crores for JNNURM Mission

Category of cities	Grant		ULB or para-statal share/ loan from financial institutions
	Central	State	
Cities/ UA with 4 million plus population as per 2001 census	35%	15%	50%
Cities/ UA with million plus population but less than 4 million population as per 2001 census	50%	20%	30%

- Tripartite agreement among three stake holders to define respective roles & responsibilities.
- Covers 1 year of implementation & 2 years of O&M.
- Use of common infrastructure being created under other MMPs (SDC, SWAN, e-Procurement)



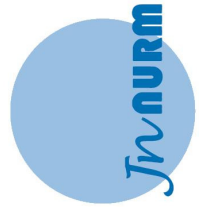
Institutional Structure

- MoUD :
 - Central Sanctioning and Monitoring Committee (CSMC)
 - E-Gov Program Management Unit (PMU) within JNNURM

- State Government :
 - State Level Sanctioning Committee (SLSC)
 - State Level Nodal Agency (SLNA)

 - Coordination with State e-Governance Mission Team (SeMT)
 - State Implementation Consultants (SIC)

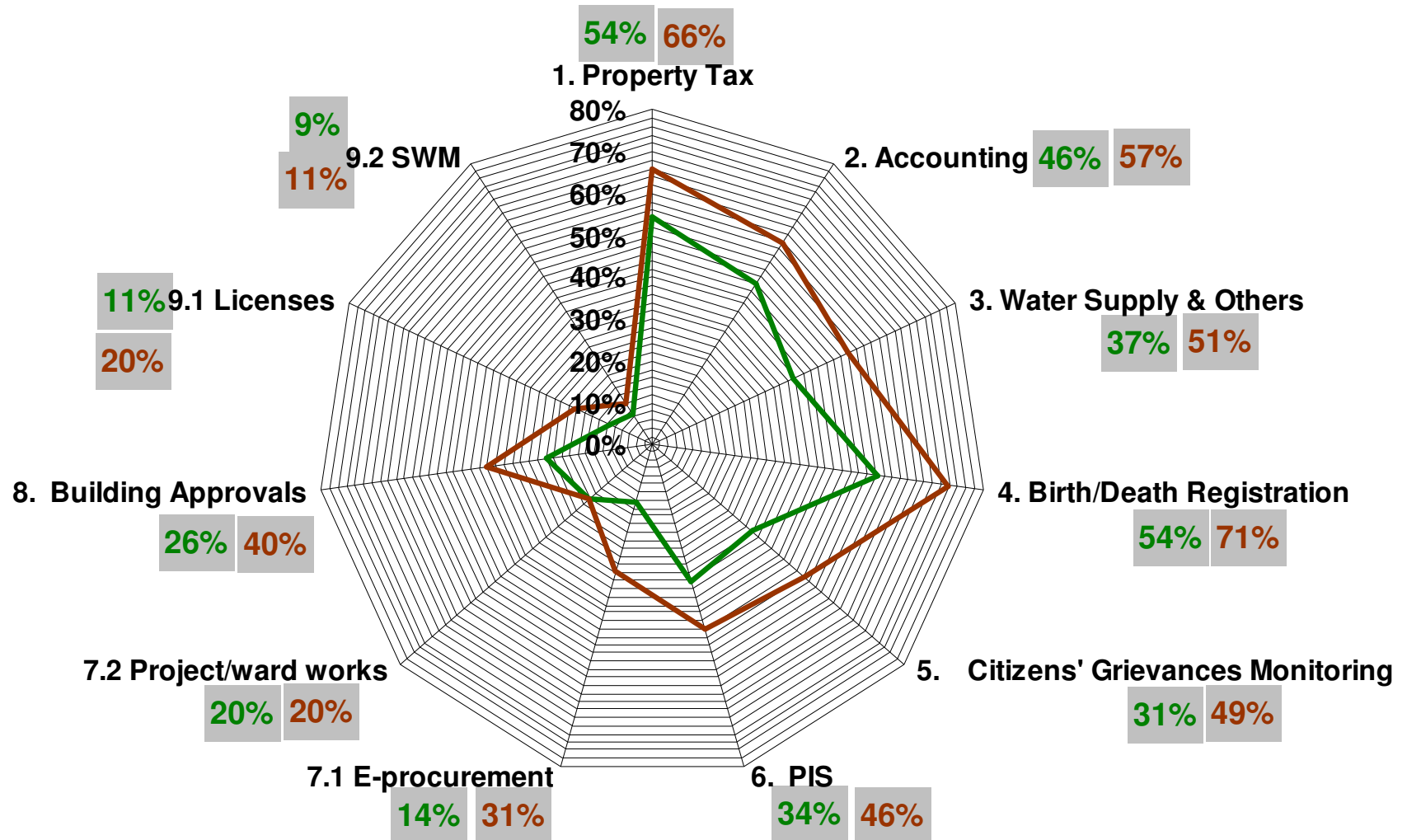
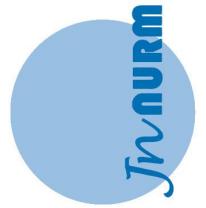
- ULBs :
 - Project Management Team
 - Functional Team & Technical Team

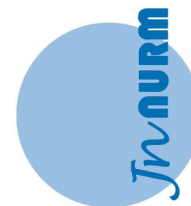


e- Readiness Assessment

- A comparative analysis study has been conducted for basic eight specific services mentioned as a part of JNNURM
- Study has been conducted for 35 Mission cities
- Analysis study has been performed for year 2006 and 2009
- Assessment carried out on basis of secondary data and service level benchmarks have not been factored

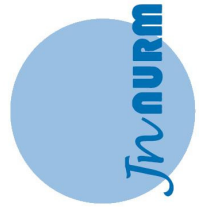
A Comparison: Year 2006 and 2009





Service Levels

Service	Service Levels
Birth and Death Certificate	Online and through services points (< 15 minutes)
Property Tax, Water Charge, etc. and other utility bill payment	< 15 minutes thru services points Online thru e-Biz portal
Building approvals	Residential < 7 days Commercial < 15 days
Health Program- License	New < 7 days Renewal < 15 days
Financial Accounting System	Double accounting, finalization of A/Cs with 3 months
Projects Management- Approved projects	Online & at service centers, within 1 days of project approval
e-Procurement	Integration with State e-Procurement module
Grievances handling	Acknowledge – Immediate Resolution < 7 days
Personnel Information System	Online, Web based



Service Level Benchmarks

- Services and key performance indicators for measuring and monitoring the performance service delivery
- How to measure the performance indicators
 - Data requirement for measuring the key performance indicators
 - Reliability of measurement of the data
- Performance score cards and MIS reporting for various ULBs

Service Level Benchmarks- Example

Key Performance Indicator		
Indicator	Unit	Definition
Level of coverage in terms of property assessment	%	Total number of properties (eligible for payment of property tax as per the guidelines issued) registered in the assessed area, as percentage of total number of properties in that area (100%) in a specified period of time. The area may be either an electoral ward, or the ULB as a whole.

Data Requirements		
Data required for calculation of Indicator	Unit	Remarks
a) Total number of eligible properties in that assessed area	Number	The total number of properties in the assessed area should be calculated. (Assessed area refers to either the ward or the ULB limits. Cadastre maps supplemented through actual ground level surveys (carried out once in 4-5 years) should provide this data. Data can be collected during other surveys carried out for property tax, or other such purposes.)
b) Total number of properties registered in the assessed area	Number	This will include the number of properties assessed for the payment of property tax in that area in a specified period of time.
Coverage in terms of properties	%	Coverage = [(b/a)*100]

Rationale for the indicator
Property tax is a revenue generation service for the Municipal. Hence it requires all the properties to be assessed and their data be entered in the system for the maximum revenue generation and automation of the system. The benchmark for coverage in terms of property tax is 100%.

Service Level Benchmarks- Example

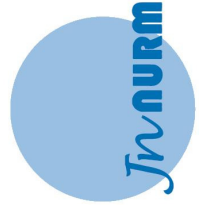
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Reliability of measurement	
Reliability Scale	Description of method
Lowest level of reliability (D)	Estimation of households covered on basis of geographical area of the city.
Intermediate level (C)	Estimation of households covered on basis of road length in the city.
Intermediate level (B)	Estimation of households covered on basis of surveys undertaken.
Highest/preferred level of reliability (A)	Calculation based on actual number of households based on the GIS system. Data is periodically updated on basis of building units approved.

Minimum frequency of measurement of performance indicator		Smallest geographical jurisdiction for measurement of performance	
Measurement	Annually	Measurement	Ward Level

Other Challenges



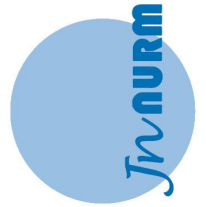
- Capacity Building

- Handholding at the Mission Directorate level
- Workshop on National and regional levels
- [Capacity Building framework](#)

- Public Private Partnership (PPP)

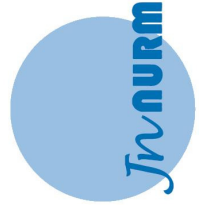
- Approach on user charges for PPP model being worked out

Capacity Building

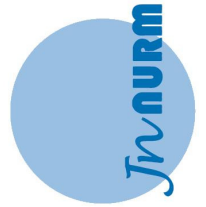


- Creation of Capacity Building (CB) Framework
 - Short term and long term needs for various stakeholders
- Creation of standard e- Governance content Nationally as per CB Framework.
- Implementation and roll out of plan including institutionalizing the plan
 - National and Regional training institutes
 - Part of yearly calendar
- Project Specific CB plan at ULBs
 - Identification of domain champions
 - Identification of resources
 - Training need analysis
 - Roll out plan

Current Status

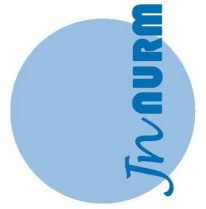


1.	Number of projects approved	6
2.	Total amount of projects approved	<i>Rs. 5626.29 Lakhs</i>
3.	Total amount of ACA committed	<i>Rs. 2420.00 Lakhs</i>
4.	Projects under appraisal	11



PMU observations

- **Mega cities (7) are not forthcoming with proposals**
 - Some already implemented solutions/ERP
 - Satellite ULBs under mega cities are proposing ERP Solution
- **Lack of Capacity**
 - At State (SLNA with no or limited e-Governance capability)
 - ULB level
- **Selection of Technology**
 - Multiple software solutions
 - Variant platforms
- **Public Private Partnership (PPP) not forthcoming**
 - Techno-Commercial viability
 - Size of ULBs
 - Number of services offered
- **Delay in DPR preparation & submission by ULBs**
- **Scaling of the Program (more than 5000 ULBs)**
 - Multiple processes



Thanks