

## **URBAN REFORMS AGENDA AT ULB LEVEL**

<b>1.</b>	<b>Mandatory Reforms at City Level</b>		
	<b>Commitment as per the MoA for the current financial year</b>	<b>Progress made during the Quarter</b>	<b>Cumulative progress during the financial year</b>
a)	<b>Implementation of Accounting Reforms</b>		
		<ul style="list-style-type: none"> <li>Balance sheet published as on 31-03-2008.</li> </ul>	<ul style="list-style-type: none"> <li>Accrual based double-entry accounting system software is in place. Day to day transactions fed into the system under real time situation.</li> <li>Asset valuation completed for all identified assets.</li> <li>Balance sheet published as on 31-03-2008.</li> <li>Progress as per schedule.</li> </ul>

b)	<b>Property Tax reforms</b>		
	a. House Tax	<ul style="list-style-type: none"> <li>Rs.1.26 Cr. arrears received from chronicle defaulters.</li> <li>GIS Consultant in place.</li> </ul>	<ul style="list-style-type: none"> <li>85% coverage ratio achieved.</li> <li>90% collection ratio achieved.</li> <li>Rs.1.26 Cr. arrears received from chronicle defaulters.</li> <li>GIS Consultant in place.</li> </ul>
	b. Vacant Land Tax (V.L.T.)	<ul style="list-style-type: none"> <li>695 Assessments are newly added in this quarter.</li> </ul>	<ul style="list-style-type: none"> <li>695 Assessments are newly added.</li> </ul>

c)	<b>Reforms in levy of user charges</b>		
		<ul style="list-style-type: none"> <li>• Significant outsourcing initiatives <ul style="list-style-type: none"> <li>○ MSW vehicles – savings worth Rs.4.5 Cr. in 3 yrs</li> <li>○ Street lights by ESCO – savings worth Rs.6.0 Cr. in 5 years</li> </ul> </li> <li>• Subsidy analysis conducted and report submitted by ASCI.</li> <li>• CDM consultant in place.</li> </ul>	<ul style="list-style-type: none"> <li>• Significant outsourcing initiatives <ul style="list-style-type: none"> <li>○ MSW vehicles – savings worth Rs.4.5 Cr. in 3 yrs</li> <li>○ Street lights by ESCO – savings worth Rs.6.0 Cr. in 5 years</li> </ul> </li> <li>• O&amp;M out sourcing for water supply called.</li> <li>• Subsidy analysis conducted and report submitted by ASCI.</li> <li>• Door-to-door MSW collection through RWAs - 50% cost borne by RWAs.</li> <li>• CDM consultant in place.</li> </ul>

d)	<b>Implementation of E-Governance in municipalities</b>		
		<ul style="list-style-type: none"> <li>• Employees payroll package through E-Gov. foundation software. Trial run to implement from 2008-2009.</li> <li>• The Social Security pensions &amp; SHG data computerized.</li> </ul>	<ul style="list-style-type: none"> <li>• All e-Gov requirements in place.</li> <li>• Data for employees payroll package given to E-Gov. foundation for trial run from 01-04-2008.</li> <li>• The Social Security pensions &amp; SHG data computerized.</li> <li>• Centre for Good Governance (C.G.G.) is implementing integrated solution for various functions and Departmental activities in the mode of Enterprise Resource Planning (ERP).</li> <li>• All the bills processed in VMC are tracked online from initiation to payment stage - Software in placed and stabilized. It ensures an SMS to the payee as and when the bill is initiated and when the cheque is ready.</li> <li>• All civic services computerized and available on-line</li> <li>• Toll free number, e-mail, SMS, web and counter based grievance redressal system in place</li> <li>• Progress well ahead of schedule</li> <li>• Online tax collections are being handled by E-seva, an organization under PPP.</li> <li>• Grievance redressal mechanism has been upgraded by implementing latest technology initiatives, thus by reducing the time taken for the grievance redressal.</li> </ul>

e)	<b>Earmarking of funds for basic services to the poor</b>		
		<ul style="list-style-type: none"> <li>• More than 40% of the budget is earmarked for Civic Services in poorer areas.</li> </ul>	<ul style="list-style-type: none"> <li>• More than 40% of budget being spent in providing civic services in poorer areas</li> <li>• 10000 new water connections to BPL families by lowering connection charges – a 60% increase in less than a year</li> <li>• 21752 houses for urban poor under BSUP.</li> <li>• Integrated provision of all basic infrastructure in slums by end-2008.</li> <li>• Progress well ahead of schedule</li> </ul>

**COMMISSIONER**