

URBAN REFORMS AGENDA AT ULB LEVEL

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| 1. | Mandatory Reforms at City Level | | |
| | Commitment as per the MoA for the current financial year | Progress made during the Quarter | Cumulative progress during the financial year |
| a) | Implementation of Accounting Reforms | | |
| | | <ul style="list-style-type: none"> • ULB Accounting being continued in Double Entry System. | <ul style="list-style-type: none"> • Accrual based double-entry accounting system software is in place. Day to day transactions fed into the system under real time situation. • Asset valuation completed for all identified assets. • Balance sheet released for 2007-08. • Progress as per schedule. |

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| b) | Property Tax reforms | | |
| | a. House Tax | <ul style="list-style-type: none"> • GIS mapping of Properties under progress. | <ul style="list-style-type: none"> • 85% coverage ratio achieved & continued. • 90% collection ratio achieved & continued. • GIS Consultant in place. • GIS mapping of Properties under progress. |
| | b. Vacant Land Tax (V.L.T.) | <ul style="list-style-type: none"> • GIS mapping of Properties under progress. | <ul style="list-style-type: none"> • GIS mapping of Properties under progress. |

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| c) | Reforms in levy of user charges | | |
| | | <ul style="list-style-type: none"> • Significant outsourcing initiatives <ul style="list-style-type: none"> ○ MSW vehicles – savings worth Rs.4.5 Cr. in 3 yrs ○ Street lights by ESCO – savings worth Rs.6.0 Cr. in 5 years • Subsidy analysis conducted and report submitted by ASCI. • CDM projects under process – Consultant appointed for obtaining CERs. | <ul style="list-style-type: none"> • Significant outsourcing initiatives <ul style="list-style-type: none"> ○ MSW vehicles – savings worth Rs.4.5 Cr. in 3 yrs ○ Street lights by ESCO – savings worth Rs.6.0 Cr. in 5 years • Subsidy analysis conducted and report submitted by ASCI. Report under study. • Door-to-door MSW collection through RWAs - 50% cost borne by RWAs. • CDM projects under process – Consultant appointed for obtaining CERs. |
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| d) | Implementation of E-Governance in municipalities | | |
| | | <ul style="list-style-type: none"> Employees payroll package through E-Gov. foundation software trial run is in progress successfully. | <ul style="list-style-type: none"> All e-Gov requirements in place. The Social Security pensions & SHG data computerized. 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). 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. All civic services computerized and available on-line Dedicated number, e-mail, SMS, web and counter based grievance redressal system in place Online tax collections are being handled by E-seva, an organization under PPP. Grievance redressal mechanism has been upgraded by implementing latest technology initiatives, thus by reducing the time taken for the grievance redressal. Employees payroll package through E-Gov. foundation software trial run is in place from 01-04-2009. |

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| e) | Earmarking of funds for basic services to the poor | | |
| | | <ul style="list-style-type: none"> • More than 40% of the budget is earmarked for Civic Services in poorer areas. • Allotted Rs.2.00 Cr. to Urban Poor as Corpus Fund. | <ul style="list-style-type: none"> • More than 40% of budget being spent for providing civic services in localities of poor. • 12500 new water connections to BPL families by lowering connection charges – a 60% increase in less than a year • 23122 houses for urban poor under BSUP. • Integrated provision of all basic infrastructure in slums. • Progress well ahead of schedule. • Allotted Rs.2.00 Cr. to Urban Poor as Corpus Fund. |

COMMISSIONER