

URBAN REFORMS AGENDA AT ULB LEVEL

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"> • Accrual based double-entry accounting system software in place. Day to day transactions fed into the system under real time situation. • Currents assets incorporated. • Asset valuation of all identified assets completed. • All required data for balance sheet made ready. 	<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 publication as on 31.03.2008 to be published by 30-4-08. • Progress as per schedule.

b)	Property Tax reforms		
	a. House Tax	<ul style="list-style-type: none"> Rs.19.66 Cr. arrears received from chronicle defaulters. Self assessment is facilitated with the creation of Help Desk in Citizen Charter Counters. 	<ul style="list-style-type: none"> Rs.27.85 Cr. arrears received from chronicle defaulters. Self assessment is facilitated with the creation of Help Desk in Citizen Charter Counters.
	b. Vacant Land Tax (V.L.T.)	<ul style="list-style-type: none"> An amount of Rs.1.48 Cr. was collected from assessment of the raised demand during the quarter by initiating massive collection drives. 695 Assessments are newly added in this quarter. 	<ul style="list-style-type: none"> An amount of Rs.4.11 Cr. was collected from assessment of the raised demand during the quarter by initiating massive collection drives. 2586 Assessments are newly added in this year.

c)	Reforms in levy of user charges	
	<ul style="list-style-type: none"> • DPR for 24X7 in entire City before CSMC • 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 • O&M outsourcing for entire UGD. • O&M out sourcing for water supply called. • Subsidy analysis conducted and report submitted by ASCI. 	<ul style="list-style-type: none"> • DPR for 24X7 in entire City before CSMC • 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 • O&M outsourcing for entire UGD done. • O&M out sourcing for water supply called. • Subsidy analysis conducted and report submitted by ASCI. • Door-to-door MSW collection through RWAs - 50% cost borne by RWAs.

d)	Implementation of E-Governance in municipalities	
	<ul style="list-style-type: none"> • Data for employees payroll package from E-Gov. for trial run to implement from 01-04-2008. • The Social Security pension & SHG data computerized. 	<ul style="list-style-type: none"> • Data for employees payroll package from E-Gov. for trial run to implement from 01-04-2008. • 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 • Toll free number, e-mail, SMS, web and counter based grievance redressal system in place • Progress well ahead of schedule • 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.

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

COMMISSIONER