

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"> • Accrual based double-entry accounting system software is under stabilization. Day to day transactions fed into the system under live situation. • Currents assets incorporated. | <ul style="list-style-type: none"> • Accrual based double-entry accounting system software is under stabilization. Day to day transactions fed into the system under live situation. • Asset valuation under progress. • Balance sheet publication by 31.03.2008 • Progress well ahead of schedule |

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| b) | Property Tax reforms | | |
| | a. House Tax | <ul style="list-style-type: none"> Rs.0.49 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.8.19 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.0.63 Cr. was collected from assessment of the raised demand during the quarter by initiating massive collection drives. 418 Assessments are newly added in this quarter. | <ul style="list-style-type: none"> An amount of Rs. 2.63 Cr. was collected from assessment of the raised demand during the quarter by initiating massive collection drives. 1891 Assessments are newly added in this quarter. |

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| c) | Reforms in levy of user charges | | |
| | | <ul style="list-style-type: none"> • Pilot project on 24x7 in progress – 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 tenders called for outsourcing entire UGD and water supply network | <ul style="list-style-type: none"> • Pilot project on 24x7 in progress – 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 tenders called for outsourcing entire UGD and water supply network • Door-to-door MSW collection through RWAs - 50% cost borne by RWAs. |

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| d) | Implementation of E-Governance in municipalities | | |
| | | <ul style="list-style-type: none"> 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). | <ul style="list-style-type: none"> 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, a third party organization. Grievance redressal mechanism has been upgraded by implementing latest technology initiatives, thus by reducing the time taken for the grievance redressal. |

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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. | <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 • 15000 houses for urban poor • Integrated provision of all basic infrastructure in slums by end-2008 • Progress well ahead of schedule |

COMMISSIONER