

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"> • Balance sheet published as on 31-03-2008. 	<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 published as on 31-03-2008. • Progress as per schedule.

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

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 consultant in place. 	<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 • 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. • CDM consultant in place.

d)	Implementation of E-Governance in municipalities	
	<ul style="list-style-type: none"> • Employees payroll package through E-Gov. foundation software. Trial run to implement from 2008-2009. • The Social Security pensions & SHG data computerized. 	<ul style="list-style-type: none"> • All e-Gov requirements in place. • Data for employees payroll package given to E-Gov. foundation for trial run 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