

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"> ● Installed software for accrual based double-entry accounting system – e-Gov Foundation and CGG ● Training of personnel over and infrastructure in place ● Adoption of NMAM based accounting software from 1.04.2007 ● Asset identification completed 	<ul style="list-style-type: none"> ● Accounts audited and published up to date ● Adopted NMAM standards ● Installed software for accrual based double-entry accounting system – e-Gov Foundation and CGG ● Training of personnel over and infrastructure in place ● Adoption of NMAM based accounting software from 1.04.2007 ● Asset identification completed ● Asset valuation in progress – by July 2007 ● Balance sheet publication by 31.03.2008 ● Progress well ahead of schedule

b)	Property Tax Reforms a. House Tax	Revising taxes based on current usage of properties out of “Potential Wards Survey” has yielded an increased collection of around Rs. 14.25 Cr during the quarter.	<ul style="list-style-type: none"> • It was felt that certain properties continued to be either under-assessed or erroneously assessed without regard to their usage details. Subsequent changes in mode of usage could have occurred from completion of construction of building and got occupied by the owner. Such properties have to be revised in the tax demand, according to the current actual usage. • This anomaly was got rectified by engaging special teams for survey of such assessments and was initially taken up in the areas / wards identified as potentially viable. • This initiative has yielded an overall increase of Rs. 6 Cr. under House Tax and around Rs. 4 Cr. for the financial year. • Unit area-based PT assessment, with mandatory self-assessment • GIS mapping of PT in progress – survey over • Revision in 2007-08 – process initiated • Detailed survey of all un-assessed and under assessed properties completed in 2006-07 – additional Rs 13 Cr detected in demand • PT demand rose 40% to Rs 40 Cr
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	<p>b. Vacant Land Tax (V.L.T.)</p>	<p>An amount of Rs. 1.5 Cr. was collected from assessment of the raised demand during the quarter by initiating massive collection drives.</p>	<ul style="list-style-type: none"> • A joint survey for identification of vacant sites not brought into tax net was conducted by officers and revenue staff of V.M.C. • Simultaneous action for leveling the sites and for imposing V.L.T. was taken up in a drive mode and being continued. • Identifying ownership of sites was a great difficulty. This was overcome by getting information from records of sub-registrars concerned, conducting of intensive enquiries locally and issue of notification through media. • An overall increase of Rs. 6 Cr. was registered under V.L.T. demand and above Rs. 2 Cr. collected during the financial year. • Vacant Land Tax survey and collection drive – ten times rise in collection to Rs6 Cr
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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 SLSC ● 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"> ● Cost recovery already achieved in water ● Pilot project on 24X7 in progress – DPR for 24X7 in entire City before SLSC ● Tariff charges for sewerage revised in 2006-07 ● Ring-fencing and separate accounting for water and UGD in place from January 2006 ● Major campaign to detect and regularize all illegal water and UGD connections – nearly 4500 connections ● 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

d)	Implementation of E-Governance in municipalities	<ul style="list-style-type: none"> • Study of the existing e-governance mechanism being implemented at V.M.C. is being taken up by Centre for Good Governance (C.G.G.) • Most of the services being provided to the citizens are being fine tuned to be Single-window based. • Initiating a standards-based approach to enable integration of all related applications with the accounting applications. • V.M.C. is also working on the modalities of granting permission to the organizations interested in setting up V.M.C. recognized tax collection counters by granting them access to our website for tax collections. • A brief exercise was undertaken to lessen the time consumed for redressal of citizen grievances received from 103 counter (call center), website and various other modes. • Upgraded the existing grievance redressal module by introducing auto SMS of the grievances received to the concerned official without any time delay for speedy redressal of the grievances. 	<ul style="list-style-type: none"> • All civic services computerized and available on-line • Toll free number, e-mail, SMS, web and counter based grievance redressal system in place • e-procurement for engineering works • Separate JNNURM MIS for all ongoing works, including access for contractors • Computer Terminals available for all staff • Regular training programs for staff • Progress well ahead of schedule • Initiation of a total single-window based service delivery mechanism. • Setting a benchmark for total integration of all the existing functional software modules with the accounting module(s) as per NMMP guidelines. • 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 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
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