ICRIER's Program on Urbanisation in India

E-GOVERNANCE
an initiative
for
EASY GOVERNANCE

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**Municipal Commissioner**
Ahmedabad

11th October, 2012

Ahmedabad City

- 7th largest city of India and the largest city in Gujarat, with the population of over 6 million and 26.61% decadal growth rate.

- Total area increased from 192 Sq.Km.(2001) to 466 Sq.Km.(2006)

- Density : 11,948 /sq.km

- Literacy Rate : 89.60 %

- Ahmedabad GDP pegged at 59 billion USD in 2010.

- Major base of trade, commerce and industry.

- **3rd fastest growing city** as per the Forbes magazine.

- An engine of industrial and financial growth of the state.

- Ahmedabad plays a strong and significant role in providing commercial resources and market access for the economies of neighbouring cities.

- Ahmedabad enjoys a thriving cultural tradition, being the centre of Gujarati cultural activities and diverse traditions of different ethnic and religious communities.
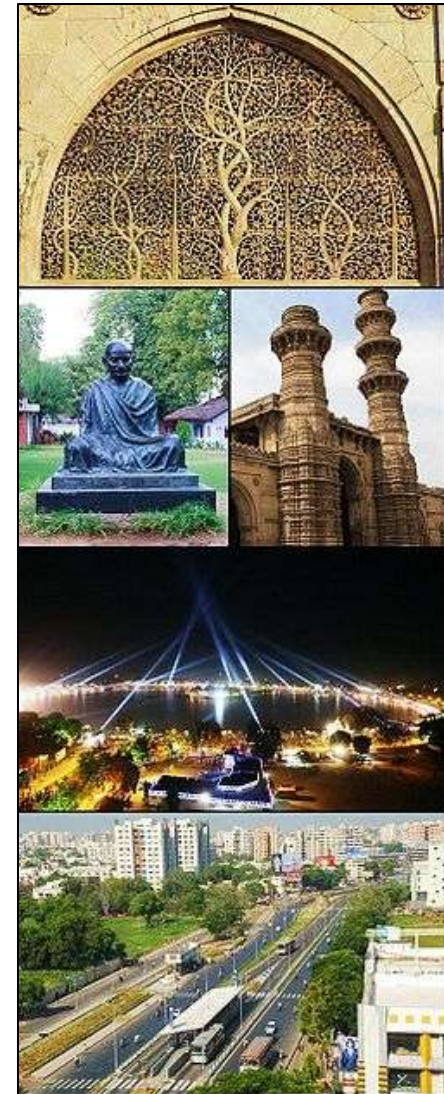
Ahmedabad Municipal Corporation

- Vision

  'Vibrant, productive, harmonious, sustainable and environmental friendly, clean and livable city having a responsive local government offering its citizens a good quality of life'

Ahmedabad Municipal Corporation

- Started in year 1857 as Municipality and Established as Municipal Corporation in year 1950.

- The AMC grew from an area of 52.49 Sq.Km. (in 1950) to 466 Sq.Km. (in 2011) over 64 wards with population of 6 million.

- The average density of population in AMC area is 9707 persons/Sq. Km.

- Major Functions
  - Water Supply
  - Sewerage and Storm Water Drainage
  - Construction & maintenance of roads
  - Street lighting
  - Primary education
  - Medical services
  - Solid Waste Management
  - Fire services
  - Public transport
  - Parks and gardens

E-GOVERNANCE AT AHMEDABAD MUNICIPAL CORPORATION

- *Objectives of e-Governance*
  - Provide better services to CITIZENS of Ahmedabad
  - Provide easy access to information
  - Eliminate discretionary human interface
  - Reduce files, process data and make decision making processes faster
  - Raise resources for AMC

E-GOVERNANCE AT AMC

- Ahmedabad Municipal Corporation is the first in country to cover a range of municipal activities and services like birth and death registration, building plan, primary health and education, city cleanliness, water supply, sewage, road, street-lights, parks and garden through e-governance to the 55 lacs citizens of the city.

- In 2002(18th Sep 2002), AMC started its first civic center at Law garden center for citizens. At present Ahmedabad Municipal Corporation has established 50 City Civic Centers located in six zones of Ahmedabad city.

- New software modules like Inventory Management System, Financial Accounting Systems, Payroll and Personnel Information Systems and Computerization of Municipal Hospitals and College are added to existing system.
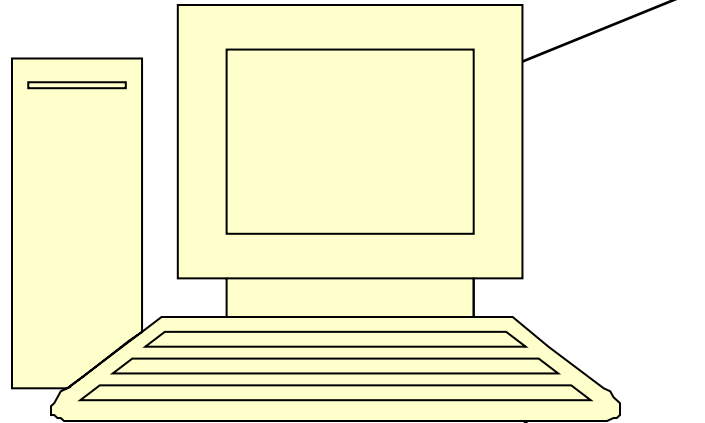
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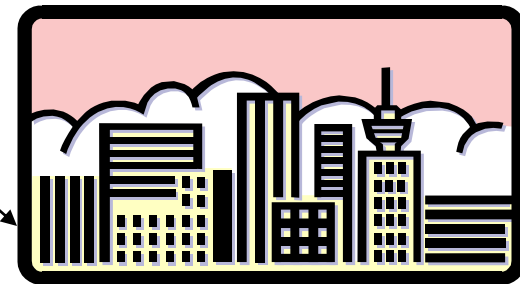
AMC Offices

Ward Offices(64)

Internet Global Access

Head office

**Civic Centre
+
Central Monitoring Centre
(Main Server)**

50 City Civic Centers

spread across all Six zones

Banks

All offices will be connected via 2 Mbps lease line plus ISDN for back up line.

(Network of 2000 Computers on WAN)

Citizen Centric Services

- City Civic Centers
- Self Assessment of Property Tax
- Online Payment of Property Tax
- Complaint redressal system
- Extensive use of IT systems with BRT system

City Civic Centers

- Situation before
  - Lack of Transparency
  - No IT infrastructure to provide e-services
  - No single point of service and interaction with citizen
  - Lack of connectivity

- Total solution provider (TSP) is appointed through GIL and comprehensive approach has taken for e-Governance project.

- E-governance project preparation commenced in January 2002, and in 2002(18th Sep 2002), AMC started its first civic center at Law garden center for citizens.

- At present Ahmedabad Municipal Corporation established 50 City Civic Centers and almost all the department activities are computerized and services like property tax, professional tax, Birth & Death certificate, health licenses, hawker's license, RTI and building plan permissions are offered at City Civic Center

Citizen Centric Services

City Civic Centers

- Property Tax
- Professional Tax
- Vehicle Tax
- Building Plan Approval
- Issuance of Birth & Death Certificates
- Shops and Establishment Licenses
- Registration of Complaints

- Online Tenders
- Hawker License
- Restaurant License
- Right to Information
- Hall Booking
- TDO fees

City Civic Centers

- Benefits / Outcomes
  - Citizen can visit any one location irrespective of where he/she resides
  - 24 hour internet/intranet access for AMC information.
  - No. of transactions from citizens increased by 7 times (1.97 lac in 2002 to 15.58 lac 2010-11).
  - From providing 3 services it has increased up to 14 services at single window system in civic center.
  - Chances of corruption are eliminated.
  - AMC is more responsive and transparent .
  - Better understanding and goodwill from citizens

Self Assessment of Property Tax

- Situation Before
  - System based on "Ratable Value" which was derived from rent of property and cost of land at the time of construction.
  - Deficiencies in system
    - No revision in ratable value
    - Tax rates kept high
    - Lack of transparency
    - Wide difference in property tax of self owned and tenant
- After study of various models of tax, Interaction with stakeholders like elected representative, residents, institutions, industrialist and amendment in BPMC Act, AMC is first corporation in India to adopt "carpet area" based property tax system.
- Assessment
  - General Tax = Area* Location factor* Age factor* Type of building or use factor *occupancy factor

- All the records of property tax in the system have already been placed on AMC website where at any citizen can find out details for his property with self assessment module on its website.
- AMC has also placed a ready reckoner for the calculation of property tax explaining various factor values and calculation thereof.
- Further, AMC has tied up with different banks for the collection of Property Tax where the account holder can pay his property tax dues directly.
- Benefits / Outcomes
  ◦ Transparency in tax system
  ◦ Formula based
  ◦ Simplified factors
  ◦ Minimum discretion
  ◦ Self Assessment

Online Payment of Property Tax

- AMC has given a linkage on its website to pay the property tax by credit /debit card, Net-banking with the of payment gateway of ICICI bank.

- Total 25 banks are covered in Net-banking facility.

- Secured by VeriSign certificate which provide security and trusted transaction to citizens.
- Citizen get confirmation e-mail after successful transaction on internet.
- Net-banking transactions from sep-2011 to till date is 16,887 and amount collected is Rs. 5,11,26,268/-
- In future we may add m-commerce part in the existing system for better facility and conveniences to citizens.

Complaint redressal system

- Existing system
  - Complaints are taken manually at ward level. The system called 'Triplicate Receipt System' still exists, wherein every complaint is written manually in the book.
  - One receipt is given to complainer, one to concerned employee to resolve it and one is kept in the book for the record purpose.
  - No MIS reports generated for higher authority.
- New Municipal Service Delivery Management System - a comprehensive online, web-based enterprise solution implemented in three zones of AMC to enhance citizen satisfaction through comprehensive service management, efficient service delivery with minimum costs.

- Citizen can lodge complaints through a call center (Phone, e-Mail or SMS) or website or even by visiting a ward office in person.

- Once a complaint is registered with the system, it automatically sends an SMS to officer alerting him on the complaint.

- The officer needs to resolve a complaint within a specified SLA period.

- If the citizen is not satisfied, he/she can request to re-open the complaint, which then escalates to a superior office.

- If the complaint is not redressed within a fixed number of hours, the system shoots off SMS to officers above the area engineer and finally even to the concerned deputy municipal commissioner.

- Benefits /Outcomes
  - Improvement in communication between the officer and the citizens.
  - Authorities can view a detailed report on the actual response time taken by its team.
  - The software helps authorities in reading the pulse of people as to what they are actually worried about and nature of their frequent complaints.
  - Accountability and Transparency in the system.

Extensive use of IT systems in Ahmedabad Janmarg system

- Janmarg is the first full BRTS systems in India operated as a closed system.
- It uses integrated transit management system (ITMS) extensively including the following major components:
  - Passenger information system
  - Vehicle tracking system (GIS/ GPRS based)
  - Electronic Fare collection system
  - Area Traffic Control System (ATCS)
  - Traffic signal management
- Extensive use of IT applications provides useful data for efficient monitoring and operations.
- Efficient use of Intelligent transport (IT) system provided high quality, reliability and rapid bus based mass transit system that is first of its kind in India.

- Passenger Information System
  - Passenger information systems like announcement systems in buses, LED display systems in every bus and bus shelters provides the expected time of arrival and other necessary information to the passengers.
  - LED display and Audio announcement system in buses inform about the details of next bus stop arrival. Other information related to public conduct, cautionary measures on-board, etc. are also communicated to passengers on board through this.
- Electronic Fare Collection
  - Off-board fare collection ensures that the ticketing happens before one enters the bus shelters. Closed system of operations, off board fare collection, at-level boarding alighting reduces delays. Smart cards are being introduced in the system to reduce the time consumption for ticketing process further and increase passenger flows in and out of the system.

E-Governance- Impact

REVENUE TYPE	2002-03 NO. OF RECEIPTS	Rs. lac COLLECTION	2011-12 NO. OF RECEIPTS	Rs.lac COLLECTION
Property Tax	1,75,949	64,70.77	11,61,584	50165.81
Vehicle Tax	13,443	89.37	2,06,749	2986.05
Building Plan	497	322.54	6,152	9354.07
TDO Fees	0	0	50,118	25486.46
Shops	8,599	6.04	29,545	26.02
B/D Cert	0	0	1,13,152	49.01
Hawkers License	0	0	375	1.50
Hotels & Restaurants	0	0	111	1.35
Right to Information	0	0	6,761	1021.03
Professional Tax	0	0	1,96,031	8146.29
Hall Party Booking	0	0	5,147	179.42
TOTALS	1,97,991	68,88.72	17,75,725	97,417.01

Award

International Best Practices 2004, Melbourne, Australia
City Civic Centers & E- Governance , Ahmedabad, India

Selected as
One of the Six Best Practices
in the World
&
has been termed as
A Community Service Revolution
By
ICMA
International City/County Management Association
Washington D.C.

National Award 2008

Govt. of India's
National Award for e Governance 2008-09

Exemplary Horizontal Transfer of ICT-based Best Practice

Category- **GOLD Award**

to
" E- City ",
Ahmedabad Municipal Corporation-Governance
By
- **Department of Administrative Reforms & Public Grievances**
  - **Ministry of Personnel, Public Grievances & Pensions, and**
- **Department of Information Technology, Government of India**
At
12th National Conference on e-Governance at Goa

e-INDIA 2009 Awards

"Winner for the Award:

"ICT Enabled Municipal Initiative of the Year"

Ahmedabad Municipal Corporation e-Governance

By

- **Government Partner: Department of Administrative Reforms & Public Grievances Ministry of Personnel, Public Grievances & Pensions and Ministry of Panchayati Raj**
- **Co organizer: Department of Information Technology , Ministry of Communication and IT**
- **State Government Partner: DIT(UttarPradesh), (Kerala)**
- **Host State Partner: DIT(Andhra Pradesh)**

At

India's Largest ICT event on e-Governance at Hyderabad

On 26th August 2009

E-Governance - Way Ahead

- E governance DPR
  - AMC appointed PWC as a consultant for DPR preparation and it was submitted to the Govt. of India on December 21, 2010 by GUDM in consultation with AMC. The Cost of Project is proposed Rs. 38.38 Crores for AMC.
- Complaint redressal system
- Video Conferencing System
- E-waste tender
- Engineering Module
  - A Web-based solution for engineering works which covers common schedule of rates(SOR), readymade templates for file generation, monitoring of project execution to enhance performance of the department and MIS report generation for decision making to higher officials.

Thank you