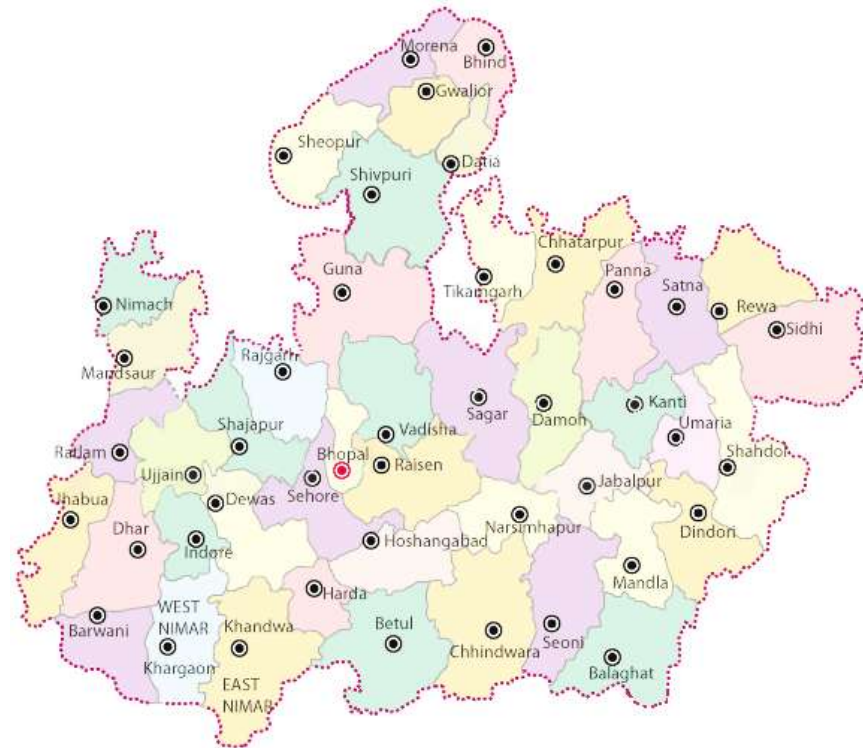# Urban Reforms in Madhya Pradesh
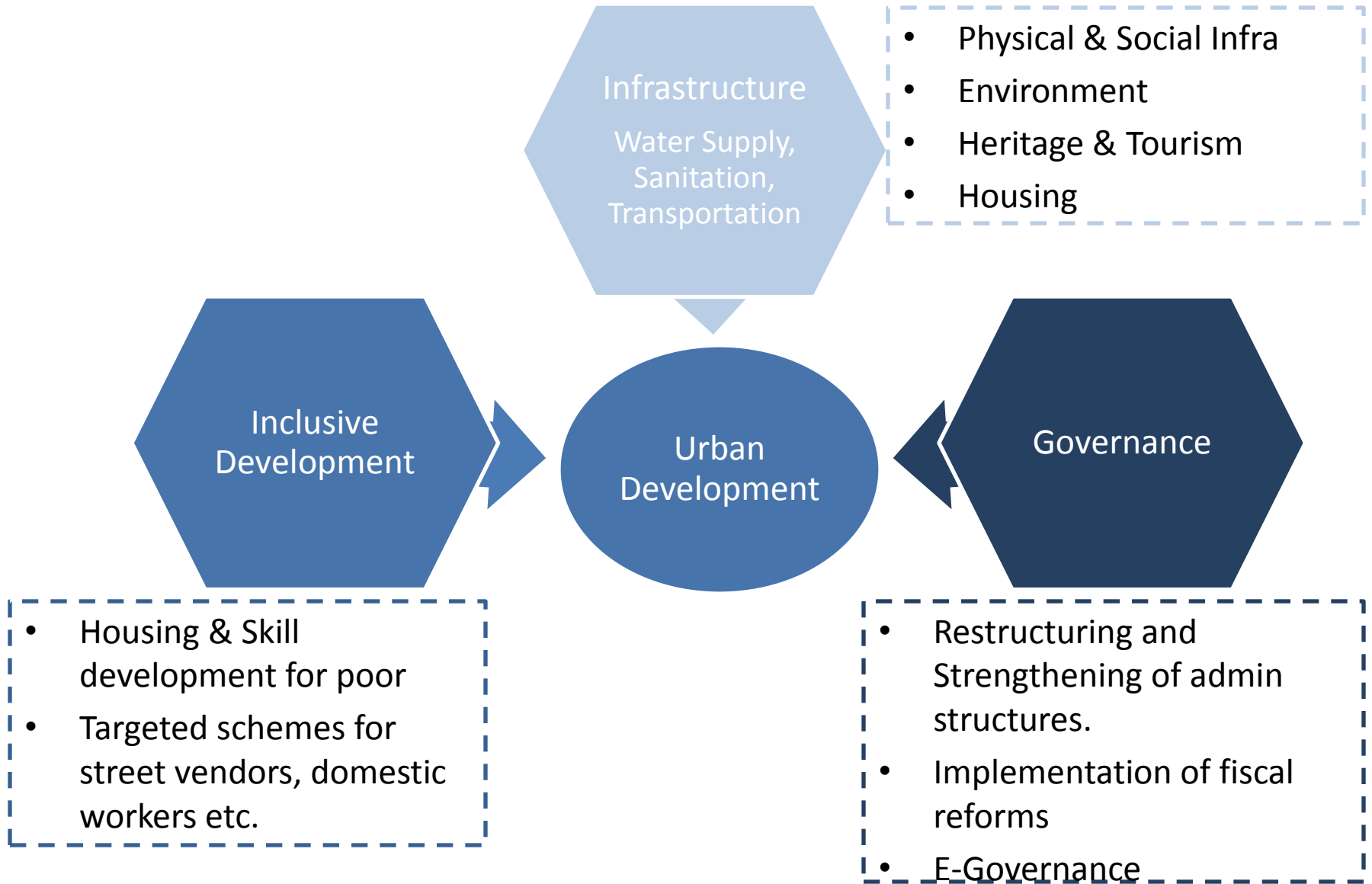
11ᵗʰ October 2012

Urban Administration and Development Department
Government of Madhya Pradesh

Urban Madhya Pradesh

- Madhya Pradesh – India's 6th most populous state
- Urbanization – 27.58%
- 377 towns – 33 cities with over 1 million population
- Service sector in such cities contributes to 57.6% of state GDP *(Economic and Human Development Indicators, UNDP)*
- Investment requirement of USD 32 Billion *(High Powered Expert Committee on Urban Infrastructure)*

Urban Development: Vision

Infrastructure

Water Supply, Sanitation, Transportation

- Physical & Social Infra
- Environment
- Heritage & Tourism
- Housing

Inclusive Development

Urban Development

Governance

- Housing & Skill development for poor
- Targeted schemes for street vendors, domestic workers etc.

- Restructuring and Strengthening of admin structures.
- Implementation of fiscal reforms
- E-Governance

Financial reforms

- State specific municipal accounting manual prepared
- Migration to Double Entry Accounting System completed in major cities
- Unified accounting software planned; implementation by 2013
- Property tax and user charges rationalized
- Property tax board formed
- Madhya Pradesh Urban Infrastructure Fund - to provide funding to ULBs for urban infra projects

Urban Planning

- City Development Plans developed for 360 ULBs of MP
- Separate budget head for implementing projects identified under CDPs
- Pilot zonal development plans being implemented
- Unified Metropolitan Transport Authority (UMTA) and Urban Transport Company (UMTC) established
- Metropolitan planning Committee (MPC) are being constituted

Engineering

- ## Service Level Benchmarking

  - Gazette Notification issued by the state government for all 110 ULBs notifying present level services including targets as per 13th finance commission recommendations

  - Information Systems Improvement Plan (ISIPs) for 10 cities completed

- ## Standard Schedule of Rates

  - SSR prepared customizing to the needs of the urban sector.

  - SSR adopted from 1st June, 2011

Capacity Building

- Specialized Madhya Pradesh Municipal Cadres formed
  - Administration (CMO)
  - Engineering
  - Sanitation (Health)
  - Accounts & Finance
- Revenue cadre under approval
- Population based staffing norms proposed and plans prepared
- Restructuring of ULBs – completed and model structures prepared; pending cabinet approval
- Restructuring of UADD – plan finalized
- Recruitment by March 2013
  - 538 Engineers
  - 40 CMOs
  - 10 Solid Waste Management Officer
  - 40 Sanitation Inspectors

Pro-poor reforms

- Internal earmarking of 25% funds within the budget

- Skill development activities taken up at large scale
    - Identified priority sectors and employment needs
    - Empanelment of training agencies
    - Collaborating with 'Partners' under National Skills Development Corporation

Pro poor programmes

- Madhya Pradesh Nagriya Kshetron ke Bhoomihin Vyakti (Pattadhrutti Adhikaron ka Praday kiya Jana) Adhiniyam Act

- Ram Roti and Ren Basera (Night Shelters) schemes for migrants and poor provides subsidized food and shelter.

- Mukhyamantri Haath Thela Evam Cycle Rickshaw Kalyan Yojna 2009 launched to rehabilitate and look after the overall welfare of Handcart and Cycle rickshaw pullers.

Pro-Poor Reforms

- Mukhyamantri Shahri Gharelu Kaamkaaji Mahila Kalyan Yojna 2009 launched to rehabilitate and provide overall welfare of the female domestic workers.

- Madhya Pradesh Path Par Vikray Karne Walon Ki Sanrakshan Aur Vikraty Ka Viniyaman Adhiniyam 2011 - inclusive planning and to protect the right to life and livelihood of street vendors.

Sanitation Reforms

- City Sanitation Plan prepared for 37 towns
- 4 cities declared – OD free cities
- Innovative models being deployed
- Indore: secondary collection, transportation, processing outsourced; Private vendor pays for waste collection @ Rs. 21 per ton; to share 50% of CDM benefits (Rs. 7.5 Cr. per year)
- Panna: door to door collection system deployed – 100% coverage

New schemes

- Chief Minister Urban Water Supply Scheme launched
- Chief Minister Urban Infrastructure Development Scheme launched
- Chief Minister Urban Sanitation Mission launched

E-governance reforms

Key E-GOV Interventions in MPUSP

- ABPAS- Indore, Gwalior, Ujjain
- MAS- Bhopal
- VTMS- Bhopal, Jabalpur
- USMIS- UADD
- GIS- Bhopal, Indore, Gwalior, Jabalpur

Automatic Building Plan Approval System

- Integrated online system developed – successfully being implemented in Indore

- All building plans are submitted online for approvals

- Automatic scrutiny of the drawings against statutory norms, rules and regulations

- Generate MIS Reports an system alerts to provide a real time dash board

- Over 1.5 Cr. Sq. ft area approved to date

Municipal Administration System

- SAP based ERP system being implemented in Bhopal

- Key areas include:
  - Property Tax and Water Tax
  - On line Tax/ dues collection
  - Double Entry Accounting system/ Financial Management
  - Payroll, Pension and PF
  - Self service portal for employees
  - Death & Birth Registration
  - Marriage/ caste/registration/ trade licences
  - Stores and Inventory Management
  - Project management of various schemes eg; JNNURM etc.

Potential benefits of MAS

- Fast, Flexible, Convenient services through well defined systems & procedures
- Anytime / Anywhere / 24 x 7 x 365 mode
- Enhanced Transparency in the system
- Extremely User friendly interface
- Real time information readily available to citizens
- The MC is perceived to be more responsive to it's citizen's needs.
- Reduced transaction costs and transaction time
- Enhanced quality of public services
- Increased transparency of government functioning and empowered citizens
- Higher availability of public domain information
- Improved Tax / revenue Collection

Vehicle Tracking & Management System

- GPS system on vehicle gives position, speed etc.

- Vehicle updates control center using GPRS/GSM technology.

- Vehicle monitoring interface available on local terminals, web applications and mobile devices.

- Interface displays maps, vehicle position, vehicle travel, stoppages, idle time status etc.

- Communication tool between vehicles and fleet coordinators.

VTMS- Key Data Evaluation

- No Of vehicles Covered
    - Bhopal 300
    - Jabalpur 80
- Fuel Saving- Study shows a saving of 13.4% in fuel cost for both cities combined approx 10 Lacs /month.
- Reduced fuel pilferage.
- Increased vehicle security.
- Instant accident reporting.
- Real-time information available on the location/status of every vehicle .
- The Maintenance expenses on the vehicle have decreased by about Rs Six Lakh per month, indicating that the drivers are aware that their vehicles are being tracked and they are more cautious.

USMIS- Urban Sector Management Information System

- USMIS to be a backbone Decision Support System for UADD.

- It integrates all the ULBs and comprises of the following 2 components:

  - Implementation of a web-based Monitoring and Reporting (M&R) system for UADD, 7 divisional offices, 14 corporations.

  - Development of a Human Resource Management Information System (HRMIS) for the employees of UADD, including Pension.

USMIS- M&E

- USMIS will facilitate the standardization and integration of a single integrated performance monitoring system across Municipal Corporations, Nagar Palikas and Nagar Panchayats.
- It will provide a basis for sector-wide analysis, benchmarking and approach for urban development, management and planning.
- Meeting all the standard reporting needs of ULBs towards UADD, GoMP and GOI through automatic compilation procedures.
- It will provide up-to-date, reliable and accurate data for strategic decision and policy making at the UADD level.

USMIS- HRMS

- This HRMIS includes the pension database, covering all municipal employees across the state. The proposed HRMIS should cover the following:

  - Employees database, Transfers, Promotions, Recruitment, Retirement, Training, skill up-gradation, pay, allowances, Leave accounting, Employee grievances, etc.

  - Once implemented, this HRMIS will enable UADD and ULBs in more effective management and development of it's staff and will also help all existing and retired municipal employees in getting easy access to their pay and service related records including retirement benefits and payments.

Advantages of USMIS

- Providing Up to date reliable and accurate data for strategic decision and policy making at UADD level.
- Improved Supervision of ULB's by UADD.
- Tool for effective deployment of its human capital.
- Better fund management.

Geographical Information System - GIS

- GIS base map developed for all 14 cities
- Property survey being conducted to be linked with GIS
  - 70% survey completed
  - 65,502 new properties identified in 4 major corporations to date (Bhopal 30,000; Jabalpur 14,000; Indore 11,502; Gwalior 10,000)

Service delivery initiatives

- Citizen centres established in all major ULBs – all services delivered under one roof

- Telesamadhan –
    - All 14 Municipal Corporations connected to Tele Samadhan call centre managed by IT department
    - 19,203 complaints received; 18,186 redressed

Thank you