



Capacity Building Workshop for Urban Service Delivery

Theme: E-Governance

November 6, 2012

Administrative Staff College of India
Hyderabad

Buildings Blocks for e-Governance in Urban Local Bodies

- Infrastructure for E-Governance
 - hardware equipment
 - software packages
 - internet connectivity
- Training of personnel
- Re-engineering of Administrative Processes in line with new systems

E-Governance by function

- I. E-Procurement/ E-Tendering
- II. E-delivery of Services
- III. Mobile Governance
- IV. GIS based innovations
- V. GPS/GPRS based innovations
- VI. Monitoring of projects and attendance

I. E-Procurement/ E-Tendering

- Public Private Partnership based e-Procurement in many states, e.g., Andhra Pradesh, Karnataka, Gujarat

E-Procurement in Andhra Pradesh

- First state to implement E-procurement in 2003-04
- 224 government agencies connected to a centralised system
- Close to 50,000 tenders were submitted online in 2011-12 with a total value of Rs 24,436 crore
- Time taken to approve tenders has fallen from 120 days earlier to 32 days post-implementation
- Cost saving to the state's exchequer

Source: National workshop on e-Procurement on May 3, 2012 in New Delhi; <http://www.eprocurement.gov.in/>

II. E-delivery of Services

Andhra Pradesh

In 2001, *E-Seva* launched in Hyderabad-Secunderabad, and later extended to Ranga Reddy district covering 120 services

In November 2011, *Mee-Seva* launched in all 24 districts to cover 150 services (presently, 45)

Karnataka

- Municipal Reforms Cell has developed common e-governance software with a central server used by 213 ULBs in the state
- 'Tulana' provides a template for online comparison of service delivery levels across the ULBs

Maharashtra

In 2002-03, Kalyan Dombivli launched e-delivery of over 100 services through back-end integration of all departments – subsequently extended to 231 ULBs, working towards linking with a central server

Kerala

Over 2000 'Akshaya' civic centres in all 14 districts for online payments.

II. E-delivery of Services...*contd.*

Coimbatore

Online submission of building plans, using Auto-DCR (automatic development control regulations) software

Indore

Ulhasnagar

GPRS-enabled mobile phones and hand-held printers used by tax collectors, leading to better collection. Revenue from property tax increased from Rs 32.5 crore in 2008-09 to 53.3 crore in 2011-12

**Trichy
Madurai**

Desktop computers fitted into special vans for door-to-door collection of taxes and water charges, in addition to online payment facility offer

Tumkur

TumkurOne centres allow the residents to pay for water charges, taxes, apply for passport renewal, etc.

III. Mobile Governance

Used for better Information and Communications system

For receipt of payments

Alerts for property and professions tax, water charges through mobile phones in cities like **Rajkot, Surat, Trichy, Coimbatore**

For grievance redressal

sms with complaints and reverse sms with redressal information at a single call centre in **Chhattisgarh** for all ULBs, including those which do not have e-governance infrastructure within their jurisdiction

Access to centralised information

by typing “5 3 7 2 5 2” on their mobile phones citizens in **Kerala** can obtain information on services of 90 departments in

IV. GIS based innovations

Property Tax Reforms

- GIS mapping complete in over 1000 cities in India
- Only a handful of cities have used it to improve collection of property tax

City	Important moves	Result
Bangalore	<ul style="list-style-type: none">• Shift to Area Based System• Self-assessment with incentives for honest and timely payment	Collection from Rs 430 crore in 2007-08 to Rs 1200 crore in 2011-12

For other cities of Karnataka, the Municipal Reforms Cell is implementing and monitoring 'Aasthi', a GIS-based system with uniform tax rates

IV. GIS based innovations...*contd.*

Property Tax Reforms...*contd.*

City	Important moves	Result
Kanpur	<ul style="list-style-type: none">• Shift to Unit Area Method/Area Based System• Self-assessment of tax by residents	Collection increased from Rs 37 crore in 2007-08 to Rs 617 crore in 2011-12
Vijayawada	<ul style="list-style-type: none">• Shift to Area Based System• Self-assessment with incentives for honest and timely payment	Collection increased from Rs 27 crore in 2005-06 to Rs 35crore in 2009-10

IV. GIS based innovations...*contd.*



Maharashtra

Sujal Nirman Abhiyan combines GIS mapping with hydraulic modeling for water delivery in many cities including Amravati, Malkapur and Badlapur



Pimpri Chinchwad

GIS used to identify “cleared” dustbins by information received in the control room through GPS device



Tamil Nadu

Following a Road Safety Policy of 2007, GIS maps used together with co-ordinated reforms in police, transport and highways departments to identify accident hot-spots and take remedial action

V. GPS/GPRS based innovations

Hyderabad

GPS/GPRS technologies (through mobile phones) to monitor and improve solid waste management, faulty street lights etc.

Bangalore

Surveillance cameras and GPS-enabled camera phones with traffic personnel to capture real-time violations. This BTRAC project increased revenue from fines from Rs 19 crore in 2007 to Rs 48 crore in 2010

Gurgaon

The 'Third Eye' project of the traffic police captures real-time images of violations and uploads them on a central server for issuing challans. Rs 5 crore were recovered in penalty over the first 10 months of operation

Madhya Pradesh

GPS tracking devices in 300 municipal vehicles in Bhopal and 80 in Jabalpur have resulted in a combined fuel cost saving of Rs 10 lakh per month, and maintenance cost saving of Rs 6 lakh per month in 2011-12

VI. Monitoring of projects and attendance

Maharashtra

Monitoring of projects in Navi Mumbai, Pimpri Chinchwad, Thane, Mira Bhayandar, Nagpur and Pune by officials by using mobile phones

Hyderabad

GPRS technology (mobile phone) to check construction progress every 15 days for compliance with sanctioned building plan

Raipur (Chhattisgarh)

Officials use mobile phones to upload images of project sites on a central server which is monitored by the Municipal Commissioner

Guntur

Biometric attendance of sanitary officials using desktop computers in all 29 sanitary divisions of the Corporation, with total cost saving of Rs 6.8 crore since 2009-10

Thank You

Will appreciate updating this information

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