CHECKLIST OF REFORM
E-GOVERNANCE

Objective: Scheme of Urban infrastructure Development in Satellite Towns around Seven Megacities, requires certain reforms to be undertaken by Towns/Cities in E-Governance. The objective of deployment of such information technology tools and application should focus on having a transparent administration, quick service delivery, effective MIS and general improvement in the service delivery link.

1. CURRENT STATUS

a. Please indicate the status of E-governance application in each of the following services by providing a list of services using E-Governances applications. Also indicate other services for which E-Governance is being used:-

Type of service	Use of IT		ULBs / Parastatal Responsible	Remarks
	Yes	**No**		
Registration of Births and Deaths	√		ULB	It shall become fully online by Sept 2011
Public Grievance Redressal		√	ULB	
Works Management System		√	ULB	
E-Procurement and Monitoring of Projects		√	ULB	
Personnel management,i.e personnel information system	√		ULB	
Payment of Property Tax, Utility Bills and Management of Unities that came under the ULBs.		√	ULB	January 2012 Subject to data available from survey
Building plan approval		√	Hapur Pilkhuwa Development Authority (HPDA)	
Other (specify)				

b. Have there been attempts towards training the staff in E-Governance practices?

Yes [ ]   No [√]

If yes, give details.

c. What have been achievements in the following areas as a result of ongoing E-Governance initiative? Explain with initiative undertaken:-

Area of Improvement	Initiative Taken	Achievement
Citizen Participation	Initiated the process of stakeholder consultations	Meetings in all the 25 wards regarding CDP preparation have been organised
Service delivery	Yet to be taken	
Municipal financing	Yet to be taken	

INFORMATION TECHNOLOGY

d. Does the municipality has a Website of its own?   Yes ☐   No ☑

If Yes, give the following details about the Website:-

Module	Information available	Interactive facilities (e.g. payment, certificate, registration download of format etc.

e. What is the frequency of data update on the Website?   **NA**

System Information

f. Are all sections of the Municipality interconnected through LAN (local Area Network)
   Yes ☑   No ☐

g. Are the zonal offices (If any) connected through WAN
   (Wide Area Network)   Yes ☐   No ☑

h. Does the city have a GIS base map in place? Yes ☐   No ☑
   If yes, please specify agency that is repository of the map, scale of the map and the date when it was last updated.

Information mapped in GIS Format? Indicate with details in the table below:

Identification of Consultants for Preparation of GIS Base map under way and likely to be appointed by March 2011.
Project shall take 9-11 months for completion

Information layer available	City level	Ward Level	Property/House - hold level	Any other level	Agencies involved in updation	Remarks
ULB &ward boundaries						Expected completion by 2012
Roads & streets						
Property layers						
Household & demographic info						
Water Supply network						
Sewerage network						
Street lighting						
SWM						
Storm water drain						
Any other						

i. Does the Municipality has decentralized network of E-Kiosks or electronic citizen service centers
   Yes ☐   No ☑

If Yes, how many and the criteria for spatial distribution (geographical, administrative etc.)

2. TIMELINE FOR ACTION ON REFORMS
Timelines/Outcomes:

The Satellite town shall adhere to the Service Level Benchmarks of E-Governance, IT, GIS and MIS applications as follows:

Item	Baseline 2010	Intermediate 2011	Final 2012
Registration & issue of Birth & Death Certificate	Computer print outs of certificates are being issued	By Sept. 2011 this service shall become online	100% on-line
Number of Birth/Death registered as against applied for registration	80 births/month 25 deaths/month	100% application will be registered	100% application will be registered
Timelines for issuing a Birth/Death Certificate (new/modified)	Certificate issued same day after registered entry	Certificate will be issued within 1 hour after registered entry	Certificate will be issued within 15 minutes after registered entry
Measurement of accuracy of issued Certificate	100%	100%	100%
Accessibility/availability of facilities/services Registration	80% accessible. It is partly decentralised as forms and information is also available in zonal office	100% accessible as one can directly apply on the ULB's web site & get the soft copy on his/her email id	100% accessible as one can directly apply on the ULB's web site & get the soft copy on his/her email id
Cut-off date for digitization of legacy data	About 50% of back dated data computerised	Shall be fully completed by December 2011	Already completed by Dec.2011
Online updated status of all applications with multiple search options	Not exists	Shall become functional by Sept. 2011	Already functional by Sept.2011
Billing and Management of Utilities (specify)	Being done manually	Computerised billing to start by September 2011	Already functional by Sept.2011
Coverage of households in utility network	100 % covered by hand pump, community tap & individual connections	25% household to be covered by water supply connections by Sept. 2011	All household to be covered by water supply connections by March 2012
Number of household on utility network on GIS Map	Not exists	50% covered by Sept.2011	100% covered by Jan. 2012
Automatic generation of utility bills by application system	Not exists	Shall start by Sept.2011	Already Functional by Sept.2011
Automatic escalation of events on default to appropriate authority	Manually informing the escalation as follows : 1st within 1 week 2nd two weeks 3rd four weeks	100 %	100%
Number of Facilitation Centres (FC) for payment of utility bills	As per e-governance SLB only 1 FC is required. Which the Nagapalika Parishad is functioning. Though Nagarpalika Parishad Plans of making 2 zonal offices as Facilitation Centre by Feb. 2012 (in addition to HQ)		
Accessibility/availability of facilities/services for utility bill payments	1 centre at present	At 3 places (1 HQ & 2 Zonal Offices)	
Online updated status of all applications	Not exists	50% covered by Sept.2011	100% covered by Jan. 2012
Building Approvals	Done by Hapur Pilkhuwa Development Authority (HPDA)		
Coverage on GIS/MIS Platform	Not exists	50% covered by Sept.2011	100% covered by Jan. 2012
Availability of automated checking mechanism	Not exists	50% covered by Sept.2011	100% covered by Jan. 2012
Provisional approval based on self certification in specified cases	Exists but being done manually	100% by Sept.2011	Already being done since Sept2011
Automatic generation of acknowledgement receipt	manually	100% Sept.2011	Already being done since Sept2011
Acknowledgement of completeness of applications received	Manually within one month	100% Sept.2011	Already being done since Sept2011
Completion of specified Building Plan Appraisal process	Manually within two months	100% Sept.2011	Already being done since Sept2011
Completion Certificate based on self certification	Not applicable yet	100% Sept.2011	Already being done since Sept2011

Item	Baseline 2010	Intermediate 2011	Final 2012
Verification of completion certificate issued based on self certification	Manually within one month	100% Sept.2011	Already being done since Sept2011
Online updated status of all applications			
Procurement and Monitoring of projects	Being done manually	Shall start functioning by Sept.2011	Fully functional by Jan. 2012
Timelines for online vendor registration	10 working days	Within 5 working days	Within 3 working days
Online availability of MIS for history of vendor performance	Not exists	Within 45 days	Last day of each month
Online availability of information of awarded works on web portal	Not exists	Within 2 days	Within 24 hrs
Online generation of indent	Not exists	instantaneously	instantaneously
Online availability of MIS for E-Procurement	Not exists	100% immediately on receipt of final product	100% immediately on receipt of final product
Online availability of Schedule of Rates	Not exists	100%	100%
Online payment facility	Not exists	Shall start for projects valued under 1lakh by Sept.2011	100% by jan2012
Health Programmes / Licenses	Being done manually	Data entry shall start by Sept. 2011	functional by Jan. 2012
Automatic generation of Receipt Number	Not exists	100% for new applications	100% for all applications (including old ones)
Timeframe for communicating deficiency in received applications to the applicant	One week	3 days	24 hrs
Timeframe for approval of trade licenses	15 days	1 week from receipt of application	5 days from receipt of application
Escalation of status of pending trade license applications to appropriate authority after the receipt of complete application	Manually informing the escalation as follows : 1st within 1 week 2nd two weeks 3rd four weeks	100 %	100%
Automatic generation of demand notice for renewal of trade licenses	Not exists	Shall start by Sept. 2011	100%
Personnel Information System	Partly Computerised	fully computerised by march 2011	Already computerised by march 2011
Coverage in terms of availability of Login facility	Manually	100%	100%
Online availability of updated information	Not exists	100%	100%
Online processing of dues in stipulated time	Not exists	Shall start by March 2011	100% within 7 days by Jan2012
Grievances and Suggestions	Being done manually	online service to start by Sept. 2011	Fully functional by Jan. 2012
Complaint resolution :Public Health & Public Safety Services	Within 48 hrs	Within 24 working hours	Within 8 working hours
Addressing of grievances other than Public Health and Public Safety	Within 72 hrs	Within 48 working hours	Within 24 working hours
Monitoring response time as per citizen charter/statues for Grievance Resolution	Weekly	Within 72 hrs	Within 24 working hours
Automatic escalation of non resolution to appropriate authority at specified time limit	Manually informing the escalation as follows : 1st within 1 week 2nd two weeks 3rd four weeks	100 %	100%
Grievances not addressed after final escalation to be reflected in public disclosure	Not exists	Shall start by Sept. 2011	100%
Accessibility/availability of facilities for registration of grievances	Fairly good as register is maintained	100% by Sept 2011	100%
Level of awareness among citizens	good	75%	100%
Online updated status of all grievances	Not exists	Shall start by Sept 2011	100%

CHECKLIST OF REFORM
EARMARKING 10 TO 15 PER CENT HOUSING SITES FOR URBAN POOR

Objective: Scheme of Urban infrastructure Development in Satellite Towns around Seven Megacities requires earmarking 10-15% Housing sites for the Urban Poor or 20-25% of FAR whichever is greater.

1. CURRENT STATUS

a. List the Government\quasi Government institutions responsible for provisions of housing in the city (eg. Development Authority\Housing Board etc.)

only Hapur Pilkhuwa Development Authority (HPDA) is responsible

b. Please indicate whether the ULB has identified all Below-Poverty-Line (BPL) families/beneficiaries

Yes   √   ☐   No

c. If the answer to 1(b) is yes, then please indicate what criteria have been adopted in this identification?

d. Please indicate the number of individuals/households that have been identified as BPL   **325 hhs**

e. Please indicate the current percentage of households living in squatter settlements/temporary structures   1.1%

f. Please indicate the percentage of households living in EWS/LIG housing units   0%
Note : 98.9 % hhs have theur own units & maintain it themselves.

g. Please indicate the housing Stock developed in the last 3 years and the percentage of EWS/LIG housing of the total housing Stock developed.

Year	Total Housing Stock created	EWS/LIG Units built	% of housing for poor	Housing Demand in EWS/LIG category
2007-2008				
2008-2009	HPDA has not created any Dwelling unit in Pilkhuwa though they have plans for 2011-12			
2009-2010				

h. Is there any legislation regarding mandatory reservation of certain percentage of land for EWS/LIG in housing projects   Yes   √   No   ☐

i. If yes, please provide the following details:-

i) Percentage of developed land required to be reserved for EWS/LIG.
10% housing units to be reserved for EWS & LIG

ii) Is it applicable to both Government as well as private developments?

Yes ☑   No ☐

2. TIMELINES FOR ACTIONS ON REFORM

State Govt. has already taken initiatives for EWS/LIG reservation in housing projects

a. Please indicate the year by which the following targets would be met.

b. Amendment in the existing legislation and notification

already done

2011   2012
☐   ☐

c. Timeline to improve the percentage of reservation for EWS/LIG in housing projects.   **already done**   ☐   ☐

d. No. of EWS/LIG units expected to be generated @ 10-15% of the Total planned Housing Stock.   **Scheme is being formulated**   ☐   ☐

CHECKLIST OF REFORMS
COMMUNITY PARTICIPATION LAW

Objective: Scheme of Urban infrastructure Development in Satellite Towns around seven Mega-cities, requires certain reforms to be undertaken by towns in Community Participation with the objective of institutionalizing citizen participation as well as introducing the concept of the Area Sabha in urban areas. The larger objective is to involve citizens in municipal functions e.g. setting priorities, budgeting provisions, etc. The Community Participation Law refers to the appropriate provisions that need to be made in the state-level municipal statute(s) for the establishment of such a 3 or 4 tiered structure within the municipal body.

1.   CURRENT STATUS

UP state government has incorporated the provisions of CPL in its municipal statute(s)

a. Whether the state has enacted a Community Participation Law?   Yes √   No ☐

b. If yes, what action has been taken by ULB under Community Participation Law?

No action taken so far

2.   TIMELINE FOR ACTION ON REFOMS

Reform	Year of Implementation in State Statute
Implementation of a Community Participation Law	2010-2011 but constitution of ward committee is for Municipal Council having a population of three lakh or more

Items	Baseline 2010	Intermediate 2011	Final 2012
Establishment of a three-tier municipal structure	NPP existing		
Introduction of interim participatory platforms	Not existing	Get it incorporated in the act	formation Ward Committee (WC)
Devolution of functions			Done

CHECKLIST OF REFORM
BYE-LAWS FOR DISASTER MANAGEMENT, RAINWATER HARVESTING, RECYCLING OF WASTE WATER, BARRIER FREE ENVIRONMENT AND STRUCTURAL SAFETY

Objective: Scheme of Urban infrastructure Development in Satellite Towns around Seven Mega-cities requires to formulate / amend the existing Municipal Building bye laws incorporating process for Disaster Management, Rainwater Harvesting, Recycling of waste water, Barrier Free environment and Structural Safety in compliance with the National Building code 2005.

1.   CURRENT STATUS

Building Bye-laws are being enforced by Hapur Pilkhuwa Development Authority (HPDA)

UP State Govt has incorporated these aspects in the Building bye-laws which are mostly being enforced by the concerned Development Authorities or the Town Planning Department

Rain Water Harvesting

a. Please indicate whether the ULB has incorporated provisions for rain water harvesting in the ~~Municipal~~ Buildings Bye-laws   Yes │ √ │   No │____│

b. If the answer to 1(a) is yes, then please indicate when the provisions were incorporated.

Provision incorporated (Year)	Likely to be incorporated (Year)
Made compulsory for plots of 300m & above in 2005	

What is the system through which adherence to the provisions regarding rain water harvesting is verified ?
Verified at the time of issuing Completion Certificate

What is the incentive provided for people to undertake rain water harvesting ?
Applicant has to deposit FDR (which ranges from Rs. 10,000 to 1 lakh) which is returned

Waste water recycling
Please indicate whether the ULB has incorporated provisions for waste water recycling in the

~~Municipal~~ Buildings Bye-laws   Yes │____│   No │ √ │

What is the extent of waste water recycling is happening presently?
Zero percent

Creation of barrier free built environment

Please indicate whether the ULB has incorporated provisions for providing barrier free built environment in public buildings has been provided for in the ~~Municipal~~ Buildings Bye-laws

Yes √   No

Whether an access officer has been appointed in the district for checking compliance in this regard has been appointed by the state ?
The district has District Handicapped Officer whose mandate does not include the above compliance checking

Whether any buildings have been access audited ?
Buildings are checked at the time of Completion

Structural Safety

Whether certificate for structural safety is being obtained prior to sanction of building plans?
Yes

Whether the incorporation of structural safety aspects is reviewed before grant of completion certificate?
Yes

2.   TIMELINES FOR ACTIONS ON REFORM

Timeline for incorporation of above provisions in the building bye-laws.

a. Consultation with stakeholders on modification   2010-11   2011-12
    Required in building bye-laws
    Already done by UP State

b. Dissemination of the new set of building byelaws through a website.
    Shall upload the building byelaws on web site of Pilkhuwa Nagar Palika Parishad by Sept. 2011

a. Setting up of an MIS system with links to all sections having bearing on building sanction.
    HPDA has website and the required above MIS system would become functional by Sep. 2011

b. Timeline for reduction of average time taken for building sanction.
    Sep. 2011

CHECKLIST OF REFORM
INTERNAL EARMARKING FOR BASIC SERVICES FOR POOR

Objective: Scheme of Urban infrastructure Development in satellite Towns around seven Mega-cities requires certain reforms to be undertaken by Towns/Cities with respect to earmarking funds in their respective budget especially for delivery of basic services to the Urban Poor, with the objective of providing security of tenure at affordable prices, improved housing, water supply and sanitation. In addition, delivery of other existing universal services of the Government for education, health and social security is to be ensured.

1.   **CURRENT STATUS**
      No funds specially earmarked for providing basic services to the Urban Poor, though this has been the priority till date.
      Shall earmark 25% as per GO for next budget estimates April 2011 – March 2012

a. Please indicate prevailing process for decision making in allocation of budget for delivery of services to the poor.
    Department in consultation with the Councillors decides the amount of budget for Urban Poor

b. Please indicate if prevailing accounting and budgeting systems are capable of tracking revenue and capital expenditure on delivery of services to the urban poor

Yes	No	Partly
	√	

c. Please indicate if there is any internal earmarking within the municipal budget towards provision of services to urban poor.

Yes	No
	√

d. If yes, please provide the amount earmarked as the percentage of the total budget in the last 3 year.

e. Please indicate the percentage of household living in squatter settlements/temporary structures
    Approximately 1.1% households live in temporary structures

f. Please indicate the percentage of households living in squatter settlements/temporary structures without access to:
    i.   Municipal water supply

        **all hhs living in squatters are not having tapped WS,
        but all of these are covered by community level hand pumps**

    ii.   Sanitation

        A) Sewer   **city has no sewer system**

        B) Drainage **approximate 7% squatter hhs are not having proper drains**

C) Community toilets

approx. all the 10% squatter hhs not having Community toilets as the town has no network Community toilets (except for 1 no. at main Bus Stand which is not being used by them as the Bus stand is on outskirts)

D) Solid Waste Management

approx. solid waste from all the 10% squatter hhs is being collected and disposed twice a week & whenever required

iii.   Primary education

town has good coverage of state government primary schools which are being maintained by state representatives

iv.   Primary Health

town has fair coverage of state government primary health centres which are being maintained by state representatives

2.   TIMELINE FOR ACTION ON REPROMS

Formulation of a policy for providing basic services to the Urban poor which should include security of tenure at affordable prices, improved housing, water supply and sanitation. Delivery of other existing universal services of the Government for education, health and social security. This policy document must include the minimum budgetary earmarking in municipal budgets for the provision of services to urban poor.

Timelines/Outcomes:

Item	Baseline 2010 (%)	Intermediate 2011 (%)	Subsequent year %
Targeted revenue expenditure on delivery of services to the poor per annum expressed in % of total income	**10%**	**15%**	**15%**
Targeted revenue expenditure on delivery of services to the poor per annum expressed in % of total own source of revenue income	**45%**	**50%**	**50%**
Targeted revenue expenditure on delivery of services to the poor per annum expressed in % of total ~~capital~~ expenditure.	**11%**	**15%**	**15%**

CHECKLIST OF REFORM
WATER AUDIT

Objective : Scheme of Urban Infrastructure Development in Satellite Towns around Seven Mega-cities requires to incorporate WATER AUDIT reform, with an objective of "identifying, Measuring, Monitoring and Reducing the Water Consumption by various activities in the town". Municipality will carry out the required action to reduce NRW to 20% by 2012 and later on to 15%.

1. CURRENT STATUS

    a)   Please indicate whether the ULB has undertaken Water Audit   Yes   No

√

    This has been undertaken by UP Jal Nigam on behalf of Pilkhuwa Nagar Palika Parishad

    b)   Quantification If the answer to 1 (a) is yes, and then please indicate what parameters are considered for audit quantification.

(i)	Population Coverage
(ii)	Area coverage

    c)   Please indicate the Quantity of Water consumption during the last 3 years in the ULB-

Year	Total Water Demand (MLD)	Total Water Supply (MLD)	Water Metered	% of NRW Water
2007-2008	11.04	8.75	No	75%
2008-2009	11.37	8.75	No	75%
2009-2010	11.71	8.75	No	75%

d)   Please indicate the average Transmission and Distribution loss per year (in %) **15%**

e)   Per Capital supply (in litres) per day   **95 lpcd**

f)   Hours of Water supply per day   **12 hrs**

g)   Total number of household connection (cumulative figures)

    4166 hhs connections as of Feb 2010 (excluding 109 commercial establishments)

h)   No of connection metered (cumulative figures)   Nil

i)   Unaccounted for water in MLD (%) including system losses.   **30%**

2. TIMELINES FOR ACTIONS ON REFORM

Varies from service to service and has been detailed out below:

a) Formulation of an Action Plan for achieving volumetric based tariff through 100% metering with individual meters. Please indicate annual targets for achieving full metering.

	2011	2012
	25%	100%

b) Please indicate for reduction in NRW and UFW through measures that include water audit and leakage detection studies. Please indicate annual target for both.

NRW---------------	50%	15%
UFW--------------	25%	15%

c) Attain NRW to the benchmark level of 15 %.

		2012

CHECKLIST OF REFORM
SERVICE LEVEL BENCHMARKS

Objective: Scheme of Urban Infrastructure Development in Satellite Towns around Seven Megacities requires to incorporate Service Level Benchmarks for Water Supply, Sewerage & Sanitation and Solid Waste Management. The objective of Service Level Bench Marking is to facilitate measurement of outcomes/ improvement of services provided as a result of investments and to facilitate development of Performance Improvement Plans using information generated by the benchmarking exercise. By doing so, it is expected that ULBs will begin to integrate benchmarking utilities into their decision processes leading to improved quality of planning and project development.

1. CURRENT STATUS

Varies from Service to service as detailed below

a) Please indicate current status of Service level in terms of percentage of population served and area covered.

b) Please indicate to what extent the ULB has achieved the benchmark

c) If the answer to 1 (a) is yes, then please indicate when the provisions were incorporated.

2. TIMELINES FOR ACTIONS ON REFORM

Timelines / Outcomes:

S. N.	Proposed Indicator	Bench-mark	Baseline 2010	Intermediate 2011	Final 2012
1	**Water Supply Services**				
1.1	Coverage of Water supply connections	100%	20%	50%	100%
1.2	Per capita supply of Water	135 lpcd	95	95	135
1.3	Extent of Metering of water connections	100%	0	25%	100%
1.4	Extent of Non Revenue of water	15%	75%	50%	15%
1.5	Continuity of Water supply	24 hours	12		24
1.6.	Quality of water supplied	100%	100%	100%	100%
1.7	Efficiency in redressal of customer complaints	80%	70%	75%	80%
1.8	Cost of Recovery in water supply connections	100%	60%	80%	100%
1.9	Efficiency in collection of water supply related charges	90%	70%	80%	90%
2	**Sewerage Management (Sewerage and Sanitation)**				
2.1	Coverage of Toilets	100%	70%	80%	100 %
2.2	Coverage of Sewage network services	100%	0	5% *	100 % ($ after sanction & release of funds as per 2nd DPR)
2.3	Collection of Efficiency of the Sewerage network	100%	0	5% *	100%
2.4	Adequacy of Sewerage treatment capacity	100%	0	50%	100%
2.5	Quality of Sewerage treatment	100%	0	100%	100%
2.6	Extent of Reuse and Recycling of Sewerage	20%	0	50%	100%
2.7	Efficiency in redressal of customer complaints	80%	0	100%	100%

2.8	Extent of cost Recovery in Sewerage management	100%	0	20%	100%
2.9	Efficiency in collection of Sewage Charges	90%	0	90%	90%
3	**Solid Waste Management (SWM)**				
3.1	Household level coverage of SWM services	100%	50%	65%	100%
3.2	Efficiency of Collection of Municipal Solid Waste	100%	40%	60%	100%
3.3	Extent of Segregation of Municipal Solid Waste	100%	0%	35%	80%
3.4	Extent of Municipal Solid Waste Recovered	80%	35%	50%	80%
3.5	Extent of Scientific Disposal of Municipal Solid Waste	100%	0%	25%	100%
3.6	Efficiency in redressal of Customer Services	80%	0%	30%	100%
3.7	Extent of Cost Recovery in SWM services	100%	20%	50%	80%
3.8	Efficiency in collection of SWM Charges	90%	0%	50%	90%

*   sanctioned Sewerage DPR is only for 20% of the proposed population of Pilkhuwa which shall be executed & completed by March2012.
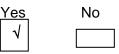
\$ DPR for remaining 80% shall be prepared and submitted by Sept.2011

CHECKLIST OF REFORM
PUBLIC DISCLOSURE LAW

Objective: Scheme of Urban Infrastructure Development in Satellite Towns around Seven Megacities, requires certain reforms to be undertaken by states/Towns/Cities in the area of disclosure of information to Public with the objective that municipalities and parastatal agencies have to publish various information about the municipality and its functioning on a periodic basis. Such information includes but is not limited to statutorily audited annual statements of performance covering operating and financial parameters, and service levels for various services being rendered by the municipality. The goal of Public disclosure is to ensure transparency and accountability in the functioning of municipalities through publication of information on various facets of municipal governance viz personnel, administrative structure, finance and operation.

1. CURRENT STATUS

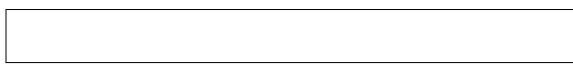a. Whether the state has enacted a Public Disclosure Law

    Yes [√]   No [ ]

b. If yes what action has been taken by ULB under PUBLIC DISCLOSURE LAW.

> ULB has placed special counter for this purpose with 2 staff & one officer deputed for attending the RTIs & general information asked for.

2. TIMELINE FOR ACTION ON REFORMS

a. The State/ULB must pass a resolution to formulate and adopt a policy on public disclosure law which would include the financial statements that are to be released, the audits of certain statements that are to be carried out, and a timeline for reforms. (within 6 months)

b. Establishment of the Public Disclosure Law which outlines the information to be disclosed and widely disseminated e.g. disclosure of financial statement including key financial indicators for public review frequency of statutory audit of financial statement and disclosure of its findings , information on level of services provided, key indicators of services delivery and organisational efficiency etc. Please indicate which of the following reforms are going to be implemented and the timeline.

i. Disclosure of Financial statements, i.e. Balance Sheet, Receipts and expenditures and key financial indicators

    Yes [√]   No [ ]

    Timeline-Start from year   2010-11   2011-12
    [Yes on Notice Bd & NewsPaper]   [Yes on web site]

ii. Disclosure of report and Financial statements

    Yes [√]   No [ ]

    Start from year   2010-11   2011-12
    [Yes on Notice Bd & NewsPaper]   [Yes on web site]

iii. Quarterly Audit of Financial statements

    Yes [ ]   No [√]

iv.   Time period for publication of Quarterly Audited Financial statements   NO
      (in months after end of each quarter)

      | √ |

v.   Annual Statutory Audit   Yes   No

      | √ | | |

vi.   Time period for publication of Annual Statutory Audit | one month |
      (Please indicate the number of months)

      | √ |

vii. Publication of integrated plan/master plan on municipal website   Yes   No

viii. MoA entered with GOI and State Govt to be placed before | Nov 2010 |
      Municipal council please indicate target data.

ix.   Disclosure of MoA in public domain vide a published documents, easily
      accessible to citizen/other stakeholders. Please indicate target data. | **April 2011** | | |

                                                                      2010-11   2011-12
c.   Time period for publication of Service Levels Information | |

                                                                                | √ |

d.   Any other reform / steps being undertaken (please use additional space to specify)

      | |
      | |
      | |

CHECKLIST OF REFORM
PROPERTY TAX

Objective: Scheme of Urban infrastructure Development in Satellite Towns around seven Megacities, requires certain reforms to be undertaken by the satellite towns in the method of levy, administration and collection of property taxes with the broad objective of establishing a simple, transparent, non-discretionary and equitable property tax regime that encourages voluntary compliance. Satellite towns need to ensure that their desirable objectives for reforms include these reforms, but need not restrict themselves to these items. A reform in the property tax system is essential to strengthen the financial autonomy of the local body. For this the need is to have a full record of properties in the city and bring them under the tax net so as to make the system capable for self assessment and for improving the revenue collection.

1.   **CURRENT STATUS**

        a.   Please indicate if Property tax is currently levied on the following types of properties:

        i.   Residential   [√]

        ii.   Commercial   [√]

        iii.   Industrial   [√]

        iv.   Any other category
              UP Govt & Service Charges from Central Govt. Properties

    b. Pleas provide the Method of Property Tax Assessment being Followed
       (Give Short note, if necessary)
        i.   Self-assessment   [ ]

        ii.   Demand-based   [√]

    c.   Please indicate the Amount of property tax being collected as % of own source of Revenue   income and Total revenue income during the last 3 Year.

Year	2007-08	2008-09	2009-10
Property tax as % of own source of revenue income	72%	73%	75%
Property Tax as % of Total income	14%	18%	21%

    d.   please provide information on Current coverage.

S N	Type of Property	Estimated no. of properties	No. of properties in the records of the Municipality	No. of properties paying property tax	Cover-age ratio	Demand raised 2009-10 in lakhs	Demand collected 2009-10 in lakhs	Collect-ion Ratio
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1	Residential	20800	20434	18478	0.90	43.19	38.87	0.90
2	Commercial	800	786	786	1	25.19	23.95	0.95
3	Industrial - household units & small scale units	300	300	300	1	3.60	3.49	0.97
	Total	21900	21520	19564	0.91	71.98	66.31	0.92

e.   Please list the Exemptions given to property owners

No.	Type of Exemption	Qualifying institution/individual	Revenue implication of exemption
1.	Poor hhs	Hh having ARV less than Rs.330	About 5%
2.	Totally exempted	Govt. Health & Educational Institutional	About 1%

(please use additional rows if necessary)

f.   Please provide the Basis of determination of property tax

i.   Capital   √   for commercial & industrial properties

ii.   Rateable value   √   for residential properties

iii.   Unit Area

iv.   Other (please specify)

g.   Please provide the use of technology in property tax management

Yet to finalise & would be in place by Sept. 2011

GIS database of record of properties liable to property tax

h.   Please describe the Level of discretionary power available with assessing authority

full power with the Nagarpalika Parishad

i.   Please provide year of last updation of property records and guidance values.   **2008**

a.   Frequency of revision of guidance values.   5 yrs

b.   Please indicate whether information from appropriate authorities on new building construction, or additions to existing buildings is being captured.

Yes   No
√

if yes how (e.g. development authority etc.) and at what frequency

HPDA has to provide information quarterly

c.   Please indicate whether information from appropriate authorities on change of ownership and land valuation is being captured.   Yes   No
√

d.   if so, how (e.g. of Stamps and Registration) and at what periodicity.

Quarterly information comes from District/Stamp Commissioner Office

2.   TIMELINE FOR ACTION ON REFORMS

Item	Baseline 2010	Intermediate 2011	Final 2012
Level of coverage in terms of Property Tax	90%	100%	100%
Recording of property on GIS map	0	50	100
Self generation of demand notice		50	100
Updation of Self Assessment Guidelines on ULBs website	Shall be adopting the Self Assessment Technique for Property Tax	Sept. 2011	Already done by Sept.2011
Timeframe for Automatic Escalation of events on default to Appropriate Authority	Manually informing the escalation, to ULB official, as follows : 1st within 1 week 2nd within 1 month 3rd within 3 months	by Sept 2011 automatically escalation shall start as follows: 1st within 3 days 2nd within 1month 3rd within 2 months	by Jan 2012 automatically escalation shall start as follows: 1st within 1 day 2nd within 2 weeks 3rd within 5 weeks
Number of facilitation centers	2	3	3
Accessibility/Availability of facilities for payment of Property Tax	2	3	3
Online updated status of all applications	Not exist	Sept. 2011	Already done by Sept.2011

CHECKLIST OF REFORM
MUNICIPAL ACCOUNTING

Objective: Scheme of Urban Infrastructure Development in Satellite Towns around seven Megacities, require certain reforms to be undertaken by the Satellite towns/Cities in Municipal Accounting, with the objective of having a modern accounting system based on double-entry and accrual principles, leading to better financial management, transparency and self-reliance.

1.   CURRENT STATUS

a. Whether accounting based double entry accounting system has been adopted.

Yes [   ]   No [√]

b. Please provide the status of completion and adoption of accounts, and if they have been audited and published in the last 3 years.

Year	Adopted	Audited	Published
2007-08	Yes	Yes	Yes
2008-09	Yes	Yes	Yes
2009-10	Yes	Under progress	

c. Please state whether City has drawn up its own accounting manual   Yes   No

Town is governed by State Municipal Account Code   [   ]   [√]

d. Please state whether City has adopted **NMAM (National Municipal Accounting Manual)   State has prepared its manual which is in compliance with NMAM and is placed for approval.**

i. Without modification   [   ]

ii. With modifications   [√]

If NMAM has been adopted with modifications, please state the modifications:

Once the State Municipal Accounting Manual is approved then we will be in position to identify the modifications.

2.   Time line for Reform:

Item	Baseline 2010	Intermediate 2011	Final 2012
Accounts are updated in ledgers with the receipt of taxes and charges (Property, Sewerage, Water etc.)	Manually done on the next day	100% (manually)	100%
Payments are updated in vendors ledger in same day	Manually done on the next day	100% (manually)	100%
Receivables are updated on the same day on which	Done manually within one week	50% (as updating by next day)	100%

Item	Baseline 2010	Intermediate 2011	Final 2012
demand is raised			
Payables are updated on receipt of goods or services	Done manually within one week	50% (as updating by next day)	100%
Generation of Automated Alerts for delayed payments and receipts	Not exist	100 % by sept 2011	100%
Reconciliation of Subsidiary Accounts such as sundry debtors (Taxes/ Charges receivables), sundry creditors (Vendors), fixed assets etc.	Done manually once a month	100%	100%
Closure of books / chart of Accounts	Done manually once a month & compiled annually	100%	100%

CHECKLIST OF REFORM
ENERGY AUDIT

Objective: Scheme of Urban Infrastructure Development in Satellite Towns around seven Megacities, require Energy Audit reform. Energy Audit is the key to a systematic approach for decision making in the area of Energy Management. It attempts to balance the total energy inputs with its use, and serves to identify all the energy streams in a facility. It quantifies energy usage according to its discrete functions.

Energy Management is the strategy for adjusting and optimizing energy, using systems and procedures so as to reduce energy requirements per unit of output while holding constant or reducing total costs of producing the output from these systems. The towns shall carry out the activities listed below and achieve energy savings target as given below:

Timelines/Outcomes :

The Satellite town shall prepare and implement an action plan for Energy audit of all public utilities and achieve savings as indicated in the energy audit reports.

Currently the UP State Electricity Board is the responsible agency though we would prefer Central Govt. to organise on our behalf

Item			
Action Plan			
Implementation of Action Plan			
Saving of Energy as indicated in the energy audit report			
	Targeted year 1	Targeted year 2	Targeted year 3
Annual Savings in Fuel (MT or Kl & Electricity in kWh)			
Annual Savings (in Rs. Lakh)			

Executive officer
Pilkhuwa Nagar Palika
Parishad.