

STATUS REPORT ON URBAN REFORM IN RAJASTHAN

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CHAPTER – I

STATE LEVEL REFORM IN URBAN GOVERNANCE

Since the early 1990s Government of India (GoI) has undertaken several initiatives aimed at decentralizing urban governance. The 74th Constitution Amendment Act (CAA), 1992 was one such initiative, which gave constitutional recognition to the urban local bodies along with the constitutional right to exist. A new Twelfth Schedule to the Constitution provides recommended list of local functions. The 74th CAA required the state governments to amend their municipal laws in order to empower ULBs “with such powers and authority as may be necessary to enable them to function as institutions of self governance”. The Constitution (74th Amendment) Act, 1992 provides a basis for the State Legislatures to transfer various responsibilities to municipalities and to strengthen municipal-level governance. Accordingly, Rajasthan state government has amended

Municipal Laws by bringing them in conformity with the Constitutional provisions.

Implementation of the 74th Constitutional Amendment is a mandatory reform to be carried out at State level under JNNURM. Article 243ZE of the Constitution required all state governments to review the existing municipal laws and either repeal or modify those which are inconsistent with the provisions of the 74th CAA within one year from the commencement of the Act.

While state government ratified the 74th CAA, they found it difficult to implement its provisions in totality. The main problem is that functional devolution to ULBs hasn't been supported by adequate transfer of revenue sources. Further, the financial autonomy

of ULBs has been undermined as they have to seek state government approval for enhancement in tax rates and user charges beyond the limits mentioned in municipal laws. Furthermore, ULBs have limited powers to institute new taxes. Therefore the thrust of the JNNURM reform is to ensure improvement in urban governance and service delivery so that ULBs become financially sound and sustainable.

Reform components

JNNURM reform have specified following provisions of the 74th CAA to be addressed through this reform:

A. Municipal Elections

B. Constitution of District Planning Committee and Metropolitan Planning Committee

C. Constitution of State Finance Commission

D. Convergence of Urban Management Functions

A. Municipal Elections

Under the Constitution, an election to Urban Local bodies every five years is mandatory. Article 243 U stipulates that each Municipality shall enjoy a term of 5 years and no more. If a Municipality is dissolved, subject to the conditions as specified, the election to constitute a new Municipality is required to be held “before the expiration of a period of six months” from the date of its dissolution. Though elections have been held in most States, their regularity continues to be a problem. Time and again issues relating to reservation and delimitation and non-preparedness of electoral rolls have been cited as reasons for postponing local body elections by various States.

The JNNURM reform reinforces the existing provisions in the Constitution and requires the states to consider the following:

- It shall be the duty of a State to ensure the conduct of elections at five years intervals.
- Each state should make appropriate provisions in the Municipal Laws to constitute State Election Commission (SEC) and define its role and responsibilities as per Article 243-K of the constitution.

- Appropriate provisions should be made in the Municipal Acts to specify that the responsibility of conduct over elections, including all preparatory steps like the electoral roles, delimitation, reservation, and rotation. The responsibility for the same shall vest with the State Election Commission.
- SEC should be the single and common electoral authority in the State for all local body elections and elections to the State Legislatures.
- It should also be the duty of the State Election Commissioner to ensure timely elections and in the event of possible delay, make a report to the Governor of the State explaining the problems and suggesting remedial action to fulfill the requirements of the Commission.

Constitute of State Election Commission (SEC), Rajasthan

The State Election Commission (SEC), Rajasthan was constituted in July 1994 under Article 243K of the Constitution of India. The SEC is a single member Commission headed by the State Election Commissioner. It has a Secretary who is also the Chief Electoral Officer for the State. The Commission discharges its Constitutional duty by way of preparing electoral rolls and holding elections for Panchayati Raj Institutions as well as for Municipal bodies.

Elections to Municipal bodies are being held in Rajasthan since 1960 by local self department. The 1st election was conducted by Election Department in 1963. Thereafter in some group of Municipal bodies elections were conducted by the Election Department in 1970, 1972, 1974, 1976, 1982, 1986. General Elections to 45 Municipal bodies were conducted by the SEC in 1994. Thereafter the general election to these bodies was again held in 1999, 2004 and 2009.

In Rajasthan, urban local bodies are called Municipalities, Municipal Councils and Municipal Corporations. The Commission discharges its constitutional duty by way of preparing electoral rolls and holding elections for Municipal bodies under Article 243ZA. At present, Rajasthan has 183 Municipal bodies with 4816 territorial constituencies.

Constitution of District Planning Committee and Metropolitan Planning

Committee:

With increased urbanization, the need for integrated planning is becoming ever more important. Articles 243ZD and 243ZE specifies the creation of a Committee for District Planning in each district, and a Committee for Metropolitan Planning in every metropolitan area (defined to be an area at least ten lakhs populations across f two or more Municipalities or other contiguous areas as specified by the Governor).

The rationale for having these committees is to provide consistent and integrated planning for contiguous urban and/or geographic areas. These committees should provide new dimensions for the roles of citizens and their elected representatives in preparation of regional plans, including plans for infrastructure development. Participatory plans need to play important roles for deciding investment policies and project priorities.

ULBs within one district or contiguous geographic area have to share many physical and economic resources/infrastructure such as communications, water and market places. Allocation of water for irrigation, drinking and industry is already becoming a contentious issue in many districts. Dealing with each other's solid waste is another serious problem. Municipal solid waste- be they chemicals, plastics, hospital wastes or other debris- spill over into the countryside and find their way into neighboring streams. Agricultural lands at the fringe of towns are increasingly prone to conversion.

These are the challenges that need shared understanding and collaborative responses, not in a distant State headquarter but within the local areas. The district level needs a platform resolve these issues. It was thus envisaged that District Planning committee will

consolidate the plans prepared by individual panchayats and municipalities into one integrated district development plan.

Constitution of District Planning Committee in the State

74th Amendment of constitution enacted in 1993 contained provision to set up District Planning Committees in each district. Under these amendments "The Rajasthan Municipalities Act, 1994" was passed by the Government of Rajasthan. The Rajasthan

Government has enacted necessary laws and rules to provide for district planning committees as mandated by the constitution. The District Planning committees have been constituted in all the 33 Districts.

Function of DPC

The main function of the DPC is to consolidate the Annual Plans prepared by the Municipalities in the District and to prepare a Draft Development Plan of the District as a whole for forwarding to the State Government. Besides preparation of draft development plans for the districts DPC perform the following functions :-

1. Preparation of draft development plans including spatial plan for the district, keeping in view matters of common interest between panchayats and municipalities.
2. Advice and assistance to local bodies in preparation of development plans and their effective implementation.
3. Coordination and monitoring of the implementation of district development plans.
4. Allocation of resources to local bodies for planning and implementation of local level projects contained in the district development plans.

DPCs are operational across all the 33 districts/ULBs in the state

The first Annual District Plan 2006-07 was prepared by the District Planning Committees, which was based on the plan allocation of Annual State Plan. This was the first step towards District Planning.

Metropolitan Area Planning Committee

The constitution of MPCs in every metropolitan area under Article 243 of the 74th Amendment Act accords constitutional recognition to metro-regional planning. In the context of agglomeration economies, metro region is the most preferred area for investment in economic activities and infrastructure but these areas are normally deficient in spatial planning inputs. The functions to be assigned to MPCs are as follows:

1. Preparation of draft development plans for the metropolitan areas.
2. Spatial Coordination of plans prepared by the municipalities and panchayats in the metro area and recommending modifications in local area plan, if any, taking an overall view.

3. Advice and assistance to local bodies in the preparation of development plans.
4. Monitoring the effective implementation of approved development plans of the region.
5. Formulation and implementation of infrastructure projects such as major roads, trunk services electricity, telecommunications, etc.

So far no MPC have been formed in the state.

State Finance Commission

Article 243Y of the Constitution provides that a Finance Commission should be constituted, as defined by article 243 I, to review the financial position of Municipalities and Panchayats. Based on its review, the State Finance Commission (SFC) should make recommendations to the Governor about the distribution of revenue between the State and Municipalities including proceeds of taxes, duties, tolls and fees. As part of this, the SFC can recommend the assignment of new fiscal authority to Municipalities and better designs of grants-in-aid from the state in order to improve the financial position of the Municipalities.

The Governor of every state is required to constitute a SFC every five years to review the financial position of all local bodies (panchayats and Municipalities). The Governor may also refer specific matters to the SFC for consideration. Even though the mandate for the SFCs is clearly stated in the Constitution, the manner of functioning is determined by the SFC and state government. The Governor is required to publish every recommendation made by the SFC along with a memorandum explaining the action taken thereon for the Legislature of the State.

Constitution of First state finance commission in Rajasthan State

The Governor of Rajasthan has constituted Rajasthan first finance commission on 23rd April 1994, in pursuance of the provisions under articles 243 I and 243-Y of the constitution of India and the Rajasthan Panchayati Raj Act, 1994 and the Rajasthan Municipalities Act, 1959 (as amended vide Rajasthan Municipalities (Amendment) Act, 1994).

The role of Commission was:-

To review the financial position of the Panchayats and local bodies at all levels and make recommendations as to –

- (a) : The principles which should govern:
 - (i) The distribution between and State and the Panchayats at all levels of the net proceeds of the taxes, duties, toils and fees leviable by the State, which may be divided between them under part IX of the Constitution and the allocation between the panchayats at all levels of their respective shares of such proceeds:
 - (ii) The determination of the taxes, duties, tolls and fees which may be assigned to, or appropriated the Panchayats at all levels;
 - (iii) The grants – in-aid to the Panchayats at all levels from the Consolidated Fund of the State:
- (b) The measures needed to improve the financial position of the Panchayats.

The Commission was also given the responsibilities od review the financial position of the Municipalities and make recommendations as to-

- (a) The principles which should govern
 - (i) The distribution between the State and the Municipalities of the net proceeds of the taxes, duties, tolls and fees leviable by the State, which may be divided between them under Part IX A of the Constitution and the allocation between the municipalities at all levels of their respective charges of such proceeds;
 - (ii) The determination of the taxes, duties, tolls and fees which may be assigned to, or appropriated by, the Municipalities;
 - (iii) The grants-in-aid to the Municipalities from the Consolidated Fund of the State;
- (b) The measures needed to improve the financial position of the Municipalities.

In making its recommendation, the Commission shall have regard, among other considerations, to –

(i) The financial resources of the State and demands thereon, in particular, the need for providing adequate resource for funding the plan expenditure for the overall development of the State;

(ii) The expenditure needs of the panchayats at all levels and Municipalities at all levels for the functions and responsibilities already assigned to them and those as may be assigned to them hereafter as per provisions of new/amended legislations.

The Commission was also expected to make its report covering a period of five years starting from 1st April 1995 and also indicate the basis on which it has arrived at its findings and make available the estimates of receipts and expenditure of the Panchayats at all levels and the Municipalities.

The State Finance Commission discussed the implications of the terms of reference with regard to the 73rd and 74th Constitution Amendments. The Commission is of the view that the very fact that these amendments have made provisions for sharing of taxes and their assignments to Panchayats and Municipalities under part IX and IXA of the Constitution, empowers and State Finance Commission to recommend on sharing without any indication in the constitution of what taxes, duties, tolls and fees could be shared. Moreover, section 64 of the Rajasthan Panchayati Raj Act, 1994 clearly indicates the legislative intent by including share of taxes to be recommended by us as a part of the PRI Fund.

The Commission has submitted its the final report on 31.12.95.

Convergence of Urban Management Functions

Article 243W of the Constitution requires State laws to endow the Municipalities “with such powers and authority as may be necessary to enable them to function as Institutions of self government”. A Twelfth Schedule to the Constitution provides recommended list of local functions which states may by law endow to to urban local bodies.

The JNNURM reform seeks to implement Article 243W of the Constitution by transferring some functions from the state to ULBs. These functions relate to local municipal services and therefore are best managed by the ULBs. This creates local accountability of the ULB to the electorate in those areas where citizens expect their

local government to act. It also provides the ULB with tools to influence the development and management of its city, which are fundamental purposes of constituting a third level of democratic government. .

The Model Municipal Law (MML) circulated by Ministry of Urban Development provides sufficient guidance to states towards implementation of these provisions of 74th CAA. The MML acts as a resource from which states can tailor their own municipal acts. The MML classifies municipal functions into 3 categories, namely :-

- “Core municipal functions”, including water supply; drainage and sewerage, solid waste management; economic and social development plans; transportation systems including construction and maintenance of roads, bridges, ferries and other inland water transport systems;; community health and protection of environment; and markets and slaughterhouses..
- Additional “functions assigned by Government”, so long as there is appropriate underwriting of the costs, Such functions may include primary education, curative health, transport, supply of energy, arrangements for fire prevention and fire safety, and urban poverty alleviation.
- “Other functions”, which have been further sub-classified into 6 categories, include town planning, urban development and development of commercial infrastructure; protection of environment; health and sanitation; education and culture; public welfare; and community relations.

In accordance with the 74th CAA, the Model Municipal Law allows Municipalities to directly provide or arrange through another agency any of the “core municipal services” so long as responsibility and accountability for the service remains with the municipality. This means that it possible to contract some services to outside agencies, either by the public sector enterprises, quasi-government agencies or the private sector. However, once functions is assigned to ULB, the staff and funds to carry out that function should also be made available to ULB to perform that function.

- Urban planning including town planning;
- Regulation of land-use and construction of buildings;
- Planning for economic and social development;
- Roads and bridges;
- Water supply for domestic, industrial and commercial purposes;
- Public health, sanitation, conservancy and solid waste management;
- Fire services;
- Urban forestry, protection of the environment and promotion of ecological aspects;
- Safeguarding the interests of weaker sections of society, including the handicapped and the mentally retarded;
- Slum improvement and upgradation;
- Urban poverty alleviation;
- Provision of urban amenities and facilities such as parks, gardens, playgrounds;
- Promotion of cultural, educational and aesthetic aspects;
- Burials and burial grounds; cremations, cremation ghats/grounds and electric crematoria;
- Cattle pounds; prevention of cruelty to animals;
- Vital statistics including registration of births and deaths;
- Public amenities including street lighting, parking lots, bus stops and public conveniences;
- Regulation of slaughter houses and tanneries.

Functions require finances. However, without assigning a list of local taxes to the municipal authorities, the Constitution (74th Amendment) Act, 1992 left the matter to the State Governments. It inserted Article 243X, which provides that a State Legislature may, by law,

- (a) authorize a Municipality to levy, collect and appropriate such taxes, duties, tolls and fees in accordance with such procedure and subject to such limit;
- (b) assign to a Municipality such taxes, duties, tolls and fees levied and collected by the State Government for such purposes and subject to such conditions and limits;
- (c) provide for making such grants-in-aid to the Municipalities from the Consolidated Fund of the State; and
- (d) provide for the constitution of such Funds for crediting all moneys received, respectively, by or on behalf of the Municipalities and also for the withdrawal of such moneys therefrom,
as may be prescribed by law.

Expenditure Assignment

Urban Local Bodies (ULBs) in India have been incurring expenditures for the provision of the following civic services and infrastructural facilities to citizens and business:

- Conservancy Services and Solid Waste Management
- Water supply
- Surface and Underground Drainage
- Storm-water Drainage and Flood Control
- Roads, Bridges, Flyovers, Subways, Walkways etc.
- Street Lighting
- Pre-school and Primary Education
- Preventive Health Care and Control of Epidemics
- Malaria Control
- Prevention of Food Adulteration
- Maternal and Child Health Care Services
- Parks and Playgrounds
- Avenue and Block Plantations
- Town Planning – Zoning and Building Regulations

- Slum Improvement and Urban Community Development
- Licensing of Dangerous and Offensive Trades
- Regulation of Markets and Slaughter Houses
- Maintenance of Cattle Pounds
- Registration of Births and Deaths
- Maintenance of Cremetoria and Burial Grounds.
- Rainwater Harvesting and Conservation.

CHAPTER - II

REFOM UNDER JAWAHAR LAL NEHRU URBAN RENEWABLE MISSION

The thrust of the JNNURM is to ensure improvement in urban governance and service delivery so that ULBs become financially sound and sustainable for undertaking new programmes. The agenda of reforms is given in the section below. A Memorandum of Agreement (MoA) between States/ULBs/Parastatal agencies and the Government of India, is a prerequisite for accessing the Central assistance, which also spells out specific milestones to be achieved for each item of reform. All mandatory and optional reforms are to be completed within the Mission period.

a) Mandatory Reforms at the level of ULBs, and Parastatal Agencies

- Adoption of modern accrual – based double entry system of accounting in ULBs and parastatal agencies.
- Introduction of a system of e-governance using IT applications such as GIS and MIS for various services provided by ULBs and parastatal agencies.
- Reform of property tax with GIS so that it becomes a major source of revenue for ULBs and arrangements made for its effective implementation to enhance collection efficiency to at least 85 per cent within next seven years.
- Levy of reasonable user charges by ULBs and parastatals with the objective that the full cost of O & M or recurring cost is collected within the next seven years (except cities and towns in the North East and other special category States may recover only 50 per cent of O & M charges initially and are to graduate to full O & M cost recovery in a phased manner).
- Internal earmarking within local body budgets for basic services to the urban poor.
- Provision of basic services to the urban poor, including security of tenure, at affordable prices, improved housing, water supply and sanitation and the delivery of other existing universal services for education, health and social security by the government.

(b) Mandatory Reforms at States Level

The following mandatory reforms are expected to be undertaken by ULBs, parastatal agencies and State governments:

1. Implementation of decentralization measures as envisaged in 74th Constitutional Amendment Act. The State should ensure meaningful association and engagement of ULBs in planning the function of parastatal agencies as well as the delivery of services to the citizens.
2. Repeal of the Urban Land Ceiling and Regulation Act.
3. Reform of the Rent Control Laws balancing the interests of landlords and tenants.
4. Rationalisation of Stamp Duty to bring it down to no more than 5 percent within next seven years.
5. Enactment of the Public Disclosure Law to ensure preparation of medium-term fiscal plan of ULBs and parastatal agencies and release of quarterly performance information to all stakeholders.
6. Enactment of the Community Participation Law to institutionalize citizens participation and introduce the concept of the Area Sabhas in urban areas.
7. Assigning or associating elected ULBs with city planning functions and transferring, over a period of seven years, all special agencies that deliver civic services in urban areas to ULBs and creating accountability platforms for all urban civic service providers in transition.

c) Optional Reforms (common to States, ULBs and Parastatal Agencies)

The following optional reforms are expected to be undertaken by ULBs, parastatal agencies and State governments:

Revision of by-laws to streamline the approval process for construction of buildings, development of sides, etc.

1. Simplification of legal and procedural frameworks for conversion of land from agricultural to non-agricultural purposes.
2. Introduction of Property Title Certification System in ULBs.
3. Earmarking at least 20-25 percent of developed land in all housing projects (both public and private agencies) for Ews and LIG category with a system of cross subsidization.
4. Introduction of computerized process of registration of land and prosperity.

5. Revision of bylaws to make rain-water harvesting mandatory in all buildings and adoption of water conservation measures.
6. Formulating by laws for the reuse of recycled water.
7. Administrative reforms such as the reduction in establishment costs by adopting the Voluntary Retirement Scheme (VRS) and not filling posts falling vacant due to retirement, and achieving specified milestones in this regards.
8. Structural reforms.
9. Encouraging public-private-partnerships (PPP) in the provision of urban amenities.

Reform under UIDSSMT

Urban Infrastructure Development Scheme for Small & Medium Towns aims at improvement in urban infrastructure in towns and cities in a planned manner. It subsumes the existing schemes of Integrated Development of Small and Medium Towns (IDSMT) and Accelerated Urban Water Supply Programme (AUWSP). Launched by Ministry of Urban Development, Government of India in 2005-2006, the scheme will last for seven years.

The main thrust of the revised strategy of urban renewal is to ensure improvement in urban governance so that Urban Local Bodies (ULBs) and parastatal agencies become financially sound with enhanced credit rating and ability to access market capital for undertaking new programmes and expansion of services. In this improved environment, public-private participation models for provisioning of various services would also become feasible. To achieve this objective, State Governments, Urban Local Bodies and parastatal agencies have to accept implementation of an agenda of reforms. The proposed reforms fall broadly into two categories: (a) Mandatory reforms and (b) Optional reforms. All mandatory and optional reforms are to be implemented by the State/ULB/Para-Statals within the Scheme period.

Mandatory Reforms

There are two sets of mandatory reforms. Core reforms at ULB/Parastatal level aim at process re-engineering through deployment of technology to enable more efficient, reliable, timely services in a transparent manner. The other set of reforms are framework related at State level. The reforms at the ULB or parastatal level and those at state-level are similar to those laid down earlier for the JNURM.

STATUS OF REFORMS IN THE STATE

The State of Rajasthan is one of few States that are progressive in implementing various reforms. A brief on each reform mentioned in JNNURM and UIDSSMT schemes is presented below:

Jaipur and Ajmer-Pushkar has been selected as two Mission cities out of 63 across the country for funding under JNNURM and rest all urban centers has been covered in UIDSSMT scheme.

Implementation of 74th Constitutional Amendment Act.

As a measure of decentralization as envisaged in 74th Constitutional Amendment Act, the State has already transferred 16 activities out of 18 to ULBs, while the remaining two activities, viz., Water Supply & Sewerage and Urban planning, will soon be transferred to ULBs (as per information from the Directorate of Local Body).

Repeal of Urban Land Ceiling and Regulation Act.

This will ensure more supply of land within an urban area and will help to solve the problem of housing shortage. The State had repealed this Act.

Reform of Rent Control Laws

A new Rent Control Act is in place since 1st April 2006. In the new Rent Control Act issues like recovery of possession, revision of rents, and fixing of rents have been taken care of by balancing the interests of landlords and tenants (as per information from the Directorate of Local Body).

Rationalization of Stamp Duty

Stamp duty has been brought down to 6.5% from 11% and it will be further reduced to 5% .

Enactment of the Public Disclosure Law.

This will ensure preparation of medium-term fiscal plan of ULBs and parastatal agencies and release to quarterly performance information to all stakeholders.

Enactment of the Community Participation Law

This is to institutionalize citizen's participation and introduce the concept of the Area Sabha in urban areas. State government has proposed three-tier participation at Municipal level, Ward level and at Area Sabha level. A new Municipal Act is formulated and has been implemented from 2010.

Assigning or associating elected ULBs with city planning functions.

This move is to transfer all special agencies that deliver civic services in urban areas to ULBs and creating accountability platforms for all urban civic service providers in transition. The state has already transferred 16 out of 18 functions to ULBs, while the remaining two activities, viz., Water Supply & Sewerage and Urban Planning will soon be transferred to ULBs. Initiation and commitment of all other reforms that are ULB-specific have been taken place in the towns where projects have been sanctioned by the MoUD, GOI.

New Initiatives in the State

Rajasthan Urban Infrastructure Finance and Development Corporation

Urban infrastructure and Public Services for Rajasthan's burgeoning urban population is inadequate. On a conservative basis, a huge investment to adequately address the infrastructure needs of various urban centers in Rajasthan. Over the years it has been seen that the following problems plague the urban infrastructure sector:

- a. Supply Shortage of Urban Facilities
- b. Absence of project Development
- c. Absence of proper feasibility studies and project monitoring
- d. Absence of Centralized Regulatory Authority

In view of the above and to provide funds to ailing municipal bodies in the State, the State government has formed a new entity-Rajasthan Urban Infrastructure Finance and Development Corporation (RUIFDCO) in the year 2004. The corporation take on the role of a facilitator and coordinator besides serving as a link between various schemes

being operated by the Central government. The governments own schemes for up gradation of infrastructure also be get support from the corporation.

RUIFDCO is playing the role of a state level dedicated urban infrastructure financing agency that would support both the Government of India's (GOI) and Government of Rajasthan (GoR) objectives and policies for the urban sector. RUIFDCO is also attempting to catalyse privately mobilized financial resources to bear on urban infrastructure investments financed by Urban Local Bodies.

Main objectives of the corporation are :-

- To take over the entire functions of RUIDP.
- To give financial assistance to ULBs/Govt. Agencies/Non Govt. Agencies.
- To give subsidy, aid, assistance of any financial nature to ULBs/Govt. Agencies/Non Govt. Agencies.
- To arrange or provide consultancy services, technical, financial and other consultancy to ULBs.
- To carry out survey for schemes and programme relating to Infrastructure Development.
- To receive amount as revenue from ULBs.
- To distribute on behalf of Govt. grant-in-aid and financial assistance to ULBs.
- To arrange or raise funds from public, institutional investor, Banks or Financial Institutions.
- To plan and financial monitor all type of project related to development of Urban Areas in Rajasthan.

State Level Nodal Agency and its Role

RUIFDCO has been designated as the State Level Nodal Agency for Implementation of UIG, UIDSSMT, BSUP, IHSDP Projects in Rajasthan. The following functions are being performed by RUIFDCO as SLNA:

- Appraisal of projects submitted by ULBs/Para-statal agencies;
- Obtaining sanction of State Level Steering Committee for seeking assistance from Central Government under JNNURM;

- Management of grants received from Central and State Government;
- Release of funds to ULBs/Para-statal agencies either as grant, or soft loan or grant cum loan.
- Management of Revolving Fund
- Monitoring physical and financial progress of sanctioned projects;
- Monitoring implementation of reform as entered into MoA.

PROJECTS being implemented under JNNURM/UIDSSMT/BSUP/IHSDP SCHEMES			
S. No.	Scheme	No. of Projects	Cost in Crore
1.	UIG	13	Rs. 1229.09
2.	UIDSSMT	37	Rs. 609.93
3.	BSUP	4	Rs. 458.64
4.	IHSDP	49	Rs. 641.87

Source :- www.jaipurmc.org

Other Initiatives

Rajasthan Urban Development Fund (RUDF)

To overcome the problems of lack of infrastructure in the municipal areas, and also to support the municipalities financially to bridge the gap in any of the projects sanctioned by the Government of India, State Government, others and any other suomoto projects, Government of Rajasthan has established “Rajasthan Urban Development Fund” (RUDF) in March 2010. The fund is managed by Rajasthan Urban Infrastructure and Finance Development Corporation Limited (RUIFDCO) on behalf of the Government of Rajasthan. RUDF will provide financial assistance to ensure that the projects are executed in a time bound manner. The creation of this fund is one of the mechanisms which would help the ULBs in tackling their financial crisis partially for various ongoing and new projects.

The Main Objectives of RUDF is to fund the gap in the projects which are under the flagship scheme of Government of India namely Jawahar Lal Nehru National Urban Renewal Mission, UIDSSMT, IHSDP, National Lake Conservation Plan, ROBs and any other project (s)/ scheme(s) of Govt. of India & GoR.

A fund management committee has been constituted under the Chairmanship of Principal secretary UDH & LSG to manage the RUDF funds.

A total of Rs. 400.00 cr. is to be collected initially as Seed Capital (Rs. 150 cr. from GOR and Rs. 250 cr from ULBs & UITs / FIs/ Bank) to raise this fund. In addition to this, loan agreement has been signed with HUDCO for funding infrastructure projects. The size of the fund shall be determined by the Fund Management Committee from time to time depending upon the requirement.

Rajasthan Urban Infrastructure System (RUIS)

The objective of RUIS is to establish a comprehensive GIS-based information system in the ULBs for planning, management and de-centralized governance. This GIS-based RUIS will be the core support to prepare detailed Master Development Plan / Zonal Development Plans for concerning town/city and also support city administration and e-governance activities. The project involves mapping of six towns namely Jaipur, Jodhpur, Udaipur, Bikaner, Kota & Ajmer under State Urban Agenda for Rajasthan (SUARAJ) project. The Project has been completed successfully in 2009.

Urban Reforms

Most of the reforms, out of 23 State/ULB level & Optional reforms for which MoA was signed between GoI, GoR & ULB at the time of sanction of JNNURM projects, have been accomplished. Three reforms namely (a) Transfer of water supply function to ULBs (Mandatory reform as part of the transfer of 18 functions to ULBs as per 74th CAA)

(b) bye-laws for re-use of recycled water (c) Introduction of Property Title Certification system, have not been accomplished as per the agreed time lines committed in the MoA.

Transfer of water supply function to ULBs:

The water supply system which presently is being looked after by Public Health Engineering Department cannot be transferred to ULBs in view of non availability of adequate trained and qualified technical manpower and institutional capacity of ULBs. State is planning to form a City Level Committee, with adequate representation from Municipal Bodies which will have adequate say in determining the tariff of water,

laying of distribution network for water supply in the city/town and overall monitoring of water supply distribution system.

Bye-laws for re-use of recycled water:

Comprehensive rules for re-use of recycled water have been prepared.

Introduction of Property Title Certification system:

Govt. of India has constituted a committee to suggest ways and means to accomplish this task. State would consider the suggestions made in this report and try to implement the same.

Although reform of property tax has been accomplished, however the coverage of property tax, which has been re-introduced in the name of Urban Development Tax, has been reduced in view of exemptions given by the state. Govt. of India is insisting on 85% coverage and 90% collection efficiency as agreed by the State at the time of signing MoA. The state is in the process of putting up a property tax system which meets the requirement of commitment made in the MoA by the State Government in terms of coverage & collection of the tax.

Projects Under E – Nagar Mitra

Phase - I

Local Self Government Department of the Government of Rajasthan has decided for overall computerization of Municipal activities in all the 184 Urban Local Bodies. The assignment has been given to RUIFDCO for undertaking this project. In Phase-I, E-Nagar Mitra Project, has been started in 19 ULBs and 6 Regional Offices of Directorate of Local Bodies situated at Jaipur, Jodhpur, Kota, Udaipur, Bikaner & Ajmer, on decentralized architecture using the Application Software developed by RUIDP. The work for 19 ULBs has been given to M/s Ideal Systems Pvt. Ltd (TSP) Ahmedabad in 2006.

The project, which is funded by TFC grants, is being executed in two phases. Phase I (Setup phase) was completed in 2008. Phase II (Operation and Maintenance phase) was for the period of three years, which will continue till 2011.

Status of the Project:

- A total no. of 1093014 Birth and Death Certificates have been issued till now.
- Double Entry accounting system has been rolled out.
- Website development of all the ULBs has been completed and is under process of hosting.
- Verification of all the ULBs has been completed.
- IPAI (Institute of Public Auditors of India) has been hired for quality inspection and evaluation of the work conducted by M/s Ideal Systems Pvt. Ltd.
- OBS for 19 ULBs been created and submitted.

Phase II

In phase II, the Government has decided the computerization of all 184 ULBs of Rajasthan (including the ULBs covered under Phase I) as per NeGP Mission Mode Project to provide efficient citizen centric services on BOOT Basis. The tenders for implementation were called several times but could not be finalized due to lack of proper participation from IT Companies. In view of this it was decided to implement the project in phased manner.

The web based citizen centric application has been developed by the PMC and is being under pilot testing and implementation at Municipal Council, Bhilwara. In order to develop the centralized architecture through which all the ULBs will be connected, Data Centre space development has been completed at DLB building. The procurement of server infrastructure for Data Center on DGS & D is under process.

It was decided to implement the web based application developed under E- Nagar mitra project in 68 ULBs of Rajasthan in its first phase.

Project Management Consultancy (PMC)

A large IT infrastructure project like E-Nagar Mitra requires application of specialized knowledge at every step. Services of Program Management Consultant are required. A Project Management Consultant intervention ensures that RUIFDCO's requirements are comprehensively captured and converted in to adequate system requirement. Therefore, it has been decided by the Board to appoint PMC for the Phase II project and accordingly an NIT for the appointment of Project management Consultant has been

issued in year 2007. The work has been awarded to M/s E-Connect Solutions Private Limited, Udaipur.

The scope of PMC is to modify the application software prepared under the RUIDP initiated E- Governance project to meet the requirements of Web Enabled programme / citizen centric application as per NMMP guidelines. The Web Based application for all the services provided by ULBs has been developed and is being under pilot testing and implementation at Municipal Council Bhilwara by the PMC.

PMC is also assisting RUIFDCO for developing the implementation strategy for rolling out the same in 68 ULBs in its first phase.

Project Management Unit (PMU)

In order to enhance the capacity of SLNA and to provide the requisite technical and managerial support to SLNA for implementation of projects approved under JnNURM, the proposals for establishing of PMU has been approved by MOUD, GOI on 28.01.08. PMU has been appointed and fully functional at SLNA, RUIFDCO.

Similarly SLNA has been authorized to negotiate with the agency appointed as PMU for UIG, for facilitating programme management and monitoring for the projects approved under UIDSSMT.

Project Implementation Unit (PIU)

In order to enhance the capacity of ULBs in the Mission cities to implement projects and reforms envisaged under JNNURM, the proposals for establishing PIUs have been approved in 2008. The total admissible support towards establishing PIUs in Jaipur and Ajmer Pushkar for three years is Rs. 108 Lakh. The PIUs has been established in both the mission cities.

Independent Review and Monitoring Agency (IRMA)

For review and monitoring process and to take of the physical and financial progress of the projects through out of project development life cycle, WAPCOS Limited, Gurgaon has been identified as Independent Review and Monitoring Agency (IRMA) for UIG projects, after competitive bidding as per guidelines issued by MOUD, GOI.

PRESENT STATUS OF JAWAHARLAL NEHRU URBAN RENEWABLE MISSION

The Jawaharlal Nehru National Urban Renewal Mission was launched by GoI on 3rd Dec. 2005, in order to cope with massive problems that have emerged as a result of rapid urban growth for planned development of identified cities with focus on projects of Urban Infrastructure and to draw of a coherent urbanization policy/strategy to implement projects on mission mode. The duration of mission is for a period of seven years beginning from 2005-06 i. e. up to 2011-12.

The main thrust of strategy of urban renewal envisaged in mission is to ensure improvement in urban governance to make ULBs and parastatals financially sound for which state Government ULBs and parastatals are required to accept implementation of agenda of reforms at the time of sanction and has to sign MoA with GoI. The mission has further been categorized under following Sub-Missions.

Urban Infrastructure and Governance (UIG)

- **Basic Services to Urban Poor (BSUP)**
- **Urban Infrastructure Development Scheme for Small and Medium Towns**

(UIDSSMT)

- **Integrated Housing and Slum Development Program (IHSDP)**

The numbers of cities covered presently under above sub-Missions are:

1. **UIG**- 3 cities, 2. **BSUP**- 3 cities, 3. **UIDSSMT**- 35 cities, 4. **IHSDP**- 45 cities

The financing pattern of central assistance for projects sanctioned under JnNURM varies with category of cities. The central assistance for various Sub-Missions for the State of Rajasthan and equivalent State and ULB share is as follows;

Sub - Mission	GoI Share	GoR Share	ULB/Parastatal Share
UIG – BSUP, JAIPUR	50%	20%	30%
UIG – BSUP, Ajmer-Pushkar	80%	10%	10%
UIDSSMT	80%	10%	10%
IHSDP	80%	10%	10%

Urban Infrastructure and Governance (UIG)

This will be administered by the Ministry of Urban Development through the Sub-Mission Directorate for Urban Infrastructure and Governance. The main thrust of the

Sub-Mission on Urban Infrastructure and Governance is focused on major infrastructure projects relating to water supply including sanitation, sewerage, solid waste management, Road Network, Urban Transport and Redevelopment of Inner (old) city areas with a view to upgrading infrastructure therein, shifting Industrial/commercial establishments to confirming areas. Three cities of Rajasthan namely Jaipur and Ajmer-Pushkar have been selected as mission cities. City Development plans (CDP) for Jaipur and Ajmer-Pushkar Cities have been prepared and approved by the Govt. of India

13 projects in various sectors like water supply, sewerage, Solid Waste management, Urban renewal, Heritage conservation and urban transport with an investment of Rs. 1229.09 crore, with committed central assistance of Rs. 766.26 crore have been approved so far. The sector wise break-up of the projects sanctioned are as below:

Approved UIG Project: Sector wise ending Oct'2010 (Rs. In crores)

Sector/Mission cities	Jaipur		Ajmer-Pushkar		Total (Jaipur & Ajmer-Pushkar)	
	No. of projects	Amount	No. of projects	Amount	No. of projects	Amount
Water Supply	-	-	2	355.15	2	355.15
Sewerage	2	185.82	1	112.08	3	297.90
Solid Waste Management	1	13.20	-	-	1	13.20
Urban Transport	3	479.55	-	-	3	479.55
Urban renewal	1	11.60	1	38.42	2	50.02
Heritage conservation	2	33.27	-	-	2	33.27
Total-UIG Total	9	723.44	4	505.65	13	1229.09

The financing pattern of central assistance for projects sanctioned under JnNURM varies with category of cities. The central assistance for various Sub-Missions for the State of Rajasthan and equivalent State and ULB share is as follows;

Sub - Mission	GoI Share	GoR Share	ULB/Parastatal Share
UIG , JAIPUR	50%	20%	30%
UIG , Ajmer-Pushkar	80%	10%	10%

Besides their share Urban Local Bodies are required to bear the cost of tender premium also.

Position of Funds

A.	Received from Govt. of India	Rs. 379.09 Cr.
B.	Proportionate State share released by Govt. of Rajasthan	Rs. 91.91 Cr.
C.	Funds Deposited by ULBs	Rs. 172.90 Cr.
D.	Expenditure up to September 2010	Rs. 549.03 Cr.

Basic Services to Urban Poor (BSUP)

The main thrust of the Sub-Missions on Basic Services to Urban Poor is focused on integrated development of slums through projects for providing shelter, basic services and other related civic amenities with a view to provide utilities to urban poor.

Three cities of Rajasthan namely Jaipur and Ajmer-Pushkar have been selected as mission cities. City Development plans (CDP) for Jaipur and Ajmer-Pushkar Cities have been prepared and approved by the Govt. of India. The financing pattern of central assistance for projects sanctioned under JnNURM varies with category of cities. The central assistance for various Sub-Missions for the State of Rajasthan and equivalent State and ULB share is as follows;

Sub - Mission	GoI Share	GoR Share	ULB/Parastatal Share
BSUP, JAIPUR	50%	20%	30%
BSUP, Ajmer-Pushkar	80%	10%	10%

Position of Funds

A.	Received from Govt. of India	Rs. 42.30 Cr.
B.	Proportionate State share released by Govt. of Rajasthan	Rs. 11.11 Cr.
C.	Funds Deposited by ULBs	Rs. 9.01 Cr.
D.	Expenditure up to September 2010	Rs. 24.13 Cr.

Integrated Houses and Slum Development Program (IHSDP)

Integrated Housing & Slum Development Program aims at combining the existing schemes of VAMBAY and NSDP under the new IHSDP Scheme for having an integrated approach in ameliorating the conditions of the urban slum dwellers who do not possess adequate shelter and reside in dilapidated conditions.

The scheme is applicable to all cities and towns as per 2001 Census except cities/towns covered under Jawaharlal Nehru National Urban Renewal Mission (JNNURM).

The basic objective of the Scheme is to strive for holistic slum development with a healthy and enabling urban environment by providing adequate shelter and basic infrastructure facilities to the slum dwellers of the identified urban areas. The target group under the scheme is slum dwellers from all sections of the community through a cluster approach.

The sharing of funds would be in the ratio of 80:20 between Central Government & State Government/ULB/Beneficiaries, States/Implementing Agencies may raise their contribution from their own resources or from beneficiary/financial institutions. Housing should not be provided free to the beneficiaries by the State Government. A minimum of 12% beneficiary contribution should be stipulated, which in the case of SC/ST/ BC/OBC / PH and other weaker sections shall be 10%.

So far in the state of Rajasthan 49 projects have been sanctioned amounting to Rs. 641.87 Crores under this program. The most of the project include slum improvement

including up-gradation/new construction of houses and infrastructural facilities, like, water supply and sewerage etc.

In these 49 projects there are 35220 houses are proposed to be constructed. Out of 35220 houses there are in-situ 20494 houses, up-gradation 8884 houses and relocation 5842 houses. Beside construction of houses under this scheme infrastructure development in most of the project include roads, drains, community centre, community toilet, sewerage system/ septic tank, street light and water supply lines.

In addition to these 49 projects, 13 more projects have been approved by the State level Sanctioning Committee amounting to Rs. 268.00 Crores approximately with estimated GoI share of Rs. 214.00 Crore. These proposal are being submitted to CSC in near future after getting these projects appraised from the Nodal Agency of the Govt. of India.

POSITIONS OF FUNDS:

A	Received from GoI	Rs. 190.68 Cr	
B	Released to ULBs	Rs. 188.31 Cr	By RUIFDCO (Central + State Share)
C	Deposited to ULBs	Rs. 12.94 Cr	ULB Share including tender premium amount
D	Utilized by Executive Agencies by October 2011	Rs. 101.15 Cr	

1st installment has been released to all 39 projects sanctioned before 2010. However 2nd installment has been released to 11 projects by Govt. of India and State Govt. These 11 projects are Hanumangarh, Bhilwara, Kota, Pali, Gulabpura, Sadri, Tonk, Bikaner, Sojat City, Rani, , Bhawani Mandi.

The projects of Bikaner Ph-I (infrastructure work only) and Tonk, Gulabpura and Bhawani mandi have been completed and shall be completed by March 2011. All other Projects are scheduled to be completed by March 2012.

Urban Infrastructure Development Scheme for Small and Medium Towns (UIDSSMT)

Urban Infrastructure Development Scheme for Small and Medium Towns aims at improvement in Urban Infrastructure in Towns and Cities in a Planned Manner. The Objective of the Scheme are to:

- a. Improvement infrastructure facilities and help create durable public assets and quality oriented services in cities & towns.
- b. Enhance public-private-partnership in infrastructural development and
- c. Promote planned integrated development of towns and cities.

This Scheme has been launched by GOI in the year, 2005 for Seven years. The Scheme will apply to all the cities/ towns as per 2001 census excepting cities/towns covered under Jawahar Lal Nehru National Urban Renewal Mission (JnNURM). This Scheme has been implemented through a designated state level Nodal Agency (SLNA). Rajasthan Urban Infrastructure Development and Finance Corporation (RUIFDCO) is the SLNA for this scheme in the State.

The Sharing of funds will be in the ratio 80:10 between Central Govt. and State Govt. and the balance 10% amount could be raised by Nodal / Implementing Agencies from the financial institution. The cities towns will be sanctioned project based grants / loans. 37 projects worth Rs. 609.93 Cr. have been approved under this scheme. The Sector wise Breakup of the Approved Projects is as under:

Sector wise breakup of approved Projects

A	Roads & Side Drains	11 Projects	Rs. 26.59 Cr.
B	Water Bodies	2 Projects	Rs. 6.70 Cr.
C	Urban Renewal	2 Projects	Rs. 6.23 Cr.
D	Storm & Drains	7 Projects	Rs. 23.36 Cr.
E	Sewerage	12 Projects	Rs. 394.61 Cr.
F	Water Supply	3 Projects	Rs. 152.44 Cr.
	Total	37 Projects	Rs. 609.93 Cr.

Work of all the approved Projects has been started except of sewerage project at Bikaner which is likely to be started soon. 8 Projects have been physically completed as per works approved in the DPR. However, there is saving in some of Physically completed Projects, As per the decision taken in 8th meeting of SLSC similar works out of the saving is to be done in these projects.

Positions of Funds

A.	Received from GoI	Rs. 284.22 Cr	
B.	Released to ULB's	Rs. 195.65 Cr	By RUIFDCO (Central + State Share)
C.	Deposited to ULB's	Rs. 65.95 Cr	ULB Share including tender premium amount
D.	Utilized by Executive Agencies by October 2011	Rs. 201.64 Cr	

Quality Control & Monitoring by Independent Monitors

A Quality Control & Monitoring Cell has been established in RUIFDCO. The projects costing Rs. 50 lacs & above being executed by the departments and organization under UDH & LSGD are being inspected by the independent monitors for Quality Control & Monitoring.

CHAPTER – III

URBAN AGENDA FOR RAJASTHAN (SUARAJ)

In 2005, the Government of Rajasthan (GoR) launched an urban initiative called State Urban Agenda for Rajasthan (SUARAJ), with a vision to catalyze the transformation of urban Rajasthan. A twin-track approach was taken: fast-track projects that were focused on a variety of urban infrastructure projects; and reform-track projects that would take up deeper and systemic issues related to urban reforms.

The fast track projects include houses for urban poor, city infrastructure project, Heritage conservation and management Institute, SWM innovation project, conservation and restoration of urban water bodies, and rehabilitation project. The reform projects include

creation of spatial data center, urban land reforms, and training programme for human resource development in ULB, formulating state urban policy, municipal financial reform

and revamping model municipal law.

The reform measures undertaken by the state government as part of SUARAJ includes:

- a) Placement of the ‘Rajasthan Municipality Bill 2005’
- b) Enactment of new property tax assessment rules,
- c) Double entry accounting system,
- d) Draft integrated township guidelines,
- e) Simplification of land allotment rules, etc.

There were 10 fast track projects chosen and 10 reform track projects were chosen, which were more related to systemic reforms. Systemic reform projects were large scale and long-term, like land reforms, spatial data centres, master plan of Jaipur city in Rajasthan state, etc. The implementation included- creating city maps and GIS, creating city services and property databases with GIS applications, procuring hardware and softwares, and finally city planning.

SUARAJ is a vision for Rajasthan that adopts a 360 –degree approach to managing urban governance. The issue of urban governance is becoming an increasingly integral component of advancing human development. It has now become important to go beyond urban management and address the broader concept of urban governance. It is towards accomplishing this goal that SUARAJ, one of the first regional projects in Rajasthan, has played a vital role. It has changed the face of urban governance in Rajasthan by introducing coherent governance principles to urban administrators and decision makers.

SUARAJ has a sustained vision for the future. It hopes to act as a regional hub or promoting good urban governance through institutional capacity building, by providing policy advisory services, by inspiring innovations of improved tools and methods of urban governance and by ensuring information dissemination on a wide scale. SUARAJ also aims to establish collaborative networking not only within and between the cities of Rajasthan, but also with other similar global programs.

With the fulfillment of this vision SUARAJ will serve as a model for inclusive, inter regional and inter-agency cooperation. It will bring together people from diverse backgrounds and a plethora of ideas together with a view to bettering the lives of the urban poor. SUARAJ will continue to press for the promotion of good urban governance as a prerequisite for better and more inclusive urban management.

The small size of the team coupled with limited resources will not hinder the government from completing its goals. It will generate new ideas, launch new initiatives and, most importantly, will strive to create an atmosphere that fosters team collaboration across not only geographical, but also ideological borders. It will be able to provide opportunities for urban activists who will then play a key role in shaping the future of Rajasthan's urban policies.

GOR believe in the importance of nurturing and bettering the partnerships that have already been built between other organizations and SUARAJ. It will continue promoting those ideas that have helped improve urban governance in the past and will encourage the development of new ideas. In particular, the SUARAJ weekly Report Card System is one such simple and user-friendly idea that has helped empower ordinary citizens assess the concept and implications of good urban governance.

Yet, this is only the beginning of an important milestone in Rajasthan's long journey in the field of urban development and urban governance. Good urban governance is now one of Rajasthan's key priorities.

Major Components of SUARAJ

The major components of SUARAJ are the following:

1. Making Vision Jaipur 2025 a reality.
2. Supporting a Special Urban Poor Programme starting with housing.
3. Establishing Rajasthan Urban Spatial Data Centre (RUSD-C).
4. Improving City Finance: 300 percent Increase in own revenue in 4 years.
5. Building Public –Private Partnerships (PPP) wherever appropriate.
6. Formalizing citizen's participation in urban governance.

7. Establishing Urban Management Training Programmes at all levels.
8. Streamlining Inter –agency relations, Operationalising MPC/ DPCs.
9. Completing a comprehensive Urban Land Reforms Programme.
10. Facilitating Selected Integrated Rural –Urban Projects.
11. Revamping all relevant Urban-related legislation.
12. Integrating with other urban reform programme.

State Urban Agenda for Rajasthan (SUARAJ) is chaired by the Honourable Chief Minister of the State. It includes fast track and reform track projects for timely and sustainable urban development across all urban centres of the state. The following projects are being implemented under SUARAJ, which will be completed in the XIth plan period.

(a)Fast Track Projects

1. Houses for the urban poor in DWARKAPURI (Pratap Nagar, Jaipur).
2. Accelerated City Infrastructure Projects Jagatpur Railway Over Bridge (ROB) and Accelerated City Infrastructure Projects Chittorgarh- Mandalgarh (ROB).
3. Urban Land Bank Management.
4. Replicating Mission Anupam for all District Level ULBs and Units.
5. Conservation and Restoration of Urban Water Bodies in Rajasthan.
6. Solid Waste Management Innovation Project (Clean Jaipur Project).
7. Rajasthan Institute of Conservation of Cultural Properties (RICULLP).
8. Pilot Rehabilitation Project for Sanjay Nagar –Bhatta Kacchi Basti.
9. Conversion of dry latrines into flush latrines.
10. Involving UITs/ULBs in mid-day meal for expecting and nursing mothers.

(b)Reform Track Projects

1. Spatial Data Centre
2. Urban Land Reforms
3. State Urban Housing Policy
4. Training Programme for HRD in ULBs
5. Implementation of Action Plan for Urban Solid Waste Management.
6. New Master Development Plan for Jaipur 2025.

7. Revamping of the Model Municipal Law
8. Establishing Integrated Urban Poverty Alleviation Programme
9. Municipal Financial Reforms
10. Interacting with the National Urban Renewal Mission.

City-Level Reform Agenda

(a) Accrual – based Accounting

Following a decision taken in October 2004 to shift to accrual-based accounting system, the Government has contracted out the work of putting the new system in place to the Rajasthan Urban Infrastructure Finance and Development Corporation (RUIFDCO). The RUIFDCO has invited tenders. It is reported that work has begun in some ULBs; in others, it will be taken up shortly.

(b) E-Governance

Work on E-governance has begun. It will be useful to ask as to which spheres will this work be extended.

(c) Property Tax Reform

It is reported that the state has changed over to Unit Area – based House Tax system. 85% collection efficiency is planned to be achieved within five years. Details enclosed indicate that less than 50% properties are assessed for property tax in Jaipur. Of the total tax demanded (Rs. 63 crore, which include assessments and arrears) only Rs. 8.7 crore are collected. The Ministry may like to ascertain year-wise realistic schedule (currently it is only 13%) for improving collection efficiency and increasing the coverage. Low coverage is a serious issue.

(d) User Charge

There is a wide gap between expenditure and revenue of services provided and the city government has stated that tariff structure can be revised only after a decision is taken at the level of the government. It is also stated (in an attached note) that full cost recovery will be achieved in five years.

Water supply for Jaipur (as also for other cities) is the responsibility of PHED.

The state government will need to outline its strategy for cost recovery as also give facts regarding how much of the cost is currently recovered and how much is the gap.

(e) Internal Earmarking

Information in respect of internal earmarking is lacking.

(f) Provision of Services to the poor

Information in this respect is lacking. The city government has been asked to furnish proper explanations both in respect of internal earmarking and service provision, tenure etc.

City Development Plan

The City Development Plan (CDP) of Jaipur is a comprehensive document that looks at the existing situation, identifies the issues, lays down sector-visions, formulates strategies, and provides details of the financial requirements. The preparation of this CDP has been the result of an effective participatory process involving several stakeholders.

The CDP studies the various aspects of city with respect to –demographic and economic profile, urban growth management, city economic profile, urban environment, housing, urban poor and slums, heritage and conservation, urban services, urban finance, urban governance and institutional framework. The CDP has given individual treatment to the three spatial units of the city, which are the Walled City, the area under Jaipur Municipal Corporation, and the rest of Jaipur area (JDA). After identifying the issues in various sectors, the CDP priorities the issues based on a set of criteria.

The CDP is well knit in terms of the linkage between the identified deficits, proposed sector-visions, strategies followed by projects and the required investment. The CDP makes constant references to the viewpoints of the stakeholders in the identification of issues as well as vision formulation. This is reflective of the effective participatory process that has been made use of in formulating the CDP.

Jaipur is one of the first planned cities of India .According to the City Development Plan Jaipur is a fast growing city, ranking 11th in the list of Indian mega cities with a population of 2.3 million and annual growth rate of 4.5%. Jaipur forms the urban core being the only million plus city in the state. It is the primate city of the state acting as

the center for education and employment opportunities. It attracts migration from all parts of the state (70% of migrants come from within the state). Over 2 lakh migrants were added to Jaipur city during 1991-2001.. The city offers jobs in commerce, services and the informal sector and shows a high economic growth compared to several other Indian cities. The main economic drivers in the city are trading, administration and tourism activities and local handicrafts industries. Trade and commerce accounts for 24% of the workforce followed by household industries with 22%. Jaipur is one of the most sought after tourist destination in the world with about 3000 tourists visiting the city everyday.

The CDP realises the dynamic pattern of population growth and emphasizes on the need for planning of infrastructure accordingly. Further economic growth of Jaipur city requires substantial augmentation and improvement of urban infrastructure and environment.

A few facts emerging from the analysis of the existing infrastructure and bearing on the vision and strategies are important to underline :-

(a) Water supply

The city has adequate water supply with an availability corresponding to 126.5 lpcd covering more than 86.5% population. However, on account of a high UFW (unaccounted for water) of 44%, the net water supply gets reduced to 82 lpcd (p.9-2).The main source of water is ground water, which is fast depleting (at the rate of 3m/annum) as a result of growing population pressure. The water quality is also deteriorating due to disposal of sewerage using soak-pits. The operation and maintenance expenditure on water-supply is high.

(b) Sewerage

The city has a sewerage network covering only 56% of the population. Most of the population resorts to septic tanks. In the absence of proper facilities in slums, the slum population resorts to open defecation, which is environmentally hazardous. The total sewerage generated is 200 MLD while the capacity of the treatment plant is only 89.5 MLD.

(c) Solid waste management

The city has proper collection facilities in only selected areas. Only 45% of waste is collected and 50% of the collection points are open storage points. The remaining waste leads to drains and open grounds creating environmental problems.

(d) Transport and Roads

The city faces problems of congestion in the old city areas, vehicular pollution, poor public transport, inadequate pedestrian and parking facilities. The CDP also identifies some other important issues. These are :-

(i) Constraint on growth in city area

The growth of the city is not possible on the north and the east due to the presence of hills and designated reserve forest. This can be a constraint on the urban development of the city. Growth and development concentrated in the south and the southwest regions of the city have resulted in excess drawing of ground water in those regions. Also, ground water in some areas has a high content of fluoride.

(ii) Water pollution

Among the surface water resources, the nallahs and Mansagar Lake are heavily polluted. The main causes have been identified as industrial waste and wastewater from hotels that do not have their own treatment systems.

(iii) Heritage and tourism

Due to lack of awareness on heritage conservation, heritage buildings are treated only as commercial spots. They continue to be in a state of deterioration. Little attention is paid to development of infrastructure facilities near the tourists' spots. As a consequence, the tourism industry is facing fluctuations.

(iv) Unplanned growth

Speculation of land by co-operative societies has led to haphazard growth in the city with many illegal land sub-divisions. Due to increasing demand of housing there has been rampant growth of colonies which do not have proper infrastructure.

(e) Institutional issues

The JMC does not have financial and taxation powers since it functions under the Rajasthan Municipal Act, 1959, which is meant for municipal council. JMC also faces the problem of overlapping jurisdiction. JDA and RHB exercise their control over major parts of the JMC area. Urban services are provided by JDA, Jaipur Nagar Nigam, Rajasthan Housing Board, HED, PWD, RVIDP, etc.

Poverty and slums are a serious issue in the city. Ten percent of the population is below the poverty line, living mainly in the walled city, which is one of the poorest areas of the city despite being its commercial nuclei. 30% of the urban poor families depend on kerosene for light and 16% do not have any definite source of water. The city has 183 slums and 74% of these are in environmentally sensitive areas prone to floods or on main roads and forests. The total population living in slums is 31%.

The CDP gives an account of priorities listed by slum dwellers during the stakeholder consultations, which have been later considered in the strategies. Most of the slums in Jaipur live in unhygienic conditions and lack proper amenities. The CDP emphasizes on the need for a separate state policy on slums. The CDP has been prepared based on the principles of *–Livability, Competitiveness, Manageability and Bankability*. Identified Issues have been re-classified with respect to each of these aspects and then prioritized based on the opinion of elected representatives and spatial constituents as low, medium and high priority.

Participatory process

The CDP is the out-product of a two-stage consultation process.

(a) Consultation with stakeholders;

(b) Stakeholders workshop

More than 50 consultation meetings, interviews and a stakeholder workshop involving a wide cross section of society were held. The stakeholders comprised primary stakeholders or beneficiaries i.e. the local population, resource persons, marginal groups and community organisations and secondary stakeholders i.e. representatives of the borrowing government, line ministry, project staff, civil organisations, private sector firms and other development agencies. The CDP contains annexures giving outputs of the stakeholder consultation and workshops.

The vision for Jaipur has been phrased by the citizens during the stakeholder workshops as- “ *A vibrant, 21st century renaissance city*”

According to the CDP, the stakeholders who were involved, expressed the following visions for the city.

- a. Center powered by technology
- b. City with blend of heritage and modern infrastructure
- c. Heritage city
- d. Pollution free and clean city
- e. Pink city
- f. Garbage free city
- g. Pilot city for culture, etc.

The vision emphasises on a sustainable infrastructure base coupled with a vibrant economic base. The CDP gives corresponding sector-visions borne out of stakeholder vision and technical assessment of the sector situation with regard to – water supply, sewerage and sanitation, solid waste management, transportation, urban environment, urban housing, slum

development and poverty alleviation, city economic development, urban growth and land management, heritage and conservation, urban governance and institutional development and urban finance.

The targets identified with regard to infrastructure services are- 100% population coverage by water supply and roads by 2011 .For drainage, solid waste management and sewerage, which have lower existing coverage, the target of 100% coverage is aimed for 2021.

The CDP identifies separate strategies for each of the vision/goal. They appear to be in sync with each other and are well linked to the issues identified in the relevant sectors. The CDP gives a list of projects matching with strategies.

The CDP has formulated several strategies for improvement of infrastructure, as mentioned earlier. The CDP proposes a set of strategies to improve the situation with regard to urban poor and slums in the city like- provision of basic services and opportunities for income generation and improvement of housing condition in slums.

In order to retain the valuable heritage in the city the CDP proposes to create a nodal institution for heritage conservation against multiple agency participation. It proposes several projects for restoration of the heritage structures along with a project for urban renewal of the walled city.

The vision with regard to Urban Governance in the city has been identified as “ *A city managed with pro-active institutions and capable staff*”. This vision is supplemented by strategies for training, capacity building, people’s participation and establishment of clarity of roles and responsibilities of various agencies.

Finances

Jaipur Nagar Nigam’s (JNN) finances are in an unsatisfactory state, attributable to the abolition of octroi. The surplus on revenue account which the JNN used to have in 2001/02 has been converted into a deficit. Even though JNN received octroi compensation from the state government, this has been shown as a part of ‘own resources’ of the JNN. This manner of classification changes the finance portfolio of the JNN. On the expenditure side, salaries and wages account for 77% of the total revenue expenditure of the JNN, leaving little for the maintenance of services.

The CDP of Jaipur has also given the financial position of the Jaipur Development Authority (JDA) which too shows a deficit. Incidentally, the JDA also has powers to levy assessment fee.

Sectoral Vision, Issues, and Strategies

It was considered important at this stage to set goals for the development of each of the sectors. Such a targeted approach is necessary to achieve the desired goals. Table 1 gives the vision for each of the sectors. These have emerged from stakeholder vision and technical assessments of the sector situation.

Table 1 Sectoral Visions and Strategies

Vision	Common issues	Strategies
Water Supply		
To ensure access to drinking and safe water supply to all.	<ul style="list-style-type: none"> • High levels of UFW; • Increasing water demand; 	<ul style="list-style-type: none"> • Water Resource Management

	<ul style="list-style-type: none"> • High operation and maintenance cost; • Highly subsidized water supply; • Depleting ground water with a steep drop in water table; • Deteriorating water quality for both surface and ground water. 	
Sewerage and Sanitation		
To promote safe and environmentally friendly city by ensuring effective treatment and disposal of wastewater and to eradicate OPEN DEFECTION	<ul style="list-style-type: none"> • Wastewater discharged into open drain and surface water. • No maintenance of sewerage treatment plan increasing pollution of lake and water bodies. 	<ul style="list-style-type: none"> • Extension of sewerage system to uncovered areas. • Provide sanitation facilities to slum dwellers and poor.
Solid Waste Management		
To achieve environmentally sustainable waste management practice	<ul style="list-style-type: none"> • Waste collection is limited to select areas .Open storage bins lead to environmental pollution. • Waste disposed to drains of on roadside in slums. • Waste spillage during waste transportation. • Drains blocked due to waste disposal leading to water contamination, and health and hygiene problems. 	<p>Walled Cities</p> <ul style="list-style-type: none"> • Initiate house to house waste collection with source segregation; • Collect waste from commercial establishments, shops and other establishments; • Regularize waste collection from the slum areas; • Provide mechanized storage bins; • Regular maintenance of the container bins; <p>Outside Walled City:</p> <ul style="list-style-type: none"> • RWAs to play a role in waste collection. • Coverage toe increased from present 13 percent to 50 percent by 2011; • Collection of industrial, biomedical, construction and demolition wastes apart from

		MSW; <ul style="list-style-type: none"> • Refuse vehicles shall be covered to reduce waste spillage during the transportation.
Transportation		
To achieve a transport facility system that is Adequate, Safe, comfortable, Equitable and is Efficient and Sustainable.	<ul style="list-style-type: none"> • Encroachments by vehicles and commercial activities. • Low Operating speeds and environmental pollution. • Heavy traffic in walled city all day. • On-street parking due to inadequate parking space. • Improper traffic management. • Poor public transportation system operated by private owners. • Overcrowding and increased waiting time. • Lack of pedestrian walkways making safety an issue. • Inadequate Capacity of roads. 	<ul style="list-style-type: none"> • Capacity Building in existing public transport system • Options for involving private sector players. • Road and Junction improvements. • Identification of designated parking areas to stop on street parking to ensure smooth traffic flow. • Develop traffic management system. • Efficient Public Transport system • Promoting Safe Pedestrian Movement.
Urban Environment		
To promote a sustainable and congestion free urban environment with emphasis on safe and livable city for present and future generations.	<ul style="list-style-type: none"> • Degraded air quality; • Congestion of walled city; • Loss of traditional water systems; • Depletion of ground water; • Degraded water quality; • Contamination of piped water with sewerage; • Inadequate sewerage 	<ul style="list-style-type: none"> • Implement stringent norms for Pollution Control. • Set standards for Vehicle emission. • Protection of Natural Recharge Areas. • Identify and develop norms for ecologically fragile zones. • Reduce Pollution to the extent possible. • Ecological Conservation.

	<p>network;</p> <ul style="list-style-type: none"> • Leakage of pipelines in walled city; • Water logging and flooding on roads etc; • Indiscriminate dumping of garbage; • Land Pollution by each; • Spread of vector, diseases; • Loss of green cover and open spaces; • Absence of recreation spaces; • Increase in slum and Kacchi bastis; • Environmental degradation due to poor living conditions. 	
Urban Housing		
<p>To aim for habitat for all with basic infrastructure facilities.</p>	<ul style="list-style-type: none"> • Improper land management; • Need for revised development control rules and regulations; • Illegal housing development; • Infrastructure facility in housing colonies poor; • Housing for economically weaker section not adequate. 	<ul style="list-style-type: none"> • To Implement building bye laws; • To make credit accessible for house construction. • To initiate proper monitoring of development in private and cooperate housing societies.
Slum Development and Poverty Alleviation		
<p>Integrate slums with mainstream city with access to housing and basic infrastructure.</p>	<ul style="list-style-type: none"> • Increasing levels of poverty; • Coverage of poverty alleviation programmes inadequate; • Increasing number of slums; • 74 percent of slums located in environment 	<ul style="list-style-type: none"> • Provision of Basic Services to Urban Poor. • Providing opportunities for income Generation. • Improvement in Housing Condition. • Slum Upgradation and improvement.

	<p>sensitive areas;</p> <ul style="list-style-type: none"> • Poor infrastructure facilities in both regularized and unregularised slums; • Relocation of slums not an effective solution. 	
City Economic Development		
<p>To create a vibrant city with diversified economic base.</p>	<ul style="list-style-type: none"> • Increasing marginalisation and casualisation of labour. • High and rising levels of unemployment • Walled city centre of economic activities and suffers from infrastructure shortage. • Low levels of industrial development. • No organized commercial spaces for retail markets. • Poor infrastructure in traditional bazaars. • Fluctuating tourist floor. • Need for development of tourism infrastructure. 	<ul style="list-style-type: none"> • Integrated tourism development plan. • Encourage household industries. • Create organized commercial space for retail and wholesale markets. • Urban renewal of walled city that is the centre of trade and commerce and tourist attraction.
Urban Growth and Land Management		
<p>To achieve a coherent urban form with adequate open and green space, high standards of infrastructure and effective land management.</p>	<ul style="list-style-type: none"> • Walled city congested and crowded with high density of population. • Increasing densification of ULB Area. • Unplanned growth of housing colonies. • Land speculation in rural areas. 	<ul style="list-style-type: none"> • Introduction appropriate land Management Practices. • Implement landuse plans. • Prepare land suitability assessments for the city.
Heritage and Conservation		
<p>To promote development based on conservation of heritage and cultural</p>	<ul style="list-style-type: none"> • No proper recording and documentation of heritage buildings. 	<ul style="list-style-type: none"> • Create a modal institution for heritage conservation; • Discourage multiple agency

<p>properties, traditional arts and crafts and natural resources.</p>	<ul style="list-style-type: none"> • Conversion of heritage buildings into modern buildings. • Many monuments in dilapidated stage, • No technical support to owners for maintaining heritage structures. • No nodal agency for overall heritage management. 	<p>participation in conservation activities;</p> <ul style="list-style-type: none"> • Encourage private sector participation. • Generate database for heritage conservation.
<p>Urban Governance and Institutional Development</p>		
<p>To promote a city managed with pro-active institutions and capable staff.</p>	<ul style="list-style-type: none"> • Non-implementation of 74th CAA in spirit –ULB does not have financial /taxation powers, budget to be approved from Department of Local Self-Government. • DA/UIT entrusts functions to ULB against the spirit of 74th CAA. • Overlapping of jurisdiction between DA/UIT and JNN • DAA/UIT and RHP exercise control over major parts of ULB area. • Overlapping of functions. 	<ul style="list-style-type: none"> • Decentralization of urban functions to local bodies and implementing 74th CAA in spirit. • Establish clarity of roles and responsibilities. • Training of enhance capacity building. • Collective action especially in programmes for solid waste management, water resource management, and slum Upgradation. • People’s Participation in Governance.
<p>Urban Finance</p>		
<p>To achieve a city that is a model for urban finance management</p>	<ul style="list-style-type: none"> • Capacity building for accounting staff • Low collection efficiency • Resource mobilization • No segregation in house tax collection by land value • Improper maintenance of fixed maintenance of fixed assets. 	<ul style="list-style-type: none"> • Increase collection performance by enhancement of Municipal Revenue. • Restructuring of tariff rates to ensure cost recovery; • Improved financial management. • Training and capacity building of the municipal staff. • Maintain a fiscal buffer which requires higher revenue

		generation than expenditure; <ul style="list-style-type: none"> • Periodic Monitoring of funds; their sanctions and disbursement.
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Involvement of Stakeholder Agencies

To cater to the needs of the state's urban centres, multiple agencies works at different levels. The following section describes the sector-wise agencies responsible and their involvement.

Table 2 : Responsibilities of Stakeholder Agencies

Sectors	Primary and Secondary Responsibilities	Levels of Engagements
Water	<ul style="list-style-type: none"> • PHED (Urban) • ULBs. 	Presently PHED Urban takes care of the augmentation, transmission, filtration, distribution etc. this function may soon be transferred to the ULBs as per the State Level Reforms under JNNURM.
Solid Waste Management	<ul style="list-style-type: none"> • ULB • Development Authorities or UIT's 	ALL ULBs are completely responsible for the SWM i.e. collection, segregation, transportation, disposal etc. the ULBs are incorporating the guidelines of the Hon'ble supreme Court of India.
City Economic Development	<ul style="list-style-type: none"> • State Government • ULB 	At present this function is not completely performed by the ULBs. But under the JNNURM reforms, it will be shifted to the ULBs as per the committed time line.
Urban Governance and Institutional Development	<ul style="list-style-type: none"> • ULBs • DLB • CMAR • RUIFDCO 	The larger sphere of responsibility related to the urban governance and management directly lies with the :ULBs. However, the responsibility of institutional development lies with several other

		urban development agencies such as Directorate of Local Bodies, City Managers Association of Rajasthan, and RUIFDCO.
Sewerage & sanitation	<ul style="list-style-type: none"> • PHED • ULB • Development Authorities • UITs 	Sewerage is a function shared by various agencies. PHED is the prime agency that develops and maintains the sewerage system. ULB and development authority or UITs also do the same.
Urban Environment	<ul style="list-style-type: none"> • Department of Environment • ULB 	The nodal body for environment monitoring and management is the Department of Environment, GoR. The responsibility of the ULBs is limited to ensuring the SWM and bio-medical waste management across all cities.
Urban Housing	<ul style="list-style-type: none"> • RHB • HUDCO • AVL • RSRDC • RICCULP • RCHF 	There are multiple agencies in the housing sector. The most active agency is RHB with responsibility of both rural and urban housing.
Urban Growth and Land Management	<ul style="list-style-type: none"> • Town Planning Department • Development Authorities /UITs • ULBs 	This has become one of the most prominent area of managing urban areas. Primarily the development authority demarks the land for future development through a comprehensive master plan. Where these agencies are not present, the UIT of the town-planning department ensures in this direction. The main function is to direct the future growth directions, ensuring supply of land and land banking for revenues etc.
Urban Finance	<ul style="list-style-type: none"> • ULB • DLB • SFC • RUIFDCO • HUDCO 	As per the 74 th Constitutional Amendment Act, 1994 the ULBs are responsible to generate its own finances and maintain expenditure levels. But due to politico-economic compulsions they continuously need grant-in-aid.

Roads and Transportation	<ul style="list-style-type: none"> • RSRTC • RSRDC • PWD • NHAI • ULB • Development Authorities/UITs. 	The city transportation is the responsibility of the RSRTC. However, many urban centres especially the divisional HQs has issued permits for mini bus operators to operator on defined routes – this adds to the strength.
Slum Development and Poverty Alleviation	<ul style="list-style-type: none"> • ULB • DLB • Development Authorities/UITs 	Urban slums in Rajasthan have largely being gray areas, as the state does not have policy or acts for slum areas. ULBs with support from DLB perform this function in an ad-hoc manner.
Heritage and Conservation	<ul style="list-style-type: none"> • Department of Tourism • Department of Arts and Culture. • Devasthanam Department • Amer Management Authority • RICCULP Department of Local Self Government. 	This is very prominent function in Rajasthan. The state government has a lot of thrust on this. Many departments work in tandem to achieve heritage and conservation functions.

Need for the New Act: Deficiencies of the Existing Act

- Fails to meet the needs of new municipal institutions in the state, e.g. Corporations were established in 1994.
- Inadequate provisions and powers for resource mobilization.
- No provisions for solid waste management
- No provisions for urban development and city planning.
- No provisions for Public-Private-Peoples-Participations(PPPP)
- Need for delegating more powers and functions to municipalities to implement the spirit of the 74th amendment and making them true institutions of local self governance.
- ULBs themselves have not been ideal examples of good governance.
- Wide civic participation and tools of transparency have been found lacking in ULBs.

- Several of the controls exercised by the state governments of ULBs run counter to the spirit of local self-governance
- Lack of clarity in the exercise of powers by Committees, elected functionaries and nominated functionaries.
- Need for replacing existing cash-based accounting system by double entry accounting system.
- Several obsolete provisions need to be deleted.
- No provisions to facilitate borrowing by municipalities. Model Act circulated by Ministry of Urban Development (GoI) containing various new provisions to be considered for inclusion.

CHAPTER - IV

SOLID WASTE MANAGEMENT

Introduction

Solid waste management is one of the most essential services for maintaining the quality of life in urban areas and for ensuring better standards of health and livelihood. Section 98 of Rajasthan Municipality Act, 1959 confers the duty on every municipal body to make reasonable provision *inter alia* for constructing, maintaining and cleaning public streets, sewers, drains, drainage works, slaughter house etc.

Existing Situation in Solid Waste Management

Rajasthan's cities and towns lack a proper solid waste management system (SWM). But in the last few years the scenario with respect to SWM is improving in the state. As per the data collected by the Directorate of Local Bodies (DLB), there is now a network of door-to-door collection of solid waste, storage at source. Daily street sweeping, covered secondary storage, and transportation of garbage in covered vehicles. Some towns have also initiated and are pursuing waste treatment facilities and segregation of waste for recycling.

Table .1: Status of door-to-door primary collection

Range	Number of Cities/Towns	Percentage
0 per cent	138	88
0 – 10 per cent	6	4
10 – 50 per cent	8	5

50 – 100 per cent	4	3
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Source: Action plan for Utilisation of grants available under Twelfth finance commission (2005-10), LSG Department.

Of the total of 156 towns and cities surveyed, the majority do not have any facility for door-to-door collection of solid waste (88 per cent) (Table 1). However, a small number of cities and towns (3 per cent) have facility for door-to-door collection ranging between 50-100 per cent.

Table .2: Status of storage at source

Range	Number of Cities/Towns	Percentage
0 per cent	32	22
0 – 10 per cent	28	18
10 – 50 per cent	24	15
50 – 75 per cent	35	22
75-100 per cent	37	23

Source: Action plan for Utilisation of grants available under Twelfth finance commission (2005-10), LSG Department.

A significant proportion of cities and towns in Rajasthan have no practice of storage of solid waste at source (22 per cent) (Table 2). Nearly a quarter of the cities and towns, of the 156 towns and cities surveyed by LSG Department of Government of Rajasthan, 23 per cent have facility for storage of waste at the source.

Table .3: Daily street sweeping

Range	Number of Cities/Towns	Percentage
0 – 50 per cent	46	30
50 - 75 per cent	74	48
75 -100 per cent	36	22

Source: Action plan for Utilisation of grants available under Twelfth finance commission (2005-10), LSG Department.

The practice of daily street sweeping, ranging from no sweeping to 50 per cent sweeping, is carried out in 30 per cent of the cities and towns (Table 3). However, of the total of 156 towns and cities surveyed, a small proportion of them (22 per cent) sweep their cities daily (75 – 100 per cent).

Table .4: Covered secondary storage

Range	Number of Cities/Towns	Percentage
0 per cent	136	88
0 – 30 per cent	20	12
30 -100 per cent	-	-

Source: Action plan for Utilisation of grants available under Twelfth finance commission (2005-10), LSG Department.

A majority of cities and towns of the total of 156 towns surveyed, 136 do not have covered secondary storage facility (88 per cent). On the other hand a very small number (12 per cent) of cities and towns have taken initiatives to improve SWM by covering secondary storage facilities (0-30 per cent) Table 4). The transportation of garbage in covered vehicles ranging between 75 per cent to fully cover is practiced by only 8 per cent of the cities and towns in Rajasthan (Table 5). But the majority of the towns and cities (130) of the total of 156 surveyed do not cover their vehicles while transporting garbage (83 per cent).

Table 5: Transportation of garbage in covered vehicles

Range	Number of Cities/Towns	Percentage
0 per cent	130	83
0 - 50 per cent	7	5
50 - 75 per cent	6	4
75 - 100 per cent	13	8

Source: Action plan for Utilisation of grants available under Twelfth finance commission (2005-10), LSG Department.

Total Production

With growing urbanization, tourism and changing lifestyle (use and throw culture without any adequate disposal and recycling facilities) waste generation is increasing in the cities of Rajasthan. Of the total number of 183 ULBs, the maximum amount of waste is generated in Nagaur, Churu, Kekari, Anupgarh, Kishangarh Renwal, Ramgarh, Mundhwa and Jaipur (*DLB, 2006*).

Segregation

Initiative has been taken to segregate waste for recycling in a few ULBs of Rajasthan. Of the total 183 ULBs, only six ULBs namely Pilibanga, Sawaimadhopur, Sarwar, Bhadwa, Ramganjmandi, Akrela, and Shahpura practice segregation of waste for

recycling (DLB, 20066). Majority of ULBs (99 per cent) do not segregate waste at the source .

Table 6: Segregation at source

Range	Number of Cities/Towns	Percentage
0 per cent	154	99 per cent
0 – 10 per cent	2	1 per cent
More than 10 per cent	Nil	Nil

Source: Action plan for Utilisation of grants available under Twelfth finance commission (2005-10), LSG Department.

Disposal

Of the total of 183 ULBs, only 49 of them have designated sites for waste (26 per cent) while the life of each site varies from 1 year to 20 years (as per data collected by DLB, 2006).

The need of the hour is to develop integrated landfill sites. 71 regional landfill sites with or without compost plants; will be constructed and all cities and towns of the state may be made to share this common facility. It is estimated that not more than 30 per cent of the estimated 3750 MT/day waste generated will go to landfill sites as soon as compost plants in the state are constructed and operationalised. The estimated waste going to landfull would be approximately 1125 MT / day. The landfill sites may later on be used as golf courses and amusement parks after saturation.

Technology

In 2001, a policy on SWM was formulated. Work is underway on installing waste management plants and machinery with private sector cooperation for Class I cities with population of 1,00,000 and above. A bio-medical waste disposal and treatment plant has started functioning in Jaipur (Rajasthan Development Report, 2006).

Vermi-composting is planned for those towns having a population of less than 1 lakh, while microbial composting of waste may be carried out for the towns having

population more than 1 lakh, considering the quantum of waste generated per day in the town. In municipal areas where adequate land is available for setting up a compost plant of about two acres per lakh population, i.e. five acres per 100 MT of waste generated, the municipal authorities may set up independent compost plants on their own land if they so desire, to minimize the cost of transportation of waste.

Use of satellite maps is also planned for identifying suitable locations for regional facility for scientific treatment of waste.

Role Of Local Bodies

With a view to improving SWM in urban areas in the country, MoEF, GOI, has notified Municipal Solid Waste (Management and Handling) Rules 2000 in order to regulate collection, segregation, storage, transportation, processing and disposal of MSW.

The following are the roles of local bodies:

- To prohibit the littering of streets, i.e. there should be storage at source
- Primary collection of waste from the doorstep
- Daily street sweeping
- Abolition of open waste storage sites Transportation of waste for composting or power generation
- Disposal of rejects from the treatment plant and non-biodegradable wastes at the engineered landfill sites.
- Local bodies will need to ensure an efficient door-to-door collection and transportation system to deliver waste to the project site. The local bodies will also dispose the inert material (not useful for processing) to the landfill site.

Issues and Difficulties Faced By Local Bodies

Though, scenario of solid waste management in Rajasthan cities is changing, still ULBs are facing following difficulties:

- Segregation of waste: All types of solid waste generated is mixed with municipal solid waste including biomedical infectious waste, hazardous industrial waste, demolition waste, highly putriciable waste and inert waste. There is no system of waste

segregation at source of all categories hazardous, biodegradable, inert as well as infectious waste is finally disposed off together indiscriminately.

- Manual handling of waste increase the health hazard to the workers.
- Limited technical and managerial capacity.
- Citizen lack civic sense and awareness regarding cleanliness and hygiene, necessity of segregation and storage of waste and not to throw the waste on roads/ street and open drain/ nallah.
- Littering of waste on any available open site. It is thrown on streets, footpaths, open spaces, open drains or water bodies, back yard lanes etc.
- Maximum primary collection and storage points are on open land, which develops unhygienic condition, smell, odour, proliferation of flies and mosquitoes and other diseased vectors.
- Per capita availability of field worker is below the required capacity.
- As new employment is banned, old age of the Sweepers is also one of the reasons for inefficient working.
- There are inadequate numbers of community dustbins, neither well designed nor distributed properly.
- In absence of the ward offices there are no secure places to keep the sanitary implements after the days work in most of the wards.
- The handcart is left along the roadside or street side after the work is over, handcarts lying on the road cause hindrance to the free flow of traffic.
- Usually the capacity of the handcart is about 30-40 kgs. That is very less therefore, requiring more number of trips.
- Lack of data base regarding the waste generated results in the failure of proper planning and management.

Necessary steps need to be taken for effective implementation for Municipal Solid waste management Rule 2002, this includes the following points.

- i. The proper segregation of waste at source itself
- ii. Door to door collection of segregated waste

- iii. Transportation of waste in such manner to reduce the direct human contact
- iv. Efforts to reuse and recycle as much as from the collective waste
- v. Identification of safe site for solid waste dumping
- vi. Final disposal mechanism of residual waste with the least environmental impact
- vii. Using the technology to generate energy and harvest the compost generated after.

The effort should be to make cities with zero waste and zero pollution in future.

Role Of Private Sector

- Government of Rajasthan has undertaken the development of municipal solid waste processing plants on PPP basis.
- Four cities viz. Ajmer, Bikaner, Kota and Udaipur have been selected for implementation of these projects in the initial stage.
- Under this project, a developer will be selected who will make the initial capital investment for setting up a plant which will convert municipal waste into a commercially saleable product. The developer will be also given the right to operate the plant for a period of 30 years during which investment and operation expenses can be recovered and profit can be made through the sale of the commercial product generated from the processing ;plant.
- Local bodies will need to ensure an efficient door-to-door collection and transportation system to deliver waste to the project site. Local ;bodies will also dispose the inert material (not useful for processing) to the landfill site.
- The viability of the project will depend on various factors such as type of commercial product, type of industries in the nearby area, demand for fuel, alternative type of fuel available in the vicinity, distance at which the product needs to be delivered etc. If the project works out to be unviable with entire capital investment by the developer, the state government may seek funds under various financing options of GoI under different schemes. Alternatively, the state government may also provide capital subsidy to the extent of making the project viable for private sector investment.

- The Request for Proposal (RFP) documents for setting up the processing plant in Ajmer is already issued and the last date of submission of the techno-commercial proposals is 31 October 2006. In the next phase, the RFPs for other cities will be issued.

Vision, Strategies, Programmes, Projects

Strategies

Action Plan For Solid Waste Management

To improve SWM services in Rajasthan, Government of Rajasthan has formulated an action plan for all the 183 local bodies to identify deficiencies in SWM systems and take necessary steps for improvement of these services that may lead to good quality of life in urban areas.

Involvement Of Experts

While formulating the action plan, a three-day workshop on SWM policy was organized at Jaipur, Ajmer and Alwar where experts from different disciplines like SWM, urban infrastructure, dry waste, sanitary landfill etc. were invited. Their suggestions have been incorporated in drafting the action plan.

Creating Public Awareness

Information, Education and Communication (IEC) material will be prepared that will be shared with the municipal authorities for creating public awareness and shall also be used centrally for public awareness through media.

NGOs, voluntary organizations, professional agencies etc. working in this area will be involved in organizing mass awareness programmes. School children and the Eco-clubs will also be involved.

Training And Capacity Building

Training and capacity building programmes should be organized for technical and non-technical municipal officials, as well as for the elected representatives of the ULBs on the best practices of SWM.

Improvement In Primary Collection System

In order to improve the primary collection system and efficiency a yardstick of 1 containerised tricycle/wheel barrow per 1000 persons in a municipal area will be adopted for calculating the total requirement of tricycles/wheel barrows for door to door

collection of waste and will be provided accordingly. In cases where female workers are involved in primary collection, they may be given containerized handcarts (as per the Action Plan, TFC, and LSG).

Street Sweeping

Street sweeping may be done in all the areas of the city including slums and informal settlements on a day-to-day basis including Sundays and public holidays.

Transfer Station

Transfer stations will be constructed in all areas of cities or towns on the way to the treatment/disposal facility in such a way that the waste collector does not have to drive the tricycle for more than 3 km.

Waste Storage Depots

In large towns or cities where it may be difficult to find suitable locations for transfer stations within 3 km from collection points, or where construction of a large number of transfer stations becomes necessary, secondary waste storage depots may be established within the city at suitable locations at a distance of 500 meters from each other if handcarts are used for primary collection and at a distance of 1 km from each other in cases where tricycles are used for door to door collection of waste (as per the Action Plan, TFC, LSG).

Transportation Of Waste From Waste Storage Depot And Transferstation

According to the action plan of LSG department for 2005-2010, containers kept at the waste storage depots will be transported to the transfer station using hydraulic vehicles. Tractors with container lifting devices may be used in small municipalities having a population less than 50,000 and trucks with container lifting devices such as dumper placers may be used in large municipalities having population more than 50,000.

Management Information System (Mis)

Good management is the key to keeping a city clean. This requires collection of critical information, not just for keeping the records up to date but also taking corrective measures and for proper planning for the future. Information is, therefore, required to be collected to have an overall idea of the prevalent situation, deficiencies in the system and likely requirements for the future. Day-to-day deficiencies in the system should also

be regularly monitored to enable corrective measures. Computerisation of such information helps all the levels to work not only harder but also smarter.

Geographical Information System (GIS)

Use of Geographical Information System will be planned in large cities for effective planning and mapping of solid waste. MIS may be integrated in this system.

Similarly, there is a need for a citizen interface to seek comments, suggestions, etc. on utility services.

Role Of Various Agencies

Rajasthan State Pollution Control Board (Rspcb)

The major role of RSPCB is the implementation of the Municipal Solid Waste (Management & Handling) Rules, 2000, in Rajasthan.

Private Sector Developers

As private sector developers, such as Project Development Corporation of Rajasthan (PDCOR), along with the Department of Local Self Government, are involved in developing and implementing solid waste processing plants to utilize municipal solid waste to produce Refuse Derived Fuel (RDF) in Rajasthan on PPP format. The conversion process of garbage into Fuel/Fluff would involve size reduction, solar drying/mechanical drying, separation of combustible, final drying and grinding, and finally fluff/pelletization. The fluff/pellets could be burned; in any closed environment, such as boiler, to produce power.

Rajasthan Urban Infrastructure Development Project (Ruidp)

RUIDP is engaged in the development of landfill sites in six divisional headquarter cities of the state. It also provides equipment for solid waste management to six divisional cities viz., Jaipur, Jodhpur, Ajmer, Kota, Bikaner and Udaipur. (*India Infrastructure Report, 2006*).

Non-Governmental Organisations

NGOs are also engaged in the planning and implementation of SWMs system in the cities and towns of Rajasthan. They have been contracted the work of door-to-door collection in a collective manner. An NGO named CDC is involved in door-to-door waste collection in the city of Jaipur. Similarly, there are NGOs across various urban

centres that are involved in the management of solid waste in one way or other. There are also some resident welfare associations (RWAs) which arrange house-to house collection in their society. This is one through JNNs “Swasta Mitra Apke Dwar” programme. Refuse vehicles then pick up the waste collected through this system.

Capacity Building Activities Including Training

Capacity building programmes will be organized for technical and non-technical municipal officials as well as for the elected representatives of the ULBs. Different training modules for various target groups will be developed, if necessary, through consultancy services.

A CASE STUDY – JAIPUR CITY

Jaipur is the largest and the only million plus city in Rajasthan. It falls in the semi-arid climatic zone of Rajasthan and experiences a continental type of climate owing to its proximity to the desert and due to its inland location. Its share in the state’s urban population was 15 per cent in 1991, which grew to 17 per cent in 2001. Jaipur is situated on the tourism *Golden Triangle* (Delhi, Agra and Jaipur and it attracts large numbers of

foreign and domestic tourists ever year. Tourist arrivals (foreign and domestic) in the city almost doubled from 8.1 lakhs in 1995 to 15.4 lakhs in 2005. The number of literates in the city has grown from 58.5 per cent in 1991 to 66.2 per cent in 2001.

Jaipur Nagar Nigam (JNN) is responsible for the management of solid waste within the boundaries of jaipur (518.30 sq.km.). The municipal area is subdivided into 6 zones and is further sub-divided in 70 wards. There are two separate wings in JNN. The Chief Executive Officer (CEO) heads the executive wing. Under his guidance the PublicHealth, Public Works and Mechanical sections of JNN are responsible for the SWM system delivery. The responsibilities of Public Health, Public Works and Mechanical sections towards SWM in Jaipur are given in the Table 7. The legislative wing is constituted by elected ward councilors. The Deputy Mayor heads the legislative wing. There are about 18 functional committees and 75 ward committees. However for

SWM system delivery the Health and Sanitation Committee of the legislative wing takes responsible action. Elected corporators maintain a close watch on SWM activities carried out by JNN and contractors within their respective wards and provide information to the CEO on a regular basis for the improvements required or deficiencies if any.

The Chief Health Officer (CHO) heads the Public Health section. The Chief Sanitary Inspector, Sanitary Inspectors, Sanitary Supervisors and sweepers assist the CHGO. The Zonal Commissioner who heads the JNN zones is responsible for the SWM systems of their respective zones. The Garage section of the JNN is headed by an Executive Engineer (Mechanical) who is assisted by three Assistant Engineers each for the three JNN garages. Each Assistant Engineer is assisted by the two Junior Engineers, mechanics, helpers, cleaners, welders, fitters, carpenters and drivers and operators.

Table 7 : Functions of Public Health, Public Works and Mechanical (Garage) Sections

Public Health	Public Works	Mechanical Sections
Overall monitoring of comprehensive and complete sanitation	Silt cleaning from open drains	Transportation of collected wastes
Street sweeping and waste collection from markets and commercial areas, hotels and restaurants		Refuse vehicle's operation and maintenance.
Waste collection from hospitals and		

nursing homes and health aspects of the sanitation workers, sweepers		
Concentrate more or less on primary collection		

Source: City development plan, Jaipur, April 2006.

The total sweeping staff available with JNN is in the ratio of 1 per 442 persons (considering a population of 28 lakhs within the JNN boundary as per 2006), which is a fair ratio as per the norm of 1:500 of the Central Public Health and Environmental Engineering Organisation (CPHEEO) manual. (City Development Plan, Jaipur, 2006). Within the municipal area, some zones have been contracted to private contractors for primary collection and waste disposal. They have their own sweeping staff, waste collectors and vehicles to transport the waste from the collection points to the disposal sites. In some selected pockets, NGOs has also been contracted the work of house-to-house waste collection in a collective manner.

The solid waste generated in the municipal areas is classified as MSW, bio-medical wastes, industrial wastes and construction and demolition wastes.

Solid Waste Generation

Table : 8 Waste generation estimated by RUIDP project and JNNURM

Type of waste generation	Quantity of waste as per RUIDP (mtpd)	Quantity of waste as per JNN (mtpd)
Residential and commercial	870	

Slum areas	135	
Hotels	12	
Slaughter house waste	12	
Market waste	73	
Total MSW	1102	1040
Bio-medical waste	17	
Construction & demolition waste	120	
Total waste generated	1239	1040 (only MSW)

Note: Industrial waste has not been considered, as this type of waste does not fall under the purview of JNN.

Source: City Development Plan for Jaipur, under JNNURM, Department of Local Self Government, Government of Rajasthan, April 2006.

Collection and Storage

The primary collection of waste is through street sweeping and door-to-door collection. The collected waste is then deposited in storage bins or at open storage point. Door-to-door collection is also done through JNNs “*Swasta Mitra Apke Dwar*” programme. Refuse vehicles then collect the waste collected through this system. There are no specific waste collection norms in the city (City Development Plan, Jaipur, 2006). The sweeping time is in between 6 a.m. to 7 a.m. and 3 p.m. to 4 p.m. in the evening along major roads.

There are mixed-type storage facilities in the city. Mechanised containers of 4.5 cubic meter capacities have been provided by NJJ in Motidungri, Vidyadharnagar, Civil Lines and Sanganer zones. In addition, contractors also provide their own containers at Hawamahal (east) and Hawamahal (west) zones. There are a total of 460 containers in the city provided by the JNN (Table 9). There are also many open waste collection points in the city. In areas where open storage points exist the system of waste collection points in the city. In areas where open storage points exist the system of waste collection

is through a manual and multi-handling system, which degrades public health and environment and is not in conformance with Solid Wastes Handling Rules (SWHR). Bio-medical wastes are treated at a common treatment plant at Khori Ropara.

Table : 9 Number of containers provided in JNN zones

JNN Zones	Number of containers provided by JNN
Motidungri	190
Vidyadhar Nagar	250
Civil Lines	
Sanganer	
Pratapnagar	20
Total	460
Total working containers	375
Total storage capacity	975 mtpd

Source: City Development Plan for Jaipur, under JNNURM, department of Local Self Government, Government of Rajasthan, April 2006.

Waste Transportation

Refuse vehicles remove the waste accumulated in community containers. A majority of the vehicles (72 per cent) available with JNN are more than 5 years old and 63 per cent are more than 10 years old. Only 6 vehicles are new (purchased in 2005) (City Development Plan, Jaipur, 2006). The combined; waste carrying capacity of both JNN and contractors' vehicles is about 1200 mtpd at 2 trips for each vehicle. However in the absence of weighbridge facilities the actual quantity of waste going to the disposal site is not known but from secondary information it can be concluded that about 750 mtpd of waste is actually transported to disposal sites

Disposal System

There are two disposal sites in the city, namely Sewapura in the north and Mathura Daspura in the east. With RUIDP funding a new sanitary landfill site is coming up at Lengriwasa in the east. The waste collected from the Vidyadharnagar zone and part of civil lines zone are disposed of at the Sewapura site. Waste from other areas is disposed of at Mathura Daspura. Once the sanitary landfill site at Lengriwasa is constructed a significant quantity of waste can be taken to this site.

Processing And Recycling

With private sector partnership (Grasim Industries) a new refuse derived fuel pelletization unit is coming up at Lengriwasa sanitary landfill site with 500 mtpd capacity. The operation of these plants will solve the waste disposal problem to a large extent, as it is estimated that the plants can reduce the waste load to the disposal site by 45 per cent.

Finance

The revenue sources of JNN are limited to some taxes, which include water tax, lighting tax, sanitation tax, fees, rent and toll tax. It has collected on an average Rs.5 million from service charges or penalties for non-compliance with notified rules mentioned in Solid Waste Handling Rules (SWHR), 2005, GoR (Table 10).

Table 10: Service charge for the non-compliance of SWHR rules and indiscriminate waste disposal in the city

Description of Stakeholders	Charges prescribed (Rs. Per day)
Residential sources	100
Shopkeepers	250
Restaurant owners	400
Hotel owners	500
Industrial units	1000
Sweet shops, fast food centres, ice cream centres, juice centres	100

Urine in public places	20
Disposing cow dung at public places	500
Shop equipment constructin materials like bricks, cement, iron rods, stones etc.	200
Spillage of waste on Nagar Nigam roads	1000
Commercial hoardings, posters etc. if pasted on buildings, gates, walls, etc.	500
Household sewage on public roads	100
Street cutting with a prior information	500
Households sewer on common drains	500
Spillage of oil, grease and other earthen materials on streets etc.	100
Meat shop wastes, i.e. cut bones, animal parts etc.	1000
Nuisance created by the domestic animals on roads	200
Marriage reception areas	1000
Meat and fish preparation on open roads and if wastes are disposed on roads	1000
Wastes from hair cutting saloon	100
Commercial shops encroached government land	2500

Source: City Development Plan for Jaipur, under JNNURM, department of Local Self Government, Government of Rajasthan, April 2006.

Waste Characterisation

Biodegradable ;waste varies between 18-20 per cent of the total collected quantity as per the survey carried out for the Jaipur City Development Plan, 2006. Inert materials, silt etc. are quite high in the city and vary between 22-45 per cent of the total waste generated.

CHAPTER - V

E-GOVERNANCE IN RAJASTHAN

The concept of e-Governance

e-Governance means governance using electronic tools whereby the government offers services and information to the public. It involves the creation of system; integrating technology with administrative processes; human resources and dispensing information and services faster to the citizens. e-Governance offers a number of advantages for the government as well as public. In other words governance is described as interaction/function between government, civil society and the private sector for managing the affairs of a nation for the development and wellbeing of the people of the country. It means that the responsibility of managing the affairs of a nation is not rest with the government alone, but includes a wide variety of stakeholders including: state government, local governments; the private sector; non-governmental and community-based organizations. Therefore in the present context, governance describes a situation in which the mechanisms, processes and instruments for decision-making and action facilitate greater civic engagement through a participatory approach.

e-Governance Vision for Rajasthan

E-governance is a way for governments to leverage the Information and Communication Technologies (ICT) to provide people with convenient access and better quality of government information and services and to provide greater opportunities to participate in democratic institutions and processes. Governments around the world are using ICT to reach to the citizens and businesses and provide them services through various channels at the time and place of their convenience.

The Government of Rajasthan appreciates that a well articulated, realistically achievable vision is the starting point for a comprehensive approach towards implementing e-Governance. A clearly articulated vision statement motivates the stake holders to work towards the achievement of common goals in a focused manner. The Government has

therefore, articulated a comprehensive E-Governance vision for Rajasthan in the IT policy 2006-08, as below:

The vision statement clearly elucidates the key theme of Rajasthan's desired e-Governance direction, which is:

- Use e-Governance as a tool for improving Governance and employment opportunities: Use of ICT will facilitate the improvement in monitoring and implementing various welfare schemes while increasing the accountability and transparency in government. Moreover, employment opportunities for entrepreneurs would be generated through the establishment of CSC's and kiosks.
- Improve the quality of life of citizens: e-Governance would help in attaining this objective through the provision of citizen centric service delivery thereby providing better turnaround times and convenience in demanding and availing services.
- Leverage IT to empower masses and promote equitable development thereby eliminating the socio-economic divide: ICT offers a compelling tool for the government to empower the masses by decreasing the time and cost required for demanding and availing services. Mechanisms like citizen feedback, grievance handling systems, provision for citizen forums on the web portal and increasing the number and breadth of access channels are some means of attaining this objective.

In line with the above vision, Government of Rajasthan has made 'e-governance' as one of its prime agendas since the past few years and designed proactive strategies for its effective implementation. The main goals that the government of Rajasthan wants to achieve through the above vision are:

- Enhanced participation of the people in decision making and program implementation
- Equal access to information and Administration for all people
- A credible government-public interface that becomes an interactive forum.
- An efficient service delivery system
- Transparency in operations.
- Community Linkages

e-Governance Strategy

The state of Rajasthan would benefit greatly from an overall enterprise IT strategy for achieving the collective business objectives of its departments. An IT Strategy that is based on an overarching business strategy rather than separate, unaligned individual department strategies would allow executive department agencies, constitutional offices, the Legislature and the judicial branch to focus their energies and resources to enhance value and introduce cost-effective operations throughout the government. Such a strategy is essential to create synergy and achieve an alignment between the state's IT investments and its desired service outcomes for citizens and businesses.

In order to fructify its vision, the Government of Rajasthan needs to focus on the following four elements:

- Customers
- Services
- Delivery Channels
- Performance measures

Institutional Structure

This section documents the roles and responsibilities for key players and stakeholders. Implementation of the e-government strategy will require innovative leadership Throughout the public sector. There is a need for strong central direction while recognizing regional and local diversity. This section discusses the broad framework, roles and responsibilities of the various institutions set-up for the purpose of supporting the planning and implementation of various e-Governance initiatives.

The guidelines issued by department of information technology for capacity building and institutional framework for e-Governance have been used as a reference guide in finalizing the institutional structure for e-Governance in Rajasthan while taking cognizance of the already established institutional framework in Rajasthan.

The institutional structure for state of Rajasthan to implement and execute e-Governance projects, and effectively build capacity is as follow :-

Project e-Governance Mission Team (PeMT) : To provide support to the Departments for carrying out the e-Governance projects.

State e-Governance Council (Task Force) : To provide leadership and vision for the State e-Government Plan. Headed by the Chief Minister

State Apex Committee (Empowered Committee) : To provide strategy to achieve policy direction and oversee the State e-Governance program & ensure inter-departmental co-ordination

State e-Governance Mission Team (SeMT) : To provide overall direction, standardization and consistency, resolve issues and assisting PeMTs.

- A task force headed by the Honorable Chief Minister has been set up as the senior advisory group—the **State e-Governance Council or Apex Council**. The main aim of the task force is to provide leadership and advice on strategic and governance issues related to ICT. The task force has the following distinguished members:

- o Chief Minister (Chairperson)
- o Chief Secretary
- o Principal Secretary Finance (or his nominee)
- o Principal Secretary Industries (or his nominee)
- o Mr. N.R.Narayan Murthy
- o Mr. Kiran Karnik
- o Mr. Rajendra Pawar
- o Mr. J. Chandershekar, Joint Secretary, MIT, GoI
- o Dr. Ashok Jhunjunwala
- o Secretary, IT&C (Convener)\

- **A State Level Apex Committee** known as Empowered Committee headed by the Chief Secretary has been constituted to provide Administrative and Financial approvals and overall supervision for the ongoing activities in conformance with the NeGP guidelines. This committee consists of the following members:

- o Chief Secretary (Chairman)
- o Principal Secretary Finance (or his nominee)
- o Secretary, IT&C
- o Secretary, Planning

- o Secretaries from the related departments
- o 2 nominees from imminent educational institutes nominated by Secretary, IT&C
- o Director, Do IT&C
- **The State e-Governance Mission Team (SeMT)** would essentially be the Technical Secretariat supported by dedicated programme coordination and monitoring unit for the State e-Governance Council in implementing the envisaged initiatives. Head of SeMT would be responsible for appraising all departmental projects before approval of the State Apex Committee to ensure that they are in line with the various requirements (core policies) of the State with respect to e-Governance Project design and implementation.

SeMT presently has the following members:

- o Secretary, IT&C
- o Principal Secretary Finance (or his nominee)
- o Principal Secretary/ Secretary from the related department
- o Secretary, Planning
- o Head of the Department of the related department
- o Director, Do IT&C (Member Secretary)
- o Technical experts nominated by Do IT&C
- o Program monitoring and co-ordination staff
- **The Project e-Governance Mission Team (PeMT)** shall be formed at the departmental level, constituting the key senior officials of that department based on the domain expertise in their respective departments. The GoR already has a Technical committee which may work as the PeMT for a department with the inclusion of members of the respective departments. Departmental Project Implementation will be led by the **Chief Information Officer** who will be responsible for the design and implementation of departmental initiatives in the State, supported by the **Project e-Governance Mission Team (PeMT)**.

PeMT for each department will have the following members:

- o Director, Do IT&C
- o 2 System Analysts

- o Head of the department of the related department
- o Chief Accounts officer
- o Analyst cum programmer deputed in the department
- o Technical experts nominated by Do IT&C

Department of Information Technology and Communications (DoIT & C),

Government of Rajasthan, would be the coordinating department of the State for all the e-Governance initiatives in the State. It would provide support and guidance to departments implementing e-Governance projects. DoIT & C would be responsible for designing and implementing all core applications, infrastructure and policies for development of e-Governance in the State.

e-Governance Initiatives in ULB

Land and Building Tax Department

Land and Building Tax Department levies land and building tax on open land and any constructed residential / commercial / industrial building. This software is intended for storing assessment details of the assesses. The software automatically values the property and calculates the Tax payable. The software has been completed and has been implemented at Assistant Director Offices of Jaipur City, Ajmer, Bikaner and Jodhpur Zones.

Services

- First Assessment Detail
- Addition / Alteration detail of the Property
- Reassessment Detail
- Demand Detail
- Revision in Demand
- Tax Payment Detail

Rajasthan Housing Board

Rajasthan Housing Board (RHB) is assisting the State Government for the overall development of the State. It is not only constructing the dwelling units but is also

developing composite colonies with facilities of shopping and environment cleanliness. RHB is also conscious of providing houses to the homeless and economically weaker sections of the society.

'Developed Housing and Recovery Software for the Board'.

It is a real time system where online computer generated receipt is used to the allottee for the amount deposited by him. The Software is being operated in single user mode at each Circle office of the Board. The ownership of the data is with the Head of the Office of the concerned Circle office. However, a copy of data is also being retained at the head office. The deposit details of the allottee have been provided on the website of the Board.

Services

- Online Receipts of deposits made by the allottees
- Online complete account of allottees
- Defaulter notices
- Issue of NDC and Regularization
- Complete online Information of the colonies developed by Housing Board in Rajasthan

Citizen Friendly Project

With a view to deploy IT for the benefit of citizens of the states, Government of Rajasthan launched a citizen friendly projects in the year 2002, namely **Lok Mitra**.

Lok Mitra Project in Rajasthan

Introduction

The Lok Mitra is basically an urban centric project with thrust on utility payments. It is a participative operational model project having various stakeholders like District Administration, Departments, GoI organizations like BSNL and financial institutions.

The first Lok Mitra Center was launched in 2002 in Jaipur and subsequently three more counters were made operational in the same year. These centers are owned and managed by Department of IT & C and the financial management is being done by RajCOMP. Presently different utility services are being provided from Lok Mitra.

Scope of Project

The Lok Mitra project offers to the citizens services related to Payment of electricity bills, water bills, House Tax & other fees apart from the Issue of Death and Birth certificates; Payments of Fee/Charges/Lease Money; Payment of Land and Building Taxes; Issue of Online Bus tickets; Payment of landline phone bills and payment of Cell-One phone bills.

Services contemplated

It is proposed to authorize individual entrepreneurs covering all municipal wards in a city or village and facilitate them to acquire computer Hardware and dialup/internet access to connect to central Lok Mitra server through a local service provider. Under this model it is proposed that ATMs of different banks may be linked to main Lok Mitra center and any citizen can make payments related to different participating departments. Under this model it is proposed that for urban areas apart from kiosks, multiple service centers with 5-10 counters each may be opened in each city in line with existing Lok Mitra center of Jaipur where citizen can avail services of LokMitra under single roof in an integrated manner. It is further proposed that these centers shall be connected with each other and also with the participating Departments over a suitable communication medium so that the data can be shared in an online mode. These counters will be to provide services to citizens in urban areas in a relaxed environment

Business Model

The role of the district e-Governance Society (headed by District Collector) is to manage the entire project in respective districts which include relationship with local service provider, financial operations, technical and logistical support and providing infrastructure for Lok Mitra project. The basic role and responsibility of LSP as envisaged in the e-governance model is to manage the center/Kiosks on behalf of district e-Governance Societies, setting up/support for infrastructure for centers and Kiosks, financial management and security. Besides this, the LSP would also add value for the common man by adding services outside government domain and to provide technological inputs where ever required. The main center would act as application, data

& Communication hub of the district and would have overall control over sub-centers and kiosks. The main center would also act as service delivery point for citizens.

The main center would also be responsible for becoming a HUB for completing manual links between sub centers , kiosks and user departments. The main centre management may be entrusted to L.S.P. The sub centers and kiosks would primarily act as service delivery points and also act as courier for completing manual links up to main center. They would in addition provide lot of employment opportunities in form of small enterprise, both in rural as well as urban areas.

Beneficiaries :

Currently the project is operationalised at Ajmer, Bikaner, Udaipur, Jaipur and Jhalawar; however the project is being extended to different parts of the state as well.

Present Status of Automation

The services being offered at LokMitra are as follows :-

- Payment of electricity bills.
- Payment of water bills of PHED.
- Online bus ticketing of RSRTC.
- Issue of Birth & Death certificates.
- Payment of various dues/fee of Jaipur Municipal Corporation.
- Payment of various dues/fee of Jaipur Development Authority.
- Payment of various dues/fee of Land & Building Tax Dept.
- Payment of various dues/fee of Rajasthan Housing Board.
- Payment of Land line & Cell One bills (BSNL).