

Thiruvananthapuram Corporation

07-November-08

Johnson K George IAS

Secretary

<http://www.corporationoftrivandrum.in>

JnNURM PROGRESS

Structure of the Presentation

- **ULB Level Reform**
- **State Level**
- **Optional Reforms**
- **Capacity building**
- **Progress of JnNURM Works**

ULB Level Reforms

ULB Level Reform

1. E-Governance Set-up

- a) The base map using the Satellite Imaginary has been done on the GIS Platform with the overlaying of the Vector layer of cadastre, transport network, assets & utilities, land use and / land cover has been overlaid.**
- b) Work in Property tax mapping on the GIS maps already commenced.**
- c) Registration of birth and Death has already been completed and on line network between Corporation & Hospitals has been established.**

Samveditha

Website: www.corporationoftrivandrum.in

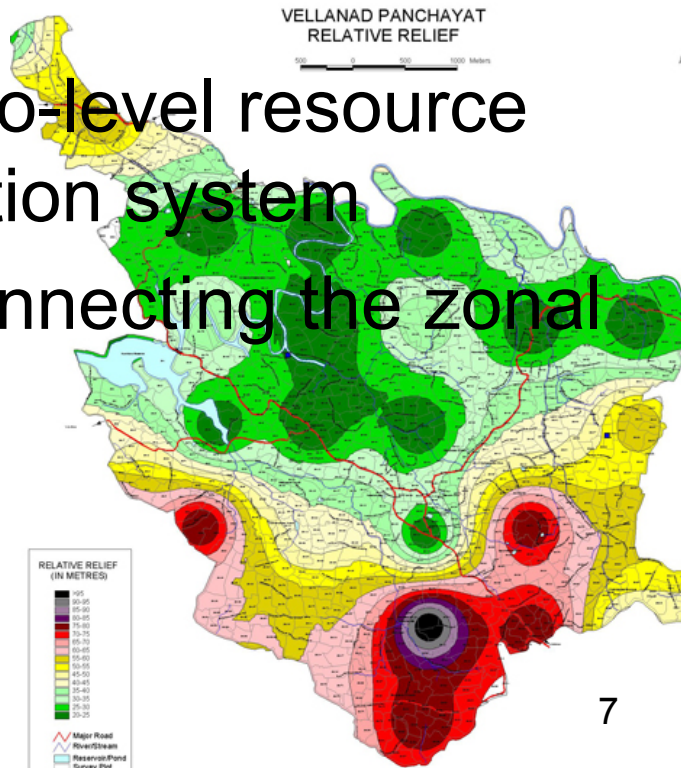
- One of the largest local-language government websites
- Linkage with Portal for all local governments and the Local Self Government Department which has Over 1 lakh 'pages'
www.localgovkerala.net
- participative content management
- Daily updation of the site with transaction details.

Future Activities

- Implementation of Sookhika with touch screen kiosk in Information Centre
- Network with zonal offices and Circle offices
- Establishing Janasevanakendram in 6 circle offices
- Automation of D&O PFA license distribution
- Implementation of Sakarma
- Implementation of Management Information System

Priorities and purposes

- Establishing efficient and responsive systems for good governance in the Corporation
- Establishing a mechanism for improving public service delivery
- Developing an integrated micro-level resource based developmental information system
- Establishing a network interconnecting the zonal offices by Nov 2008



- **Major Achievements**
 1. ***Janasevanakendram***
 2. **Hospital Kiosks**
 3. **Pensions and social welfare schemes**
 4. **Plan process**



- *Janasevanakendram*
 - No. of sites: Corporation office and zonal offices- 7
 - No. of computerised counters: 27
 - Seating for customer: 72 in Main office and 6 each in zonal offices
 - Automated electronic queue management (Main office)
 - Single Window Service
 - Multiple Shifts
 - Extended Service Window 8 am to 7 pm



Impact

- Customer feedback shows acceptance of improved ambience in all locations.
- Perceptible improvement of services in 60% cases (Main reason for reduced impact being non-availability of legacy data in electronic form)

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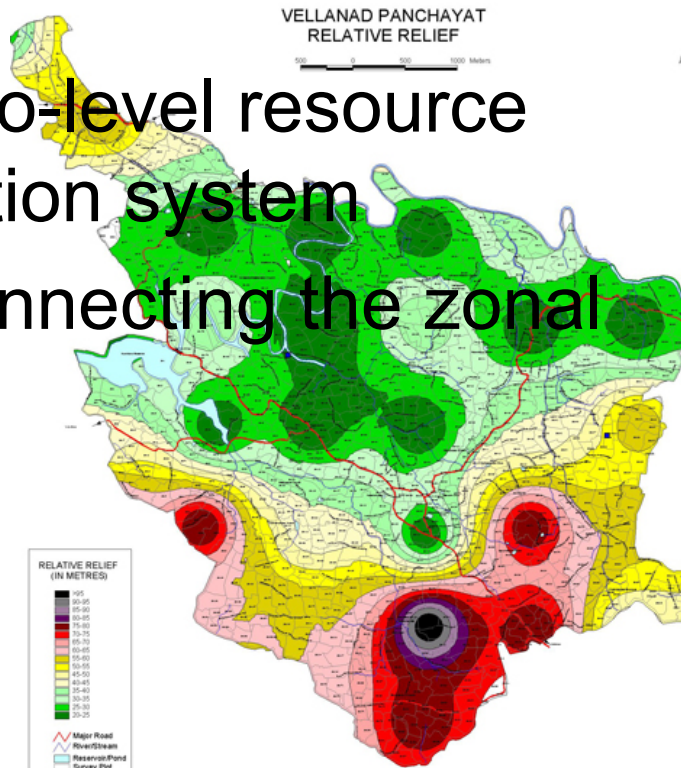
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Achievements 1



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Sevana (Births, Deaths and Marriages) **(From July 2005 to 05/11/2008)**

- No. of registration records :
Birth – **309527** Death – **42153** Marriage - **6822**
- No. of certificates issued :
Birth:Sec12 – **110101** Sec 17 – **49474**
Death:Sec 12 – **21808** Sec 17 - **33363**
Marriage : **7089**

Impact

- Time for issuing new certificate:
Reduced from 4 – 5 days
to 5 hours
- Time for issuing old certificate:
Reduced by 50%

Case study 1 (contd.2)



Soochika (workflow, file tracking) **(From August 2006 to 05/11/2008)**

- No. of sites: 1(main office)
- No. of files: 145729
- *Sutharya* information centre
- Touch screen for grievance status search facility to be start by December 08

Impact

- Time for status search :: Reduced from over a day to few seconds
- Information centre for the citizens



Hospital Kiosks

- Number of sites : 41
 - Government Hospitals : 13
 - Private Hospitals : 28
- Number of transactions : 131489

(From August 2005 to 05/11/2008)

Impacts

- It covers 98% of the Birth and deaths in the corporation



Hospital Kiosks (2)

The project is unique in that it covers:

- The issue of quality of civil registration
- Improving public service delivery
- Universal birth registration
- Universal death registration

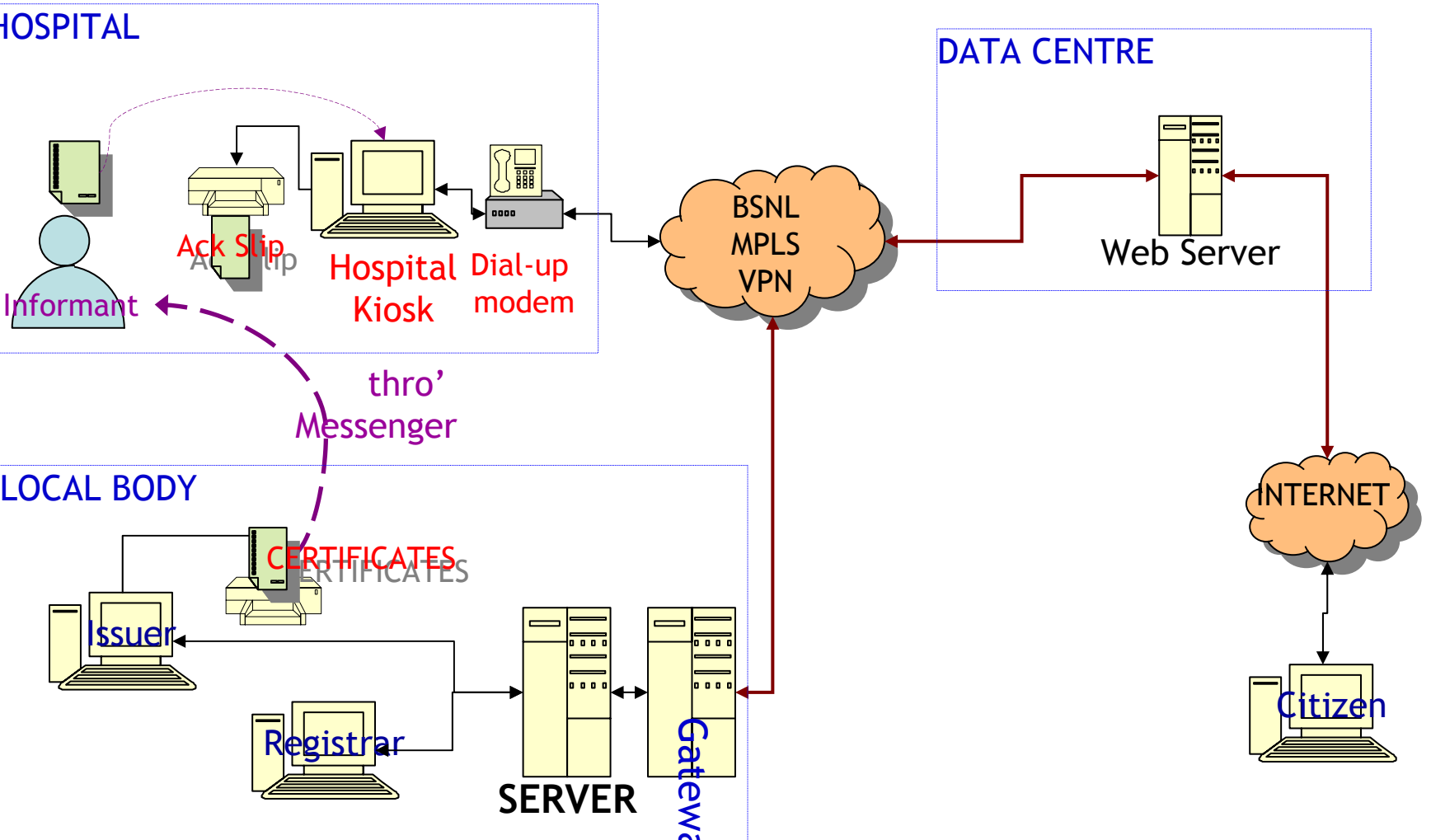
- Section 12 Certificate through hospitals
- Verification report by the parties
- Delay in registration-audit
- Delay in services – messenger and postal arrangements

Hospital Kiosks

(3)

Case study 2

(contd.3)



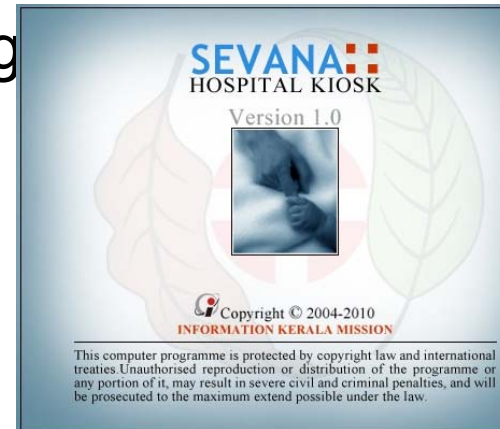


Hospital Kiosks (4)

- Detailed process and data audit
- Findings help for process improvements

Issues

- Data entry and certificate delivery being institutionalised (Kudumbasree)
- Dial up facilities pose problems occasionally
- Streamlining the process in hospitals



Sevana(Pensions)

Pensions and Social Welfare Schemes

- No. of Active pensioners as on **05/11/2008**
- + Agri.Labour Pension: **1118 (1115 ID Card Issued)**
- + Widow Pension: **5133 (5030 ID Card Issued)**
- + Physically Handicapped: **2593(2572 ID Card Issued)**
- + National Old Age: **4734(4322 ID Card Issued)**
- + Unmarried women: **325(319 ID Card Issued)**
- + Mentally Challenged :**41(41 ID Card Issued)**
- + Unemployment wage earners:**6924**

Pension Adalath

- Issues in data quality
- Adalath at Main Office
- Total No of Pensioners:**13944**
- ID Card issued:**13399**
- No.of duplicate Pensioners identified:**160**
- No.of Pensioners died:**953**
- Pension allotment, distribution and Money order printing by using Application

Sulekha – Plan Monitoring

Preparation of Accounts of 10th Plan

Year	Allotment	Expenditure
2001-02	150336000	113478400
2002-03	225624750	225488199
2003-04	316077367	155364316
2004-05	546069000	191810469
2005-06	310630000	168370134
2006-07	313357000	221063869
2007-08	436985131	363338359

Achievement 4

11th Plan

- » **Electronic data used for appraisal and approval in 2007-2008**
- » **Reports for technical advisory group and district planning committees**
- » **Proceedings at DPC level**
- » **Block level infrastructure and State Information Infrastructure of the Govt. of Kerala for wide area networking**
- » **Monthly reporting and Monitoring model**
- » **Transaction integration with Saankhya**

SAKARMA

Decision Support System.

- **Council Meeting**
- **Structured Agenda notes**
- **Action taken reports**
- **Ward Sabha documentation**
- **Standing Committee Minutes**
- **Work review of staff**

***Application to be online by
February 2009***

ULB Level Reform

2. Shift to Accrual Based Double Entry System

- a) Govt. Order G.O.(MS)08 / 07 / LSGD dated 6-1-2007 issued for adopting Double entry accrual based accounting system.**
- b) New accounting rules issued w.e.f 1-4-2007.**
- c) Kerala municipal accounting Software has been installed in this Corporation and is functional.**
- d) Draft audit manual & budget manual has been duly prepared and is under review of the Government for approval.**
- e) Double entry system started from 1/4/2007.**
- f) Balance Sheet as on 30.10.08 put on website**

Accounting

- Double entry accrual based accounting from 2007-08 financial year
- Receipts and Payments taken from Janasevanakendram and Accounts section
- Preparation of DCB by Accounting TA team of KSUDP as pilot



Saankhya

(Accounting)

(From November 2004 to October 2008)

- No. of sites: **7**
- No. of transactions: **571753**
- Total amount transacted: **Rs. 161.21 Crore**

Impact

- Time for daily statement generation :: Reduced from one hour to few minutes
- Time for consolidated statement :: Reduced from one hour to few minutes

ULB Level Reform

3. Property Tax (85% Coverage)

- a) Government has already introduced the plinth area based Taxation System vide Govt. Order GO MS 166/2007/LSGD dtd.23/06/2007.**
- b) Zoning process commenced.**

ULB Level Reform

4. Property Tax (90% Collection Efficiency)

- a) GIS database of record of properties liable to property tax-GIS Mapping already started.**
- b) Online tax remission through website will be implemented on December 2008.**

SACHITHRA

Premises Mapping

- Property tax reform
- Cadastral base
- Road junction
- GPS grid
- Pilot survey done at Sasthamangalam ward
- Spatial frame work
- FMB merging
- Pilot overlay
- Web server integration



***Sanchaya* (Online DCB software)**

- Revenue systems

Property tax, profession tax legacy data and demand

No. of Records - Property Tax:

Main office:136399

Zonal offices:128794

Total : 265193

No. of Records - Profession tax:

Main Office:65268

Zonal Office:26990

Total: 92258

- Online system implemented at Main & Zonal offices
- Interlinking these offices will be completed by this month

Sanchaya Saankhya Integration

- Details of Property tax is now integrated with Saankhya
- Profession tax, rent on land and Building will be integrated on December 2008
- Collection through any offices (6 Zonal Office and main Office) will be established on November 2008

ULB Level Reform

5. 100% Cost Recovery (Water Supply)

- Volumetric based tariff through 100 % metering with individual meters, already exists. (KWA)

6. 100% Cost Recover (Solid Waste)

- Through Kudumbashree Unit Rs.30/house is being collected as Service Charge.

7. Internal ear marking of funds for Services to Urban Poor

- 2% of own revenue to be earmarked to CDS of poor as per Act.
- \approx 27% of plan fund earmarked for Urban, Poor, Destitute.

ULB Level Reform

8. Provision for Basic Services to Urban Poor

- a) Household level survey Completed
- b) Preparation of anti-poverty plan and poverty profile.
- c) Partially done HH level survey to cover infrastructure deficiency indicators and socio-economic deficiency indicators.

State Level

State Level

1. **74th CAA (Transfer 12 Sch. Functions)**
 - **Service delivery institutions like Hospitals, Schools and Veterinary Centers transferred. Necessary staff and funds also transferred. This is more than what is envisaged.**
2. **74th CAA (Constitution of DPC)**
 - **DPC Constituted and fully functional. DPC approves local body plans.**
3. **74th CAA (Constitution of MPC)**
 - **No one million city.**

State Level

4. Transfer – City Planning Function

All constitutionally mandated functions except fire service have transferred to ULBs.

5. Transfer – Water Supply Function

As regards Water Supply and Sewerage the planning of infrastructure would be transferred to the ULB. Implementation would be done by the Kerala Water Authority under the general supervision of ULBs. For operation and maintenance the ULBs would have formal supervisory control over the staff of KWA who would defectors be seconded to the ULB for running these services. MoU signed on 01-11-2007.

Sanitation has already been integrated in the city planning.

State Level

6. Transfer – Public Transport

For traffic and transport services there would be an integrated plan prepared in the implementation of which existing stakeholders like Public Works Departments, Police, Kerala State Road Transport Corporation, Private Bus Service providers and the Corporations would be given definite roles and a coordination arrangement put in place, to ensure that every actor plays his assigned role properly

7. Reform in Rent Control

Section 5 of Kerala Buildings (lease and rent Control) Act, 1965 provides for determination of fair rent. The fair rent is determined by the Rent Control Court considering the property tax or house tax fixed for the building in the property tax register or house tax register of the local authority within whose area the building is located.

State Level

8. Stamp Duty Rationalization to 5%

- Notification or fair value sent for printing (17 out of 19 Revenue Division other two being finalized).
- The process may take 2 more months.
- After finalization, reduction of stamp duty to be taken up.

9. Repeal of ULCRA

- NA

10. Enactment of Community Participation Law

- Already Kudumbashree Units covers 35 to 40% of people.
- As per the Act Ward Sabha has to finalize plan proposals.

State Level

11. Enactment of Public Disclosure Law

State Government already formulated and adopted a policy on public disclosure, which includes the financial statements of Urban Local Government, as per Section 297 of the Kerala Municipality Act.

Previous year plan details including expenditure is placed in the Ward Sabhas from the year 2000

Optional Reforms

Optional Reforms

1. Introduction of Property Title Certification System in ULBs

Listing of properties on the basis of database has been completed in Thiruvananthapuram corporation. Inventory of all recorded properties will be completed by 2009-10

2. Revision of Building Bye Laws – Streamlining the Approval Process

Revision process is on. Process reforms including acceptance of electronic building drawing, and streamlining processes. Finalization of requirements and application. Development of application software initiated

3. Revision of Bye Laws to make Rain - Water Harvesting Mandatory in all Building

Already Implemented

Optional Reforms

- 4. Earmarking at least 20-25 per cent of developed land in all housing projects for (both public and private agencies) for EWS/LIG category with a system of cross subsidization.**

Decision on the extent of Reservation (20-25%) by 2009-10

- 5. Simplification of legal and procedural frame works for Conversion of agricultural land for non-agricultural purposes.**

Not applicable as already there is simple procedure for conversion of Paddy fields. Government policy is not to convert agriculture land

Optional Reforms

- 6. Introduction of Computerized Process of Registration of Land and Property process started**
- 7. Bye-laws on reuse of Recycled water**
- 8. Administrative reforms**
 - a) New Public Works Manual**
 - b) New Procurement Manual**
 - c) Accounts and Audit Manual**
 - d) Ombudsmen for Local Bodies**
 - e) Appellate Tribunal**

Optional Reforms

9. Structural Reforms

Restructuring after considering the reports by Centre for Management Development under Decentralized Support Programme and AF Ferguson under Modernizing Government Programme.

10. Encouraging Public-Private Partnership

- a) GO No. 298/2004/LSGD dated 23-1-2003 issued for Single window clearance of Projects of Local Bodies under PPP.
- b) Guidelines for Projects Under PPP Vide GO No 298/2004/LSGD Dated 13-10-2004.

Capacity Building for Municipal
Service Delivery in Kerala
*Corporation of
Thiruvananthapuram*

*Kerala Sustainable Urban Development
Project*

Progress so far...

- Commenced on 1st November 2006.
- Implementation Committee formed to monitor the progress of implementation
- Core Team formed for preparing the ULB for transition to the new system and actual implementation
- Cleared backlog of over three years in finalization and approval of AFS / DCB by Council

Progress So Far...

- Kerala Municipality (Accounts) Rules, 2007 issued
- Kerala Municipal Accounts Manual, based on the new Rules, drafted, discussed, finalised and GO adopting the same issued
- Accounting Software developed and installed
- Transactions are now being entered in the new Accounting Software
- Guidelines for Valuation of Fixed Assets issued

Progress So Far...

- Kerala Municipal Financial Audit Manual drafted, discussed, finalised and submitted for approval
- Kerala Municipal Budget Manual drafted, discussed and submitted for approval
- Workshop organised to introduce the Budgeting in the new system to the Deputy Mayor, Secretary, Accounts Officer and other senior officers

Key Activities in Progress

- Development of DCB module
- Rollout of Accrual Based Double Entry System of Accounting to the entire Accounts Department
- Preparation of Budget in the new system
- Valuation of Fixed Assets

Progress of work in Corporation of Thiruvananthapuram

- Data Entry in the new system is now made on a day to day basis
- Financial Statements generated from the new Accounting Software for the half year ended 30th Sept '07 placed before the implementation committee meeting.
- Training Programme in the new Accounting System conducted for all Accounts department staff
- Fixed Asset Valuation is in progress

Benefits derived.....

After introduction of Double entry Accounting System

Accounts are made up to date

Bank reconciliation statements prepared every month

Balance sheet and Income & Expenditure statement prepared up to 30th Nov 07

Accounts fully computerized

Before introduction of Double entry Account System

Only payment details were accounted on day to day basis

Bank Reconciliation statements not done regularly

Annual Financial Statements were in arrears for several months

Books of accounts prepared manually

After

- Balance sheet on any date is available
- Better control over advances paid
- Bills and other payables accounted as and when due

Before

- No Balance Sheet is prepared
- No proper control resulting in advances pending for a very long time, unadjusted.
- Payables are not accounted, accounted only when paid.

After

- Individual balances of suppliers, contractors are available from the books of accounts (Sub ledgers maintained)
- Accounting is done Functionary wise – Function wise - Head of account wise

Before

- No such information is available from the books of accounts – files have to be referred
- No such bifurcation was available

Benefits expected

- Accounts can be finalised immediately after the financial year (within one month)
- Better financial planning and control is possible
- Improved revenue collection (when DCB module is also in place)
- Function wise – Functionary wise – Head of Account wise - Budgeting and Budgetary control is possible

THIRUVANANTHAPURAM CORPORATION JNNURM PROJECTS

PROGRESS OF IMPLEMENTATION OF
APPROVED PROJECTS UNDER JNNURM

PROJECT COMPONENT:
**BASIC SERVICES FOR THE URBAN POOR
(BSUP)**

I. SLUM IMPROVEMENT

Selected Slums

1. Two Cent Colony

2. Rajeev Nagar Colony

3. Kannanmoola Bund Colony

4. Karimadom Colony

5. Poonkulam Ashraya Project

Rs. 18.74 Crore

I. **SLUM IMPROVEMENT Contd...**

1. Revised cost Estimates based on PWD Schedule of Rates of 2008 prepared
2. Thiruvananthapuram Municipal City Corporation (TMCC) selected 3 accredited agencies as contracting agencies for implementing the 5 slum projects
3. Government appointed Kudumbashree as the 'Nodal Agency' of state

I. **SLUM IMPROVEMENT Contd...**

4. Thiruvananthapuram Municipal City Corporation (TMCC) council decision on meeting the additional cost as a result of difference between Government of India approved cost and 2008 Schedule of Rates
5. Memorandum of Understanding (MoU) and agreement signed between Thiruvananthapuram Municipal City Corporation (TMCC), and the three accredited Agencies.
6. Civil work started in Karimadom & Kannamoola Bund Colony

BSUP PHASE - III

- **Manvila Settlement Colony**
- **Manvila Harijan Colony**
- **Balanagar Colony**
- **Beemapally Varuvilakom Colony**
- **Mannamoola Colony**
- **Kalladimugam Colony**
- **Traditional Fishermen Colony**
- **Scattered Houses**

Grant Total : Rs 125,86,76,388

BSUP

- **SCATTERED HOUSES**

- **ABSTRACT**

	No. of Houses	Amount paid
• Ist Installment given -	904 -	Rs90,40,000
• IInd installment given -	449 -	Rs1,79,60,000
• IIIrd installment given	79 -	Rs39,50,000

- **SLUM DEVELOPMENT**

– Name of Colony	Agency	Amount
Karimadom Colony	Cost ford	Rs47,94,342
Kannammoola bund	Habitat	Rs56,50,636
Rajeev Nagar	Habitat	Rs59,61,520

Total - Rs4,73,56,498

Allotment - Rs5,49,09,575

Balance - Rs75,53,077

Sector	Date of Submission & Amount	Remarks
Storm Water Drainage a. Amayizhanjan Thodu b. Parvathy Puthanar		DPR Under preparation

Details of DPR submitted to Government of India

Contd..

Sector	Date of Submission	Remarks
Tourism a.Karamana - River Bank Protection b.Kovalam c.Akkulam	09/07 Rs. 9.15 Cr. Rs. 22.17 Cr. Rs. 6.55 Cr.	Revised DPR Under Appraisal in Government of India

THANK YOU

Thiruvananthapuram Corporation