LOK SATTA
People Power

Best Practices in Service Delivery in Local Governments

25th January 2006, ASCI, Hyderabad

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Best Practices

Water Supply and Sewerage

- Estimates of unaccounted for water in Indian cities range from 30 to 50%. Hardly 30 to 40% of O & M Costs on Water Supply and Sewerage are being recovered.

- Nagpur municipality Involved licensed plumbers:
  - To identify illegal connections and getting them metered – for every illegal connection that was found, monetary incentive upto Rs.100/- is provided.
  - 25,000 applications were received for water connections within a period of four months.
  - Out of 35,000 illegal connections about 70% were regularized within 4 months.
  - Quantity of water billed increased from 163 MLD to 300 MLD

Best Practices

- ➤ Citizens were encouraged to buy only standard meters from approved manufacturers. Labour charges were fixed at Rs.150 to 200 per meter.
- Chandigarh Municipality:
  - ➤ Sewerage cess of Rs.5/- per water closet in domestic buildings and Rs.10/- per water closet in commercial buildings levied.
  - ➤ Water connections are metered and defective meters replaced. Chandigarh is now collecting 100% of O & M cost of water supply and sewerage.
  - ➤ Citizen feedback was positive
- Nagpur and Chandigarh experience shows that universal metering is not at all difficult to manage

Best Practices

Toilets

- Community led toilet project in Sangli (Maharashtra):
  - Creating awareness and involvement of residents in identifying the need.
  - Taking in to consideration their misgivings about operation, suggestions about location.
  - Training women community groups to plan, supervise construction and maintain toilets.
  - Toilets for 3600 households constructed

Many initiatives in the past for community toilets did not succeed mainly because of lack of efforts to create awareness among residents and their involvement in the location, design, construction and maintenance.

Best Practices

Resource mobilization - Indore (Madhya Pradesh)

- Physical survey of all wards was carried out to identify properties not on record or where substantial improvements have taken place – this led to significant increase in the number of properties assessable for tax.

- Number of properties registered increased from 135,000 to 236,000 between 2000 and 2003.

- Computerization of all the property records, issue of computerized notices to assessees.

- Revenue increased from 16 crores to 56 crores during six years 1995-96 to 2001-2002

Best Practices

Resource mobilization - Indore (Madhya Pradesh)

- Computerization cost incurred by private firm recovered through service charges

- As part of service improvement

  - Separate window for building permission, birth and death registration, payment of bills and complaints.

  - Citizens were closely involved in the consultative process and adoption of a participatory frame work to prepare a vision of people friendly city

Best Practices

General

- **Indore Municipality:**
  - Provision of insurance for 1.64 million citizens for Rs.10,000/- covering fatal or disabling accident. 17,000 female students of municipal schools are insured so that they will receive Rs.87,000/- in case of death of one of their parents.
  - Green environment: Indore municipality launched a green belt of 130 acres on hillslope and enthused citizens to plant 15,000 trees in memory of their parents by paying Rs.251/- per tree. This scheme received tremendous response.
  - Single window complaint registration system
- **Sambalpur (Orissa) – Recreation Areas**
- **Tiruppur (Tamilnadu) – Water supply, Sewerage, roads and lighting**