



Government of India
Institute of Secretariat Training and
Management
(Department of Personnel & Training)

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Reading Material

ORIENTATION TRAINING PROGRAMME
of
ASSISTANTS, SECTION OFFICERS, UNDER
SECRETARIES
of
MINISTRY OF URBAN
DEVELOPMENT

Sponsored by
DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES
As part of the
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FOREWORD

The utility and need for training in any organization is universally accepted. This is more so in Ministries and Departments of Government of India, where apart from rules and regulations on various subjects, policies in the area of social welfare at National, State and grass-root level are formulated and implemented.

2. The focus of training is generally directed towards foundational level, where the newly recruited officials are required to undergo intensive training on various aspects of administration. Also, the concept of in-service training at various levels focusing on requirements as and when such officials move up on promotion is also firmly established.

3. However, one aspect, which generally goes un-noticed, is when officials are moved from one Ministry/Department to another, as a result of routine transfer policy or on promotion and also, officials directly recruited are allotted Ministries/Departments and join after receiving Foundational Training on general subjects. Such officials are faced with the problem of familiarizing and learning the working of the new Ministry/Department. The concept of any kind of Orientation training, focusing on the need of the Ministry/Department, is by and large not in place. The problem of such officers is more acute in Ministries/Departments implementing National Level policies in various critical sectors like water resources, where the policies/schemes are formulated at National Level but implemented through States at District, Block and Panchayat level. The problem is also acute in Ministries dealing with technical subjects like Ministry of Urban Development. The newly posted officers have to handle technical subjects without any familiarization training.

4. The newly posted officials find it extremely difficult to learn about the important policy/schemes and also their implementation mechanism at the block and village level.

5. DARPG as part of the DFID funded Capacity Building for Poverty Reduction Programme has taken initiative to bridge this gap by providing Orientation Training to the officials posted to a ministry on promotion, transfer, deputation or direct recruitment. The task of identifying training needs for such orientation training programme and based on the same, designing training and development of training material has been assigned to ISTM as Consultant.

6. As part of the above endeavour, five ministries were identified and a task team constituted in ISTM to carry out a Training Need Analysis, design an Orientation Programme and conduct one pilot programme in each of the

Ministries. The task team successfully completed this activity. It gives me great pleasure to state here that this orientation programme was received extremely well by the Ministries and the participants.

7. As a follow-up of the successful completion of the Orientation Programmes in five Ministries, DARPG entrusted Phase-II of the programme for six identified Ministries to ISTM. As in the earlier Phase the task included carrying out a need analysis and identifying training needs, design a training programme based on the identified needs and developing training material.

8. To undertake the task assigned, ISTM has constituted a consultancy team consisting of Sh. K.S. Kumar, Joint Director, Sh. Chandan Mukherjee, Deputy Director and Sh. S.K. Dasgupta, former Director, DOPT and Dr.A.N.Chakravarty, former Joint Director, ISTM (as External Consultant).

9. It gives me great pleasure that the consultancy team has conducted extensive research and studies by collecting data through questionnaire and interview along with the literature survey. Based on analysis of the data so collected training needs for the target groups of Assistants, Section Officers and Under Secretaries in Department of Agriculture and Cooperation has been identified.

10. Based on the identified training needs consultancy team has prepared Design brief, training programme brochure and training programme guide for the orientation training for the target groups on their posting to Department of Agriculture & Cooperation.

11. I am confident that this report of the consultancy team giving training needs, design brief, programme brochure and programme guide for orientation training programme for the target group will prove to be useful in commencing the capacity building initiative in the area which has remained unattended till now.

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DIRECTOR

September 2010

PREFACE

This report is an outcome of DARPG initiative as implementing agency for DFID funded Capacity Building for Poverty Reduction Programme to operationalise Orientation Training Programme for Assistants, Section Officers and Under Secretaries on their posting to the Ministry of Urban Development. DARPG assigned the task to ISTM as Consultant, which in turn constituted a consultancy team consisting of the undersigned along with Sh. Chandan Mukherjee, Deputy Director and Sh. S.K. Dasgupta, former Director, DOPT and Dr. A.N. Chakravarty, former Joint Director, ISTM (as External Consultant) to conduct training needs analysis , design training and develop training material. Consultancy team designed questionnaire and check lists for interview to collect data for identifying the training needs of the target groups. Data through questionnaire was collected from 310 officers and 4 officers were interviewed. The consultancy team also undertook extensive literature survey by collecting documents / reports from the Ministry.

2. Based on the data collected and analysis thereof, training needs of the target group have been identified and are given in Chapter -6 of the Report.
3. As the outcome of the identified needs, design brief, training design, programme brochure and programme guide indicating aim, objectives, contents, methodology, deliverables, evaluation and assessment parameters for Orientation Training Programme have been prepared and are at Chapter 7 to 10.
4. The consultancy team hopes that this report will facilitate operationalisation of Orientation Training Programme for Assistants, Section Officers and Under Secretaries on their posting to new ministry and lead to enhanced productivity and improved decision making. We look forward to constructive suggestions / comments for improving our efforts, both in content and context.

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The initiative taken by Department of Administrative Reforms and Public Grievances to institutionalize a system of Orientation Training as a pilot project in five Ministries will go a long way in increasing efficiency and productivity of the concerned Ministries. The Institute of Secretariat Training and Management (ISTM) and the Consultancy Team express their deep gratitude to Department of Administrative Reforms and Public Grievances for entrusting this responsibility to them, which involves the entire gamut of collection of data, identification of training needs, design of training and also preparing the training material.

2. The Consultancy team is grateful to Secretary, Department of Administrative Reforms and Public Grievances and all other officers of the Department for their guidance and assistance extended to the team from time to time.

3. The Consultancy Team is grateful to Sh. V.K. Sharma, Director (Admn.), Ministry of Urban Development for coordinating the visit of the team to the Ministry for collection of data and for facilitating meeting with other officers to ascertain their views and for providing relevant material pertaining to the Ministry and also, copies of various circulars issued by the Ministry from time to time.

4. The Consultancy Team is grateful to Ms.Sujata Chaturvedi, Director & Dy. CVO (NURM Division), Sh. M. Shankaranarayanan, Dy. Advisor (CPHEEO), Shri A.K.Saroha, Director (UT Cell) and Ms.E.P.Nivedita, Director (WS & LSG) for sparing their valuable time for interacting with the Team and providing valuable suggestions and information relating to Orientation Training in the Ministry.

5. Dr. Khwaja M. Shahid, Director, ISTM has been a great source of strength and morale-booster by providing necessary guidance and assistance to the

Consultancy Team as and when required. The Team is grateful to Dr. Shahid for guidance in undertaking the task.

6. Last but not the least the Consultancy Team acknowledges the contribution and assistance provided by the supporting staff consisting of Smt. Veena Monga, Smt. Binita Pandey, Shri Ravi Shankar, and Shri Attar Chand. But for their untiring efforts, the Team could not have succeeded in submitting this part of the Report.

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INTRODUCTION

The Ministry of Urban Development has the responsibility of broad policy formulation and monitoring of programmes in the areas of urban development, urban water supply and sanitation. These are essentially State subjects but the Government of India plays a coordinating and monitoring role and also supports these programmes through Central and Centrally Sponsored Schemes. The Ministry addresses various issues of urban sector through policy guidelines, legislative guidance and sectoral programmes.

- 1.1 Urbanization in India has become an important and irreversible process, and an important determinant of national economic growth and poverty reduction. The process of urbanization is characterized by a most dramatic increase in the number of large cities, although India may be said to be in the midst of transition from a predominantly rural to a quasi urban society.
- 1.2 At current rates of growth, urban population in India will reach a staggering total of 575 million by 2030 A.D. According to Census 2001, as many as 35 Cities in India had population of a million plus.
- 1.3 It is acknowledged that this transition to a quasi- urban society, however, has not been accompanied by a commensurate increase in the supply of basic urban services like water supply, sewerage and drainage network, garbage disposal facilities, citywide roads, public transport, and public safety systems like street lighting and pedestrian pathways. The supply of land and housing have not kept pace with the increase in urban population.
- 1.4 In the Eleventh Plan period, it was estimated that urban water supply alone would require investment of Rs 53666 crore, and sanitation including sewerage treatment, drainage and solid waste management investment of another Rs 75553 crore. With increased population in urban areas, urban transportation needs in the Eleventh Plan would require investment of Rs 132590 crore. There is a wider appreciation that the size and nature of the urban problems that cities and towns face needs partnership between the public and private sectors and that the existing policies and statutes relating to land, housing and rent need to be reviewed and modified in tune with the emerging challenges.
- 1.5 In recent years, the urban sector in India has undergone a major change following the country's transition towards a market-based economy and

the spirit of decentralization embodied in the Constitution (Seventy Fourth) Amendment Act, 1992. The decade of the 1990s and 2000s had also witnessed important changes in the thinking about cities and their role in economic growth and reduction in poverty. There is a wide acceptance of importance of urban governance, and recognition of challenges of accountability and responsiveness of the local self governments to people, and in this perspective, importance of self-sustainability and creditworthiness of such local governments. Therefore, the pricing system of urban services requires major overhauling, as services when tendered indiscriminately to all below cost cannot be sustained.

- 1.6. **The Jawaharlal Nehru National Urban Renewal Mission (JNNURM), which was launched on 3rd December, 2005** is expected to give focused attention to integrated development of urban infrastructure and services in select 65 Mission cities with emphasis on provision of basic services to the urban poor including housing, water supply, sanitation, slum improvement, community toilets etc. The Mission makes available reform linked Central Assistance over the Mission period of seven years beginning from 2005-06. There are also subcomponents under JNNURM to cater to similar needs of the small towns and cities.
- 1.7 The objective of the Mission (JNNURM) is to encourage the city governments to initiate measures that would bring about improvements in the existing service levels in a financially sustainable manner. The Mission calls upon states/cities to undertake fiscal, financial and institutional changes that are required to create efficient and equitable urban centers, and the Mission is reforms-driven, which would largely meet the challenges of urban governance.
- 1.8 The erstwhile Centrally Sponsored Schemes for Infrastructure Development in Mega Cities, Integrated Development of Small and Medium Towns (IDSMT), Accelerated Urban Water Supply Programme (AUWSP) and Urban Reforms Incentive Fund (URIF) (administered by Ministry of Housing and Poverty Alleviation) were subsumed in the Mission.
- 1.9 The Ministry of Urban Development laid down a National Urban Sanitation Policy in 2008 and also prescribed service level benchmarks for municipal services. The Ministry is supporting capacity building at various levels, including of the urban local bodies and the State personnel in areas related to governance, financial management, and service delivery.
- 1.10 The Ministry of Urban Development has also been entrusted with the responsibility of planning and co-ordination of urban transport matters. The Ministry had prescribed a National Urban Transport Policy in 2006. The objective of the policy is to ensure easily accessible, safe, affordable,

quick, comfortable, reliable and sustainable mobility for all, and the Ministry has been extending support and guidance to the States for implementation of the Policy, as well as monitoring the progress.

- 1.11 The other set of responsibilities of the Ministry of Urban Development pertains to construction and maintenance of Central Government buildings, including residential accommodation, with the exception of those under the Ministry of Defence, Atomic Energy, Railways and Communication. It is also responsible for management of Central Government land/property, most of which is confined to Delhi and some of the metropolitan cities. These functions are discharged through the Central Public Works Department (CPWD) and Land and Development Office (L&DO). Printing & stationery requirements of all the Central Government Ministries/ Departments and stocking and selling of Government publications are also looked after by the Ministry.
- 1.12. Under its administrative control, the Ministry of Urban Development has four Attached and three Subordinate Offices, one Public Sector Undertaking and five Statutory/Autonomous Bodies, including one non-statutory registered society.
- 1.13. The **Central Public Works Department (CPWD)** is the largest of these Organizations. A work load of Rs.6182.00 crore was achieved during the year 2008-2009. The **Directorate of Printing** with Presses in various parts of the country caters to the printing requirements of the Central Government Ministries/Departments. The **Directorate of Estates** is mainly responsible for administration of Government Estates and Hostels. The **Land and Development Office (L&DO)** administers *nazul* and rehabilitation leases in Delhi, in addition to managing the Central Government lands in Delhi.
- 1.14 The **Town & Country Planning Organisation (TCPO)** is the technical arm of Ministry of Urban Development in matters of town planning, regional planning and urban development. The **Government of India Stationery Office** caters to the stationery requirements of the Central Government Offices. The **Department of Publication** stocks and sells Government publications.
- 1.15 The **National Buildings Construction Corporation Ltd. (NBCC)** is a civil construction agency. NBCC today is about Rs.1000 crore plus company and its activities are spread all over the country and abroad. NBCC is a Memoranda of understanding (MOU) signing company, and based on the evaluation of MOU parameters its performance has been rated as "Excellent" consistently during 2003-04 to 2007-08.

- 1.16. The **Delhi Development Authority (DDA)** has statutory jurisdiction for overall development and land use in the National Capital Territory of Delhi and the **Delhi Urban Arts Commission (DUAC)** has statutory mandate to preserve and develop aesthetic quality and environment in Delhi. The **National Capital Region (NCR) Planning Board** constituted in March, 1985 under the NCR Planning Board Act, 1985, has the important goal to evolve harmonized policies for control of land uses and development of infrastructure in the NCR so as to avoid any haphazard development of the Region. The **National Institute of Urban Affairs (NIUA)**, set up in 1976, is an autonomous non-statutory body, registered under the Societies Registration Act, 1860, for carrying out urban research in the country. It is also involved in collection, processing, storing and dissemination of information relating to urban local bodies, their functioning, management, finances, development programmes and training. **Rajghat Samadhi Committee** was constituted in 1951 in accordance with the Rajghat Samadhi Act 1951, to administer Rajghat, the Samadhi of Mahatma Gandhi.

2

URBAN DEVELOPMENT

The Ministry of Urban Development is implementing a number of Central and Centrally Sponsored Schemes for assisting the States in meeting the challenge of rapid urbanization. Brief details of the schemes and progress made during the year 2008-2009 are given in the succeeding paragraphs.

i) **Jawaharlal Nehru National Urban Renewal Mission (JNNURM)**

Introduction

- 2.1 The Jawaharlal Nehru National Urban Renewal Mission(JNNURM) was launched on 3rd December, 2005 with the objective of reforms driven and fast track development of cities across the country, with focus on bringing about efficiency in urban infrastructure, service delivery mechanisms, community participation and accountability of Urban Local Bodies(ULB) and Parastatal agencies towards citizens.
- 2.2 The Ministry of Urban Development is entrusted to implement the Urban Infrastructure and Governance (UIG) component of JNNURM in the 65 Mission cities. Also, the Ministry is entrusted to implement the Urban Infrastructure Development Scheme for Small and Medium Towns (UIDSSMT) scheme, which is a subcomponent of JNNURM for all other towns and cities.

Duration of the Mission and coverage

- 2.3 The duration of the Mission is seven years beginning from 2005-06 to 2011-2012. During the period, the Mission seeks to ensure sustainable development of select cities numbering 65.

Mission Strategy

- 2.4 The Mission Strategy is as follows:—
 - (i) Planned urban perspective frameworks for a period of 20-25 years (with 5 yearly updates) indicating policies, programmes and strategies of meeting fund requirements would be followed by preparation of Development Plans integrating land use with services,

urban transport and environment management for every five year plan period.

- (ii) Cities/Urban Agglomerations/ parastatals will be required to prepare Detailed Project Reports for undertaking projects under identified areas.
- (iii) Private Sector Participation in development, management and financing of Urban Infrastructure would be clearly delineated.
- (iv) Funds for the identified cities would be released to the designated State Nodal Agency, which in turn would leverage, to the extent feasible, additional resources from the financial institutions/ private sector/ capital market.
- (v) Funds from Central and State Government will flow directly to the nodal agency designated by the State, as grant. The nodal agency will disburse central assistance to ULBs or parastatal agencies as the case may be, as soft loan or grant-cum-loan or grant.
- (vi) A revolving fund will be created to meet the operation and maintenance costs of the assets created under the Mission.

ii) Urban Infrastructure and Governance (UIG)

2.5 The main thrust of the sub-mission on Urban Infrastructure and Governance is 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 conforming areas etc.

The inadmissible components are projects pertaining to the following:—

- (i) Power
- (ii) Telecom
- (iii) Health
- (iv) Education
- (v) Wage employment programme & staff component

2.6 Depending upon population, geographical location of the cities and category to which a city belongs, funding under JNNURM is provided as indicated below:—

- (i) 35% / 50% / 80% / 90% of the cost of projects would be funded by the Government of India through 100% Additional Central Assistance (ACA) and
- (ii) 65% / 50% / 20% /10% would be funded by State/ULBs/Financial Institutions.
- (iii) The funds would be released in four installments.
 - The first installment shall be released on signing of MOA and approval of City Development Plans (CDPs) /Detailed Project Reports (DPRs).
 - The balance will be released in subsequent installments dependent upon achievement of reform/milestones and progress of projects.

2.7 Funds have been allocated under Mission to States/UTs as per the population criteria. The criteria for allocation for UIG component is based on urban population of the Mission cities. The Planning Commission has allocated Rs.50,000 crore for the whole mission period i.e. 2005-2012 for all components of JNNURM and Rs.31,500 crore (including additional allocation of Rs.6000 crore in UIG in February, 2009) for UIG component of JNNURM for the Mission period. .

National Steering Group

2.8 To steel the Mission objectives, a National Steering Group has been constituted under the Chairmanship of Minister of Urban Development with Minister of Housing and Urban Poverty Alleviation as co-Chairperson. The National Steering Group may add additional reforms to the identified reforms and may consider addition or deletion of cities/towns under Category-C (other than State Capitals) based on the suggestions received from State Governments. The number of cities under the Mission shall, however, remain around 60.

2.9 So far National Steering Group has held six meetings. The sixth meeting was held on 24.11.2009.

Urban Reforms

2.10 The main thrust of the strategy of urban renewal is to ensure improvement in urban governance so that Urban Local Bodies (ULBs) become financially sound and the assets created are maintained properly. To achieve this objective, State Governments and Urban Local Bodies are required to accept implementation of an agenda of reforms. The proposed

reforms broadly fall into two categories:—

- i. Mandatory Reforms
- ii. Optional Reforms

2.11 All the mandatory and optional reforms are to be implemented by the State/ULB/Parastatals within the mission period.

iii) Urban Infrastructure Development Scheme for Small And Medium Towns Scheme (UIDSSMT)

2.12 Urban Infrastructure Development Scheme for Small & Medium Towns (UIDSSMT), one of the sub-component of JNNURM, was launched on December, 2005 by subsuming the erstwhile Scheme of Integrated Development of Small and Medium Towns (IDSMT) and Accelerated Urban Water Supply Programme (AUWSP). The objectives of the Scheme are:—

- (a) To improve infrastructural facilities and help create durable public assets and quality oriented services in cities and towns.
- (b) To enhance public-private partnership in infrastructural development and
- (c) To promote planned integrated development of towns/cities

2.13 The scheme is for seven year duration beginning from 2005-06. All cities/towns as per 2001 census excepting cities/towns covered under Jawaharlal Nehru National Urban Renewal Mission (JNNURM) are eligible to be covered under the scheme. The components for assistance under the scheme included all urban infrastructure development projects including water supply and sanitation. An amount of Rs.6400.00 crore has been earmarked for the 7 year Mission period (2005-2012) which has been enhanced by Rs.5000.00 crore during 2008-09. Under UIDSSMT total 4314 towns/cities are eligible.

2.14 Out of total projects approved, water supply schemes account for 63% followed by sewerage 20%, roads 08%, storm water drains 07%, solid waste management and others 2%.

2.15 As required under the Scheme all the states which have availed ACA have signed Memorandum of Agreements (MoAs) with Government of India for carrying out Urban Sector Reforms at State/Parastatal/ ULB levels. As

reported by the State Governments, implementation of the Reform Agenda is at various stages within the agreed timeline.

iv) National Urban Information System (NUIS)

- 2.16 The Ministry of Urban Development has launched National Urban Information System (NUIS) Scheme during on Tenth Five Year Plan (March 2006) to develop GIS databases for 137 towns/cities in the country in two Scales i.e., 1:10000 and 1:2000. In addition utility mapping on 1:1000 Scale will also be undertaken for 24 towns. The total number of Towns under NUIS Scheme has been increased to 152 due to addition of towns from the States of Jammu & Kashmir, Sikkim and Tripura and dropping of towns from States of Delhi and Uttrakhand as requested by State Govts. and approved by Technical Advisory Committee (TAC).
- 2.17 The objectives of the Scheme are to: a) develop spatial and attribute database; b) Use modern data sources; c) develop standards; d) develop urban indices, and e) Build capacity at State & Local body Level. The NUIS scheme consists of four major components i) Mapping, ii) Systems (HW/SW) iii) National Urban Data Bank and Indicators (NUDB&I) and iv) Capacity Building.
- 2.18 During 1st Phase, 152 towns/cities will be covered under NUIS Scheme at an estimated cost of Rs.66.28 crore to be shared by the Centre and the in the ratio of 75:25. Generation of digital maps and GIS database under this Scheme is being outsourced to Survey of India which will undertake the job jointly with National Remote Sensing Agency (NRSA). The Town and Country Planning Organization (TCPO) under the Ministry of Urban Development is the nodal agency for implementation and review of the Scheme.
- 2.19 As on date 32 States (including 5 UTs) have released State share for mapping and generation of GIS database to Survey of India. NCT of Delhi, Uttarakhand and Tamil Nadu have been dropped from the scheme. Geo-referencing for 117 towns has been completed. GIS database for 66 towns at 1:10000 is ready and has been forwarded to SOI for Quality Certification. Aerial Photography in 86 towns has been completed for 1:2000 mapping. 29 States have been released Central Share for National Urban Databank and Indicators (NUDB&I) and Central share for HW/SW. NUDB&I data collection has been completed in 70 towns in 17 states. 28 Training programmes and 4 regional workshops have been completed and 2 training programmes on hands on experience on Integrated GIS Database under the NUIS scheme.
- 2.20 A sum of Rs.28.54 crores has been released out of the Central share during the years 2005-06 to 2009-10). A sum of Rs.1.00 crore has been provided

in BE 2009-10 to continue implementation of the Scheme. Rs.12.42 lakhs have been spent in FY 2009-10 (Ending December, 2009).

v) Scheme for Urban Infrastructure in Satellite Town around seven mega cities.

2.21 Ministry of Urban Development has formulated a Scheme for Urban Infrastructure in Satellite Town around seven mega cities. The objectives of this scheme are as under:

- i) To develop urban infrastructure facilities such as drinking water, sewerage, drainage and solid waste management etc. at satellite towns/counter magnets around the seven mega-cities and to channelize their future growth so as to reduce pressure on the mega cities;
- ii) To implement reforms such as E-Governance, property tax, double entry accounting, creation of barrier free environment, structural safety norms in compliance with the National Building Code, water and energy audit of water and wastewater utilities and implementation of service level benchmarks;
- iii) Strengthening implementation of reforms such as levy of reasonable user charges, earmarking of budgets for basic services and at least 10-15% of housing sites for the urban poor, formulation of bye-laws to incorporate provisions for disaster management, water harvesting and reuse and recycle of waste water and implementation of Public Private Partnership (PPP) projects.

2.22 To promote the following Urban Local Bodies (ULB level reforms:

- Adoption of a modern, accrual based, double entry system of accounting;
- Introduction of a system of e-governance using IT applications, Geographical Information Systems (GIS) and Management Information Systems (MIS) for various urban services and establishment of citizens facilitation centres.
- Reform of property tax with Geographical Information System (GIS) and arrangements for its effective implementation so as to raise collection efficiency to 85 per cent.
- Levy of reasonable user charges, with the objective that full cost of operation and maintenance is collected within seven years.
- Internal earmarking of budgets for basic services to the urban poor;
- Earmarking of housing sites for the urban poor;
- Formulating bye laws which shall incorporate provisions for disaster management, rainwater harvesting, reuse and recycle of waste

water, barrier free environment and structural safety and shall also be in strict compliance with the National Building code;

- Implementation of Public Disclosure Law;
- Implementation of Community Participation Law.

2.23 Selection of Satellite town is linked to implementation of Urban reforms. In the first phase seven metropolitan cities are to be covered and the central assistance will be admissible for Water Supply and Sanitation, Sewerage and Solid Waste Management and Capacity building assistance for implementation of reform identified under the scheme.

2.24 The States have identified towns for coverage under the scheme. The CDP's and DPR's are likely to be prepared by February, 2010 and sanction of projects will commence thereafter.

vi) Tax Free Municipal Bonds

2.25 In 2009-10, Government inserted a new clause (vii) in Section 10(15) of the Income Tax Act, 1961, exempting interest income from bonds issued by local authorities. The funds raised from Tax Free Municipal Bonds are to be used only for capital investments in urban infrastructure for providing one or more of the following:-

- i. Potable Water Supply
- ii. Sewerage or Sanitation
- iii. Drainage
- iv. Solid Waste Management
- v. Roads, Bridges and Flyovers; and
- vi. Urban Transport (if this is a municipal function under respective state legislation)

2.26 Ministry of Urban Development has been designated as the nodal agency for processing applications for issue of tax free bonds.

vii) Pooled Finance Development Scheme

2.27 Central Government has set up a Pooled Finance Development Fund (PFDF) to provide credit enhancement to ULBs to access market borrowings based on their credit worthiness through State-Level-Pooled Finance Mechanism. The broad objectives of PFDF are:—

- Facilitate development of bankable urban infrastructure projects through appropriate capacity building measures and financial structuring of projects. Bankable projects within the context of PFDF

are defined as those projects structured with appropriate credit enhancement measures in such a way that they demonstrate the capacity for servicing the market debt to the satisfaction of the rating agencies and potential investors.

- Facilitate Urban Local Bodies to access capital and financial markets for investment in critical municipal infrastructure by providing credit enhancement grants to State Pooled Finance Entities (SPFEs) for accessing capital markets through Pooled Financing Bonds on behalf of **one or more** identified ULBs for investment in identified urban infrastructure projects.
- Reduce the cost of borrowing to local bodies with appropriate credit enhancement measures and through restructuring of existing costly debts.
- Facilitate development of Municipal Bond Market.

2.28 For implementing Pooled Finance Mechanism, a State Pooled Finance Entity (SPFE) shall be required to be set up in each State. Each SPFE is to be primarily State designed and could either be a Trust or a Special Purpose Entity, provided that the entity is only a pass through vehicle. The basic advantage of setting up of SPFE would be that it would enable the ULBs to enter the bond market on a regular basis and take advantage of scaled up operations. Further, efficient SPFEs can generate fair degree of goodwill in the bond market and may be able to achieve much higher levels of efficiency in operations than individual ULBs. Most importantly, it shall be able to hedge risk against much larger spectrum of activities than individual ULBs.

2.29 The Central Government would support SPFEs through the PFDF. Of the funds made available with the Central Government for PFDF, 5% would be utilized for project development assistance. Balance 95% would be utilized for contribution to the Credit Rating Enhancement Fund (CREF) to improve the credit rating of the Municipal Bonds to investment grade.

2.30. Cost of project development for each municipality/ULB would be worked out. 75% of these costs would be reimbursed by the Central Government and 25% by the State Government/Union Territory Government/ULBs. Cost of transaction, including appointment of advisors, rating agencies and creation and operationalisation of SPFEs may also form part of this package. Contribution by the Central Government to the CREF will be 10% of the proposed amount of Bond issue or 50% of the CREF requirement as determined by a credit rating agency for investment grade rating, whichever is less. Respective State Government/Union Territory Government will contribute the balance amount.

- 2.31 The contribution from Central Government to the CREF will be one time and upfront. In the event of default, there will be no further recourse to Central Government and the denouncement would be on the agency/institution guaranteeing the debt. At the end of tenure of bonds issued, the Central and State share in CREF would remain with the State entity for further leveraging of funds for infrastructure investment to municipalities/ULBs. CREF will be managed by the SPFEs and its accounts shall be kept separate from other functions of SPFE. Funds in CREF shall be invested in notes or bonds of Government of India or in accounts/notes/bonds of financial institutions rated by a recognized credit rating agency in the highest category (AAA). In this manner, corpus of CREF will grow with time and SPFE will be able to leverage further investment in urban infrastructure.
- 2.32 The bonds issued under the Pooled Finance framework will be eligible for tax-free status under the Ministry's Guidelines on Tax Free Municipal Bonds, incorporating SPFEs being Trusts as Eligible Issuers for which necessary amendment to Income Tax Act is to be made by Ministry of Finance. However, interest and dividend income earned from investments made from the CREF corpus will not be exempted from the income tax.
- 2.33 PFDF will ensure availability of resources to urban local bodies in order to improve urban infrastructure, service delivery and ultimately to achieve the goal of self sustainability. Ongoing programmes of both the Central and State Governments may not be adequate enough to fill the resource gap given the extent of requirement. PFDF is one more effort to address this gap through which cities will be able to access market funds for their infrastructure projects.
- 2.34 So far, the States of Andhra Pradesh, Karnataka, Nagaland, Orissa, Rajasthan, Tamil Nadu, Kerala and Assam have set up their "State Pooled Finance Entity" for implementation of the scheme in their States in accordance with the Guidelines of the Scheme. The State of Goa has intimated that setting up of a SPFE in the State is not feasible. The first proposal for issue of tax free Pooled Finance Development Bond worth Rs.45.00 crore received from Water and Sanitation Pooled Fund, the designated SPFE of Tamil Nadu, has been notified by the Department of Revenue in the Official Gazette on 14.1.2008. The proposal involved release of Rs.4.50 crore towards contribution to CREF and Rs.1.16 crore for Project Development cost which were released on 15.2.2008. During 2008-09, no expenditure incurred against a budget provision of Rs.20.00 crore as no proposal was received during the year. During 2009-10, a budget provision of Rs.0.01 crore has been made for the Scheme and anticipated expenditure is expected to be Rs.4.49 crore as one proposal has been received in November, 2009 which is under consideration.

3

URBAN WATER SUPPLY AND SANITATION

Water supply and sanitation are important basic needs affecting the quality of life and productive efficiency of the people. The State Governments/Union Territories and urban local bodies are responsible for providing these services through planning, design, implementation, operation and maintenance. The Ministry of Urban Development assists the State Governments/UTs by providing guidance for policy formulation, technical approval of schemes and provides Central funds under the Central and Centrally-sponsored schemes and facilitates external assistance from bilateral/multilateral agencies. The programmes and activities undertaken by the Ministry during 2009-10 are as under:

Centrally Sponsored Accelerated Urban Water Supply Programme (AUWSP)

- 3.1 The Centrally-sponsored Accelerated Urban Water Supply Programme (AUWSP) was launched in 1993-94 by the Government of India to provide Central assistance to State Governments on 50:50 matching basis for implementation of water supply schemes in small towns numbering 2151 with population less than 20,000 as per 1991 Census. The towns covered by the same population criteria as per 2001 census were also made eligible for assistance in accordance with subsequent decision taken in consultation with Planning Commission.
- 3.2 On the basis of information received from different State Governments as on 31.3.2009, water supply schemes in 991 towns are reported to have been completed / commissioned / partially commissioned. One of the schemes viz. Gopalpur in Orissa has been dropped.
- 3.3 With the launching of JNNURM, under which UIDSSMT formed a subcomponent for catering to Urban Infrastructure including for water supply and sanitation in small and medium towns, AUWSP was submitted in UIDSSMT.

Central Scheme of Solid Waste Management and Drainage in Air Field Towns

- 3.4 Bird hits are among the major causes of air crashes in our country leading to the loss of costly Defence Aircrafts and loss of invaluable lives of pilots. An Inter-Ministerial Joint Sub-Committee constituted by the Ministry of Defence recommended to provide proper sanitation facilities, including Solid Waste Management and Drainage to overcome the bird menace in the following 10 towns having airfields of Indian Air Force:—

1. Gwalior (M.P.) 2. Ambala (Haryana)
 3. Hindon (U.P.) 4. Jodhpur (Rajasthan)
 5. Tezpur (Assam) 6. Dundigal (A.P.)
 7. Sirsa (Haryana) 8. Adampur (Punjab)
 9. Pune (Maharashtra) 10. Bareilly (U.P.)
- 3.5 Six of the schemes viz. Gwalior, Sirsa, Ambala, Jodhpur, Dundigal and Adampur have already been completed and the remaining four are expected to be completed during the current financial year.

Sea Water Reverse Osmosis De-salination Plant at Nemmeli, Chennai

- 3.6 The Government of India has accorded approval for implementing the 100 mld capacity Sea Water Reverse Osmosis Plant at Nemmeli at an estimated cost of Rs.908.28 crore. The total Additional Central Assistance (ACA) to be given is Rs.871.24 crore.
- 3.7 The progress of implementation of the scheme is being closely monitored by a High Level Committee headed by the Chief Secretary, Government of India.

Brihan Mumbai Storm Water Drainage (BRIMSTOWAD) Project at Mumbai

- 3.8 The Government had accorded approval for the 'Brihan Mumbai Storm Water Drainage (BRIMSTOWAD) Project' at a cost of Rs 1200 crore in July 2007. Ministry of Finance released Rs. 400 crore as first instalment on 23rd August, 2007 and Rs 100 crore as second instalment on 17th February, 2009. A Joint Monitoring Committee was set up on 20th August, 2007 to review works of BRIMSTOWAD under the Chairmanship of Joint Secretary (UD), Ministry of Urban Development. A review meeting was held on 4.9.2009 at Mumbai. Out of 20 works of Phase-I, 11 have been completed and 9 are in progress. Out of 38 works of Phase-II, 27 are in progress and 11 tenders are under preparation.

National Urban Water Awards 2009

- 3.9 The National Urban Water Awards (NUWA) have been instituted by the Ministry of Urban Development, Government of India, in partnership with the Administrative Staff College of India (ASCI) and the German Technical Cooperation Agency (GTZ), an international cooperation enterprise for sustainable development to recognize exemplary practices by Urban Local Bodies and Water Boards across the country that have led to improved services to citizens. The NUWA was launched in 2008, and the awards were given by her Excellency Smt. Pratibha Devisingh Patil, Hon'ble President of India.

National Urban Sanitation Policy

- 3.10 Ministry of Urban Development formulated the National Urban Sanitation Policy (NUSP) in 2008. The main goal of the policy is to transform Urban India into community driven totally sanitized, healthy and liveable cities and towns. The goals of the policy will be achieved in a time bound manner i.e. short term, medium term and long term objective.
- 3.11 The vision of the policy is that All Indian cities and towns become totally sanitised, healthy and livable and ensure and sustain good public health and environmental outcomes for all their citizens with a special focus on hygienic and affordable sanitation facilities for the urban poor and women. Awareness Generation and Behavioral Change; Open Defecation Free Cities; Integrated City Wide Sanitation; Sanitary and Safe Disposal; and Proper Operation and Maintenance of all Sanitary Installations are main goals of the policy.
- 3.12 A National Advisory Group on Urban Sanitation (NAGUS) has been convened by the Ministry of Urban Development which includes representatives of the Ministries of Health, Social Justice and Empowerment, Housing and Urban Poverty alleviation, Water resources, external experts and representatives of State Governments. The National Advisory Group on Urban Sanitation will assist the Ministry of Urban Development in implementing the National Policy.
- 3.13 Ministry of Urban development has apart resources to the extent of Rs 52.50 crore over a five year period for activities such as National awareness generation campaign, Rating and National award scheme, Capacity building and training , State level strategies and sample City Sanitation Plans (CSPs), National Advisory group on Urban sanitation.
- 3.14 In order to strengthen implementation of NUSP, the Ministry of Urban Development, Government of India has launched three important activities namely the rating of cities, a communication campaign and formulation of State Sanitation Strategies & City Sanitation Plans.
- 3.15 The rating of 441 class I cities will be carried out on the basis of output, outcome and process related indicators. It will be completed by March, 2010. Based on the rating, a National Award known as “Nirmal Shahar Puruskar” will be announced. The aim is to recognize and reward improvements made by a city towards becoming totally clean & healthy by achieving 100% sanitation.
- 3.16 Ministry of Urban Development has decided to launch a radio campaign on civic issues. Radio spots would be broadcast to inform & encourage urban

citizens to change their habits and behaviour so that they are able to contribute positively to making their own homes, neighbourhoods and the city clean and healthy.

- 3.17 The third activity is in the nature of support to state & cities to plan for the achievement of 100% sanitation in an integrated fashion through the formulation of State Sanitation Strategies & City Sanitation Plans.

Public Health Engineering (PHE) Training Programme

- 3.18 The P.H.E training programme has been started by the Ministry with the objective of providing training to in-service Engineers and Para Engineering Staff of the various State Public Health Engineering Departments, Water Supply and Sewerage Boards, Urban Local Bodies etc.

4

URBAN TRANSPORT

Since 1986, Ministry of Urban Development is the nodal ministry for planning and coordination of Urban Transport matters at the central level. However technical planning of rail transport continues to be with Indian Railways. Similarly, road transport is the responsibility of the Ministry of Surface Transport. However, the major responsibility for urban transport infrastructure and service delivery rest with State Governments and urban local bodies (ULB).

4.1 Urban Transport is one of the key elements of urban infrastructure. An effective urban transportation system enhances productivity and growth of the economy. The urban transportation covers two broad modes viz. private transport and public transport. The public transport enable the poor by making access to economic opportunities easier. As compared to private mode of transport, public transport is energy efficient and less polluting. Public transport systems also help to maximize urban rural linkage and improves access of the rural/semi-urban population in the periphery to the city centres for various purposes.

4.2 The major activities of urban transport initiative is to provide efficient and affordable public transport. This Ministry has formulated a National Urban Transport Policy (NUTP), in April, 2006 with objectives to ensure easily accessible, safe, affordable, quick, comfortable, reliable and sustainable mobility for all. It, inter-alia seeks to promote integrated land use and transport planning, greater use of public transport and non-motorized modes of travel, use of cleaner technologies. It offers Central Government's financial support for investments in public transport, infrastructure for greater use of non-motorized modes, as well as in the construction of parking facilities, including demonstrative pilot projects. It encourages capacity building at institutional and individual level, innovative financing mechanisms, institutional coordination, association of the private sector and need for public awareness and cooperation.

I) Reforms in Urban Transport

4.3 The Additional Central Assistance would be tied to following reforms in the field of urban transport as part of conditions of sanction of projects under JNNURM:

State level

- i) Setting up of a city-level Unified Metropolitan Transport Authority (UMTA) for all one million plus cities, duly backed by a legislation, to

facilitate coordinated planning and implementation of projects relating to urban transport and their integrated management.

- ii) Setting up of a Dedicated Urban Transport Fund at the State level.
- iii) Change in bye-laws and Master Plan of cities to integrate land-use and transport.
- (iv) Nominating a single department at the State level to deal with all urban transport issues as against different departments at present.
- (v) Setting up of a regulatory / institutional mechanism to periodically revise fares for all public and intermediate public transport systems.
- (vi) The State Government and ULB waiving off / reimbursing all its taxes on urban Buses and city bus service/BRTS.

City level

- (i) Setting up of a Dedicated Urban Transport Fund at the city-level.
- (ii) An advertisement policy which taps advertisement revenue on public transport, intermediate public transport and public utilities for public purposes subject to relevant legislations.
- (iii) Parking policy wherein parking fee represents the true value of the land occupied, which is used to make public transport more attractive; banning of parking on arterial/ring roads, multi-level parking centres in City centres with park-and-ride facility etc.
- (iv) A well organized and efficient city bus system by using ITS through city-specific Special Purpose Vehicle(SPV) for bus services, preferably on public private partnership(PPP), under well structured contracts where the umbrella institution of the government professionally does the role of planning, coordination, contracting, monitoring, supervision as well as management of common infrastructure and services etc .
- (v) Multimodal integration, including suburban railways (by involving Ministry of Railways) to provide network-connectivity in the region and single ticketing to provide seamless travel.
- (vi) Setting up of a Traffic Information Management Control Centre for effective monitoring and enforcement of traffic as well as data-generation and data collection for future planning.

- 4.4 There shall be a time bound plan for implementation of all these reforms within the mission period.

II) Metro Rail Projects in India

1. Delhi MRTS Project Phase-I

- 4.5 The Government of India (GOI) approved the investment proposal for Phase-I of the Delhi Mass Rapid Transit System (MRTS) Project on 17th September, 1996 at an estimated cost of Rs.4859.74 crore at April, 1996 prices with equity contribution by GOI and Government of National Capital Territory of Delhi (GNCTD) in equal proportion, long term debt from Government of Japan and balance of project cost by way of revenue from property development.

2. Delhi MRTS Project Phase-II

- 4.6 The GOI had initially approved the investment proposal for Delhi MRTS Phase-II on 30.8.2005 at an estimated cost of Rs.8118 crore and further revised alignment from IIT to Qutab Minar on 17.10.2006 at an estimated cost of Rs.558 crore i.e. a total cost of Rs.8676 crore for a stretch of 54.675 km. The cost was further revised to Rs.8605.36 crore on 7.03.2008 after sanction of standard gauge (SG-1435 mm) earlier sanctioned on broad gauge (BG-1676 mm) on Inderlok Mundka Corridor with a saving in cost of Rs.70.64 crore. The taxes and duties were waived off for Phase-II also.

i) Extension of Delhi Metro Phase-II to Gurgaon

- 4.7 Extension of Delhi Metro from Ambedkar Colony to Sushant Lok in Gurgaon (14.47 kms.- Delhi portion 7.42 kms. Haryana Portion: 7.05 kms) was sanctioned by the GOI on 4.12.2006. It was targeted for completion by 30.6.2010, which has been revised to 31.3.2010. The line is totally elevated. Estimated completion cost is Rs.1581.00 crore including Central taxes and duties. A further amount of Rs.8.44 crore, including taxes, was sanctioned on 4.3.2009 for shifting of entry and exit points and providing escalators at Metro Stations in Gurgaon. Thus, the revised cost is Rs.1589.44 crore.

ii) Central Secretariat Badarpur Corridor

- 4.8 GOI has sanctioned the Central Secretariat Badarpur corridor of length 20.16 km at an estimated completion cost of Rs.4012.00 crore (with Central taxes) on 17.5.2007 to provide connectivity to Jawaharlal Nehru Stadium and Dr.Karni Singh Shooting Range at Tughakabad for Commonwealth Games in 2010. It will serve many important residential and commercial

centres along the corridor and provide connectivity to Faridabad in future. The project was targeted for completion by 30.6.2010, which has now been revised to 30.9.2010.

iii) High Speed Express Link from New Delhi Railway Station to IGI Airport.

- 4.9 The Gol has sanctioned High Speed Express Link from New Delhi Railway Station to IGI Airport of length 19.2 km at an estimated completion cost of Rs.3076 crore (including taxes) on 17.5.2007. Out of total length of 19.2 km., a portion of 11.63 km. is underground and remaining portion of 7.57 km. is elevated/ramps having a total number of 5 Metro stations. This is a PPP arrangement between Delhi Metro Rail Corporation (DMRC) Ltd. and M/s Reliance Energy & CAF Pvt. Ltd. Civil works are with DMRC and System Works are with the Concessionaire. The project is targeted for completion by 30.6.2010, which has been now revised to 30.9.2010. The link with an estimated speed of 135 kmph will ensure a hassle free and comfortable journey for the commuters, as well as fast evacuation from the Airport.

iv) Extension of Express Link from IGI Airport to Dwarka Sector-21.

- 4.10 Extension of Express Link from IGI Airport to Dwarka Sector-21 of length 3.50 km. (totally underground and have only one station) was sanctioned by Government on 29.1.2009 at an estimated completion cost of Rs.793 crore (including Central taxes). The project is targeted for completion by 30.9.2010.

v) Extension of Delhi Metro Phase-II to NOIDA.

- 4.11 Extension of Delhi Metro from New Ashok Nagar in Delhi to Sector 32, NOIDA, Uttar Pradesh (7 km) was sanctioned on 19.3.2008 at an estimated completion cost of Rs.827 crore, including Central taxes and duties. This line is fully elevated and having a total number of 6 Metro stations. The project has been completed and commissioned on 12.11.2009.

vi) Extension of Metro Link from Dwarka Sector 9 to Sector-21.

- 4.12 Extension of Metro Link from Dwarka Sector-9 to Dwarka -21 of length 2.76 km. (fully elevated and having only 1 Metro Station) has been sanctioned by Gol on 25.4.2008 at an estimated completion cost of Rs.356.11 crore (including Central taxes). The project is targeted for completion by 31.12.2009, which has been revised to 30.9.2010..

Bangalore Metro Rail Project

- 4.13 The project envisages a total length of 42.3 km. The East-West Corridor is 18.10 Km: from Baiyapanahalli to Mysore Road, and the North-South Corridor is 14.9 Km: from Yeshwanthpur to R.V.Road Jayanagar. Extension of Phase-I from Yeshwanthapur to Hesaraghatta Cross (5.6 kms) on the Northern side of the North-South corridor and RV Road Terminal to Puttenahally Cross (3.7 kms) on the Southern side of North-South corridor. The tracks would be on standard gauge (1.435 m). The total completion cost of the project is Rs.8156.82 crore which is proposed to be financed and implemented by Centre and State Government on 50:50 basis by way of Equity, Subordinate Debt and Senior Term Deb from JICA. The project has been sanctioned by the Government of India and is now targeted for completion by 30.9.2010. The first section of 7 kms will be completed in March, 2010.

Kolkata Metro Rail Project

- 4.14 The project was sanctioned by Gol on 30th July, 2008 a length of 13.77 km at an estimated cost Rs. 4676 crore from Salt Lake Sector-V to Howrah. Project cost has been revised by the Government on 19.2.2009 to Rs.4874.58 crore by extension of alignment by about 900 m and shifting of Howrah terminal point to Howrah Maidan and dropping of Bow bazaar station. Work has started and targeted for completion 2014-15.

Chennai Metro Rail Project

- 4.15 The project was sanctioned by Gol on 18.2.2009 of length 45.046 km at an estimated completion cost of Rs. 14600 crore including Central taxes. The project has two corridors from Washermanpet to Chennai Airport (23.085 km) and Chennai Central to St. Thomas Mount (21.961 km.). Work has started and targeted for completion by 2014-15.

III) World Bank-GEF-UNDP assisted Sustainable Urban Transport

- 4.16 Ministry has sought World Bank –GEE-UNDP assistance for the Sustainable Urban Transport Project. The basic objective is to support implementation of National Urban Transport Policy through institutional development and capacity building. This will result in a functioning National Urban Transport Demonstration programme with enhanced capacity at the Ministry level and selected State/city level, high quality project preparatory studies and successful completion of pilot projects. This project will support and complement activities of the Jawaharlal Nehru National Urban Renewal

Mission (JNNURM) both during its preparation and future implementation. and achieve

- 4.17 Ten cities have been selected by the Ministry as demonstration cities under this project after obtaining response from the State Governments. These are Indore(Madhya Pradesh), Pune, Pimpri-Chinchwad (Maharashtra), Jalandhar (Punjab), Hyderabad (Andhra Pradesh), Ahmedabad (Gujarat), Mysore (Karnataka), Naya-Raipur (Chattisgarh), Ajmer-Pushkar (Rajasthan) and Thiruvananthauram (Kerala).
- 4.18 Out of the above-mentioned cities, only 4 cities, namely, Pune, Pimpri-Chinchwad, Naya Raipur and Jalandhar propose to avail of the World Bank loan while Indore and Mysore will receive only GEF Grant, Ajmer and Thiruvananthapuram are expected to join the project at a later stage on a moving train concept. Hyderabad and Ahmedabad have not shown interest in the project.

IV) Schemes for Urban Transport Planning

- 4.19 A new scheme providing for 80% Central Financial Assistance for transport planning has been launched with effect from August, 2008 for taking up traffic & transportation studies/preparation of DPRs (limited up to 50% in case of DPR). The Scheme covers the wide gamut of urban transport matters for promoting comprehensive and integrated urban transport planning, integrated land use and transport planning, comprehensive mobility plans, preparation of DPR, Clean Development mechanism (CDM), Intelligent Transport System (ITS), launching of awareness campaign in line with National Urban Transport Policy, 2006.
- 4.20 The Ministry has recently sanctioned a new scheme to take effect in 2009-2010 for capacity building in sustainable urban transport planning at national, state and city level as well as Institutional level so that well coordinated and integrated transport systems get built up.

5. ATTACHED OFFICES

I) CENTRAL PUBLIC WORKS DEPARTMENT

The Central Public Works Department (CPWD), is the principal agency of the Government of India for creation and maintenance of all Central Government assets excluding those belonging to Railways, Defence, Communication, Atomic Energy, Airports (National and International) and All India Radio. CPWD was created in July 1854 when the then Governor General, Lord Dalhousie, decided to set up a central agency for execution of 'Public Works'. Ajmer Provincial Division was the first unit to be created and it executed many works including famine relief. However, the present form of CPWD was created in 1930.

- 5.1 Central Public Works Department handles a wide range of projects pertaining to Housing and Office space and complexes, Hospitals, Workshops and Factories, Hostels and Hotels, Food Grain storage structures, Roads, National Highways, Bridges and Flyovers, Airports, Computer Centers, Environmental and other utility services. It also executes Border Fencing, Flood lighting and Road projects in difficult terrain and under hostile conditions along the Indo Pak and Indo-Bangladesh border. It is an organization which can render the most comprehensive services in the field of planning, designing, construction and maintenance management, for all Civil Engineering projects with Total Quality Assurance.
- 5.2 Over the years the Department has created structures with engineering excellence. It has to its credit construction of a number of prestigious buildings like Rashtrapati Bhawan, North Block, South Block, Parliament House, Vigyan Bhawan and many Multi storied office and residential Structures all over the country. It has also developed infrastructure for sports, education, agriculture etc. It is actively involved in providing facilities for the Central Para Military Forces. Department has also executed many overseas works such as construction of Embassies and Hospital Buildings in various countries and Roads and Bridges in Nepal. At present it is executing works in Afghanistan for the Ministry of External Affairs.
- 5.3 Involvement of CPWD with a project starts from the stage of selection of site, carrying out geo-technical investigations, collection of field data, assisting the client in analyzing their requirements, preparation of architectural, structural, electrical, air conditioning and landscape designs and drawings, undertaking construction management including quality assurance and continuing its responsibility through post completion maintenance management etc.

- 5.4 The Department is moving forward in the field of construction by developing innovative techniques and adopting state-of-the Art technologies. Environment friendly construction materials and technologies as are identified and selected in close liaison and co-ordination with Research Organizations are used. CPWD is playing a major role towards sustainable development of human settlement. It has also developed expertise in Rehabilitation of Structures and is imparting its expertise to rehabilitate structures in distress.
- 5.5 CPWD has well documented Specifications and Standards and Schedules of Rates, which are updated from time to time, to keep pace with latest Technologies and market trends with a definite Quality Assurance Plan. These publications are followed by various construction organizations both in public as well as private sectors. Besides this, the department brings out a number of manuals for assisting in execution of projects. Guidelines for designing buildings for elderly and disabled people, Manual of rain water harvesting etc. published by CPWD have been found very useful by everybody.
- 5.6 The department also assists (a) Income Tax Department in implementation of Direct Tax Law in so far as they relate to immovable properties; (b) Ministry of Environment and Forest's Civil Construction Unit; (c) PWD of Andaman and Nicobar Islands and National Capital Territory of Delhi.

Organisational Structure

- 5.7 CPWD is headed by the Director General (Works). Jurisdiction of the Department is divided into seven regular Regions. The Director General (Works) is assisted by Additional Director General, (ADG), Works for effective control of works and in administration matters. Its field units are located all over India to take up construction and maintenance works even in the remotest parts of the country. Through its countrywide network of planning and construction units, it is in a position to undertake the works of Public sector Undertakings and Autonomous bodies as Deposit works also.

Specialised Units

- 5.8 CPWD also has under mentioned specialized units.
- (i) Central Design Organization
 - (ii) Training Institute
 - (iii) Standards & Specifications and Technology Application & Development
 - (iv) Techno-legal Cell
 - (v) Central Laboratory

- (vi) Quality Assurance Wing
- (vii) Consultancy Services Organization
- (viii) Architectural Documentation Centre
- (ix) Landscape Horticulture Unit

Activities of CPWD in other important areas during 2009-10

Commonwealth Games – 2010

5.9 The Sports Authority of India (SAI) had selected CPWD as the principal consultant and executing agency for renovation, upgradation and new constructions to hold the CWG – 2010 in the following existing venues of SAI. All these venues were originally constructed during ASIAD'82.

- Jawaharlal Nehru Stadium.
- Dr. Shyama Prasad Mukherjee Stadium (Talkatora Swimming Pool).
- Indira Gandhi Stadium
- Major Dhyani Chand National Stadium
- Dr. Karni Singh Shooting Range.

5.10 The scope of work includes renovation of existing stadia through repair and rehabilitation as well as retrofitting wherever required. During upgradation, all these stadia will be fully redeveloped to meet the stringent requirement for the Commonwealth Games – 2010.

Development of roads in Bihar

5.11 CPWD is actively involved in development of roads and highways in the state of Bihar. 2,000 Km. of State highways under Rashtriya Sam Vikas Yojana in 33 districts of Bihar valued at about Rs. 3000 crore and 1222Km. of roads under Pradhan Mantri Gramin Sadak yojana in 4 districts in Bihar valued at about Rs. 600 crore have been taken up by the department.

- Rashtriya Sam Vikas Yojana Project for the Development of State Highways in the state of Bihar

Works on behalf of the MEA at Kabul

5.12 The works of Indian Chancery Building and the Afghan Parliament at total cost of Rs. 311 crores are in progress.

Activities of CPWD in North East.

- 5.13 CPWD has been executing number of infrastructure works in the north – east. The work done by CPWD cover diverse sectors such as Education buildings, Inland-waterway transport, central police organization works i.e building works of CRPF, BSF, Assam Rifles, SSB, ARC, Maintenance of Border Roads, etc.

Border Roads, Fencing & Flood Lighting Works

- 5.14 The Central Public Works Department is involved in planning, technical scrutiny of all proposals by various executing agencies, advising MHA in technical matters related to the works of Border fencing, flood lighting and construction of roads along the international borders of the country both in the west and the East. CPWD is also engaged for execution of good chunk of these works along with other executing agencies viz NBCC, NPCC, EPIL, State PWD etc.
- 5.15 In all 3387 km of fencing, 1837 km of road and 1957 km of flood lighting along Indo-Pak border and Indo – Bangladesh Border has been completed by CPWD so far. In phase – III construction in West Bengal along IBB, extensive mechanization has been adopted. The work is going on in full swing. Fencing in a Length of 353 km has been completed out of total length of 514 km fencing under Phase – III. A further length 115 km under Phase – III is targeted to be completed during Jan to March 2010.
- 5.16 The maintenance of the infrastructure created along the border in the form of roads, bridges, floodlighting etc. has also been entrusted to CPWD. Special units have been opened in North East to look after the works. About 2967 km of road along the full IBB is being maintained by CPWD. Flood lighting works in West Bengal sector in a length of 272 km is also being maintained by CPWD.
- 5.17 CPWD has received sanctions for the construction of High altitude strategic roads in Uttaranchal and 3 roads in Sikkim.
- 5.18 The environment and forest clearance has been obtained. The work has been commenced on one road in Uttarakhand i.e Ghamasali to Geldung. 2 km formation work has been completed.
- 5.19 MHA entrusted the work of flood lighting along IBB to CPWD in West Bengal and Assam sector, for a length of 1134 km and 208 km amounting to Rs.419 crore and Rs. 77 crore respectively. Estimates for entire stretches in West Bengal and Assam sector amounted to Rs. 430 Crore have been sanctioned. The entire work of flood lighting is proposed to be

completed in five years. The work of flood lighting in 250 Km have been awarded and going on in various stages. Poles have been erected in 100 Km length and cables have been laid in 65 Km. During the year 2009 -10 a target of 202 Km flood lighting has been set to be achieved. The matter of obtaining service connection charges for flood lighting from West Bengal State Electricity Board is also being pursued regularly for energization of flood lighting along IBB.

- 5.20 Recently MHA has further entrusted the work of construction of 61 Nos BOPs amounting to Rs. 295 Crore in the States of West Bengal, Rajasthan and Gujarat. Estimates of 50 BOPs for West Bengal, Rajasthan and Gujarat have been sanctioned amounting to Rs. 149 Crore. The work is targeted to be commenced in the next year. However all the preconstruction activities are being completed during the year.

Works for Inland Waterways Authority of India

- 5.21 CPWD has been executing various works to facilitate development of the Inland waterways in India thus facilitating development of a net work similar to that of National Highways for transportation of goods and people at a much more economical rate. CPWD is Planning, designing and executing jetties for the Inland Water Ways Authority at Guwahati and Patna.

Reform measures and policy initiatives taken

Implementation of Energy savings measures in all new project and existing buildings

- 5.22 For implementation of energy savings measures in all new projects and existing buildings directions have been issued to provide the following :-
- Solar water heating system for all new GPRA Projects. Feasibility of providing solar water heating system in existing GPRA shall also be explored.
 - Timers for compound lights of MPs houses. This will facilitate automatic switching on and off of external lighting in their compound. This will also be implemented in govt. office building's compound.
 - Sensors shall be provided in the officer's rooms in Govt. buildings so that electrical devices are switched off when the officers are out for meeting.
 - Provisions for re-cycling of waste water, provision of dual piping system in toilets, rain water harvesting schemes etc. shall be incorporated at the planning stage for new projects.

Computerization of CPWD

5.23 The action taken in the field of computerization are as under:

- i) CPWD Website (in Hindi as well as English) for dissemination of information to masses including the departmental officials.
- ii) Human Resources Management (PIMS) used for online/posting/joining/relieving of employees with following features:
 - Viewing of needed particulars of any employee with photograph.
 - Online updation of posting record and view available past posting history.
 - Online application and sanction of leaves of all kinds.
 - Server based Communication System (CPWD/PIMS Mail and Chat Room).
 - Human Resources Development (Training Module with online recommendation/nomination/acceptance mechanism).
 - Payroll for salary of employees.
- iii) Project Monitoring System integrating all disciplines related to a project with an online linkage to Project Accounting in divisional units. All planning and fields units of CPWD are required to keep it updated at any point of time.

Policy Initiatives for Improvement in Maintenance

5.24 CPWD has made special efforts to user in improvements in its maintenance operations. All field officers have been directed to be more responsive and to pay personal attention to the grievances brought to their notice. CPWD has outsourced maintenance of certain selected colonies and engaged a single agency for carrying out all operations. Outsourcing of maintenance has been successful and this will also encourage the regular CPWD workers to perform better.

5.25 Apart from regular maintenance, the works of aesthetic improvement and retrofitting of old quarters have been taken up and with these works the look of old quarters is being changed. This is generating higher satisfaction amongst residents. The work of up gradation/face lifting/retrofitting was carried out in about 8000 quarters.

Adoption of Green Building Norms

- 5.26 CPWD has taken policy decision that all CPWD constructions shall henceforth be Green. Directions have already been issued to all the Planning Units for planning and designing the new constructions as per GRIHA rating system of TERI. Whether the construction undertaken by CPWD would be certified as green or not shall be the prerogative of the client organization and the role of CPWD shall have internal certification by its own officers irrespective of whether the clients require certification for Green construction or not.

Barrier Free (Disabled Friendly) arrangements in Government Buildings

- 5.27 Ministry of Urban Development has drawn up an action plan in which all Government of India Building maintained by CPWD and after due diligence, M/s Samarthyam was engaged as the consultant by the Ministry of Urban Development for doing "Access Audit" for the 40 building in Delhi short listed in the 1st phase.
- 5.28 The firm has already conducted "Access Audit" for the 14 buildings and submitter reports with the assistance of the site officials of CPWD. The building include Nirman Bhawan, Shastri bhawan, Udyog Bhawan, Krishi Bhawan, Vigyan bhawan (Main Building), Vigyan Bhawan (Annexe), National Archives (Old), National Archives (New), Indira Gandhi Memorial, Lal Bahadur Shastri Memorial, Gandhi Smriti, National Gallery of Modern Art, National Museum, Hyderabad House.
- 5.29 Ministry of UD has also formed an "Implementation Committee" of Access Audit Reports and Monitoring committee with the participation of CPWD officers.

CPWD- Computerization

- 5.30 Computerization has been introduced by CPWD in areas like preparation of Architectural Designs, Structural Design & Detailing, Project Planning & Scheduling, Monitoring, Preparation of Schedule of Rates, Tender Justification, Pay Rolls, Personnel Management, Inventory control, Accounting and Budgeting, maintenance management etc. Considering, however, the need of a knowledge management system to be put in place and the directions of the Govt. for introducing e-governance CPWD has embarked upon a program for integrated computerization which will seamlessly integrate all operations of CPWD making available complete information in real time and will usher in complete transparency and enable officers to exercise effective control on all facets. Since it is not feasible to maintain the system in-house, a service based system is proposed to be

placed in position. The service provider will integrate our processes for end results.

- 5.31 The CPWD website has also been made interactive and all circulars etc. are being posted on the same. Facility to receive feedback from visitors has also been introduced.
- 5.32 A fully computerized complaint receiving and monitoring system is already being used by CPWD in Delhi. The service can be accessed at <http://cpwdsewa.nic.in>. This has been upgraded to NET technology. Memorandum of Understanding for e-procurement through DGS&D has already been signed by CPWD.

II) DIRECTORATE OF PRINTING

The Directorate of Printing, an Attached Office of Ministry of Urban Development. As per the Allocation of Business Rules the Directorate is the Government Printer for executing printing works for all Ministries/Departments of Govt. of India including forms for Civil and Defence Department. It also responsible for the stocking and distribution of various forms for Ministries/ Departments, as per their requirements. This Directorate also renders advice from time to time to various State Governments and Central Government Ministries/ Departments on technical matters relating to printing and allied subject in printing technology as well.

- 5.33 The Directorate of Printing is a service Department and the Government of India Presses are Departmentally managed Government of India Undertakings. The Government of India Presses are classified as Industrial Units and fall under the purview of the Factories Act 1948.
- 5.34 It has under its administrative control a total of 18 units i.e. 13 Govt. of India Presses, 3 Text Book Presses, an Outside Printing Branch and one Forms Store for exclusively fulfilling the demand for various standard forms for the Ministries/Departments of the Central Government.
- 5.35 The Directorate is developing a Production-cum-Training Centre at Shimla Press. Civil and Electrical works (renovation and restructuring) of the Government of India Press Shimla's main building has been completed and requisite machineries and equipments have been procured.
- 5.36 The Printing Jobs being executed by the Directorate including a range of requirements of various Ministries /Departments of Govt. of India and Lok Sabha and Rajya Sabha such as daily Bulletin, Manuals, Reports, Publicity Materials, and Scientific Publication etc. are being undertaken within the stipulated time period. The specific demands of Departments for printing of jobs in multicolor are also being met out.

Organizational Structure

- 5.37 The Directorate of Printing is headed by the Director of Printing who is the administrative and technical Head of the Department. There are 18 field units under the Directorate of Printing as under:-
1. Government of India Press, Minto Road, New Delhi.
 2. Government of India Press, Santragachi, Howrah, West Bengal.
 3. Government of India Press, Nashik, Maharashtra.
 4. Government of India Press, Rashtrapati Bhavan, New Delhi.

5. Government of India Press, Ring Road, Mayapuri, Delhi.
6. Government of India Press, Faridabad, Haryana.
7. Government of India Press, Nilokheri, Haryana.
8. Government of India Press, Shimla, Himachal Pradesh.
9. Government of India Press, Temple Street, Kolkata, West Bengal.
10. Government of India Press, Coimbatore, Tamilnadu.
11. Government of India Press, Koratty, Kerala.
12. Government of India Press, Gangtok, Sikkim.
13. Government of India Text Book Press, Chandigarh.
14. Government of India Text Book Press, Bhubaneswar, Orissa.
15. Government of India Text Book Press, Mysore, Karnataka.
16. Outside Printing Branch, Kolkata, West Bengal.
17. Government of India Forms Store, Kolkata, West Bengal.

Annual Capacity Utilization

- 5.38 The average percentage of Capacity Utilization achieved by Govt. of India Presses was 54.74% and in respect of the 3 Govt. of India Text Book Presses it was 52.52%. The overall capacity utilization in respected of all Presses under the control of this Directorate during 2008-2009 was 54.30%.
- 5.39 The figure has been arrived at by taking into account the available Industrial workers and machines which have been installed in the Presses after the modernization process. The last norms study was conducted in the 2002 & now a new norms study is due. The earlier machines (Letter Press Technology) which were available at the time of last study have been set up by the Directorate of Printing and the report is awaited.

Restructuring/Modernization of Government of India Presses

- 5.40 The Government of India had approved on 16.8.2002 the modernization of Government of India Presses. The Process of modernization of 12 Government of India Presses is nearing completion and Restructuring/Redeployment of the staff are under process.

Website

- 5.41 The details regarding the activities and publications of the Directorate of Printing are available in the website <http://dop.nic.in>.
- 5.42 The requisite information under Right to Information Act is also available at the website of the Directorate.

III) DIRECTORATE OF ESTATES

The Directorate of Estates is mainly responsible for administration of the following:

- (a)** Administration of Government Estates (Residential/Office Accommodation) in 8 cities viz. Mumbai, Kolkata, Chennai, Shimla, Chandigarh, Faridabad, Ghaziabad, Nagpur apart from Delhi. Besides these places, General Pool Residential accommodation is also available at 24 other stations viz. Agra, Port Blair, Hyderabad, Imphal, Kohima, Bhopal, Kanpur, Bangalore, Lucknow, Kochi, Shillong, Indore, Agartala, Allahabad, Jaipur, Rajkot, Dehradun, Mysore, Bikaner, Guwahati, Varanasi, Thiruvananthapuram, Gangtok and Srinagar. The CPWD offices located in these areas are handling administration of these residential/ office accommodations.
- (b)** Administration of Requisitioning and Acquisition of Immovable Property Act, 1952.
- (c)** Administration of Public Premises Eviction (PPE) Act, 1971.
- (d)** The control and administration of Holiday Homes at Shimla, Kanyakumari, Amarkantak, Ooty, Mysore, and Touring Officers Guest Houses at Kolkata, Mumbai, Bangalore, Chennai, Thiruvananthapuram, Lucknow, and Delhi.
- (e)** Administration of Markets/Shops in Government Colonies in Delhi, Faridabad, Ghaziabad, Mumbai and Nagpur.
- (f)** Allotment of Accommodation in Vigyan Bhavan and Vigyan Bhavan Annexe.
- (g)** Realization of Licence fee from all allottees.

Residential Accommodation:

5.43 The total housing stock in Delhi is **63262** in Delhi, and **35665** in other Regional Stations. However, this stock is grossly inadequate, as may be seen from the Demand and availability of General Pool Residential Accommodation in Delhi and other Regional Stations.

Determining of Eligibility

5.44 Consequent upon acceptance of the recommendations of the Sixth Pay commission regarding eligibility for housing etc., on the basis of Grade Pay

the entitlements of the Central Government employees for allotment of General Pool Residential accommodation have been revised. The revised Norms based on Pay / Grade Pay have been notified in the Govt. Gazette Notification No. GSR – 20 dated 10/02/2009. It is available on this Directorate's the website www.estates.nic.in

Allotment Year:

- 5.45 The Rolling Allotment Year commenced with effect from 1.4.2002. Instead of an allotment year with a fixed duration, there is a rolling allotment year with cut off date as on 1st January of each year for determination of eligibility for various types of accommodation. Those officers who become entitled for higher type of accommodation due to promotion, increment etc. earned by them after submitting their applications, may intimate the particulars of their pay scales and basic pay drawn by them as on 1st January of a particular year in the prescribed proforma, duly forwarded by their offices. Such applications/ particulars could be submitted any time and will be included in the waiting list of the subsequent month. However, 1st January will remain the cut off date for determination of the entitlement. It is the responsibility of the officer concerned to intimate his/her particulars through proper channel in case he/she becomes entitled for higher type of accommodation.
- 5.46 After implementation of the recommendations of the Sixth Pay Commission, on 6th March, 2009, the eligibility for housing etc. for entitlements of the Central Government Employees for allotment of General Pool Residential accommodation was revised on the basis of "Grade Pay".

Simplification of Allotment Procedure:

- 5.47 The Allotment Rules have been amended and provision has been made for submission of application on first appointment/transfer to a station, by the last day of the month and the same is included in the waiting list for the subsequent month. As regards allotment of accommodation 'in change', a provision has been made for vacation of the previous accommodation within 15 days, instead of 8 days.

Separate Tenure Pool for Services Officers

- 5.48 A separate Tenure pool has been created for allotment of accommodation to the Non-All India Services Officers, who are on Central Deputation. During the year 2009, 24 Type- 5A (D – II) Flats were allotted, out of which only 9 flats were accepted by the concerned officers.

Discretionary Allotment:

- 5.49 Discretionary allotment to serving Govt. employees is permitted on medical and functional grounds. Two Committees have been constituted which shall consider discretionary allotments and make recommendations in each case. Fixed period allotments are also to Freedom Fighter, Artists, Social worker, Private Persons and organisations etc. with the approval of Cabinet Committee on Accommodation (CCA).

Reservation in Allotment

- 5.50 Reservations in allotment are done for Scheduled Caste and Scheduled Tribe employees, to the extent of 10% of vacancies in Type -I and II and 5% of vacancies in Type-III and IV respectively. The allotment is made to SC and ST employees in the ratio of 2:1.

Markets/ Shops:

- 5.51 There were 47 markets in the control of Directorate of Estates. Ownership of shops has been granted in 26 Markets (consisting of 2971 units) at different points of times on the basis of decision of the Government taken in the years 1978,1989, and 2000. In pursuance of the decision of the Government on 27.10.2005, 45 Markets stand transferred to the local bodies, while two Markets (INA-Subji and INA- Mohan Singh) will not be transferred.
- 5.52 The following Markets along with respective records stand transferred:-
Municipal Corporation of Delhi (MCD) - 32 Markets consisting 2050 units
and New Delhi Municipal Corporation (NDMC) - 9 Markets consisting 1024 units.
- 5.53 The remaining 4 markets have recently been transferred to local bodies on 17.10.2008.

HOLIDAY HOMES AND TOURING OFFICERS' HOSTELS

- 5.54 Holiday Homes and Touring Officers' Hostels are functioning at various stations. Facility for online applying of Application Form for Booking of Room in respect of Holiday Home and touring Officers Hostel has been made operational through Directorate of Estates website www.estates.nic.in and details of terms and conditions of booking of room in holiday homes and touring officers' hostels and other helpful information have been made available on the website of Directorate of Estates.

Subletting- Inspection:

- 5.55 Subletting of Government accommodation is an offence. During the period 1-1- 2009 to 31-12-2009 a total number of **577** houses were inspected from subletting angle. Subletting was suspected in **258** cases and cancellations were made in **167** cases by the competent authority.

Penalty for Subletting:

- 5.56 The provisions of Allotment Rules have been made more stringent to deal with the menace of subletting by providing that in proven cases of subletting, the allottee shall be debarred for allotment for the remaining period of his service. The allottee shall also be charged damages (market rent). Disciplinary proceedings for major penalty shall also be initiated against the allottee under the relevant Rules by the concerned Department / Ministry.

Information Facilitation Centre:

- 5.57 An Information Facilitation Centre (IFC) has been functioning in the Directorate of Estates with effect from 14.07.97. The IFC serves as the front office for the government Name of Station No. of Suits. officers and the public who personally visit the Directorate. The IFC accepts various applications from the government servants, issues acknowledgement slips and thereafter enters the data on computer. The vacancy reports received from CPWD are also entered here. The IFC also provides all information related to the General Pool Accommodation, sells forms for allotment of General Pool Accommodation, etc. For the benefit of the Government servants, the timing has been rescheduled from 10.00 A. M. to 1:00 P. M and from 2:30 P. M to 5:00 P. M. On an average, 200 visitors are served by the IFC everyday.

IV LAND AND DEVELOPMENT OFFICE

Land and Development Office (L&DO), an attached office of the Ministry of Urban Development was responsible for administration of about 60,526 leases of the Central Government in Delhi. These include 57,389 Residential, 1597 Commercial, 1430 Institutional and 110 Industrial Properties, out of which 29,872 properties have been converted into freehold. In addition to above, the following items of work are also being handled by the Land & Development Office:

- i) Maintenance of records of all properties and lands placed under its charge.
- ii) Allotment of land to various government/Semi-government Department and various political, social, charitable, educational and religious institutions under the directions of the Government of India.
- ii) Administration and management of various leases granted by the Land & Development Office, Notified area Committee, Central Public Works Department and Regional Settlement Commissioner, New Delhi etc. in accordance with the terms of lease deeds and orders/instructions issued by the Government of India from time to time.
- iv) Removal of squatters on Government land and recovery of damages from them under the Public Premises (Eviction of Unauthorized Occupants) Act, 1971 in respect of land under its control.
- v) Conversion of lease hold residential / commercial properties into free hold & execution of Conveyance Deeds.

Lease Administration

5.58 The Land & Development Office is dealing with the following types of cases in respect of the leased properties under lease terms:

- I. Grant of Sale Permission.
- II. Grant of Mortgage Permission.
- III. Grant of gift Permission.
- IV. Substitution of title.
- V. Mutation of title.

- VI. Inspection of Leased Properties.
- VII. Follow up action on violation of lease terms.
- VIII. Leasehold to Freehold of Residential / Commercial property

Procedure for Allotment of Land

5.59 In order to streamline the procedure for allotment of land to various Institutions including Non-Governmental organizations, a Screening Committee was constituted for screening the application/requests received for allotment of land by the Land & Development Office. The Screening Committee was re-constituted on the basis of recommendations of the Yogesh Chandra Committee and revised guidelines were issued with a view to ensure more transparency in the matter of all future allotments of land. Now all proposals for allotment of land are considered by the Committee.

Revision of Ground Rent

5.60 Ground rent is being revised by adopting multiples for elapsed period to arrive at the rate of revised ground rent (RGR). A separate cell revising the ground rent in respect of Nazul properties has been created to complete the task in a time bound manner. Out of 1926 Nazul properties where revision became due, 860 properties have been converted in freehold after recovery of revised ground rent.

5.61 Ground rent has been revised in 5 cases during the period. Further, in all the cases of conversion, the arrears of Ground Rent including Revised Ground Rent, have been recovered.

Computerization

5.62 The lease administration functions of the L&DO, namely, conversion from leasehold to freehold, substitution/mutation of title, granting of Sale/Mortgage/Gift Permission and payments/refunds have been computerized. The entire processing of applications, from the time of receipt till the final approval/rejection letter is issued, is done through the computerized system developed by the National Information Centre (NIC). Status of all the applications is provided on the website and this has facilitated speedy processing and transparency in transactions. This has not only resulted in placement of substantial information in public domain but also facilitated in effective Management Information System (MIS) to monitor the performance of the office.

- 5.63 Additional modules for computerization of inspection reports and issuance of breach notices have also been completed. This will ensure maintenance of proper records relating to inspection/issue of breach notices and demand notices. The above effort is a move towards providing greater transparency, accountability and proper maintenance of the records of transactions. These e-governance solutions are being implemented to make Land & Development Office more user-friendly and oriented towards the public in general.
- 5.64 Additionally, the office intends to incorporate in the e-Dharti application, following modules for
- i. Monitoring of Recoveries
 - ii. On-line vetting of terms by IAC
 - iii. Preparation of Lease deed and Successor of interest
 - iv. Integrated software for single window system of IFC
 - v. Calculation of charges for old inspection Reports
 - vi. Ledger Entry Module for Accounts Section
- 5.65 The L&DO website has been revamped to provide online status of various applications to the users. It also provides downloadable forms for the general public, office orders on various policy matters, land rates from 1966 to the present, list of institutional allotments from 1930's and other information which is relevant for the public.

File and Layout Plan Inventory System

- 5.68 L&DO has undertaken an exercise to prepare list of files, in order to ensure their easy retrieval. The updated data is centrally available for records. Computerization (Scanning & Indexing) of layout plans of area under the office has also been completed.

Modernization Process

- 5.69 As part of the efforts to make the L&DO a model office by improving the work environment and optimum utilization of spaces, the office has been modernized with the financial assistance of the Department of Administrative Reforms to the tune of Rs. 1.07 crore. The work undertaken by CPWD has been completed.

Information and Facilitation Centre

- 5.70 An Information and Facilitation Centre is operational in Land & Development Office. Procedures have been prescribed in detail for dealing with various types of cases relating to mutation, substitution, sale permission, etc. of leased properties. The Information Facilitation Centre is fully functional and provides all necessary guidance to the lessees. All prescribed forms except the application form for conversion from leasehold into freehold are supplied free of cost to the lessees.
- 5.71 The lessees/applicants can ascertain the status of their applications through the Touch Screen Kiosk installed at the Information and Facilitation Centre or through the website of L&DO.

6 SUBORDINATE OFFICES

I) TOWN AND COUNTRY PLANNING ORGANIZATION

The Town and Country Planning Organization (TCPO), is a technical advisory and consultancy organization of the Ministry of Urban Development on matters concerning urban and regional planning and development strategies, research, monitoring and appraisal of Central Government schemes and development policies. It assists and advises the State Governments, Local Bodies and Development Authorities on matters pertaining to urbanization, town planning, urban transportation, metropolitan planning, human settlement policies, urban and regional information system, research and training. It is a nodal agency for monitoring centrally sponsored schemes of Urban Infrastructure Development Scheme for Small and Medium Towns (UIDSSMT) as part of JNNURM and National Urban Information System (NUIS) Scheme.

6.1 Technical inputs were provided on various issues related with:

- Proposal on drafting Model Town and country Planning Legislation.
- Draft Master Plan for Port Blair Planning Area – 2028.
- Chandigarh Master Plan – reference received from Ministry of Home affairs.
- The Mumbai Municipal Corporation, the Bombay Provincial Municipal Corporations, the city of Nagpur corporation, the Bombay Police and the Maharashtra Municipal Council, Nagar Panchayats and Industrial Townships (Amendment) Bill, 2009.
- Proposed Real Estate Management Bill by Ministry of Urban Development
- Model Bill of Regulating Real Estate by Ministry of Housing and Urban Poverty Alleviation.
- Draft Amendment to Pondicherry Building Bye-Laws & Zoning Regulations, 1972.
- The Maharashtra Regional and Town Planning (Second Amendment) Ordinance, 2009.
- Preparation of Action Plan in respect of National Environment Policy, 2006 (NEP)
- Conceptual detailed project report of Hi-tech township at Ghaziabad and proposed extension of Hi-tech township at Ghaziabad.
- Implementation of Reforms and Funding of on-going projects of Government of National Capital Territory of Delhi under JNNURM.
- Report of the High Level Task Force on “Affordable Housing for All” – recommendations.
- National urban Sanitation Policy.
- Strengthening of Fire and Emergency Services in the country.
- Guidelines for incorporating energy efficiency in public procurement.

- Comments on Scheme for Preparation of Disaster Management Plans.
- National Urban Transport Policy and Parking Norms.
- Creating a Partnership within the World Bank for the protection of Cultural Heritage & Sustainable Tourism.
- Implementation of the Report of the Prime Minister's Group on Measures for ensuring sustained growth of the Indian Manufacturing Sector.
- Revised Toolkit for preparation of City Development Plan, July 2009
- Recommendations contained in the 2nd Administrative Reformed Commission report titled 'Local Governance'
- PETA 6498 : Knowledge and Innovation Support for ADB's Water Financing Programme – Request for Concurrence for the Implementation of the proposed pilot and demonstration activity (PDA) : “Enabling Citizen Participation to Improve Water Supply and Sanitation Service Delivery in Brahmapur, Orissa : Demonstrating a Role for Civil Society in Implementation and Financing Water Supply and Sanitation.
- Sustainability in basic urban services in India cities.
- Disturbing impact of continuing development Rajiv Gandhi Chandigarh Technology Park, in violation of Master plan of Chandigarh, on the infrastructure, ecology and farmers of Chandigarh.
- Constitutional Provision for Reservation in Urban Local Bodies.
- Delineation of role and responsibilities of Panchayati Raj Institutions in Centrally Sponsored Scheme and Additional Central Assistance Schemes.
- BIS Standards for Building Bye Laws in Hill Areas of India.
- Monitoring of Urban areas through 3 – D GIS high resolution walk through cameras – a proposal submitted by Jaipur Municipal Corporation.
- Development of Branded Budget and mid market hotels in India.
- Development of Naya Raipur City.
- Development of Chandigarh and Its Periphery.

II) GOVERNMENT OF INDIA STATIONERY OFFICE

A. Government of India Stationery Office

More than 150 years old Government of India Stationery Office (Head-quarter) at 3, Church Lane, Kolkata – 700001 and its 3 Regional Stationery Depots (at Mumbai, Chennai & New Delhi) is a Subordinate Office under the Ministry of the Urban Development.

- 6.2 The Stationery Office is responsible for arranging supply of all its stock-line stationery items to all Authorized Indenters belonging to all Central Government. Ministries / Departments / Offices spreading throughout India including some Central Government Undertaking Organizations. The Controller of Stationery is not only responsible in timely supplying of stationery stores to the indentors against their respective Annual Indents but also to ensure the consumption of stationery stores in most economical way including local purchases etc. being incurred by them due to non-availability of supply or otherwise from this organization.

Organizational structure

- 6.3 The Government of India Stationery Office is headed by the Controller of Stationery stationed at its Head Office at Kolkata. There are three Regional Stationery Depots located at New Delhi, Mumbai & Chennai is headed by the Asst. Controller, Stationery under the supervision of the Deputy Controller, Stationery (Admn) head of the Office.
- 6.4 Government of India Stationery Office, Kolkata and its 3 (three) Regional Stationery Depots cater to the needs of nearly 14,437 nos. Indentors for stationery stores, different types of papers and paper made articles procures through open tenders.

III) Department of Publication

- 6.5 Department of Publication is a service Department with staff strength of 287 as on 31.12.2009. The office headed by the Controller of Publications as Head of the Department. It now possesses the largest depository of Government of India books consisting of 88,862 titles approximately and holds the copyright of these publications. The total number of titles being handled as on 31/12/2009 is about 88,867 of the value of approximately Rs. 25 crore.
- 6.6 The Department has 1,113 sales Agents throughout the country including the State capitals. It also has its own Sales Depots in Mumbai, Kolkata and in New Delhi. The Department is also earning revenue through advertisements published in Indian Trade Journal and Gazette of India.

Organizational Structure

- 6.7 The Department of Publication is a subordinate office functioning under the Ministry of Urban Development. The Department is headed by the Controller of Publications. The main Office of the Controller of Publication is at Civil Lines, Delhi-110054. It has Sale Depots at Kitab Mahal, Baba Kharag Singh Marg, New Delhi, Govt. of India Book Depot, 8 K.S. Roy Road, Kolkata and Sale Counter at New CGO Complex, New Marine Lines, Mumbai, at Main Office, Civil Lines, Delhi and at Delhi High Court, New Delhi.
- 6.8 In addition to the Book Depot / Sale Counters, the publications are sold through 1,113 agents i.e. 577 S&R agents (507 Employment Exchanges, 50 Small Scale Industries and 20 Government Extension counters), 337 Regular Agents and 199 Restricted Agents.

Main Activities

- 6.9 The Department has the following main activities:
- Stocking, sale and distribution of Government publications and periodicals brought out by all the Departments / Ministries of the Government of India.
 - Printing, Advertising, Sales promotional activities and Cataloguing of publications and periodicals.
 - Securing advertisements for insertion in Government Publications and periodicals.
 - Stocking and distribution of Defence Publications.

- Managing a network of private agencies, sale and returns and running Department's own sales Depots/counters.

Modernisation Programme

- 6.10 The Department of Publication now has its own Website <http://deptpub.gov.in>. Most of the work of the Department is being done with the help of Computers. The inter-connectivity has been done providing user access from one section to another which enhances the sale of books & Periodicals dealt by this Department. The Department has initiated the process of computerization of salaries with the help of NIC and is expected to be completed within the current financial year.
- 6.11 The complete data of the stock of this Department is available at website of Department of Publication.
- 6.12 The e-Gazette provision has started. One can download any Gazette notification from the dedicated website. The Department has been accorded approval for modernization of the Administrative Block under the Scheme of Modernization of Government Officers sponsored by the Department of Administrative Reforms and Public Grievances (DARPG). It is expected that the same would be implemented in next financial year i.e. 2010 – 2011.

Proposal for Expansion Activities Programmes

- 6.13 The Department is in the process of printing the latest Catalogue.

7

PUBLIC SECTOR UNDERTAKING

The Ministry of Urban Development has one Public Sector Undertaking under its administrative control, viz the **National Buildings Construction Corporation Limited (NBCC)**.

National Buildings Construction Corporation Limited

71 NBCC was incorporated as a Public Sector Undertaking in November, 1960. Its main line of business is execution of Civil Engineering Projects, rendering of Project Management Consultancy Services and Development of Real Estate Projects. Its activities are spread all over the country and abroad. NBCC has been upgraded from Schedule “B” to **Schedule “A”** company by Department of Public Enterprises in the year 2008-09. NBCC is one of the leading construction company diversified into almost all fields of construction industry including highly specialized works like power plants, chimneys and cooling towers, ash/material handling systems, sewage treatment plants, water treatment plants, water supply pipe line net works, runways and roads, hospitals, bridges & flyovers, mass housing projects, institutional building and marine structures, engineering procurement and construction (EPC) projects and executing projects under JNNURM & Pradhan antri Gram Sadak Yojana (PMGSY) & Solid Waste Management. Due to vast experience and quality of services rendered by NBCC, a number of Central Government Ministries and various State Governments are utilizing the services of NBCC as their extended engineering arm.

7.2 NBCC since its inception has grown from strength to strength. From paying a modest **dividend to the Government of India Rs.3 crore in the year 2006-07, NBCC paid dividend of Rs.56 crore for the year 2007-08 and Rs.32 crore for the year 2008-09.** NBCC has reinvented itself as the lead construction organization in the country and is expected to record a high turnover Rs.2200 crore (Prov.) during the financial year 2009-10 and net profit after tax of Rs.94.39 crore(prov.).

7.3 NBCC is an Memoranda of Under Standing (MOU) signing company, with the Government. As per MoU parameters, its performance is slated to be rated as “Excellent” for the year 2008-09 by the Department of Public Enterprises(DPE) keeping with the consistent track record since 2003-04. Like 2004-05 & 2006-07 NBCC for the third consecutive year was selected amongst **“Top Ten CPSUs” for the year 2006-07 for MoU Excellence Award** by DPE and the “SCOPE Award for Excellence & Outstanding Contribution to the Public Sector Management Medium PSE Category for the year 2006-2007.

7.4 NBCC has also won “**SCOPE Meritorious Award for Corporate Social Responsibility & Responsiveness**” for the year 2007-08.

7.5 NBCC has joint ventures (JV) and MOU with :—

- M/s. Jamal Trading”, a local company of Botswana in the name of “JAMAL-NBCC International (Proprietary) Ltd.” for the purpose of undertaking Infrastructure projects in Botswana.
- Moti Lal Nehru College, New Delhi for construction of various buildings at Moti Lal Nehru College Campus, New Delhi.
- Intelligence Bureau (IB), New Delhi for construction of MAC Facility Centre at TT School, New Delhi.
- Director General of Income Tax, National Academy of Direct Taxes (NADT), Mumbai for Construction of TMR Complex at Ahmedabad, Gujarat.
- Controller General of Patents, Designs & Trade Marks (CGPDTM), Mumbai for Construction of ISA/IPEA Complex being extension of IPO Building at Dwarka, New Delhi.
- M/s Real Estate Construction & Fabrication Co. (RECAFCO) Kuwait for pre qualification with Public Authority for Housing Welfare, Kuwait.
- M/s Bela International (Private) Ltd., Sri Lanka for promoting NBCC with various Ministries of Republic of Sri Lanka.

8

AUTONOMOUS AND STATUTORY BODIES

DELHI DEVELOPMENT AUTHORITY (DDA)

For matters relating to the development of Delhi according to plan and for matters ancillary thereto, the Delhi Development (DD) Act, 1957 was enacted and accordingly, Delhi Development Authority was set up. The objects of the Authority are to promote and secure the development of Delhi according to plan and for that purpose, the Authority have the power of acquire, hold, manage and dispose of land and other property, to carry out building, engineering, mining and other operations, to execute works in connection with supply of water and electricity, disposal of sewage and other services and amenities and generally to do anything necessary or expedient for purposes of such development and for purposes incidental thereto.

- 8.1 The Master Plan for Delhi(MPD) with the perspective year 2021 was notified by the Ministry of Urban, Govt. of India vide SO 141-(E) dated 7.2.2002. Subsequent to that, several modifications in MPD-2021 were carried out. These modifications provide further relief to various sections of the society and have benefited inhabitants of special area, village abadi and unauthorized regularized colonies, industrial units, misused activities, small shops, NGOs, professionals etc. The MPD-2021 modifications also substantially liberalized the developmental control norms for hotels with a view to augment the hotel accommodation for tourists and visitors for the Commonwealth Games.
- 8.2 With a view to enhance mobility, reduce congestion and to promote traffic safety by adopting standard transport planning practices, capacity building, enforcement measures, road safety audits, traffic engineering practices and better organizational coordination for improved traffic management by efficient lane capacity and work zone management, utilities coordination, developing traffic culture and avoiding transport planning pitfalls in the National Capital Territory of Delhi, the Unified Traffic and Transportation Infrastructure (Planning and Engineering) Centre was set up by Delhi Development Authority in exercise of powers under section 5A of the Act vide Notification dated 31st July, 2008.

NATIONAL CAPITAL REGION PLANNING BOARD (NCRPB)

- 8.3 The National capital Region Planning Board (NCRPB) was constituted under an Act of Parliament namely the National Capital Region Planning Board Act, 1985. The key rationale for constituting a National Capital Region (NCR) in 1985 has to develop the National Capital and its

surrounding areas as a region of global excellence with Delhi-centric emphasis to disperse/reduce pressure on the National Capital's infrastructure. Substantial financial resources are required for translating the above vision of the NCR into actual reality on the ground and for this purpose the Board is mainly dependent upon the Central grants and grants from the GNCT of Delhi.

- 8.4 National Capital Region comprises an area of 33,578 square kilometers and covers eight districts of Haryana, five districts of Uttar Pradesh (UP), one district of Rajasthan and the entire National Capital Territory of Delhi. The National Capital Region also has five Counter-magnet Areas outside the Region, namely, Hissar (Haryana), Bareilly (Uttar Pradesh), Kota (Rajasthan), Patiala (Punjab) and Gwalior (Madhya Pradesh).

DELHI URBAN ART COMMISSION (DUAC)

- 8.5 The Delhi Urban Art Commission was set up by an Act of Parliament with a view to advise the Central Government in the matter of preserving, developing and maintaining the aesthetic quality of urban and environmental design within Delhi and to provide advice and guidance to any local body in respect of any project of building operation or engineering operations or any development proposals which affects or is likely to affect the sky-line or the aesthetic quality of surroundings or any public amenity provided therein. The Act came into force with effect from May 1, 1974.
- 8.6 Proposals are referred to the Commission by the local bodies for advice and the same are duly considered in regular meetings of the Commission. The commission rendered advice on the proposals received from time to time keeping in view its mandate as stipulated in the Act.
- 8.7 With the rapid scale of urbanization taking place in the city and large number of mega projects coming up, the Commission is particularly concerned that such development should not be at the cost of the City's rich heritage – both mandate and natural. Each mega project was considered in terms of its impact on the city and its' benefit in the long term.
- 8.8 An important area in which the Commission takes special care is ensuring provision in designs for differently abled persons in terms of Persons with Disability (Equal Opportunities Protection and Rights and Full Participation) Act, 1995. One of the important features of this Act is to create a barrier-free built environment. What is needed in everyday practice of design management is a universal approach to accessibility. One all public projects, the Commission stipulates provision of necessary facilities in the building terms of the aforesaid Act.

- 8.9 In the guidelines issues by the Government (Ministry of Works & Housing Memorandum No.18012(23)-WI dated 5th June, 1972) one percent of the cost of all projects is to be spent on Works of Art in public buildings. Hence while according approval on all public projects, the Commission stipulates the aforesaid guidelines as a pre-condition in its sanction letter. Before according the 'No Objection' on proposals for issue of Completion Certificate, the Commission makes it a point to ensure that the project proponent has complied with the aforesaid guidelines stipulated by the Government.
- 8.10 The Budget outlay (BE) of DUAC was enhanced to Rs.2.00 crore in 2009-10 on account of implementation of the Sixth Pay Commission scales or the staff of the commission. The grants received from the Government during the year were Rs.140.83 lakh and after taking into account the amount carried over from the previous financial year of Rs.9.17 lakh, the total funds available to the Commission during the year 2009-10 was Rs.150 lakh. Against this, the expenditure during the period April-December, 2009 is Rs.144.48 lakh (provisional).

NATIONAL INSTITUTE OF URBAN AFFAIRS (NIUA)

- 8.11 NIUA is a premier institute for urban research in India supported by the Ministry of Urban Development, Government of India. It was established in 1976 under the Societies Registration Act XXI of 1860, with the support of the then Ministry of Works and Housing. The Institute's Governing Council (GC) consists of 19 members including representatives of Ministry of Urban Development, Planning Commission, State Governments, Financial Institutions and Urban Experts.

RAJGHAT SAMADHI COMMITTEE

- 8.12 Rajghat Samadhi Committee, created by an Act of Parliament called the "Rajghat Samadhi Act, 1951" and "Rajghat Samadhi (Amendment) Act, 1958" is an autonomous body, entrusted with the following responsibilities:
- administer the affairs of the Samadhi and keep the Samadhi in proper order and in a state of good repair;
 - organize and regulate periodical functions at the Samadhi;
 - do such other things as may be incidental or conducive to the efficient administration of the affairs of the Samadhi.

ABBREVIATIONS

AUWSP	Accelerated Urban Water Supply Programme
CPHEEO	Central Public Health & Environmental Engineering Organisation
CPWD	Central Public Works Department
DUAC	Delhi Urban Arts Commission
HBA	House Building Advance
HUDCO	Housing and Urban Development Corporation Ltd.
IDSMT	Integrated Development of Small and Medium Towns
JCM	Joint Consultative Machinery
JNNURM	Jawaharlal Nehru National Urban Renewal Mission
L&DO	Land & Development Office
LCS	Low Cost Sanitation
NBCC	National Buildings Construction Corporation Ltd.
NCRPB	National Capital Region Planning Board
NERUDP	North Eastern Region Urban Development Project
NIUA	National Institute of Urban Affairs
PEARL	Peer Experience and Reflective Learning
PHE	Public Health Engineering
UD	Urban Development
UEPA	Urban Employment & Poverty Alleviation
UIDSSMT	Urban Infrastructure Development Scheme for Small & Medium Towns