

Assessment methodology

1. For Assessing the municipal corporations in Chhattisgarh, an ideal municipal corporation has been chosen and all the municipal corporations have been rated relative to that municipal corporation. The ideal municipal corporation has been defined based on our experience of working with ULBs across the country, minimum standards as prescribed by various commissions and institutions and documented experiences of ULBs in India, viz., Ahmedabad Municipal corporation, Rajkot Municipal Corporation, Bangalore Municipal Corporation, Ludhiana Municipal Corporation, etc.
2. The municipal corporations have been assessed along the following dimensions:
 - Municipal services
 - Revenues
 - Efficiency in operations
 - Long term planning
3. Each of the dimensions have multiple parameters and 3-5 criteria have been identified for each of the parameter
4. A qualitative scale consisting of four normative ranks has been used. The ranks are

Poor

Average

Good

Excellent

A four-point scale has been used as opposed to a three-point scale in order to bring out some of the minor differences that exist between municipal corporations. Ranks have been assigned on the following basis:

- If a municipal corporation does not fulfill any criteria in a parameter, it has been given a “Poor” rating on that parameter
- If a municipal corporation fulfills at least one criterion in a parameter and has taken steps to ensure fulfillment of other/s, it has been given an “Average” rating on that parameter
- If a municipal corporation fulfills at least two criteria in a parameter and has taken steps to ensure fulfillment of other/s, it has been given a “Good” rating on that parameter
- If a municipal corporation fulfills three or more criteria in a parameter, it has been given an “Excellent” rating on that parameter
- The ideal municipal corporation is assumed to fulfill all the criteria across all parameters and therefore receives an excellent rating across all parameters

The criteria for all the parameters under each of the dimension is explained below:

Municipal Services

Water Supply

- 100 % of the population is covered by water supply
- Residents are assured of at least 140 LPCD
- Public standposts are available for low-income settlements and those not covered by piped water supply
- There should be one standpost for 20 families within a walking distance of 100 meters

Sewerage and Sanitation

- 100% if the population is covered through sewerage system and where the municipal corporation is responsible for a large town there should also be treatment facilities
- At least 75% of the population is covered by underground piped drainage facility and the remaining have access to septic tanks and dry latrines
- There are toilet complexes near slums and squatter settlements
- The municipal staff responsible for street cleaning functions efficiently and there is no garbage on the streets. Large drains are cleaned regularly as per pre-fixed schedule

Solid Waste Management

- 100% of the waste generated in the city is collected everyday
- There is a mechanism for door to door collection of garbage, either through municipal staff or through private sector
- Waste is segregated and degradable waste is converted into compost while inert waste is disposed at appropriate landfill site
- Medical waste is not mixed with other garbage and is incinerated or disposed through other environmentally sound practices

Revenues

Property Tax

- Self-assessment system is being practiced and all assessable properties are under the tax net
- All the properties have been identified and an appropriate database is being maintained
- Arrears are recovered effectively through property tax camps and other measures
- At least 80% of annual demand is recovered every year
- At least 80% of the total tax is collected within office premises of the municipal corporation with minimum door to door collection

Water Tax

- All piped water supply is metered and rates are based on actual consumption
- Rates should be fixed after taking into account cost of service provision
- At least 80% of annual demand is recovered every year
- At least 80% of the total tax is collected within office premises of the municipal corporation with minimum door to door collection

Income from municipal properties

- All municipal properties have been identified, numbered and valued according to commercial practices through certified valuers
- There are no encroachments on municipal land and any existing encumbrances are being removed through swift legal action
- Feasibility studies have been conducted for commercial utilisation of land
- The municipal corporation has executed the projects by the municipal corporation or through private sector

Efficiency of operations

Accounting system

- The municipal corporation follows double entry accounting system along with accrual basis of accounting
- The municipal corporation has identified and valued its assets and liabilities
- The chart of accounts is appropriately structured in order to reveal the expenditure across different geographic areas
- It is possible to calculate the cost of service provision for different utilities such as water, sewerage and sanitation, garbage collection, etc.
- If the accounting function is decentralised at the zonal level, there is a mechanism for aggregating zonal accounts with overall accounts of the corporation

Citizens responsiveness

- The municipal corporation has adopted a citizen charter indicated the service levels and response time for delivering various types of services such as building plan approval, issue of birth and death certificates, repair of broken or clogged sewer systems, cleaning of roads, streets, garbage clearance schedule, etc.
- There is a system of recording complaints and proper follow-up to ensure that complaints are addressed
- It constantly organises community meetings to interact with citizens groups and non-governmental organisations

Computerisation

- The municipal corporation has computerised the accounting system and all vouchers are entered into the computerised system
- All tax assesses, especially for water tax and property tax have been computerised using an appropriate database application
- Billing and collection function for utilities and taxes is also computerised
- Citizen complaints are also computerised and the status relating to disposal of complaints is available to higher officers for supervision as well as to the citizens

Involvement of private sector

The corporation has identified areas where it seeks private sector participation and has taken initiatives to involve private sector in delivery of municipal services. The areas where private sector could be involved are:

- Primary collection of garbage
- Composting and management of landfill site
- Street cleaning
- Maintenance of public toilets

- Operation and treatment of water treatment plants, pumping stations and tubewells
- Billing of taxes and utility charges
- Operation of parking lots
- Maintenance of public parks, roads and crossings

Long term planning

Plan for improving civic services

- The municipal corporation has drawn out a blue print of projects to be taken up in future
- It has formulated a perspective plan over the next 15-20 years identifying the enhancement required in various civic services like water, sewerage and sanitation, solid waste management, urban transport, etc. in light of estimated population growth
- It has also identified need for new townships and initiated steps for preparation of project plan

Capital investment programme

- The municipal corporation has identified the investment requirements for augmenting the status of municipal services
- These have been estimated through exhaustive studies conducted by the corporation or through external consultants
- It has also estimated a schedule of investments in phases over the next 15-20 years

