

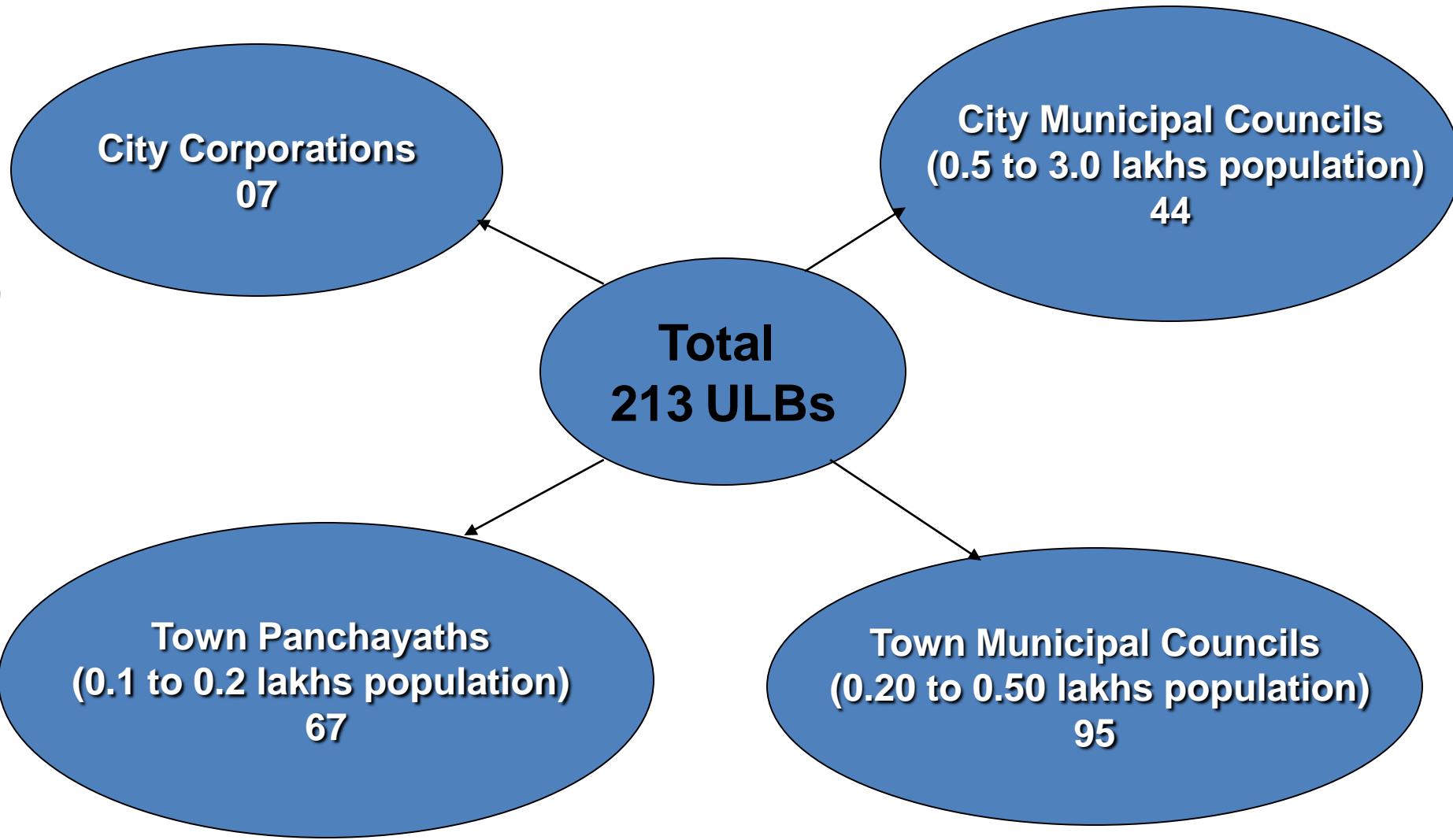


Urban eGovernance Initiatives in Karnataka State



Urban Scenario in Karnataka

Categories of Urban Local Bodies in State



Urban Scenario in Karnataka

Impact on Urbanisation in State

- Total Population of State 61.13 million (Census 2011 provisional figures)
- Urban population is 22.62 million
- Growth rate 37.55%
- Karnataka is one of the most urbanized states in the country and ranks 4th among the major states of India

Impact of 2011 Census on urbanisation in Karnataka

- 247 Gram Panchayats (GPs) are eligible to become Town Panchayat (TPs).
- Out of which 119 GPs are recommended to be upgraded into Town Panchayats (TPs).

Focus on Urbanisation

- The Government of India's (GoI) Tenth Plan emphasized urban reforms as critical to growth and poverty alleviation.
- The Directorate of Municipal Administration drew up an Agenda detailing out the priority for the urban areas.
- It covered Resource Mobilization, Infrastructure Creation and Management, Urban Poverty Alleviation, Transparency and Participation and Good Governance and Local Accountability.

Background

- The Urban Development Department, Government of Karnataka through the Directorate of Municipal Administration launched Municipal Reforms in the year 2004

Financial assistance:

1. Asian Development Bank (for NNP) - 49 ULBs
(FBAS - 55 ULBs)
 2. World Bank (for KMRP) -164 ULBs (FBAS – 158 ULBs)
- To upgrade the existing municipal functions to Computer/Web based administration.
 - Towards smoother delivery of municipal services to the citizens of Karnataka

Partners in Implementation



Municipal Reforms Cell

- Is an exclusive cell created under DMA in the year 2005
- Managed by Professionals hired directly from the market.
- The cell houses a Data Center with a centralized database architecture
- Responsible for Development, implementation and monitoring the usage of e-Governance tools and applications
- Operations and Maintenance of Database of ULBs
- Provides in house online training for ULB staff , DUDC and DMA officials



Reforms in Service Delivery

- Aasthi : GIS-based Property Tax Information system (PTIS)
- Public Grievances and Redressal (PGR)
- Birth and Death Registration and Certification (BandD)
- Fund Based Double Entry Accrual Accounting System (FBDEAAS)
- ULB websites



AASTHI

(GIS-BASED PROPERTY TAX SYSTEM)



Services Covered in Aasthi

- Assessment of property and creation of property records
- Minimizing the chances of property record tampering
- Real time data on collection of property tax by the ULB
- Easy search and analysis of property details and tax-related data
- Tracking of defaulters on property tax payment
- Over the counter issuing of FORM III (Tax-paid Receipt)
- Application is online in 59 ULBs

Aasthi Home Page



ಚಿತ್ರದುರ್ಗ ನಗರಸಭೆ
CMC Chitradurga



Citizen



Property Tax MIS Reports

[Search Property](#)

GIS Reports

[Search Property using Map](#)

City Administration



[City Officials](#)

Manual to Electronic - GIS (Process Re-engineering)

Hand Drawn ULB Base Map



Digitized Map with Ward Boundary and Street Network



Hand drawn Field Survey data with Property Polygon



Digitized Block Map with Property Polygon



GIS Web Based Application



GIS-based Property Tax Information System

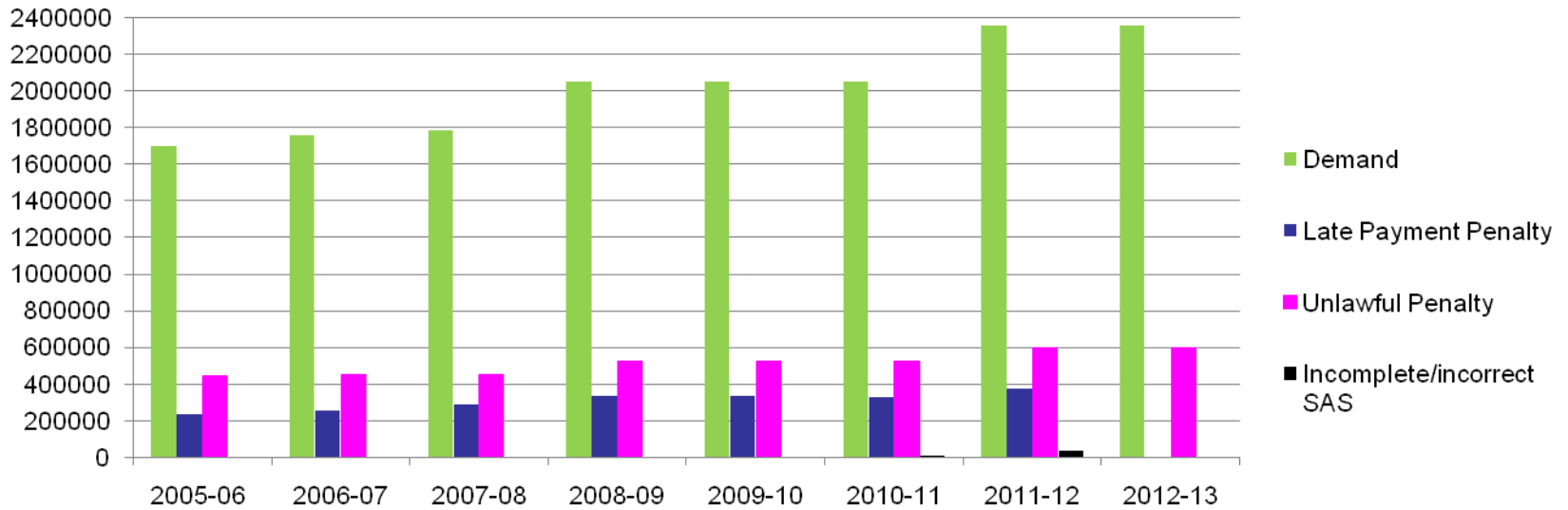
- Pre Reforms status
 - Large number of properties were not present in tax net of the ULB.
 - No uniform procedure followed to calculate property tax
 - Delay in preparation of defaulters list
 - Tedious process to trace tax arrears in case of defaulter
- Post Reform status
 - All taxable properties in ULB area are assessed and brought under tax net.
 - History of property tax collection since 2002 digitized.
 - Preparation of property tax defaulters list made easy.

GIS-based Property Tax Information System

- **Benefits to Department**
 - Property tax demand, collection and balance details readily available
 - Defaulters could be easily tracked and notices served for payment of property tax.
 - Issuing khata extract (Property tax payment acknowledgement) after ensuring there are no arrears
- **Benefits to Citizen**
 - Online property tax calculator application helps citizen to calculate property tax
 - Citizen can view his property details available in ULB records
 - Property tax due to ULB can be checked.

GIS-based Property Tax Information System

No of ULBs	No of properties as per MAR 19	No of unassessed properties identified	% increase in no of properties brought under tax net
49 NN	14,85,434	8,07,375	54.35%
164 KMRP	11,40,674	3,02,226	26.49%



Features of Aasthi

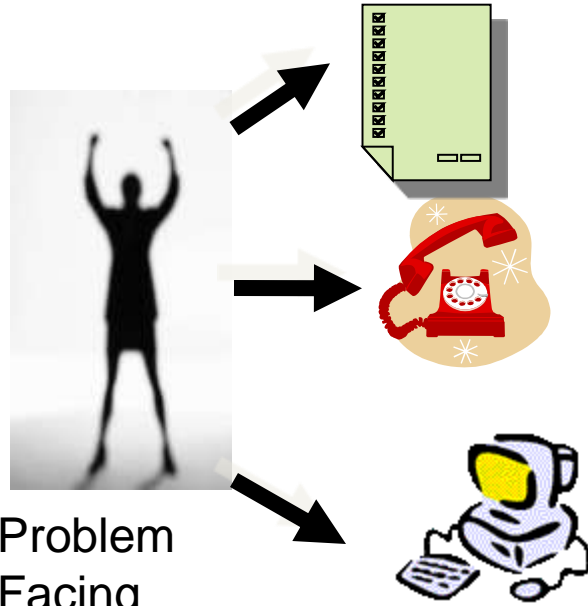
- Computing automatic property tax demand
 - Property tax Demand Calculation from 2005-06
 - DCB report from the year 2005-06
 - Demand Adjustment due to Property Modifications
 - Auto Rebate and Cess calculation if any.
 - Penalties are auto calculated.
- Generation of Defaulters List
- Automatic generation of demand notices and seizure notices
- Online Property Tax Calculator

Public Grievances and Redressal System

Pre-Initiative:

- Improper registration of complaints
- No standard registration format
- Time consuming
- No proper redressal
- Delay in redressal
- No priorities
- Difficult to know the status
- Difficult to generate various kinds of reports
- No accountability

Public Grievances and Redressal System



Problem Facing Citizen

- Provision for registering complaints through Phone, Online and Written form
- Tracking is easy
- Live in 213 ULBs
- PGR Cell is handled by NGOs
- Working 12 hours in KMRP Phase II ULBs and working 24 hours in Nirmal Nagar and KMRPI Phase I.
- Targeted to scale it up to 24 hours.
- Online monitoring is easy.
- Auto escalation of Report
- Complaints registered **3,73,852** and complaints redressed **3,63,047** (from 1st April 2011 to 31st March 2012)
- Complaints registered **2,28,028** and complaints redressed **2,21,299** (from 1st April to 1st October 2012)

Public Grievances and Redressal System

- **Benefits to Department**
 - Complaint registration and tracking system
 - Enables all stakeholders to understand the city's problems
 - Ensure availability of data for all the Government departments.
 - Useful to understand what kind of problems occur at which parts of the ULB at what time of the year.
 - Faster and effective redressal of complaint.
- **Benefits to Citizen**
 - Citizen-friendly complaint registration and tracking system
 - Enables citizens to understand the city's problems

Public Grievances and Redressal System Enhancements

	Existing Features	Enhancements in pipeline
PGR	Registration of complaints by Citizens and ULB operator with reference to Ward and Departments, Complaint redressal by ULB officials, Complaint escalation, MIS reports	IVRS (Internal Voice Recording System – Proposed to introduce IVRS in all ULBs to record complaints thus enabling speedy redressal of complaints with SMS alerts.



ಚಿತ್ರದುರ್ಗ ನಗರಸಭೆ

CMC Chitradurga



Release History

ಸಾರ್ವಜನಿಕ ಕುಂದುಕೊರತೆಗಳ ಪರಿಹಾರ ಪದ್ಧತಿ / Public Grievance Redressal System

ನಿಮ್ಮ ದೂರುಗಳನ್ನು ನೋಂದಾಯಿಸಿ / Register Your Complaints



ಅಂತರ್ಜಾಲದ ಮೂಲಕ ದೂರನ್ನು ನೋಂದಾಯಿಸಿ / Register Complaints Via Internet



ದೂರವಾಣಿ ಮೂಲಕ ದೂರನ್ನು ನೋಂದಾಯಿಸಿ / Register Complaint via Phone

Complete the Grievance Registration Form (Kannada Form/English Form) and call 08194-221588 to register your complaint.



ಪತ್ರದ ಮೂಲಕ ದೂರುಗಳನ್ನು ನೋಂದಾಯಿಸಿ / Register Complaint via Paper Form

Complete the Grievance Registration Form(Kannada Form/English Form) and send it to :

Grievance Officer.

Municipal Commissioner, City Municipal Council,
Madakari Nayaka Circle, Chitradurga-577501

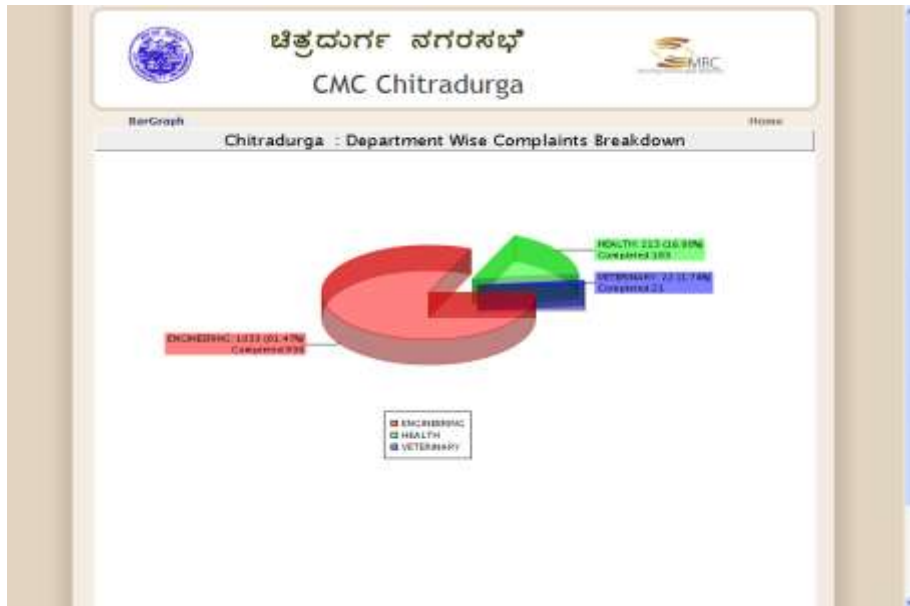
ನಿಮ್ಮ ದೂರಿನ ಸ್ವರೂಪವನ್ನು ತಾಳೆನೋಡಿ / Check Your Complaint Status



Enter Complaint Number :

ದೂರು ಪರಿಶೀಲಿಸಿ, ನಮೂರು ಮಾಡಿ

City Report - Dept Wise Listing



Complaint Statistics



Escalation Report



ಚಿತ್ರದುರ್ಗ ನಗರಸಭೆ
CMC Chitradurga

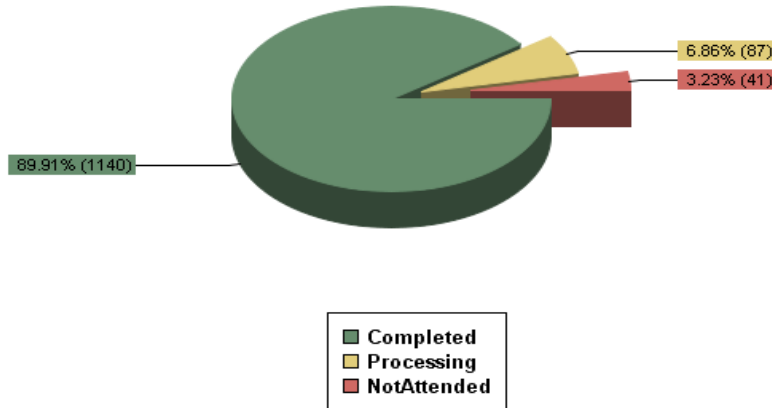


udd

Log Out

Escalation Report

Opening Balance	No. of complaints Registered	No. of Complaints Under Processing	No. of Complaints Not Attended	No. of Complaints Addressed	Complaints Escalated to Commissioner/Chief Officer
62	1206	87	41	1140	324





ಚಿತ್ರದುರ್ಗ ನಗರಸಭೆ CMC Chitradurga

[udd](#)[Log Out](#)

Escalation Report

Month	No. of complaints Escalated to Commr/CO	No. of escalated complaints Attended	No. of escalated complaints Not Attended
April	154	154	0
May	170	147	23
Total	324	301	23

[Back](#)

Public Grievance and Redressal System 3.0.0
Designed, Implemented & Maintained by Municipal Reforms Cell
Best viewed with the resolution 1024 * 768 using Internet Explorer 7.0 or above.

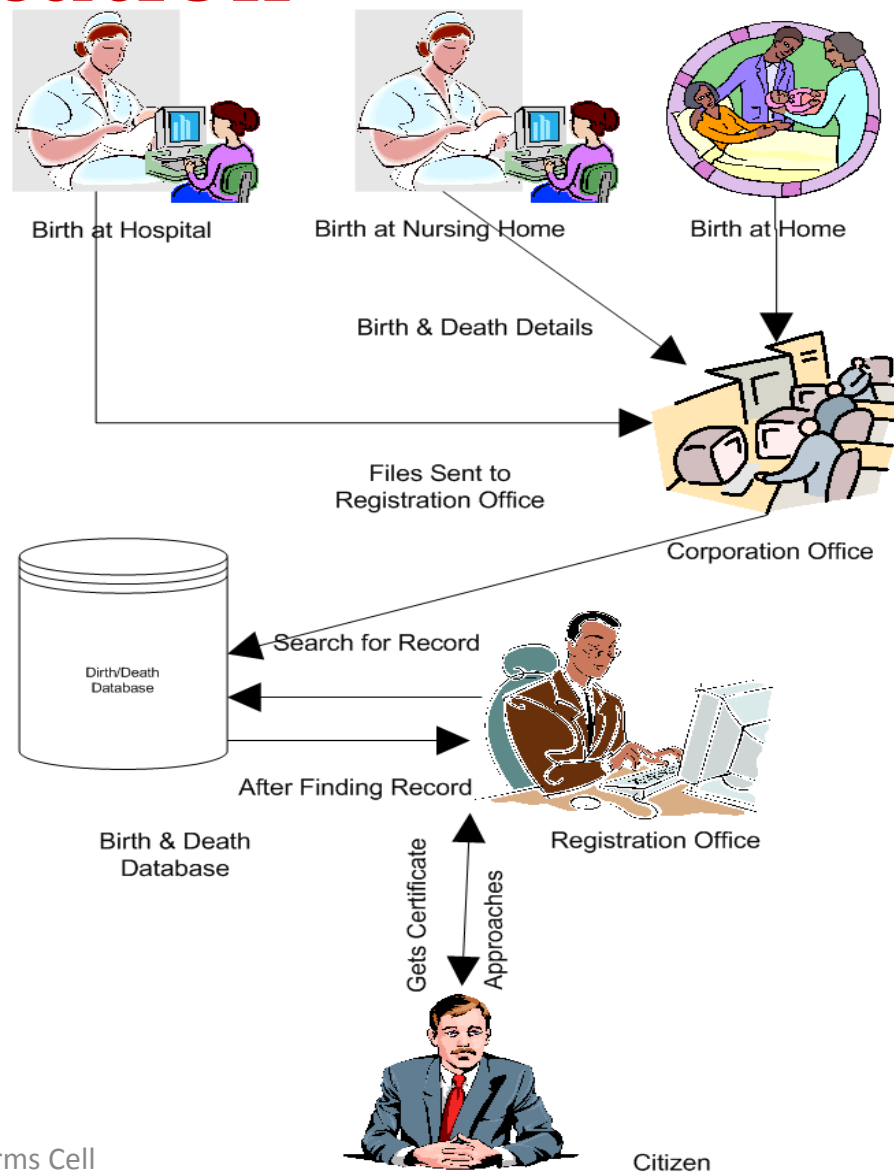
Birth and Death Registration and Certification (B&D)

Pre-Initiative:

- Manual maintenance of Birth and Death Registers caused huge delay in issuing of certificates, as records had to be physically searched.
- Fee was not collected as per the guidelines of Registrar General of India.
- Hospitals were unable to maintain timeliness for providing information to ULBs.

Birth and Death Registration and Certification

- Live in all 213 ULBs
- On-line registration through ULB with an automated computer-generated registration ID
- 1,03,17,432 Birth, Death and still birth records in electronic form
- Backlog records since 1990 is available in the database.



Birth and Death Registration and Certification

Benefits to Department

- Easy and immediate Birth and Death Registration and Certification
- Online/Offline registration through hospitals.
- Issuance of certificates over the counter is less time consuming
- Online system is user-friendly and fast
- Generation of Reports on number of Birth, Death and Still Birth registered and certificates issued
- Computerized records are readily available for Registrar's approval
- Increase in ULB Revenue

Birth and Death Registration and Certification (B&D)











Benefits to Citizen

- Easy and immediate Birth and Death Registration and Certification
- Issuance of certificates over the counter is less time consuming
- Public can view birth and death records via internet

Birth and Death Registration and Certification - Enhancements

	Existing Features	Enhancements in pipeline
B&D	Maintenance of Registration units and Hospital registration units, Registration and Corrections of Birth, Death and Still Birth, Captures and Issues payment receipts, Certification Generation, Name Inclusions, MIS reports	Provision for Hospital Registration Units similar to existing registration Units. Bilingual certificate, Digital signature and Biometrics implementation.

Birth and Death Application

Birth / Death / Still Birth Registration	
	Birth Registration
	Death Registration
	Still Birth Registration
Search/Approve/Generate Certificate's	
	Search Birth/Death/StillBirth Records
	Approve Birth/Death/StillBirth Records
	Generate Certificates by using Receipt Number/Challan Number
Reports	
	Summary Monthly Reports
	Aggregate Reports
	Payment Reports
	Name Inclusion Status Reports

ನಂ :
NO:

ನಮೂನೆ - 5
Form 5



**ಕರ್ನಾಟಕ ಸರ್ಕಾರ
GOVERNMENT OF KARNATAKA
ಜನನ ಮತ್ತು ಮರಣಗಳ ಮುಖ್ಯ ರಿಜಿಸ್ಟ್ರಾರರು
Chief Registrar of Births and Deaths**



ಜನನ ಪ್ರಮಾಣ ಪತ್ರ
(ಜಿ.ಐ.ಐ.ಡಿ.ಆರ್.ಆರ್. 8/13 ನಿಯಮ ಪ್ರಕಾರ ಹಾಗೂ ಕೆ.ಆರ್.ಬಿ.ಡಿ.ನಿಯಮಗಳಡಿ (2007) ರ ನಿಯಮ ಪ್ರಕಾರ ಮೂಡಿಸಿದ)

BIRTH CERTIFICATE

(Issued Under Section 12/17 of the RBD Act, 1969 and Rule 8/13 of the KRBD Rules, 1999)

ಈ ಕೆಳಕಂಡ ವಿವರಗಳನ್ನು ಕರ್ನಾಟಕ ರಾಜ್ಯದ ಕೊಡಗು ಜಿಲ್ಲೆಯ ವಿರಾಜಪೇಟೆ ತಾಲ್ಲೂಕಿನ ವಿರಾಜಪೇಟೆ (ಗ್ರಾಮ ಪಟ್ಟಣ ರಿಜಿಸ್ಟ್ರಾರನಲ್ಲಿರುವ ಜನನ ಸಂಬಂಧವಾದ ಮೂಲ ದಾಖಲೆಯಿಂದ ತೆಗೆದುಕೊಳ್ಳಲಾಗಿದೆಯೆಂದು ಪ್ರಮಾಣೀಕರಿಸಲಾಗಿದೆ)

This is to certify that the following information has been taken from the original record of birth which is the register for VIRAJPET(village / town) of VIRAJPET taluk of Kodagu district of Karnataka state.

- | | |
|--|--|
| <p>1) ಹೆಸರು
Name <u>*****</u></p> <p>3) ಜನನವಾದ ತಾರೀಖು
Date of Birth <u>02/02/2007</u></p> <p>5) ಸಾಗಣೆಯ ಹೆಸರು
Name of Mother <u>ಮೈಮುನ</u></p> <p>7) ಮೂಲವಿನ್ ಜನನದ ಸಮಯದಲ್ಲಿ ತಂದೆತಾಯಿಯರ ವಿಳಾಸ
Address of parents at the time of birth of the child,
<u>*****</u></p> <p>9) ನೋಂದಣಿ ಸಂಖ್ಯೆ
Registration Number <u>2007-B-100</u></p> <p>11) ವಿಶೇಷ ಯಾವುದಾದರೂ ಇದ್ದಲ್ಲಿ
Remarks (if any) <u>*****</u></p> <p>13) ಪ್ರಮಾಣ ಪತ್ರ ಕೊಡುವ ಪ್ರಾಧಿಕಾರಿಯ ಸಹಿ
Signature of issuing Authority
_____</p> | <p>2) ಲಿಂಗ
Sex <u>Male</u></p> <p>4) ಜನಿಸಿದ ಸ್ಥಳ
Place of Birth <u>Hospital - Government Hospital</u></p> <p>6) ತಂದೆಯ ಹೆಸರು
Name of Father <u>ಹೆಚ್‌ನಾಜ್</u></p> <p>8) ತಂದೆ ತಾಯಿಯರ ಖಾಯಂ ವಿಳಾಸ
Permanent address of parents,
<u>*****</u></p> <p>10) ನೋಂದಣಿಯಾಗಿದ ದಿನಾಂಕ
Date of Registration <u>06/02/2007</u></p> <p>12) ಪ್ರಮಾಣ ಪತ್ರ ನೀಡಿದ ದಿನಾಂಕ
Date of Issue <u>03/12/2010</u></p> <p>14) ಪ್ರಮಾಣ ಪತ್ರ ಕೊಡುವ ಪ್ರಾಧಿಕಾರಿಯ ವಿಳಾಸ
Address of issuing Authority
_____</p> |
|--|--|

ಮೊಹರು / Seal

**"ಪ್ರತಿಯೊಂದು ಜನನ ಮತ್ತು ಮರಣದ ನೋಂದಣಿಯನ್ನು ಖಚಿತಪಡಿಸಿಕೊಳ್ಳಿ
"Ensure registration of every Birth and Death"**

ULB Websites

Present scenario

- Information about the city
- Information on City Finances
- Details of Elected Body
- Details of Municipal Staff
- Downloadable forms
- Accounting System, Birth and Death Applications and other applications
- Public Disclosure Schedule
- RTI Information

ULB Websites

Pre-Reforms status

- Common platform not available

Post-Reforms status

- Uniform Structure across all 213 ULBs
- Awareness among citizens.
- Medium for centralised information

Benefits to Department

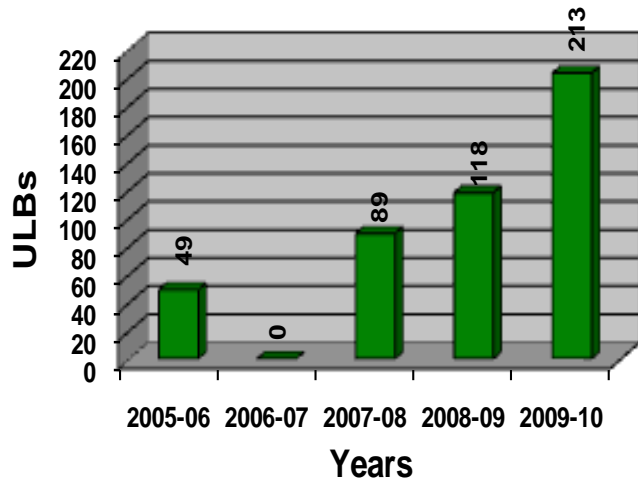
- Flexibility in maintenance of ULB information.
- Access to Online Applications under one channel

Benefits to Citizen

- ULB Information available under one channel

ULB Websites Live

No. of ULB websites going live - year wise(NN & KMRP)



■ No of ULBs went live

year	No of ULBs went live
2005-06	49
2006-07	0
2007-08	89
2008-09	118
2009-10	213



ಚಿತ್ರದುರ್ಗ ನಗರಸಭೆ Chitradurga City Municipal Council



- Home
- Public Disclosure Law
- RTI
- Citizen Charter
- Tenders
- Notifications
- Contact Us
- Comments/Suggestions

- City/Town Information
- Elected Representatives
- City Council
- City Staff
- City Financials
- City Town Statistics
- Works Information
- Tourism

- General Information
- Downloadable Forms
- Information on Online Applications
- Online Applications
- Civic Amenities
- Related Links

User login

Username: *

Password: *

[Request new password](#)

Home

"ನಕಾಲ" ಇಂದು...ನಾಳೆ...ಇನ್ನೆಲ್ಲ ಹೇಳಿದ ಸಮಯ(ದಿನ) ತಪ್ಪೋಲ್ಲ...

ನಿಮ್ಮ ಅರ್ಜಿಗಳನ್ನು ಸಕಾಲ ತಲುಪುವಲ್ಲಿ ಸರ್ಟಿಸಿ, ನಿಗದಿತ ಸಮಯದಲ್ಲಿ ನಿಮ್ಮ ಅರ್ಜಿಗೆ ಸಂಬಂಧಿಸಿದ ಮಾಹಿತಿಯನ್ನು ಪಡೆದುಕೊಳ್ಳಿ...

[ಸಾರ್ವಜನಿಕ ಪ್ರಕಟಣೆ ದಿನಾಂಕ: 05.10.2012](#)

[ಸಾರ್ವಜನಿಕ ಪ್ರಕಟಣೆ ದಿನಾಂಕ: 17.09.2012](#)

[ಸಾರ್ವಜನಿಕ ಪ್ರಕಟಣೆ ದಿನಾಂಕ: 15.09.2012](#)

Chitradurga (ಚಿತ್ರದುರ್ಗ) is a city located in the Indian state of Karnataka. Chitradurga gets its name from Chitrakaldurga, an umbrella-shaped lofty hill found here. Tradition dates the Chitradurga district to the period of the Ramayana and Mahabharatha. The whole district lies in the valley of the Vedavati river, with the Tungabhadra flowing in the NorthWest. **The Well Known Tourist Place in Chitradurga is the Fort.** The Fort of Chitradurga with seven circumambulations surrounds the seven hills of Chinmuladri range. Actually the Construction of this fort started during 10th Century A.D and completed in 18th Century A.D during the rule of palegars. According to an estimate the total length of the fort is about 8 Kms. As per Chitradurga District Gazetteer this fort has 19 Gateways, 28 Postern Gates, 35 Secret Entrances, 4 invisible Entrances, 50 Warehouses, apart from other monuments.



ಗಣಕೀಕರಣ : ಚಿತ್ರದುರ್ಗ ನಗರಸಭೆ ವ್ಯಾಪ್ತಿಯ ಅಸ್ತಿಗಳನ್ನು ಗುರುತಿಸಿ, ಅಸ್ತಿ ವಿವರಗಳನ್ನು ಸಂಗ್ರಹಿಸಿದ್ದು, ಮಾಹಿತಿಯನ್ನು ಗಣಕೀಕೃತಗೊಳಿಸಿದ್ದು, ಕ್ಷೀಪ್ರದಲ್ಲೇ ನಾಗರಿಕರು ಇದರ ಸೌಲಭ್ಯ ಪಡೆಯಬಹುದಾಗಿರುತ್ತದೆ. ಇದರ ಜೊತೆಗೆ 1990 ನೇ ಸಾಲಿನಿಂದ ಈವರೆಗೆ ಜನನ ಮತ್ತು ಮರಣ ದಾಖಲೆಗಳನ್ನು ಗಣಕೀಕೃತಗೊಳಿಸಿದ್ದು, ನಾಗರಿಕರು ಇನ್ನು ಮುಂದೆ ಜನನ-ಮರಣ ಪ್ರಮಾಣ ಪತ್ರಗಳನ್ನು ನಿಗದಿತ ಶುಲ್ಕ ಪಾವತಿಸಿ ಪಡೆಯಬಹುದಾಗಿರುತ್ತದೆ.

Computerisation : Properties within Chitradurga CMC limits have been identified & details have been collected & Computerization of records is Completed. Citizens can avail this facility to pay property tax shortly. Birth & Death records are available online from the year 1990. Citizens can make use of this facility to register & obtain Birth & Death Certificates.

"This Page is maintained by Smt.Bharathi S Municipal Commissioner "

Last Updated: 05/10/2012

City/Town Summary

Population	1.23 Lakhs
Area	29.5 Sq Km
Number of Properties	25,430
Number of Wards	35
Length of Roads	248.50Km
Total Water Supply	24MLD
Per Capita Water Supply	96 PCLD
Summer Temp.	35°C - 40°C
Winter Temp.	12°C - 32°C

[Photo Gallery](#)

Search

Search this site:

Other Information

[UIB Organisation Chart](#)

ULB Websites - Enhancements

	Existing Features	Enhancements in pipeline
ULB Websites	City Council, City Financials, Works Information, Civic Amenities, City Town Summary, Right To Information, Public Disclosure Schedule, Tenders, Notifications.	Bilingual Labels, Comments/Suggestions

Karnataka Municipal Data Society®

- Karnataka Municipal Data Society® (KMDS) was set up under the Order No. UDD 50 TMD 2007 dated 22/12/2007 by the Government of Karnataka.
- The intention of the Government of Karnataka in setting up KMDS, is to manage e-governance initiatives of the Urban Local Bodies, ULBs.

OBJECTIVES :

- eGovernance support to ULBs.
- Data hosting and maintenance.
- Training staff of the members to the Society.
- Development and implementation of new eGov applications.

Projects Under KMDS

Applications :

- Service Level Benchmarking – Government of India, BBMP, Karnataka.
- Asha Kirana Mahithi – Slum Survey (RAY).
- Namma Mane (Interest Subsidy Scheme for Housing Urban Poor (ISHUP)
- Monthly Information Booklet
- Personnel Information System
- Public Disclosure Law
- 100-crore Project
- Swarna Jayanthi Shahari Rozgar Yojana (SJSRY)
- KUIDFC Sector Wise Investment Requirement
- Official Vacancy Position
- Chief Minister's Small and Medium Town Development Program
- Municipal Information System
- Urban Development Authority Computerization



TULANA

**Karnataka SLB Online Application Tool
(KMDS)**

Service Level Benchmarking

Sectors	Indicators (51)
Water	13
Waste Water Management	07
Solid Waste Management	10
Roads, Roadside drains, Street lights	07
Disease Control	02
Development of Parks and Gardens	02
Finance	10

Outcome of SLB

- Helps in Decision Making.
- Strengthening the Responsibility.
- Transparency and Accountability.
- Resource Mobilisation and Management.
- Prioritising the Development Activities.
- Helps in Policy Making.
- Awarding best performing ULB, based on Ranking report.
- **After the successful implementation of Karnataka Service Level Benchmark, KARSLB, Government of India SLB was initiated by the Ministry of Urban Development, Government of India.**

Ranking Reports



Karnataka Urban Service Level Benchmarking

Ranking Report for the State

Reporting Period : 2008-2009

Sl.No.	Name of the ULB	Water Supply Management	Waste Water Management	Solid Waste Management	Roads, Roadside Drains & Streetlights	Disease Control	Development of Parks & Gardens	Municipal Finance	Total Marks	Rank
	Maximum Marks >>	100	50	150	50	25	25	100	540	
1	Udupi	80	12	108	47	0	6	83	336	1
2	Koppa	63	0	114	53	0	12	78	320	2
3	Mysore	78	30	96	54	0	14	42	314	3
4	Kundapur	74	0	76	48	0	12	82	292	4
5	Karkala	79	12	87	44	0	0	70	292	5
6	Shringeri	69	0	66	58	0	15	84	292	6
7	Gokak	61	0	96	46	0	0	80	283	7
8	T.Narsipur	74	0	123	35	0	12	39	283	8
9	Arasikere	48	17	105	35	0	15	60	280	9
10	Bhatkal	66	10	65	58	0	12	69	280	10
11	Hubli Dharwad	59	22	65	57	0	4	65	272	11
12	Madikeri	55	0	92	46	0	12	62	267	12



Service Level Benchmarking
Ministry of Urban Development,
Government of India

Service Level Benchmarking

Sectors	Indicators (28)
Water Supply	09
Sewerage Management	09
Solid Waste Management	08
Storm Water Management	02

Water Supply Indicators

- 2.1.1 Coverage of water supply connections
- 2.1.2 Per capita supply of water
- 2.1.3 Extent of metering of water connections
- 2.1.4 Extent of non-revenue water (NRW)
- 2.1.5 Continuity of water supply
- 2.1.6 Quality of water supplied
- 2.1.7 Efficiency in redressal of customer complaints
- 2.1.8 Cost recovery in water supply services
- 2.1.9 Efficiency in collection of water supply-related charges

Sewage Management(Sewerage and Sanitation) Indicators

- 2.2.1 Coverage of toilets
- 2.2.2 Coverage of sewage network services
- 2.2.3 Collection efficiency of the sewage network
- 2.2.4 Adequacy of sewage treatment capacity
- 2.2.5 Quality of sewage treatment
- 2.2.6 Extent of reuse and recycling of sewage
- 2.2.7 Efficiency in redressal of customer complaints
- 2.2.8 Extent of cost recovery in sewage management
- 2.2.9 Efficiency in collection of sewage charges

Solid Waste Management Indicators

- 2.3.1 Household level coverage of solid waste management services
- 2.3.2 Efficiency of collection of municipal solid waste
- 2.3.3 Extent of segregation of municipal solid waste
- 2.3.4 Extent of municipal solid waste recovered
- 2.3.5 Extent of scientific disposal of municipal solid waste
- 2.3.6 Efficiency in redressal of customer complaints
- 2.3.7 Extent of cost recovery in SWM services
- 2.3.8 Efficiency in collection of SWM charges

ASHA KIRAN MAHITI (KARNATAKA SLUM MAPPING and SOCIO ECONOMIC SURVEY)

Asha Kirana Mahiti is the mapping of all the slums notified and non notified in urban area of the state along with GIS map and household data. The application developed by MRC consists the following:

Part A – General information of city town (ULB)

Part B – Slum profile along with sketch map

Part C – Particulars of survey operations

Annexure I – Detailed slum survey

Annexure II – Detailed household survey

Annexure III – Detailed livelihood survey

The objective of Asha Kirana Mahiti is Urban Statistics for HR and Assessment. The data collected can be used by various departments for various purposes like study, planning and implementation.

ASHA KIRANA MAHITI



Asha Kirana Mahithi

User : mrc_view | City/Town : Channapatna | Logout!



- PART A - General Information
- PART B - Slum Profile
- PART C - Particulars of Survey
- Annexure I - Slum Survey
- Annexure II - Household Survey
- Annexure III - Livelihood Survey
- Annexure IV - Additional Info

Reports

- PART A - City/Town Details
- PART B - Summary Report
- PART B - Slum Details

Master Data

- Add MasterData
- Create Users
- Change Password
- About

PART A

I. General Information - City/Town

1(a). State Code	: 29	1(b). Name of the State	: Karnataka
2(a). District Code	: 29	2(b). Name of District	: Ramanagara
3(a). City/Town Code	: 179	3(b). Name of City/Town	: Channapatna
4(a). City/Town Popn. (2001 Census)	: 63577	4(b). City/Town No. Of Households (2001 Census)	: 12460

NAMMA MANE (ISHUP:INTERST SUBSIDY SCHEME FOR HOUSING THE URBAN POOR)

ISHUP– is a programme initiated by the central government to help the urban poor in realizing their dream of 'my home' by financially assisting in the form of lending house loans at a subsidized rate of interest.

"**ISHUP Monitoring Programme**", is an application developed by MRC.

The main objective of ISHUP application is to capture all the eligible applicant details and provide a reliable database for the municipal administration to govern at ease.

Expected outputs:

- Develop Slum Free Cities by 2014
- Ensure sustainability of Urban Poor
- Bringing convergence among stake holders
- Providing real time Information through Data Warehouse

HOME PAGE



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NAMMA MANE (ISHUP) MONITORING PROGRAMME



Login
Home

Interest Subsidy Scheme for Housing the Urban Poor (ISHUP) has been conceived for providing interest subsidy on housing urban poor to make the housing affordable and within the repaying capacity of EWS/LIG. The scheme encourages poor sections to avail of loan facilities through Commercial Banks/HUDCO for the purposes of construction of houses and avail 5% subsidy in interest payment for loans upto Rs. 1 lakh. The total interest subsidy requirements for the construction of 3.10 lakhs houses for EWS/LIG segments financed during the next 4 years (2008-12) is projected at Rs. 1100 crores.

The Scheme will leverage flow of institutional finance for the EWS and LIG segment households and result in creation of additional housing stock of 3.10 lakh houses for EWS/LIG segments over the next 4 years (2008-12) out of which 2.13 lakh dwelling units are targeted for EWS housing and 0.97 lakh for LIG housing. Households with monthly income of upto Rs 3,300 are classified as EWS while those with monthly income between Rs 3,300 and Rs 7,300 are termed LIG.

Loan will be available for construction of new houses. Loan repayment periods will be permissible generally ranging from 15-20 years. The subsidy will be 5% p.a. for EWS and LIG, admissible for a maximum loan amount of Rs. 1 lakh over the full period of the loan. Beneficiary borrowers may choose fixed or floating rates (the consequences clearly explained to the borrowers by PLIs). An additional 1% p.a. maximum will be permitted to be charged by banks/HFCs if fixed rate loans are extended which will be subject to reset after a minimum period of 5 years. Mortgage of the dwelling unit be accepted as primary security. However, there would be no collateral security/third party guarantee for loans upto and inclusive of Rs. 1 lakh excluding group guarantee. No levy of prepayment charges would be permitted.

Under the scheme, preference (subject to beneficiaries being from EWS/LIG segments) will be given to Scheduled Caste, Schedule Tribe, Minorities, Person with disabilities and women beneficiaries in accordance with their proportion in the total population of city/urban agglomerate during the 2001 census.

In order to disseminate the details of Scheme and clarify doubts, this Ministry has held two consultations with Housing Secretaries of States/UTs and representatives of Public Sector Banks (PSBs) on 4th and 22nd May 2009. Banks/HFIs which have to act as the Primary Lending Institutions (PLIs) have responded well to the scheme and so far the following Banks/HFIs have signed Memorandum of Agreement (MOA) with the two Central Nodal Agencies (CNAs), namely National Housing Bank (NHB) & Housing & Urban Development Corporation Ltd. (HUDCO) who are to act as financial intermediaries for release of subsidy to PLIs under the Scheme.

Banks

- State Bank of India
- Oriental Bank of Commerce
- United Commercial Bank (UCO Bank)
- Indian Bank
- Corporation Bank
- Punjab & Sind Bank
- Syndicate Bank
- Union Bank of India
- Punjab National Bank
- Central Bank of India
- Bank of Baroda
- State Bank of Mysore
- Allahabad Bank
- Jammu & Kashmir Bank
- Vijaya Bank
- Dena Bank
- Karnataka Bank Ltd.

Projects under Development

- Jalanidhi (Water Tariff)
- Asset Management- capturing data about municipal assets
- Budget Module
- Trade License

ASSET MANAGEMENT

- MRC has developed the application “**Asset Management**”.
- The main functionality of asset management is to keep track of all the assets in the ULBs.
- This application has the data entry modules for creating, Improvement, Revaluation, Disposal and Depreciation of an asset.
- The reports generated in the application are Depreciation Statement, Register of Land, and Register of Land under Roads, Register of Immovable Properties, Register of Movable Properties, and Specific Grants Utilized for CA, Depreciation on Assets Created out of SG, Earmarked Funds Utilized for CA. All the reports help the user to track the status of all assets under ulbs.
- The system supports full Life Cycle of Asset Management:
 - Asset capitalization
 - Revaluation
 - Depreciation
 - Sale/Disposal of the Asset


ASSET MANAGEMENT

The screenshot shows the 'Asset Management' web application interface. At the top left is the Government of Karnataka logo. The title 'Asset Management' is centered in the header. On the top right is the KMDS logo with the tagline 'enabling municipal e-Governance'. Below the header, the user information is displayed: 'District : Mandya | ULB : Maddur | Login Id : maddur_2 | Role : ULB Operator'. To the right of this are links for 'Release History' and 'Logout'. A vertical menu on the left contains the following items: 'User Management', 'Masters Data', 'Asset Management', 'Asset Updates', 'Reports', 'User Management Reports', and 'Others'. The main content area features a cartoon illustration of a man in a blue shirt holding a green bag labeled 'RS' and a small green plant. At the bottom of the application, a teal footer contains the text: 'Release No.:1.0.0', 'Powered by Karnataka Municipal Data Society', and 'This website can best viewed with the resolution 1024 * 768 using Internet Explorer 7.0 or above'. The browser's taskbar at the bottom shows 'Internet' and '100%' zoom level.


JALANIDHI

- The 'Jalanidhi' application is developed to computerise the manual processes of collecting property and water tap connection details followed at ULBs across Karnataka, excluding ULBs for which water supply is maintained by KUWS&DB.
- The aim is to achieve transparency, better governance and administration thereby augmenting the revenues to ULBs and hence to the government.
- Jalanidhi captures the relevant details of the applicants and provides a reliable database for the municipal administration.
- It includes features like maintenance of applications in draft mode, approved mode and approving facilities by designated authorities and report generation facilities to track the progress of this programme across all the ULBs.

JALANIDHI



JALA NIDHI



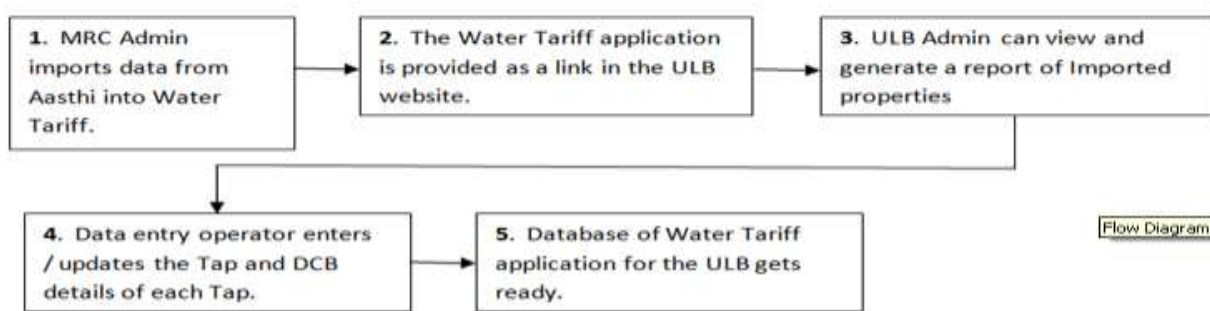
[Home](#) | [Release History](#) | [Login](#)

Citizen

- New Connection
- Arrear Details
- View Connection Status
- View Tariff Rates
- Public Taps

Application Usage Flow
New Water Tap Connection
Billing and Collection for Metered Connection
Billing and Collection for Non-Metered Connection

Water Tariff application usage flow chart



```

graph LR
    A["1. MRC Admin imports data from Aasthi into Water Tariff."] --> B["2. The Water Tariff application is provided as a link in the ULB website."]
    B --> C["3. ULB Admin can view and generate a report of Imported properties"]
    C --> D["4. Data entry operator enters / updates the Tap and DCB details of each Tap."]
    D --> E["5. Database of Water Tariff application for the ULB gets ready."]
            
```

[Flow Diagram](#)

Powered by Karnataka Municipal Data Society - Version : 1.3.0
 This site is best viewed using Microsoft Internet Explorer 7 And above

Fund-based Double Entry Accrual Accounting System (FBDEAAS)

Pre-Reforms Status

- Accounting was done on Cash Basis
- Single entry Accounting system was used
- Only Receipts and Payments Statement was prepared
- No differentiation between Capital and Revenue Expenditure
- Never recorded Assets and Liabilities in a comprehensive manner or as per Accounting Principles
- Accuracy of Accounting was never assured
- Financial Information availability was a hardship
- Improper Internal Controls like failure of reconciliation of subsidiary Registers with Accounting records
- Any Information was to be derived from Registers which are not vouched for accuracy and controls

Fund-based Double Entry Accrual Accounting System

Salient Features :

- Fund Entity – Municipal funds are split into 3 funds for reporting purpose as distinct entities i.e. General Fund, Water Fund and Enterprise Fund.
- Accrual-based Accounting - Actual potential of finances will be reflected.
- Defined Chart of Accounts – Uniform codification of accounting system across state
- Public Participatory Budgeting (public consultation before budget preparation)
- Preparation of Annual Performance Report (includes financial statements)
- Financial Statement Audit – By Chartered Accountants

Fund-based Double Entry Accrual Accounting System (FBDEAAS)

Legislative / Statutory Provisions for Supporting Implementations :

- **“Karnataka Municipalities Accounting and Budgeting Rules 2006”** KMABR 2006 - New set of accounting rules
- **“Karnataka Municipal Accounting Manual”** KMAM – Introduced to interpret the rules and for detailed procedure and accounting treatment.
- **“Opening Balance Sheet (OBS) preparation Guidelines”**- For capturing of existing assets and liabilities and for valuation.
- **“Karnataka Municipal Asset Management and Valuation Methodology Manual”** - Prepared for effective asset management
- **“Karnataka Municipal Accounts Audit Manual”** - Prepared and submitted for Government Approval

Phases of Implementation

Three phase implementation:

- I Phase Under Nirmal Nagar Programme – 55 ULBs.
 - Wef : 1-04-2006 for 51 ULBs
 - Wef : 1-04-2007 for 4 ULBs

(ADB-assisted).
- II Phase under Karnataka Municipal Reforms Project –
 - 69 ULBs .Wef : 1- 04-2007
 - 4 ULBs Wef : 1-04-2008
- III Phase Under Karnataka Municipal Reform Project –
 - 85 ULBs.Wef : 1-04-2009.

(World Bank-assisted)

Implementation Strategy

- **Capacity building :**
 - 92 accountants were recruited through KPSC.
 - Remaining vacancies - Accounting consultants were taken on contract basis.
- **Training and Sensitization :**
 - Section wise training conducted.
 - Roles and Responsibilities are fixed to respective sections.
 - Till date more than 5000 staff are trained under this programme
- **On Job Training and Handholding :**
 - Transitional hand holding - CAs are appointed as FLCs in all 213 ULBs for one year.

Fund-based Double Entry Accrual Accounting System (FBDEAAS)

- Post Reforms status
 - Assets and Liabilities of ULBs are now brought on records,
 - Daily updation of accounting records.
 - Readily available financial information
 - Assets register and other subsidiary registers helps the ULB to have relevant, reliable and timely information
 - Financial statements are prepared at year end, which enables us for knowing the financial status and performance of ULBs.
 - Fund wise accounts, such as water supply and sewerage system fund, enterprise fund etc.,
 - Enabled the ULBs to access external financial markets (bonds) apart from traditional source of finance.

Fund-based Double Entry Accrual Accounting System (FBDEAAS)

- Post Reforms status (contd.)
 - Comparing the financial trends of ULBs
 - Financial information is readily available
 - Enable the management to take well informed financial decisions.
 - Business process re-engineering of accounting system at ULBs
 - Maintenance of accounts with less effort and real time financial information is made available over the board.
 - Cost and performance indicators to represent the performance of certain service areas for stake holders.
 - Budget variance report for evaluating the performance of the financial functions of ULBs.

Fund-based Double Entry Accrual Accounting System (FBDEAAS)

- Benefits to Department
 - Internal Control
 - Subsidiary registers are reconciled with accounts
 - Stores and assets management is internalized
 - Every role is defined and confined to a authority
 - Standards are built in for documentation of information
 - Streamlined process
 - No scope for Manipulation.
 - Financial Management
 - Decision making
 - Complete picture of performance and status

Fund-based Double Entry Accrual Accounting System (FBDEAAS)

– Project Management

- Funds are accounted separately and reports of utilization can be readily drawn
- Enhance the reporting utility of funds to manage them as separate projects.

• Benefits to Citizens

- Public consultation meeting is made mandatory for citizen participation in preparing budget.
- Public dissemination of financials records is made mandatory within stipulated time.
- Transparency and accountability in financial transactions.

Implementation Results

Overall Abstract Nirmal Nagar & KMRP

Particulars	FY	Targeted	Achieved	Balance
Annual Performance Report	2006-07	51	51	0
	2007-08	124	124	0
	2008-09	128	123	5
	2009-10	213	197	16
	2010-11	213	169	44
	2011-12	213	58	155
Total		942	722	220

Fund Based Double Entry Accrual Accounting System (FBDEAAS) - Enhancements

	Existing features	Enhancements in pipeline
FBDEAS	Maintenance of Chart of Accounts, Sub-ledger, Suppliers, Banks, property tax collections, Miscellaneous Receipts, Bank and Cash payments, Pay supplier or contractors, Salary payments, Journal entries, Contra entries, Generate Books of Account, Trial balance, general and Sub Ledgers, Balance Sheets, Income Expenditure statement, Statement of Outstanding Liability, MIS Reports.	Integration of Budget Module to Receipts, Payments and Journal vouchers.

Screen of Income and Expenditure Account

eGov - Income - Expenditures Statement - Windows Internet Explorer

http://kotturtown.gov.in/EGF/Reports/IncomeExpenseReports.jsp

INCOME AND EXPENDITURE STATEMENT

From Date* 01/04/2011 To Date* 31/03/2012

Rupees* Rupees

To print the report, please ensure the following settings:
 1. Paper size: A4
 2. Paper Orientation: Landscape

ULB NAME:-Kottur

INCOME AND EXPENDITURE STATEMENT from 01-Apr-2011 to 31-Mar-2012

KMF No.78 (Rule 125(2)(c))

Amount in:Rs

Account Code	Head Of Account	Schedule No	General Fund	Water Supply Fund	Enterprise Fund	Total	Total for 01-Apr-2010 to 31-Mar-2011
1	2	3	4	5	6	7	8
	INCOME						
11	Tax Revenue [Account Code 11]	I-01	3400400.00	0.00	0.00	3400400.00	2661290.00
12	: Assigned Revenues & Compensation [Account code 12]	I-02	54353.00	0.00	0.00	54353.00	0.00
13	Rental income from Municipal Properties [Account Code 13]	I-03	21430.00	0.00	550000.00	571430.00	531520.00
14	Fees, User Charges & Other Charges [Code No 14]	I-04	1543982.08	2215135.00	0.00	3759117.08	3162354.28
15	Sale & Hire Charges [Account Code No 15]	I-05	431125.00	0.00	0.00	431125.00	329926.00
16	Revenue Grants, Contributions & Subsidies [Account Code No.16]	I-06	32823947.00	6121827.00	0.00	38945774.00	40152012.00
17	Interest/Dividend earned Code No 17]	I-07	39177.00	20630.00	0.00	59807.00	63850.00
18	: Other Income [Account Code No 18]	I-08	20500.00	0.00	0.00	20500.00	1168269.00

Cash Book

eGov -Cash Book - Windows Internet Explorer

http://udupicity.gov.in/EGF/Reports/CashBookRcptPmt.jsp?fromBean=1&fundname=General+Fund&glCode2=8&boundary=1&companyDetail_name=Udupi&fund_id=3&startDate=01%2F05%2F2012&

Book

Boundary * Fund *

Starting Date* End Date*

Show Condensed Report

ULB NAME:Udupi

KMF NO 1(Rule 11(1))

Cash Book for General Fund
01/05/2012 to 31/05/2012

Receipts					Payments					
Voucher#	Account Code	Function Code	Budget Code	Particulars	CashInHand (Account Code 471100) (Rs)	ChequeInHand (Account Code 471200) (Rs)	Source of Financing code	VoucherDate	Voucher#	Account Code
				To Opening Balance	61,390.00	850.00		02-May-2012	GC060	4721005
								02-May-2012	GC061	4721005
	461102			PT Receivables: 2001-02	1,024.00					
	141100			Fees for Birth / Death Certificate	1,680.00					
	141200			Fees for Katha Extract	750.00					
	141300			Fees for Katha Transfer	69,080.00					
	141800			Fees for certificates and extracts- others	50.00					
	142100			Fees for Trade License	1,050.00					

Awards

- **eWorld Award 2012:** Project Tulana - Karnataka Service Level Benchmarking has won the Jury choice award as best ICT-enabled urban governance initiative of the year.
- **National Urban Water Award 2011** – Runner up for e-Governance Project for Measuring Performance in Water supply and Sanitation across 213 ULBs of Karnataka - Tulana (Service Level Benchmarking) under category Citizen Services and Governance Category.
- **eWorld Award 2011:** Project Asha Kirana Mahithi was voted as best project in the eWorld Jury Choice Awards for Eradicating Extreme Poverty and Hunger Category.

National Urban Water Award - Service Level Benchmarking



ICT EXCELLENCE 2010 AWARD 2010 :For Excellence in Application of IT in State Administration (e-governance) category, Municipal Reforms Cell, Directorate of Municipal Administration has bagged the 2nd Prize (Runner – up) for the **Project Title : "Karnataka's e-Governance Initiatives"**



Municipal Reforms Cell

NATIONAL AWARDS FOR e-Governance 2010-2011 :DMA won Bronze Award for the project "Aasthi (GIS based property tax information System" under the category - "Excellence in Government Process Re-engineering" by Government of India.



Municipal Reforms Cell

eindia 2010 :Under the Municipal IT, initiative of the year MRC implementation has bagged the award, under the #1 Citizen's choice.



Municipal Reforms Cell

BEST PRACTICES SYMPOSIUM AND BEST URBAN LOCAL BODY AWARD 2010
:Municipal Reforms Cell, Directorate of Municipal Administration has won 1st prize under Best Practices Documentation in the category Line Department for Computerisation of Municipal Functions



Municipal Reforms Cell

Thank you

