

City Level Launch cum Orientation Workshop on Operationalising Service Level Benchmark framework in Kakinada Municipal Corporation

PROCEEDINGS OF THE WORKSHOP

Date: May24, 2010.

Time: 10: 30 AM

Venue: Council Hall, Kakinada Municipal Corporation

Welcome note by the Municipal Commissioner

Mr.. GSN Murthy Municipal Commissioner in his opening remarks mentioned that this initiative is useful to access the 13th Finance Commission grants and at the same time to indicate our current levels of service in four sectors. The sensitisation of staff should be done for top to bottom in regular intervals in the ULB to improve reforms.



Mr. Rajendra Prasad RDMA Rajahmundry explained the main objectives of this initiative. Earlier in 12th Finance Commission ULB received grants for solid waste management and the 13th Finance Commission demands notification of SLBs by the ULBs as an access criteria for receiving performance grants.



Mr. Murali Mohan from **ASCI** explained that SLB is nothing but process of measurement of our own services. SLB was done in 26 pilot cities across the nation and two cities from AP was covered viz. Hyderabad and Guntur. Kakinada being part of 11 pilot cities it is a gracious moment to take the initiative forward. Later the SLB Framework was explained to the participants.



Smt. Saroja Hon'ble Mayor, Kakinada Informed that this initiative is mandatory as per 13th Finance Commission to access performance grants. Currently water supply is the main concern to the city. In this context the preservation of water bodies and wells is a must. Even with less production volume many cities are able to deliver 24X7 water supply. She called to take this opportunity in moving forward the ULB.



Mr. Chandra Sekhar Reddy Hon'ble MLA Kakinada said when compared to other municipal corporations across the state, Kakinada is well behind in delivery of basic services. To improve the situation the support should be given from all sections of the city.



Mr. Krishna Rao from APMDP said priority was given to water supply projects in 1st phase by APMDP. To access funds the ULB should have adequate operating revenue surplus and the ULB should have completed audit upto the year 2007-08. The project consists of four major components. The funding pattern was explained.



Post Lunch Session:

This was a discussion with officials regarding the service delivery in Kakinada and explaining them each of the SLB indicator. This session was presided by Municipal Commissioner.

The Indicators for four sectors were clearly explained to the core team (Water Supply head, Health Officer and Other Engineers). To start this, ULB need to setup a SLB core team at the city level to take forward this initiative.

A participant Engineer remarks that the water charges should be increased as the current price is quite low to operate the utility. The entire staff should cooperate and check and ensure zero leakages in the city since almost 80 percent of the people extract water using booster pumps, in this direction entire staff should be motivated. The production volume for the city is not known as no meters were installed at any point.

Municipal Commissioner in his closing remarks says that today is a fresh start for the urban local body and the core team will be formed. The ULB will try to improve the service levels and frequent updation of records will be done.

Annexure 1: Agenda of the workshop



సర్వీస్ లెవెల్ బెంచ్‌మార్కింగ్ (ఎస్.ఎల్.బి) ప్రీమ్ వర్క్ అమలు పై పట్టణ స్థాయి అవగాహనా సదస్సు

నామవారం , 24 మే 2010
కాకినాడ మునిసిపల్ కార్పొరేషన్

కార్యక్రమము

సమయం	విషయం	స్పీకరు
10:30 - 10:35	స్వాగతం	శ్రీ. జి.ఎస్.ఎస్. మూర్తి, మునిసిపల్ కమిషనర్, కాకినాడ నగరపాలక సంస్థ
10:35 - 10:45	పరిచయ వ్యాఖ్యలు	శ్రీ. రాజేంద్ర ప్రసాద్, ఆర్. డి. ఎం. ఎ. రాజమండ్రి
10:45 - 10:50	సదస్సు ఉద్దేశాలు	శ్రీ. మురళి మోహన్, అడ్మినిస్ట్రేటివ్ స్టాఫ్ కాలేజ్ ఆఫ్ ఇండియా, (ఆస్సీ),
10:50 - 11:00	ఆరంభ వ్యాఖ్యలు	గో శ్రీమతి జి. సరోజ, మేయర్, కాకినాడ నగరపాలక సంస్థ
11:00 - 11:10	ముఖ్య అతిథి ప్రసంగం	గో ఎం. ఎల్. ఎ, కాకినాడ
11:10 - 11:20	ఆంధ్ర ప్రదేశ్ మునిసిపల్ కమిషన్స్ ప్రాజెక్టు (APMDP) - ముఖ్యాంశాలు	శ్రీ. సాలమన్ ఆరోక్యరాజ్, ప్రాజెక్టు డైరెక్టరు, ఎ.పి.ఎం.డి.పి, హైదరాబాదు
11:20 - 12:00	సర్వీస్ లెవెల్ బెంచ్‌మార్కింగ్ (ఎస్. ఎల్.బి.) ప్రామాణిక అమలు ప్రక్రియ పై చివరణ	శ్రీ. మురళి మోహన్, అడ్మినిస్ట్రేటివ్ స్టాఫ్ కాలేజ్ ఆఫ్ ఇండియా (ఆస్సీ), హైదరాబాదు
12:00 - 12:30	చర్చ	
02:00 - 04:00	కాకినాడ నగర స్థాయి ఎస్. ఎల్. బి. కోర్ టీం మరియు సంబంధిత అధికారుల కు సర్వీస్ లెవెల్ బెంచ్‌మార్కింగ్ (సవాస్థాయి ప్రమాణికరణ) ప్రక్రియ పై శిక్షణా కార్యక్రమం	

Annexure 2: List of Participants



Government of Andhra Pradesh



Administrative Staff College of India



Andhra Pradesh Municipal Development Project

Andhra Pradesh Municipal Development Project (APMDP)
Orientation workshop on Operationalising Service Level Benchmarking Framework
(KMC) Kakinada Municipal Council, 24th May, 2010

Registration Form

S.No	Name	Designation & Organisation	Mobile	Signature
1				
2	Smt K. Saroja	Asst. Mangd		
3	Shri D. Chandrasenthan	Asst. Secy. (M.C.C. City)		
4	Shri Rajendra Rao	R.O. cum A.C., ESI		
5	Shri S.S. N. Murthy	Commissioner, ESI		
6	Shri D. Jaganath	Asst. Secy., KMC		
7	Smt A. Satya Kumari	Municipal Engineer, KMC		
8	D. A. M. Krishna	MHO - Kakinada	994943220	<i>[Signature]</i>
9	I. Pallabha Rao	38th	9885176444	<i>[Signature]</i>
10	P. Sateemvas	Asst. Secy.	98669 65536	<i>[Signature]</i>
11	K. V. Krishna	Asst. Secy.	9949465702	K. V. Krishna
12	G. Rangaswami	Asst. Secy.	9949465702	<i>[Signature]</i>
13	G. Rangaswami	Asst. Secy.	9949465702	<i>[Signature]</i>
14	Asst. Mangd	Asst. Secy.	9849106214	<i>[Signature]</i>
15	D. BHUSHANAM	Distt / KMC	9868806515	<i>[Signature]</i>
16	B. Rama Ramana	Asst. Secy.	9949462220	<i>[Signature]</i>
17	M. Sujatha	CO KMC	9959617209	<i>[Signature]</i>
18	Ch. Dharamaswami	CO, KMC	9959617215	<i>[Signature]</i>
19	S. Sathya	CO, KMC	9959617216	<i>[Signature]</i>
20	O. Mangali	CO, KMC	9959617208	<i>[Signature]</i>
21	P. J. L. Ravi	CO, KMC	9959617207	<i>[Signature]</i>

S.No	Name	Designation & Organisation	Mobile	Signature
22	Sd. Hussain	C.O. ICP	9652811333	<i>Sd. Hussain</i>
23	B. Sumitha	C.O. ICP	9959617210	<i>B. Sumitha</i>
24	G. Bramasankar	C.O. T.K.P	9959617211	<i>G. Bramasankar</i>
25	K. Lakshmi	R.P. ICP	9912119008	<i>K. Lakshmi</i>
26	P. Hymavathi	R.P. T.K.P	8019212672	<i>P. Hymavathi</i>
27	P. Prayamani	R.P. ICP	9293712625	<i>P. Prayamani</i>
28	D. Mani Kumari	R.P. ICP	8121676385	<i>D. Mani Kumari</i>
29	V. Sailaja	R.P. T.K.P	9866528022	<i>V. Sailaja</i>
30	R. Sathyaveni	R.P. T.K.P	9985800760	<i>R. Sathyaveni</i>
31	A. Sarada	10 ward, R.P. ICP	9492148047	<i>A. Sarada</i>
32	K. Sankar	5 th ward T.P. ICP	965249905	<i>K. Sankar</i>
33	K. Kusumakumari	4 th division (R.P)	9952447032	<i>K. Kusumakumari</i>
34	A. Raji	2 nd Division (R.P)	9908264767	<i>A. Raji</i>
35	E. Sathyaathi	8 th ward (R.P)	9652484099	<i>E. Sathyaathi</i>
36	Ch. Venkatesh	35 th ward (R.P)		<i>Ch. Venkatesh</i>
37	E. Sumita	26 th ward (R.P)	9912285259	<i>E. Sumita</i>
38	T. Hymavathi	22 nd ward (R.P)	8106506278	<i>T. Hymavathi</i>
39	D.V. Subrahmanyam	Sanitary Inspector (KMC)	984907927	<i>D.V. Subrahmanyam</i>
40	S.D. Chandran	Sanitary Inspector	9849907930	<i>S.D. Chandran</i>
41	P. Sathya Veni	Sanitary Inspector	9849907931	<i>P. Sathya Veni</i>
42	K. Sathya Veni	9 th ward SIK	9701222347	<i>K. Sathya Veni</i>
43	K. Anant Lalakshi	R.P. "	9948903210	<i>K. Anant Lalakshi</i>
44	N.V.S. Prasad	Jr ASST / DEO	9949401006	<i>N.V.S. Prasad</i>
45	C.H. H. Kumar	Ex. Sanitary	9849183226	<i>C.H. H. Kumar</i>
46	M. Prasad	Sanitary Inspector	9810907931	<i>M. Prasad</i>
47	G.S. Naidu	Sanitary Inspector	9849807929	<i>G.S. Naidu</i>
48	CH. CHAITANYA	36 th ward Nambur	9866404903	<i>CH. CHAITANYA</i>
49	D. Satish	36 th ward Nambur	9848620666	<i>D. Satish</i>
50	D. Ramesh	36 th ward	9849606000	<i>D. Ramesh</i>
51	T. PRASAD	S.P	9849907918	<i>T. PRASAD</i>

S.No	Name	Designation & Organisation	Mobile	Signature
52	K. Naga Rao	Assistant	9989743047	K. N. Rao
53	N. SRINIVASA	Consultant	9848645119	N. Srinivas
54	A.S. Sathyan	Sanitary Inspector	9890584546	A.S. Sathyan
55	V. RAVINORA	Sanitary Inspector	9829908194	V. Ravinora
56	I. D. R. BABY	CO	9959612115	I. D. R. Baby
57	M. K. Vishnu Moha	JSW project	994908280	M. K. Vishnu Moha
58	Sri J. Venkatesh	Accumulator	994933288	J. Venkatesh
59	Sri Bhuvan Rao	R.O	9849907047	Bhuvan Rao
60	A. M. K.	nr	98496302	A. M. K.
61	B. S. SURESH	AEE (MPL)	9849906507	B. S. Suresh
62	M. K. S. S. S.	Sanitary Inspector	9849907925	M. K. S. S. S.
63	G. A. S. S.	Consultant	9949462809	G. A. S. S.
64	H. V. S. K.	Society K.M.C	984817262	H. V. S. K.
65	V. Harish	nr	9849909194	V. Harish
66	B. Balaji	Suby	9951762021	B. Balaji
67	S. Jilani	MPL SI	9849907922	S. Jilani
68	M. A. S. S.	T.V.S. Premid	934754989	M. A. S. S.
69	S. P. S. S.	S. P. R. S. S.	9849906510	S. P. S. S.
70	T. A. Lincoln	M.M. Loga	nr	T. A. Lincoln
71	M. V. RAMA SASTRY	J.A. MR E3	9849154243	M. V. Rama Sastri
72	P. Hyndathi	R.P. I.K.P	8019212672	P. Hyndathi
73	Y. S. S.	S.H.C	-	Y. S. S.
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Annexure 3: Press Clippings



Self Help groups at the corner and
Administrators in front row during the workshop



Administrators interacting with officials



Municipal Staff during discussion



Citizens participation in the Workshop