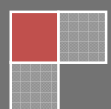


2010

City Level Launch Cum Orientation  
Workshop on Operationalising Service Level  
Benchmarking (SLB) Framework at Vijaya  
Nagaram Municipality



# **City Level Launch cum Orientation Workshop on Operationalising Service Level Benchmark framework in Vijaya nagaram Municipality**

## **PROCEEDINGS OF THE WORKSHOP**

**Date:** May26, 2010.

**Time:** 10: 30 AM

**Venue:** Council Hall, Vijaya nagaram Municipality

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### **Introduction and Objective of the Workshop:**

The urban population of Andhra Pradesh is around 21 million (2001) constituting 27 percent of the state's total population. With increased urbanization there has been enormous pressure on the provision of core services such as water supply, sewerage and drainage, solid waste management, etc., resulting in the decline of service levels. The piped water coverage ratio declined by over 10 percent in cities between 1991 and 2001, and sewerage systems serve less than 20 percent of urban residents.

Over the last decade, huge investments have gone into provision of urban infrastructure and assets created in the ULBs under various state and centrally sponsored schemes. But unfortunately, no credible baseline data is available at ULBs on service level indicators to assess service delivery performance improvements. Performance improvement planning at city level and decision making, both at city and state levels, has become increasingly difficult in the absence of credible data. It is, therefore, very essential to put in place a mechanism for periodic measurement of service level performance at the ULBs. To streamline the process the Ministry of Urban Development, Government of India has developed a common Service Level Benchmarking (SLB) framework for monitoring and reporting on service level indicators along with the guidelines on how to operationalise the framework. The Handbook on Service Level Benchmarks explains the framework and the urban local bodies are expected to develop a credible baseline data on identified service level indicators.

To ensure that ULBs give priority to service delivery and allocate adequate resources the 13th Finance Commission recommended that the local bodies should put in place benchmarks for delivery of four essential civic services. This is a pre-condition to access the performance grant recommended by the Commission from 2011-12. This necessitates operationalization of the SLB Framework and set year wise targets to achieve improvements in service levels.

The Andhra Pradesh Municipal Development Project (APMDP), which is being implemented by Government of Andhra Pradesh with support from The World Bank, aims to support the selected ULBs in Andhra Pradesh to bring improvements in high priority urban services and also to improve capacity of ULBs to develop and manage urban services. The Reform Action Plan which focuses on planning for improvements in service level performance, financial and other municipal governance reforms is one of the eligibility criteria for the ULBs to access funds under APMDP. The urban service delivery indicators that will be monitored under APMDP will be consistent with the JnNURM and SLB framework for indicators.

Recognizing the need to develop baseline indicators and subsequent planning for service delivery improvements, the Municipal Administration and Urban Development (MA&UD) Department of Government of Andhra Pradesh has taken up the initiative of operationalising the SLB Framework in

the project towns of APMDP. Administrative Staff College of India (ASCI) is extending the training and capacity building support to ULBs in operationalising the Service Level Benchmarks.

#### **Welcome notes by Hon. Municipal Commissioner of the Vijaya nagaram Municipality**

**Municipal Commissioner remarks:** Today the workshop organised by ASCI and APMDP is important day for all of us. Welcomed all the participants.



**Regional Director Remarks:** Welcomed all the participants. In past Govt. Delivered us many projects for the city. In the same lines today the initiative of SL B is being launched. Providing good infrastructure and basic services and improving it is one of the main objective of the program. The city had previously benefitted from APURMS and 12<sup>th</sup> finance commission. Now the coming 13<sup>th</sup> finance commission funds should be effectively used. The cities are spending a lot of amount but unable to provide standard services to the citizens. There exists no system to measure our performance. According to 13<sup>th</sup> finance commission 60 percent of funds will be Basic and the other 40 percent will be performance based. The main objective is to deliver better services to people. The SLb framework in detail will be delivered in detail by ASCI team.



**Prof. Murali Mohan (ASCI) remarks:** Welcomed all the participants. Discussed the importance of SLBs in the current context. The main question raised is even after despite creating many assets in the ULB why the cities are failing to deliver better services to its citizens. Under 13<sup>th</sup> finance commission the fulfilment of SLB initiative is must. The SLB is even mandatory for the city to assess all future projects. Initial two months will be spent on collecting base line information for all the sectors. The role of APMDP will be explained by Sri.Krishna Rao



**Sri.Krishna Rao (APMDP) remarks:** SLB is all about knowing our current status and where we stand against the given benchmark. The total project cost is of Rs. 16,000 crores and spread across four sectors and three components viz. Municipal Reforms, Capacity building and Infrastructure improvement. The funding is of 70 percent grants, 20 percent loan from World Bank and 10 percent by local resources.



**Hon. Municipal Chairman remarks:** This opportunity should be used for improving our services. There is a need to address the gaps in service delivery. Through out the state this initiative should be used and good results should be obtained. All schemes/ projects under this initiative should be effectively used. Defining roles and responsibilities should be prime aim of the government. There is a shortage of Staff in the city.



**Prof. Murali Mohan (ASCI) remarks:** Expalined the SLB framework in detail with the help of power point presentation.



*About SLB Initiative by Prof Murlai Mohan (ASCI) :* The current statistics of the city does not reflect the ground reality of the Vijaya nagaram's service delivery status. Hence this is the right time to put in an accurate data collection system in place to measure the exact service levels. The objectives of the SLB are clearly explained with much in focus to the Indicators of each sector and ways of capturing it. The probable projects for the city can be captured through Information System Improvement Plan and Performance Improvement Plans. The main outcome of this initiative will be a good existing data base of current service levels which will further help us in designing proper Detailed Project Reports.

**Query 1 by Hon. Chairman 1:** What is the role of ASCI in taking the imitative forward

**Prof. Murali Mohan (ASCI) remarks:** The ASCI team will assist the Core team of the city technically and help to get the base line information and helps for the preparation of Data Book in Phase I and further provides assistance for Information Improvement Plan and Performance Improvement Plan.

**Feedback by Vice chairman:** The data shown in the presentation i.e. the statistics of the Vijaya Nagaram is not matching with the ground reality and should be rectified.

**Prof. Murali Mohan (ASCI) remarks:** SLB provides an opportunity to report right reliable data into reporting systems which will help further helps for our decision making.

**Councillor 2:** The future requirements of water supply for the city should be carefully planned by constructing a suitable number of Over Head Service Reservoirs so that at least 2-3 days of reserve water is available in the city and this project should aim at this component.

**Feedback by Councillor:** The motivation towards the program should be sustained and training should be given in this direction should be given to all councillors

**Discussion with Officials:**

**Prof. Murali Mohan (ASCI) remarks:** Data Collection is important phase of this Initiative. Giving and recording right information is the key for the design of projects. The Basis for each data is required and must.

*The Indicators for four sectors were clearly explained to the core team (Water Supply head, Health Officer and Other Engineers)*

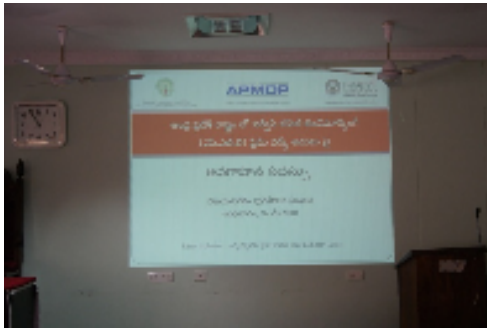
**Municipal Commissioner's Vote of Thanks:** The Purpose of the SLB initiative for Vijaya nagaram context is clearly explained and created awareness among all and we look forward to take this initiative and complete the Phase I in shortest possible time

***Annexure 1: Agenda of the workshop***

***Annexure 2: List of participants***

***Annexure 3: Press Clippings***

**Annexure 4: Photo Gallery**



Inaugural of workshop



Administrators during the workshop



Councillors in the workshop



Query of Councillor during workshop



Municipal Staff during discussion with officials



Participants for discussion with officials



Hon.Chairman discussion with Prof.Murali



Municipal staff in the Workshop