



Citizen's / Client's Charter

नागरिक / ग्राहक अधिकार पत्र

For

राष्ट्रीय नगर कार्य संस्थान

NATIONAL INSTITUTE OF URBAN AFFAIRS

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Citizen's Charter

➤ **About Citizen's Charter**

It is a document which represents a systematic effort to focus on the commitment of the organisation towards its Citizens in respects of standard of services, information, choice and consultation, non-discrimination and accessibility, grievance redress, courtesy and value for money. The Citizen's Charter implies the clients or customers whose interests and values are addressed by the Citizen's Charter and, therefore, includes not only the citizens but also all the stakeholders, i.e., citizens, customers, clients, users, beneficiaries, other Ministries/Departments/Organisations, State Governments, UT Administrations etc. Although it is not legally enforceable and, therefore, is non-justifiable. However, it is a tool for facilitating the delivery of services to citizens with specified standards, quality and time frame etc. with commitments from the organisation and its clients.

➤ **Brief Framework**

This Citizens' Charter seeks to provide a brief framework, which enables the employees and clients to know:

- The vision, mission, objectives and the functioning of the Institute
- The facilities and kinds of services which this Institute strives to offer to its clients
- The standards of quality which this Institute sets for itself to achieve for its functioning

➤ **Preamble of the Institute**

National Institute of Urban Affairs (NIUA) is a premier institute for research, training and information dissemination in urban development and management. Established in 1976, as an autonomous body under the Societies Registration Act, the Institute enjoys the support and commitment of the Ministry of Urban Development, Government of India, State Governments, urban and regional development authorities and other agencies concerned with urban issue. The Institute supports policy formulation, programme appraisal and monitoring for the Ministry of Urban Development and other Ministries and Departments of the Government of India and also undertakes research and capacity building projects with multilateral and bilateral agencies and private sector organisations.

The Urban Data Centre at NIUA promotes research and evidence based planning and management of the urban sector in India.

NIUA publishes Urban India, a bi-annual journal and maintains the India Urban Portal, which provides information on models and good practices created under the Jawaharlal Nehru National Urban Renewal Mission.

➤ **Structure of the Institute** This Institute used to show the relation of one department to another, or of one function of an organization to another. This is very valuable which enables one to visualize a complete organization by means of the different departments. It comprises Research Department, Computer Department, Administrative Department, Accounts Department, Library and Editorial Department. Each department has its own functioning where one can access information about research, researchers and other information relevant to that specific department.

➤ **Vision** To impart technology enabled services in all the urban areas and also to make the cities smarter.

➤ **Mission** To provide policy prescriptions, innovations for better local governance, information and training inputs to all those concerned with improving the living conditions and quality of life of urban residents.

➤ **Objective** To make efficient and economically vibrant urban areas including urban development, management and governance, urbanisation and urban policy, urban management, urban planning, urban poverty, urban environment, urban transport, urban shelter, municipal finance, urban informal sector, urban health and urban statistics etc.

➤ **Functions** NIUA's main functions as laid down in the Memorandum of Association are as follows:

- To act as an autonomous, scientific and research organisation to undertake, promote and coordinate studies on urbanisation
- To act as a centre for advanced study of urban problems and to provide and promote the necessary training and research facilities
- To evaluate the social, administrative, financial and other aspects of the implementation of urban development plans and programmes
- To mobilise available expertise in the field of urban

affairs and to offer and coordinate technical and consulting services

- To constitute or cause to be constituted or give affiliation to regional, state or local centres to promote the purpose of the institute
- To organise and sponsor training courses, workshops and seminars in various fields
- To act as a clearing house of information, and to operate a documentation centre and disseminate information on urban affairs
- To undertake and facilitate publication and distribution of books, research papers, monographs, a journal and other communication material pertaining to urban affairs.

➤ **Activities**

The main activities of the institution is research, documentation, training and information dissemination which are carried out by a well qualified, experienced, multidisciplinary team of urban planners, economists, geographers, statisticians, sociologists, systems analysts and management experts at National, State and Local level.

➤ **Information Technology and Knowledge Management**

Journals

Environment and Urbanization ASIA Journal (E&U-Asia)

The bi-annual, interdisciplinary journal, Environment and Urbanization ASIA aims to: (i) engage the civil society, non-governmental organizations researchers, academia, and policy-makers into thinking and writing about Asia's urban and environmental issues, and (ii) improve and strengthen the knowledge base on the different facets of environment and urbanization, with cases and ground-level realities. The journal focuses on Asia but encourages articles on inter-regional comparison of experiences. Environment and Urbanization ASIA is prepared by NIUA and published by Sage, New Delhi.

Made several rounds of correspondence with Sage regarding submission of the backlog issues. Sent requests to authors for paper submission, got the papers peer reviewed and submitted the manuscript of the issue 5.2, 6.1 and 6.2. The issue 5.2 is published.

Urban India

The bi-annual journal 'Urban India' disseminates research on issues related to urban development, management and governance including urbanization and urban policy, urban management, financing of urban infrastructure and services, urban poverty, urban environment, municipal finance, e-governance, and decentralization besides others which include detailed case studies, workshop proceedings and

book reviews.

- a. Urban India, Vol.34, No. 1 (January –June 2014), a special issue on *Migration* was released.
- b. Urban India, Vol.34, No. 2 (July–December 2014), a special issue on *Capacity Building* was released.
- c. Urban India, Vol.35, No. 1 (January–June 2015), is under publication that covers reviewing of over 27 items including research papers, articles, book reviews, etc.
- d. The journal continues to receive several in-depth articles and research papers on diverse urban issues.

Newsletters

PEARL Update

- PEARL Update (English Newsletter) for March 2014 is completed and disseminated.
- Translation of the latest version of PEARL Newsletter in four regional languages (Marathi, Bengali, Oriya and Gujarati) has been completed and is being processed for printing.

➤ I T Infrastructure *IT Enhancement Activities*

- The Institute is in the process of setting up a Project Management Unit (PMU). For this Hriday PMU, IT infrastructure is required to be setup. For which 18 numbers of laptop/desktop computers and peripherals has been procured. At the initial stage, we started a process for 8 numbers of laptop and 10 numbers of desktop computers and also for printing purposes, 2 numbers of laser jet printers.
- Process for procuring five laptops of high configuration having state-of-the-art graphic card for mobile computing, installation and configuration of all the IT equipment (active and passive) meant of CIDCO Chair has been completed and have been made as a part of NIUA's Local Area Network (NIUA LAN).
- The licenses of Fortinet Fortiguard FIREWALL, a Unified Threat Management (UTM) have renewed for a period of two years. The access policies have been designed and implemented as per the user's needs.

- Monitoring protection of NIUA's Network from external threats and viruses by of renewal of Unified Threat Management (UTM) and internet access policies.
- Fortinet Fortiguard FIREWALL has been reconfigured as per the new Internet Service Providers' connectivity.
- Process of acquiring better Internet solution with better internet speed of 5mbps has been completed and is in place.
- To protect the NIUA's LAN from internet threats, additional Ten Nos. of Kaspersky Antivirus, anti spam licenses have been procured. The process of acquiring Trust Port Security Element for protection to protect the NIUA's LAN from internal and external threats from viruses, Trojans and spam and internal threats has been completed
- Provision for taking all the IT equipment meant of Web Developers on NIUA's LAN has been made by laying network cables.
- Procured 2 Nos. of gigabit switches to enable a independent network for WEB Developers.
- Procured 1 Nos. of Access Point for wifi Network and internet connectivity
- Procured one Wacom Tablet and Adobe CS6 Software to enable the Web Developers for designing and revamping of the NIUA's Web Site www.niua.org.
- Process for redesigning and redeveloping of NIUA's website www.niua.org has been completed on VPS server and it includes various online applications.
- Website development completed for sub-domains pearl.niua.org and khub.niua.org and cidco-smartcity.niua.org and cities4kids.niua.org are in progress
- In-house HRIDAY website www.hridayindia.in has been designed, developed and published.
- Process for redesigning and redeveloping of India Urban Portal is in progress.
- Process for renewal of PEARL portal

www.indiaurbanportal.in for its maintenance has been initiated. The portal has been hosted to the developers data centre for better management.

- Process of acquiring better mailing solution with better features and flexibilities has been procured, email-ids created, existing mails have been restored and the complete process has been completed.
- “Procurement of video conference equipments” to facilitate the Video Conferencing in the Institute has been completed. The Installation of Video Conference Unit and Demo has been successfully completed.
- Process for implementing Biometric Attendance System (BAS) for NIUA employees has been successfully completed after entering all required information on the attendance.gov.in website.
- Abstract Report for the all quarters from April 14 – March 15 submitted on RTI section of NIUA and CIC website.

Urban Information Resource Centre

NIUA website <http://www.niua.org> - The website is managed in-house and is being updated regularly.

NIUA's Intranet is being managed in-house and is being updated regularly. The process of making the Intranet as bi-lingual is in progress.

The Entire IT infrastructure has been monitored for troubleshooting, including Servers, Hardware/Software, network and internet security, firewall, Antivirus server, passive and active components.

➤ **Library**

The Institute has a specialized library on urban development and urban related subjects. During the period April 2014 to March 2015 two hundred and eight books, reports, and Census publications were added in the Accession Register. These books were classified, catalogued and entered in Computer.

Various documents were borrowed and consulted by the staff of the Institute during the year. Services were also extended to scholars who visited the Institute library from abroad and other parts of the country during the year. “Stock Verification” of the library was conducted for the year.

Disseminated news items/articles related to urban issues published in the News papers and magazines through e-

mail on daily basis and provided “Contents Alert” and “Acquisition Alert” services to the research staff of the Institute time to time.

Urban News and Clippings:

NIUA brings out a monthly publication that presents an overall picture of urbanization and related topics, based on a reproduction of clippings from 25 dailies and magazines received by the library. 12 Issues of Urban News were brought out during the year.

Hindi Activities



The Institute has been following the Official Language Policy effectively.

The Institute has been following the Official Language Policy. Under this policy, the Institute organised Official Language Committee meeting to review Hindi activities under the Chairmanship of Professor Jagan A. Shah, Director, NIUA / Mr. S. B. Jain, Advisor (Legal & Finance) NIUA.

- In the 1st meeting, the representative of Government of India, Mr. Suresh Chand Chaturvedi, Assistant Director (Official Language), Ministry of Urban Development had been invited to review the hindi activities, September 10, 2014.
- In the 2nd and 3rd meetings, the representative of Government of India, Director/ Assistant Director (Official Language), Ministry of Urban Development had been invited to review the Hindi activities, but he could not attend the meeting on December 26, 2014 and March 31, 2015.

Hindi workshops are organised to motivate employees of the Institute to work in Hindi. All employees of the Institute participate in the workshops. These are:

- A workshop on "Use of Unicode on Computer" was organised to discuss on the issue. Mr. Kewal Krishan, Director (Technical), Rajbhasha Vibhag was invited to organise a training workshop on the subject. Employees of the Institute participated in this meeting and expressed their views and gave suggestions on above subject, April 4, 2014.
- The subject of this workshop was "Hindi Patrachar Mai Vridhi Karne Ki Disha Mai Sarthak Prayas ". The purpose of this workshop was to motivate employees of the Institute to work in Hindi. Mr. Dwivedi had been invited to give a lecture on the above said issue, September 18, 2014.

- The subject of this workshop was "Hindi typing on computer ". Mr. Kewal Krishan (Senior Technical Director, Department of Official Language) had been invited to deliver a lecture and demo of the Hindi software on the topic, December 31, 2014.
- The subject of this workshop was "Tippa, aalekhan and Manakvartani ". Mr. Prem Singh (Joint Director (Retd.), Ministry of Science and Technology had been invited to deliver a lecture on the subject. All employees of the Institute had participated in this workshop on March 31, 2015.

The Institute celebrated "Hindi Prayog Protsahan Mass" from September 1 to 30, 2014 under which various competitions were held and prizes were distributed to successful participants.

➤ **Completed Projects**

NIUA covers wide range of projects which are as follows: Urban land policy; Housing policy and shelter programmes; Urban development at the national, state and local levels; Assessment status, trends and processes of urbanisation; Evaluation of urban development and formulation of alternative strategies; Preparation of draft national urban policy; Best practices in municipal management; Urban management of hill towns; Municipal personnel systems; Waste management systems; Urban governance; Implementation of Constitution 74th Amendment Act, 1992; Review of urban decentralisation; Review, preparation and formulation of urban development plans; Policy analysis and strategy for development of growth centres; Public-private partnerships in urban development projects; Development of methodologies for analysing rural-urban linkages; Financing urban infrastructure through capital market; Development of municipal bond market; Documentation of innovations in financing, operations and maintenance of services; Pricing and cost recovery in municipal services; Public-private partnership in urban infrastructure and services; Private sector investment in infrastructure; Improving access of poor to basic urban services; Access of environmental infrastructure services to urban poor; Provision of water in Asian cities; Evaluation and drawing of strategies and programmes for urban poverty alleviation; Assessment of urban poverty monitoring and vulnerability of the urban poor; Benchmark studies on status of poor; Reducing poverty in urban India; Employment and empowerment of communities, women and children; Slum relocation and related issues; Impact studies of SJRY programme;

Situational analysis of urban poverty; Study and analysis of urban environment; Conservation of urban heritage; Tools and techniques of environmental impact assessment; Institutional mechanisms and organisational structures for environment management; Capacity building for urban environmental improvement; Urban transportation problems; Urban transport and land-use; Travel behaviour; Transport modes; Fare structure; Impact of commuting on urban growth patterns; Financial analysis of public road transport undertakings; Housing finance; Impact of repeal of urban land ceiling act on augmentation for housing; Rental housing; Rent control; Living conditions; Sites and services; Documentation of best practices in resource mobilisation in urban local bodies; Property tax reforms and innovations; Municipal accounts and financial reporting system; Status, structure and trends in municipal finance; Municipal budgeting and accounting; Municipal taxation and its administration; Reforming property tax; State-local fiscal relations; Analysis of the recommendations of state Finance Commissions; Study and identification of employment issues; Structure and performance of informal enterprises; Women's participation in income generation activities; Guidelines for the growing urban informal sector; Healthy City planning; Application of PLA techniques for Need Assessment; Documentation of innovative practices and methodologies in health management; Disease burden and health risk assessment; Analysis of urban indicators using Geographic Information Science (GIS); Handbook of Urban Statistics; Community Based Information System; Social Sector Mapping of Slums and Poor Communities; Benchmark Survey of UBSP; Multi-indicator Cluster Surveys

➤ **Recently Completed Studies/ Projects**

Implementation of JNNURM Reform Measures in Selected States and Cities

NIUA had been carrying out reform appraisal for 14 cities (under UIG), 07 Urban Agglomeration around Chennai and 18 towns (under UIDSSMT), spread over six states (Punjab, Jammu and Kashmir, Himachal Pradesh, Kerala, Karnataka and Tamil Nadu) and two Union Territories (Chandigarh and Puducherry).

Field visits to all the states and cities under package 1 and 7 have been completed for the last Cycle. Reports and the revised calibrations for all the states and ULBs have been finalised and submitted to MOUD. Presentation on the reports has also been done.

MIS Support to JNNURM

Two Management Information System (MIS) experts had been made available to JNNURM Directorate since 2008 and they had been supporting the MOUD. Their contract had been extended till September 2014.

Sustainable Social Housing Initiative Policy and Financial Assessment

In July, 2013, the NIUA was engaged by the United Nations Environment Programme (UNEP) to conduct a Policy and Financial Assessment and to develop a Summary for Decision Makers with regard to Sustainable Social Housing Initiatives (SUSHI) taken up in India.

Received comments on Draft Report on 'Policy and Financing Assessment' and the Summary for Decision Makers along with the 'Substantive Report'. The final report has been submitted and presentation has also been made.

Compilation of data on 74th Amendment Act and Preparation of Municipal Directory

The work for compiling the data and preparation of the tabulation plan was assigned to NIUA who is coordinating with Regional Centre for Urban and Environmental Studies (RCUES) at Lucknow, Hyderabad, Mumbai and the Centre for Urban Studies at IIPA, New Delhi to complete this task.

A template was prepared by RCUES of Mumbai and Hyderabad in consultation with NIUA to collect the data. NIUA has received filled Template/format for 22 states sent by different Regional centres (RCUES). Out of these 22 states, three states namely Uttar Pradesh, Himachal Pradesh and Haryana had used pre-revised templates/format for collecting information. These states have been requested to transfer the data in the revised format. This information is still awaited. Information pertaining to the rest of the states is readily available in tabular form.

Urban Green Growth Strategies for Indian Cities

NIUA and ICLEI jointly worked on this project; ICLEI was the lead agency. The project was sponsored by the Global Green Growth Institute (GGGI), Korea. The project focused on defining 'Green Growth' in the Indian context, the green growth potential in Indian cities, and assembling best-practices, analytical tools, and policy/financing instruments to be utilized in other activities of the India Urban Program of GGGI.

The project had two work streams - Work Stream 1 was on defining green growth in the Indian context, profiling cities and working out green growth path for Indian cities. This work stream was led by ICLEI. Work Stream 2 was on

documenting best practices in green growth in urban India. This work stream was led by NIUA.

Under Work Stream 1: NIUA was involved in preparing city profiles for 5 cities viz., Kota, Pimpri-Chinchwad, Shimla, Ludhiana and Vijayawada.

Under Work Stream 2: Fifteen best practices in green growth were documented across different cities in India viz., Agra, Jaipur, Surat, Thane, Ahmedabad, and Bangalore.

Regular meetings with GGGI and ICLEI teams were held to discuss different activities under the project and minutes of the meetings prepared.

The project has been completed and final report (three volumes) was submitted to GGGI in November 2014.

Vol 1: Urban Green Growth Strategies for Indian Cities

Vol 2: Green Growth Profiles of Ten Indian Cities

Vol 3: Good Practices for Green Growth in Indian Cities

Plan for Solar Street Lighting in Delhi

The study was awarded to NIUA by Greenpeace India Society (GPIS). This project was a four-month study to address safety, dark spots and decentralised street lighting options in cities.

The study aimed to understand status of street-lighting in the NCT of Delhi and provide appropriate solutions for addressing the different scenarios. This aim will be attained with the help of following major objectives:

Objectives of the project:

- 1) To examine the status of existing street lights in Delhi, categorize them and find appropriate methodology and technology for achieving complete street lighting in Delhi;
- 2) To estimate the street lights that will be required to be installed and retrofitted with appropriate technology in the short term (next one year) and long term (next 10 years) and estimate the cost and availability of funds;
- 3) To develop a roadmap for addressing various issues regarding street-lighting in Delhi and describe the phase-wise implementation of the same
- 4) To make policy, technical and financial recommendations
- 5) To give the cost analysis and cost benefit scenario of the recommended roadmap

Major findings from this report are:

- a) Primarily, the locations of dark spots are in the residential and industrial areas followed by transit stretches, stations, commercial areas and open spaces.

- b) Major reasons given by the DISCOMs for the dark spots are operation and maintenance issues, and increasing cost of power.
- c) On an average about 35% (over one third) of the dark spots in Delhi are due to lack of infrastructure despite the large number of installed street lights in Delhi.
- d) LED based solar street lighting can save up to Rs.30,000 per installation in a time frame of 8 - 9 years. It also uses zero grid electricity, has sensors to avoid wastage of energy and has a payback of only 6 years. It has back up of 10 -12 hours, and can work without recharging for 3 days.
- e) Cost incurred to solarize dark spots with 1998 stand alone installations with or without CCTV cameras is about Rs. 9.6 crores with major expenditure in South Eastern and Eastern Delhi. Along with retrofitting a certain number of existing streetlights with solar panels and LEDs, the total cost of eliminating existing and new dark spots in six years will be around Rs.1980 crores.
- f) Therefore the required funding per year for six years would be Rs. 330 crores, which is available for Delhi from various sources for such installations (not including the Nirbhaya Fund).
- g) Although dark spots have no connection with land use, it was found that areas adjacent to certain activities had greater density of dark spots and hence a graph depicting dark spots in the various districts for which data was available was plotted against the activities where citizen footfall is high.

This graph clearly showed that: a) Most number of dark spots in most of the districts are in the residential areas except in outer district, followed by transit stretches, stations, and commercial areas and open spaces, where the citizen needs to go; b) It is significant to note that in the New Delhi (NDMC) area, the dark spots are in commercial areas frequented by the general citizen and not in residential areas where ministers and bureaucrats reside. This was corroborated by a map wherein spatial mapping of the dark spots was done.

Project progress and completion:

Although the MOU was dated March 24, 2014 the project started on April 15, 2014 and hence the funding agency has extended the date of submission of final report.

The final report was submitted to Greenpeace India on January 19, 2015 and the final invoice for the final instalment of the grant was sent on January 27, 2015.

(CFC) Grant Parameters

During 2010-11, the Ministry of Urban Development (MOUD) established a CFC Support Cell for ULBs at the National Institute of Urban Affairs (NIUA) with a purpose to support help to the States to achieve the compliance of the nine reform based conditions, necessary for the release of General Performance Grants, as stipulated by the 13th CFC. This process involved a thorough verification of compliance documents/ certificates submitted by the respective State Governments and to forward their claims to the Ministry of Urban Development. In certain cases, meetings were held with State Government Officials to apprise them of the necessary changes to be made with regards to compliance documents/ certificates.

During the year 2014-15, the CFC Support Cell at the NIUA helped prepare inputs and create PPT presentations for the Central Monitoring Committee (CMC), headed by the Secretary, (Ministry of Urban Development) MOUD, to ascertain the level of compliance of the States and to release the funds under the General Performance Grants. Accordingly, the meetings of the CMC were conducted on 20th November, 2014; 18th February, 2015; and also 28th March, 2015.

During the course of its work, the CFC Support Cell found large variations in different State's compliance. Since each state had to be examined annually, it was found that certain States have lost out on their share of the General Performance Grants in the current year, even though they may have received it in the preceding years. This was mainly as a result of compliance with respect to the date. States had to comply with all the nine conditions by the 31st of March each year, failing which they would not be considered eligible for the General Performance Grants. Apart from this, other variations were also found, for instance, in the case of preparation of a Supplement to the Budget. Herein there were discrepancies found in the nature of reporting by all the States. Some states furnished Budget Estimates of the income instead of Actual. At places, Supplementary Budget Heads were found inconsistent with that in the State Budget. Similarly, problems with maintenance of double entry accounting system, audit of accounts, setting up of local body ombudsman, property taxes and SLBs were also observed. Another major point that was noted during the drive to ensure compliance of the nine conditions was that there was no standard Performa/ certificate which the States would follow to demonstrate their compliance. As such, each state was allowed to create its own set of certification, which often than not, led to wide variations between States.

The assignment related to the monitoring of the 13th CFC parameters finished its tasks on March 31, 2015.

Analysis of Data & Preparation of Report on RAY : Slum Free City Plan of Delhi

The project is sponsored by Delhi Urban Shelter Improvement Board. The objectives of the study are –

- To prepare a demographic profile of slum clusters separately for tenable and non-tenable slums as per RAY guidelines with specific reference to their socio-economic structure. This analysis will be done at the constituency level, as mentioned.
- Analysis of the socio-economic survey data as per para 2.3, 2.3.1, 2.3.2, 2.4, 3.1 and 3.1.1 of <http://mhupa.gov.in/ray/RAYGuidelinesSFCP.pdf> needs to be included in the Slum Free City Plan of Action.

The analysis and report writing has been done and final report has been submitted to DUSIB.

➤ **Ongoing Projects** **Peer Experience and Reflective Learning (PEARL)**

“Peer Experience and Reflective Learning” (PEARL) is an initiative under JNNURM to support cities to actively pursue activities in implementation of the projects and reforms. The objective of PEARL is to create manageable networks between JNNURM cities for cross learning and knowledge sharing. NIUA is the National Coordinator for this initiative.

Research Studies

Research Study on “Transit Oriented Development” commenced from first week of March 2014. The study aims to comprehensively examine the concept of Transit Oriented Development (TOD) in terms of its evolution as an urban development paradigm in Indian cities. A draft for the Research Study on “Transit Oriented Development” has been completed and is undergoing internal review before sharing it with external peer review members.

The other research paper on Smart Cities will elaborately define the concept of a 'Smart City', identify the essential components based on global experiences and discuss the challenges and opportunities for developing Smart Cities aligned to the government's agenda in the Indian context.

Expert visit to Ranchi Municipal Corporation, Jharkhand

An Expert visit facilitates the visit of a group of experts on a

particular subject matter from different well-performing cities to a recipient or host city to impart technical support in the area of expertise and assist in handholding the host city on the subject matter.

NIUA in collaboration with the MOUD organized an Expert visit to Ranchi Municipal Corporation. The focus area for this visit was e-Governance. The five selected expert cities that took part in the event were Surat (Gujarat), Bangalore (Karnataka), Pimpri-Chinchwad (Maharashtra), Nagpur (Maharashtra) and Vishakhapatnam (Andhra Pradesh). The report for the expert visit has been completed and submitted to the Ministry.

Exposure Visit for Central and City Officials to Singapore

An Exposure visit to Singapore was organised from 4th to 7th November 2014 in order to gain from experiences of development of smart city infrastructure. Singapore through advanced urban solutions, a progressive leadership and a firm commitment to sustainable development has managed to turn the challenges of urban development into rewarding economic opportunities. This promised to act as a platform for experiential learning with the objective of understanding evidence based planning and implementation strategies. With the active support of the South Asia and Sub-Saharan Africa Directorate of the Ministry of External Affairs, Singapore, the PEARL team at NIUA developed an agenda for a 2 day study tour with the Centre for Liveable Cities - Singapore, focusing on Green Technologies, Infrastructure, Housing Programmes and Human Resource policies. The delegation, led by Honourable Minister Shri Venkaiah Naidu, comprised of 5 senior officials from the Ministry of Urban Development including the Smart Cities Director and one municipal commissioner. 4 members from the PEARL team alongwith the Project Coordinator participated in the exposure visit. The draft Study Tour report has been submitted and would be finalised after incorporating due comments.

Documentation of good practices

Documentation and dissemination of National Good Practices - The final draft compendiums for Cultural Heritage (CH); Urban Transport (UT); Water and Sanitation (WATSAN); and Solid Waste Management (SWM) themes were submitted by the consultants after incorporating comments by the PRG members.

Urban Reforms - The good practices on urban reforms compendium would be printed after incorporating a final

round of comments by the PRG members.

Global documentation of good practices - Detailed documentation as per the concept note and the inventory was completed by October 2014. The documents were copy edited, proof read and prepared in print ready formats by December 2014.

Internship of students with Urban Local Bodies in India

This activity is to facilitate internship of students and scholars in the Municipal Corporations under the JNNURM. This would provide an opportunity for interns to gain exposure to local governments and their work in urban development.

A compilation of the final papers submitted by the interns has been initiated which would then be shared with the Ministry of Urban Development, the Cities Alliance, the World Bank Group and disseminated through the PEARL website.

Urban Portal

Redesign and redevelopment of India Urban Portal - Based on Peer discussions with WBI, WB, CA and other global urban websites technical team and with recommendation from Joint Secretary (Mission), Ministry of Urban Development, Government of India to design, develop and maintain the portal in-house, hiring of web development consultants has been completed in mid June. A composition of one Senior Web Developer and two Full Stack back-end Web Developers is in place.

As part of the design of knowledge base driven information architecture for the web initiatives of NIUA, Web Development Team successfully launched revamped NIUA website on 31st July. Content uploading, testing of the new NIUA website and design of PEARL website were done simultaneously. First look of redesigned PEARL website was shared with the Mr. Victor Vergara from World Bank during his visit to India for E-Learning Round Table Meeting at NIUA in August 2014. Feedback received is being incorporated into the new version of PEARL website and it is expected to roll out as a project website and act as a knowledge dissemination platform. The currently active website 'India Urban Portal' is envisaged to function as the NIUA portal with syndicated content from NIUA projects and also articles on state of Indian cities and urbanisation.

The PEARL website is anticipated to put together the works undertaken as part of the PEARL project over the last 7

years in a highly comprehensive and interactive format, aiming to sustain the developed networks, provide a repository for the knowledge products developed as part of the PEARL programme for wider dissemination and initiate the expansion of these networks.

PEARL Dialogue Series

Cities Alliance support for PEARL has envisioned a series of dialogues on contemporary and emerging urban issues and trends in the country. These dialogues shall enable prolific discussions and put forth diverse approaches aimed at acknowledging the trends and addressing the issues. Under this a series of 5 dialogues (4 national and 1 international) had been planned.

The inaugural session in the NIUA Dialogue Series that took place on the August 25, 2014 was based on community use of streets and was titled "Happy Streets - Reclaiming/ Realigning/ Reengineering/ Transforming Streets for Communities". Mr. Amit Bhatt from Embarq and Anuj Malhotra from the Centre for Green Growth were the two speakers.

The second dialogue was titled "Making Bangalore Smart" was held on September 29, 2014. As a speaker, Dr. Ashwin Mahesh, co-founder of Mapunity Bangalore, promotes the concept of "publicly managed cities" with Mapunity interactively crowd sourcing citizen opinions and involvement in urban development issues.

The third dialogue in the series titled 'Learning Cities' was a talk by Dr Tim Campbell from the Urban Age Institute that elaborated the processes involved and benefits of learning through knowledge exchange for cities, October 13, 2014.

In the light of the high relevance and need of heritage-based urban development today, the NIUA themed the fourth of its dialogue series on Cities and Heritage Conservation. The session was titled "Conserving our Identities" by Ratish Nanda, Aga Khan Trust for Culture on October 27, 2014. The session intended to highlight various aspects of a sustainable urban development based on the conservation of indigenous heritage.

"Open Data for Effective Planning" was the fifth in series of the NIUA Dialogue Series. Open data is a relatively new area for which awareness is to be created among the mass. "Open data" by nomenclature means access to data free of cost and bar of copyright for use, reuse and redistribution. Open data in context to urban development opens doors to citizens and facilitates transparency to multiple degrees.

Keeping that in mind the fifth in the NIUA Dialogue series was arranged as a talk by Dr. Neeta Verma, Deputy Director General, National Informatics Centre, November 24, 2014.

The report has been completed and printed and will be shared with relevant stakeholders.

Film

Under 'PEARL Knowledge Products', NIUA proposed to develop a movie presentation showcasing NIUA's mission/work and work done under PEARL in the context of urban India as a good practice. The film intends to capture forty years of NIUA legacy, its existing capacities as an urban think-tank and the future research areas. Suggestions were sought by the filmmaker for two drafts of the documentary film.

E-Learning

Based on the discussions held with the WBI team in December 2013, a Concept Note was prepared by NIUA for the E-Learning course 'Sustainable Urban Land use Planning' which was further discussed with members of WBI and WB in a meeting held in May 2014. This was followed by a WBI workshop 'Accelerating Learning for Development' held earlier in June 2014 which took stock of the various E-Learning initiatives in India discussing methods and required institutional networks for a successful endeavor. Accordingly, the Concept Note has been finalised and shared with the WBI team.

High Level Meeting on Country-Led Knowledge Hubs

The PEARL Project Co-ordinator, Dr. Debjani Ghosh presented the case story for PEARL in a Roundtable 8 titled 'The Art of Knowledge Sharing' at the Second High-Level Meeting on Country-Led Knowledge Hubs (HLM2) held by the World Bank at Seoul, South Korea between 23rd to 26th June 2014. The case story for PEARL was highly acclaimed and was selected as one of the ten case stories which were made part of a documentary of KS champions.

City Net Membership

NIUA has now become an Associate Member of City Net (The Regional Network of Local Authorities for the Management of Human Settlements).

Migration in Indian Context

This research initiative to Strengthen and Harmonize Research and Action on Migration in the Indian Context (SHRAMIC) is funded by the Sir Dorabji Tata Trust (SDTT). It is being jointly carried out by IGIDR, Centre for Policy Research (CPR) and NIUA. The unit level data of the 69th

round of the NSSO is being analysed at the state and size class levels. Draft report on the analysis of unit level data is under progress. A special issue of Urban India journal on 'Migration' has been published based on compilation of case studies and research done by Tata Trust funded NGO partners. A half day workshop on “Making **Labour Markets Work**” had been organised on **February 13, 2015**. The objective of the workshop was to present a macro overview of internal migration in the country and unique insights from the field on how people in rural areas take migration decisions; how they experience the city and the unique challenges they face in the process. The workshop also marked the release of a special issue of Urban India Journal, a bi-annual journal of National Institute of Urban Affairs, on the subject of Internal Migration in India.

Asian Cities Climate Change Resilience Network (ACCCRN)

This project, supported by the Rockefeller Foundation (RF), supports capacity building through training, integration of climate information, dissemination of existing knowledge products on Urban Climate Change Resilience (UCCR), linking networking partners as a means to influence policies, address the potential impacts of climate change in urban environment, and links climate resilience to development planning and management. The five activities under the project are as follows: (i) Capacity building of NIUA in UCCR; (ii) Knowledge and training needs assessment; (iii) Institutional capacity building of national and state level nodal agencies; (iv) Capacity building of city nodal agencies and authorities; (v) Knowledge networking, research and documentation.

Activities undertaken in the project during April 2014 – March 2015:

Training of NIUA project team: TARU Leading Edge, as a part of the capacity building agenda of the Urban Climate Change Resilience project, conducted training for UCCR team and NIUA staff from April 23-25, 2014, and on July 7 & 9 2014 at NIUA. Three modules were delivered during the three day session.

These were:

- a) Module 1: Basic concepts of Climate Change Science
- b) Module 2: Understanding Climate Risk
- c) Module 3: Scenario Mapping
- d) Module 4: Field visit - As a part of this module field visits were arranged by TARU for the project team to ACCCRN core cities, namely – Surat, Indore and Gorakhpur, to build a deeper understanding of the resilience strategies adopted by these cities to adapt

to climate change. The dates of these visits were: Indore, April 28-29, 2014; Gorakhpur, April 27-30, 2014; and Surat, May 5-8, 2014. Two team members visited each city. Reports of the field visits have been shared with TARU.

Modules 5 and 6 were delivered on 7th and 9th July 2014:

- e) Modules 5 – UCCR and Urban Development
- f) Module 6 – Training Guide Development

Research Papers: The following research papers are being prepared:

- a) Analysing the variability of urban climate in rapidly urbanising cities of India
- b) Sea Level Rise and Indian mega cities
- c) Water and Sanitation in Urban India and impact of climate change

Two articles were written for publication:

- Aligning Environmental and Local Urban Issues in India (for a book to be published by Sage)
- Urban Climate Change Initiatives in Madhya Pradesh (for a publication to be brought out by EPCO, Madhya Pradesh).

An Interim Narrative Report for the period April to September 2014 was submitted to Rockefeller Foundation.

Factsheets prepared on:

- Urban Flooding
- Landslides
- Heat Wave

MoUs signed with four regional institutions to conduct training for city officials of six cities in each region. The regional institutions are:

- 1) Centre for Environmental Education (CEE), Kolkata, West Bengal; MoU signed on 7th September, 2014
- 2) Lal Bahadur Shastri National Academy for Administration (LBSNAA), Mussoorie, Uttarakhand; MoU signed on 15th October, 2014.
- 3) Faculty of Architecture, Sarvajanik College of Engineering and Technology (SCET), Surat, Gujarat; MoU signed on 15 October, 2014.
- 4) Institute for Land and Disaster Management (ILDMM), Trivandrum, Kerala; MoU signed on 1st December, 2014.

Questionnaires for Knowledge and Training Needs Assessment (KTNA) finalized, one for administering to

Regional Institutions and the other to Urban Local Bodies.

- A Perception Survey on urban climate change was pilot tested at NIUA to make changes and make the questionnaire more focused. A report on the pilot Perception survey has been prepared.
- The Knowledge and Training Needs Assessment (KTNA) for Regional Institutions (RIs) and cities is being finalized. The KTNA questionnaire sent to the RIs for conducting surveys in the selected ULBs of their regions.

Knowledge Networking: An ACCCRN Regional Coordinator has been appointed for this. The position is supported by Mercy Corps, Indonesia. Under this component, a database of experts in urban climate change and resilience is being created. A quarterly E-Newsletter is also being planned under this component.

Note on city selection: Using an internally developed methodology six cities in four regions of the country were selected for training. These were discussed with the four regional institutions and the final list of 24 cities prepared.

Training Program for Regional Institutions – A two day training programme, on 26th and 27th February 2015 was conducted by NIUA for four regional institutions namely:

- i. Lal Bahadur Shastri National Academy of Administration, Mussoorie.
- ii. Centre for Environment Education, Kolkata.
- iii. Sarvajanic College of Engineering Technology, Surat.
- iv. Institute of Land & Disaster Management, Thiruvananthapuram.

Training Modules for Urban Local Bodies – A simplified version of training modules for Urban Local Bodies was prepared.

Format for KTNA report – Prepared a template for regional institutions for preparing KTNA reports (of ULB officials and on city profile). This was done to standardise the format of the reports.

Documentation – A case study of a sustainable housing project in Bangalore was documented. A visit was undertaken to Bangalore from 29th March to 1st April 2015, to document the sustainable practices in built environment (of ZED Homes).

Social-Impact Assessment of the Urban Land (Ceiling and Regulation) Act, 1976 and the Urban Land (Ceiling and Regulation) Repeal, Act, 1999

The objective of this study is to assess the achievement of the social objectives by the Urban Land (Ceiling and Regulation) Act (ULCRA), 1976 and the Urban Land (Ceiling and Regulation) Repeal Act, (Repeal), 1999. Specifically, the quantum of land possessed during ULCRA; extent of land made available for housing and other development projects during ULCRA; number of housing dwelling units built during the ULC period and after its Repeal; quantum of land released from litigation and Government possession after the Repeal; and the challenges in ensuring equitable distribution of ULC land, are analyzed in this research study.

First, a robust literature review was prepared on the subject matter of ULCRA and the Repeal Act. A detailed questionnaire was also prepared to aid the collection of data at the State Government level. Secondary data on land acquisition, distribution, land-use adopted, dwelling units for EWS and general categories, disputed land sizes held up in courts, etc. under ULCRA, 1976, as well as the Repeal Act, 1999, were retrieved from the Revenue Departments of 53 Urban Agglomerations (UAs) in the following states, Assam, Gujarat, Karnataka, Maharashtra, Orissa, Punjab, Rajasthan, and the undivided states of Andhra Pradesh, Madhya Pradesh, and Uttar Pradesh through field visits. Qualitative interviews were conducted with officials of the Revenue, Urban Development, or any other Department who were designated as the Competent Authority for the ULC and its Repeal. Qualitative insights gleaned from field visits and interviews have been used to corroborate the data. Additionally, secondary literature as well as court case judgments on the subject matter has also been referred to augment the findings derived from the field visits.

During 2014-15, the NIUA team first visited the state of Punjab and Chandigarh UT in April, 2014 to collect information pertaining to ULCRA, 1976 and the Repeal, 1999 and also conduct interviews with State Officials. Thereafter, the NIUA team visited the states of Madhya Pradesh and Rajasthan in June-July 2014. In the state of Madhya Pradesh it was found that consolidated data was not available in the capital, Bhopal, and thus field trips to individual cities, such as Indore, Gwalior, Ujjain, Jabalpur were also undertaken. During the months of October, 2014, field trips were undertaken for the states of Gujarat, Andhra Pradesh and Karnataka, and the cities of Ahmedabad, Hyderabad, Warangal, Bangalore, Mangalore, Mysore, Belgaum, and Hubli-Dharwad, respectively were visited.

In the month of November, 2014, a Draft Report was prepared and submitted to the Ministry of Urban Development (MoUD) highlighting the progress of the study. Accordingly, a meeting was undertaken by the Additional Secretary, MoUD on 19th November, 2014 and a PPT presentation was made to him regarding the progress on the study as well as the challenges encountered by the NIUA in extracting State and city level land records data. Intervention was sought from the MoUD was sought in order to access the same. Following which, a fresh set of letters were sent from the MoUD to the States to facilitate the NIUA study.

During the month of December, 2014, field trips were undertaken to the state of Telangana and the cities of Vijayawada, Vishakhapatnam and Guntur were visited. From the months of January-March 2015, field trips were arranged to the states of Maharashtra, Assam, Odisha, Gujarat, Uttar Pradesh and the following cities were visited: Mumbai, Pune, Nashik, Thane, Ulhasnagar, Solapur, Kolhapur, Sangli, Guwahati, Cuttack, Ahmedabad and Lucknow, respectively. In the city of Lucknow, information for all other ULCRA-cities in the state of Uttar Pradesh, such as, Agra, Aligarh, Allahabad, Bareilly, Dehradun, Gorakhpur, Kanpur, Meerut, Moradabad, Saharanpur, Varanasi, and Lucknow was collected.

Through the course of the study, some of the major findings that have emerged are as follows. First, the rate of land acquisition under ULCRA, 1976 was extremely poor. Though there exist variations at the level of the States, the main reasons for the poor performance has been noted to be the under-staffing of Government agencies; inadequate compensation to land owners; non-payment of compensation amount; illegal sale and transfer of land by owners to evade ceiling proceedings; arbitrary power and misuse of exemption; poor and fragmented quality of land; excessive litigation; encroachments; interpretational differences and flaws in the design of master plans; and also, the poor maintenance of land records.

With the Repeal of ULCRA in 1999, it was expected that cases would abate and the Repeal would help undo the mess inherited through the ULCRA period. However, this was not the case as a majority of ULCRA land had been taken over by encroachments. The condition on the ground, in terms of land occupation was completely different from the evidence of ownership on the land records. Most State Governments had managed to secure little or no land at all. Only the States of Gujarat, Maharashtra and undivided Andhra Pradesh have managed to save and retain ULCRA land.

The report has been prepared and is now in advanced stages of editing and design.

Demographic, Economic and Social Structures of Different Sizes of Urban Settlements in India

This project is envisaged to carry out an empirical research to analyse the demographic, economic and social structures, and the status of basic infrastructure and housing of the different sizes of urban settlements. The Phase 2 concentrates on the metropolitan/million plus cities in India; drawing upon secondary data from the Census, and unit level data from the relevant rounds of National Sample Survey, supplemented with data from Central Statistical Organisation and Planning Commission.

A Study to Qualitatively Assess the Capacity Building needs of Urban local Bodies

The Planning Commission, under its Socio-Economic Research (SER) Scheme, sponsored this research study that covered six cities viz. Chandigarh, Surat (Gujarat), Indore (M.P.), Nagpur (Maharashtra), Patna (Bihar), and Mussourie (Uttarakhand). The aim of the study was to do a reality check on the functioning of ULBs by interviewing all the stakeholders i.e. government, elected representatives, bureaucrats, NGO's, citizens etc. and to propose measures to build the comprehensive capacity of ULBs.

South Asia Urban Knowledge Hub-ADB

The South Asia Urban Knowledge Hub (the K-Hub) aims to increase the influence of evidence-based advocacy for urban policy and practice in South Asia. Presently consisting of the 4 countries Nepal, Bangladesh, Sri Lanka and India, the K-Hub will build a network of training and research institutions in the region and develop a forum for improving knowledge management within and between countries and regions. K-Hub activities will facilitate sharing of best practices in urban management, infrastructure and services delivery in South Asia and other regions and develop capacity for outcome-oriented research in the urban sector.

The work plan /activity plan for the project has been finalised for the national centre as well as the regional centre after incorporating comments from MOUD and ADB.

National Heritage City Development and Augmentation Yojana (HRIDAY) was launched on 21 January 2015 with the aim of bringing together urban planning, economic growth and heritage conservation in an inclusive manner to preserve the heritage character of each Heritage City.

The Scheme shall support development of core *heritage*

infrastructure projects including revitalization of linked urban infrastructure for heritage assets such as monuments, Ghats, temples etc. along with reviving certain intangible assets. These initiatives shall include development of sanitation facilities, roads, public transportation & parking, citizen services, information kiosks etc.

With a *duration of 27 months* (completing in March 2017) and a total outlay of ₹500 crore (US\$74 million), the Scheme is set to be implemented in 12 identified Cities namely, Ajmer Amravati, Amritsar, Badami, Dwarka, Gaya, Kanchipuram, Mathura, Puri, Varanasi, Velankanni and Warangal.

The objectives of the scheme are:

- Planning, development and implementation of heritage-sensitive infrastructure
- Service Delivery and infrastructure provisioning in the core areas of the historic city
- Preserve and revitalise heritage wherein tourists can connect directly with city's unique character
- Develop and document a heritage asset inventory of cities – natural, cultural, living and built heritage as a basis for urban planning, growth, service provision and delivery
- Implementation and enhancement of basic services delivery with focus on sanitation services like public conveniences, toilets, water taps, street lights, with use of latest technologies in improving tourist facilities/amenities.

Atal Mission for Rejuvenation and Urban Transformation (AMRUT)

The scheme was launched by Prime Minister Narendra Modi in June 2015 with the focus of the urban renewal projects is to establish infrastructure that could ensure adequate robust sewerage networks and water supply for urban transformation. Rajasthan was the first state in the country to submit State Annual Action Plan under Atal Mission for Rejuvenation and Urban Transformation (AMRUT). The scheme Housing for All by 2022 and Atal Mission for Rejuvenation and Urban Transformation (AMRUT) were launched on the same day. The scheme is dependent with public private partnership model (PPP) model. If required, various other schemes like Swachh Bharat Mission, Housing for All 2022, along with the local state schemes like that related to water supply and sewerage and other infrastructure related schemes can be linked to AMRUT.

Finance

About ₹1 lakh crore (US\$15 billion) investment on urban development under Smart Cities Mission and the Atal Mission for Rejuvenation and Urban Transformation of 500 cities has already been approved by the government.

Eligibility

SAAP (State Annual Action Plans) is a consolidated plan of all the city level SLIPs (Service Level Improvement Plans) of all proposed AMRUT cities in the respective states. A formulation on City level SLIP is done based on diligent estimation of ambiguities in the availability of infrastructure like water supply, sewerage network, draining system, transportation facilities, available digital and internet facilities, industrial facilities etc. 135litres per capita per day is another factor in the process including water supply and sewerage connections to all urban households.

Target

Some of the broad targets of AMRUT scheme are ascertaining that everyone has access to tap water and sewerage facilities, greenery like parks and open spaces are well maintained, digital and smart facilities like weather prediction, internet and WiFi facilities, pollution reduction by encouraging the public for using cheaper but secure public transport etc

Smart Cities Mission

Smart Cities Mission is an urban renewal and retrofitting program by the Government of India with a mission to develop 100 cities all over the country making them citizen friendly and sustainable. The Union Ministry of Urban Development is responsible for implementing the mission in collaboration with the state governments of the respective cities. The government of India under Prime Minister Narendra Modi has a vision of developing 100 smart cities as satellite towns of larger cities and by modernizing the existing mid-sized cities.

The 100 potential smart cities were nominated by all the states and union territories based on Stage 1 criteria, prepared smart city plans which were evaluated in stage 2 of the competition for prioritizing cities for financing. In the first round of this stage, 20 top scorers were chosen for financing during 2015-16. The remaining will be asked to make up the deficiencies identified by the Apex Committee in the Ministry of Urban Development for participation in the next two rounds of competition. 40 cities each will be selected for financing during the next rounds of competition.

Smart cities are projected to be equipped with basic infrastructure will offer a good quality of life through smart solutions. Assured water and power supply, sanitation and solid waste management, efficient urban mobility and public

transport, robust IT connectivity, e-governance and citizen participation along with safety of its citizens. Some of the likely attributes of these smart cities.

Finance

A total of ₹980 billion (US\$15 billion) has been approved by the Indian Cabinet for development of 100 smart cities and rejuvenation of 500 others. For the smart cities mission, ₹480 billion (US\$7.1 billion) and for the Atal Mission for Rejuvenation and Urban Transformation (AMRUT), a total funding of ₹500 billion (US\$7.4 billion) has been approved by the Cabinet.

In the 2014 Union budget of India, Finance Minister Arun Jaitley allocated ₹70.16 billion (US\$1.0 billion) for the 100 smart cities. However, only ₹9.24 billion (US\$140 million) could be spent out of the allocated amount till February 2015. Hence, the 2015 Union budget of India allocated only ₹1.43 billion (US\$21 million) for the project.

First batch of 20 cities selected in the second stage of competition will be provided with central assistance of ₹2 billion (US\$30 million) each during this financial year followed by ₹1 billion (US\$15 million) per year during the next three years. The remaining money has to come from the states, urban bodies and the consortium that they form with corporate entities. Also, 10 per cent of budget allocation will be given to states / union territories as incentive based on achievement of reforms during the previous year.

Urban Development Ministry had earlier released ₹2 crore (US\$300,000) each to mission cities for preparation of Smart City Plans.

Smart City Challenge: Given the challenges involved in developing 100 smart cities, only the capable cities will be chosen under the Smart Cities Mission through a two-stage competition. This was indicated in the Operation Guidelines for Smart Cities Mission released by Prime Minister Narendra Modi. The selection criteria used in both the stages of competition was elaborated in the Guidelines.

In the Stage-1 of City Challenge Competition, each State and Union Territory scored all their cities based on a set of criteria and nominated the top scorers as per the indicated number of potential smart cities for participation in the Stage-2 of competition.

Swachh Bharat Abhiyan (*English: Clean India Mission*) and abbreviated as SBA or SBM for is a national campaign by the Government of India, covering 4,041 statutory cities and towns, to clean the streets, roads and infrastructure of the country.

The campaign was officially launched on 2 October 2014 at Rajghat, New Delhi, by Prime Minister Narendra Modi. It

is India's biggest ever cleanliness drive and 3 million government employees and school and college students of India participated in this event.

Background

With effect from 1 April 1999, the Government of India restructured the Comprehensive Rural Sanitation Programme and launched the Total Sanitation Campaign (TSC) which was later (on 1 April 2012) renamed Nirmal Bharat Abhiyan (NBA).

On 2 October 2014, Prime Minister of India Narendra Modi launched the *Swachh Bharat* Mission, which aims to eradicate open defecation by 2019, thus restructuring the *Nirmal Bharat Abhiyan*. *Swachh Bharat Abhiyan* is a national campaign, covering 4,041 statutory cities and towns.

Toilets The government is aiming to achieve an Open-Defecation Free (ODF) India by 2 October 2019, the 150th birth anniversary of Mahatma Gandhi, by constructing 12 crore toilets in rural India, at a projected cost of ₹1.96 lakh crore (US\$29 billion).

As of May 2015, 14 companies including Tata Consulting Services, Mahindra Group and Rotary International have pledged to construct 3,195 new toilets. As of the same month, 71 Public Sector Undertakings in India supported the construction of 86,781 new toilets.

Finance

BSE contributes ₹1.01 crore (US\$150,000) to *Swachh Bharat Kosh*. The programme has also received funding and technical support from the World Bank corporations as part of corporate social responsibility initiatives, and by state governments under the *Sarva Shiksha Abhiyan* and *Rashtriya Madhyamik Shiksha Abhiyan* schemes. *Swachh Bharat Abhiyan* is expected to cost over ₹620 billion (US\$9.2 billion). The government provides an incentive of ₹12,000 (US\$180) for each toilet constructed by a BPL family. Total fund mobilised under *Swachh Bharat Kosh* (SBK) as on 31 January 2016 stood at ₹3.69 billion (US\$55 million). An amount of ₹90 billion (US\$1.3 billion) was allocated for the mission in 2016 Union budget of India.

Government and the World Bank signed a US\$1.5 billion loan agreement on 30 March 2016 for the *Swachh Bharat* Mission to support India's universal sanitation initiative. The World Bank will also provide a parallel \$25 million technical assistance to build the capacity of select states in implementing community-led behavioural change programmes targeting social norms to help ensure widespread usage of toilets by rural households

➤ **Communication through Material/Web/ Smart Net**

NIUA has created a new portal, a solutions exchange for the urban missions, named SmartNet. SmartNet has been conceived as a platform for exchange of solutions and good practices, to connect practitioners with peers and with business and industry, to provide an opportunity to learn about the urban sector, and a place where users can form communities of practice on subjects and themes of their common interest.

SmartNet remains always current and a reliable source of information, knowledge and connections, as well as a place where different kinds of stakeholders will find opportunities to participate in the urban sector and contribute. While the focus has been on the Smart City Mission, the site will eventually address all the urban missions of the Ministry of Urban Development in the specific aspect of sharing solutions.

NIUA specialises in the production of manuals and modules, case studies, readers, films, resource books, self-learning material, success stories, and newsletters. NIUA also provides access to the most extensive information on India's Urban Sector on the Web through two of its websites, www.niua.org and www.indiaurbaninfo.com and the related links that can be accessed through them. And very recently NIUA has developed a Smart Net by way of creating a resource-rich ecosystem of learning, sharing and disseminating for city managers and primary stakeholders in the urban transformation of India. Its demand-driven content will be enabled through an Intelligent Query based system for retrieval of information. Continuous updation of the information provided through these databases is carried out. At NIUA, conferences, seminars, workshops, symposia and lectures provide an important platform for policy advocacy, academic exchange, and sharing of research findings and experiences. In addition, the Institute has been providing support to the All India Mayors' Council, International City/County Management Association (ICMA) and different City Managers' Associations in India, in conducting seminars and workshops on urban infrastructure related subjects.

➤ **Training**

NIUA conducts training to urban functionaries and professionals in decentralised manner across the country. NIUA has been providing regular support for imparting capacity building training to elected representatives, top and middle level functionaries of municipal bodies and professionals of urban infrastructure agencies in a wide

range of areas. It has also developed a network of training institutions in the country.

➤ **Publication of Research Studies**

NIUA publishes large variety of studies including policy research studies, evaluation studies, case studies, documentation of best practices etc. Some of the recently completed studies are: Impact Assessment of Mega City Scheme, Financing Urban Infrastructure in India, Development of municipal Bond Market in India, Scope and Practice of Privatisation of Urban Services in India, India's Urban Sector Profile, Handbook of Urban Statistics, Status of Water Supply, Sanitation and Solid Waste Management in Selected Urban Areas of India, Reducing Poverty in Urban India, Reforming Property Tax, Municipal Accounting and Financial Reporting System, State Finance Commission Recommendations and Follow-up Actions Thereon, Impact of the Constitution (74th Amendment) Act on the Working of Urban Local Bodies and Planning for a Healthy City: A Guide Atlas of Mirzapur etc.

Grievance Redress

S. No.	Name of the Public Grievance Officer	Helpline	Mobile	Email
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2.	Shri S.B. Jain	011-24617543	9810233973	sbjain@niua.org

List of Stakeholders/Clients

S. No.	Stakeholders/Clients
1.	Central Govt. Ministries/Department and Organisation
2.	State Govt.
3.	Urban Local Bodies
4.	Planning Commission
5.	Census of India
6.	Delhi Government
7.	Delhi Development Authority
8.	Municipal Corporation of Delhi
9.	City Manager Associations
10.	USAID
11.	UNICEF
12.	World Bank
13.	UNDP
14.	Ford Foundation
15.	IDRC
16.	World Health Organisation