

# **Best Practices of the cities of Rajasthan**

August 2003

## **Cities**

**Jaipur**

**Jodhpur**

**Ajmer**

Prepared by

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## **Jaipur**

### **City Profile**

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#### **Best practices of the Jaipur Municipal Corporation (JMC)**

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- 1. Office Administrative reforms**
- 2. Privatization of the Street Lighting in Jaipur city.**
- 3. Commissioning Modern carcass Utilization plant**
- 4. Implantation of the Stray Dog House**

#### **Best Practices of the Jaipur Development Authority.**

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- 5. Land as a Resource**
- 6. Resettlement of the Kachi Basti in the Jaipur**

#### **Ideas and Innovations**

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- 7. Wireless Network for the Administrative Efficiency and Coordination**
- 8. Gaushala Project**



Civic facilities in Jaipur started as Nagar Committee in 1869 and were converted to Municipal Board in 1938 and to Municipal Council in 1944 and finally in 1992 it gained the status of Municipal Corporation

### **Demographic Profile**

The population of the city according to the 1991 and 2001 census and other basic information is 1458483 and 2324319 respectively. Area of the city in Sq. Km in 1991 was 218 and in 2001 were 480. Total numbers of household in the city are around 4,00,000 according to the 2001 census. There are total 70 wards in the city. Slum population in the city according to the 2001 census is 350353.

The city has received a clean city award for two successive years 1999-2000 & 2000-2001 respectively from the Housing and Urban Development Corporation (HUDCO).

The main functions of the Corporation are: Sanitation and solid waste management, provision and maintenance of street lights, development of city infrastructure, community development projects, slum improvement schemes, physical environment improvement projects, employment generation schemes, public health projects, maintenance of fire services, tax collection, and registration of birth and deaths etc.

Jaipur development Authority is also functional in the city.

## **Best Practices of Jaipur Municipal Corporation (JMC)**

### **1. OFFICE ADMINISTRATIVE REFORMS OF JMC**

The office administrative reforms operationalised are dealing with photocopying of documents and post and attendance of the staff of JMC. In these services of the corporation, remarkable deficiency was observed. Following few of the initiatives were undertaken to cope up the situation.

#### **Privatization of photocopying services**

##### *Situation before the initiative*

Before about one year, there were 3 machines and 3 persons appointed for managing photocopying in the JMC main office. But it was frequently observed that machines were not repaired and men appointed for operating the machines were on leave most of the time. This hampered the smooth and efficient working of the corporation which photocopies almost no. 1500 to 2000 pages per day. Accordingly total expenditure on the photocopying was coming around Rs.50,000/- to 60,000/- per month. Expenditure per page was coming around 68 Paisa to 70 Paisa.

##### *Initiative*

In year 2002 it was decided to give privatize the service of photocopying. Tenders were invited from the contractors. Rules for the contract were set. (Tender document: see Annexure 1), the rules mentioned that the contractor was to deploy his own manpower with machines and also supply the paper. Almost 4 no. of applications was received and one was chosen. The corporation set a minimum rate for per page of Xerox or was the minimum amount tender chosen.

##### *Situation after the initiative*

All photocopying of the corporation is now done by the Contractor. The contractor has brought his own machines and manpower to operate them. There are total three machines and three men operating them. The expenditure per page of photo copying has come down to 29 paisa. This change has reduced the total expenditure on photocopying to Rs. 35000/- per month.

	Before privatization	After privatization
Cost per page	70 Paisa	29 Paisa
Overall expenditure of corporation per month	Rs. 50,000/- to 60,000/- Per month	Rs. 35,000/- Per month

##### *Sustainability*

As the total expenditure after the initiative has been reduced so the corporation can think of renewing the tender contract annually and with strict monitoring from the corporation, this initiative would prove to be sustainable for the Jaipur Municipal Corporation.

### Transferability

This initiative has been operationalised in the main office of Jaipur Municipal Corporation, from January 2003. After looking the success of the initiative it has also implemented in the zonal offices of the corporation. But as the total numbers of copies are less in the zonal offices so per page cost is coming out to be around 60 Paisa to 75 Paisa per page. So accordingly order were taken out that if the number of pages to be photocopied is more than 50 that particular work should be forwarded to main office of the Jaipur Municipal Corporation

### **Privatization of Courier Service:**

#### Situation before the initiative

All the postage in Jaipur Municipal Corporation was send by the standard postal service of the government of India. The expenditure for sending one envelope was about Rs. 4/- to 5/- and sometimes the delivery to the desired destination did not happen on time and took almost 2 to 3 days. The corporation also never was sure that the post had reached the desired destination.

The number of envelopes to be dispatched from the corporation per day ranged from 300 to 100 envelopes. The monthly expenditure on postage was about Rs.50000/- to 15000/-.

#### Initiative

About a year ago it was decided that the dispatch of the Jaipur Municipal Corporation would be given on contract basis and would be sent by courier service. Accordingly tenders were invited for the dispatch through courier services. Rules were set for the private contract which specifies the various rates according to distance and weight. It also mentions that the private party has to collect the posts thrice a day. (Tender document: Annexure 2)

#### Situation after the initiative

Since the dispatch service of the corporation was given on contract, the expenditure for sending one envelope, weighing about 100 grams is Rs. 2.95/-. This has reduced the total monthly expenditure of the corporation to Rs. 25000/- per month which is almost half the expenditure of the dispatch by the government postal service. This does not include the costs borne by the corporation in maintenance of the machines.

And moreover, with signed PODs (payments on delivery) received from the destinations, the corporation has a proof that the postage has reached the desired destination.

#### Sustainability

The total expenditure after the initiative has reduced down to half, so the corporation can renew the tender contract with the contractor this initiative can be prove to be sustainable for the Jaipur Municipal Corporation.

#### Transferability

Any urban local body can take up the rules and regulation for the contract; contextualize them to their own requirements

This initiative was operationalised in the main office of the Jaipur Municipal Corporation. The Zonal offices can dispatch their posts via the main office of the corporation and avail this service.

## **Monitoring of Staff Attendance**

### *Situation before the initiative*

Similar to most government offices, the attitude of the staff of the corporation was that they could come late to work and leave the office early. They could keep pending work without attending the office. This lackadaisical attitude of the staff gave a wrong image of the Jaipur Municipal Corporation.

### *Initiative*

To improve upon the working environment of the staff, JMC senior officials worked out a strategy. The office of Jaipur Municipal Corporation is kept open for the public after 2 o'clock and citizens seeking to meet any corporation official has to take a gate pass to enter the JMC building.

The JMC started to take attendance every morning and also in the evening. Orders were issued that the entry registers of all the sections and departments in which staff has to sign is to be kept on the table of head of the section and the same duly signed by the head should be submitted to the Commissioner Personnel before 10.30 a.m. Accordingly fortnightly reports of the attendance pattern were submitted by the Commissioner personnel to the Chief Executive Officer of JMC<sup>1</sup>. Any of the staff members wishes is leaving his seat and going out of the office he has to mention this in the register before going and after returning.

Any staff official observed coming late to the office for consecutive three or more than three is issued a show cause notice. One CL is deducted for every three days leave. Even after the issuing of notice, if the staff does not respond, then salary of the staff is deducted. Warning is also given for the holding of the increment etc.

### *Situation after the initiative*

After these initiatives have taken, there is a visible change in the attitude of the staff of JMC. Staff started to reach the office on time and started to work in office without leaving the office. Attendance of the staff has increased from 29% to almost 95%.

### *Sustainability*

Sustainability in this initiative is dependent on the commitment of the senior officials to taking this as an important realm.

## **Lessons learnt**

- Privatization of the office administration can help the ULB save upon running costs of the corporation.
- Senior officers have to be committed to their work; deputed staff will automatically work with commitment.
- Regularity in the working pattern of the staff can be maintained by forming proper information systems and taking proper actions.
- Coordination and support of the staff can be gained by giving them proper direction .

## **Transferability**

Any urban local body can take up the rules and regulation for the contract; contextualize them to their own requirements.

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<sup>1</sup> Similar to Commissioner, Municipal Corporation

## **2. PRIVATIZATION AND ENERGY SAVING INITIATIVES IN STREET LIGHTING**

### Situation before the initiative check the figures and number put up

The area of Jaipur Municipal Corporation encompasses around 46,000 acres and it has around 62014 tube lights and around 28016 Sodium lights within this jurisdiction limits. There was a complaint management system for undertaking repairs of these Tube Lights and Sodium Lamps. In case of a complaint being lodged, a driver with one vehicle and two helpers and a lineman would go the fault point, analyze the fault and then report to the junior engineer or the related person for the fault. The junior engineer or the concerned staff then reports this fault to the store keeper for the particulars of the material required for the repairs. The Storekeeper then issues the material to the lineman. Then lineman would then go to the fault point and make the repairs accordingly.

This whole process was too lengthy and cumbersome. The cost of maintenance including cost of material and establishment material of one tube light per year was more than Rs. 80/- . The efficiency level was 70 to 75% in maintenance of the Tube light. The corporation procured material worth almost Rs. 150 lakhs/ year.

### The Initiative

The Jaipur Municipal Corporation decided to privatize maintenance of street light and issue contracts ward wise. Initially, only 6 wards out of total 70 were given on the contract in the first phase of the project. The Contract includes material and labor and other services like transport etc. Payment by the corporation is based on every tube light.

The contract formulated with the private contractor stipulates that any complaint is to be redressed within 24 hrs and if the contractor fails to achieve this, he would be fined. 100% efficiency is required in the maintenance of the tube lights and Sodium lights for the particular ward. (Tender Document: Annexure 3)

### Situation after the initiative

The results of the privatization are overwhelming. The efficiency level in the maintenance of the Tube lights and Sodium Lights has increased from 70 to 99% while expenditure cost has reduced by more than 50%, of the previous one.

When it became successful in its first phase then, privatization of the street lights was undertaken in further phases of 10, 14, 18 and 22 wards. Till date 52 wards out of total 70 wards have been privatized and given on contract for street lighting. There are around 9 control rooms spread all over the city for the complaint redressal regarding the street lights. The total no of contractors are around 20 which have given the contract for the maintenance of street lights. They all have under the same contract.

The effort of privatization of the street lights has brought remarkable efficiency in the maintenance of the street lights. Taking these efforts ahead, a street light policy is also under formulation for other cities of Rajasthan State.



Further to the privatization initiatives of the street lights, the corporation has introduced solar timers in the city to bring in energy efficiency and cost savings.

A Total of 706 streetlight timers have been installed. These timers have been set according to the sunrise and sunset timings. The maintenance of these solar timers has also been given on contract. This contract is given to the Reel Company which looks after the maintenance of these timers.

### **Energy saving**

As is generally seen that in the manual system of switching on and off of streetlights, they remain on even after sunrise and are not switched on timely after sunset. The premise of installing timers is that even saving of a few minutes of electricity per day per streetlight being a substantial saving. To save energy, alternate lights on the major rods are switched off after a particular time. Working of the solar timers is synchronized with sunset and sunrise timings, and with the help of group timers number of lights can be switched off at any time.



### **Lessons learnt**

- Privatization of the street lighting can reduce upon the expenditure cost of the street lighting.
- Efficient complaint redressal system should be managed to give 100% efficiency in the system.
- A significant energy saving can be obtained by implanting timers and attain timely switching on and off.

### **Transferability**

Any urban local body can adapt the contract drawn and contextualize the same to modify the rules and regulation and set there own office administration on private contract basis.

### **3. COMMISSIONING OF A MODERN CARCASS UTILIZATION PLANT & SLAUGHTER HOUSE**

Schedule XII also mentions that provision of slaughter houses is one of the mandatory functions of any ULB. But in many cities, provision of a proper facility with modern technology is not present and illegal slaughtering takes place in many parts of the cities.

#### Situation before the initiative

Before the commissioning of the carcass plant in Jaipur Municipal Corporation, JMC has contracted the lifting of carcasses from all parts of the city to a private contractor. The leasing amount taken by JMC about Rs. 50000/- to Rs. 1 Lakh per year. On an average, about 40 carcasses are lifted from the city per day. Despite several measures, there was a lot of illegal slaughtering of animals. Even if the process is



contracted to a private body, the contractor did not have any proper place to deskin the animals and for further treating the hides. In several cases, the Contractors used to deskin, slaughter the animal on the road itself and put the carcass or other parts on the roads of the city. This leftover carcass could lead to serious health and environment hazards. The foul smell and other animals attacking the carcass added to the nuisance value.

#### Initiative

A carcass utilization plant worth Rs. 2.33 Crore has been set up at Chainpur, a place 17 kms away from Jaipur to solve the problem of disposal of dead animals and hence improve upon the environment of the city.

Out of the total budget of Rs 2.33 Crore, 148 lakhs was supported by the State Agricultural department and the remaining 85 lakhs was funded by the Jaipur Municipal Corporation. The plant has been operational since the year 2000. A tender was drawn for the processing and maintenance of the carcass plant. (Tender Document: See annexure 4). The Contractor gives the leasing amount to the Jaipur Municipal Corporation. Till the year 2002, leasing amount was around Rs.5 lakhs, but from the year 2003 leasing amount has been increased to Rs. 1105786/- lakhs. Jaipur city has about 8 places to lodge a request regarding lifting of any carcass in the public places.

For the Collection of carcass there are 3 vehicles provided by the JMC to the contractor for the 6 zones in the city and there are about 10 persons on one vehicle. After collection of the carcasses from the different places of the city, the skin of the dead animal is removed and after cleaning, is put for sale. The sale amount is kept by the contractor. The remaining carcass is then broken into smaller pieces and it



finally is reduced to a dry and powder form. During this process, the fat of the dead animal is also taken which is sold for the manufacturing of the soaps and detergents. The dry powder is used for feeding the poultry farms etc. The money from the sale of the fats and dry powder also goes to the contractor. The contractor is given a time of 12 hours to lift the carcass, failing which a fine of Rs. 1000/- per day is charged on him. If contractor is found deskinning any of animals on road other than plant then he is charged Rs. 500/-. Regular inspection on the carcass plant is done by the health department of the JMC

#### Results achieved

The city has been benefited by the clean environment and free of bad smell from the carcass. For the Jaipur Municipal Corporation it is one of the sources of revenue generation of getting money after the recovery of initial investment in the starting of the plant, as the contract will be renewed every year. (Lease money of the carcass plant was Rs 5 lakhs till year 2002. from the year 2003 it has been increase to Rs. 1105786/- per year, which is almost double)

#### Sustainability

The Carcass plant has to be maintained on a regular basis.

#### Lessons learned

- Commissioning of a proper and one installing modern technology can give city clean environment

### **4. IMPLANTATION OF THE STRAY DOG HOUSE**

#### Situation before the initiative

There are about 35,000 stray dogs in Jaipur city. Everyday complaints were lodged against the nuisance caused by these dogs. The city administration – as per norms cannot kill the dogs or cannot leave them in the remote areas to stop the nuisance.

#### Initiative

To lessen the number of stray dogs in the city, a program called “Animal Birth Control” (ABC) was started in March 2002. Under this program JMC established one well equipped Dog house housing 10 kennels initially which was then increased to 48 kennels to keep stray dogs.

The dogs were sterilized here. The Dog house is equipped with one Operation Theater, a preparation room and a Doctors room. Everyday 10 dogs operated upon. If any of the dogs are diseased then Doctors first cure them and then operate upon them. Catching of dogs is being done on the basis of complaints. In a day around 15-20 dogs are caught. An Estimated time to keep a dog in the dog house ranges from 3-7 days. Since its inception till August 2003, about 800 dogs have been cured and sterilized.

#### Situation after the initiative

The Corporation has been receiving less number of complaints of Rabies disease. Numbers of stray dogs in the city has lessened and this has been achieved by the city maintaining all the regulations of not killing the animals.

#### Sustainability

This Dog house will prove to be an effective tool to get rid of the stray dogs nuisance.

## **BEST PRACTICES OF THE JAIPUR DEVELOPMENT AUTHORITY**

### **5. LAND AS A RESOURCE**

#### Situation before the Initiative

Prior to 1982 there was Urban Improvement Trust working in the Jaipur. City was growing at the fast rate. UIT working at that time was not able to acquire land. With the increasing pace of city there was enormous increase in the number of cooperative societies. These cooperatives was buying the land and selling them.

Then in 1992 Jaipur Development Authority was established. In 1999 government took the decision to ban the cooperative societies. After this, introduction of the Khatadari scheme was done. But this system also has lacunae. After all these proceedings JDA will finally decided that they themselves will acquire the land for the development and construction of the proposed roads and also for developing Master Plan.

According to the land acquisition act, land acquisition is too long and process.

Accordingly JDA has decided that after the acquisition of the land JDA will give back 15% of the land to the owner in the Developed form. But this scheme was also got very less response.

#### Initiative

According to JDA any road in the city has a life of 50 years and roads are considered to be characteristic of the city. If the road network of any city is well planned then there can't be any Kachi Basties and haphazard development and encroachments.

JDA was interested in the giving something on ground, at the implementing stage. Then JDA come up with some new idea. After the acquisition owner will get back 25% of his land in a developed form along the road. For Example: on 100 feet road 50 feet on either side of the road will be developed for the commercial purpose. Out the two sides of the road one side will be given back to the owner that the 25% of his land and other part of the road is with JDA. These land developed is for the commercial purpose. JDA has the authority to sell this land by auctioning it.

All the stakeholders are beneficiaries in this initiative. Owner as he gets the land along the major upcoming road and that to in a developed form, JDA is getting a strip along the road developed by themselves for the sell so automatically JDA is getting money, and most importantly city is benefited, for the planned development.

#### Situation after the initiative

JDA is auctioning the plots along the road at the rate much higher than decided by them.. Response of the plot owners and farmers are much more than in the previous cases. Owners and farmers are themselves coming to JDA for the surrendering their land.

#### Sustainability

Development is going to happen and using land as an important resource is a key factor in the development of the city. (See Annexure: 5, all the details and decisions)

#### Lessons learned

- Haphazard development of the city can be restricted
- Benefits to all the stakeholders are important.

### Transfer

Transfer of this practice can not be easily carried out as the situation in the different cities can be different in terms of the development and also in issue of the acquisition. But still if the implementation process got success then it will prove to be boon to the development process of any city.

## **5. RESETTLEMENT OF THE KACHI BASTI IN THE JAIPUR**

### Situation before the initiative

There were almost 10 major Kachi Basti (Slum Areas) housing around 150 families on the land of JDA. These slums were situated on lands that were on prime locations and were settled here since the past 52 years. The JDA wanted to undertake slum rehabilitation to improve the living conditions of these slums as well as acquire the land they were squatting which was a big financial resource for the city.

Negotiations for resettling the slum dwellers was tried, but the response was not at all positive, and the slums kept on increasing.

### Initiative

In the Year 2000, JDA decided to resettle these people at the convenient distant places from the city. At these places they were given a piece of land approximately of 40 to 50 Sq. Yard in size, with ownership called “Patta”. It has been seen in several slum rehabilitation/up gradation cases in the country that slum dwellers begin investing in their housing once they get some tenure security. These plots are made them available in Rs. 7500/- per plot.

For any house construction, a loan towards the cost of Rs. 25,000/- was made available to the slum dwellers by the JDA Each household had to pay only an amount of Rs. 5000/- out of the total, and the rest was by the Banks tied up with the JDA.

The new sites chosen were at distances and places which were convenient to slum dwellers for earning their livelihoods.

These new sites were “Sites and Services” schemes that included 30 feet wide roads, street lights, a proper drainage system, tube well water supply, park facilities, and a community center. These resettlements are done on the lands owned by JDA.

Slum dwellers willingly shifted to these places. The JDA staff was involved in the entire process right from convincing and negotiating to shifting of the slum dwellers. While allotting plots in the new sites, and while shifting these slum dwellers, due attention was paid to the caste structure, employment pattern, the native place of these slum dwellers. The slums were surveyed and each household was given a certificate for allotment purposes. (See Annexure 6.1).

Maintenance of the entire infrastructure was done by JDA till the first two years and later the concerned departments were tied up for the further maintenance like for electricity Rajasthan State Electricity Board will be responsible etc. no amount is taken by the resettled families for the maintenance of the infrastructure.

### Situation after the initiative

JDA got their major land on prime locations freed up from the slums and at the same time slum dwellers were provided basic infrastructural amenities at a minimal cost. Till date almost 74 small/ large basties have been resettled process. Few of the work of resettlement is pending. (See Annexure 6)

### Sustainability

Sustainability of the maintenance of the resettlement sites is done by JDA in first two years and then it is going to maintain by the respective departments.

### Lessons Learned

Giving tenure security to the economical weaker group of the city.

Involvement of the development authority to improve the living conditions of the EWS leads to the planned developed and provision of infrastructure services.

### Transfer

Constant and patience negotiations are important key factors in this practice. But the transfer of this initiative can not be estimate as it will be successful in case of other development authorities or urban local bodies.

## **Good Ideas and Innovations**

### **7. WIRELESS NETWORK FOR THE ADMINISTRATIVE EFFICIENCY AND COORDINATION**

For easing accessibility and improving communication among the administrative and other departments of the JMC, the JMC has established its own wireless network. Wireless sets are given to the all zonal commissioners, executive engineers, as well as the officers of electricity and fire departments. The subordinate staff members are provided with pagers for improved communication and faster transmission of information.

This wireless network enables to keep the different officers informed about the activities happening in the JMC whether they are inside or outside the Jaipur Municipal Corporation office. This wireless network also saves the time in the communication. This also helps in achieving quick and efficient complaint redressal system.

### **8. HANDLING BOVINE MENACE IN JAIPUR, GAUSHALA PROJECT**

There are almost 20,000 stray animals like cows, bulls etc on Jaipur roads. These stray animals not only prove a hindrance to smooth traffic movement but also project a unmanaged image of the city of Jaipur to tourists.. JMC has made plans to phase these animals out of the city limits. 100 acres of land has been earmarked for keeping these animals at the city outskirts. Infrastructure for the Gaushala (cow shelter) is being developed at a cost of Rs. 300 lakhs and will house around 5000 stray cattle. NGOs are being encouraged to participate in management and maintenance if these cow shelters.

## **Jodhpur**

### **City Profile**

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#### **Best practices of the Municipal Corporation Jodhpur (MCJ)**

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##### **9. Adoption of the crossroads and triangles for the beautification of the city**

## Jodhpur

Once the capital of Marwar State, it was founded in 1459 A.D. by Rao Jodhaji – the chief of the Rathore clan of Rajputs. A major trade center of the 16<sup>th</sup> century, Jodhpur is currently the second largest city of Rajasthan. The city is encompassed by wall, 10 km long with 8 gates and innumerable bastions. The fort and palaces of Jodhpur are unsurpassed in beauty and grandeur. Jodhpur is popularly known as “*Surya Nagri*” is very well connected with the major cities of the country, by road, rail and air. National Highway 65 (NH 65), State Highway 28 and 5 (SH 28 & 5) are passing through the city. Jodhpur is 340 Kms southwest from the state capital Jaipur.

The origin of this historical city is Mehrangarh fort, which was built in 1459 A.D. by Rao Jodhaji. The city was developed in and around fort. This development was not planned therefore the old city area is very congested and haphazardly grown and hence there were many urban problems like narrow lanes, high density, etc. old city is mainly developed inside the walled city. City is considered to be one of major tourists spot in the Rajasthan state.

### Physical Settings.

Jodhpur is in Western portion of Rajasthan in 26° 16' Northern Latitude and 73° 01' Western Longitude, 241 meter above the mean sea level. It is 340 Kms southwest from the state capital Jaipur. NH 65 and SH 28 & 5 were passing through the city. City is very well connected with road and rail from Jaipur, Delhi, Udaipur, Ahmedabad, Mumbai, Agra, and etc. From North-West Jodhpur is surrounded by mountains and lakes. Mehrangarh fort is the Northern side on 120-meter high hill.

### Climate

The climate of Jodhpur is dry and is of extremes with mean monthly temperature varying from 26° to 41° C in summer and 9° to 31° C in winter. The maximum and minimum temperatures recorded are 48.9° C in summer and 2.2° C in the winter. The city receives a mean annual rain fall of 360 mm.

### Regional Setting.

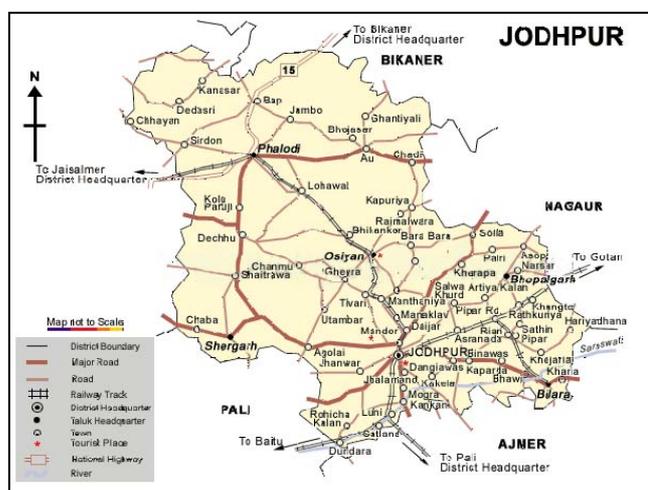
Because Jodhpur is a district and divisional headquarter so its importance increased strategically and administratively. There are many important government and semi government institutes in the city that run their activities from here. 78.60 sq. Kms area comes under Jodhpur Municipal Corporation (JMC). Physical area of Jodhpur district is 22,170.42 sq. Kms. Jodhpur is the center point of all economic and administrative activities in the region.

### Major institutions and industries

The city because of proximity to the international border is an important strategic center for defense establishment. The city is rich in small scale, Handicraft and Tie & Dye industries.

### Demographic profile

According to the census 1991 population of the city is 6,66,279 and in the census 2001 population was 8,56,034. Population rate is increasing at the constant rate.



## **Best Practices of the Municipal Corporation of Jodhpur**

### **9 ADOPTIONS OF CROSSROADS AND TRIANGLES FOR THE BEAUTIFICATION**

#### Situation before the initiative

Jodhpur city which is also a very popular tourist spot lacked proper, well managed and aesthetic road intersections. Before 3 years, road design included only simple dividers. Major crossroads are either maintained by the Municipal Corporation or by the Urban Improvement Trust in the city.

#### Initiative

To give the city of Jodhpur, an aesthetic and beautiful image, the Municipal Corporation Jodhpur and Urban Improvement Trust Jodhpur together decided to give around 20 crossroads and triangles to different organizations for maintenance and design of these. These contracts are renewed every year and the contract with these private organizations stipulates that any kind of changes in the landscape plan, any new construction to be undertaken etc have to be intimated to the corporation first. (See Annexure 7)



#### Results Achieved

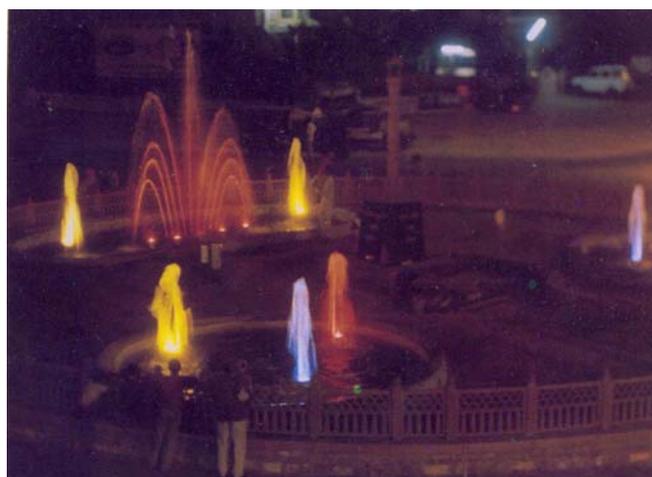
Jodhpur city intersections are now well managed and look beautiful. Maintenance of these intersections is achieved without any interference of the Municipal Corporation. Competition among the organization is increased with the city ultimately benefiting. (See Annexure: 7.1, List of Organizations & details of maintenance)

#### Lessons learned

Privatization of maintenance of public utilities of the municipal corporation can achieve better results with the corporation saving its finances.

#### Sustainability

The competition between the organizations is increasing for the adopting the crossroads. This initiative can be sustain till the date Municipal Corporation Jodhpur and Urban Improvement trust wants to give the crossroads on Adoption basis.



#### Transfer

This practice is transferable in getting any city beautiful and more attractive along with the development.

## **Ajmer**

### **City Profile**

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#### **Ideas and Innovations of Ajmer Municipal Council**

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- 10. Arrangements for the Urs Gathering.**
- 11. Computerization for the House Tax records.**
- 12. House to House Collection of the Waste**
- 13. Organization Cultural programmes and public Awareness campaign.**

## **Good Ideas and Innovations**

### **10. ARRANGEMENTS FOR THE URS GATHERING**

The city of Ajmer that houses the famous Dargah of Khwajah Garib Nawaz also hosts a large gathering called as 'Urs' at the holy place of Dargah every year. This tradition has been going on since the last 791 years. This place has a tremendous respect, belief and importance in the Muslim Community. People came to Ajmer for this Urs Mela not only across India but also from the other countries. About 2.5 to 3Lakhs people visited Dargah every year.

The Ajmer Municipal Council has been undertaking special arrangement for this huge gathering to avoid any kind of unfortunate happening due to the large mob. A Special task force is appointed for this special campaign. An effort is made to make all possible arrangements for the devotees coming here.

- Due to heavy rains this year permanent structures like schools and community halls are made available for the visitors to stay.
- Stray animals from the gathering areas are taken out.
- Temporary Encroachments from the gathering area are removed.
- Extensive cleaning of the area is done. Cleaning workers are deputed in the area throughout the day.
- Spraying of DDT is done in all parts of the city.
- Mobile latrines are provided for the visitors near the retiring pavilions.
- Special arrangements for the drinking water are done by tankers.
- Special temporary barriers are put up to control the mob and crowd near the holy place and in the near by areas.
- Extensive lighting in the near by areas of the holy place is done, and a 24 hours complaint redressal cell is launched for any complaints regarding the lighting.
- Special medicinal facilities are also made available near the camps of the devotees and visitors.
- Special pamphlets of the fixed rates of auto rickshaws and horse carts are distributed to ease confusion among visitors.

All these facilities are made available throughout the "Urs" that's lasts for eight days. The total expenditure on all these facilities is around Rs. 12 Lakhs. This amount is totally bared by Ajmer Municipal Council.

### **11. COMPUTERIZATION OF THE HOUSE TAX RECORDS**

Government of Rajasthan issued a GR on the 1<sup>st</sup> April 2003 to bring about simplification in the procedural payment of the house tax for all the types of the buildings from the 1<sup>st</sup> April 2003. An area based property tax assessment methodology has been proposed by the government. All cities have to adhere to this resolution and conform by 1<sup>st</sup> of April 2003.

After this simplification that was implemented by Ajmer in 2003, the property tax collection was about Rs. 9 lakhs. But the arrears collection in 2003 was not done. To improve accessibility and retrievability of records, it was decided to computerize all the records on the computers. A form was developed (See Annexure: 8) which will be filled up by the officials of the Ajmer Municipal Council with the help of old records. These filled up forms were scanned and data was entered in computers. In the process of computerizing, if it was found that house tax was pending, then a bill was sent to the owners address, informing him about the due of the payment of the House Tax. (See Annexure: 8.1) This all process is done by the Ajmer Municipal Council itself.

## **12. HOUSE TO HOUSE COLLECTION OF THE WASTE**

The municipal council has used the existing local groups/residential associations of the city to collect SWM at the doors of residents.

Municipal Council has made available one specially designed rickshaw for house to house collection of the waste. The total maintenance of the rickshaw and the person appointed on it has to be undertaken by the group.

For services of door to door SWM, these groups collect an amount of Rs. 10/- from every household. This money collected is used towards the maintenance of the rickshaw and salary of the waste collector.

At present the Council has been piloting this project in a few wards since the last one year.

The Council is thinking of extending this facility in other wards of the city also.

## **13. CITIZEN'S COMMUNICATION AND PUBLIC AWARENESS PROGRAM**

Giving importance to the cultural heritage of the society, special cultural programmes were organized by the Ajmer Municipal Council on special occasions like Ram Katha on the eve of Dasher and Janmashtmi from the last two years.

Organizing these kinds of activities in the city got great response from the locals.

For the public awareness regarding the cleanliness of the environment, registration of the death and birth, use of polythene bags, and other activities of the Municipal Council a special campaign was launched. Pamphlets are distributed throughout the city with the help of cleaning worker who collects waste house to house.

Getting a registration of the death and birth now is done in half hour time in the office of the Ajmer Municipal Council. A well designed certificate is issued by the corporation.

Special stickers are pasted on every vehicle on the ban of use of the polythene bags.

To encourage the citizens to support the efforts of the Ajmer Municipal Council special information giving pamphlets are distributed on the major gatherings in the city. (See Annexure: 9, 10, 11, 12)