

Government of Chhattisgarh



Urban
Development
Policy

1. Preface and Objective

With formation of the new State of Chhattisgarh, the process of urbanisation is likely to be accelerated. Influx of people from rural areas to urban areas will lead to enormous pressure on the urban services. The Government has decided to adopt a well-defined urban development policy to meet the challenges of urbanisation. The objectives of this urban development policy are to ensure:

- Improvement in the quality of urban living.
- More accountability of Urban Local bodies towards urban citizens.
- Planned urban development.
- Better quality, access and efficiency of service
- Alleviation of urban poverty and equal access of services to the urban poor
- Financial sustainability of local institutions
- People's participation in local governance

2. Strategies

The urban development policy lays emphasis on improved planning and service delivery in democratic manner.

This policy identifies four strategic initiatives for meeting the desired objectives:

- Capacity building and institutional development
- Stress on operational efficiency
- Strengthening urban planning
- Enabling public private partnerships

STRATEGY 1 - Capacity building and institutional development

The Government emphasises capacity building of local institutions, especially the Urban Local Bodies (ULBs). This would be including building organisational as well as financial capabilities of ULBs to meet the challenges of urban development. The existing role of ULBs would be strengthened in light of the 74th Constitutional Amendment.

STRATEGY 2 – Stress on operational efficiency

Delivery of municipal services like water supply, sewerage and sanitation, street lighting, transportation and housing would be strengthened. Emphasis would be laid on adoption of appropriate technology along with sustainable management of urban environment. Needs of the urban poor would receive special attention and service delivery to urban poor would be strengthened.

STRATEGY 3 – Strengthening Urban Planning

Urban planning would be reflective of the economic development in the region. The ULBs would play a pivotal role in urban planning.

STRATEGY 4 – Enabling Public Private Partnerships

Public private partnership includes involvement of private sector, NGOs, community representatives, citizen groups, etc., in various aspects of urban management. Private sector participation would not only supplement scarce Government resources, it would also help in improving the quality of service.

3.1 Action Plan – Capacity building and institutional development

The State Government would initiate a long-term reform process aimed at improving various aspects related to urban management and especially linked to the functioning of ULBs. The key elements of this reform process would be:

Enhanced revenue mobilisation

- carrying out Legal and Procedural reforms for enhancement of property tax and its effective collection.
- Comprehensive assessment of properties to enhance base of property tax
- Stricter enforcement of tax
- Normalisation of property valuation and tax assessment mechanism to capture appreciation in value of property
- Creation of a property valuation cell to ensure uniform procedures for valuation of properties across the State
- Comprehensive communication with the public to address their concerns regarding property tax assessment
- Enhancement in the non-tax collection by improving the rate structure and collection mechanism.
- New areas to be explored for rent and fee collection
- Computerisation of database of properties and other income sources

Full cost recovery for urban utilities: Ensure cost recovery for urban utilities especially water, through rationalisation of tariff structure.

Streamlining resource transfers to ULBs: Streamlining devolution of funds to ULBs by linking it to performance and efficiencies. This would include:

- Fixing targets for revenue mobilisation by ULBs after taking cognisance of revenue potential, size of ULBs and socio-economic profile
- Reviewing the criteria for devolution of grants to ULBs by incorporating incentives for better revenue collection and service delivery.
- Creation of an urban development fund to provide financial support for urban infrastructure projects

Enhancing technical and managerial skills

- Training of staff of ULBs in areas like urban planning, environment, accounting and financial management, project management, human resource development, etc.
- Utilising services of external service providers, and experts as and when necessary

3.2 Action Plan – Stress on operational efficiency

The key elements would be:

Enhancing service delivery: Enhancing availability of basic utilities like water supply, sewerage and sanitation through a series of measures. These would include:

Water supply

- Water supply augmentation schemes in all the cities will be pursued aggressively.

- The Government will identify and develop new schemes with balanced consumer mix (industrial, commercial and domestic) for improved financial viability of projects

Sewerage

- Creation of decentralised sewerage and waste water treatment system wherever possible
- Mandatory decentralised sewerage and waste water treatment facility in new housing colonies
- Encourage public participation (co-funding) in small improvement project like desilting of sewers, cleaning of garbage, etc.

Sanitation

- ULBs to prepare a master plan for solid waste management
- Segregation of waste into bio degradable and non-degradable at the source of generation to be encouraged
- “Polluter pays” principle to be strongly enforced with heavy fines for public littering
- Bio-medical and industrial waste to be disposed according to pollution control norms. Licenses and permits of commercial establishment to be subject to following sanitary disposal practices
- Landfill sites to be identified for each ULB and options for joint disposal facilities for adjacent ULBs to be explored

Urban Transport

- Develop a mass rapid transit system to take care of future traffic needs in urban areas
- Traffic studies would be conducted in order to remove traffic bottlenecks
- Dynamic route planning would be carried out to ensure that auto-rickshaws, taxis and mini-buses act as feeder service to the city bus system
- Adopt various options for ensuring smooth traffic flow. These would include:
 - Shifting bus terminals to the periphery of the city
 - Creating transport terminals outside the city to prevent intermixing of heavy vehicular industrial traffic with passenger traffic
 - Creating separate pathways for cycles and cycle-rickshaws wherever density of slow moving traffic is high
 - Removing encroachments on pathways and public roads

Housing

Urban housing planning will acknowledge the importance of private developers and builders. The Government will promote public/private/co-operative partnership for housing projects. State intervention in housing would be limited to LIG and EWS projects. The housing sector would be promoted by removing impediments in existing legislation.

Use of appropriate technology for service delivery: The Government would lay emphasis on the use of appropriate technology for improving service delivery through:

- Use of automated and hydraulic equipment for waste collection and transportation
- Emphasis on the use of modern technology for harnessing energy from municipal waste
- Technical upgradation of water treatment, storage plant and distribution network for increasing efficiency of throughput

- Introduction of leakage detection system

Focus on urban poor: The urban poor would be integrated into the service delivery mechanism by:

- Encouraging community based institutions to reach out to the urban poor. Involving local and decentralised mechanisms for service delivery to urban poor
- Ensuring appropriate need assessment for urban poor in planning for expansion of urban services. Development of spatial maps for identification of poor community
- Preparing slum relocation and rehabilitation plans that are sensitive to social and economic needs of urban poor. Strengthening tenancy rights of urban poor in relocated colonies
- Implementation of national and state level programmes would be integrated at the local level.
- Focusing on economic upliftment of poor by designing programmes like micro-credit, self help groups.
- Drop-in-centres for children who have come to urban areas for livelihood. It would include facilities for education, counselling, recreation, health, etc.
- Improving quality of life of socially disadvantaged women and children living in urban areas through education and social mobilisation

Integrated environmental management: The Government would ensure preserving of the urban environment through adoption of a multi-pronged approach. The specific steps would include:

- Ecologically and environmentally sensitive sites to be examined and suitably protected.
- Preparing an integrated environmental action plan for the State. Controlling indiscriminate exploitation of ground water through introduction of ground water regulation. Developing provisions in building bylaws to enforce rainwater harvesting and earthquake resistant technique
- Protection of green belt and regeneration of unutilised and waste land into parks and green area

Preservation of heritage sites

- Construction would be prohibited in the vicinity of cultural and historical heritage sites
- The Government would identify all cultural heritage buildings and prepare a conservation plan along with the Archaeological Survey of India
- Special powers for ULBs and other Government agencies to prevent encroachment of heritage sites

Process and systems related improvement in ULBs: The existing systems and process would be modified to improve their efficiency and improve responsiveness to citizen requirements. The key steps would include:

- Introduction of computerisation in customer interface areas like complaint redressal, billing and collection of taxes and utilities, etc.
- Strengthening of management information system to feed critical information on periodic basis to top management in the ULB.
- Improving operating processes and system including implementation of double-entry accounting system in ULBs
- Introduction of computerisation in key areas like accounting, project management to improve efficiency of operations

3.3 Action Plan – Strengthening Urban Planning

Integrated urban planning: The urban planning process will be integrated with the socio-economic, demographic and spatial scenario in urban areas, wherein

- All urban areas would be brought under an integrated plan covering expected population growth, land use configuration, requirement for infrastructure network, etc. District level spatial plans would be prepared by collating rural and urban area plans
- Special focus would be given on development of city level master plans, which dovetail to the regional and district plans and also the economic development plan of the region. To ensure speedy preparation of city master plan, the process would be assigned to private sector also.
- Involvement of NGOs, citizen representatives, business community, academicians in urban planning would be ensured
- Detailed base maps and digitisation of maps using GIS would be undertaken for urban planning
- Co-ordination between ULBs and parastatal agencies involved in urban development would be strengthened
- Municipal planning cell would be constituted in each local body to anchor the planning process in urban area

3.4 Action Plan – Enabling public-private partnerships

Public private partnership would be encouraged so as to complement the resources and the efforts of the ULBs in development and provision of urban services. The Government would take a leading role in creating & enabling environment for facilitating these partnerships. Private sector participation would be encouraged across the following areas:

- Property and water tax assessment.
- Operation and maintenance of water treatment plants and pumping stations
- Municipal solid waste management
- Construction, operation and maintenance of bio-medical and hazardous waste treatment facility
- Awareness campaigns for cleaner environment
- Maintenance of roads, public parks, streetlights and public toilets.
- Large scale township development projects.
- Construction of bridges, flyover and bypasses around towns.

Urban Infrastructure Development Act: The Government would consider promulgating an Urban Infrastructure Development Act to facilitate private sector participation. The salient features of this act would include:

- Guidelines for private sector participation
- Framework for standard BOT law
- Dispute resolution mechanism
- Framework of government support for private sector projects

Public participation: The Government would strengthen community participation and co-operation for urban management. The specific measures would include:

- Development of specific guidelines for the working of ward committees

- Institutionalisation of public participation by making citizen groups/resident welfare associations mandatory for all organised housing projects. Residents' associations would be integrated with ward committees
- Mobilisation of citizen groups for unorganised housing colonies by providing incentives for taking-up activities like street cleaning, garbage collection, etc.
- Involvement of citizens to monitor their surrounding environment through self-regulation citizen representative groups and ward level committees would be given powers to monitor public hygiene and cleanliness

4 Implementation and Monitoring

In order to ensure speedy implementation of the policy, the Government would undertake the following:

- Constitute a working committee with the representatives of ULBs and other relevant para statal bodies for the purpose of finalising a time bound implementation plan with respect to various component of the urban development policy
- Mandatory submission of quarterly progress report by ULBs and other para statal bodies detailing the progress on the time bound implementation plan
- Link the devolution of funds to ULBs to the progress on implementation