

# DELHI STATE CIVIC SERVICES REFORMS

## Preamble-

Image of India as a whole is not good not only in the eyes of foreigners but intellectuals and political leaders also are ashamed of many things. This is so mainly due to poor quality of Indian human resources. Quality of human beings is directly linked to his/her education level and also indirectly linked with atmosphere in which he or she lives. In many slums, villages and lower middle class areas the atmosphere is not at all conducive to encourage education. Therefore in order to make education attractive at least till graduate level, whole of India need reforms in civic services because reforms only in some parts fails due to migration of people there and also show partiality. Also reforms means distribution of finances equally throughout India and high quality coordination among Government departments. In the light of these parameters our NGO – Action for change has developed and submitted to central Government a paper on “ Civic services and Taxation reforms” edition 2013 and which are also available at its web site.

In Delhi we are invited by AAP party's Delhi Government to consider Delhi- a mini India and to mould the suggestions in such a way that its civic services and education levels improve as early as possible so as to place an example before other states. Therefore an attempt has been made to suggest reforms and their methodology apt for conditions prevailing in Delhi and within the limitation on finances and cooperation from central Government and other states.

## CHAPTER- I

### CIVIC SERVICES SET UP IN DELHI

Here civic services set up in Delhi may be spelt out and understood . Broadly in the language of a lay man 50% of services are in the ambit of North Delhi, South Delhi & East Delhi municipal corporations ( called MCs) . Out of balance 50 % - about 25% services are in the hands of Delhi Government and rest are in the hands of Central Government.

Central Govt mainly controls land development & Housing through Delhi Development Authority ( called DDA) and security & safety through Delhi Police ( called police services). All the three run and controls education and hospital services in Delhi .

In short if Delhi Government wish to infuse reforms in a particular area , it will be impossible without cooperation from concerned MC and central Government. Funding of projects or steps involved will also be an obstacle in the way. Public administration reforms initiated by Sh. Rajeev Gandhi, H'ble ex-Prime Minister of India in 1992 in the shape of decentralising and handing over many maintenance and cleaning function to MCs and then giving Delhi, the handicapped statehood without abolishing MCs have really made the things complicated for Delhi. Within Pitam pura – there are DDA parks, DDA complexes- there are MCD parks , MCD departments, schools , dispensaries and also central Govt. Schools- hospitals , CPWD maintained roads and like.

The above inevitable complications can be sorted out by forming a office set up of civic services centre or ( may be called public service centre ) of one MLA constituency say Tri Nagar by inviting head(s) of all possible civice services ( enlisted in next chapter) in its Board as follows :  
( Necessary permission or amendments in any related Act/Regulations , if any required, may be initiated as soon as possible)

A Board ( may be called CCB or PSCB )comprising - MLA as chairman

- Councillors of MC wards ( if more than one) under constituency as Vice- chairman(s)
- DDA incharges ( Chief Exec. Engg. Or like) responsible for constituency as Director( land issues & Maintenance – Dda)
- MCD Executive Engineers –Two as Director ( Cleaning & MCD maintenance services )
- PWD Department Head ( Director -Civil)
- One IAS , IRS , IPS from Home Ministry as Head of respective department say Revenue, Supervision, Census , Liaison .

#### **HOW the COORDINATION will OCCUR ?**

Thus a team of about twelve person will look after the works listed by Mohlla Sudhar Samitis of the constituency on weekly basis ( say Saturday) and will study budgets for same. Each Department head will be having only two staff ( preferably locals )– one secretary & other computer operator. PWD man will have all sort of staff at his or her disposal for carrying out duties of Delhi Government and to carry out work in times when DDA or CPWD or a MC fails or informs its inability with reason. The works approved by Board with respective budget ( say on Monday) will be informed to respective concerned ministries and a consolidated fund will be handed over to the Board for carrying out the works within a fortnight.

Next budget will be considered only on completion of earlier works ( a transparent system for that may be developed - status to be published or put up on Delhi Govt. Site every third Saturday) except for emergent situations ( which may be confirmed by concerned Minister himself or herself).

#### **HOW the SERVICES OF DELHI GOVERNMENT WILL BE PROMPT?**

For works falling under MCD , DDA and centre , the Delhi Govt.'s respective minister will write to their concerned department – providing the recommendation by their nominee and giving a time frame for completion. For works carried out for MCs ( in case they fail), the actual expenditure as certified by their nominee on Board can be deducted from funds to be given to them. And for works carried out on behalf of DDA or central Government a bill can be raised on them.

CHAPTER II  
REFORMS METHODOLOGY

In India reforms necessarily face resistance. Particularly in Delhi state ,resistance in the year 2015 can be from four directions – public , MCs run by BJP Government , BJP run central Government and from within the party.

The **resistance from MCs & Central Govt. Departments will be controllable** due to following

I ) Their nominees themselves are party to a welfare work decided by a CC or PSC ( being member of its Board) and recommending them to MCD department or central Govt. Department in writing.

II ) The Board itself having capacity to carry out the work of any nature.

The **resistance from within the party can be met out** by listening and satisfying their area specific needs first.

**Public resistance** is there due to following :

- Illiterate lot doing small businesses here and there mainly by encroaching Govt. Space;
- Slums, Lal dora people & lower middle class living mainly by grabbing land almost free of cost in olden times or by making unauthorised constructions on Govt. Land/ Govt. allotted plots or kiosks or shops ; and
- Shopkeeper associations strongly resist shifting of markets and shops.

Thus public resist in the fear of eviction from age old set up or of snatching of means of livelihood or end of free facilities. The opposite political parties place strong resistance by giving spark to such fears of public or just for maligning image.

Therefore in order to avoid Public resistance, any reform measure need to be widely publicised spelling out the benefits which people will get on reformations and if it involves eviction , then allaying public fear by announcing an attractive compensation or rehabilitation policy. A majority consent for the reform will also be an added protection. AND here comes the catch. WHAT about migrating public ? They are interested only in daily earning and remitting money to their family in villages whether or not they get place to reside. Reforming them means they get good training in their trait ( hunar ) alongwith a learning allowance during training period.

The above need lead us to two important initial function of Ward Samiti or Civic centre ( hereinafter called CC )of four wards or an institution by whatever name called may be PUBLIC SERVICE CENTRE ( hereinafter called PSC) viz.-

- Census ( Ginti ) of people residing / having pavement shop on a particular date in the area ; Volunteers of an MLA can be put on the job immediately.
- A training centre for school dropouts and for people doing their work haphazardly – three tyre puncture wala side by side and like. – eg. Mr. Tomar/Mr. Jain be asked to find out a place and to prepare a blue print of such a trainig centre in Tri Nagar/ Shakur Basti constituency; And
- A rehabilitation plan for trained illiterates. Establishing small Market areas or Using DDA small shops lying vacant for last five years may be planned for the purpose .

CAUTION- No new construction or project be allowed. Solution to be find out from already constricted Buildings by following up with concerned owner agencies/ corporations rigorously.

Before we spell out functions of CCS or PSCs , Delhi's geographical set up may be viewed up as follows :-

- Areas comprising erstwhile villages like kondli, Bawana, Narela, Mukundpur or like
- Areas having lower middle class and slums like Jehangir puri, Seelam pur, Govind Puri & other such Janta flat colonies.
- Areas having middle class in majority like Dwarka & uttam Nagar
- Lastly areas having upper middle class & rich with small slums like Pitam Pura, G.K, Shalimar Bagh , Malviya Nagar etc.

For each areas priority will be different which your MLA knows better.

### CHAPTER – III

In short the functions or first steps will be –

#### **Immediate one time functions-**

##### **1. Construction and/or Rehabilitation etc. –**

In states - Govt. has many buildings, which will become available for CCs and so can be directly handed over to them under a plan/policy. A CC itself will have to undertake construction/renovation or rehabilitation of the following -

##### In systematically developed areas

- of Parkings, toilets/urinals, Wedding/function centres, vocational training centres ,Old age/ destitute/orphanage/ trauma or the like . MCs be given a time bound plan for this and if they fail , Delhi Government itself can do this by raising a bill on Corporation.
- rehabilitation of local jhuggi/rough house dwellers, who have permanent residence in the area, in the accommodation provided in the form of Govt. flats including those acquired from the members of the public having surplus residences ( DDA may be given a time bound program for this and in case they fail legal course may be taken on behalf of jhuggi dwellers) .

##### In villages type scantily populated areas

- Firstly arranging/ ensuring for sewerage and electricity,
- Then construction of one Bed Room houses for all Jhuggi Dwellers free of cost,( DDA be given a plan)

- Then using or construction of community centres and vocational training centers or like where residents( chosen lot wise) of haphazardly built houses can be shifted temporarily,
- Then constructing houses for them by demolishing their multiform structures and allotting them uniformly-built ones ( DDA and PWD can be given plan for this ). This will systematize the geography of the village and the roads will be straight.
- Lastly it will have to concentrate on construction / rehabilitation etc. of schools, dispensaries, hospitals , parkings etc. as per the need of the area.

In densely populated areas having small plots and small road side shops and narrow roads at various places.

- First identifying the vulnerable & tolerable encroachments.
- Then educating and informing people involved about plan for removing vulnerable encroachments.
- Then studying and rectifying sewerage, Electricity and water situation. Garbage disposal system be given priority.
- Then construction / rehabilitation of Roads, schools, dispensaries and training centre, hospitals , parkings, parks etc. as per the need of the area.

#### **ADVANTAGE**

This will change the face of those areas of Delhi which are haphazard so that each area should look good to live anywhere and be seen by the world community , Centre and States as a destination of the HAVES and not the HAVE-NOTS.

#### **2.Taking a census of the area as enlisted as initial step of Delhi Government in chapter- II.**

After a duly organized census, the CC will have a list of all the residents /occupants/ street vendors /pavement shopkeepers of the area alongwith the detailed Bio- data of each house/business/land owner of the area. The poor people can be listed for help and welfare activities.

#### **ADVANTAGE**

The masses and their activities will be controllable and policies for upliftment of the poor or street vendors then will be really meaningful and successful. Area wise control over them will also lead to vanishing of their state level associations which generally misguide its members as well as the Government .

## **Recurring and concurrent functions**

### **1.Rehabilitation of needy locals –**

All **idle persons/ pavement shopkeepers/dwellers** be identified in order to train/guide them according to their aptitude. Even masons, labourers, cobblers, presswallahs, bouquet makers, flower shops, stitching shops, pan shop owners need training, guidance in road manners and an appropriate place to work. The surplus vacant shops in shopping centers and commercial complexes can be recouped/ acquired and allotted to them under a plan. ( DDA may be provided blue prints of such sites with publishing them in newspapers- in fear of public akrosh they or centre will listen)

The young **pavement squatters ( generally hawking on pavements or streets)** can easily be accommodated as “Road supervisors” of the area. Similarly those who are weak in studies can be shifted to vocational training centers. The **surplus of one area** can always be asked to shift if they get job and residence in other area free of cost.

### **ADVANTAGE**

The trained illiterates will be useful for many constructive works and also help as a step to check the crime.

### **2. Maintenance –**

- of all Roads/pavements half yearly,
- of all dustbins (should be secured and in plenty),
- Cleaning of Urinals and toilets daily
- of all parks and horticulture on roads;
- of all shopping centres
- of all Govt. establishments.
- of all sewerage and drainage systems in
- coordination with water Deptt.
  
- of all electrical poles and Red Light signals in coordination with Electricity Boards & Traffic deptts.

### **ADVANTAGE**

The people of the area will get regular and prompt service and immediate response to their maintenance complaints.

### **3.Supervision –**

- of contracts awarded (RWAs or residents can be involved for this) to check quality during execution itself,

- of Roads and parks to check encroachments in the very initial stages ,
- of public behaviour to control road habits(persistent violators can be reported to the police),
- of availability of police and legal services in the area,
- of all schools , coaching centres and colleges in the area
- of functioning of dispensaries/hospitals of the area,and
- wherever needed like –whether free meal being supplied is of good quality.

### **ADVANTAGES**

- The quality of work executed by contractors will be up to the mark.
- The encroachments will vanish.
- The public will inculcate a sort of self-discipline and act decently on already clean and decorated surroundings.
- When amenities in the schools and educational aids are funded by the CC, they will maintain discipline and control over stocks will be exercisable. The availability and behaviour of teachers will also be under check.
- When funding of consumables/medicines required in dispensaries/hospitals etc. is done by the CC, the manipulations in their stock and quality would be avoided. The availability and the behaviour of the Medical and para-medical staff will also be under check

### **4.Census –**

- of all the new owners /occupants of the area i.e., regular updation of the original census of population at a six monthly interval with enlisting area specific grievances.
- Or alternatively, all new inhabitants , whether residential or commercial, of the area may be required to get himself or herself registered with the Service centre with strict penalty for non- registration.

### **ADVANTAGE**

The regular/ updated census will help in controlling activities in the area.

**5. Liaison –** with all the centrally/MCD controlled departments rendering their services in the respective states for giving time bound services to inmates of the area like-

- sending data of residents for UID nos.,
- verifying data of applicants of passport, Election I- card , driving licence and other Such instruments ,
- providing list of requirements/surplus to Food Department for import/export of foodgrains or

- pulses/ Atta etc. ,
- verifying land registration applications,
  - verifying particulars of applicants wherever needed.

The rules can be framed for liaison with Police, law Ministry, SEBI, CAG ,ICAI,ICSI ,AICTEC, Medical/Ayurvedic/Unani councils and the like. Land development authorities can assist in developing lands in the area against a charge. Similarly hoardings and data stations/towers, satellite receivers can be regulated.

Liaison with other CCs will also be important for instilling coordination among CCs for any common work affecting two or more CCs. The CCBs may have an apex body in a state that may be designated as the State Civic Centre Board(SCCB) for the purpose.

### **ADVANTAGE**

This function of CCs **will reduce the burden of the Delhi Govt. Or Central Government** hitherto massively involved in verifying details filed and thus facilitate **the much talked about one – window service** which only a professional set up ( as spelt out in chapter I) & normally found in the private sector can provide.

----- JAI HIND -----