



A Monthly Newsletter

April 2018

Volume 3, Issue 4

About the Project

Launch Date of the Project

18th February, 2016

Project Duration

48 Months

Project Location

Nagpur

Stakeholders

Local Government Officials, State Government, Citizens, Urban Poor, Elected Representatives, Civil Society Organisation (CSOs)

Beneficiaries

Citizens and officials working in Local Authority and organisations

Challenges and Benefits of Sensitizing Employees

In the evidence of the growing population in the large urban centers, masses from all classes and categories migrate to these big urban centers, creating a diverse population base. It is, thus, crucial to ensure that all the sections of the community are not only well presented, but also the diverse makeup of the community is reflected in the various organizations as well. Municipal governments must build equity and equality as the cornerstone of the way they work, do business and govern to enjoy the wider benefits of future development and productivity. One of the benefits of sensitizing employees to diversity issues is that it makes them more efficient in dispensing with both fellow employees and members of the community who are from backgrounds different than their own.

The Nagpur Municipal Corporation is a body for local administration and therefore its principal focus area is about the concerns of the citizen or the population of the diverse nature. Hence, to address the diverse nature of the people in the city the Nagpur Municipal Corporation should be diverse in nature. Equi-City Team moving forward with the objectives of the Project started formulating an Inclusive HR Policy for Nagpur Municipal Corporation mainly focusing on diversity and gender issues.

The Inclusive Human Resource Policy will be one of the ways in Local Governance to overcome the problems of the people towards the Municipal authorities and also the problems faced by the people and municipal authorities while communicating with each other.



The Equality Framework for Local Authority

The Equi-City Team also started developing the Equality Framework, which will directly benefit the LA officials and its staff. Equality Framework develops more highly skilled workforce and better decision-making to create a stronger and more sustainable Local Authority and better outcomes for its citizens. Sensitized officials create harmony in the workplace and produce an equitable work atmosphere for people from all backgrounds and communities, especially, women, differently abled, and Transgenders etc. Officials are better able to respond to citizen from diverse backgrounds and engage them in participatory dialogue and solutions. Speedy grievance redressal mechanism helps create a harmonious and equitable environment. Due to diversity

practices, empowered officials exercise their rights in ensuring merit based promotion and equitable workplace.

The project will develop tools for promoting equality and diversity. This is required as the frameworks for promoting equality and diversity are missing and need to be put in place before any diversity issues are discussed. This project will then focus on promoting equality and diversity within Local Authorities through the diversity committee a view to with a view to boost socio-economic inclusion more broadly and sustainably as well as promoting human rights based on the principles of equality and non-discrimination. This is enabled through the development and implementation of diversity policy, creation of sub-committees, diversity and equality framework and sensitisation workshops.

With increasing pressure on urban local bodies to improve their performance in the

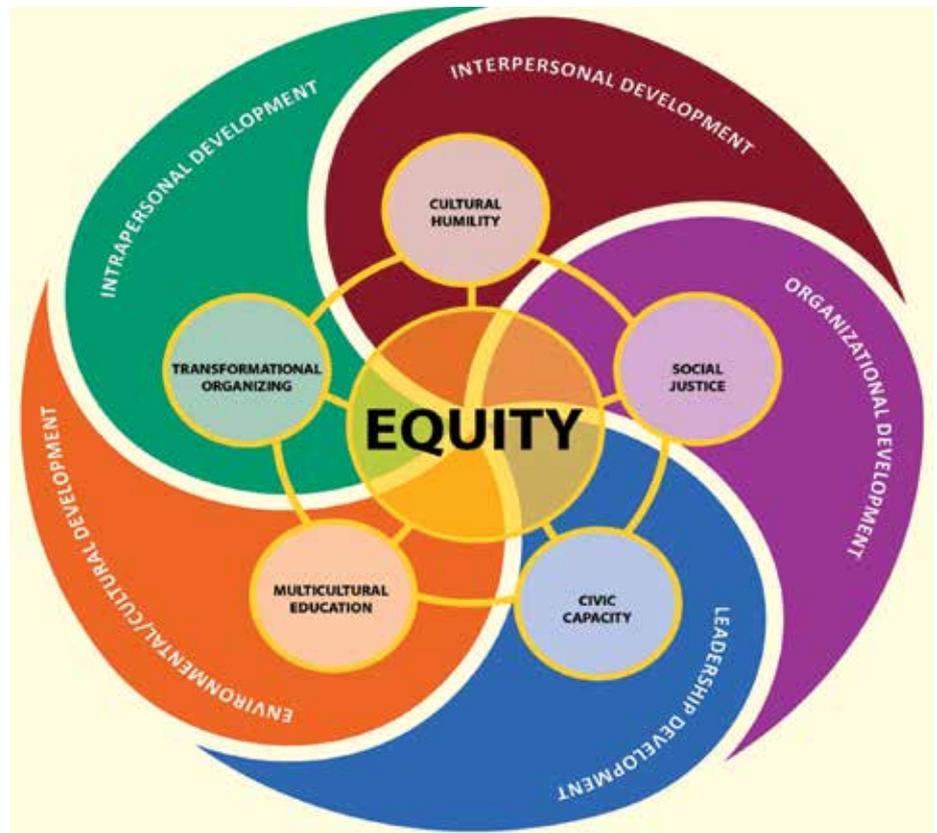


provision of civic services, there is a great need to integrate modern management practices into public systems, drawing from the corporate sector.

A properly designed Performance Measurement System, in conjunction with a supporting MIS (management information system), can go a long way in improving the efficiency and effectiveness of an urban local body.

The main objective of Equality Framework for Local Government is to:

- ◆ Identify and eradicate the unlawful discrimination and provide equal opportunities for the people
- ◆ Identify.
- ◆ Improve the performance of the services for the people.
- ◆ Identification, knowing and involving your communities.
- ◆ A skilled and committed workforce through analysing our workforce statistics, comparing these statistics with the broader Community demographics and consulting with agencies, many key challenges under these objectives have been identified.



Performance of Local Government in Equicity

Measuring the performance of a local government is a complex exercise, but it can be very worthwhile. PM is needed to address problems relating to both real and perceived performance in an urban local body. Further, as urban local bodies move towards greater participation of the private sector for providing municipal services, PM would become imperative in order to be able to monitor private contracts and also justify why certain services must be retained in-house.

The two most important reasons for measuring performance in urban local bodies are rationalizing decision-making and strengthening accountability. The focus on an agency's objectives provides motivation for improving the quality of services.

Another important benefit of PM is that it brings about greater transparency in the

organization. This, in turn, could possibly even lead to reducing corruption wherever it exists.

PMS can also assist in the performance appraisal of employees by providing the basis for decisions regarding annual salary increments and promotions or even punitive action against employees whose performance is unsatisfactory.

With respect to the aforementioned facts the Equi-City team also started working on building a Municipal Rating System for Nagpur Municipal Corporation which can be used as a tool for Performance Measurement in various sectors of service delivery for e.g. sewerage, solid waste management, water supply and Storm Water Drainage.

For this exercise Prabhag wise data collection would be done in selected areas of Nagpur for which questionnaires have already been prepared.

The project will invest heavily in citizen-led governance and regulation of the behaviour of the Local Authorities to create a demand for efficient and effective delivery of municipal service i.e. awareness campaign. This is affected through the monitoring and evaluation of municipal services especially through the municipal rating system comprising of monitoring and evaluation tools using IT related applications.

Also, Equi-City Project is bound to sensitise 200,000 citizens and 50,000 Urban Poor under its objectives on the themes of Water and Sanitation for which a City wide campaign is proposed by the Equi-City Team. The information dissemination campaign is expected to benefit over 200,000 citizens and 50, urban poor who are sensitised and educated.

Educated consumers are able to create a demand side pull and push for quality and reliable municipal services. The Urban Update newsletter is expected to benefit educated citizens who are able to create a demand side pull and push for quality and reliable municipal services.

E-newsletter and website encourages healthy debate and promotes accountability in municipal services and diversity of LA organisations. The Urban Awards will incentivise municipal officials and stakeholders. The Award will act as a catalyst



to encourage more innovative practices and incentivise greater equality in the municipal services.

Staff of target city will also be sensitised on the new policy changes. This activity will be coordinated by Equi-city Cell. This will be done in collaboration with key stakeholders: government bodies, consumer groups, academic institutions and environmental NGOs.

The aim of this activity is three fold:

- ◆ To educate citizens on the new initiatives in the city
- ◆ To promote citizen's participation in the

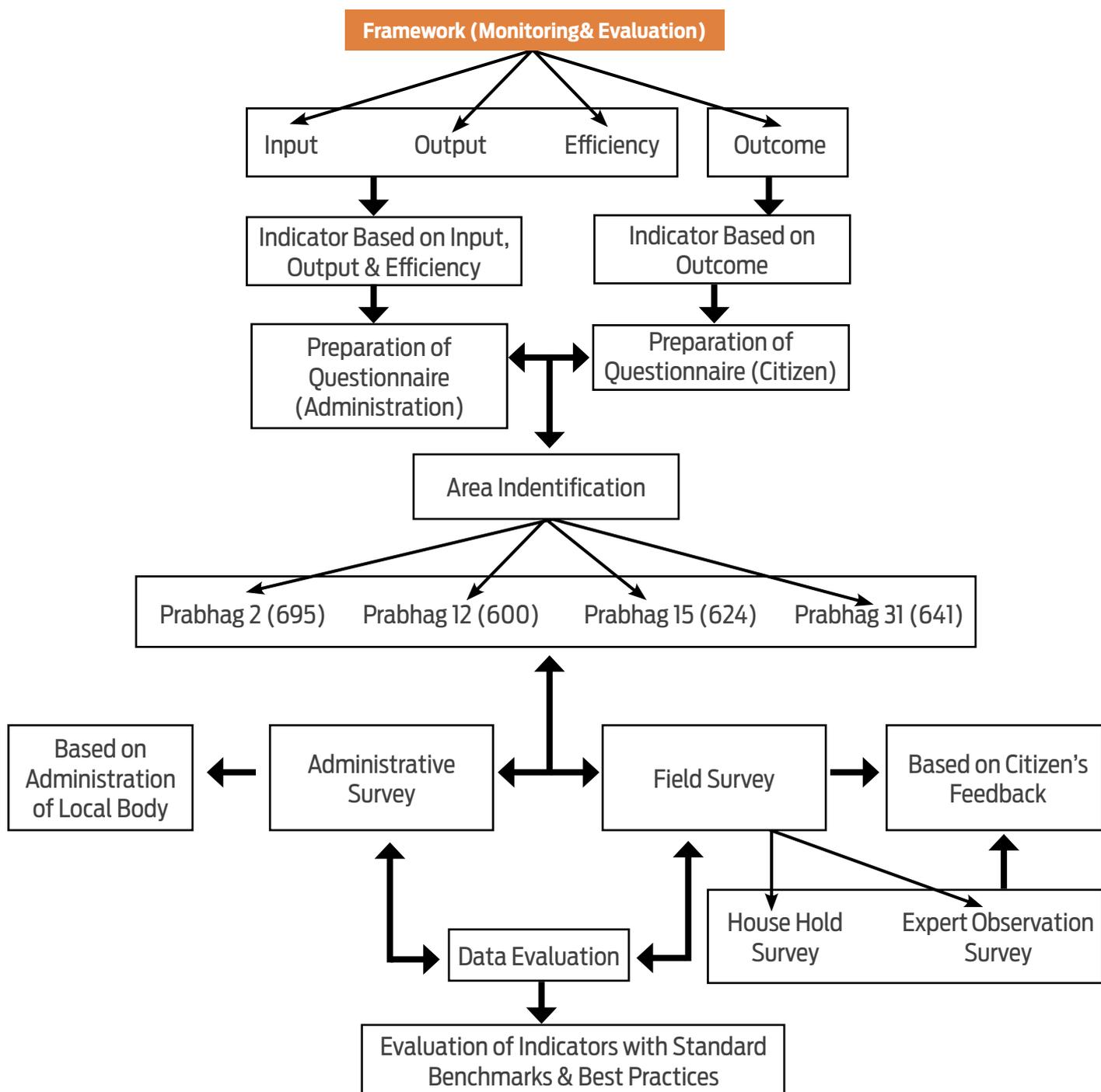
delivery of municipal services

- ◆ To encourage them to use the monitoring and evaluation tools and Towards this end, the project will evolve strategies to target citizens, especially poor urban dwellers. and will adopt a combination of various channels mass media (print, city radio and TV), social media (Face Book, Twitter), road shows/ street plays, inter-academic competitions etc. The activity will focus on developing specific strategies and approaches to maximise impact on various target groups (youth, students, women, children, middle class consumers) in collaboration with key

stakeholders groups (academia, industry association, consumer rights / education group, government bodies).

The lead applicant through the Equi-City cell will set up a panel of experts, comprising of internal staff and key stakeholders (CSOs/ NGOs, academic, experts and government officials) which will put out call for nomination for the Urban Awards in leading newspapers. The panel of experts will select the Urban Awards to municipal officials, CSOs, elected representatives for their efforts to promoting efficiency in urban services.

Special focus will be given to women, persons from minority backgrounds.



Framework for Municipal Rating System

Upcoming Events

- ◆ Diversity and Equality Framework
- ◆ Formulating inclusive HR policy



PERFORMANCE MANAGEMENT SYSTEM

HOW TO BOOST EMPLOYEE'S ACHIEVEMENTS WITH PERFORMANCE MANAGEMENT SYSTEM?

PARTNERS



CITYNET
THE REGIONAL NETWORK OF LOCAL AUTHORITIES
FOR THE MANAGEMENT OF URBAN SETTLEMENTS



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