



About Project

Launch Date of the Project

18th February, 2016

Project Duration

48 Months

Project Location

Nagpur

Target Sector

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

Final Beneficiaries

Citizens and officials working in Local Authority and organisations

Building the Diversity & Equality Framework

The Diversity Survey will bring out the current status of the Departments of the Nagpur Municipal Corporation with reference to the Equality and Diversity Framework.

Diversity and equality go hand in hand. This Framework provides organization with the tools and supports to identify and address systemic barriers in order to build a diverse and inclusive workforce broadly representative of the citizens and communities we serve. Organizations which capitalize on the diversity and equality of their staff and work to identify and address systemic barriers embedded within policies, practices, programs and services that inadvertently exclude individuals or communities. It provides the means to integrate diversity and equality values and practice into existing government processes, and enable progress and results to be measured departmentally.

Nagpur Municipal Corporation to bolster Urban Diversity



Equi-City team during Diversity survey



The Equi-City team is working on preparation of the Diversity and Equality Report on Nagpur Municipal Corporation (NMC). As the part of the Diversity report, the first round of diversity survey of the departments has been conducted in order to understand the diversity structure within the Nagpur Municipal Corporation. The First round of Diversity survey started in August 2016 with an aim to target around 40 surveys across all departments. The concerned departments include Date and Birth, Pench Project, Tax, General Administration, Accounts and Social Welfare etc. The survey consists of filling up of questionnaire form from members of each department. These members include Heads and sub-heads of all the departments in NMC.



Outcome of the First Diversity Survey

There are a total of around 4500 employees working in 21 departments of Nagpur Municipal Corporation. Out of which 37 percent of the total employees are females. Different departments of NMC also appoints the “Specially abled” employees in the department.

Implementing a Diversity and Equality Framework enables the City to:

- ◆ Gain more competitive advantage by increasing its vitality and resources for various programs and services
- ◆ Attract and retain citizens by supporting and involving employees & thereby increasing their sense of commitment and purpose .
- ◆ Increase in city services responds to the diversity of citizen needs thereby increasing the willingness to support such services

Major Issues of Employees of Nmc

- ◆ Disparity in payment of different departments.
 - ◆ Problems regarding promotion and posting
 - ◆ Discrimination within the system.
- ◆ Open the City to pockets of people who otherwise feel disenfranchised &
 - ◆ Contribute towards improving the quality of life of the city.
- Training Programs in Nagpur Municipal

Corporation:

7 departments of Municipal Corporation undertook the training as part of employee skill development program. The major training program i.e. conducted by Health Department: Trash Free Nagpur for the employees. It directs the employees over the effective management of the trash (Collection-Transportation – Disposal- Treatment) and MPSP and DIET for School Chale Hum program.

Training programs under Swachh Bharat Mission, Housing Schemes and National Urban Livelihood Mission are yet to be organised by NMC.

Apart from this Fire and Emergency Department, the role of providing 24 hours services to entire city has resulted into higher workload with less manpower.

Scaling Up Sanitation and Hygiene

Second Sanitation Workshop

The Second Sanitation Workshop was conducted on 31st of August, 2016 in PoojaramWadi of Lakadgang Zone (Zone No. 8) in Nagpur.

The slum is located along the Nagpur – Chhidwara railway track and lies besides the Lakadganj industrial area. The local area consist of compact settlements with a collection of temporary and semi temporary nature tenements, crowded together with sanitary and drinking water facilities in unhygienic conditions.

Chief Guest Shri DilipPatil (Zonal Commissioner) and Smt. SavitaKavre (Ward Corporator) inaugurated the workshop. The workshop marked the interaction between the PoojaramWadi people with the Zonal Commissioner where people have appealed for the redressal of the problems related to

water loggings, solid waste dumping and open defecations. Zonal commissioner not only ensured the redressal of the problems but also sensitized the people about their responsibility towards maintaining the facilities provided by the NMC to the PoojaramWadi.

After the interaction session, feedback survey was conducted for the people for reviewing the existing sanitation and sewerage conditions of the PoojaramWadi.

Outcome from the Workshop

- ◆ Majority of the people have individual toilets and underground water supply connection with metered individual tap connection.
- ◆ Due to lack of awareness about the sanitation and hygiene people

use the road for washing clothes and cleaning utensils, bathing and recreational purposes.

- ◆ Poor road conditions and low lying dumping sites results into stagnation of water, arising the problems of mosquito breeding; fly nuisance and insanitary conditions. Especially at the time of monsoon, with no drainage line, the conditions get worse due to over flow of sewer line and mixed with the surface water.

The people of PoojaramWadi has suggested for the provision of dustbins for solid waste dumping in every street of the slum, filling of pot holes and also dedicated space for carrying out their few basic household activities such as washing utensils and cleaning clothes.

Importance of SLB in Equi-City

Service Level Benchmarking

Recognizing the growing importance of improving efficiency in delivery of basic services in our cities, the Equi-City project also includes the preparation of Benchmark Report on Nagpur Municipal Services. The aim of this Benchmark Report is to develop monitoring and evaluation tools which will allow both stakeholder and local authorities to ensure transparent and accountable delivery of municipal services.

Need for Service Level Benchmarking

It will assist for performance improvements in the identified service sectors by:

- ◆ Helping local decision-makers identify gaps, plan and prioritise improvement measures;
- ◆ Enabling the identification and transfer of best practice;
- ◆ Enhancing accountability to

- customers for service delivery levels;
- ◆ Providing a framework that can underlie contracts/agreements with service providers; and
- ◆ Making it possible to link decision-making on financial allocations to service outcomes.



The framework encompasses the following performance indicators

The Equi-City Team has started working on the concept of Service Level Benchmarking.

It will be further developed for the Nagpur Municipal Service in order to:

- ◆ Track performance over time of the services
- ◆ Compare performance of services between the ULBs
- ◆ Identify the areas for improvement within and outside the municipal corporation limits.
- ◆ Set targets for performance (for own dept., or public/ private service providers)
- ◆ Report/ Disclose performance to stakeholders (e.g. councilors, citizens)

STORM WATER DRAINAGE

- ◆ Coverage of storm water drainage network
- ◆ Incidence of water logging/flooding

SEWERAGE & SANITATION

- ◆ Coverage of Toilets
- ◆ Coverage of waste water network services
- ◆ Collection efficiency of waste water network
- ◆ Adequacy of waste water treatment capacity
- ◆ Quality of waste water treatment
- ◆ Extent of reuse and recycling of waste water
- ◆ Extent of cost recovery in waste water management
- ◆ Efficiency in redressal of customer complaints
- ◆ Efficiency in collection of sewerage related charges

SOLID WASTE MANAGEMENT

- ◆ Household level coverage of solid waste management services
- ◆ Efficiency of collection of municipal solid waste
- ◆ Extent of segregation of municipal solid waste
- ◆ Extent of municipal solid waste recovered
- ◆ Extent of scientific disposal of municipal solid waste
- ◆ Extent of cost recovery in SWM services
- ◆ Efficiency in redressal of customer complaints
- ◆ Efficiency in collection of SWM related charges

WATER SUPPLY SERVICES

- ◆ Coverage of Water Supply Connections
- ◆ Per capita supply of water
- ◆ Extent of metering of water connections
- ◆ Extent of non-revenue water (NRW)
- ◆ Continuity of water supply
- ◆ Quality of water supplied
- ◆ Extent of cost recovery in water supply services
- ◆ Efficiency in redressal of customer complaints
- ◆ Efficiency in collection of water supply related charges

Key Findings

- ◆ There are still many gaps to address before total sanitation can be achieved in the city.
- ◆ The efforts of various boundary partners, institutions and organisations (including donors, the government, and the private sector) must be combined effectively to achieve behavior change outcomes.
- ◆ Areas to strengthen include : engaging different levels of government to promote change; and increasing access to available resources.
- ◆ Technologies must be appropriate for the local environment and approaches must be accessible to all groups of the society.
- ◆ Planning, decision making and tracking progress are the key components of this framework.

Upcoming Events

Third Sensitization Workshop on Sanitation And Hygiene (Ward Level) - October 2016



The Way Forward

- ◆ The Equi-City team will hold consultations with Municipal Corporation and other stakeholders (NGO, government departments, etc) to prepare a Diversity Report for implementing the plan.
- ◆ The team will initiate the survey process at the state level to create an enabling environment for ironing out the barriers in implementation of Diversity and Equality framework.
- ◆ There is immediate need for synergy between various members in the state. The Equi-City team will hold consultation with these organisations towards achieving the goal.
- ◆ A one day workshop is planned in the month of October to sensitise the citizens on the issues of sanitation and hygiene. This workshop will help in spreading awareness about the issue in the city. This will also create pressure on the government departments to start the Sanitation and hygiene initiatives for their wards/communities.



Highlights from second Sanitation Workshop...



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