



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

“Enhancing Urban Creativity through Knowledge Sharing”

Welcoming the New Year for new beginning and developments by keeping hands together the main vision for the third year is on developing the monitoring and implementation mechanisms to ensure accountability and transparency in delivery of municipal services, using tools that create a demand push by citizens and supply pull by local Authorities.

About Us:

Equi-city project aims at promoting inclusiveness and sustainable growth of Indian cities through collaborative multi stakeholder approach using participatory governance between local authorities and stakeholders to ensure equitable provision of municipal services, which would be achieved through a set of diverse activities.

It is worth mentioning that the first year of the project focused on establishing the participatory forum i.e. the City Development Forum (CDF), organizing zone level sensitization workshops on sanitation and municipal services, Conducting the diverse survey for the Nagpur municipal Corporation (NMC) and doing the Training Needs Assessments (TNA). Following these the second year focused on formation of



diversity committee and formulation of training policy, increasing the technical capacity of the NMC employees through various training workshops, developing the Monitoring and Evaluation (M&E) Tools, etc.

A Glimpse of 2017 Year:

Experiencing the past activities and key learnings from them year 2017, following are few glimpses of activities that are performed.

1. City Development Forum:

Comprising of members from the Nagpur municipal Corporation and various other background such as elected representatives, CSOs, academics, NGOs and other key stakeholders representing minority communities from target city Nagpur this forum has been formulated. Headed by the Convenor, convene meetings of the CDF members to discuss various issues related to project and provide strategic directions. A core group is formed for assisting the Convenor in



monitoring the project. The present post of the Convener is currently held by Shri Girish Gandhi comprising of a Core Group comprising of 12 Experts from the diverse backgrounds of Urban Development and Governance along with 9 municipal officials. The first core group meeting of City Development Forum (CDF) took place on 28th of February 2017 at 2:30 PM chaired by Convener and NMC Commissioner.

The insights included findings of the past year workshops, diversity and SLB report were given by Equi-city team, AILSG along with highlights of good practices in the sector of sanitation by citizens with future focus upon lack of infrastructure and governing issues.

2. Launch of City Development Forum:

The Launch event and Workshop was held on 26th March 2017 in Nagpur. It started with the welcome address delivered by Shri Jayant Pathak, Regional Director of AILSG Nagpur Centre, followed by the speech of the Municipal Commissioner Shri. Shrawan Hardikar. The Commissioner stressed upon the importance of delivering of the equitable distribution of Municipal services. Further, the Senior Executive Director of AILSG Delhi Shri Ravi Ranjan Guru imparted the Theme Address outlining the objectives of CDF, its Aims, objectives and Scope along with ways of implementation of the outcomes delivered by the Forum.

3. Diversity Committee:

The composition of the Diversity committee is made up of officials, elected representatives, CSO's representing minority communities and NGO's. The committee comprises of three NMC officials including the Hon'ble Municipal Commissioner along with three ward members along with representatives from NGOs & members from background having primary experience in Human Resource Management. The first diversity committee meeting was held on 30th June 2017 chaired by Shri Ashwin Mudgal, Hon'ble Commissioner, NMC. Keeping



the objective of organizing the training workshop for municipal officials as the priority, the second discussion session was focused on the process for formulating the Diversity and Equality Framework and on the Training Workshop Policy.

4. Research and Analysis (January – February 2017):

A. Diversity in Nagpur Municipal Corporation- A Status Report published

As an important part of the Diversity report, the initial/pilot diversity survey started on 22nd July 2016 with an aim to target around 850-900 officials from various departments of NMC (Nagpur Municipal Corporation), which is about 10 percent sample size of the total number of employees in the NMC. The departmental survey consists of filling up of questionnaire form, from 3 members of the respective department, heading the department. After studying the organizational Structure and related background information about NMC, the

Equi-city Team prepared a Questionnaire. Out of the total employees, 1 percent employees belong to Class I, 40 percent employees belong to Class III and 59 percent employees belong to Class IV. Presently only 5 NMC employees are in Class II. As per the NMC records, Class III and Class IV constitutes around 99 percent of the overall employees working in NMC.

B. Municipal Services in Nagpur Municipal Corporation- A Benchmark Study Published

Draft-Service Level Benchmark has been prepared as a part of the Equi-city project. Benchmarking will facilitate development of Performance Improvement Plans using information generated by the benchmarking exercise. It will address both, performance monitoring for internal decision making and reporting to higher levels of government and external stakeholders.

5. Training of NMC Officials

After successful completion of the training needs assessment in Nagpur Municipal Corporation it was found that training is essential for nurturing skills of the staff for which several training workshops shall be conducted on selected themes.

To conduct 10 training programmes targeting 300 municipal officials, specifically on

- Water and sanitation,
- Public health
- Citizen participation in delivery of municipal service. 300 Municipal officials will be trained.

To conduct 3 training programmes targeting 50 elected representatives focusing on

- Citizen engagement
- Gender Equality
- Provision of Smart Cities





6. Training Workshop for NMC Officials

All 10 Training Workshop for NMC Officials were successfully conducted which includes Solid waste management (Sanitary Inspector), Sanitation/ Solid Waste Management (Jamadars and Sweepers), Town Planning, Innovative Teaching Techniques, Disaster Response Program, Administrative Efficiency, Resource Mobilization, Contract Management, Urban Transport and ICT training.

7. Developing Equality Framework and Inclusive HR Policy for NMC (November-December 2017)

This activity seeks to create Equality Framework which will enable municipalities to assess their Human resources structure from an equality and diversity perspective. It will be an internal assessment tool to ensure diversity within LA.

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, assess and sensitize the roles and responsibilities, between and within the stakeholders of the system
- Review and 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. These objectives or gaps will lead to formulation of this framework by also creating a set of

regulations for diversity and inclusion in local governance of the city.

8. Finalization of Questionnaire for Municipal Rating System for Monitoring and Evaluation (November-December 2017):

The aim of this activity is to develop monitoring and evaluation tools which will allow both stakeholder (citizens, NGOs etc.) and local authorities to ensure transparent and accountable delivery of municipal services. The monitoring and evaluation tools will be collaboratively developed by all stakeholders – through iteration of the Municipal Rating System. The focus of these tools is to create a demand push by citizens to ensure effective and efficient service delivery by local authorities. For this activity a questionnaire has been designed based on research and analysis to select 3 wards for further research on monitoring of current level of status of municipal services and coming up with citizen and community scorecard for an effective Municipal Rating System.

Regular Activities for All Months

Equi-City Team regularly keeps in touch with CDF, Diversity Committee and NMC officials through mails and keeps them updated about the ongoing and upcoming activities of the project. Regular Management and Organisation of Project Meetings is also done on a regular basis.

Further, Monthly Newsletter and a monthly article in Urban Update are also published to highlight the activities going on under the Equi-City Project. A separate website of Equi-City is also in place to have feedbacks from the citizens as well.



Upcoming Events

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

Equi-City's Vision for year 2018



Continuing with these activities and the future objectives of the Project, the third year will specifically focus on mainly the M&E of the Project (which would include developing tools, developing the Municipal Rating System, development of Citizens Scorecards, organize Feedback meetings, design and develop website and smart phone Applications and Best Practices and Knowledge sharing Forums), Finalizing the Equality and Diversity Framework and HR Policy for the Nagpur Municipal Corporation and organizing awareness campaigns. The main vision for the third year is on developing the monitoring and implementation mechanisms to ensure accountability and transparency in delivery of municipal services, using tools that create a demand push by citizens and supply pull by Local Authorities. The Citizen Report and Community Scorecard will directly benefit citizens. It will enhance citizen participation and effectiveness in local decision making and policy making, while the same time improve citizens attitudes toward and knowledge of Local Authorities. The main focus of developing these tools is to create a demand push by citizens to ensure effective and efficient service delivery by Local Authorities.

Way Forward:

Apart from this, following provides a brief of list of activities scheduled for the year ahead-

- Conduct Forum meetings with members of City Development Forum (CDF) and Diversity Committee members.
- Develop the Diversity and Equality Policy Framework
- Development of an inclusive Human Resource Policy for NMC
- Training of Elected Officials and Representatives (3 Training programmes for 50 Elected Representatives)
- Formulation of a Citizen based Municipal Rating System and Community Scorecards
- Organise Feedback Meetings
- Developing a Web-based feedback system
- Sharing of Best Practices and Knowledge sharing Forums for Knowledge sharing and promoting diversity within the Local Authorities.
- Organising Awareness Campaigns for sensitizing and updating citizens, especially Urban poor on the initiatives of Nagpur Municipal Corporation.



PARTNERS



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



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