



**Ministry of Urban Development
(NMMP) for e-Governance in Municipalities**

Memorandum of Agreement (MoA)

August 2009

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Introduction and Context

The Government of India has formulated the National e-Governance Plan (NeGP), part of which includes a National Mission Mode Programme (NMMP) for e-Governance in municipalities. This NMMP intends to roll-out e-Governance in municipalities on a Nation-wide basis and has now been included as a part of the Jawaharlal Nehru National Urban Renewal Mission (JNNURM).

This Memorandum of Agreement, which is to be signed by the State Government, the Urban Local Body (ULB) and the Ministry of Urban Development (MoUD), GoI (the nodal Ministry for implementing the NMMP), is based on the structure of the Mandatory reform for e-Governance (L1) which is part of the Checklist for the 'Urban Reforms Agenda' under JNNURM. It is to be noted that a number of Mission Cities, which had signed their Mission MoAs in the early stages of the Mission, had done so based on an earlier format of the Checklist. This format was subsequently modified (in the case of L1, *inter alia*, the list of modules for implementation under the reform was included) and the remaining Mission Cities signed their Mission MoAs based on the revised format. The proposed MoA for NMMP seeks to standardize the format for e-Governance implementation across all the Mission Cities (note that 35 select Mission Cities will be taken up in the first instance).

The Checklist for the 'Urban Reforms Agenda' under JNNURM followed a standard structure wherein each item of reform was broken up into "Desired Objectives", "Current Status" and "Timeline for Action on Reforms". The first two components have not been modified as it is felt that these adequately cover the issues under consideration. The revised format for "Timeline for Action on Reforms" is presented herewith.

While there are a number of changes to the "Timeline for Action on Reforms" section (including simplifying the content wherever possible), one crucial point of difference is that MoA as detailed through this document captures the responsibilities and associated activities of the State Government which are important from the point of view of ensuring uniform implementation of the NMMP across the state. State Governments are therefore required to commit to timelines for activities which fall under their purview.

Mission Cities and States to customize the Annexure of the MOA on "Timeline for Action on Reforms" as per plan given in DPR . These will be incorporated into the MoA. The Final MoA

will also contain the 2 earlier sections on "Desired Objectives" and "Current Status". This MoA for NMMP, once signed by all three parties, will then supersede L1 under the Mission MoA.

MEMORANDUM OF AGREEMENT

This Memorandum of Agreement (MoA) is drawn on the ----- day of -----, 2009

Between

The Government of India

Through the, Ministry of Urban Development of the Part I

AND

The State Government of -----

Through its-----of the Part II

AND

The Municipal Corporation of -----

Through its authorized person of the Part III

2. Whereas Part I has issued guidelines for National Mission Mode Project (NMMP) on e-governance in Municipalities as a part of the Jawaharlal Nehru National Urban Renewal Mission (JNNURM). The guide lines covers objectives & outcomes of the project, key measures of the out comes, services to be covered & service levels, financing pattern, release of central assistance, implementation structure like SLNA , SIC , implementation and monitoring mechanism etc

3. Whereas State Government (Part II) and the Urban Local Bodies (Part III) realize their Constitutional obligation to provide various mandatory and obligatory civic services to the citizens. Part II and Part III realize that introduction of eGovernance in Municipalities will assist the Urban local Body to improve service delivery mechanism, achieve better information management and transparency and ensure utmost citizen's involvement in participative governance.

4. Whereas Part III seeks financial assistance from part I under the Jawaharlal Nehru National Renewal Mission (JNNURM) for e-Governance implementation. Part III, in pursuance of the requirements of sought assistance has developed a Detailed Project Report (DPR).

5. Whereas Part II and Part III has undertaken to implement the e-Governance in the specified services as defined in DPR in conformance to the guidelines of NMMP on e-governance in Municipalities as part of JNNURM and as per the time lines given in **Annexure-II**.

6. Whereas Part I in line with it's role in implementation of e-governance in Municipalities has considered the said DPR and found it to be consistent with the goals and objectives as per guidelines of NMMP and considered to provide necessary support to the State Government and Urban Local Bodies in their effort in this regard.

7. Whereas Part I, has agreed for providing Central Assistance, based on and as per the approval accorded by Central Sanctioning and Monitoring Committee (CSMC). The State Govt. (Part II) and ULB (Part III) commit balance amount as per their respective share for the completion of the project, in line with the JNNURM guidelines requirement.

8. Now the parties witnessed as follows:

8.1 Whereas all the three parties have carefully gone through the contents of the Memorandum of Agreement (MoA) and have signed and put their seals on the aforesaid MoA and agreed to abide by the terms and conditions as laid down therein in totality.

8.2 Part I shall release the first installment of grant to part III through State Government under JNNURM being 25% of the total central assistance admissible for the projects sanctioned under JNNURM by Central Sanctioning and Monitoring Committee (CSMC) during the financial year ----- upon signing of Memorandum of Agreement (MOA).

8.3 Part I shall consider any further Central assistance under JNNURM only if the timelines given in the Annexure-II are adhered to and utilization certificate duly countersigned by State Urban Development in-Charge (Part II) are submitted by ULB (Part III) for previous releases of grant are furnished to Part I, as per JNNURM guidelines.

9. The State Government (Part II) and ULBs (Part III) agrees to follow the existing guidelines and benchmarks issue on the eGovernance in Municipalities and any further guidelines to be issued by MoUD (Part I) from time to time during the tenure of the project.

10. Specific time frame for initiation and conclusion of all activities necessary for attainment of the objectives laid down in the Design Document of the NMMP and the State Strategy for Municipality is provided. An indicative timeline for the activities for implementing identified e-Governance services as part of NMMP at the ULB level has been given in Annexure II.

11. That the part III shall submit a quarterly progress report on the progress of the project, utilization of funds and corresponding matching state/ULBs share. In case part III fails to submit the report, further grant may be withheld till such submission.

12. That the Part I or any agency nominated by it may undertake site visits to ascertain the progress of the work.

12.1 In case of inordinate delay in submitting the utilization certificate by ULB (Part III), or if ULB fails to show the physical progress as per agreed time lines, MoUD (Part I) may recover the amount.

12.2 Part II and Part III shall submit the completion report at the end of the project.

12.3 That in case of any breach of terms and conditions of the JNNURM, Part I is entitled to withhold subsequent installments of grant.

13. In witness hereof all the parties have put their hands on these presents of Memorandum of Agreement in the presence of witnesses.

Signatories

1. For Government of India through Ministry of Urban Development (Part I)
2. For Government of ----- (Part II)
3. For the Municipal Corporation of -----(Part III)

Witness

- 1.-----
- 2.-----

Annexure I - Service Objectives for e Governance Reform under JNNURM

	Service	Current Status *	Desired Objectives * *
1	Registration of Births and Deaths		All Certificates to be issued online and all data available through the Application system. Meet the Service Level benchmark for such services as adopted by MoUD.
2	Utility Management		All Utility bills available online and payment can be made using Credit Card, electronic banking through the website. Meet the Service level benchmark.
2.1	Property Tax		All details related to property tax including tax calculator available online. Payment can be made using Credit Card, electronic banking through the website. Meet the Service Level benchmarks.
2.2	Water Supply and Other Utilities		Submission and sanction of water line/sewer connections. All Utility bills available online and payment can be made using Credit Card, electronic banking through the website. Meet the Service Level benchmarks.
3	Grievances and Suggestions		Grievances and suggestions can be registered online, with an immediate acknowledgement, which are escalated online to concerned officer through a work flow system. Meet the Service Level benchmarks.
4	Building Approvals		Building plans can be submitted online and scrutiny/approval process completed within 7 days. Meet the Service Level benchmarks.
5	Procurement and Monitoring of Projects		Project status updated within 24 hours and available online

5.1	e Procurement		Covers procurement for all services and goods. All tender notices, tender documents to be uploaded in the website for free down loads. Use eTendering systems implemented by the state under e-GP MMP.
5.2	Project/Ward Works		Project status updated within 24 hours and available online for monitoring and tracking physical and financial progress
6	Health Programs		Scheme monitoring, status updated with 24 hours and available online
6.1	Licenses		New license issuance within 5 days. Meet the Service Level benchmarks. License renewal within 3 days
6.2	Solid Waste Management		Online scheduling for collection and disposal of solid waste. Updated data available within 24 hours. Asset management through the system
7.	Accounting System		Double-entry book keeping through an online accounting system. Integration with bank for account reconciliation with respect to payments received and transferred. Integration with all other Modules including Property Registration, Utility Management, Building Approvals, Personnel Management, etc. Annual Reconciled Accounts to be available within 15 days of closing of books.
8.	Personnel Information System		Online access for all personnel related information including payroll, pensions, attendance, etc. Payment of all dues using ECS.

* ULB to provide details of current status of each service.

** Adherence to service level benchmarks adopted and circulated by MoUD from time to time

Annexure II - Indicative Timelines for implementation of NMMP at ULB level

	Activity	Responsibility	Time Period (T)- start	Time Period (T)- End	Duration (months)
1	DPR Approval and Signing of Agreement (MoA)	MoUD, State Govt., ULB	T=0		1
2	Release of first Installment of Funds from Centre to ULB	MoUD		T+ 1	1
3	Preparation and approval of RFP	ULB, SLNA		T+ 1.5	
4	Selection of System Integrator (Tender Notice Publication, Bid Evaluation and Issue of Lol)	ULB, SLNA	T + 1.5	T+ 3	2
5	Submission of draft agmnt , Concurrence of draft agreement/ PO for compliance against DPR	ULB, SLNA, PMU	T + 3	T+ 3.5	1
6	Release of PO/Agreement with the Solution Integrator.	ULB	T + 3.5	T+ 4	0.5
7	Comprehensive Training and Capacity Building of ULB resources for e Governance	ULB	T + 6	T+ 8	2
8	Application Development, setting up hardware and Hosting	ULB	T + 4	T+ 8	4
9	Acceptance testing & go-live of all Identified Services	ULB, SLNA	T + 8	T+ 9	1
10	Facilitation of Services through Citizen Service Centre	ULB	T + 9	T+ 10	1
	Total				10 Months
11	Monitoring & evaluation	Ongoing			

Note:

1. Time lines for activities 4 & 5 are within the overall time frame for activity 3.
2. Part of activity 7 will run parallel to activity 8.

Annexure III - Indicative Schedule of Fund Release from Centre to ULB

Fund Installment	Linked to Milestone	Eligibility for Release	Funds to be Released (%)
1st	Signing of MoA/ Tripartite Agreement		25
2nd	Supply and installation of Hardware , Hosting of application	Certificate for receipt of supplies/installation/hosting with utilization certificate for 70% of fund released	25
3rd	UAT and Project Go Live of all identified services and completion of Capacity Building	Acceptance for go-live as per agreed acceptance criteria with Utilization certificate for 70% of fund released	25
4th	Project operational for 15 months from Go Live	Utilization certificate for 70% of fund released	25
Total Percentage of Funds			100 %