

PERSPECTIVE PLANNING DIVISION
PLANNING DEPARTMENT
GOVT. OF U.P.

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Foreword

The concept of 'Good Governance' plays a very important role in the modern governmental system. The concept centres on the responsibility of governments and governing bodies to meet the needs of the masses and, therefore, relates to political and institutional processes and outcomes that are deemed to achieve the goals of development. It is largely associated with statecraft and obliges the state to perform its functions in a manner that promotes the values of efficiency and responsiveness to the civil society. The key criterias of good governance are transparency, responsibility, accountability, public participation and responsiveness.

Because of the increasing importance of the concept, the Perspective Planning Divison has completed a study which focuses on the myriad initiatives and strategies adopted by the Uttar Pradesh Government to ensure the field of Good Governance. The focus is on how to make the public service dilivery more efficient and effective in UP.


Due to technological advancement from the past few years, paper work has been replaced in a big way by e-governance and m-governance. Some of the e-initiatives like PFMS distribution of scholarships and pensions through DBT. Seeding of bank account number with Aadhar number has been started to check the misuse of state funds meant for scholarship schemes. E-tendering/e-procurement through GEM has paved the way for transparency in the system. One of the latest means of the Govt. is e-office and e-filing.

The progress of economy of any state is not imaginable without adequate infrastructure. Development infrastructure accelerates the development of the state. It has direct impact on industrialization and investment. The study focuses on how a large state like U.P., which essentially requires enormous investments, has prudently decided to invite and encourage private participation on a large scale for expeditious development of infrastructural facilities. As a result various P.P.P. projects in different segments like expressways roads, energy, transport, information technology & urban development etc have been initiated.

The chapter on Disaster Management highlights how the government aims to build a safer and a disaster resilient U.P. by developing a holistic, pro-active, multi-disaster technology-driven and community based strategy for Disaster Management. It addresses the increasing trend of disaster risks and growing vulnerability of communities and promotes multi dimensional and multi disciplinary co-ordination and collaboration among the stake holders.

At the end, I would like to thank Dr.Anand Mishra, Director, Shri Brajesh Yadav Joint Director and Er. Brajesh Kumar,Senior Rescarch Officer of Perspective Planning Division for their hard work for preparation of this book. I would also thank all the development departments for providing information about good governance.

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(Kumar Kamlesh)
Add. Chief Secretary,
Planning Department,
Govt. of Uttar Pradesh.

CHAPTER-1

INTRODUCTION

The basic objective of our planning has always been growth with equity and justice. There has been tremendous rise in expenditure on various programmes implemented through plan schemes. A sizeable number of persons belonging to weaker sections of the societies, for whom these schemes are primarily intended, are not able to benefit because they are not sufficiently empowered to access the benefits due to them. This is despite the fact that there exist number of legislations aimed at securing legally guaranteed rights. In this context, the good governance assumes vital importance.

The main aim of development is to achieve higher growth leading to inclusive and sustainable development. Good governance is an important component of inclusive growth. It is also needed for achieving social and economic goals in time. One most important deficit which is challenging our growth is governance deficit which is mainly caused by slow decision making and delay in introduction of governance reforms

With rapid expansion of the economy, rising per capita income and growing awareness and assertion of rights by an increasingly educated population, both the need for good governance and the demand for good governance have increased. Good governance is needed for effective implementation of Sustainable Development Goals. It is also needed for ensuring that ordinary citizens can effectively access the public services that are their right. Finally it is needed for a better functioning of the private sector in economy. Poor governance or governance deficit may lead to slow decision making resulting in cost and time over run in projects. Slow decision making may also lead to harass merit delay.

In order to improve the quality of Governance in the State, the State Govt. has taken a number of initiatives, as per its commitment, to enhance accountability, transparency and to develop new work culture.

CHAPTER-2

GOVERNANCE REFORMS

It is for the departments to deliver the outcomes through good governance, prudent cost management, close monitoring and timely implementation of schemes. The Department-wise reforms are given in the following paragraphs:

2.1-AGRICULTURE

The department has made an all out effort to establish contact with all the stakeholders, especially farmers and suppliers, with the use of modern communication techniques. All the offices of agriculture department are being computerized and connected on-line through VPN Line and Broad Band. A departmental website www.upagripardarshi.gov.in has been developed to provide all information related to schemes/ programme and departmental activities. Soil Health card, Fertilizer Rake Movement Plan, Input Management System & MIS are being displayed in the website. Process of E-tendering/e-procurement is now operational. Following steps have been taken for maintaining transparency through e-Governance . Headquarter and field offices are connected with e-mail. Flow of information from field to headquarter and vice-versa through e-mail is taking place.

- All the tenders documents are displayed on website.
- Soil Health Card are being issued online .
- Online Fertilizer monitoring system is in place.
- Details of beneficiaries under various programmes are displayed on website.
- Monitoring of departmental programmes and computerized financial management from Headquarter to field.
- E-surveillance (PCSRs) of disease and pest infestation. Mobile no.9452257111 and 9452247111 used to take exact information about pest and provide their remedies within 24 hours
- 13 services provided under Jan hit guarantee act. Out of 13, eight services are Online

- Fertilizer distribution through P.O.S.(Point of Sale)machine.
- Geo tagging developed for soil conservation structure.
- U.P. Pardarshi Mobile App launch on 5 Nov 2017 for farmer's registration to get D.B.T. (Direct Benefit of Transfer) and other benefit under various scheme.
- Toll free no. for any quarry regarding agriculture issue is 18001801551.
- I.G.R.S. portal is functional for grievance handling.

Future steps:

- District wise inputs availability and distribution to be made online.
- Online transfer of funds from Headquarter to field.
- Online effective monitoring system to be developed specially in flagship programmes.
- Services provided under jan hit guarantee Act will be integrated to e-District portal.
- Seed tracking system to be developed during 2018-19 to maintain quality seeds.
- E-office system would be operational.

Information and communication technologies are being used by state agriculture universities for solving the queries of the farmers and also improving the efficiency of governance. The universities have been linked with each other through a project called 'Agricultural Research Information System' (ARIS) funded by Indian Council of Agricultural Research. The universities use this network to communicate and exchange information regarding research, education and extension activities with universities established at National as well as State level. State Agriculture Universities and UP. Council of Agricultural Research has already launched their websites for accessing information in regards to their various activities. The address of websites of state agriculture universities are as follow:

- (1) CSA University, Kanpur -
www.csauk.ac.in/
- (2) ND University, Faizabad -
www.nduat.in
- (3) SVP University, Meerut-
www.svbpmeerut.ac.in/
- (4) Banda University, Banda-
[www.buat.edu.in /](http://www.buat.edu.in/)
- (5) SHUATS, Allahabad (Private University)
www.shiats.edu.in/
- (6) U.P. Council Of Agriculture Research, Lucknow
www.upcaronline.org/

Kisan Cell Centres/Krishak Helpline Sewa

State Agriculture Universities has established Call Centres and Krishak Help Line Sewa to provide solutions on the problems faced by the farmers. The farmers can get the immediate solution of the questions asked by them on charge- free telephone no.

Kirhsak Help Line Nos.

- Kanpur University - 1600335122
- Faizabad University - 1600335209
- Meerut University - 1600331201
- Allahabad University -1600335303

Kisan Mobile Advisory Services

Kisan Mobile Advisory is a new initiative in using information and communication technology for dissemination of need based and timely information to the farmers. Regular mobile advisory services with regards to

information on weather, market and farm operations are provided to farmers through KVKs under SAUs.

Frontline Demonstration (FLD) of New Technology

Separate emphasis is being given on conducting frontline demonstration of new technologies for increasing the yield of crops in various agro-climatic zones through KVKs. Farmers, in general, are driven by the perception that 'Seeing is believing'. The Knowledge and skill of the farming community is being enhanced by laying out the demonstrations on their fields. The objective of Front Line Demonstration (FLD) is to demonstrate newly released crop production and protection technologies and its management practices on the farmer's field, in order to educate the farmers on the constraints of production and the factors contributing in getting the higher production.

Community Radio Station

In order to extend the information of new technologies in a cost effective and easier manner to farmers, Community Radio Station has been established at KVK Saharanpur, which is first of its kind in the state. There is proposal to establish such radio stations in other districts also.

Agriculture Information Bureau

In order to provide information support to farmers and other entrepreneurs and also to make efficient and effective linkage with various institutions/organizations /agencies the C.S. Azad university of Agriculture & Technology, Kanpur has established an Agriculture Information Bureau. It brought out monthly magazine "Krishak Bharti" and quarterly University News Letter. 20,000 copies of monthly magazine 'Krishak Bharti' were printed and circulated by the bureau among farmers and other subscribers 900 copies of the CSAU News (News letter) were also circulated to State Agricultural Universities, ICAR Institutions and organization in the country and abroad.

Soil Health Improvement Programme

Soil testing is major tool to assess the nutrients supply. After testing the soil sample, soil scientists of State Agricultural Universities (SAUs) are providing NPK and micronutrients recommendations to the farmers for different crops. These facilities are being extended to the farmers to maintain soil health for getting increased production.

Animal Health Care

The agriculture university, Meerut has organized a number of Animal Health Care Camps at different KVKs located in western part of Uttar Pradesh with the help of Govt. A.H.Department. The University has launched “Mobile Animal Clinic” services recently on demand basis for the farmers.

Improving the quality of Agriculture Education

In order to improve the quality of education, strengthening the collaborative research and to harness the advantages of inter-institutional linkages Meerut Agriculture University has entered into memorandum of understanding with organizations/institutions like IRRI, Philippines, PAU Ludhiana, Horticulture Produce Management Institutes, New Delhi, IIRS Dehradun, DWR Karnal etc. Likewise Allahabad Agriculture University has entered into MOU with Drotten Professional Agriculture University, Netherland; School of Veterinary Science University of Queens Land, Australia; Faculty of Life Sciences University of Copenhagen, Denmark. Such collaboration has improved the quality of education in State Agricultural Universities (SAUs).

2.2-ANIMAL HUSBANDRY

Multipurpose mobile veterinary services-

- ❖ 774 Multipurpose mobile veterinary vehicles are function at block level.
- ❖ To provide veterinary facilities at doorstep in remote area of U.P. which are far away from veterinary institutions.
- ❖ Camps are being organized.

- ❖ Through camps treatment, vaccination and Artificial insemination facilities to farmers at their doorstep are provided.

Use of sex sorted semen-

- ❖ Innovative scheme is launched as a pilot project in Barabanki, Itava & Khiri district of the State.

Establishment of Pashudhan Samasya Nivaran Kendra

- ❖ To resolve the problems of livestock owners promptly, the complaints received from the farmers can be categorized in to three categories A, B and C.
- ❖ These complaints are solved within 24 hrs, 72 hrs and one week respectively.
- ❖ Livestock owner may know the latest information regarding innovative technology related to livestock.
- ❖ Toll free number **1800-1805-141**, phone no. **0522-2741991** and fax no. is **0522-2740832**.

2.3- DAIRY

Pradeshik Cooperative Dairy Federation Ltd.

- 1- To ensure transparency in the Milk Collection process at the field level, so that Farmers are paid remunerative price for their produce, Data Processing Milk Collection Units (DPMCU) are being deployed.
- 2- In its efforts to ensure transparency in the process Direct Benefit Transfer (DBT) of Milk Price being paid to the Milk Producers has been initiated via Smart AMCU. The process is under direct watch of the Head Office as it has a functional Control Room at the Head Office which is functioning 24X7.
- 3- In addition to ensure the maintenance of Cold Chain so that the quality of Milk being procured does not get affected at the field level, Bulk Milk Coolers are being deployed.

- 4- To ensure adulteration free milk to the consumers ultra modern state of the Art Adulteration Check Units are to be deployed at the field level. For this the Procurement Consultant is being given the work designated for the purpose.
- 5- The Department has created Twitter & Face book Accounts for commercial communication with the Market & Consumers.
- 6- To access the markets on an intensive and extensive scale, a Company by the name of Parag Milk Marketing Limited has been floated.
- 7- A Dairy Development Corpus for overall welfare of the Producers is being proposed.
- 8- In its efforts to provide State of the Art Green Field Dairy Plants under the Cooperative field.

2.4- FISHERIES

The Department of Fisheries, Government of Uttar Pradesh has initiated many activities for fast and efficient dissemination of information for the departmental program, schemes etc. and transparency in public related services through e-governance:-

- 1) GOI has launched new **Central Sector Scheme “Blue Revolution : Integrated Development and Management of Fisheries”** in the year 2016-17 for the sustainable utilization of fisheries resources and enhancement of fish production/productivity. Namely construction of new ponds, renovation of existing ponds , establishment of fish seed rearing units, establishment of fish hatcheries, fish feed mill, solar power based aquaculture system, construction of fishermen houses, distribution of mobile insulated vehicles etc . since last two years and effectively utilizing the central funds. These projects are very well monitored through advance technology like **Geo-tagging**. The GOI has developed new web portal **“Mera Matsya Dhan”** for the effective and transparent implementation of this scheme in coming years. The state has also submitted few innovative

- fisheries proposals like Cage Culture in Reservoirs and Recirculatory Aquaculture System (RAS) for the diversification and intensification of fish culture, which will be implemented this year onwards.
- 2) **Infrastructure Development-** Department in the process of establishing the computer facilities in all districts while computers are given at divisional offices and Directorate with new version of computers.
 - 3) **Created e-mailing and whatsapp group infrastructure within the department-** Created e-mail id and whatsapp group of all the important functionaries for Head office, Divisional offices, and District offices started the process for emailing the progress reports, information etc through e-mails and short messages.
 - 4) **Department website www.fisheries.up.nic.in** is properly functioning that has information about the schemes and programs, department vision plan/policy, important government orders, opportunities, promotional activities and documents related to the public.
 - 5) Most of the financial transactions including budget releases, treasury allotment and subsidy utilization have been started through RTGS/NEFT transactions.
 - 6) Recently successfully implemented **DBT** under RKVY scheme using agriculture portal <http://upagriculture.com> for the disbursement of subsidy.
 - 7) Online pension application also has been initiated.
 - 8) Toll free number **18001805661** has been started for the farmers.
 - 9) The department is using the payroll software for the pay preparation of the employees.
 - 10) LAN has been established in Computer cell at Head Office.
 - 11) Department in the process providing online registration facility and benefits of schemes to fish farmers.
 - 12) Preparing database for fishermen accidental insurance scheme using UID Aadhar.

Future Plan-

- 1) **Strengthening Infrastructure-** Procure and install the requisite hardware at the departmental locations based on need analysis. Many more computer system will be purchased in future to further strengthen the department so as to undertake the implementation of software application for Personnel Management Software, Budgeting & Financial Management system, E-procurement and other software's like Dark Management system, File tracking etc.
- 2) **Up gradation of the departmental Website www.fisheries.up.nic.in.**- Plan to develop and design a complete fisheries portal that provide a rich informative and interactive arena to make farmers of the state aware about the various schemes, activities and achievements of the Department which in turn will help the department to achieve its main objective to support the farmers in a better way to enhance the fish production. It also acts as a complete source of information for fisheries promotional activities in the state as well as a platform to interact with the farmers.
- 3) Establishment of the LAN and WAN at entire Head Office and other offices of the department.
- 4) Data Digitization.
- 5) Development of GIS based department software having database of all water resources.
- 6) Providing training to employees to work in computerized environment and to undertake e-Governance initiatives.

The Department of Fisheries through development of e-Governance facilities is putting best to ensure that departmental services reach to its consumers efficiently and e-Governance efforts meet the objectives successfully.

2.5- HORTICULTURE & FOOD PROCESSING

1. *New Policies Launched:*

U.P. Food Processing Industry Policy - 2017 has been promulgated which aims to create favorable atmosphere for setting up food processing units through developing infrastructure facilities, encouraging capital investment & technological up gradation, HRD, marketing network, R&D promotion, quality & certification, grants and concessions.

2. *Flagship Programmes:*

Flagship programmes of Horticulture & Food Processing sector earmarked and being implemented on priority and regularly monitored by the department as per time line.

- Mission for Intergraded Development of Horticulture (MIDH).
- Per Drop More Crop - Micro irrigation under Pradhan Mantri Krishi Sinchai Yojana (PMKSY).

3. Departmental website "uphorticulture.gov.in" is regularly upgraded & modified to provide relevant information's to the farmers & public for better services.

4. e-budget allotment is being done through finance department website "budgetallot.up.nic.in" The payments are being made through e-payment services.

5. Online registration of the farmers for seeking benefits of horticulture development schemes is being done accessing web portal www.upagriculture.com. The subsidies are being transferred to the beneficiaries through direct benefit transfer (DBT) by RTGS/NEFT. So far 4.36 lakh farmers have registered themselves to take the benefits of ongoing schemes.

6. IGRS is being promptly executed for redressal of public grievances.

7. Adoption of e-tendering is being followed by the department.

8. Online proposal submission for taking the benefits of the U.P. State Food Processing Industry Policy - 2017 have been done.
9. Under Jan hit Guarantee Act, portal is being finalized for the users to apply online.

2.6- IRRIGATION DEPARTMENT

Irrigation (civil)

- 1- Automatic Water Level Recorder at Strategic Locations throughout the state and SCADA/ HIS/ RTDAS for real time data are proposed at various locations.
- 2- Formations of Water User Associations (WUA) at Minor level are proposed under Participatory Irrigation Management program (PIM).
- 3- Call center of Irrigation Deptt. Having toll free no. Former grievances call toll free: 1800-180-5450 is being maintained by Deptt.
 - ▶ Development of Ground water Regulatory Mechanism.
 - ▶ Advanced approaches for resource study/investigation
 - ▶ Mapping of Aquifers and Aquifer management.
 - ▶ Developing Area-specific technological inputs and formulation of comprehensive ground water recharge schemes for implementation in stressed blocks/cities.
 - ▶ Data management and development of Ground Water Information System.
 - ▶ Setting up of Ground water Recharge Scheme feasibility assessment Cell.
 - ▶ Development of Information, Education and Communication (IEC) skills/Capacity building for ground water conservation and management in stressed areas with assistance of NGO, RWA, academic Institution.

Dash Board

- ▶ Up gradation of existing monitoring system.
- ▶ Development of comprehensive ground water management plan for the State.
- ▶ Development of aquifer management and conjunctive use plan for selected blocks in Fatehpur district, adopting basin approach.
- ▶ Capacity Building/Institutional Development.
- ▶ **Mobile App:** Mobile App shall provide two way communications. At one end various ground water related data will be disseminated to different stakeholders whereas at other end field staff of ground water can upload the periodic water level data.

2.7- ENERGY

- U.P Power Corporation Ltd. as well as all discoms has their own website where different platforms are available for consumer's inputs and actions.
- Consumer can register their complaints and inform regarding power theft at UPPCLHELPLINE@UP.NIC.IN.consumers can also call on toll free no. 1800-180-8752
- In addition to above 24x7 help lines are working in all Discoms. A toll free nos. are mentioned against each:
 - 1. Paschimanchal Vidyut Vitran Nigam Limited, Meerut-1800180-3002.**
 - 2. Madhyancal Vidyut Vitran Nigam Limited, Lucknow-1800-180-0440.**
 - 3. Dakshinanchal Vidyut Vitran Nigam Limited, Agra-1800-180-3023.**
 - 4. Purvanchal Vidyut Vitran Nigam Limited, Varanasi-1800-180-5025.**

- On line payment facility through Debit/Credit Card of 35 banks have been integrated.
- Distribution network strengthening work in 133 Non-SCADA Towns and 6 SCADA Towns is under progress.
- Prepaid meters are being installed in LESA and plan has been prepared to install in other cities/Towns.
- Roof Top Solar Plant synchronization application portal. A portal for consumer to apply online for synchronization Roof Top Solar Plant net meeting.
- ERP (Enterprise Resource Planning) is under IPDS is going to be implemented in UPPCL/DISCOMs.
- **Nivesh Mitra** – UPPCL is a part of Nivesh Mitra single window clearance for industries.

2.8- RENEWABLE ENERGY

- Solar Energy Policy of the State: Keeping in view the vast potential of solar power in the state and to improve the power availability, the state has declared and adopted Solar Energy Policy-2017 to encourage participation of private sector and to provide investment opportunities to setup solar power project in the state. Under the policy, the following incentives are provided:
 - Online single window clearance.
 - 100% exemption from electricity duty of 10 years.

100% exemption of stamp duty on land procurement for setting up of solar power projects in the State.
- A target of 10700 MW capacity of solar power has been set by 2022 of which 4300 MW will come through solar Rooftop power plants.
- Uttar Pradesh Energy Conservation Building Code. (UPECBC) has been adopted by U.P. Cabinet.

- Uttar Pradesh Mini-grid Policy 2016: To achieve energy access to the rural areas of the State, the Govt. of U.P. has announced a Mini-grid Policy to attract private investment for setting up mini-grid solar power plants in the rural areas of the State. The objectives of the policy include encouraging private developers to setup village level decentralized mini-grid solar power plants up to 500 KW capacity on build, own, operate and maintain (BOOM) basis for supply of electricity to the villagers for lighting, fans, television etc.
- Biomass Power Generation: The total biomass power generation potential in Uttar Pradesh is about 3757 MW out of which, the biomass projects with a total capacity of 1905 MW have been installed.
- RESIM Software: Renewal Energy Solar Installation Monitoring Software (RESIMS) has been developed for monitoring supply, installation and commissioning of solar energy systems in various places of Uttar Pradesh in transparent manner. The payment to the vendors against supply, installation & commissioning is also made after uploading of all details on this software.

2.9- ACTIVITIES OF U.P. CENTRE FOR GOOD GOVERNANCE

UPAAM conducts in the various flagship programmes like IAS (Institutional) PCS (Foundation) PCS (Professional) etc. in which the following topics are included

1. Application of Computers
2. Leadership
3. R.T.I.
4. E-Governance
5. Good Governance
6. Office Procedure
7. Finance

In addition to the above a UP Centre for Good Governance is also run from the premises of UPAAM has been conducting various programmes on governance & governance reforms. The details of which are as under -

As per the requirement of the second report of Administrative Reform Commission and in pursuance of which an announcement made by the State Centre for Good Governance has been established as a registered society to provide training to the government officers. The main five activities to be undertaken by C.G.G. are as follows -

- a) IT-based solutions and monitoring for timely redressal of public grievances.
- b) Improvements in the identification of BPL beneficiaries & making the process fault-free.
- c) Suggesting ways to ensure flow of optimal benefits of the MNREGA to its intended beneficiaries.
- d) Improvements in the functioning of Primary Health Centers (PHCs), their Sub-Centers & Community Health Centers (CHCs) in the rural areas.
- e) Enhancement in the qualitative aspects of the Primary Schools in the rural areas.

The Centre for Good Governance in its pursuit to attain good governance will work to study the departments, their procedures, structures and process and will propose process re-engineering and reforms to bring about better governance bringing in tools of e-governance wherever possible.

In addition to the above mandate Centre for Good Governance is working on providing specialized training to officers of the State.

Along with the specialized subject matter of the programme, various pertinent topics like R.T.I., Jan hit Guarantee Adhinyam, Sevottam etc. are also elaborately covered as they aid in the daily working of the officers. It is also pertinent to mention that Centre for Good Governance also conducts trainings on Gender Sensitization.

Centre for Good Governance also conducts workshops, panel discussions, conferences and Talks on varied topics where participants other than the

Government officers are also invited, which are include stakeholders of public service delivery including the government officers, NGO's etc.

In the programmes conducted by Centre for Good Governance apart from inputs and lectures by renounced and learned speakers the participating officers are also invited to provide suggestion to improve service delivery and received valid inputs are also sent to the respective departments.

In addition to that Academy is running Sevottam Cell to impart training on Public service delivery to the officers of 42 departments which comes under Jan hit Guarantee Adhiniyam.

In addition Academy with support of Department of Personnel & Training, Government of India has conducted twenty 12 Days Induction Training Programmes of newly recruited subordinate service employee in Five Districts of U.P. The objective of the training programmes was to promote a citizen centric attitude in the employees for better public service delivery and promote good practices towards achieving the vision of citizen centric governance locally.

2.10- RURAL DEVELOPMENT DEPARTMENT

Good governance has always been priority of Rural development Department. Various steps have been taken so far to ensure responsive and transparent system.

1. A new website has been developed and all important guidelines of schemes and circulars have been uploaded on this website – <http://rd.up.nic.in>.
2. Hoardings and display boards having all important information about the schemes have been placed at important places at village and block level.
3. All purchases in department are being made through Gem (Government Electronic market).
4. E-tendering has been introduced in department and training has been provided to all concerned officers.

5. Web-based monitoring software (ruralsoftnet.up.nic.in) has been redesigned and all progress reports are monitored online regularly.
6. M.I.S. workshop was organized at State level for the awareness of Project Directors, DRDA. MIS related problems were resolved in this workshop by Senior Technical Director of NIC, Govt. of India.
7. Dashboard displaying progress of important schemes has also been developed.
8. Regular review of progress of various rural development schemes through video conferencing is being done.
9. Cluster level camps are being organized at Nyay Panchayat level in which all Gram Panchayat members are apprised of latest developments in various schemes and booklets containing details about the schemes are distributed.
10. Under Pradhan Mantri Awas Yojana (Gramin) (PMAY(G)) following steps have been taken-
 - To ensure transparency - Mobile numbers of CDO and BDOs have also been painted along with permanent wait list of Pradhan Mantri Awas Yojana-Gramin (PMAY-G) on walls in each gram panchayat.
 - Booklet containing detail technical guidance for construction of PMAY (G) houses have been distributed to the beneficiaries of PMAY(G).
 - Sanction letters of PMAY(G) houses were distributed to each beneficiary of the State by Hon. Chief Minister/ Minister of Rural Development / Minister in charge of each district and awareness camps were organized in the entire State by Hon. M.P.s / M.L.A.s
 - PFMS (Public Financial Management System) is fully operational for payment of installment to beneficiaries. All payments are being made through PFMS. In PFMS, funds are transferred directly to the

beneficiaries account through electronic procedure to in order to avoid the delay in payment procedure.

- All the data related to the implementation of the scheme are being regularly uploaded on the official website of Government of India (Awas-Soft).

11. Under MGNREGA following steps have been taken :-

- **Geo-MGNREGA:** - To ensure transparency under MGNREGA, Geotagging of every MGNREGA asset has been initiated. Under this initiative all MGNREGA assets are being geotagged at three levels of work i.e. In the beginning of work during the work and after the completion of work.
- **Ne-FMS:** To ensure transfer of fund directly into the account of laboures and vendors, Ne-FMS,e-FMS has been introduced in Uttar Pradesh. Under this initiative wages are being paid directly into the accounts of MGNREGA laboures through electronic fund management system. Similarly payment for material etc is being made in the accounts of firm/vendor.
- **GOOD GOVERNANCE:** Under Good Governance, mainly four initiatives have been taken up. These are :
 - **7 Registers:** To make documentation under MGNREGA simpler and uniform, 7 registers have been adopted in every GP of Uttar Pradesh. The format of these registers is same across the country.
 - **Case Record/work File:** For every work there is a standard case record/work file where 18-20 documents are ensured to be maintained.
 - **Citizen Information Board:** For every work it is mandatory to install a citizen information board on MGNREGA work site in Uttar Pradesh. There is a standard design for community and individual

work's CIB. This initiative plays a vital role so far as transparency under scheme is concerned.

- **Job Card on new format:** A new Job Card design has been adopted in Uttar Pradesh. Directions have been given to concerned authorities to distribute Job cards to workers on new format.
- **Aadhar Seeding and ABPS:** Under Direct Benefit Transfer scheme MGNREGA active workers have been Addhar seeded. Taking one step further bank accounts have converted into Aadhar Based Payment System.

12. Pradhan Mantri Gram Sadak Yojana-

Under the **Pradhan Mantri Gram Sadak Yojana**, some significant decisions have been taken to make its implementation strategy more transparent and accountable. They are summed up as follows:

- Invitation of Tender through electronic mode of submission (e-tendering) has been introduced in the State for creating a free and fair environment in the bidding process. Submission of bids manually has been prohibited.
- Bid evaluation reports and minutes of the evaluation committee are put on the website for maintaining transparency in execution.
- A grievance redressal committee has been constituted under the chairmanship of the Chief Executive Officer, UPRRDA to attend and resolve the complaints and grievances of the bidder caused by the decisions of the concerned authorities in evaluation of bids or award of the contract.
- All the information and data related to the implementation of the scheme are being regularly uploaded on the official website i.e. omms.nic.in and may be viewed and accessed by the public without any restriction.
- E-payment has been made mandatory under the PMGSY to minimize the delays and chances of pilferages in the payment procedures.

- Public Finance Management System (PFMS) is adopted as per guidelines of GOI.
- A high power committee has been constituted by the Chief Secretary, Rural Development, Go UP under the Chairmanship of the Agriculture production Commissioner (APC) to examine the complaints of financial irregularities or manifested incidents of connivance by the field staff and of the contractors for poor quality of constructions or embezzlement of funds.
- A Monitoring Committee has been constituted under the chairmanship of District Magistrate to review and smooth functioning of PMGSY at district level.
- Third party verification or validation of quality of works by independent State Quality Monitors is mandatory and requires its observation in letter and spirit. The system has made the contractors more accountable to ensure quality of construction.
- All the inspections are being uploaded on OMMAS through GIS based mobile application.
- There is an online citizen feedback system, called Meri Sadak. After downloading this app from PMGSY website - omms.nic.in, citizen can feed their grievances regarding PMGSY roads.

13. **Under National Rural Livelihood Mission (NRLM)** following steps have been taken to improve its accountability and governance towards public :-

- Public information Officers and the Appellate authority have been appointed in all 75 districts and the state unit.
- Mission has also developed its own website on which letters and circulars are being updated on regular basis. Also, the contact details of PIO and the Appellate authority are being disclosed on the website.

- The citizen charter of mission is also being developed and a telephone helpline for registering grievances of community is being planned. The complaints from public representatives, PRI representatives and public are addressed by mission in a time bound manner.
- Anti-sexual harassment policy has been implemented in all the intensive to prevent sexual harassment against women at work place. Also, instructions have been issued to the competent authority to form Internal Complaints Committee at State, District and Block level. All the woman working in UPSRLM including woman working as community cadre have been covered under the policy.
- Contact information of all the staffs working with UPSRLM through various agencies has been made available on website for all districts (Intensive + Non Intensive).
- PFMS has been implemented in all payments from UPSRLM headquarter.
- E-Tendering has been taken up in all the Tenders.

2.11- TRANSPORT DEPARTMENT

1. 'VAHAN-4.0' and 'SARATHI 4.0' System :

- A centralized web based application system bringing all RTOs across India on a single platform.
- Implemented in all RTO / ARTO offices of Uttar Pradesh.
- Having a single database prevents Delicacy of RC and DL records.
- Removes the possibility of issuance of fake RC and DL.
- **VAHAN - SARATHI Dashboard:** a platform which provides real-time data with regard to vehicle registration, driving licenses, revenue collection etc.
- Provides facility to know vehicle and driving license details.

2. Online VAHAN Services :

- Facility to submit application and fee payment for renewal of registration, duplicate RC, Change of address, Transfer of ownership, Hypothecation addition / termination / continuation, NOC, RC particulars.
- Facility to pay road tax for commercial vehicles.
- Facility to know application status.
- Facility to know payment transaction status.
- Facility to verify receipt.
- Facility to re-print receipt and form.
- Facility to check pending transactions.
- Facility to book appointment time slot for RTO visit.
- FAQ / User Manual / General Instructions are available online.

3. Online Permit System :

- Application submission and fee payment are accepted ONLY through online mode for new permit, renewal of permit, duplicate permit, temporary permit, special permit and renewal of authorization for National Permit / All India Tourist Permit.
- Uttar Pradesh is the 2nd State to provide online facility for permit grant system.

4. Online Driving License Services :

- Uttar Pradesh is the 1st State which has made online submission of application and fee payment MANDATORY for Learner License and Driving License.
- Now applicant can :
 - apply online
 - upload documents
 - upload photo and signature
 - pay fee
 - book time slot for RTO visit
 - check slot availability

- mock test for Learner License
- print Learner License online

5. VAHAN / Driving License Services through Common Service Centers :

The following 24 VAHAN / DL related services are available to common citizens through 73000 common service centers across Uttar Pradesh.

Service	Service Name
Driving Related License	New Learning License
	New Driving License
	Duplicate Driving License
	Renewal of Driving License
	Change of Address in DL
	Endorsement of Another Class of Vehicle
	Replacement of DL
	International Driving Permit
	Conductor License
	Duplicate Conductor License
Vahan Related	Duplicate Registration Certificate
	Transfer of Ownership
	Change of Address in RC
	NOC
	Hypothecation Addition
	Hypothecation Deletion
	Hypothecation Continuation
	RC Particulars
	New Permit
	Duplicate Permit
	Renewal of Permit
	Temporary Permit
	Special Permit

- Uttar is the 1st State to integrate VAHAN and DL services to e-District Portal.
- Enabling CSC to provide citizen centric services have been beneficial for those who do not have computers and internet facility at their end.

6. Mobile App based e-Challan System :

- First state to have Mobile App based e-challan system developed on NIC platform.
 - Successfully implemented in all Districts.
 - Paperless challan system, Challan only through Mobile App.
 - Vehicle/Owner/Driver details fetched from VAHAN/ SARATHI database.
 - Provision for capturing / storing photos of vehicle/documents etc.
 - Offence selection through App.
 - Challan amount auto-calculated.
 - Challan printing through Thermal / A-4 size wifi printer.
 - Challan status can be seen on web : www.echallanweb.in/
 - Challan amount can be paid onsite or at RTO Office or through web.
1. **RFID Fast Tags** have been installed in around 12000 UPSRTC buses for payment of Toll at National Highways. UPSRTC is the first corporation in the country to implement this system.
 2. UPSRTC is the first corporation in the country to implement **fuel automation system**.

Future Initiatives

1. **Automatic driving testing Tracks** are constructed in Kanpur and Bareilly and arrangement for their operations are under process.
2. **E-Auction of fancy numbers** has been notified by the State Govt. and the development of software for its implementation is under process.
3. The development of single **web platform for all Pollution Checking Centers** across Uttar Pradesh is under process.
4. The development of single **web platform for all Driving Training Schools** across Uttar Pradesh is also under process.
5. **Document Management System at Dealer Point:** Under this, the necessary documents for registration of new vehicles will be uploaded on

the online dealer point registration system. This will help in providing registration certificates to the vehicle owners without delay.

2.12- COUNCIL OF SCIENCE & TECHNOLOGY, U.P.

The council website <http://cstup.gov.in> in has been designed and developed and guidelines of all schemes and circulars have been uploaded on the website.

- A new web portal <http://cstup.org> has been developed for online submission and evaluation of research project, Science award, summer research fellowship scheme, monitoring of District Science Club etc. The portal also contains other info related to the council such as important notices, press releases, funded project sanction letters, tenders etc.
- E-ticketing for all 3 planetariums under CSTUP.
- Online grievances and other information required by journal public through IGRS.
- Face book/Twitter handle for public interaction.
- Training for e-office through NIC.
- Using e-tendering, e-advertisement and GEM portal from 2017-18.
- Online Educate program under Science popularization through Vigyan Prasar (GOI) and CSTUP.

Future plan regarding e-governance reform (up to 2022)

- Personal Information System (PIS) for CST employees and letter monitoring system are in progress.
- Management Information System (MIS) will be implement up to 2022.
- Complete Paperless System for office automation will be adopted up to 2022.

2.13- PANCHAYATI RAJ

The initiatives taken by the Department for governance reforms are following:

1. Formation of State resource Group and District Resource Group consists of experts on various domains for capacity building of ERs and Functionaries of the Department.
2. Functioning of 25 District Panchayat Resource center for capacity building of ERs and functionaries in those District where SIRD branches are not present.
3. Implementation of e-tendering system for procurement of goods and services.
4. Use of online Software for reporting of Physical and financial report for Swachh Bharat Mission (G).
5. Uploading of beneficiaries' wise progress and photo uploading of Individual house hold latrines.
6. Monitoring of schemes running by department online through in-house developed software.
7. Provision of Smart Phones and Laptops to Gram Panchayat Secretaries.
8. Digitization of Family Register so that online delivery of the service can be given to citizen.
9. Implementation of Ehrms for human resource details management.
10. Implementation of e-office for making internal system of the department more efficient.

2.14- POLLUTION CONTROL BOARD

Online Consent Management and Monitoring System (OCMMS)

The UPPCB has developed, with the help of National Information Centre (NIC), New Delhi an Online Consent Management & Monitoring System (OCMMS). It is web-based generic application software for automation of the work-flow enabling online submission, processing and approval of applications

related to authorization & seeking consents. The UPPCB has also provided facility to industries by ensuring quick disposal of application through delegation of power to the lower levels by assigning a time frame for processing of application at each level.

This system has facilitated, speedy and time-bound disposal of the applications in a transparent manner. By adopting OCMMS, the total time taken for disposal of application at Head Office level has been reduced from 120 days to 30 days and at Regional Office level it has been reduced from 120 days to 20 days. Thus introduction of OCMMS had great impetus to Industrial growth and Ease of Doing Business in the State of Uttar Pradesh. This OCMMS portal was inaugurated on 27-10-2017.

2.15- VOCATIONAL EDUCATION & SKILL DEVELOPMENT

Key Reforms:

The Department of Vocational Education & Skill Development, Government of UP is having its own website that displays all the information about department.

- In Government Industrial Training Institutes (GITIs) most of the activities are covered under E-systems including GPS enabled Bio-metric attendance system.
- The State Government has sanctioned 60 New GITIs in last three years, which are under construction.

Directorate of Training & Employment, Uttar Pradesh, Lucknow academically and administratively controls all the Government and Private Industrial Training Institutes of the State. The Directorate is having its own website www.upvesd.gov.in on this website anyone can get information about Government Industrial Training Institutes / Private Industrial Training Institutes located in the districts of the State.

All the GITIs are having internet connectivity along with an Information Technology Lab.

The Training Capacity Expansion programme is carried out in last five years in all the 286 GITIs by increasing the training capacity from 69000 to 125000.

Admission in first year/semester of different courses in all the Government ITIs is being done through on-line merit based application process by State Council of Vocational Training (SCVT). The admission process is also simplified by introduction of merit based admission system in place of entrance examination.

The SCVT adopted e-governance system for the welfare of ITI trainees like- Admit Card, Enrollment List, E-List of trainees for Sessional and Practical Examinations, E-Marks Card & Certificates etc.

SCVT is having a unique web portal www.scvtup.in, which is user friendly. All the information regarding ITI and trainees can be found by a single click.

The newly established State Staff Training and Research Centre, Lucknow is running variety of short term training programmes for departmental Officers and staff. This Center has also been affiliated by National Council of Vocational Training (NCVT) for commencing the training of trainers programme (CITS) in three trades.

UPSDM has signed number of MoUs with Multi National Companies for providing the job to the trained youth.

The Mission is having its own web portal www.upsdm.org, where all the information of the various courses can be found by a single click.

2.16- SECONDARY EDUCATION

- **Linking of Budget with physical activities-** Physical activities are linked with departmental budget and regular monthly meetings for review.

- Regular Monitoring Meetings of Divisional and District Officials on monthly basis. System of On-line real time monitoring.
- E-procurement system adopted at District and State level.
- **Transparency in Recruitment System-** To ensure the transparency in recruitment system of teachers following majors have been taken-
 - Recruitment of Teachers for Govt. Schools through State Public Service Commission.
 - On-line system for placement on the basis of given choices by the Candidates
 - On-line transfer system for teachers.
- **Grievance Redressal System-** A Grievance Redressal System developed to ensure timely disposal of grievances of Teachers/Schools.
- On-line grading system of school on the basis of quality indicators.
- **Examination Reform-**
 - Aadhar linked based On-line Registration of Students.
 - On-line system for allotment of Examination Centers.
 - Provision for CCTV Cameras at Examination Centres
 - Monitoring System to break down copying nexus.
 - Arrangement of the numbered answer books.
 - Details of absent examinees to be uploaded on the Madhyamik Shiksha Parishad's website on the same date.
 - Provision for Helpline made 1800-180-9933.
 - Software developed for online duplicate Mark sheet / Certificate.
- **Direct Benefit Transfer-** Direct Benefit Transfer to beneficiaries of Central Sponsored Schemes “Samagra Shiksha Abhiyan” (CWSN), State Scholarship Schemes (Pt. Deendayal Updhyay Scholarship Scheme).
- **Others**
- Transparent system of online recognition of schools.

- Transparent system of online transfer of teachers implemented. Clear Criteria laid down and choice of teachers taken into consideration.

2.17- TECHNICAL EDUCATION

- In degree & diploma sector most of the activities are covered under e-governance.
- In diploma sector admission in first year (Ist semester) and through lateral entry in second year (3rd semester) online application along with OMR are invited through Joint Entrance Examination council.
- The question paper for J.E.E. are printed are SEAL technology for safe, secure and faceless Examination.
- Online counseling process is adopted for admission in Ist semester and lateral entry in 3rd semester.
- The Board of Technical Education (BTE) has adopted e-governance for the welfare of students viz. Examination form, Admit Card, Enrolment List for pre-examination work.
- E-list of students for practical examination and for sectional marks.
- Online result declaration by BTE adopted.
- Web-site of BTE (bteup.nic.in) is functional for easy communication and information.
- Directorate of Technical education. U.P. Kanpur website "upted.up.nic.in" is available for easy and efficient communication and information. Departmental tenders and e-tenders are also uploaded time to time for wide information to stake holders.
- All the institutes have their own website for easy communication and information. Institutes website are linked with D.T.E./B.T.E. website also.
- For the admission of students in first year (1st semester) entrance examination application are called online along with OMR based in degree sector.
- The application process for new colleges is also planned online basis.

- All the results of university exam are declared online basis and statement of marks are available online for students.
- Virtual Class Rooms and smart class rooms' concept is adopted for efficient teaching & training.
- Students Grievances Redressed cell is constituted at B.T.E. for welfare of students.
- Jan hit Guarantee Scheme is implemented for quick and time bond disposal of various activities of stake-holders.
- Procurement in department is being performed by e-tender & Gem Portal with effective and transparent manner.
- It is targeted to give emphasis on learning by doing, not by remembering. Therefore all the laboratories of the institution will be equipped with modern machines and equipment.

2.18- BACKWARD CLASSES FINANCE AND DEVELOPMENT CORPORATION LTD.

Initiative

- (1) Nigam has its own Website www.uppvvn.org.
 - (2) Nigam has its own E-mail id. [Uppvvvn @ gmail.com](mailto:Uppvvvn@gmail.com)
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2.19- DEPARTMENT OF EMPOWERMENT OF PERSONS WITH DISABILITIES/ DIVYANG JAN SASHAKTIKARAN VIBHAG.

(1) - Divyangjan Pension Scheme

Government of U.P. Payment of pension is being done through e-payment to the beneficiary's accounts directly from directorate, Empowerment of Persons with Disabilities U.P.

(2) - Leprosy Pension Scheme

Payment of pension is being done through e-payment to the beneficiaries' accounts directly from directorate, Empowerment of Persons with Disabilities U.P.

Main Features about Direct Payment for Pensioners are as below:-

- Bank Account Verification through PFMS
- Payment process integrated with PFMS since 2014-15
- Direct transfer of funds into beneficiary account

(3) – State Rehabilitation policy 2014

All type development of Persons with Disabilities as like educational, economical, physical & rehabilitation through social security & educational scheme for persons with disabilities.

(4) – Help line for PWDs

Department has arrange toll free number 1800-180-1995 in 12 May, 2017 at Directorate office, Indira Bhawan, Lucknow. The complaint received from PwDs all over U.P. which are solving within one week.

(5) – Right to PwDs Act, 2016

- (a)- Department publishes Right to PwDs Rule, 2017 in light of Right to PwDs Act, 2016.
- (b)- Online UDID Certificate for PwDs.
- (c)- Barrier free environment in government and Public Buildings for PwDs under Sugamy Bharat Abhiyan scheme.
- (d)- 84 Departmental web portals start Barrier free for different type PwDs.

(6) – e-tendering

Department start e-tendering and purchasing of goods from Gem Portal.

2.20- BHUMI SUDHAR NIGAM (UNDER PARTI BHUMI VIKAS VIBHAG)

Specific Governance Related Activities

1- Toll Free Number

A new Toll free No. 18001800818 is circulated throughout the project area for the project beneficiaries for their grievance redressal as well as project related queries of the beneficiaries.

2- Complaint Boxes

Complaint boxes have been installed at the entry point of the UPBSN head quarter as well as in all the 20 project units.

3- Nodal officer for Grievance Redressal

A Nodal Officer has been nominated at the UPBSN headquarter to monitor and dispose of the complaints received through the IGRS Portal of Chief Minister office.

4- Right to Information Act (RTI)- 2005

PIOs have been nominated at UPBSN headquarter as well as in all the 20 project units along with the first appellate officer at the UPBSN headquarter.

5- Internal Women Grievance Cell

A committee has been formulated at UPBSN headquarter under "The Sexual harassment of women at work place (prevention, prohibition and redressal) Act 2013".

6- Web Site of the Corporation

The web site of UPBSN is www.upbsn.org. All the information about the projects run by UPBSN are available on the above website of the corporation. Which is also used for monitoring of the project activities through web based MIS.

7- Appointment of Chief Vigilance Officer

A Chief Vigilance officer at UPBSN headquarter has been appointed to handle the corruption related references received at UPBSN.

2.21- HOUSING AND URBAN PLANNING DEPARTMENT

To make public services more transparent, fast and efficient, following reforms are to be taken:-

- On lines sanction of Single Housing map with very little human intervention started.
- On line sanction of Industrial map through Nivesh Mitra portal also functional.
- Development of online sanction of Group Housing Projects with auto check without human intervention.
- Development of online payment and deposit system.
- Development of online public grievances redressal system.

2.22- FOOD & CIVIL SUPPLY

1. Status of Aadhar feeding

- Instructions have been issued regarding the selection of the vendors to all the District Magistrates by the Food commissioner Office. Aadhar feeding in being done by selected vendors in all distt. For achieving target of 100% feeding of head of the families and all family members thereof.
- This work of feeding of all the ration card members of the state is being reviewed on daily basis and the target has been fixed to complete the work in coming four months.

2- Progress of food distribution through e-POS machines

Urban areas

- Under the first and second phase of F.P.S. Automation, the work of establishing e-POS for distribution in all F.P.S. of urban areas has been completed. From July, 2017, food distribution is being provided to the beneficiaries linked to all the shops in the urban area.

Rural area

- Procedure for selection of system integrator for F.P.S. Automation in rural areas has been completed through e-tendering and corresponding govt. orders have been issued on 24-05-2018

3.Pilot DBT Scheme: -

DBT in Rural Area	DBT in Urban area
<ul style="list-style-type: none">• Chosen area - khekda tehsil of Baghpat Distt.• Model adopted - Chandigarh model• Under chandigarh model of DBT, the cash transfer of the amount of food subsidy to the beneficiaries will be directly transferred to the beneficiaries' bank account and the food grains will be purchased by the beneficiaries from the open market.	<ul style="list-style-type: none">• Chosen area - Nagar Nigam Faizabad-Ayodhya• Model adopted- Jharkhand model• Under the Jharkhand Model-of DBT, the DBT will be given cash incentive for the amount of subsidy given to the subsidized food grains in the account of the beneficiaries. With the above subsidy the beneficiaries will get food grain from F.P.S. Dealer on their respective ration cards through the e-POS machine.

2.23- DEPARTMENT OF LEGAL METROLOGY (Weights and Measures)

Steps initiated

1. **Bringing Services under Jan hit Guarantee Scheme-** till date, 13 services have been identified and brought under timeline by way of notifying these under Jan hit Guarantee Act. This is done to make the service rendering system more responsive and accountable.
2. **Use of Latest equipments-** is being made to make the process of verification and inspection more efficient. To name a few, 10 Mobile Weighbridge testing vans have been procured to facilitate the checking of

weighbridges. Also, almost all the district level working Standard laboratories have been equipped with digital weighing scales. Apart from above, a proposal for 20 Mobile Laboratories is in process so as to facilitate the *in-situ* testing and inspecting of weighing and measuring instruments of traders located at far off places.

- 3. Creating a data base of users of weights and measures:-** As per the provisions of the Legal Metrology Act 2009, every weight, measure or weighing and measuring instrument being used in transaction and protection are to be verified and periodically re-verified by the department. Though there is no statutory provision of registration of users of weights and measures, an attempt has been made to create a database of such users so as to identify the traders who are not complying with the aforesaid statutory provisions and thereby to prioritize the enforcement activity. Consequently, it would be possible to initiate the punitive action so as to protect the consumers from being cheated by short delivery during transactions.
- 4. Having a department's website-** department of Legal Metrology has a website to provide information to the public regarding working of the department. Apart from the general information about the department, under the initiative of Ease of Doing Business (EoDB) and to comply with the recommendation made by DIPP in this regard, department has uploaded information's like inspection procedure and check list, procedure for issuance of licenses, details of licensees and their inspection reports of past two years etc. on the website for public information.
- 5. Taking measures to initiate Online services-** Legal Metrology Department in Uttar Pradesh is heading towards initiating online services to meet the objective of ensuring transparency, accountability and accelerated service delivery mechanism in the department. For the purpose, development of software is being worked upon to initiate online

services like- issuance and renewal of licenses, verification and re-verification of weighing and measuring instruments like Petrol Pumps and Weighbridges.

6. **Development of dedicated Grievance Redressal System-** is being developed by consumer helpline that is run under department's supervision. As the proposed redressal system is in place, it will not only help in quick and qualitative redressal of complaints but also help in getting valuable feedback from the consumers.

2.24- SOCIAL WELFARE DEPARTMENT

(1)-Old Age Pension Scheme

The pension is being paid through E-payment by CBS bank account of individual beneficiaries in four equal instalments of 3 months each in a year using PFMS (Public finance Management System) system. Any payment by cash or money-order is neither allowed nor in practice under this scheme.

Reform efforts

Under this scheme, beneficiaries are being benefited the payable pension directly from treasury to their bank accounts. Payment of pension is being done through e-payment to the beneficiaries account directly from directorate, Social Welfare Department U.P.

Main Features about Direct Payment for Pensioners:

- ▶ Bank Account Verification through **PFMS**
- ▶ Payment process integrated with PFMS since 2014-15
- ▶ Direct transfer of funds into beneficiary account

(2)-National Family Benefit Scheme

This Scheme is fully online from 01-01-2016 The software has been developed by NIC unit, to ensure transparency of payment mode and time bound payment to actual beneficiaries.

Payment of financial assistance is being done through e-payment to the beneficiaries account directly from directorate, Social Welfare Department U.P.

(3)-Scholarship Scheme

- ▶ computerization Process initiated in 2007
- ▶ Online applications from post- metric students mandatory since 2013-14 extended to even Class 9 & 10 students from 2014-15

Main features of software

- ▶ All three departments disbursing scholarship & fee reimbursement using common software
- ▶ Payment process integrated with PFMS since 2014-15
- ▶ Direct transfer of funds into beneficiary account
- ▶ Provision to send SMS alerts to students at various stages
- ▶ Students can track status of application through web site
- ▶ All officials use ‘digital signature’ to verify & forward data
- ▶ Student, Institution, Education deptt., University & Welfare Deptts.– all jointly run the system

From the financial year 2014-15, payment process has been changed according to PFMS (Public Financial Management System) in which there is facility for the students to get scholarship amount directly in their bank account. Detailed scrutinizing has done on 26 points in the scholarship application form to prevent fraud in scholarship from financial year 2014-15. Information regarding scholarship/free reimbursement through digital signature will be provided by the DIOS, Regional Educational Officer and nominated Officer of Universities is made to certify the respective notice being early in the financial year 2015-16. All information’s regarding institutes and students submitted application forms and benefited under this scheme, are available in public domain on scholarship website www.scholarship.up.nic.in .

Reform efforts

- ▶ To improve the educational and qualitative status of Ashram Type Schools, State Government has decided that these schools will be managed on the pattern of **Navodaya Vidyalaya** from academic session 2017-18.
- ▶ 41 schools have been affiliated to CBSE Board and rests of the school are under process of affiliation.
- ▶ In 30 schools smart class facility has been initiated, in which education is provided through computer, projector and monitor.

2.25- SUGAR INDUSTRY AND CANE DEVELOPMENT

The department has made an all out effort to facilitate 33 lakh sugarcane farmers of the state along with strengthening the sugar mills. All the information regarding sugarcane survey, cane supply, cane price payment and other related information of the department are available on website of individual sugar mills. To maintain transparency and accuracy, G.P.S system is being use for cane survey and weigh bridges are computerized. All cane purchasing centers are equipped with H.H.C with electronic device. A departmental website www.upcane.gov.in has been developed and updated in time to provide all information related to scheme/programmes of department. List of all beneficiaries under different schemes is being uploaded on website. I.T enabled systems has been adopted for online information in respect of daily cane crushed, sugar production recovery percentage, cane price payment and M.I.S. All officers are corresponding through e-mail to save paper and time. Effective use of social media e.g., face book, twitter etc. is being made for the wide publicity of the departmental schemes and achievements. Following are the salient governance reforms:-

1. For maintaining complete transparency in the departmental schemes and building trust of the farmers, an effective publicity policy was formulated

- and implemented. In publicity along with use of print media effective use of social media e.g. face book, twitter etc has been made.
2. As the sugar promotion policy-2013 was expiring on 31 march, 2018, to formulate fresh sugar promotion policy a brain storming session of all the stake-holders viz-a-viz farmers, industry representatives, independent industrialist and departmental officers, was organized on 22, 23-11-2017 for inviting suggestion and discussions upon them, and a workable sugar promotion policy has been drafted, acceptable and beneficial to all the stake holders.
 3. As a policy matter, to increase the use of information technology, a separate wing for information technology has been established which is entrusted with the task of software development and to increase the use of information electronics and computing devices with the aim of converting the office of cane commissioner and related offices of the department into e-offices.
 4. The coordination of re-search and development work of U.P.C.S.R. was done in coherence of Indian institute of sugar cane research, Lucknow and various laborites established in various sugar mills result. 2 new high yielding high sugar varieties namely COS-13231(Early Maturing) and COS-09232(Mid Late) developed by U.P.C.S.R released for sowing in state. Target for releasing at least one high yielding variety per year has been fixed.
 5. A training policy along with standard operating procedures is developed formulated and implemented in Ganna Kisan Sansthan, so that quality training may be imparted to the employees, officers and farmers by ensuring optimum use of available training re-sources.
 6. To facilitate the farmers fundamental changes have been made in cane survey policy. Survey will be done through G.P.S and supply of cane will be linked with the Aadhar Card.

7. With a view to double the income of sugarcane farmers a 8 point programme has been formulated and being implemented on the ground successfully.
8. To reduce the cost of cultivation and help the small farmers to adopt improved cultivation practices the process of farm machinery bank establishment has been started in cane societies till now 68 cane societies out of targeted 107 cane societies have been registered with agriculture department for the same.
9. For the first time e-tendering process has been started in the department and in place of contractors registered with department all registered contractors of all Govt. departments have been allowed to participate in the bidding.
10. To ensure speedy cane price payment and eradicate the possibility of diversion of cane price in to other heads, ESCROW account opening is ensured in sugar mills for the first time in state.
11. Started I.T. enabled system for online information in respect of daily cane crush, sugar production, recovery percentage, cane price payment sand all the M.I.S. Manava Sampada software is in advanced stage of implementation in the department.
12. To facilitate the farmers, a toll free number 1800-121-3203 working 24x7 has been installed, so that farmers can register their complaints at any time and effective action on the complaints is being ensured.
13. Training of around 2600 farmers was conducted to educate them about M-kisan Portal and 28,62,793 farmers has been registered on M-kisan Portal, till date, so that they may be able for getting latest information about modern sugarcane farming as their mobile phone.
14. Orders has been issued for procuring all required material through Gem-Portal or e-Procurement and in the department, material is being purchased through Gem-portal or e-tendering process

15. To encourage the Gur and Khandsari sector, a software has been developed for providing online licenses of Khandsari unit and from 2018-19 onwards. People may get online license of Khandsari units within minimum possible time and completely transparent manner.
16. To save the farmers from the means of under weighment on cane purchasing center and illegal purchase of cane, G.O has been issued and along with the weighment staff and mill officials responsibility has also been fixed of the original equipment manufacturer of the weighbridge.
17. A unprecedented decision has been taken to use plastic waste in the construction of roads of sugarcane development department. As pilot project, plastic waste will be used in road of 1 km length in Hargaon council District-Sitapur. By this techniques around 900 kg of plastic waste per km of road length will be used, which will be a big step in proper disposal of plastic waste in the state.
18. **Manava Sampda**- This software is being use for maintaining transparency in service records of officers and employees of the department and till data the date of around 2,100 employees/officers has been fed in the software.
19. A portal has been launched by the department by which cane societies can online match the land record of sugarcane farmers with the mapping of farmers Khatauni of revenue department.
20. **Operation of direct benefit transfer scheme**- The agriculture inputs like- agriculture equipments, micronutrients etc. will be provided to cane farmers through direct benefit transfer scheme.
21. **Development of E.P.F. software**- For the employees and officers of U.P. State Sugar Corporation an E.P.F software has been developed and being operated live so that they all can get the online information of their provident fund.
22. **E-office**- As per the order of the Govt. to convert the office of the department into e-office, the process of getting digital signatures of

- officers/employees has been started and in year 2018-19 all the file will be digitized and office will be converted into e-office.
- 23.To facilitate the farmers of 24 cooperative sugar mills of state, mobile app has been launched by U.P. Cooperative Sugar Mill Federation by which cane farmers can get their required information about cane survey, cane calendar, supply tickets and cane price payments by a single click.
- 24.For increasing the income of cane development societies a new rent fixation policy has been issued.
- 25.To facilitate the farmers, the first Friday of every month will be celebrated as "**Ganna Kisan Divas**" in all cane societies, where all officers related with the cane work will be present and solve the complaint of farmers on the spot.

2.26- CIVIL AVIATION DEPARTMENT

To improve the internal governance by bringing/introducing reforms in the present system of governance and to achieve good governance through the use of Information Technology (IT) tools.

Steps:

Government of Uttar Pradesh has taken three major steps towards Governance Reforms by introducing E-office, E-procurement & Bio metric attendance. E-office has been promulgated in secretariat & is running successfully and it is under implementation in Directorate of Civil Aviation. As far as e-procurement is concerned, all purchases are now being done through e-procurement on Gem portal or through e-tendering. Bio metric attendance is to be implemented.

2.27- COOPERATIVE DEPARTMENT

- (7)The cooperative sector is active to improve the economic and social status of the farmers. The cooperative department has website “cooperative.up.nic.in”. The website has been updated time to time regarding information of agricultural inputs, short term loans and long

term loans. All tender of cooperative department are conducted by e-tendering.

- (8) The Apex institution of cooperative department U.P .Cooperative Bank has a website 'upcbl.in'. The bank has recently launched its mobile app 'm-pass' for passbook statement and account details. To enhance transparency bank has adopted e-tendering for procurement of services. bank is providing CBS services to its customer's with RTGS/NEFT, ATM/CPS services.
- (9) Another Apex institutions P.C.F. has developed its website www.uppcf.org. A toll free No. 18001805551 of all center, established at P.C.F. headquarter. Mobile App of P.C.F. is under construction. The P.C.F. is also conduct e-tendering through e-tender.up.nic.in., web based financial accounting system has been implemented.
- a) U.P. State Warehousing corporation have website www.upswc.com for showing its all go downs, their capacity and other information. All tenders of the corporation are conducted by the e-tendering. All go downs & weighbridges of the corporation will be online till year 2021-22 or before, under the Depot online system project.

CHAPTER-3

PUBLIC PRIVATE PARTNERSHIP

To accelerate the all-encompassing growth of the State, it is imperative to especially promote development of infrastructure facilities which have direct impact on industrialization and investment. A large state like Uttar Pradesh requires enormous investments in order to match international standards of infrastructure facilities. Therefore, for improved quality of infrastructure facilities, faster implementation of projects, optimal risk allocation between the State Government and Private Participants and to meet out additional capital requirement for investment in infrastructure, it has been considered prudent to invite and encourage private participation on a large scale for expeditious development of infrastructure facilities.

Several ambitious projects are coming to the State under Public Private Partnership (PPP) for the development of infrastructure. Brief information regarding these projects as on 31.01.2019 is as follows:-

3.1- ROAD SECTOR

Fast and comfortable transport is an essential ingredient of modern life. With this in mind, the state government has taken up development and modernization of expressways and highways on priority.

A. EXPRESSWAYS - Yamuna Expressway Industrial Development Authority(YEIDA) :

The 165 kms long Yamuna Expressway is the longest Access Controlled Six Lane Rigid Pavement Expressway commissioned in India. It has provision for further widening to 8 lanes. The Yamuna Expressway is an extension of the 6 lane Expressway from Noida to Greater Noida up to Agra. The Yamuna Expressway provides a high traffic density corridor for safe and faster interrupted movement of passengers and freight traffic between National Capital Delhi and Agra.

Further, with newer constructed Expressways such as Eastern Peripheral Expressway and other planned/proposed highways the Yamuna Expressway is expected to contribute manifold to economic and industrial growth in western UP impacting overall pollution of connected cities.

Expressway Highlights

1.	Length	165.537 kms
2.	Right of Way (ROW)	100 mtrs
3.	Number of Lanes	6 lanes extendable to 8 lanes
4.	Service road - 7.00 mtrs wide - 5.50 mtrs. Wide	35.26 kms. 30.255 kms.
5.	Design speed	100 kms per hour
6.	Type of Pavement	Rigid pavement (PQC)
7.	Median Width	6 mtrs.

B. HIGHWAYS - Uttar Pradesh State Highway Development Authority (UPSHA) :

Pursuing its focus on building a good infrastructure in the state through the private sector, the UP Government has decided to undertake the development and maintenance of State Highways through the Public-Private Partnership (PPP) mode. For meeting shortfall in the investment for increasing road infrastructure and road maintenance in proportion to the demand, state government decided to invite private sector participation cum maintenance of existing economically viable State Highways on PPP model.

The Authority has selected Developers for the following 3 State Highways containing length of 221.95 kms.:-

S. N.	Project Name	Length (Kms)	Project Cost (Rs. in Crs.)
1	Bareilly-Almora-Bagheshwar Road (SH-37)	54.00	354.07
2	Varanasi –Shaktinagar Road (SH-5A)	115.00	1211.96
3	Muzaffarnagar-Saharanpur Via Devbandh (SH-59)	52.950	752.88

The construction work of all the 03 State Highways has been completed and toll operation is in progress.

Authority invited bids for selection of developer for 82.53 kms Pukhrayan-Ghatampur-Bindaki Road (SH 46). The Feasibility Study of 06 other roads is in progress.

3.2- POWER SECTOR

Power is the engine of growth of any developing economy. Consumption of electrical energy is a universally accepted indicator of progress in agricultural, industrial and commercial sectors as also of well-being of people of the state.

Government of UP has formulated UP Power Energy Policy-2009 for increasing the role of public private partnership in Generation, Transmission and Distribution Sectors in addition to the work being carried out under State Sector.

In order to meet the demand for and to increase the annual per-capita consumption of power, the State Government has taken a number of measures in Generation, Transmission and Distribution Sectors. They are as follows:-

Small Hydro Power Generation Projects–UP Jal Vidyut Nigam Ltd. (UPJVNL) :

Following Projects have been allotted under PPP mode for development:-

S. No.	Project's Name	Capacity (MW)	Project Cost (in Cr.)
1	Ramganga	3.20	30.41
2	Madho-I	3.75	45.97
3	Madho-II	2.50	23.05
4	Dunda	3.50	28.04
5	Nirgajini	7.00	108.43
6	Chit aura	5.50	59.80
7	Salawa	4.50	54.55
Total		29.95	350.25

3.3- URBAN DEVELOPMENT

Municipal Solid Waste Management

To provide better amenities in the urban area of the State, Solid Waste Management Projects under JNNURM(UIG, UIDSSMT & UIDSST) in 27 cities of the state and having aggregate plant capacity of 7600 TPD have been launched with the estimated cost of Rs.743.13 crores (including Capital Grant & Concessionaire Share). The projects comprise of door-to-door collection, primary storage, secondary collections, transfer, transportation, processing (with composting as the main process) and development of sanitary engineered landfills. The projects are as follows:-

Sl. No.	Project's Name	Cost (Rs. in Crs.)	Capacity (in TPD)
1	Solid Waste Management Project, Kanpur	92.47	1500
2	Solid Waste Management Project, Lucknow	85.54	1300
3	Solid Waste Management Project, Agra	66.84	750
4	Solid Waste Management Project, Allahabad	44.53	600
5	Solid Waste Management Project, Varanasi	68.80	600
6	Solid Waste Management Project, Meerut	69.29	600
7	Solid Waste Management Project, Mathura	17.61	180
8	Solid Waste Management Project, Moradabad	32.44	280
9	Solid Waste Management Project, Gorakhpur	29.11	280
10	Solid Waste Management Project, Aligarh	34.59	220
11	Solid Waste Management Project, Jhansi	23.87	200
12	Solid Waste Management Project, Firozabad	7.14	130
13	Solid Waste Management Project, Loni	11.81	120
14	Solid Waste Management Project, Muzaffarnagar	10.88	120
15	Solid Waste Management Project, Mirzapur	18.92	100
16	Solid Waste Management Project, Jaunpur	13.86	80
17	Solid Waste Management Project, Sambhal	13.60	75
18	Solid Waste Management Project, Etawah	12.89	75
19	Solid Waste Management Project, Raibareilly	15.18	70
20	Solid Waste Management Project, Badaun	8.50	55
21	Solid Waste Management Project, Fatehpur	12.10	55
22	Solid Waste Management Project, Ballia	9.49	40
23	Solid Waste Management Project, Basti	5.86	40
24	Solid Waste Management Project, Mainpuri	10.34	30
25	Solid Waste Management Project, Kannauj	10.26	25
26	Solid Waste Management Project, Barabanki	6.75	30
27	Solid Waste Management Project, Pilakhua	10.46	45
	Total	743.13	7600

3.4- INFORMATION TECHNOLOGY & ELECTRONICS

Jan Seva Kendras (CSC)

In order to make provision of delivery of various Government Services [G2C] at the doorstep of the citizens CSCs are being established across the state of Uttar Pradesh. As on date more than 80,000 CSC have been established by out of which 64,984 CSCs are active by District Service Provider[DSP] through

their Village Level Entrepreneur[VLE] under supervision of District e-Governance Society [DeGS] in each District/local level.

All investments in CSC Centres have been made by DSP/VLEs as per their need and there is no Budget/Revenue support either from Central or State Government. DSP & VLEs are also free for B2C or B2B business like Banking, Insurance etc.

IT City, Lucknow

An IT City spread over an area of 100 acres is being developed at Chak Ganjaria, Lucknow at an estimated cost of Rs.1500 crores for development of Information Technology Industry. UP Electronics Corporation Ltd. is the implementing agency for the project. In association with the private developer, the project is to be developed in a period of 10 years in two phases. The project has become operational and further developments are in progress. The developer has so far already made investments worth over Rs. 485 crores in the project and 4000 S/W developers/personnel are working in the project.

3.5- TRANSPORT

Modernization of Bus Stations

UPSRTC has initiated the process of developing 23 Bus Stations on Public Private Partnership mode on DBFOT basis at places near NCR and other places of cultural, religious or heritage importance including three bus stations in the state capital. The project involves development and management of the bus-terminal cum commercial complexes by the Concessionaire at his cost. UPSRTC has already un-veiled a bus terminal at Alambagh, Lucknow in June, 2018 for public at large. At present the bid documents, after due approval of PPPBEC and CoS, are to be placed before Hon. Cabinet for final approval.

CHAPTER-4

LOCAL SELF GOVERNANCE

4.1- PANCHAYATI RAJ

Background

Panchayats, in India, are as old as the history of republics that goes back to the Rig-Veda era. They retained their functionality even in the odd times of political turmoil. With the independence of India, the Constitution of India gave them the space to fit in the modern concept of democracy.

April 24, 1993 is a red-letter day in the history of Panchayati Raj in India as on this day the Constitution (73rd Amendment) Act, 1992 came into force to provide constitutional status to the Panchayati Raj institutions. With this Amendment the part IX was inserted in the Constitution of India.

In 1947 U.P Panchayati Raj Act 1947 brought in the institution of Gram Panchayats and in 1961 Kshetra Panchayats & Zila Panchayats were added by the U.P Kshetra Panchayat & Zila Panchayat Act 1961. Further, in accordance to the provision of the Article 243 of the Constitution of India, inserted with the 73rd Constitution Amendment Act, the above referred two State Acts were amended accordingly in 1994; the amendments in the PR Acts made PRIs stronger & effective than ever before.

In consonance to the provisions made in the Constitution, regular elections at the intervals of 5 years are being held, under the superintendence, direction & control of State Election Commission. Reservations, Rotation for offices and seats for SCs, STs BCs and women are being observed. As per General Panchayat elections of 2015-16 held in 74 districts of the State (Except Gautam Budh Nagar) the status of elected representative is as follows:

Sl. No.	Representative/Members	Year 2015
1.	Adhyaksh, Zila Panchayat	74
2.	Pramukh, Kshetra Panchayat	817

3.	Pradhan, Gram Panchayat	58807
4.	Member, Zila Panchayat	3128
5.	Member, Kshetra Panchayat	77934
6.	Member, Gram Panchayat	7,43,297

1. Centrality of Panchayats in the Rural Development –

According to the Constitution, Panchayats are to be developed as the institutions of local self-government. The following powers and responsibilities are advised to be delegated to Panchayats at the appropriate level: -

- Preparation of plan for economic development and social justice.
- Implementation of schemes for economic development and social justice in relation to 29 subjects given in Eleventh Schedule of the Constitution.
- Levy, collect and appropriate taxes, duties, tolls and fees.

2. Development Plan and Planning process for rural bodies

- ✓ As per Section-11 sub-section (1) of UP PR Act-1947, there should be at last 2 General meeting of Gram Sabha in each year, one at the time of harvesting of Kharif and another at the time of harvesting of Rabi crops and as per section 12 there should be at least one meeting of Gram Panchayat every month.
- ✓ As per Section 15-A of UP PR Act-1947, Gram Panchayat prepares an annual development plan and sends it to concerned Kshetra panchayat.
- ✓ As per Section 86 & 63 of UP KP & ZP Act-1961 Kshetra Panchayats & Zila Panchayats also prepare their respective annual development plans.
- ✓ Keeping in view the spirit of decentralization and for better execution of work/function of Panchayats, in Uttar Pradesh 6 committees i.e. Planning & Development Committee, Education Committee, Construction Committee, Health & Family Welfare Committee,

Administrative Committee and Water Management Committee to be constituted at every tier of Panchayats.

3. District Planning Committee for District Plan

The State Government through the U.P. District Planning Committee Act, 1999 has activated the District Planning Committee in all the districts of the state as stipulated in Article 243 ZD of the Constitution and in the District Planning Committee Act, 1999 of the State.

4. Achievements of Department of Panchayati Raj, Uttar Pradesh

4.1 State Finance Commissions –

The State Finance Commission was first established in 1995. Taking the recommendation of IV SFC, in to consideration the State Government is transferring 12.5% of the total tax net receipts to the ULBs and Panchayats. The Panchayats are being given 5% of the total net tax receipts. As per recommendations of IV SFC the funds among Panchayats are being devolved in following manner: -

Zila Panchayat	-	40%
Kshetra Panchayat	-	10%
Gram Panchayat	-	50%

- ✓ Under the guidelines issued for the funds of state finance commission, the main thrust is on maintenance of the existing properties of all the three tier panchayats.
- ✓ 0.15% of the funds allocated every year to Panchayats are being earmarked for the training of elected representatives of PRIs.

4.2-“Low Cost Sanitary Napkin”

Objective:

- To address the worst condition of Menstruation Hygiene Management in rural adolescents and women in UP.
- To establish low cost sanitary napkin production unit for ensuring adequate supply of sanitary napkins at affordable price.

- To improve the economic conditions of women & provide them the opportunities for augmenting their income.
- To create awareness among rural girls & women on issues of Menstrual Hygiene Management.

Rs. 3.5 Lacs at eritical and 8.8 lakh workshop, 10 lakh working capital has been given to 1 active Panchayat Udyog in 66 districts from revolving fund under SBM(G). State Government has issued a GO to All DMs for providing up to Rs 10 Lacs loan from banks, Khadi gramodyog, etc. on low interest to the Panchayat Udyogs concerned. State Government has issued a GO for 50 % advance in case of departmental supply. Department of Medical, Health and Family Welfare, Women Welfare, Basic Education, Karagar, Open Market, Etc. presently consuming the products.

4.3 Panchayat Sashktikaran Puraskar.

Total 30 GPs, 3 KPs & 2 ZPs have been awarded during FY 2017-18 All entries are made online using www.panchayataaward.gov.in.

4.4 Rani Laxmi Bai Veerta Puraskar:

Every year Govt. of Uttar Pradesh gives Rani Laxmi Bai Veerta Puraskar to 100 best performing Women head (Pradhan) of Gram Panchayats with 1 Lakh cash prize each. This year also awards have been given to 20 best performing Women head (Pradhan) of Gram Panchayats.

4.5 Panchayati Raj Institute of Training (PRIT):

The objective of the PRIT is to impart training to all elected representative of PRIs and the officials of the panchayati raj department. The Institute has well furnished, air-conditioned hostel for male and female of capacity 96 each. Besides, it has well equipped lecture theatres and a big auditorium having capacity of 500 people. The Institute has been become functional now. PRIT has trained about 3,00,541 trainee till date which include Gram Pradhan, Master trainers, DPRO, Karya Adhikari, NGO functionaries, Gram Panchayat Adhikari, SRG for RGSA and SRG for SBG(G) etc.

4.6 Rajeev Gandhi Panchayat Sashktikaran Abhiyan

To strengthen the Panchayati Raj Institutions, GoI has started this scheme in 2011-12 in the funding ratio of 75:25. The State has utilized the grant in the capacity building of Panchayat functionaries and ERs with focusing on GPDP (Gram Panchayat Development Plan).

Cascading model of training is core of the model of the Capacity Building process in which total 573 Master trainers have been trained on GPDP and other PES application in State level ToT program. These master trainers are conducting training at District and Block level.

4.7 e-Panchayat

To introduce e-Governance in PRIs several steps have been taken by the State Government to automate the internal functioning of PRIs & improvement in delivery of services to the citizen. Online software's like Plan Plus for planning, Action Soft for execution and reporting of plan, Presort for receipt & expenditure of PRIs, Asset directory for Panchayat Assets, m-Asset for Geo-tagging of Panchayat Assets, SSDG & e-district for delivery of online services like death/birth & family register, Online MPR Solution for information exchange & monitoring. A series of trainings has been organized for functionaries on these Software applications.

Provision of hardware procurement of desktop, laptop and Smart phones have been made. Helpdesk has been established to provide to technical support to Panchayats at State level.

4.8 Gramin Anteyesti Sthal

State Govt has started this scheme from FY 2014-15 for construction of Anteyesti Sthal in Gram Panchayats to provide facility for cremation. During last 4 years, State has constructed 2072 Anteyesti Sthals. State has provisioned last year 41 Anteyesti Sthals and constructed the same.

5. Transfer of Untied Funds

The funds are being transferred Gram Panchayats through electronic system (CBS) directly from the state level. For the purpose of Accounting of the Panchayat Account System, as recommended by the MoPR and C&AG has been adopted and are being uploaded put in PRIA-Soft. The accounts of the panchayats are being maintained on PRIA-Soft.

6. Devolution of functions:

Out of function transferred to Panchayats, Following activities are being carried out by Panchayats:

- The operation & Maintenance of Rural Water Supply schemes, Implementation of Poverty alleviation programmes such as MGNREGA
- Operation and Maintenance of rural market and fairs.
- Implementation of Rural Sanitation Programme Maintenance and Supervision of 'D' category Veterinary Hospitals.
- Welfare Programme for SC, ST and Other weaker sections – selection of pensioners and distribution of scholarships.
- Supervision of PDS
- Maintenance of assets created in Panchayat area under various programmes, operation of Rural libraries
- Youth Welfare program at village level
- Selection of beneficiaries for rural housing
- Verification of Inspection notes of CMOs & Dy. CMOs of CHCs & PHCs respectively, by Kshetra Panchayat Pramukhs and Gram Panchayat Pradhans respectively.
- Selection of beneficiaries for minor irrigation
- Maintenance of assets created under sodic Land Reclamation Projects
- Maintenance of seed stores, etc. to Kshetra Panchayats.

7. Devolution of Finances:

The Administrative cost of staff of Panchayats is met from the regular departmental budget. Funds are released to the Panchayats by individual line departments based on the schemes entrusted to them. Funds to run the poverty alleviation program of Rural Development Department, Funds for Scholarships of Social Welfare Department and Funds to run the schemes of Panchayati Raj Department (like Rural Sanitation Programme, Construction of pavement and drainage, Rural Markets and Panchayat Bhawans) are being released to the accounts of Gram Panchayats. In addition to these funds under SFC and CFC recommendation are already at the discretion of the Panchayats.

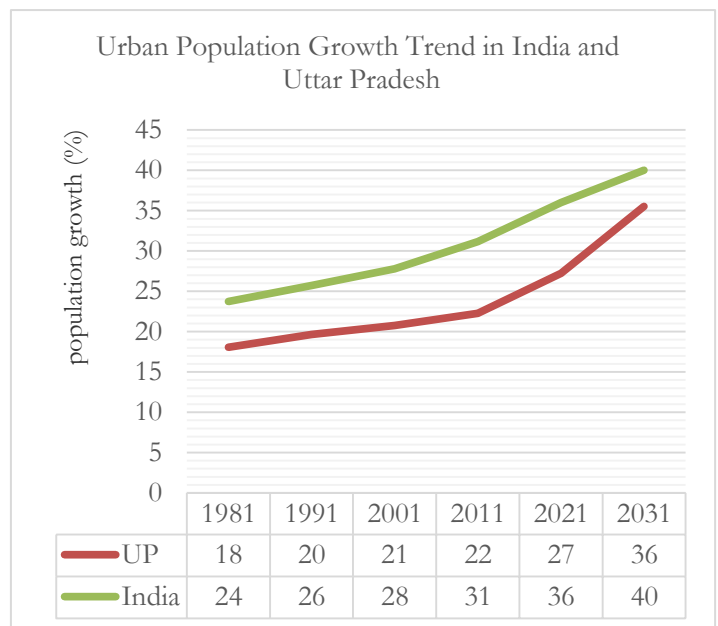
8. Functionaries

Gram Panchayat Adhikaries of the Dept. of Panchayati Raj and Gram Vikas Adhikaries of the Dept. of Rural Development have been deputed as the Secretary to Gram Panchayat.

9. Transparency and Accountability - RTI enforced in PRIs.

To ensure greater transparency and accountability the State Government has taken following decisions: -

1. Display of all vital information regarding receipt of funds under different heads, works done and money spent work wise, in the Panchayat office or any community building for the information of the public.
2. Provision has already been made in the Panchayat Raj Rules for the inspection of all relevant records (Rule 79).
3. District Panchayat Raj Officers have been made responsible to function as PIO in respect of Gram Panchayats.
4. Implementation of e-Governance in PRIs.



4.2- URBAN LOCAL BODIES

Urbanization

1. Out of the total population of 19.96 crore of the State, 4.45 crore citizens reside in urban areas which is 11.80 percent of the total urban population of India. Substantial population from rural areas is gradually migrating to urban areas in the State.

Democratic Decentralization in Uttar Pradesh after 74th Constitutional Amendment Act (74th CAA)

2. In conformity to 74th Constitutional Amendment Act, 'The Uttar Pradesh Local Self Government Law (Amendment) Act 1994' has been enforced from 31st May 1994. The major changes made in the state municipal laws are highlighted below-
- The U.P. Municipal Corporations Act, 1959 and U.P. Municipalities Act 1916 have been amended and renamed as U.P Nagar Nigam Act, 1959 and U.P. Nagar Palika Act 1916, while the United Provinces Town Area Act, 1914 has been repealed. As a result of the amendment, three separate levels of ULBs were created i.e. Nagar Nigams for large urban areas, Nagar Palika Parishads for smaller urban areas, and Nagar Panchayats for transitional areas.
 - The elections of ULBs have been held regularly in the year 1995, 2000, 2006, 2012 and 2017. Electors in municipal areas directly elect Nagar Pramukh, Mayor and Chairpersons of ULBs.

Provisions pertaining to 'District Planning Committee' and 'Metropolitan Planning Committee' have been incorporated in 'UP Municipalities Act, 1916' and 'U.P. Nagar Nigam Adhiniyam, 1959' respectively. As per section 57A, Metropolitan Planning Committee will prepare a Draft Development Plan for Metropolitan Area as a whole. The Metropolitan Area of 5 KAVAL Towns and Meerut City has been notified. The Metropolitan Planning Rules 2011 have also been notified by the state.

As stated earlier, the State has 653 ULBs out of which 547 ULBs perform the urban planning function. In remaining 106 ULB's (74 Regulated Area, 27 Development Authorities and 5 Special Area Development Authorities), the function of Urban Planning and service delivery is being performed by Development Authorities and Regulated Area Authorities. A list of regulated area and development authorities is given at **Annexure-1**.

The Uttar Pradesh Municipality (Ward Committee) Rules, 2009 have been formulated under which Community participation is being encouraged through structures like the 'Area Sabha' and 'Ward Committee'. The development plans relating to wards are proposed by the ward Corporetors and put-up before the Executive Committee, to be finally included in the Annual Budget.

The Amendments in Nagar Nigam Act, 1959 & Nagar Palika Act, 1916 have been made for constitution of Ward committee for each ward in municipality. The Uttar Pradesh Municipality (Ward Committee) rules, 2009 have also been formulated.

The state government constitution First State Finance Commission (FSFC) in 1994, Second SFC in 2000 , Third SFC in 2004, Fourth SFC in 2011 and Fifth SFC in 2015 which were given the responsibility to make recommendations regarding the distribution of the net proceeds of taxes, duties tolls and fees levied by the state amongst the ULBs/ PRIs.

As per the constitutional provision, The State Government constitutes State Finance Commission after a period of five years to give recommendations regarding the distribution of the net proceeds of taxes, duties, tolls and fees levied by the state amongst the ULBs/ PRIs.

Adequate representation of weaker sections in the ULBs has been ensured by providing reservation of seats for SC/ST/Backward classes.

Besides this 33 percent of total seats have been reserved for women in all the tiers.

Expanding functional Domains of Urban Local Bodies (ULB)

3. Total 18 functions are listed in the 12th Schedule of the Constitution in which 12 functions is traditional functions already being performed by State ULBs. The State Government vides GO No. 461/IX-9-1996, dated 7th March, 1996 incorporated following *six* new functions: -

1. Planning for economic and social development;
2. Construction and maintenance of parking lots, bus stops and public conveniences;
3. Promoting urban forestry and ecological aspects and protection of environment;
4. Safeguarding the interest of weaker sections of society, including the divyangjan & physically disabled;
5. Slum improvement and up gradation;
6. Urban poverty alleviation.

Revenue sources of Urban Local Bodies (ULB)

3- The sources of revenue of ULB's which are discussed below:-

For the first time, the T.O.R. of Eleventh Finance Commission brought local bodies within the ambit of the Finance Commissions with the objective to augment Consolidated Fund of the State to enable them to supplement resources of ULBs. Finance Commission constituted thereafter have recommended release of grants for the ULBs. At present, State ULBs receive grants-in-aid as per the recommendations of the 14th Central Finance Commission.

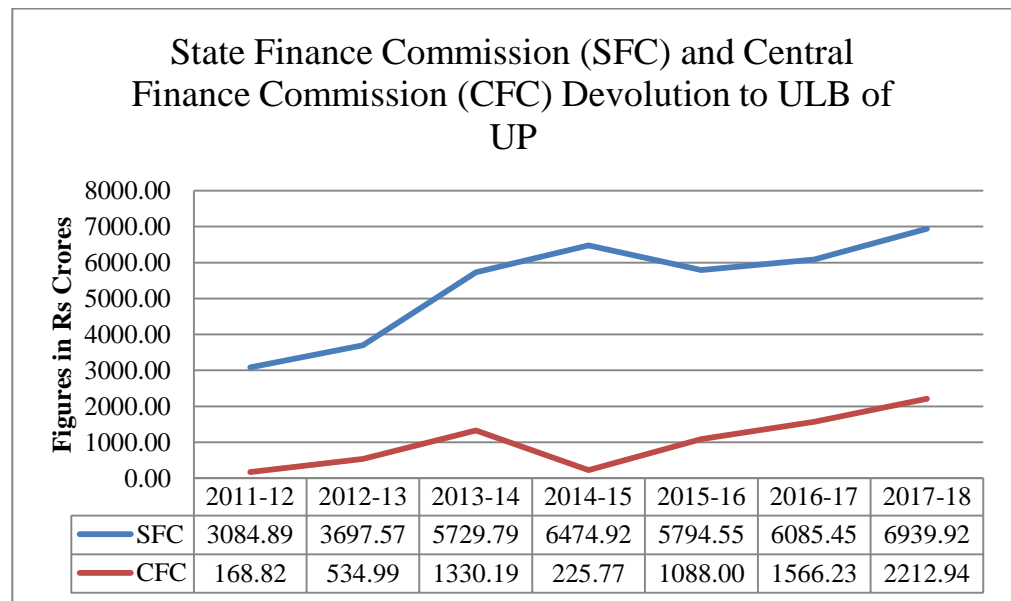
As per the constitutional provision, the State Government constitutes a State Finance Commission (SFC) after every five years. At present the State is providing devolution to ULBs as per the decision taken by State

Government on the recommendation of 4th SFC which is 7.5 per cent of net proceeds of total Tax revenue of the State.

Revenue earned by ULBs from their own sources which includes tax and non- taxes imposed by the ULBs in their respective areas.

The ULBs receive grants in several other forms as well such as funds from Centrally Sponsored Schemes like Atal Mission for Rejuvenation and Urban Transformation (AMRUT), Swachh Bharat Mission- Urban (SBM), Smart City Mission (SCM) etc. ULBs also get funds from departments of the State for functions transferred to them.

Based on the recommendations of various State Finance Commissions and Central Finance Commissions, the devolution of funds to ULBs has substantially increased in recent years as shown in the graph given below :-



Important reforms in Urban Local Bodies

4- Under the E- Governance reforms in Municipalities, a common state wide portal for all ULBs has been launched <http://www.e-nagarsewaup.gov.in/ulbapps> and various modules like- Birth & Death registration, Centralized Administration Module, Property Tax, Public Grievance Redressal, E- Procurement etc., have been developed and are being implemented in phases. E- Governance has resulted in higher

transparency, general awareness about ULB administration and increased accountability. The computerization of property tax, online billing and deposit has reduced the pressure of bill distribution; timely payment and arbitrariness of collection staff in giving rebates. The Public Grievance Redressal module has introduced transparency and accountability. Under this system, complaints are prioritized and assigned to appropriate officials. This system is useful in understanding ‘what kind of problems’ occurs in which part of the city and at what time of the year. The developed online system has helped to improve the delivery of municipal services in the urban local bodies of UP.

5-The implementation of Double Entry Accounting System (DEAS) has ensured physical verification of fixed assets and identification of assets and preparation of financial statements at any point of time. It also enhanced greater transparency in the accounting system and has helped in the disclosure of financial information, which in turn has facilitated decision making process at higher level. The balance sheet, receipt and payment account, income and expenditure account are being prepared easily at any given point of time. The DEAS has led to inherent internal control and checks to safeguard the ULB's from frauds and errors.

6- GIS based property Tax management system has enabled ULB's to identify the un-assessed properties and bring them under tax net. This has resulted in identification of 30-40 percent un-assessed properties thereby increasing revenues.

7- Under state sector scheme for conservation and regeneration of water bodies in ULBs, priority is given to towns and cities affected by surface and ground water contamination.

8- Uttar Pradesh Urban Training & Research Institute has been set up in Lucknow to increase the efficiency in urban governance by training municipal functionaries and public representatives.

9- The Public Disclosure Act was enacted in Feb 2009. The Uttar Pradesh Municipality Public Disclosure of Information Rules, 2009 have also been formulated.

10- The Service Level Benchmarks (SLB) in four sectors- water supply, sewerage, SWM and drainage of all 653 ULBs are notified yearly to monitor the improvements in benchmarks after implementation of infrastructure development programs.

11- As per the Prohibition of Employment as Manual Scavengers (and their rehabilitation) Act, 2013, manual cleaning of human excreta and emptying of pit toilets and septic tanks is prohibited and all ULBs are required to follow safety measures for cleaning or adopt mechanical processes for cleaning of pits/septic tank.

Major challenges and measures being undertaken

12- In order to remove the road blocks in improving service delivery, the Central government has launched SBM-Urban (Swachh Bharat Mission-Urban), AMRUT (Atal Mission for Rejuvenation and Urban Transformation), Smart City Mission etc., to improve the coverage and quality of basic urban services. Likewise, the state government is also giving funds to ULBs under various schemes for infrastructure development such as - Adarsh Nagar Yojna, Urban Water Supply Scheme, Urban Sewerage Scheme, Urban Drainage Scheme and Revolving Fund etc. However, these funds are insufficient to cater to the services as per norms. Despite increasing financial support by the Central government & devolution by the State, the quality of services in cities is far below the desired level. A detailed study of resources required to improve the level of services has been done by the department which is elaborated in Chapter 13- The 15th FC is urged to take note of the deficiency in infrastructure in Municipal areas of the State and provide grants to ULBs accordingly.

URBAN REFORMS

The main objective of the reforms is to provide an enabling environment for the growth of the cities by improving urban governance , enhancing effective urban service delivery and augmenting civic infrastructure. Financial sustainability of ULBs and Para statals agencies such as Water and Sewerage Department , Public Health Engineering Departments, Public Work Departments, Development Authorities etc. Can be brought about through reforms in property tax, improved accounting practices, and levy of appropriate user charges. The enhanced role of the ULBs would also warrant administrative and structural change along with process re-engineering of the key work streams such as municipal accounts, collection of taxes and levies, approval of building plans, citizens centric services such as issues of birth and death certificates, citizens’ grievance redressal etc.

TYPES OF REFORMS:

The Reform Agenda comprises a set of “Mandatory” and “Optional Reforms” to be implemented at the State and ULB level.

STATE LEVEL REFORMS

STATE LEVEL MANDATORY REFORMS: STATUS

Implementation of 74th Constitution Amendment Act.

- DPC – Constituted and working
- MPC – The provision of the creation of MPC has been inducted in the Nagar Nigam Act. As per 57A, in every Metropolitan Area a Metropolitan Planning Committee will prepare a Draft Development.
- Plan for Metropolitan Area. The Metropolitan Area of 5KAVAL Towns and Meerut City has been notified. The rules have been framed and notified.
- The recommendations of the 4th SFC accepted and implemented.

- All core Municipal Functions are with ULBs. Some Para-statal are working in the delivery of functions like—city planning by deciding the land uses, Building plan approval, Transport and Fire Service.
- The Jal Sans than are merged in to concerned Nagar Nigam. A Government Order dated 04.02.2010 has been issued regarding the functioning of water work department.

INTEGRATION OF CITY PLANNING AND DELIVERY FUNCTION

There are 653 ULBs in Uttar Pradesh. The function is performed by 530 ULBs except 106 ULBs. In 106 ULBs (74 Regulated Area, 27 Development Authorities and 5 Special Area Development Authorities), the function of Urban Planning and service delivery is being performed by Development Authorities and Regulated areas.

The Functional assignment to ULBs in City Planning and Delivery function is related to the prime responsibilities as they are assigned the role of policy making in city planning and development being active member of Advisory Committee of Development Authority.

The ULBs share the accountability at technical and administrative level being part of policy making and planning process of Urban Planning and Service Delivery. The Municipal Commissioner is also a member of technical committee for sanction of building plans; whereas NOC from Municipal Corporation and Jal Department is made as mandatory provision vide Government order no. 3310/nau-7-04-33-E/03 dated 16.12.2004.

ADMINISTRATIVE REFORMS

A Committee was constituted vide GO no. 1495/9-1-2006 dated 12, June 2006 to establish norms for the Categorization, UP gradation, Reorganization and the Rationalization of the Human Resources by determining the work load in the ULBs. The report has been submitted and acted upon by the State Government and identified as –

- The responsibilities and duties was not properly defined for some centralized revenue staff (Tax Assessment & Collection)
- For environmental aspect, no post for environmental Engineer (Especially for Solid Waste Management) at ULB level.
- Shortage of Technical & Managerial Staff.
- Non- availability of qualified IT staff.
- Inadequacy of E- Gov set-up.

URBAN LOCAL BODY LEVEL REFORMS

ULB LEVEL REFORMS: STATUS

Introduction of system of e-Governance using IT application like, GIS and MIS for various services provided by ULBs/Para statals.

The ULBs have completed computerization of property tax, water tax and birth/death registration by developing standalone e governance modules. The E-Governance projects of 07UI&G towns have been approved by Goi under National Mission Mode Project for Municipalities under JNNURM and NIC-UP has been nominated as implemented at State level.

Adoption of modern, accrual-based double entry system of accounting in ULBs/Parastatals.

The state government has issued GO-4094/9-5-2008-119 ja/2008 dated 02-06-2008 regarding the implementation of accrual based accounting system from financial year 2009-10(01-04-2009). Under URIF Plan (Urban Reform Incentive Funds), government has got entered in to agreement with private firm for the development of accrual based double entry account manual and an account manual was prepared and submitted to government for approval, another software firm are being engaged for the development of double entry accounting software for the management and maintenance of municipal.

The State Government has accorded highest priority to the Accounting Reforms in Local Bodies of Uttar Pradesh. Its status is as under:

- ✓ Accounting reforms in the local bodies of Uttar Pradesh have gone far beyond the UIG towns. As of today, all urban local bodies of U.P. are in advanced stages of operational zing accrual based DEAS. By 31st March 2017 all the 653 local bodies in Uttar Pradesh would migrate to Accrual Based Double Entry accounting system.
 - ✓ Uttar Pradesh Municipal Accounts Manual has been prepared and approved by the State Government.
 - ✓ Consequent to the adoption of new accounting system, U.P. Municipal Account Codes have revised. Currently U.P. has two separate Municipal Account Codes namely U.P. Municipal Accounts Code , 1918 and U.P. Nagar Mahapalika Accounts Code , 1959. The State government has taken a policy decision to replace the dual code with a uniform account code for all the local bodies. This is a significant step forward in modernizing the financial system of even the smaller local bodies to proactively prepare them to meet the future challenge of urban local governance. The proposed uniform U.P. Municipal Account Code, 2012 is been prepared and in the process of presented before State Cabinet.
 - ✓ Finalization of the list of Assets and Liabilities and the valuation thereof cannot be a one-shot exercise given the poorly maintained maze of decades old records at any given ULB. This process of updating the said list will continue at least for another 2-3 years before a true pictures starts to emerge. As such the finalization of list of Assests /Liabilities cannot be limiting factors in preparing the financial statements so prepared will be revised accordingly as and when new facts come to light.
 - ✓ State Government has taken concrete steps to effects the change in related activities like restructuring the business processes at the ULBs and adoption of Outcome Budgeting.
- (iii) Reforms of property tax with GIS, so that it becomes major source of revenue for ULBs and arrangements for its effective implementation.

Self-Assessment Scheme for residential properties has been implemented in all the ULBs. The amendment for Self-Assessment for Non-Residential Property has been incorporated in the Nagar Nigam Act, 1959 & The Uttar Pradesh Municipal Corporation (Property Tax) (Second Amendment) Rules, 2009 have been framed.

A project, 'Enhancement of GIS Base Map Survey of properties, numbering of properties through assigning unique identification member to each property & developing property information system for 16 Municipal Corporation of UP. Nagar Nigam has been formalized and to begin with four Municipal Corporations Agra, Lucknow, Allahabad and Ghaziabad have been started. The balance 11 Municipal Corporation's agreements with Vendors are in the process of being signed.

GIS based Master Plan for 60 AMRUT cities was to be completed in FY 2018-2019. The Town and Country Planning Development of UP was appointed as the nodal agency for implementing this Reform milestone under AMRUT. Work is in progress and draft master plan will be prepared as soon as the geo data base is acquired from National Remote Sensing Centre, Hyderabad.

(iv) Levy of reasonable user's charges by ULBs / Para statals with the objectives that full cost of operation and maintenance is collected within the Mission period.

The provision of User Charges has been incorporated in Nagar Nigam & Nagar Palika Act. Rules Amended vide no 123(2)/LXXXIX-V-1-09-(Ka) 24-2009 Chapter-III.

(v) Internal earmarking of budget for basic services to the urban poor. 25% of the budget for economically weaker section in all ULB is been earmarked as the necessary amendment in the Municipal Acts is done.

E-GOVERNANCE IN URBAN LOCAL BODIES OF UTTAR PRADESH

Under the E- Governance for Municipalities 8 module like–Birth & Death registration, Centralised Admin Module, Property Tax, Public Grievance Redressal, E- Procurement and Accrual Based Double Accounting System (DEAS) etc., have been developed and are being implemented in 14 Nagar Nigams. For all 653 ULBs common state level portal has been launched <http://www.e-nagarsewaup.gov.in/ulbapps>.

The e governance architecture under this program has been conceived:

- State-wide Unified Application for all 653 ULBs.
- UAT & GO– Live for all 14 Municipal Corporations.
- Later, scaling to rest 621 urban local Bodies.
- Capacity Building Awareness, Training & IEC.
- Integration with Centre MMPs, likvani /CSCs.
- Integration with NSDL Payment gateway & SMS Gateway.
- Services are being provided to citizens & ULB Staff.

S. N.	Name of Module	Status
1	Birth & Death Registration	Live
2	Centralized Admin Module	Live
3	Payment of property Tax	Live
4	Water Supply & Others Utilities	Live
5	Grievance & Suggestions	Live
6	Personal Informal System	Live
7	E- procurement	Live(KNN Started, Saharanpur, Meerut Allahabad & Varanasi are in process)
8	Works Flow Management	Live
9	Monitoring of Projects/Ward Works	Status

10	Licenses	Live
11	Estates	Live
12	Accounting System	Live
13	Building Approvals	App Dev in Progress
14	Stores Management	Under Audit

Transparency in Urban Local Bodies

Under the right to information Act 2005 Public Information Officers (PIOs) have been appointed in all the urban local bodies. Any information/ documents can be obtained by the citizen after paying the prescribed fees under RTI Act.

The Public Disclosure Act is enacted in Feb, 2009. The Uttar Pradesh Municipality Public Disclosure of Information Rules, 2009 have formulated.

Present programs implemented

Atal Mission for Rejuvenation and Urban Transformation (AMRUT):

In Continuation with the previous Mission (JnNURM) with the objectives of providing urban amenities as per norms (Service Levels Bench Marks) AMRUT Mission has been launched by the GOI in which 60 cities of Uttar Pradesh having population above I lakh and in NPP. Ayodhya based on religious and cultural ground. This scheme is aimed at improving water and sewerage, drainage, development of greenery and open spaces in urban localities, sustainable and pollution free non-motorized transport (walk-ways, cycle-ways) etc.

Establish of Green space and parks has been given much weight age and each of the AMRUT ULBs have been instructed and to develop at least one children park every year beginning FY 2017-2018. Also establishing a system for maintaining of parks, playground and areas relying on PPP model.

Adarsh Nagar Yojna (ANY): Under the purview of guidelines of CSS a scheme named Adarsh Nagar Yojna implemented by the state government for those ULBs which have population less than 1 lakh and are not covered under the centrally sponsored schemes. The objective of this scheme are to provide infrastructural facilities like-safe drinking water, sewerage, drainage, solid waste management, slaughter house, road, street lighting, and other qualitative civic amenities to urban people of transitional areas. It also put emphasis on the integrated development of these lower categories of towns and cities.

The Service Level Benchmarks (SLB): in 4 sectors-water supply, sewerage, SWM and drainage of all 653 ULBs are being notified yearly to monitor the improvements in benchmarks after urban investment.

Swachh Bharat Mission (Urban): This urban intervention is being implemented and elimination of open defecation (by constructing individual house and community toilets), eradication of manual scavenging, scientific municipal solid waste management practices. The program aims to enable private sector participation in sanitation sector.

Smart Cities Mission: The Smart City Mission has been launch by GoI to achieve standard service levels in core municipal areas of selected Smart Cities. In which 10 cities of the Uttar Pradesh have been included . This Mission is based on area based development which further to be rolled out in the entire areas of the city. The strategic components of Area-based development in the Smart Cities Mission are city improvement (retrofitting), city renewal (redevelopment) and city extension (Greenfield development) plus a Pan-city initiative in which Smart Solution are applied covering larger parts of the city. Components of program include water supply, electricity, sewerage and sanitation including solid waste management, efficient urban mobility (public transport), affordable housing for the urban poor, IT connectivity and digitalization, good

governance (including e-governance), sustainable environment and safety of citizens.

Heritage City Development and Augmentation Yojna (HRIDAY):

Under HRIDAY Mission two cities namely Mathura and Varanasi have been included. The objective of mission is to preserve and revitalize soul of the heritage city to reflect the city's unique character by encouraging aesthetically appealing, accessible, informative & secured environment. To undertake strategic and planned development of heritage cities aiming at improvement in overall quality of life with specific focus on sanitation, security, tourism, heritage revitalization and livelihoods retaining the city's cultural identity. The scheme broadly focuses on four theme areas i.e. Physical Infrastructure, Institutional Infrastructure, and Economic Infrastructure & Social Infrastructure for reviving and revitalizing the soul of I Heritage City.

State Sector scheme for conservation and regeneration of water bodies in ULBs is being implemented. Attention is being given to towns and cities affected by surface and ground water contamination.

Uttar Pradesh Urban Training & Research Institute is being established in Lucknow to train professionally all municipal functionaries and public representatives so the efficiency in urban governance to be improved.

EMAAS Project (E-Municipalities as A Service) For Municipalities in Uttar Pradesh:

The EMAAS project is being implemented in the state by urban development department with support of NIC. To undertake urban reforms and urban governance in all 653 ULBs of the state, E- Governance for Municipalities modules like- Birth & Death registration, Centralized Admin Module, Property Tax, Public Grievance Redressal, E-Procurement and Accrual Based Double Accounting System (DEAS) etc.,

have been developed and are being implemented in 16 Nagar Nigams, and 23 other municipalities. For citizen of all 653 ULBs common state level citizen portal has been launched <http://www.e-nagarsewaup.gov.in@ulbapps>.

Recently between 15 March to 01 April 2019 the following services have been added to the UP EMAAS Project,

- Online Employee Grievance Redressal System.
- Online Salary Generation of employee on E-Nagar Sewa.
- Online Payment to Consultant / Contractor /Vendor at PMS on E-Nagar Sewa.
- Geo-Tagging of project at PMS on e-Nagar Sewa.

Urban connectivity has been improved with private buses on notified and private routes. City bus service is in operation in 7 towns. Radio Taxis are in operation in Lucknow, Kanpur, Agra, Allahabad, Varanasi, Jhansi, Aligarh, Ghaziabad, Meerut, Saharanpur, Moradabad, Bareilly and Gorakhpur. Pink auto service is being operated for women safety in major cities. E-rickshaws are being operated in congested area of the cities as last mile connectivity.

CHAPTER-5

DISASTER MANAGEMENT

5.1- INTRODUCTION

Uttar Pradesh is most populous State of the country. It covers 2, 40,928 square kilometer area, and is the fifth largest state by area. Agriculture covers largest part of the state's economy. Uttar Pradesh has 18 administrative divisions consisting of 75 districts. It has 689 cities & Towns, 820 development blocks and 12 Nagar Nigam. There are 07 cities having population more than 10 lakh. These cities are Kanpur, Lucknow, Ghaziabad, Agra, Meerut, Varanasi & Allahabad. Total population of Uttar Pradesh as per census 2011 is 19, 95, 81 and 477. Sex Ratio is 908 per thousand. Population density per square km. is 828. Total Literacy rate of the state is 69.72 percent.

With second lowest Per Capita Income in the country, Uttar Pradesh is one of the poorest & most multi hazard prone state. Disasters lead to enormous economic losses that are both immediate as well as long term in nature and demand additional revenues, which makes the situation more critical.

Uttar Pradesh is prone to diverse kind of disasters such as flood, drought, fire, and earthquake, etc. In the recent past, many areas in the state have become vulnerable to industrial and chemical disasters due to rise of industrialization. Moreover, rising incidences of man-made disasters like chemical, organic, bomb blast, terrorists attack, accidents etc. have posed new areas of disaster.

Climate

The climate of Uttar Pradesh is generally defined to be tropical monsoon type. Based on IMD classification, the primary temperature, rainfall and wind features of the three Distinct Seasons of U.P. can be summarized as below:-

- Summer (March–June): Hot & dry (temperatures rise to 45 °C, sometimes 47-48 °C); low relative humidity (20%); dust laden winds.

- Monsoon (June–September): 85% of average annual rainfall of 990 mm. falls in monsoon. Temperature is 40-45°C on rainy days.
- Winter (October–February): Cold (temperatures drop to 3-4 °C, sometimes below -1 °C); clear skies; foggy and hailstorm conditions in some tracts. Western disturbance bring rainfall in some areas during winter.

Given significant climatic differences, U.P. has been divided into two meteorological sub-divisions - U.P. East and U.P. West.

5.2- HAZARD PROFILE OF THE STATE

During last ten years state has faced numerous natural disasters causing severe loss to human life and property. Last & this year state has faced several disasters i.e. Flood, Drought & Hailstorm. The key prominent natural disasters in the state are–Flood, Drought, Fire and Hailstorm. Frequent floods, drought and fire incidents impact the socio-economic development of the state every year. State is vulnerable to earthquake also as large part of the state comes in seismic zone –IV.

Natural disasters that are of significance in Uttar Pradesh are – Floods, Droughts, Fires and Earthquakes. Loss of life and property from these disasters, especially the former three, are in terms of hundreds of crores of rupees annually. UP is vulnerable from the aspect of man-made hazards too i.e. stampede, chemical, radiological and other hazards.

Out of 75 districts of the state, 40 districts are prone to flood; Out of the total 240.93 lakh hectares geographical area of the State about 73.06 lakh hectares of cropped land is flood prone and an average of 26.89 lakh hectares is affected annually. According to a rough estimate, the average loss to crops, houses and livestock is to the tune of around Rs.2000 Crores annually.

State of Uttar Pradesh is vulnerable to various kinds of disasters. 40 districts of the State are prone to floods (Highly sensitive districts-(23) Pilibhit,

Lakhimpurkhiri, Sitapur, Bahraich, Barabanki, Gonda, Ayodhya, Ambedkar Nagar, Basti, Sant Kabirnagar, Azamgarh, Mau, Ballia, Deoria, Kushinagar, Gorakhpur, Siddharthnagar, Badaun, Shahjahanpur, Kasganj, Balrampur, Shravasti and Maharajganj. Sensitive districts-(17) Ghazipur, Unnao, Bulandshahr, Lucknow, Bareilly, Bijnor, Banda, Saharanpur, Muzaffarnagar, Shamli, Gautam Buddha Nagar, Farukhabad, Rampur, Hardoi, Aligarh, Prayagraj and Varanasi).

5.3- FLOOD - 2018

Due to heavy rainfall and sudden downpour and huge water coming from adjoining states Uttrakhand, 36 districts of Uttar Pradesh were affected. The affected districts are Lakhimpur Kheri, Farukhabad, Kanpur Nagar, Gonda, Barabanki, Basti, Bahraich, Sitapur, Santkabirnagar, Azamgarh, Moradabad, Unnao, Meerut, Ayodhya, Bijnor, Kanpur Dehat, Pilibhit, Mau, Siddharthnagar, Kushinagar, Ambedkarnagar, Badaun, Amethi, Ballia, Chandouli, Balrampur, Kannoj, Kasganj, Hardoi, Amroha, Bareilly, Mahrajganj, Ghazipur, Firozabad, Shravasti and Lalitpur.

Flood has resulted in large-scale damages, not restricted only to the loss of crops and property but also to the loss of cattle and human life. The total number of affected villages is 947, impacting about 5.92 lakh populations. According to estimates about 4.45 lakh hectares of sown agricultural area is adversely affected. This calamity has claimed the life of 149 cattle. About 24,721 houses have also been damaged. It has also adversely affected the infrastructure facilities; such as roads, waterworks, irrigation channels, bunds, health facilities and buildings of educational institutions.

Due to floods 105 human lives lost in the state during south west monsoon 2018. Accordingly, an amount of Rs. 4.20 Crore (105X4.00 Lakh /deceased) is disbursed towards ex-gratia payment to families of deceased person.

As per the primary assessment of flood damage/loss, a memorandum of Rs. 580.33 crore was sent to Govt. of India to make available additional fund from NDRF to the State government.

Relief Operation:- To review the flood situation & management of flood in the state, Principal Secretary Revenue, Chief Secretary, Hon'ble Minister Flood Control & Hon'ble Chief Minister of the state took regular stock of the situation. Hon'ble Chief Minister made aerial surveys and took stock of situation on the ground by interacting with people in the flood affected districts.

NDRF Team are deployed for rescue in the flood affected districts Lucknow, Varanasi, Gorakhpur, Chandauli, Shravasti and PAC Flood Battalions are deployed in districts Siapur, Sonbhadra, Khiri, Balrampur, Bahraich, Gonda, Agra, Mahrajganj, Sidharthnagar, Basti, Shravasti, Faizabad, Lucknow. 02 company of SDRF was deployed in Gonda and Ayodhya. 01 company was reserved in Lucknow.

Cooked food, drinking water, Medical facilities and all other essential relief measures were provided to the people who were residing in relief camps and model relief camps. About 1,88,163 families whose livelihood was affected due to flood were given a food packet. Total 1,88,163 food packets were distributed among affected families. About 2542.84 quintel chara were distributed to animals. Department of health also distributed chlorine tablets, ORS, Bleaching powder & other essential drugs. Health camps were organized in shelters and flood affected villages. Disease surveillance is being done.

The administrative machinery of the State was pressed into service with immediate effect for search & rescue and relief operations. As many as 6826 boats & 11 motor boats & 32 vehicles were deployed in immediate rescue and relief operations. Services of flood companies of PAC and NDRF were also availed in certain districts. 147 relief camps were established instantaneously

in which 32,461 peoples and About 46,620 persons were evacuated and taken to shelters.

The State Government has put adequate budget at the disposal of the District Collectors for urgent relief operations. In view of urgent need the State Government has also empowered the Collectors to draw the necessary amount from treasury under rule TR-27 - a measure to withdraw money even if budgetary provisions are not available, in case the funds allotted to them are found to be inadequate to meet the relief requirements of the districts.

Elaborate instructions for taking precautionary measures and for general preparedness were issued well in advance to all the Districts Collectors. Availability of country boats, motorboats had been checked in advance and all possible resources were deployed for rescue and relief operations.

Immediate relief works have been undertaken by the State Government but much such as agriculture input subsidy, restoration of damaged public works, etc remains to be done to alleviate the sufferings of the affected population. It will not be possible to restore the extensive damages caused by the floods with limited resources available with the State Government. In view of the severity of the damages and as per the demands put forth by the concerned District Magistrates, substantial financial assistance from Government of India has become imperative.

Comparative chart of the Flood damage during last three year

Sr No.	Item	Year		
		2016	2017	2018
1	Affected District	30	24	33
2	Affected villages	3078	3147	947
3	Affected population	2233806	2922684	591834
4	Areas where more than 33 % crop loss happened (lakh hec.)	4.12	2.27	2.9

5	Human loss		82	121	105
6	Cattle loss	Milch Animal	246	81	115
		Draught Animal	41	9	34
7	Damage Houses	Fully Damage	2674	562	432
		Partially Damage	44119	56521	27631
8	Value of Damaged Infrastructure (in Crore)		213	494.1	287.2

Comparative chart of the Value of last three year Flood Loss (In Lakh)

S. No.	Item	Year-2016	Year-2017	Year-2018
1	Agriculture Loss	24070.28	25404.51	23036.36
2	House Damage	4032.53	2658.72	1372.37
3	Ex-gratia for Human loss	328.00	484.00	420.00
4	Ex-gratia for Animals loss	37.46	22.05	22.84
5	Public Properties damage	50355.14	49414.26	30333.60
6	Expenditure incurred in relief camps	2429.00	947.27	230.00
7	Expenditure incurred in relief materials with distribution		9886.63	2107.09
8	Expenditure incurred in rescue works		746.33	318.02
9	Expenditure incurred in cloths and kitchen wares		3088.51	193.18
	Grand Total		81252.41	92652.28

Uttar Pradesh shares a large chunk of countries agriculture production, which is around 21% of total production in country. Bundelkhand & Vindhya region of the state which includes Jhansi, Jalaun, Banda, Chitrakoot, Mahoba, Hamirpur, Lalitpur, Mirzapur, & Sonbhadra districts, are very much prone to drought. Other parts of the state too are vulnerable to drought.

5.4- DROUGHT- 2018

In the starting of year 2018, 36 districts of the State were hit by Hailstorm in which 7 districts had severe crop loss. Out of these 7 districts, 4 districts were of Bundelkhand region. Due to 6 back to back calamities, farmers have seriously been affected in the State. Due to less rainfall in last few years and almost negligible rains during Rabi 2017-18, Rabi crop was also severely affected in many districts of Bundelkhand and vindhyanchal region.

In fact agricultural drought is concerned with the impact of meteorological/hydrological drought on crop yield. When soil moisture and rainfall conditions are not adequate enough to support a healthy crop growth to maturity thereby causing extreme moisture stress and wilting of major crop area, it leads to agricultural drought.

Reports of crop loss were sought from the districts. On the basis of joint survey of Agriculture and Revenue department's officials, assessment of crop loss has been done. 5 districts of the State have reported crop loss (33% and above) and need budget for giving Agriculture Input Subsidy to the affected farmers. Not only crop loss was reported from the districts but districts also reported about unsown area as large area of these districts remained unsown due to lack of moisture.

On the basis of Rainfall Deficiency during Rabi crop, sowing reports and Normalized Difference Vegetation Index, RSI, MAI, GWDI, and Ground Truthing Drought was declared in 12 Tehsils of 5 districts (Jhansi, Mahoba, Mirzapur, Sonbhadra, and Lalitpur) for Rabi season 2017-18 on 21st March and 6th April 2018 as per DMC recommendation.

Summary of Financial Assistance Sought From GoI For Rabi Drought-2018

S. No	Item	Details
1	Total districts in the State	75
2	Number and names of districts affected	05 (Jhansi, Mahoba, Mirzapur, Sonbhadra, Lalitpur)
		Demand (Rs. in Crore)
3	Demand for Crop Loss	
3.1	Area where sown crops are damaged (33% and above) Area 5.05 lakh ha	321.88
3.2	Area where sowing could not be done due to lack of moisture. Area 1.27 lakh ha	86.42
4	Proposal for Gratuitous relief for Antyodaya families whose livelihood is seriously affected	147.13
5	Proposal for "Provision of emergency supply of drinking water in rural areas and urban areas"	26.28
6	Demand of Uttar Pradesh Jal Nigam	
6.1	Proposal for drinking water supply in drought affected Districts	30.59
7	Demand of Animal husbandry department	
7.1	Cattle Relief Camps & Medicines	66.68
Total Demand Rabi Drought Memorandum 2018-19		678.98

5.5- HAILSTROM - 2018

In the month of February, March & April 2018, 36 districts of the State were badly hit by hailstorm followed by unseasonal rather heavy rainfall due to western cyclonic disturbance. Rabi Crops namely Wheat, Mustard, Gram, Pea, Lentils, Potato, etc has been severely damaged due to the hail & unseasonal excessive rains. Repeated occurrence of natural calamities has put tremendous strain & stress on farmers. In the year 2015 in the months of

February- March 2015, 73 districts (Primarily of Bundelkhand) were severely affected by Hailstorm, then after came Drought due to the impact of Al-Nino.

Taking into account the misery of the farmers, till date the State Govt. of Uttar Pradesh released Rs. 145.86 Crore to the worst affected districts on the basis of preliminary assessment for giving agriculture input subsidy to the affected farmers. Out of which Rs 89.5 Crore has already been distributed to the affected farmers. State Govt. of Uttar Pradesh also released Rs. 3.18 Crore for Human and animals loss which was distributed to the affected families. The State is feeling the resource crunch as most of these funds have been made available from State's own resources. The first installment of SDRF worth Rs. 291.37 Crores was received by the state on year 2018-19 and the State had already released Rs. 251.65 Crore for different disasters from the SDRF. The U.C. of the same is being sent shortly.

In view of an urgent need, the State Government has also empowered the Collectors to draw the necessary amount from treasury under rule TR27 (a measure to withdraw money even if budgetary provisions are not available), in case the funds allotted to them are found to be inadequate to meet the immediate relief requirement of the districts.

State Govt. has been proactive & is reviewing the situation regularly at the apex level (Hon'ble Chief Minister, Chief Secretary, Agriculture Production Commissioner, Additional Chief Secretary Revenue and Principal Secretary Agriculture, Relief Commissioner, etc) so that impact could be quickly assessed & coordination with all the concerned departments may be established to ensure & expedite all possible help to the affected farmers. Chief Minister has issued an order to the timely & transparent relief distribution to the affected farmers.

58 people and 542 animals died due to widespread Hailstorm/ Unseasonal rather heavy rains in the state during this period.

There are 07 districts of the state where the reported crop loss based on the plot wise survey has been more than 33%. Only the crop loss reported from the districts is worth Rs. 150.26 Crore.

Successive calamities have put extreme pressure & stress on the farmers. Districts have been instructed for timely & transparent relief distribution to the affected farmers.

Repeated occurrence of hailstorm & untimely rather heavy rains due to western cyclonic disturbance have resulted in large scale damage to crops, animal & human losses in many more districts of the State. In view of this demand was sent through memorandum amounting to **Rs. 153.44 Crore of 36 districts.**

5.6- EARTHQUAKE - 2015

31 districts of the State fall in seismic zone IV making them susceptible to earthquakes up to magnitude of 8 on Richter scale and the 28 districts are in Zone IV and rest in Zone III but some parts may be overlapping with the higher zones.

Last Earthquake which resulted into large scale damage in the State of UP was in the Year-2015. Detail of which is given below:-

Serial No	District	Death	Injured	Live Stock	House Damaged		Damage in Govt. Property	
					Fully	Partially	Fully	Partially
1	Sant Kabir Nagar	1	7			1		
2	Gorakhpur	3	21		3	32		
3	Balrampur	1	4			39		
4	Pratapgarh		5	2		7		
5	Badaun	1						
6	Varanasi		1					
7	Basti		6	1				
8	Deoria	1	3		1	4		2
9	Shrawasti	1	1					29

10	Kushi Nagar	1	4		1	8		
11	Barabanki	3	8			3		
12	Siddhartha Nagar		6			66		3
13	Bahraich		2					
14	Fatehpur		3					
15	Mau		7			9		
16	Amroha			1		1		
17	Bhadohi		3			1		
18	Sitapur					1		
19	Kanpur Dehat	1	1			1		
20	Kanpur Nagar					10		
21	Ballia				2			
22	Azamgarh				7	1		
23	Unnao	1	2					
24	Chitrakoot					3		
25	Mahrajganj	0	11		2	38		8
26	Kannauj	0			1	21		
27	Gonda	0				3		
28	Faizabad	0	2			12		2
29	Amethi	0	1					
30	Ambedkar Nagar	1	1			11		
31	Mirzapur	0				3		
32	Sultanpur	0				15		1
33	Aligarh	0						1
34	Bareilly	2	2					
35	Jaunpur	0	7					
Total		17	108	4	17	290	0	46

5.7- FIRE

Fire is also a major cause to disrupt normal life in entire state. Throughout the year fire incident occur in state particularly during summer season (March-June) a big loss is reported every year. In rural settings fire destroys human and cattle life, houses and crops. Fire Department in the state has modernized and equipped itself with Advanced Rescue Tenders and other facilities. Necessary resources have been made available to Fire Department. The State Disaster Management Institute, Fire Services Training Institute, Unnao, and the Civil Defense Training Institute, Lucknow are the Nodal Institutes for the training of the volunteers and government officials on Search & Rescue Operations and First Aid. All the field level fire stations are being provided with the facility of the 'Closed User Group' mobile phone network in order to have a better co-ordination and faster communication by the civil administration in times of emergencies/accidents. Department has developed networking with RSAC to available GIS road map data for quick response.

5.8- INDUSTRIAL HAZARDS

In the State of Uttar Pradesh there are 2,456 factories of hazardous nature, wherein hazardous substances are being handled, used and stored and there is a possibility of impairment to the health of workers employed therein as well as pollution of the general environment. The regional officers of Factory Directorate keeps vigilant eye on such units through inspections once in a year, so that necessary and adequate safety arrangements are ensured in view of industrial activities and use of hazardous substances. Out of these 2,456 hazardous factories, there are 118 factories, which are major accident hazard prone and wherein the use or storage of hazardous substance is equal to or more than the quantity specified in above cited rules. All the Major Accident Hazardous Factories are advised to, as per the provisions of MSIHC Rules, 1989 (amended 2000), to conduct the rehearsal of their On Site Emergency Plan twice in a year, in the month of June to December Presently these 118 major accident hazard factories

are situated in 38 districts. Districts Crisis Groups in all the 38 districts have been constituted under the chairmanship of District Magistrate of respective districts.

Other Hazards-

The State is also vulnerable to hailstorm, lightening, fire, industrial and other man-made hazards.

Vulnerabilities:

Uttar Pradesh, with 199.5 million people is the most populous state in India. The growth rate of the population of Uttar Pradesh is about 20% per decade which is alarmingly high growth rate in the country.

The Per Capita Income of India is Rs. 60972 whereas in U.P. it is Rs. 29417 per year. With second lowest Per Capita Income in the country, Uttar Pradesh is one of the poorest & most multi hazard prone state.

The state of Uttar Pradesh being prone to multiple natural and man induced hazards, its people are highly vulnerable to vagaries of nature. Some of the peculiarities of the state that make communities vulnerable and risk prone are:

- i. Physical isolation as there are large no of people live in lower catchment of rivers and there are many people who live in seismic Zone IV. There are large number of people live near Narora Atomic Power Plant in district Bulandshahar.
- ii. Scattered nature of settlements & hamlets.
- iii. Harsh climatic conditions.
- iv. Inadequate infrastructure.
- v. Inadequate road connectivity
- vi. Non availability of adequate land.
- vii. Poor communication infrastructure.
- viii. Dependency of large population on agriculture and allied sectors for their livelihood.
- ix. Heavy dependence on rains and inadequate irrigation.
- x. Substantial population of livestock.

- xi. Vulnerability to climate change.
- xii. Low awareness & sensitization for disaster risk reduction practices
- xiii. Inadequate preparedness
- xiv. The past experiences suggest that the vulnerabilities and associated risks in the state gets further complex due to the climate vulnerabilities.

5.9- DISASTER MANAGEMENT & RELIEF MECHANISMS

- There are two setups in the State which are responsible for disaster management. One is State Disaster Management Authority which works towards disaster mitigation, preparedness & capacity building etc. The other one is Relief Commissioner Organization which is responsible for management of disasters, relief and rehabilitation. Relief Commissioner Organization is situated at 6th floor, Bapu Bhawan, Lucknow.
- As per the mandates of Disaster Management Act-2005, Uttar Pradesh State Disaster Management Authority has been established under the chairmanship of Hon'ble Chief Minister. This authority has a functional rented office at PICUP Bhawan, Gomati Nagar, Lucknow. 1-acre land has been purchased for the construction of the office of State Disaster Management Authority & State Emergency Operation Centre.
- State Executive Committee is constituted at the state level under the chairmanship of Chief Secretary which is the administrative committee which decides and directs all the stake holders regarding the issues related to pre, during & post disaster activities. State Executive Committee is overall responsible for the matters related to disaster management.
- Emergency Operation Centres of state and district level are functional 24 X 7 during monsoon season & other emergencies.
- More than 10000 officers and Stakeholders have been trained for disaster management in the state, out of which approximately 3000 were trained for flood management. These officials and stake holders play an important role in minimizing the disaster events and also the impact of disasters.

- In case of disasters, relief is provided from State Disaster Response Fund (Contribution Pattern- 90% Govt. of India & 10% State Govt.). Govt. of India has notified 11 Disasters and State Govt. of Uttar Pradesh has declared 11 disasters to be covered from SDRF. List of these notified Disasters in which relief is given to the victims, is given below:-

Government of India Notified Disaster	Government of U.P. Declared Disaster
1- Flood	1- Unseasonal Rainfall
2- Drought	2- Heavy Rain
3- Fire	3- Lightning
4- Hailstorm	4- Thunderstorm
5- Earthquake/Tsunami	5- Heat Wave
6- Cloud Burst	6- Boat Capsize
7- Cold wave/Frost	7- Snake Bite
8- Cyclone	8- Sewer Cleaning
9- Landslide	9- Gas leakage
10- Pest Attack	10- Dropping in Bore well
11- Avalanche	11- Man Animal Conflict

Details of the Food Packet which is distributed to the victims after any disaster, is given below:-

- 10 kg Atta, 10 kg Rice, 02 kg Pulse, 10 kg Potato, 5 kg lai , 02 kg Chana, 500 gm salt, 250 gm turmeric, 250 gm chilli, 250 gm coriander, 5 litre Kerosene, 01 packet Candle & Match Box, 10 packet biscuit, 1 litre refined oil and 10 chlorine tablet.
- For the first time concept of modern relief camps is implemented in State. This relief camp is established as per the minimum standard of relief guideline issued by GoI. Facility of safe drinking water, hygiene, re-creation and entertainment facilities i.e. T.V. News Paper etc., hot cooked food, proper bedding, separate toilets for men and women, education facilities for children are arranged in the flood relief camps. Instruction to all the district collector regarding this have been issued.

- Government has close association with Unicef which provide technical guidance and support for disaster management activities in the State.
- State Disaster Response Force has been established in the state, under the control of the Department of Home. So far 3 companies have been raised under 1 battalion.
- Two Battalions of NDRF are situated in Uttar Pradesh. One is at Ghaziabad which provides support in search & rescue operations in the districts of western Uttar Pradesh. Other one is at Varanasi which help the districts of all other part of Uttar Pradesh.
- In highly flood sensitive 02 districts Gorakhpur and Ballia of the state, 200-200 community volunteers were provided 12 days training through NDRF under “Apda Mitra” project. These volunteers have been given Disaster Response Kits. With the help of district administration, they have been engaged in flood management works.
- District Disaster Management Authorities have been set up in all the districts of UP. All the Districts have prepared the District Disaster Management Plans.
- State Disaster Management Plan has been prepared & approved by the SDMA.
- Draft State Disaster Management Policy is prepared & ready to be enunciated soon.
- Drought Monitoring Cell & Flood Monitoring Cells have been formed in the State.
- For the first time ever Disaster Management Plan of Kumbh Mela-2019 Prayagraj was prepared by Uttar Pradesh State Disaster Management Authority through a expert agency. It helped in successful conduction of Kumbh Mela without any major mishap.
- State Government of Uttar Pradesh has adopted National Building Codes and amended its building bylaws accordingly.

