

Municipal Corporation Shimla has started publishing monthly newsletter from July 2015. The following works have been carried out by Municipal Corporation Shimla.

### **I. ONLINE PROPERTY TAX AND WATER BILL:**

One of the expected outcomes of the JNNURM Mission was that each ULB and parastatal agencies will use E Governance applications in core functioning of ULBs which will result in cost and time efficiency for service delivery processes. This was amongst the mandatory function under the JNNURM reforms. Considering that the Property tax and Water charges are the main revenue sources to the Municipal Corporation Shimla, Municipal Corporation Shimla implemented and launched online property tax system to increase the transparency and collection efficiency of collection. Implementation of “unit area method” for property tax collection was executed for collection of property tax system.



### **II. E SUVIDHA KENDRA**

Municipal Corporation Shimla launched Nagar Nigam Suvidha Kendra to provide centralized services under single roof for Issuance of Birth and Death certificates, Issuance of BPL Certificates, Issuance of Marriage Certificates, Water and Sewerage Connection, and Building Plan Permissions. The E Suvidha Kendra for SMC was inaugurated by Chief Minister Himachal Pradesh



### **III. IMPLEMENTATION OF SERVICE GUARANTEE ACT**

Service Guarantee Act has been implemented in the month of June for delivery of services within specific time limit for the matters connected therewith.

### **IV. PUBLIC GRIEVANCE REDRESSAL**

Municipal Corporation Shimla has launched helpline number 1916 to address the grievances of local citizens.

### **V. ISSUES OF NOTICES**

517 notices issued to tax defaulters for deposition of tax within 30 days otherwise their properties will be sold out afterwards.

### **VI. EXECUTION OF WI-FI PILOT PROJECT**

Shimla Municipal corporation executed free Wi-Fi services at the speed of 100 mbps on pilot basis for an auspicious occasion i.e. Shimla Summer Festival. The free Wi-Fi service in City was provided for the duration of 8 days from 31st May to 7th June 2015 in the core areas of city which experiences huge influx of population from India and worldwide during the summer season. Free Wi-Fi hotspots were installed in seven locations in the Ridge area of Shimla city. Users were provided 2 hours of free Wi-Fi, which could be extended through reactivation. The pilot project was initiated to determine technical requirements while giving citizens and opportunity to provide feedback about services.



## **VII. DIGITAL INDIA WORKSHOP FOR E GOVERNANCE MODULES**

The workshop was conducted at Municipal Corporation office Shimla on implementation of E Governance modules. The objective of workshop was to train and sensitize the officials of MC Shimla and various ULBs in Shimla district on E Governance.

## **VIII. WHATS'APP GROUP:**

Whatsapp group has been created to address the grievances of people at ward level and local level. Ward member play the main role in conveying the issues related to each ward. The group is being monitored by Honourable Mayor, Dy. Mayor, Municipal Commissioner, Assistant Commissioner and HoDs.

## **IX. SWACHHTA HELPLINE - 1916:**

Shimla Municipal Corporation launched "Swachhta Helpline – 1916" on the first anniversary of Swachh Bharat Mission. The Swachhta Helpline (SHL) was launched by Hon'ble Chief Minister of the state on 02.10.2015. The SHL is replica of 108-Helpline which is a Health Helpline for attending emergencies in respect of patients, accidents reporting etc. This innovative idea of SHL was conceived as Shimla is a tourist destination and lot of littering was being observed across the city and on account of shortage of staff & movement of vehicle for only 8hrs, Municipal Corporation Shimla was not in position to counter this problem & further there was no system in place to address the issue of sanitation. Though Municipal Corporation takes all possible steps to prevent littering but through this helpline, residents of the city too are able to play an active role in keeping the city clean. The helpline number is a centralized contact point for any complaint pertaining to sanitation within the city.

