

Performance Evaluation of the Ahmednagar Municipal Corporation

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Abstract

Urbanisation is the most powerful socio-economic component of modernity and it is also a part of continuous development process. Since 1951 urban population in India has steadily increased and as a consequence the proportion of urban population to total population has increased from 17.3 per cent in 1951 to 27.81 per cent of the total population in 2001 and further 31.16 per cent as per the latest Census report of 2011.

The Ahmednagar Municipal Corporation was established in June 2003. The Ahmednagar Municipal Corporation has been categorised as D-class Municipal Corporation by the Maharashtra State. The area of corporation is 80.19 sq.km. and population is 3,50,905 according to census 2011. The Corporation has to carry out number of activities and provide various services to residents. This paper represents to evaluate the performance of the main services provided by the corporation.

INTRODUCTION:

Presently India's urban population is larger than the urban population of all countries except China. Thus in absolute terms India's urban population is quite large and its significance must be clearly appreciated for the future development. The States like Maharashtra, Tamil Nadu, West Bengal, Kerala and Gujarat are more urbanized as compared to other states. In Maharashtra 45.23 percent people live in urban areas. The urban centres in Maharashtra accounted for about 14 per cent of the country's total urban population; the largest share contributed the other state. Maharashtra is the most

populated state after Uttar Pradesh and Third largest state by area in India. The State covers an area of 3,07,731 Km² or 9.84% of the total geographical area of India. The porporation of urban population is 45.23% as per census 2011.

OBJECTIVES OF THE STUDY

- i. To study services provided by Corporation.
- ii. To study the performance and satisfaction level of residents in respect of services provided by Corporation.

RESEARCH METHODOLOGY:

The study is based on both primary and secondary data.

1. **Primary data:** Researcher has collected primary data from a sample of 1200 respondents. The respondents represents every zone and covers twelve out of twenty four wards. The data have been obtained from the interviews of 16 Councilors, four from each zone.
2. **Secondary data:** The detailed information of various services provided by Corporation is collected from annual reports, budgets, official records and published and unpublished data.

SCOPE AND LIMITATION OF THE STUDY:

The present study is limited only to the performance evaluation of services provided by Ahemdnagar Municipal Corporation.

PERFORMANCE OF AHMEDNAGAR MUNICIPAL CORPORATION

The Ahmednagar Municipal Corporation was established in June 2003. The area of corporation is 80.19 sq.km. and population is 3,50,905 according to census 2011. Municipal Corporation has undertaken and made efforts in providing various civic amenities initiated under government schemes and programmes for improving infrastructure in Ahmednagar City. The functions of Municipal Corporation are varied, wide and complex in nature and described in the Act. It has difficult to measure their exact and accurate impact on the area as the working performance of Corporation relates to every economic and social activity of the people. For evaluation purpose the following main services are selected i.e. water supply, garbage and sewage management, fire brigade facility, health and medical services, roads etc.

1. Water Supply :

Drinking water is the basic infrastructure as without it no economic activity can be run. The Corporation is supplying pure potable water through closed pipeline and water taps for domestic, commercial and for public places.

Increase in Number of Tap Connections

Year	2003-04		2014-15	
	Domestic	Commercial	Domestic	Commercial
½"	31967	288	46781	469
¾"	1830	206	534	120
1"	303	61	32	34
Total	34100	555	47347	623

It is observed from the Table that due to extension in area, construction of new houses and increase in population there is consistent demand of water connections from residents. Out of the total connection 98.40% connections are given for domestic drinking water. This is most important service and it is observe that in all 54.5% respondents are satisfied with the drinking water supply.

2. Garbage and Sewage Management:

The Corporation has divided the total area into 4 zones for administrative purposes. The Zonal Officer is the administrative head for collecting wet as well as dry waste. Presently there are nearly 800 workers devoted for the work like road, drainage cleaning, dumping of garbage etc. On an average a total 125 tons of garbage, 40 to 45 tons of wet garbage and 45 to 50 tons of dry garbage is collected daily. The garbage is daily disposed in the reserved area of 20 acres. An Organic Waste Management Project is also managed on public-private partnership. On the basis of primary data it can be concluded that in respect to garbage collection facility not much satisfactory.

3. Fire Brigade Facility:

It is said that calamities do not occur by pre-intimation. The fire Brigade Section has always to fight out such confronting calamities, if any. It is modernized achieve its motto- "We serve to save". The Corporation has three fire brigade centers located at Maliwada, Savedi and Kedgaon. Three fire fighter vehicles with necessary equipments and trained personnel are available for this service. The total staff of this unit is seventeen consisting of a superintendent, a supervisor, ten drivers and twenty five firemen.

4. Health and Medical Services:

As a part of statutory responsibility, the Corporation at present run seven hospital and three dispensaries across the city. At present the total staff employed for providing this service is 146, which includes 9 doctors. On an average about 300 to 400 patients are examined every day. The survey shows that, the residents prefer more to private hospitals than municipal medical facility.

5. Roads:

Construction of link roads to various parts of the city facilitates transportation and communication. Due to extension in the area and construction of new housing colonies in various parts necessitates construction of new roads. The areas where new roads are to be constructed are identified and constructions of new roads are under taken under the government schemes and budge provisions.

The street lights are installed on all the roads including the industrial area, about 10 km. from city, though it is not the part of Corporation's jurisdiction. For the traffic control traffic signals are also installed at the places where there is heavy traffic. The annual expenditure incurred on construction, repairing and maintained of street light is about 3 crores.

The survey shows that 73% respondents have reported that the repairing of roads is carried out in four years, 17.83 % responded that the repairing of work is carried out in two years, 7.17% have responded that the work of repairing roads is carried out regularly. It is also observed that overall 90% of respondents are satisfied and 9.33% respondents are not satisfied regarding roads, repairs and street light facilities.

CONCLUSION:

Since the inception of the Corporation in Ahmednagar city, in 2003, the authorities have tried their level best for providing qualitative services to the people. Over the years the Corporation has initiated number of development projects in respect of construction of roads, street lights, water supply, and drainage system under Urban Infrastructure Development Scheme for Small and Medium Towns (UIDSSMT). The total amount spent on major development projects includes water supply schemes Rs.150.57 corers, Construction of roads, 9.97 corers, Slum development 13.10 corers, Welfare Scheme for backward class 5.36 corers, street lights 60 corers, Housing development Programme 13.80 corers, Construction of garden 1.18 corers etc. The Urban Infrastructure Development Scheme for Small and Medium Towns (UIDSSMT) for non-mission cities is meant to improve infrastructure facilities, help create durable public assets and quality oriented services through enhanced public-private partnership,

investments and integrated development of towns and cities in planned way by providing reforms linked central assistance.

From the survey of the resident's, it was observed that out of the 1200 residents 654 residents (54.5%) were satisfied with drinking water supply, 790 (65.83%) satisfied with drainage system, 722(60.16%) satisfied with collection of garbage, 714 (59.5%) satisfied with garden facility. However the education facility and medical facility are not much enjoyed by the residents due to availability of private facilities.

From this survey data it can be safely concluded that majority of residents are satisfied with the working of the Corporation.

SUGGESTIONS:

From the study of organization, management and evaluation of working of the Ahmednagar Municipal Corporation as a representative sample and analysis of the data, the following are some of the important suggestions that are useful for the effective organization and management of Municipal Corporations in Maharashtra.

1. The Municipal Corporations with limited tax sources are almost entirely dependent upon the state government for their finances.
2. The executive system in the Municipal Corporation is highly fragmented as it is based on the notion of 'separation of executive powers and functions. The executive power vest in the corporation's council and its executive committees but the entire executive function are performed by the Commissioner who is government appointed official.
3. For creating institutional environment conducive, the citizen's participation in the public administration should be promoted.
4. The political parties, the stability and instability or coalition governance are some of the specific factors that have greater impact on the functioning of the Corporation.
5. Now a day's Information and Technology (IT) has indeed gained much popularity among the people and its application for the good governance is must for every organization.
6. The audit of accounts of corporation should be carried out regularly and strictly to restrict and minimize irregularity and maintain financial discipline.

To conclude, admitting that the urban local bodes like municipal corporations have limitations and deficiencies, they do have an important role to play in economic and social developments of the respective regions. There are good number of corporations have several achievements to their credit. These institutions have enhanced the political consciousness of the people and initiated a process of democratic planning. What the government should attempt now is to remove structural deficiencies, encourage them

to strengthen financial resources, bring an effective co-ordination and give them effective powers in relation to planning and implementation.

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