

## Chapter 7: General Services

### 7.1 E-Governance

To bring the benefits of Information and Communication Technology (ICT) and ensure transparent, timely and hassle free delivery of citizen services, GOI initiated e-Governance programme in the country. National e-Governance Plan was launched with the aim of improving delivery of Government services to citizens and businesses and is guided by the following vision: “Make all Public Services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs to realize the basic needs of the common man.”

For implementation of the National e-Governance Policy (NeGP), GOA appointed (August 2009) M/s Assam Electronics Development Corporation Limited (AMTRON) as the State Designated Agency (SDA). SDA in turn, selected (March 2008) M/s Zoom Developers Ltd., a private agency as the Service Centre Agency (SCA) for the District. A District e-Governance Society was to be constituted under the Chairmanship of DC, Nagaon for implementation of NeGP, monitoring the functioning of the Common Service Centres (CSCs), delivery of G2C services etc.



Audit scrutiny revealed that 237 Village Level Entrepreneurs (VLEs) were sanctioned and appointed as of March 2011 by SCA to run the CSCs at GP/village level and SDA had spent ₹79.23 lakh towards revenue support to the CSCs out of total funds of ₹2.09 crore received from GOA for the purpose. However, as of March 2011 the CSCs were providing only B2C services<sup>27</sup> and no G2C services<sup>28</sup> were being provided mainly due to non establishment of District e-governance society by DC. As a result, the citizens of the District remained deprived of the intended benefits under NeGP as of June 2011.

DC stated (September 2011) that District e-Governance Society would be formed shortly.

<sup>27</sup> Business to Citizen (B2C) service: DTP, Digital passport photography, internet browsing, insurance premium payment, computer education, e-recharge, downloading, CD burning, DTH sale, etc.

<sup>28</sup> Government to Citizen (G2C) service: PRC, caste certificate, Non-creamy layer certificate, next of keen certificate, bakijai clearance certificate, senior citizen certificate, permission for delayed birth/death certificate, certified copy of court order/electoral rolls, mutation order, land valuation, jamabandi copy & permission for special events etc.

## 7.2 Waste Management

### 7.2.1 Bio-medical waste

Bio-medical waste is generated by hospitals and other health services providers and consists of discharged drugs, waste shapes, microbiological and biotechnological waste, human anatomical waste, animal waste etc.

According to the Bio-medical waste (Management and Handling) Rules 1998, authorization of the State Pollution Control Board is mandatory for each Medical Service provider including research laboratories, handling Bio-medical waste. The District has one district hospital, 11 CHC, 71 PHCs besides 33 nursing homes/ private hospitals and diagnostic centres/laboratories handling Bio-medical waste. The District Authority and the Joint Director, Health Services (Jt.DHS), Nagaon did not have any information regarding authorization and system of handling of Bio-medical waste. However, information furnished by the Jt. DHS revealed that no organization has an incinerator for disposing of Bio-medical waste as per specified norms of the Board.

Segregation of waste was also not done in any organization except in a FRU at Jakhlabandha. Joint physical verification of the selected medical units with

departmental officers carried out on 16 June 2011 revealed that waste was not disposed of as per prescribed procedure but dumped at different places in hospital premises as evident from the given photograph.

Thus, in absence of any mechanism for disposing of bio-medical waste and its dumping in open space creates air pollution and health hazards.



## 7.2.2 Municipal waste

Municipal waste is generated by households and consists of paper, organic waste, metals etc. Increasing use of plastic and packaged products also contribute significantly to municipal waste.

According to the Municipal Solid Waste (Management and Handling) Rules, 2000, Municipalities are responsible for disposal of municipal solid waste. The District has four Municipal Boards<sup>29</sup>. Approximately 63 tonnes of waste is generated per day in the MBs and none of which had quantified the non-biodegradable waste or had solid waste disposal plant. Solid waste was being carried in open carts and trucks in broad day light and dumped at different sites of the towns as evident from the following photographs.



Thus, it is evident that MBs failed to discharge their obligation of disposing the waste due to absence of infrastructure and planning in such disposal. People are thus, exposed to the threat of untreated waste and pollution.



<sup>29</sup> (i) Nagaon, (ii) Hojai, (iii) Lanka & (iv) Lumding

## 7.3 Civic Amenities

### 7.3.1 Civic Amenities by Municipal Administration

Provision of basic civic amenities in the towns is the responsibility of the Municipal Administration. Nagaon district has four Municipal Boards (MBs) and four Town Committees (TC)<sup>30</sup>. The MBs and TCs function as self-governing institutions and receive grants and funds from the Government. These institutions also earn revenue through taxes, rents, issue of licenses and car parking etc. They are mandated to utilise these funds for provision of adequate civic amenities for the public.

During 2006-11, the MBs and TCs received ₹11.92 crore under the schemes – Integrated Development of Small and Medium Towns (IDSMT) and Swarna Jayanti Shahari Rozgar Yojana (SJSRY), out of which ₹9.34 crore was spent by the MBs and TCs during the period. The MBs and TCs, however, did not prepare AAPs during the period. The department accepted audit observation.

Audit scrutiny of the records revealed that 30 works of 2009-10 (estimated cost ₹53.89 lakh) under SJSRY, had not been started. The ULB, however, did not furnish any reason for not taking up the works. Funds remained blocked with the ULBs. DC stated (September 2011) that except Nagaon MB no other ULBs submitted schemes for 2010-11 for approval by DUDA. Thus, owing to failure on the part of the ULBs to submit the schemes for approval in time, funds amounting to ₹1.55 crore remained blocked and desired benefits could not be provided to people.

GOI sanctioned during 2009-10, ₹23.70 crore to Nagaon Municipal Board for construction of a commercial complex which has not been taken up as of June 2011 as no fund was released by GOI. During 2007-08, GOI sanctioned projects for works like road, drains, street light etc., costing ₹2.65 crore to Lanka MB and released ₹1.14 crore to the MB as of June 2011, of which only ₹32.59 lakh (30 per cent) could be utilized indicating lack of monitoring on the part of the MB of preliminary works like site preparation etc.

For construction of a business centre at Lanka town, GOI sanctioned a project costing ₹4.90 crore, during 2009-10, of which ₹1.47 crore was released. The work was not taken up by the Board (June 2011) and the entire amount of ₹1.47 crore remained blocked. DC stated (September 2011) that the preliminary works had since been started.

Thus, non commencement/non completion of the works, apart from blocking of funds, resulted in denial of intended benefits to general public of the District.

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<sup>30</sup> (i) Dhing, (ii) Kampur, (iii) Raha & (iv) Daboka

### 7.3.2 Storm Water Drainage

Drainage is a major problem in the District. GOI sanctioned ₹13.92 crore during 2007-09 for two Storm Water Drainage projects for Hojai and Lanka towns and released ₹6.74 crore as of June 2011. The MBs spent ₹6.68 crore. The stipulated date of completion of the projects were March 2010 and October 2010 respectively. The projects could not be completed due to heavy rain and non release of 2<sup>nd</sup> instalment by GOI inspite of submission of UC of 1<sup>st</sup> instalment. There is water logging in different areas of the Nagaon city during rainy season as evident from the photographs below:



GOA however, did not submit the UCs to GOI. Thus, the objective of construction of drainage remained incomplete and desired benefits were not extended to the people.

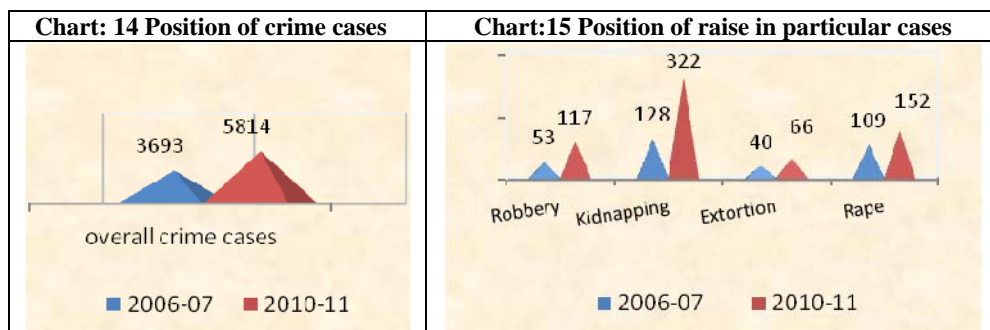
### 7.3.3 Other Amenities/services

➤ GOI decided to provide essential financial services like savings, credit, micro-insurance and remittance to all villages with population over 2,000 by March 2012. The objective of the scheme was to deliver financial services at an affordable cost to vast sections of the low-income groups. Information obtained from Reserve Bank of India (RBI) revealed that the District has 102 bank branches of different commercial banks which cover 355 (26 *per cent*) out of 1,375 villages. Out of total credit of ₹1,101.49 crore, only ₹82.49 crore (four *per cent*) was for 12,670 farmers as on 31 March 2011. Thus, it is doubtful that the District would achieve the financial services in all the villages by 2012.

➤ Audit Scrutiny of records of SP, Nagaon revealed that expenditure on salary and non salary raised by 82 *per cent* from ₹18.97 crore in 2006-07 to ₹34.58 crore in 2010-11. Crime cases, however, in the District increased by 57 *per cent* from 3,693 cases as on 31 March 2006 to 5,814 cases as on 31 March, 2011. Major increases were in kidnapping (152 *per cent*), robbery (121 *per cent*), extortion (65 *per cent*) and rape (39 *per cent*). Thus, high rate of increase in major crimes is a threat to security for common public.

The District had shortage of manpower. Out of 1,616 sanctioned posts in different categories, 150 posts remained vacant. Thus, shortage of manpower, shortage of

required facilities in police stations, inadequate arms and ammunition, shortage of vehicle etc. were responsible for increase of crime cases in the District.



The District had 60 police stations/out posts of which 12 are of more than 30 years old. Physical verification carried out (4 May 2011) with departmental officers revealed that the police stations required major repairing as evident from the photograph.

➤ Information furnished by the District & Session Judge, Nagaon depicted that 46 to 51 *per cent* cases were disposed of during 2006-11 leaving huge cases pending. Out of 21,700 cases, 2,052 cases are pending for more than three years as shown in the table -33.

**Table-33: Position of disposal of civil and criminal cases**

Year	Opening balance	Cases instituted during the year	Total cases	Disposed during the year	Closing balance	Percentage of disposal
(1)	(2)	(3)	(4)	(5)	(6)	(7)
2006-07	14,185	15,609	29,794	14,292	15,502	48
2007-08	15,502	11,450	26,952	12,556	14,396	47
2008-09	14,396	15,342	29,738	14,628	15,110	49
2009-10	15,110	19,104	34,214	15,788	18,426	46
2010-11	18,426	25,441	43,867	22,167	21,700	51

Source: Information furnished by the District & Session Judge, Nagaon.

➤ Availability of electricity supply is a cause of concern to the common man. The shortage in meeting energy requirement in the District ranged between seven and nine *per cent* during 2006-11 whereas shortage of peak demand ranged between 14 to

18 *per cent*. As a result supply of electricity was available for 20 to 21 hours a day against the availability of electricity for 12 to 16 hours in Cachar district.

➤ The District had 31,625 District exchange lines of which urban connection was 17,294 and rural connection was 14,331 (45 *per cent*). Tele density of the District is 14.2 *per cent* against the State tele-density of 26.9 *per cent* and 11.4 *per cent* of Cachar district.

➤ As per Standing Fire Advisory Council<sup>31</sup> (SFAC), norms for establishment of fire stations, there should be one station for 10 square Km in urban areas and one station for 50 square Km in rural areas. The District had nine against requirement of 86 fire stations<sup>32</sup> which are less than the norms. There were 1,274 fire incidents during 2006-11 in which seven human lives and property worth ₹14.70 crore were lost. Thus, shortage of infrastructure is one of the causes responsible for loss of life and property.

**To sum-up, the District is deficient in basic amenities like good quality roads, sufficient supply of electricity, medical facilities, required bank branches, transportation and communications, drainage system. Besides, there is no Waste management Plan for disposal of both Bio-medical and municipal wastes in the District.**

### Recommendations

- DC should chalk out coordinated plan to ensure basic civic amenities to the general people.
- Waste management plants also need to be developed in an integrated manner to ensure proper management of disposal of solid waste.

<sup>31</sup> An Apex body at national level set up by the Ministry of Home Affairs

<sup>32</sup> 86 Nos. {Urban: (75.28 / 10 = 8 Nos.) + Rural: (3897.72 / 50 = 78 Nos.)}