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## **BUDGET SPEECH 2022-23**

Distinguished Members of the Council,

It is my privilege to present the Budget of New Delhi Municipal Council for the financial year 2022-23.

Financial Year 2021-22 commenced with the onset of second wave of COVID-19 pandemic with loss of life on a scale never anticipated. Health infrastructure was stretched to its limits and the citizens faced a trauma unheard in known memory. NDMC citizens along with the rest of the nation continue to witness the cascading negative impact on economy and every other sphere of life. With subsiding threat of second wave and the lurking dangers of a new strain, the economic prospects remain conservative as anticipation heightens.

NDMC, with the acquired experience of the first wave of COVID-19, dealt with the problem far more professionally and effectively. Some of the preparatory steps taken earlier helped us brace the challenge more efficiently and in a resilient manner. New Delhi Municipal Council, with its paramount responsibility of ensuring municipal services to the national capital and the core objectives of continuing its services in an **un-interrupted manner** moved ahead to offset the hardships already being faced by its citizens. The challenge of sustaining the morale of its workforce in a lingering negative environment coupled with their personal hardships has been more than demanding.

With deep satisfaction, I would state that NDMC has been able to confirm its standing as a robust, resilient and reliable municipal organization committed to the well-being of its citizens. NDMC has not only maintained its service levels in these trying times but also enhanced them a level above and set new milestones in service delivery. NDMC retained its premier position among local bodies with achievement of "Swachh Rankings". This year NDMC has been given the status of Five Star Garbage Free City. We have been rated Water+ certified, awarded as the Cleanest Small City (1-3 lakh category) and placed first in the 1-10 lakh category. In the coveted Prerak Daur Samman criteria we have achieved the Platinum (Divya City) status. This encourages us to keep improving our service standards for the citizens and provide better civic services.

In tune with the national reality, our work programme got affected to a large extent with execution of relatively larger projects getting slowed and the revenue realization turning sluggish. This needed timely corrective measures to keep the financial management in control. With the help of many preparatory steps taken earlier, NDMC was able to leverage technology and re-prioritize its objectives. In the later half of the financial year, prospects have started improving and with normalcy setting in the environment, NDMC is confident of ending the year with a positive outlook, as in previous years, with a moderate surplus.

In the last year, NDMC had resolved to use the challenge of COVID as an opportunity to re-define its core and remain future ready as also shock proof. We leveraged Information technology to the maximum by making available 49 of our citizen services totally online and effectively made our functioning completely digital by introducing e-office, a first for any municipal organization in India.

NDMC has continued to value its workforce as the prime mover which has established its credibility time and again. The safety measures and positive steps taken earlier like extension of medical facilities to all employees including contractual and compensation to the affected ones have been continued during the year. We are conscious of the upcoming challenges anticipated in such pandemics and are ready to face them with the help of Team NDMC. We are committed to work hand in hand with other municipal bodies of Delhi and with both state and central governments.

NDMC is proud that we have not only refrained from adding any tax burden to our citizens but extended many reliefs including freezing of annual enhancements and extended payment periods. Still, we have kept ourselves financially sustainable without any external assistance.

The prospects for the ensuing financial year are relatively more promising and NDMC is all set for a stronger growth path and move ahead with firm resolve to make NDMC the national pride and a global benchmark.

Now, I present the Annual Budget 2022-23 with financial projections first;

***The total receipts of the Budget Estimates (BE) 2022-23 are ₹ 4381.43 Crore against ₹ 3814.30 Crore provided in Revised Estimate (RE) 2021-22.***

***The actual receipts in 2020-21 were ₹ 3915.79 Crore. The BE 2022-23 for the revenue receipts are ₹3842.78 Crore against ₹ 3336.45 Crore provided in RE 2021-22 and actual of ₹3126.44 Crore in 2020-21.***

***The BE 2022-23 for capital receipts are ₹ 538.64 Crore against ₹477.85 Crore provided in RE 2021-22 and actual of ₹ 789.35 Crore in 2020-21.***

***The total expenditure for BE 2022-23 are ₹ 4202.48 Crore against ₹3678.45 Crore provided in RE 2021-22 and actual of ₹ 3236.70 crore in 2020-21.***

***The BE for revenue expenditure in 2022-23 are ₹3525.82 Crore against ₹3276.37 Crore provided in RE 2021-22 and actual of ₹3061.07 Crore in 2020-21. The capital expenditure is projected at ₹676.65 Crore in BE 2022-23 against ₹402.09 Crore in RE 2021-22 and actual of ₹175.63 Crore in 2020-21.***

I would like to now highlight the performances and achievements of NDMC in major areas during 2021-22 and propose the plans and projections for the year 2022-23.

## **1. UNINTERRUPTED NDMC, MAXIMUM SERVICES**

- 1.1.** NDMC realizes that its success lies in ensuring its service availability in an uninterrupted manner, in all circumstances. With the experience of COVID-19, NDMC is evolving strategies and capabilities to meet such situations more effectively. The experience of COVID 19 has left meaningful learnings which have already been assimilated in our response methodology.
- 1.2.** NDMC has continued to respond to emergency situations with its team of doctors, para medical staff and public health specialists in identification, constant monitoring and complementing the efforts of Delhi Govt. including testing, vaccination and sanitization. We continue to provide our physical infrastructure to Delhi Government on a requirement basis ensuring maximum synergy.
- 1.3.** NDMC continues to carry out extensive solid waste management in its area with enhanced efficiency including bio medical waste collection from various locations for maximum sanitation.
- 1.4.** NDMC provided health services including Flu Centre, mobile vans and testing centers at central ministries, Rashtrapati Bhawan and Union Parliament ensuring maximum safety.
- 1.5.** Power availability being the key catalyst for every aspect of modern life, has been monitored more intensively and uninterrupted power supply has been maintained at all times.
- 1.6.** NDMC schools continue to operate under prescribed COVID norms. NDMC imparted online education on anywhere any time basis with more online content and also provided tablets to senior classes. NDMC also provided data charges to the students in 10<sup>th</sup> and 12<sup>th</sup> standards. Now the facility of quality coaching for competitive examinations has also been made available in NDMC schools.
- 1.7.** Keeping the care of its employees at the top most priority, NDMC continues to provide COVID treatment to them in all empanelled hospitals on CGHS rates and the compensation scheme of Rs 15 lakhs in case of death has been kept in operation including regular, contractual/ RMR/ TMR & outsourced worker(s) ensuring maximum welfare.
- 1.8.** Keeping in view the hardships of Citizens during COVID times, NDMC granted many reliefs to them. The rates of Property Tax were not increased. In case of License fee, the biennial /annual increment effective

in the month of April, 2021 on all the properties except Hotels, Govt. Departments and PSUs has not been effected even this year.

### **1.9. Living With Covid-19**

COVID-19 continues to be a long-term challenge and everybody has to remodel their business processes and expectations accepting the same as a reality. The municipalities would need to evolve in future as shock proof cities, not only able to handle such pandemics but any catastrophe and should have the resilience to face it in a professional manner. NDMC is looking at its entire business processes making them sustainable and free from interruptions as also take into account the social corrections. Completely digital work environment, work from home option, virtual meetings, work place social distancing, personal safety protocol, public place protocols, realignment of economic opportunities and no touch business processes continue to govern the overall functioning, which NDMC is geared to imbibe on a long-term basis.

### **1.10. Pollution Free NDMC**

- 1.10.1.** NDMC is conscious of its unique position as a leading new age, modern and globally relevant national capital with a huge floating population as a unique asset. This also makes it vulnerable to the challenge of pollution especially air pollution being at the heart of Delhi. NDMC continues to take lead in pollution mitigation measures.
- 1.10.2.** In a landmark step, NDMC has resolved to stop purchase of petrol/diesel-based passenger cars and only acquire electric cars in future.
- 1.10.3.** To bring in the culture of pollution free electric cars, NDMC has already introduced more than sixty e-charging stations in its area and is augmenting them further to take the number to more than 100 in this year itself. The capacity of these charging stations is also being expanded to facilitate newer generations of vehicles with lesser charging time.
- 1.10.4.** Continuing the trend for eco-friendly communication, e-scooter service is planned to be introduced in this year complementing the smart bikes.
- 1.10.5.** Our Cycle-in-City scheme is expected to put in place dedicated cycle tracks in major communication areas facilitating office goers to cycle to work in a safe and enjoyable manner.
- 1.10.6.** To reduce the dust pollution intensive tree washing is being continued. Air Pollution Control machines in the form of mist sprayers has been

deployed at Central Park with more coming up. Mechanical Road Sweepers have proven to be very effective in mitigating dust in air.

**1.10.7.** Green strips are being further developed at a fast pace so that entire brown space is covered leaving little scope for dust pollution.

**1.10.8.** NDMC is actively working with Air Pollution Action Group (APAG) an NGO supporting Delhi Government and other ULBs in effective monitoring of air pollution mitigating measures.

### **1.11. Green Energy For Green Palika**

NDMC has already made its place as a Green Palika with maximum green coverage in its areas. It has the unique distinction of being a power discom as well which makes it a major power consumer. NDMC as a discom intends to grow beyond its geographical jurisdictions and contribute to the overall objective of sustainability by aspiring to make itself a complete Green Energy consumer. NDMC has embarked upon ambitious journey of shifting to 100% renewable energy municipal body of the Country. In this journey, first, NDMC has not renewed its power purchase agreement with thermal power generating stations after its expiry. In parallel NDMC is taking up fresh purchase agreements with only renewable power providers including hydel and solar energy.

## **2. TECHNOLOGY MAXIMUM: INFORMATION TECHNOLOGY GOVERNANCE**

NDMC has taken several IT based initiatives for strengthening of e-Governance and m-Governance to improve efficiency and effectiveness in providing civic services. These also lead to more equitable, non-discretionary and transparent processes. NDMC also initiated a drive post COVID-19 to consolidate, restructure and integrate them to produce citizen centric services duly ensuring protection of information, financial accountability, data retention and disaster recovery. Many of these initiatives have been completed in a timebound manner in spite of a not so favorable environment and manpower issues.

### **2.1 Now I will furnish the status of our earlier ongoing initiatives and other projects in pipeline.**

#### **2.1.1 Networking In Palika Kendra**

The work for replacement of existing data network in the Palika Kendra with higher capacity and speed has been successfully completed.

#### **2.1.2 Unique Smart Address For Urban Properties/ Establishment**

Under this project more than 52822 Digital door numbers have been created and 40245 plates are installed. NDMC, moving forward has taken preparatory

steps to introduce unique four-digit alpha numeric identifier for urban properties that can be seamlessly integrated with global applications. This project has been completed and already has gone live.

### **2.1.3 Digitization Of The Civic Services Documentation**

NDMC is committed to fully digitize all its civic services and as a first step, digitization of existing documents is ongoing. Already more than 1 Crore 42 lakh pages with indexing and matching of the records have been completed.

### **2.1.4 Single Sign-On (SSO) For All Citizen Services In NDMC Area**

Single sign on (SSO) service which facilitates users to access multiple services with a single log-in has been launched and till date total 49 citizen centric application have been successfully integrated with SSO portal.

### **2.1.5 Implementation Of E-Office**

Even during the challenging COVID situation, NDMC has successfully implemented an e-office/ e-file system of NIC in all departments. This will not only increase accountability, transparency and efficiency but also become a tool to contain COVID-19 by introducing a completely paperless working environment.

### **2.1.6 Artificial Intelligence Based Chat-Bot Facility**

Chat-Bot facility on NDMC website will help users seek their needed information intelligently and speedily in lesser attempts leading to a seamless feel. This will be made available by the end of March, 2022.

### **2.1.7 Establishment Of A Disaster Recovery Site For It Applications:**

With the launch of the Integrated Command and Control Centre and various other applications, business continuity has become paramount. The work on the establishment of a disaster recovery site has been completed.

### **2.1.8 Ease Of Doing Business: Universal Online Services**

NDMC is committed to providing hassle-free, transparent online services to its citizen. Till now NDMC has successfully developed 49 citizen-centric online services. This will completely obviate the need for any citizen to visit NDMC physically and would ensure timely, hassle-free NDMC services. NDMC would continue to augment more through online mode in the coming year.

### **2.1.9 Secured IT Infrastructure And Data**

NDMC had proposed to deploy Data Loss Prevention (DLP) system and Host Intrusion Prevention System (HIPS) to safeguard its sensitive data and other forms of enterprise information keeping in view sensitive installations handled. The licenses for the same have been obtained and deployment is in progress under Integrated Command & Control Centre.

### **2.1.10 Bringing Accountability: Online ACR/ APAR**

NDMC has successfully implemented Smart Performance Appraisal Report Recording Online Window (SPARROW) developed by NIC. In this endeavor total 800 APARs of Group A & B employees have been generated online. This will not only help in timely promotion/career advancement of an employee but also help in creating an efficient work environment with a credible and time-bound feedback mechanism for performance appraisal which is generally does not worked well in a paper-based system due to inherent discretions involved.

## **2.2 I propose to undertake the following ongoing and new projects in NDMC for next FY 2022-23.**

### **2.2.1 Govt. Project Management System (GPMS):**

Government Project Management System is advanced software for ensuring timely effective management of project implementation. NDMC would identify a suitable solution and deploy the same in FY 2022-23.

### **2.2.2 Ease Of Doing Business: Common Payment Portal Pay-Gov**

Pay-Gov is a government approved, secure & convenient online platform for government to citizen services. NDMC will look into the feasibility of the portal for its services and implement accordingly.

### **2.2.3 Data Backbone: Palika Net**

NDMC has identified Multi-Protocol Label Switching based data network as its data backbone to ensure uniform access to its remote and decentralized offices in a secured manner fully leveraging the paperless environment to the last leg. The project will be completed in FY 2022-23.

### **2.2.4 NDMC Video Conferencing Management System: Palika Drishya**



Around 100 computers with an inbuilt camera facility are being procured so as to facilitate video conferencing. NDMC would also identify an appropriate solution for a secured and effective video conferencing application to facilitate remote working and digital interaction as a long term preparedness strategy for COVID like situations. This would be operationalized in FY 2022-23.

#### **2.2.5 Technology Pioneer: Block-Chain**

Block chain with its open transaction ledgers adds an unprecedented layer of accountability and immutability. In the first phase, this technology is being implemented in Birth and Death application, Estate and Property Tax applications in NDMC which will be completed by 31<sup>st</sup> March 2022.

#### **2.2.6 360 Degree Cyber Security:**

Today Cyber security has proven to be a necessary investment for any Government organizations because it protects all categories of data from theft and damage which includes sensitive data, personally identifiable information (PII), protected health information (PHI), personal information, intellectual property, data etc. It also prevents cybercriminals from gaining access to the device or the network. With more and more IT applications being deployed and the entire working environment turning digital, it is more of a necessity than an option. NDMC is going to implement a 360-degree cyber security audit of its network as well as all running applications in FY 2022-23.

#### **2.2.7 Electronic Human Resource Management System :**

Smart services can only be delivered by a smart human resource system. Electronic-Human Resource Management System (e-HRMS) developed by NIC had been planned for introduction in NDMC to provide a comprehensive view of the human resources deployed and HR analytics. With launch of e-HRMS, employees will not only be able to see all their details w.r.t. service book, leave, GPF, Salary etc., but also apply for different kind of claims/reimbursements, loan/advances, leave, leave encashment, LTC advances, Tour etc. on a single platform. e-HRMS will bring all processes of personnel management from “hiring to retiring” on digital platform. This will be implemented in FY 2022-23.

#### **2.2.8 Palika Financial Management System :**

A new Financial Management System application in line with PFMS of Govt. of India is envisaged which would be resilient and compatible with the new technology, capable to integrate with the other applications in NDMC including applications developed under Smart City Projects. The project would be completed in FY 2022-23.

### **2.2.9 Development Of Website For All NDMC Schools:**

NDMC is in process of developing a new website for all 49 schools which is one of the most effective tools **to improve communication, engage parents, market its strengths and build a solid, trusting reputation within its community.** School Website not only helps to store relevant data or disseminate the required information to the seeker but also provide interactive learning that enables the school to share relevant knowledge. This work will be completed by March 2022.

### **2.2.10 New Electricity-Water Billing System In NDMC :**

An efficient billing solution is essential to ensure revenue generation, provide ease of doing business to citizens and also helps in avoiding complaints & litigation. NDMC had earlier implemented the legacy billing system for Electricity, Water & Estate billing back in the Year 2009. This system is no longer supported technically therefore proposed a new billing system. The procurement for the same is under process and will be completed next year.

### **2.2.11 Smart Classroom In Primary Schools :**

NDMC has successfully implemented Smart Classrooms in all NDMC schools from classes VI to XII to provide e-Learning solutions. The subject curriculum is now made available digitally to facilitate teaching. Virtual-labs and digital library is a now part of the smart classroom project. Such classrooms have been provided with high-end computers, interactive white boards, short-throw projector and other hardware. Now, NDMC has decided to extend this facility to Primary section also. This will improve knowledge retention through leveraging e-Learning.

### **2.2.12 High Bandwidth Local Area Network In NDMC School:**

NDMC shall provide high bandwidth LAN to all schools for better connectivity. This will improve the learning experience of students with seamless browsing and also helps in better administration. This will be implemented in FY 2022-23.

*In the coming year, NDMC proposes to spend a sum of ₹35.97 Crore towards Information Technology Sector, out of which ₹27.75 Crore is for Capital Expenditure and ₹ 8.22 Crore towards Revenue Expenditure.*

### **3. SMART NDMC**

**3.1** Earlier, a series of initiatives were announced under Smart City Mission. I have the pleasure of informing you that most of these projects are at advanced stages and are likely to be completed this year itself or during early next year. We plan to focus on these initiatives and ensure their time bound completion in the next financial year. Now I would like to apprise about their status.

#### **3.2 Integrated Command And Control System**

Integrated Command & Control Centre (ICCC), at Head Quarter Building, Palika Kendra has been established and inaugurated by Hon'ble LG, Delhi on 11th September 2020. This state of the art and first of its kind ICCC integrates twenty municipal services, LED Smart Lighting, Solid Waste Management, Air Quality Sensors, Smart Parking system, Birth & Death, GPS for NDMC Vehicles, LED Screens, Public Wi-Fi, Building Plan Approval, Smart Electric Meter, Electricity Billing, E-Hospital, STP, Event Management and grievance redressal among others. ICCC is fully scalable and will be able to add more services like Electrical SCADA, Water SCADA, etc. As a nodal point of availability of all online data and information related to Smart Services, these can also be monitored and timely action can be ensured from a single point. This will bring in a paradigm change in delivery of citizen services. It is notable that first phase of the project could be completed even in a COVID environment.

Delhi Govt. also utilized this Command & Control Centre during the COVID period for monitoring oxygen demand & supply, managing COVID hospital etc. ERP modules for Property Tax, Estate and Workshop management have already been deployed and testing of data is currently undergoing. These will be made live by March 2022. Asset Management, Audit Module and Solid Waste Management ERP will be developed and implemented during FY 2022-23. The second phase of integration of additional services will be taken up in 2022-23.

#### **3.3 Smart Bins, Phase-II**

The smart bins facilitate real time information to the control centre for their management. Under phase-II, procurement process including tendering is expected to be completed and work will be commenced.

#### **3.4 Smart Roads**

Smart Roads are not only aesthetically evolved but also designed to ensure user convenience and experience without compromising their safety. They will

have the provision of Modern Kiosks, Street furniture, Parking facilities, Electric Poles and Sitting Plaza among others. Such Smart Road have already been developed at Minto Road providing landscaping, GRC grills in existing arch with the provision of up-lighters irrigation system on both sides of roads and façade of entry on a railway line with the provision of ACP panels which give it a better look. Currently, the tender process for the project is undergoing and work will be commenced by March 2022. The tender for Mandi House project has been awarded and the work will be commenced by March 2022. The project for K.G. MARG is currently under preparation.

### **3.5 Standard NDMC Kiosks**

Kiosks, being the points of multiple citizen services, need to be developed in NDMC keeping in view the inherent city character. Designs for a sample standard kiosk have been prepared and the work has been executed. Proposal for modification of all kiosks will be prepared and taken up in FY 2022-23.

### **3.6 Smart Bus Queue Shelters**

Smart Bus Queue Shelters also make available additional services to the commuters while being at these stops. In consultation with Delhi Transport Corporation the RFP will be finalized in FY 2022-23.

### **3.7 Smart Public Toilet Units For Women**

NDMC has already constructed five pink toilets for women and the feasibility of additional pink toilets is under consideration.

### **3.8 Toilets For Third Gender**

NDMC has constructed a toilet exclusively for third gender at Shahstri Bhawan near PTI Club. After assessing the feasibility, more such toilets have been planned to be constructed in FY 2022-23.

### **3.9 Open Gym In Public Places**

NDMC has already constructed a number of open gyms in the past and now it is deemed appropriate that new sites be taken up on request from the RWAs subject to site feasibility and numbers of users. Open gym in remaining Sr. Secondary Girls School, Mandir Marg has been completed.

### **3.10 Modular Rainwater Harvesting**

The work of 60 modular RWH pits has been commenced out of which 58 have been completed. Remaining will be completed by March 2022. Feasibility for some more RWH pits are being explored for FY 2022-23.

### **3.11 Development Of Happiness Areas**

Happiness areas are public places like roundabouts, parks and gardens and major public destinations where user experience has been enhanced. The work at AIIMS Green area including the fountain as well as at Nehru Park has been completed. Development of York Place circle at junction of Janpath and Moti Lal Nehru Marg is also under process and will be completed in 2022-23.

The work in respect of additional happiness areas in Rose Garden, Rail Bhawan, round about near Taj Man Singh Hotel etc. and other suitable locations, further evolving them as centers of cultural activities in nearby localities got impacted due to COVID-19 and will be taken up in FY 2022-23.

### **3.12 Synthetic Track In NDMC Parks And Open Gyms**

NDMC, alive to its citizen's needs, had announced EPDM based synthetic rubber tracks for the 2.7 km jogging track at Nehru Park for comfortable experience specially to elders and also eliminate the problem of dust and pollution. The work has been completed. Based on the positive response received, now a similar track will be taken up at Sanjay Park as also in all open Gyms in FY 2022-23.

### **3.13 Public Art**

I had proposed to add value to the NDMC area through a scheme “**Art with Heart**” in which theme-based sculptures will be installed at major roundabouts and other prominent places in a phased manner. DUAC approval in this regard has been obtained and the work is likely to be completed by March 2022.

### **3.14 Smart Commuting : Cycle In City**

With its splendid avenue roads and lush greens, NDMC is an ideal area for cycle enthusiasts, tourists and short commuters especially post COVID19. I had proposed an initiative, Cycle-in-City to identify stretches for safe cycling by the commuters. Project for a dedicated cycle track from New Moti Bagh to the North & South Block connecting Rafi Marg, Krishi Bhawan, Udyog Bhawan, Nirman Bhawan and Rajaji Marg is at the advanced planning stage with the School of Planning and Architecture as the consultant. A trial run from Moti Bagh to North/South Block has been conducted in consultation with SPA. In a separate project, a dedicated cycle track along the outer periphery of Nehru Park is coming up at an approximate expenditure of ₹1.73 Cr. targeted to be completed during the F.Y 2022-23.

Next, I will introduce the new projects to further enhance the status of NDMC as a smart city.

### **3.15 Smart Students: Tablets For NDMC School Children.**

NDMC, in the wake of COVID-19 had made available 811 tablets on a pilot basis to the students of 10<sup>th</sup> & 12<sup>th</sup> standard in 4 School which received an enthusiastic feedback. Accordingly, in FY 2022-23, NDMC intends to expand the scope of the programme by including all the students of 10<sup>th</sup> & 12<sup>th</sup> standard in all schools at an approx. cost of Rs. 9.35 crores benefiting more than four thousand students. Its scope would be further enhanced to include all children from 9<sup>th</sup> to 12<sup>th</sup> standard in all schools.

### **3.16 Ensuring Overall Growth Through Modern Recreation Facilities**

Balanced recreation contributes not only to the growth of children but also helps adults to break free from the stress of life and monotony leading to a better quality of life. Urban living has a few major challenges which include lack of recreation spaces, which NDMC has already strived to handle by developing a large number of parks. Theme parks and amusement centres worldwide have turned into places of knowledge acquisition as well in a very subtle manner. Keeping in view the national capital and its large floating population which visits for tourist purposes also, a theme park cum amusement centre in the NDMC area would not only serve its own citizens but to the visitors as well and add to the national pride. NDMC would take up a major project to establish a modern, international standard amusement centre/theme park at the site of the current Children's Park or any suitable location, befitting the national capital in the next FY 2022-23. The project would come up under the smart city for which an expression of interest for a consultant would be immediately called for and the DPR would be developed in FY 2022-23. I have set aside a sum of Rs 50 lakhs for the purpose in next FY 2022-23.

## **4 RELIABLE NDMC: DISCOM OPERATIONS**

NDMC is the deemed licensee for the distribution of electricity in its area and provides a 24x7 reliable quality power supply to all its consumers. The objective of NDMC is to emerge as a reliable and responsible DISCOM to its consumers and as an efficient, self-reliant and capable strategic business unit within NDMC. From the last year, we are presenting separately the budget for this EDSBU( Electricity Distribution Strategic Business Unit) clearly indicating our results as a separate cost unit. The same has been prepared in this year as well.

Now, I will present the status of many ongoing projects in NDMC:

#### **4.1. IPDS Project**

NDMC is implementing the IPDS project under which the creation of a strong sub-transmission and distribution network with state-of-the-art “Advanced Metering Infrastructure” (AMI), IT and SCADA is envisaged for efficient management of supply distribution system. Smart energy meters provide real-time data on power consumption and allow consumers to make informed choices about energy uses, based on energy price at the Time of Day (ToD). Under this scheme, 58841 Direct Current energy meters both single phase & three Phases have been replaced with smart meters and data is being received in NDMC. 1900 LT CT smart energy meters have also been procured. The work for LT & HT CT meters strengthening is in progress and is likely to be completed by March 2022.

#### **4.2 Auto Changeover Switching System In Eight 11 KV Sub-Stations, Additional 33 KV Sub-Station At AIIMS & New Below Ground 33 KV ESS At Church Road.**

Both projects announced earlier had undergone substantial changes due to redevelopment plan of Central Vista and have finally been dropped.

#### **4.3 Installation Of High Definition Multi Media Laser Projector In Convention Centre.**

High Definition Multi Media Laser Projector will facilitate more efficient utilization of Convention Centre and add to its revenue. The installation will be completed by March 2022.

#### **4.4 Providing Electric Connection To J.J. Cluster In Left-Out Jhuggis Under D/N & D/S Division Of NDMC Area.**

The work is in the pre-tendering stage and is likely to be taken up during F.Y 2022-23.

#### **4.5 Fault Locating Vans**

The tender for the purchase of two Fault Locating Van for detecting the Fault of Feeders are in process and the Fault Locating Vans are likely to be procured by June 2022.

#### **4.6 220 KV ESS Through DTL For GPRA Colony At Sarojini Nagar**

The land is yet to be handed over by NBCC to DTL for establishing of 220KV ESS at Sarojini Nagar.

#### **4.7 Establishing 2 Nos. 33 KV Sub-Station At GPRA Colony Netaji Nagar, 1 No. 33 KV Sub-Station At GPRA Colony Nauroji Nagar & 33 KV Sub-Station At Safdarjung Hospital**

The built-up space for 33KV ESS at Nauroji Nagar, Netaji Nagar & Safdarjung Hospital are yet to be constructed by NBCC.

#### **4.8 National Solar Mission**

Under the National Solar Mission NDMC has installed grid connectivity roof top solar PV plant in all Municipal buildings. The remaining potential of 0.5 MWp in left out school buildings has also been realized in this year.

#### **4.9 Ensuring Energy Efficiency: Public e-Charging Stations.**

To bring in the culture of pollution free electric cars, NDMC has already introduced more than sixty e-charging stations in its area and is augmenting them further to take the number to more than 100 in this year itself. The capacity of these charging stations is also being expanded to facilitate newer generations of vehicles with lesser charging time.

**4.10** Taking lessons from the COVID situation, NDMC had started reviewing its electrical infrastructure and started initiatives with a long-term vision to modernize its assets. Now I would list them with their present status:

##### **4.10.1 Battery Energy Storage System (BESS)**

NDMC looked at Battery Energy Storage System (BESS) as a solution to meet the peak load demand and improve power factor. Though strong in concept, its detailed feasibility analysis, in consultation with EESL has not yielded encouraging results. The project has been deferred for the time being.

##### **4.10.2 Replacement Of Old/Obsolete HT Panels**

The work for replacement of about 1000 Old/Obsolete HT panels under Integrated Power Development Scheme (IPDS) is on verge of completion. 1100 left out panels are expected to be replaced in the financial year 2022-23. After the replacement of HT panels not only reliability of the power supply will increase but the distribution losses will reduce as well enabling NDMC to provide uninterrupted power supply to its consumers.

##### **4.10.3 Smart Racks**

6 smart racks with integrated cooling systems are being purchased and will be installed in the recently established state of the art, Integrated Command & Control Data Centre by March 2022.

##### **4.10.4 ADMS & SCADA System**

The survey study report of sub-station equipment has been finalized by NDMC and further work is being undertaken in accordance with new Revamped Distribution Sector Scheme( RDSS) with provision for grant.



#### **4.10.5 Energy Audit And Condition Assessment Of Electrical Assets**

A full-scale energy audit and condition assessment of electrical assets and distribution to have a long-term perspective plan network could not be undertaken and will now be taken up in FY 2022-23.

*In the year 2022-23, I propose to allocate ₹ 1294.24 Crore for Electricity department out of which ₹ 132.28 Crore is towards Capital Expenditure and ₹1161.96 Crore towards Revenue Expenditure.*

#### **5. RELIABLE NDMC: ROADS AND LANES**

Roads and connecting lanes are the basic infrastructures needed by the cities for necessary mobility. NDMC has created quality road infrastructure and stands committed to keep them well maintained. Now I would list major resurfacing works carried out during 2021-22 and further work proposed for FY 2022-23.

- 5.1.** The work of resurfacing of 19 roads has been completed. The tender for resurfacing of all 20 identified roads is under process.
- 5.2.** Resurfacing work of all lanes & by-lanes due for resurfacing has been completed and the work of road marking would be completed within stipulated date of completion.
- 5.3.** The work of re-carpeting of roads with cold milling process i.e. resurfacing of Shanti Path, Akbar Road, Shahjahan Road & Sher Shah Road amounting to ₹4.43 crore has been awarded and likely to be completed by March 2022.
- 5.4.** The work of providing SMA treatment at Railway Bridge, Shanti Path, BHS Marg, Africa Avenue Rotary, under Bridge G Avenue, BHS Marg, and Laxmi Bai Nagar Rotary has been completed. Further, SMA work at Rotary and T-Junction including Thermoplastic Paint, solar stud/retro reflective studs has been awarded and expected to be completed in FY 2022-23.
- 5.5.** Mechanical Road Sweepers have been utilized to keep the roads clean in an effective manner. NDMC now intends to make its operation and maintenance more effective by outsourcing the entire service which is expected to be awarded by March 2022.
- 5.6.** Resurfacing of Ashoka Road and Firoz Shah Road by milling methods of existing surface at an Estimates Cost of ₹3.16 Crore are at tendering stage. The work would be started after winter season to have appropriate temperature for milling process. The work would be completed during the F.Y 2022-23.
- 5.7.** Resurfacing of 12 Avenue roads in R-I division and 8 Avenues Roads in R- V division is at PE stage and will be taken up in FY 2022-23.

5.8. NDMC has been taking care of the cleanliness of roads pavements and open areas to make it the cleanest national capital. Keeping in view its unique status and the national pride attached to it, we intend to expand the scope of our cleaning responsibilities by including covered spaces of important sites of heritage and tourist attraction. We are initiating a campaign for the cleanliness and upkeep of the heritage sites in partnership with Ministry of Culture, Government of India. We have already initiated steps for a fully mechanized cleaning of identified areas including covered spaces in Connaught Place and Hanuman Mandir. More sites will be added in future.

*In the year 2022-23, I propose to allocate ₹ 153.02 Crore towards roads and pavements out of which ₹ 41.62 Crore is towards Capital Expenditure and ₹ 111.40 Crore towards Revenue Expenditure.*

## **6. RELIABLE NDMC: WATER SUPPLY**

NDMC has taken several measures in the past for the improvement of water supply infrastructure and strives to continue to improve the same by bringing new technology such as AMI Water Meters focusing on reduction in NRW (non-revenue water) so that 24X7 uninterrupted water supply to its residents, is ensured.

### **6.1 24X7 Supply Of Clean Water With AMI Water Meter**

NDMC citizens need to be assured of round the clock water supply and to guarantee the same, project had been initiated which has been put on fast track in this FY. The revised RfP with modified scope of work is in process of approval and the work is likely to be started in the F.Y 2022-23.

### **6.2 Shifting Of Main Line And Metered Water Connection To Every Resident Of B.K. Dutt Colony**

Due to installation of bulk water meter for the residents of B.K. Dutt Colony, they could not get the benefit of the scheme announced by the GNCTD for free water up to 20 k/L for every metered connection. Now the Council has agreed to install individual water connections for each resident to enable them to avail the free water scheme.

### **6.3 Drinking Water Fountains**

The new water fountain is installed at Talkatora Garden as Pilot Project. The scheme for the installation of further water fountains will be taken up only after observing the performance of the already installed fountain.

### **6.4 Mist Spraying Canon Machine**

The proposed machines for Air Pollution Control have already been installed at Central Park, Connaught Place and working successfully. The need and feasibility of installing more such machines is being explored.

**6.5** The work of providing and laying 300 MM dia D.I.Line for President Estate from Jor Bagh Water Boosting Station has already been completed. Further, the work of replacement of water supply lines at Lodhi Colony is recently awarded and is in progress at site. The installation of Sluice valves is expected to be completed by June, 2022.

**6.6 NDMC would undertake following projects for improvement to Water Supply System in FY 2022-23;**

**6.6.1 Replacement Of 300 mm Dia C.I. Line With D.I. Pipe**

The work involves replacement of 300 mm dia C.I. line with D.I. pipe from Bharti Nagar Water Boosting Station to Delhi High Court including Kaka Nagar under Sub Division-III(W/S) at a tentative cost of ₹527.64 Lacs for which P.E. is under process.

**6.6.2 Replacement Of 600 mm Dia H.S. Line With 600 mm Dia D.I. Pipe**

The work involves strengthening of Water Supply System in NDMC area by replacement of 600 mm dia H.S. line with 600 mm dia D.I. pipe at Maharishi Raman Marg at a tentative cost of ₹396.00 lacs.

*In the year 2022-23, I propose to allocate ₹164.67 Crore towards water supply management out of which ₹5.83 Crore towards Capital Expenditure and ₹158.84 Crore towards Revenue Expenditure*

**7 RELIABLE NDMC: SEWERAGE SYSTEM**

There are about 350 kms of sewer lines in NDMC area and the oldest sewer line in NDMC was laid during British Era which is about 80 to 90 years old. The size of these lines ranges from 150 mm to 2100 mm dia. NDMC has taken up phased rehabilitation of sewer lines based on a detailed consultancy. The first phase of rehabilitation of about 30 km sewer line has already been completed. The work for second phase is already in process for about 50 kms lines, out of which tendering process for 20 kms of lines have been initiated.

**Now, I would list some of the works being carried out by the NDMC for augmentation and rehabilitation of sewer infrastructure in NDMC area.**

**7.1.** NDMC continues to operate on hiring basis 3 Nos. CNG run High Pressure Jetting cum sewer suction machine mounted on TATA 407/Bolero

**7.2.** The consultancy work for de-silting and rehab of 1100 and 1200 mm sewer line at Ashoka Road from Nirvachan Sadan to C- Hexagon and brick barrel 1905 mm dia from Kukshak Nallah to Aurbindo Marg at Brigadier Hoshiyar Singh Marg has been completed. The work is expected to be completed in FY2023-24.

**7.3.** The status of the various works of rehabilitation of sewerage network undertaken earlier is as under: -

**7.3.1** M/s TTI has been awarded the consultancy work for De-silting and rehabilitation of old sewer twin barrel of 2100 mm dia “NP-2 Class” RCC pipe from C-hexagon to Lodhi Road through Zakir Hussain Marg- Golf Course- Subramaniam Bharti Marg. The work would be completed in FY 2022-23.

**7.3.2** Tender for Hybrid Annuity Project to develop additional water resources by installing ETPs 20 KLD to 70 KLD (5Nos.) at Dhobi Ghats, infrastructure, construction of effluent treatment plant in NDMC area have been invited and the work is expected to be awarded by March, 2022 and completed by June, 2022.

**7.3.3** The work under Public Private Partnership (PPP) project to develop additional water resources by installing STP’s 100 KLD to 200 KLD (4 nos.) along with 50 KLD TTP, infrastructure (construction of STP/TTP) at different locations in NDMC area will be completed by June, 2022.

**7.3.4** De-silting and re-habilitation of 450mm dia NP-2 Class RCC pipe sewer line by cured in place pipe (CIPP) method from Sadar Patel Marg to Shantipath to Satya Sadan via Kautilya Marg, Madhulimay Marg and along Kushak Nallah (under Phase-III) is likely to be started in FY 2022-23.

**7.3.5** Approval In Principle for de-silting and re-habilitation of 990 mm to 1143 mm dia sewer line by cured in place pipe (CIPP) method from Shantipath via Panchsheel Marg (under Phase-III) is under process and the work is likely to be started in FY2022-23.

**7.3.6** Estimate for re-habilitation of existing 600mm dia RCC sewer by Cured in place pipe (CIPP) method from Telegraph lane to Kashturba Ghandhi Marg via Madhav Rao Scindia Marg is under process and is likely to be commenced in FY-2022-23.

**7.4** Now I would like to list out some new sewerage works to be taken up in next FY 2022-23.

**7.4.1** Shifting Of 300 mm Dia Sewer Line

The work is being taken up as deposit work from NBCC which involves shifting of 300 mm dia sewer line from Gurudwara Sarojini Vihar to Arya Samaj Mandir, Pillanji Village, Sarojini Nagar. At an approximate cost of ₹ 109.20 Lacs. The work is likely to be completed in FY 2022-23.

*In the year 2022-23, I propose to allocate ₹ 183.10 Crore towards Sewerage Management out of which ₹ 83.58 Crore towards Capital Expenditure and ₹ 99.52 Crore towards Revenue Expenditure.*

## **8. RELIABLE NDMC: DRAINAGE SYSTEM**

- 8.1** In modern cities, it is imperative to drain the water not only to avoid leaking, water logging, flooding during monsoon season but also to rationally utilize such water for various usages under the concept of Blue-Green infrastructure. Rehabilitation of drainage system is essentially required at regular intervals.
- 8.2** There are 14 drainage systems in NDMC area out of which about 53 km of main drainage system is of size 600mm to 2057mm and length of transfer underground drainage line is about 270 km of size 450mm to 900mm. The oldest drainage line in NDMC area was laid during British era about 80 to 90 year before. The rehabilitation work has not been carried out since being laid, with the result that every year number of cases of settlement of barrel/drainage system are occurring during monsoon period. This causes many instances of traffic inconvenience in NDMC area.
- 8.3** Taking cognizance of this much felt need, consultant for rehabilitation of 14 drainage system will be appointed in year 2022-23. After receipt of report from consultant, the proposal of rehabilitation will be made in a phased manner.
- 8.4** The status of some drainage works announced in FY2021-22 is as follows:
- (i) The rehabilitation of existing Drainage system at Barakhamba Road, Tilak Lane and Bhai Veer Singh Marg and other roads will be carried out during FY 2022-23.
  - (ii) Existing main drainage system along HS road from Shani Mandir to Pillanji Village is proposed to be shifted for which Preliminary Estimate amounting to ₹1.38 Crore has been approved.
  - (iii) The damaged portion of covered Nallah behind Gurudwara XY Block Sarojini Nagar at a cost of ₹1.62 Crore will be taken up in FY 2022-23.

*In the year 2022-23, I propose to allocate ₹ 5.25 Crore towards improvement of drainage system out of which ₹ 3.57 Crore towards Capital Expenditure and ₹ 1.68 Crore towards Revenue Expenditure.*

## **9. STRONG NDMC: BUILDINGS, BRIDGES & URBAN ASSETS**

Civil Infrastructure is necessary to meet the public demand, augment the capacity and enhance the usability of existing capacities. NDMC has created

many structures for community and social requirements and welfare of its own employees. Now I would like to apprise the status of civil works undertaken in 2021-22 and proposed new projects for FY 2022-23.

**9.1 Multistory Commercial Complex At Akbar Bhawan**

A Multi-storey office complex with 4 basements and 10 Storeys is being constructed to meet the demand for additional office space as well as revenue for NDMC. The project stands approved by the Council and is awaiting necessary clearances from Fire Department. The work is likely to be awarded by March, 2022 and will be completed in three years.

**9.2 External Development And Façade Uplifting At Yashwant Place Momos Market, New Delhi**

The work is in progress and is likely to be completed by March, 2022.

**9.3 Integrated Transit Transport Infrastructure- Redevelopment Of Shivaji Terminal**

To create world class infrastructure through NDMC SPV as per provision of MPD-2021, the project had been taken up but tender could not be awarded. Fresh tender process is being taken up and likely to be awarded by March 2022.

**9.4 Replacement Of Hockey Turf And Sprinkler System At Shivaji Stadium**

The work has been completed.

**9.5 Re-Development Of School Of Lodhi Colony Into A School Of Excellence**

There are 05 schools at Lodhi Road, namely, NP Sr. Sec. School, NP Primary School, NP Nursery School, Navyug Sr. Sec. School and Navyug Pr. School. Around 2500 students study in these 5 schools situated at a single plot. Therefore, it was decided to re-develop the Lodhi Road campus as World Class Schools of Excellence namely Navyug Girls International School and NDMC Boys International School. The Schools of Excellence at Lodhi Road will have state-of-the art building, with common infrastructure for sports facilities having all modern digital educational infrastructure, world class sports infra-structure along with modern civil infrastructure. Once set up, it will cater to more than 3000 students.

The project has been approved with an outlay of ₹ 97.92 crores and appointment of a consultant has been made. The project is now assessed to be commenced in FY 2022-23.

**9.6 Construction Of Rain Water Harvesting Pits In NDMC Buildings**

The work for rain water harvesting pits in 13 Nos. NDMC Buildings and 32 Electric Sub Stations is likely to be awarded by March 2022 and completed in FY2022-23.

**9.7 Up-Gradation Of Laboratories In NDMC/ Navyug Schools**

The work is in progress and likely to be completed by March 2022.

**9.8 Water Proofing Treatment At The Terrace Of Palika Bazar & Improvement And Up-Gradation Of Palika Bazar Complex**

The work of water proofing has been completed. Improvement work is delayed due to the COVID-19 Pandemic and is to be completed in FY 2022-23.

**9.9 Improvement Of Vidyut Bhawan Complex**

The renovation in 3 Buildings of Vidyut Bhawan Office Complex is being carried out. Civil work has been completed. The building has been rented out to Enforcement Directorate. NDMC will receive rental income from the building.

**9.10** Construction of Skill Development Centre at Moti Bagh is in progress. The work of JPN Library at Mandir Marg is also in progress and likely to be completed in FY 2022-23.

**9.11 Additional Block At Indira Niketan Working Girls Hostel**

Tenders have been invited and the work is likely to be completed in FY 2022-23.

**9.12 Housing For Municipal Employees**

In order to provide accommodation to its employees, NDMC has been constructing various types of accommodation, the work on which is in full swing which includes the following:-

**9.12.1 Construction Of 120 Nos. Type – II Flats At Sector – VII, Pushp Vihar, Saket, New Delhi.**

The work has been awarded at the Tendered amount ₹41.45 crore. The work is in final stage of completion and expected to be finished by March, 2022.

**9.12.2 Construction Of 160 Nos. Type – III Flats At Sector – VI, Pushp Vihar, Saket, New Delhi.**

160 Nos. Type-III Flats with Two Basements and five Blocks of eight stories is being constructed with each Block consisting of 32 Type-III

flats having 4 flats in each floor. There is a provision of Underground Water tank, one double storied community centre, ESS and with double piping system. The work has been awarded and likely to be completed in FY 2022-23.

**9.12.3 Construction Of 200 Nos. Type-II Flats, (10 Storied Tower) At Aliganj, New Delhi.**

The Work is in progress. Structural, brick & plaster work in all the four towers have been completed. Flooring and other finishing items like doors, windows, plumbing etc. including electrical and fire fighting work are in progress. Likely date of completion of project in March, 2022.

**9.12.4** As a part of construction of administration block building at Compost Plant, Okhla, it is proposed to construct a multi storied building after dismantling of old existing damaged/ dangerous building. Survey Report has been approved by the Council. However, due to transfer of land to SDMC, proposal for dropping the work is under consideration.

**9.13 Redevelopment Of Babu Samaj Sewa Kendra, P.K. Road, New Delhi**

This tender has been rescinded as per approval of Council and is likely to be awarded by March 2022.

**9.14 Now I would like to present the status of proposals announced in FY 2021-22**

**9.14.1 Renovation And Development Works At NDMC, Palika Kendra Building:**

Palika Kendra Building is the headquarter of New Delhi Municipal Council. The building had been raised in early eighties as an iconic one and many of its components now need renovation. MEP consultant is to assess the condition and recommend comprehensive renovation with upgradation. The work is to be carried out in a phased manner and will be completed in FY 2023-24.

**9.14.2 Retrofitting Work To Make The NDMC High Rise Buildings Safe For Seismic Effect.**

As per the direction of the Hon'ble High Court in W.P. (C) 434/2015 titled Arpit Bhargava & Anr. Vs North Delhi Municipal Corporation & Ors., NDMC has already identified 25 buildings as High Risk Buildings. The entire work will be completed in FY 2022-23.



### **9.14.3 Commercialization Of Housing Complex At Prithvi Raj Road Market**

There is a residential housing complex of NDMC employees at Prithvi Raj Road. These residential flats are in depleted condition and have outlived their life. Further, as per MPD 2021 the status/land use of this plot has come within community centre. Therefore, it is proposed to demolish this housing complex and a new commercial complex will be constructed thereon. The existing residents would require to be shifted in new housing complex being built by NDMC. Detailed proposal is under preparation.

### **9.14.4 Renovation And Redevelopment Of Market Complexes**

**9.14.4.1.** NDMC is planning to renovate the existing market complexes in its area. Earlier, façade work was carried out in these market complexes during Common Wealth Game (CWG) 2010 which have since been faded and giving a shabby look. It is now proposed to carry out façade treatment, elevation work and replacement of boards, signage etc. The work is likely to be carried out in financial year 2022-23.

**9.14.4.2.** NDMC is also taking up comprehensive redevelopment of its prestigious markets to take care of their future prospects, high volume of visitors and safety considerations. A comprehensive redevelopment plan of Sarojini Nagar market is under preparation in consultation with Market Traders Association and would be finalized in FY 2022-23.

### **9.14.5 Installation Of Lifts In Four Storey NDMC Housing Complexes**

The residents of several NDMC housing complexes are, time and again, requesting to provide lift in these buildings so that elderly and disabled members of their families may have easy and smooth access to their flats. It is therefore, proposed to make a provision for lifts in such buildings. The feasibility and survey of these buildings has been carried out and execution will be taken up by Electricity Department.

### **9.14.6 New Building For Veterinary Hospital**

The existing building of the NDMC Veterinary Hospital has been allocated to proposed multi-specialty hospital being developed with RML Hospital. Therefore, the veterinary hospital would need a new premise for its uninterrupted functioning. Identification of site has been done. Land allotment has also been done by L&DO. The work will be started in FY 2022-23.

### **9.14.7 Rehabilitation Of Ranjit Singh Flyover**

Rehabilitation work on Ranjit Singh Flyover was carried out during 1999-2000 and its rehabilitation has been overdue since 2014. CRRI as consultant has submitted its report based on which rehabilitation work is in progress. The work will be completed in financial year 2022-23.

## **10. SWASTH NDMC: MEDICAL SERVICES**

### **10.1 Leveraging Traditional Knowledge AYUSH Services in NDMC**

**10.1.1** NDMC takes pride in a robust Ayush set up at its hospitals and dispensaries. More than 4 lakh patients had been utilizing these services annually. The number has gone down in the current year due to lockdown and posting of AYUSH doctors in corona duties also in addition to dispensary work.

**10.1.2** The pandemic COVID-19 and its second wave had disrupted various new services announced last year such as Operation Theatre for Kshar Sutra Therapy for treatment of piles and fistula at Dharam Marg. Homeopathy Units at Palika Maternity Hospital, Mobile Dispensary for Old age Homes on rotation basis etc. These works will be taken up in next FY 2022-23 subject to improved pandemic conditions.

**10.1.3** For Establishing a 50 bedded Ayush hospital with Research Centre in collaboration with Ministry of AYUSH, a plot measuring 30,000 sqft. has been allotted where NBCC will undertake the work.

**10.2** NDMC had announced a new programme **AYUSH at doorstep in NDMC Schools and Old age homes** in FY 2021-22. The scheme could not be operationalized because of prevailing pandemic situation and would be taken up in FY 2022-23.

### **10.3 Leveraging Modern Health Systems Medical Services And Public Health**

The Medical Services Department comprises of two major hospitals i.e. Charak Palika Hospital, Moti Bagh (156 bedded) and Palika Maternity Hospital (65 bedded), 13 Allopathic Dispensaries, 1 Chest Clinic, 1 Dental Clinic, 7 MCW Centres and 8 School Health Zones. Apart from this NDMC is operating one set of Mobile Vans consisting of two ambulances with facility of X-ray, ECG and Lab. Most of the services provided by Medical Services Department are free of cost except X-ray, Ultrasound, Echo and Laboratory Tests done at Charak Palika Hospital. These tests are done on nominal charges.

**10.4 Now I Would Update The Status Of Various Services Announced Last Year:-**

- (i) Major procurements and installations including Arthroscopic set, Defibrillators, ECG Machines, Harmonic scalpel, OT Table & Chair for Ophthalmology Deptt., medical gas pipeline, video conferencing centre & new C-ARM have been successfully completed and deployed benefitting the patients.
- (ii) Up gradation of Casualty and construction of Disaster Ward is under progress and likely to be started during FY 2022-23.
- (iii) A new blood storage unit is awaiting license from mother bank and recruitment of manpower.
- (iv) The department of Microbiology will be outsourced due to manpower shortage.
- (v) A new OT Complex has become functional and process for outsourcing of ICU services is underway.
- (vi) Pediatric Department on the 2<sup>nd</sup> Floor has been fully operationalized.

**10.5** To further improve medical services, we intend to introduce new projects and procure equipment and machinery which are being proposed for the FY 2021-22.

**a. Up-Gradation Of Ent Department At CPH:**

Procurement of various sophisticated equipment for the ENT Department including Powered Micro-debrider System, High end ENT operating Microscope with Integrated camera recording facility, ENT 4K Documentation system & Micro-laryngeal instrument are currently underway and likely to be acquired during FY 2022-23.

**b. Up-Gradation Of Dental Department At Dharam Marg**

Upgradation is being done by acquiring CBCT- a Cone Beam computerized Tomography. The equipment would greatly help in Dental rehabilitation of elderly patient and women and is likely to be acquired by March 2022.

**10.6 Starting Of Complete Rotating Internship Programme For Medical Graduates At CPH**

The process is being conceptualized and likely to be operationalized in FY 2022-23.

### **10.7 24X7 Maternity Services In Palika Maternity Hospital**

Most of the services are available on 24X7 basis except radiology and sonography for which outsourcing process is currently underway.

### **10.8 1000 LMP Oxygen Generation Plant**

A 1000 LMP PSA Oxygen Generation Plant has been installed and functioning. It has been integrated with the Medical Gas Pipeline System (MGPS).

### **10.9 Now I Would Present The New Proposals For The Medical Services Department: -**

**10.9.1** Action for procurement of three anesthesia work stations for OT is in process at an approximate cost of ₹145.50 lacs

**10.9.2** Action for procurement/ replacement of one Echo Cardiography Machine is also in process at an approximate cost of ₹60.00 lacs.

**10.9.3** 04 Nos. of Microwave based medical waste disinfection system for the medical waste at CPH, PMH, Palika Health Complex and Polyclinic are being procured and likely to be acquired by June, 2022.

## **11. SWACHH NDMC: PUBLIC HEALTH**

### **11.1 Swachh Survekshan**

In Swachh Survekshan 2021 NDMC got Five star garbage free city status, water + certified, cleanest small city award in (1 to 3 Lakh Category) and 1<sup>st</sup> Rank in 1 to 10 Lakh Population. These achievements of NDMC has placed NDMC to be categorized Platinum (Divya City) in Prerak Daur Samman Criteria.

Further, this year NDMC aspires to participate in garbage free city for 7 star rating and Water ++ certification in the forthcoming Swachh Survekshan-2022 being organized by MOUHA.

### **11.2 No Single Use Of Plastic**

NDMC has already implemented the prohibition of single use plastic material in all its offices. Intensive awareness for ban on Single Use of Plastic has been created. NDMC has taken initiatives to have ZERO waste official events.

NDMC has also initiated a Plastic Lao, Mask Pao campaign to address the twin issue of plastic reduction and promoting masks.

### **11.3 Garbage Collection And Home Composting**

Because of ongoing COVID pandemic the scheme for home composting in NDMC area has not been fully operational.

### **11.4 In Service Of Safai-Sewaks**

**11.4.1** Annual Health Checkup of all Safai-Sewaks will be carried out for this year also. All the Safai- Sewaks are being medically examined to keep an eye on their health status and provide necessary medical aid.

**11.4.2** NDMC acknowledges the sacrifice and service of its Safai Sewaks who make NDMC area a national example in terms of cleanliness and helping in realization of the dreams of Mahatma Gandhi. We are concerned about their families too and wish to help their children achieve their maximum potential. In the honour of the services of our Safai Sewaks. I propose to introduce **Palika Swachhta Scholarship** for the wards of out Safai Sewaks who are able to secure admission to any professional course like medical, engineering etc. in the government institutions of Delhi and other eligible entities. The scholarship would include the entire fees charged by the institutions. The scheme and its modalities would be launched in FY 2022-23.

### **11.5 Bin Free City And Providing Underground Bins**

To make NDMC bin free (as per the requirement of 5 to 7 star ranking for garbage free city of Swachh Survekshan) Public Health Department proposes to install underground bins at all strategic locations in a phased manner.

### **11.6 Organic Waste Management**

NDMC is taking up a project with Indraprastha Gas Ltd and South Delhi Municipal Corporation for a more efficient management of organic waste generated by converting the same into CNG. The project is at DPR stage and is likely to be completed in FY2022-23.

### **11.7 Strengthening Of Infrastructure For Vector Borne Diseases**

Department has procured 44 brass made spray machines and 30 battery operated plastic spray machines for strengthening of anti-malaria unit of Public Health Department. All these are also being use for prevention and control of COVID-19 in NDMC area. Further strengthening is proposed through procurement of 25 Pulse Fog machine.

## **11.8 Strengthening Of Control Of Communicable Diseases**

The area is being threatened by a number of communicable diseases especially malaria, dengue, chikungunya and other viral disease especially COVID-19 including SARS viruses. The department proposes to strengthen its activities to control these diseases by establishing an Entomology Unit.

*In the year 2022-23, I propose to allocate ₹163.86 Crore for health Sector out of which ₹ 8.58 Crore towards capital expenditure and ₹ 155.28 Crore towards Revenue Expenditure.*

## **12. FUTURE READY NDMC: EDUCATION**

**12.1** Education is the passport to the future, for tomorrow belongs to those who prepare for it today. An investment in knowledge pays the best interest, and adopting this strategy NDMC has taken care to make its educational institutions of highest standards. There are 34 NDMC Schools (13 Senior Secondary, 08 Secondary, 10 Primary and 3 Nursery Schools), and 11 Navyug Schools (7 Senior Secondary, 1 Secondary and 3 Primary Schools). NDMC has one Special School for specially-able students (Aanchal School) and one Day Time Secondary School for drop-out girls and women. NDMC also runs 18 crèches, 38 Craft Centres and provides grants-in-aid to three primary aided schools.

### **12.2 Paradigm Changing Initiatives**

NDMC is working to make education inclusive through introduction of technological advancements and engaging all the stakeholders. Such initiatives which were introduced by NDMC and will be in continuous use even in future for welfare of students include major ones like smart classrooms, digital libraries, Atal Tinkering labs for inculcation of innovation, Biometric Attendance, CCTV Cameras etc. There are enabling measures like Information Kiosks, Sanitary Napkin Vending Machines, Football Academy, Language Labs, exchange programs and Seema Darshan Program for expanding the horizons of children. All Balwaris of NDMC have been upgraded into State-of-the-Art NDMC Playway Schools which will help in implementing the New Education Policy. To standardize the quality of education quality assessment of NDMC/Navyug Schools has been undertaken by Quality Council of India. These have completely changed our world view of education.

### **12.3 Improvement In Enrolment In Ndmc / Navyug Schools**

As a result of above initiatives, the enrollment in NDMC/Navyug schools has shown an impressive growth in past few years. The overall enrolment in NDMC / Navyug Schools in 2016-2017 was around 27,500 students,

which currently is around 28,623. The enrolment in NDMC / Navyug Schools is likely to increase further during next year due to better academic environment in our schools.

#### **12.4 Overall Improvement In Class 10<sup>th</sup> And 12<sup>th</sup> Result**

Due to Academic and technological intervention, effective administration and priority given to Education by NDMC, the overall result in Class 12<sup>th</sup> of NDMC and Navyug schools is improving every year. In 2020-21 class XII result has achieved the distinction of 100% as compared to 95.41% previous year. This year Class X results have shown a distinct increase reaching 99.06% as against around 90% maintained over previous years.

#### **12.5 Measures Taken By Ndmc For Strengthening Online Digital Education During Covid – 19 Pandemic**

**12.5.1** COVID -19 posed unprecedented challenges particularly for the Education system in the entire world. At the same time it provided useful learnings which, if consolidated would transform the education system forever. Online means have a been a major breakthrough which was automatically adopted in absence of any option. NDMC took the challenge as an opportunity and fully leveraged technology to ensure **‘Schooling at home to the learners’ for all its students**. These initiatives included real time online teaching, anywhere any time learning, online assessment, online PTMs, staff meetings and teachers training & NDMC Youtube channels etc. For enhanced accessibility to needy children for digital resources, NDMC not only provided internet data pack charges but on a pilot basis distributed 811 tablets to class 10<sup>th</sup> and 12<sup>th</sup> students in 4 schools.

#### **12.6 For achieving the above objectives, I propose the following proposals for the year 2022 -2023:**

**12.6.1** I had announced a large number of Projects in last Budget Speech but some of these could not be completed because of COVID -19 Pandemic and consequent lockdown. I propose that following projects which were announced in previous years but could not be undertaken in full swing, will be taken up during 2022-2023:

- i. All primary classes from class 1 to 5 be converted into smart classes.
- ii. One tablet based smart class be set up in all Secondary and Senior secondary schools for assessment purpose.
- iii. Up-gradation of Auditorium in schools.

- iv. 14 Palika Tinkering Labs will be set up 14 NDMC/Navyug schools in addition to existing 10 Atal/Palika Tinkering labs. For 14 PTL, Tenders have been invited and these labs will become operational in 2021-22.
- v. One Nature based Class room will be set up in each of 10 NDMC/Navyug schools.
- vi. Five cycling club will be set up in 5 NDMC/Navyug schools.
- vii. Mountain trekking will be undertaken both for teachers and students in the year 2022-23.
- viii. Cash Prize to Meritorious Students (Palika Pratibha Puraskar)
- ix. Upgradation of Computer Labs in NDMC/Navyug Schools
- x. Science Parks in NDMC/Navyug Schools
- xi. Paper Recycling Plant at Aanchal School
- xii. Introduction of Vocational Courses Recognized by CBSE
- xiii. Language Labs in all NDMC/Navyug schools
- xiv. Free Stationary to the students of Pre-primary and Primary schools:
- xv. Up-gradation of proposed Schools

**12.6.2 Internet Data Pack Subsidy:** As mentioned earlier, for smooth operation of online digital education, Internet Data Pack subsidy @ ₹200 per month was provided to the students of class X<sup>th</sup> and XII<sup>th</sup> for better performance of the students. NDMC has already approved its continuation till online classes continue.

### **12.7 New Education Policy 2020: NDMC Imperatives**

Govt. of India has announced the New Education Policy 2020 which is to be implemented by 2022 across the country. NDMC has decided to focus on the following areas while restructuring the schooling system as per New Education Policy:

- (i) To bring education and technology together and to use technology as a useful educational tool
- (ii) Intensive Teachers training for capacity building
- (iii) Improving School infrastructure
- (iv) Imparting Vocational Skills



- (v) Improving health through physical education and Yoga
- (vi) Ensuring quality and activity-based education for all children
- (vii) Integrating Art with Education
- (viii) Focus on competency-based Education
- (ix) To cultivate '21st-century skills' among students, including critical thinking, problem- solving, creativity and digital literacy

## **12.8 Planning And Preparedness For New Education Policy 2020:**

**12.8.1** Govt. of India has announced the **New Education Policy and it will be implemented by the year 2022**. The new policy aims for universalization of education from pre-school to secondary level with 100 per cent Gross Enrolment Ratio (GER) in school education by 2030. The policy envisages wide ranging reforms including new pedagogical structure on 5+3+3+4 model for ages between 3-18, re designed board exams in 10<sup>th</sup> and 12<sup>th</sup>, socio emotional learning, adopting global trends and professional training of teachers.

### **12.8.2 Setting Up A Teachers Resource Centre In NDMC**

Considering the need to train the HoS and teachers with the latest trends in education to achieve the vision and mission of the New Education Policy, I had proposed to develop a '**Teachers Resource Centre**' in NDMC for Continuous Professional Development of teachers. Further action in this regard is being taken and location for the same has been identified at Tughlaq Crescent.

### **12.8.3 Setting Up Of Activity Centers In All Primary Wing:**

I had earlier proposed that '**Activity Centres**' will be opened in primary wing of all NDMC and Navyug Schools to cater to needs of Balvatika as well as Primary classes. The focus would be on development of language skills and teaching by play based and activity-based curriculum. This could not be expedited due to prevailing pandemic conditions and would be taken up in FY 2022-23.

### **12.8.4 Introduction Of Bag-Less Pre-Primary And Primary Classrooms:**

I had also proposed for **Bag-less Pre-primary and Primary classrooms initially in all Navyug schools**. Under this scheme all Balvatika and Primary students would be provided free books and infrastructure would also be upgraded accordingly in all primary wing of Navyug schools. The scheme will be operationalized in FY 2022-23.

**12.9** In the spirit of New Education Policy, it is necessary to introduce innovations not only among the students and teachers but also in the way we look at our schools and manage them to explore new possibilities and ensure that they remain contemporary, in tune with the demands of environment. We intend to take up a comprehensive review of our schools' infrastructure and pedagogy as also explore possibilities for focused attention and student centric specializations like art & culture, music, sports etc. so as to make them schools of new India.

*In the coming year, NDMC propose to spend a sum of ₹ 224.16 Crore towards Education Sector, out of which ₹13.34 Crore is for capital work and ₹ 210.82 Crore towards Revenue Expenditure.*

### **13. NATURAL RESOURCE CONSERVATION/ HORTICULTURE**

#### **13.1 Horticulture**

New Delhi area is recognized for its greenery, which not only creates island of soothing effect but also takes care of heating effect and air & dust pollution to certain extent. The aim of NDMC is to convert all the raw areas into green area for which massive plantation drives have been undertaken during the past four years. Trees have been planted in most of NDMC area and nearing saturation in terms of coverage.

**13.2 Plantation Drive:** To extend the green coverage in NDMC area, massive plantation drives have been undertaken during the past four years alongwith stakeholders, wherein around 7.5 lakh sapling were planted in the year 2016-17, around 10 lakh saplings in the year 2017-18, around 20 lakh saplings, including around 38500 tree sapling, in the year 2018-19, around 3.5 lakh saplings in the year 2019-20 including around 11000 trees, and 3316 trees, 212894 shrubs, 319050 ground covers, 3560 other species during the year 2020-21. The same trend as per feasibility will be followed in the 2022-23.

**13.3 Development Of Green Strip:** The green strips were developed before CWG 2010. After that many damages were also happened due to various activities (like laying of utility cables, telephone cables etc.) and rejuvenation capacity of plants also got lost. Hence, there are many gaps, incomplete hedge, sparse cover etc. emerged in the due course of time, which is losing the aesthetic value of the avenue. Therefore, and redevelopment of the avenues need to be taken up in a phased manner. Work at 10 avenues is in progress to which seven more are proposed to be added in FY 2022-23.

### **13.4 Beautification Of The Residential Colony Parks (NDMC And CPWD):**

Every year the RWA demanding for beautification of the residential colony parks (NDMC and CPWD). The CPWD Colony Parks were taken over during 2007 and no beautification/improvement and development work has taken place after that. The department is only maintaining the existing features. Some of the parks are with many brown patches, damaged features hedges and shrubbery beds due to continuous stamping, public pressure and playing. Therefore, these parks need to be redeveloped with needed landscaping. 27 such parks in Laxmi Bai Nagar and 30 parks in DIZ Area, Gole Market had been proposed under this development. The work will be completed in FY 2022-23.

### **13.5 Procurement Of Modern Machinery And Vehicles**

The mechanization is very much important to make Smart Green by fielding latest machineries for effective maintenance of NDMC green, the machineries like Brush Cutter, Hedge Trimmer, Blower, Digging Machine, Ride On Lawn Mower, Shredder, Crushing Machine as well as battery operated machineries. Hence, the new machinery will be procured and old machinery will also be replaced with new one to ensure the availability of all machines and tools in each and every basic unit i.e. supervisor level. To help the horticulture activities go smoothly like transportation of material, irrigation, tree washing, trenching work, treatment of trees etc., the vehicles are required as most of the vehicles are outdated. Procurement of Trucks, Tankers, Tree Ambulance, Tata Ace, SPPM Pruning Machines etc. had been proposed in FY 2021-22 which will be continued in FY 2022-23.

### **13.6 Development Of NDMC Gardens As World-Class Gardens:**

NDMC takes pride in its gardens and intends to now further develop them in a manner befitting their location. It is proposed to get all the designs finalized by engaging consultant under NDMC Smart City Projects for four major gardens, namely Lodhi Park, Nehru Park, Sanjay Park and Talkatora Garden. Consultant for the same would be appointed in FY 2022-23.

### **13.7 Tree Washing:**

Tree washing for mitigating and dust air pollution would be regularize in a systematic way in a large scale to cover all the roads in a short frequency to keep NDMC avenues and premises and roads environment dust free to clean and lush green eco system with the help of specifically procured 20 Tankers.

### **13.8 Connecting STP Line Of Delhi Jal Board:**

Networking Considering growing demand of water requirement for the maintenance to green NDMC area it is proposed to extent the network to connect STP line of DJB to meet the gap of around 20-25 MGD which are shortfall of total requirement 35-40 MGD per day. As unfiltered water supplied by CPWD is remain irregular, erratic, less quantity which is about approximately 12-15 MGD. This is step to effective utilization of the waste and treated water to preserve the natural resource and sustainability. This pipeline network will be taken with the close coordination between NDMC and DJB. The required budget will be finalized in the R/E on the actual estimate preparing by the civil water supplying.

### **13.9 Smart Irrigation**

NDMC realizes the value of water as a resource and believes in utilizing the same efficiently. Now it is intended to further use them intelligently with the help of smart irrigation technology to save water. A pilot is being initiated for a comprehensive automated irrigation system comprising of both sprinklers and drip methods for the entire Nehru Park in FY 2022-23. Similarly a project for drip based watering of road side vegetation and those in medians is also being prepared and will be implemented in FY 2022-23.

*In the coming year, NDMC proposes to spend a sum of ₹121.12 Crore towards horticultural activities out of which ₹4.92 Crore is for Capital works.*

## **14. PRUDENT NDMC: FINANCIAL STABILITY**

### **14.1 NDMC's Credit Rating**

NDMC was one of very few municipalities in India to have achieved a credit rating of "AA+" in the year 2017-18, and the same rating has been maintained till date. NDMC will continue to maintain its credit rating in the forthcoming years.

### **14.2 Citizen Centric Budget And Untied Funds**

Budget of NDMC is prepared keeping in view the improvement of civil amenities of all the citizens in its area. The suggestions from citizens are invited through sending letters to all the residential welfare Association and Market Association besides providing a link on NDMC Website. I propose to make available untied funds for the Resident Welfare Associations (RWAs) and Market Trade Associations (MTAs) of the NDMC area. For this purpose, I propose to set aside a sum of ₹10.00 Crore in the year 2022-23 with an objective to provide scope for local initiatives and flexibility for local action by the RWAs/ MTAs.

### **14.3 Accrual Based Budgeting**

Finance is not only the central hub of all activities and systems in NDMC but is also central to governance. Accrual based accounting has completely transformed the financial governance worldwide. Taking strides, NDMC had implemented accrual-based accounting in 2004, much ahead of its peers. However, Accrual Based Budgeting, a novel and advanced concept, though already in operation in many western countries is yet to take off in India. Keeping its primus among pares position, NDMC is now in readiness to take this governance leap and implement accrual-based budgeting. This will be innovative and put NDMC not only at par with global benchmarks but much ahead of many of them. NDMC will take necessary preparatory steps, develop the concept, assess its feasibility and prepare an action plan to achieve the same in FY 2022-23.

### **14.4 Pension Fund**

Pension Fund Regulations have been prepared and the same has been sent for approval of Government of India. As on 31.03.21, NDMC has a corpus of ₹860.29 Crores for this purpose, and ₹320 Crores will be added to this corpus by March, 2022. Provision of ₹430 Crore has been made to transfer in the corpus of proposed Pension Fund during the year 2022-23.

## **15. CARING NDMC: EMPLOYEE WELFARE**

**15.1** NDMC takes pride in being a model employer and has always kept employee welfare the foremost priority. Even during Corona times, NDMC came forward and launched a number of initiatives for their welfare already listed earlier.

### **15.2 Preventive Health Checkup**

NDMC had extended the annual health check programme to all its employees above the age of 40 years in addition to SafaiSewaks, all of whom are covered under this. This programme will also continue in FY 2022-23.

### **15.3 Pension Help Desk & Palika Pensioners Day**

Pension Help Desk has been successfully initiated and is being continued except for interruptions caused by COVID conditions.

### **15.4 Palika Samman**

Palika Samman guidelines have been approved by the Council and the same will be operationalized in FY 2022-23.

## **16. INCLUSIVE NDMC: PROTECTION OF WEAKER SECTIONS**

### **16.1 Clusters Improvement:**

**16.1.1** The work for Repairing to broken / settled drainage system laid for BR Camp JJ Cluster at Mustafa Kamal Attaturk Marg amounting to ₹24,48,827/- has been completed.

**16.1.2** The work for P/L interlocking paver and improvement of drainage system in JJ cluster BR Camp amounting to ₹ 20,90,384/ has been completed.

**16.1.3** Wall Painting in Sanjay Camp towards Electric Sub Station & Vivekananda camp has been completed. Wall painting work of BR Camp, DID Camp, Safdarjung Flyover, Sarojini Nagar Market and Anant Ram Dairy have also been completed.

### **16.2 Comprehensive Cluster Improvement Programme**

Keeping in view the state of various clusters and in recognition of their rights as equal beneficiaries of municipal services, I had proposed a new comprehensive programme for their development in place of piecemeal projects. This will include provision of sewerage, sanitation and electricity as also façade improvement. The projects will be drawn up for each cluster and will be commenced in FY 2022-23.

## **17. RESILIENT NDMC: DISASTER MANAGEMENT**

I had proposed earlier that NDMC may review its disaster preparedness and come up with comprehensive implementation plan and create necessary mitigation mechanism including infrastructure as required. Due to COVID 19 pre occupation I propose to take up the same in next financial year. Further, NDMC will create a Disaster Management Group under Secretary, NDMC with concerned members to come up with an action plan and monitor its implementation. Fire Department will be the nodal department for this purpose.

## **18. CULTURAL HERITAGE:**

Delhi has a unique cultural heritage and food is inherent ingredient of the same for centuries. Street food of Delhi is internationally acclaimed. I propose to make its flavor available in NDMC area as well to benefit its citizen and floating population especially tourists. Accordingly, I had proposed to establish such hot spots in NDMC area where street food will be made available in a hygienic and healthy environment through customized kiosks for the purpose. Due to Corona pandemic the project will be taken up in this FY 2022-23, subject to pandemic restrictions. Roads Division (R-IV) will be the nodal division to take the scheme forward.

**19. NEW AGE LIBRARIES AS PALIKA KNOWLEDGE HUBS**

NDMC has always acknowledged the power of reading as an instrument of developing conscious citizens and accordingly has established many libraries. Recently a major attempt had been taken to improve their physical state leveraging the support from some NGOs as well. Today, when the world is at a crossroads and screen time is consuming the largest chunk not only for the students but for all knowledge seekers, the utility of libraries needs a complete redefinition, not in terms of physical infrastructure but in terms of content and nature of knowledge instruments as well to suit the modern lifestyle. NDMC intends to take up the project for a complete 360-degree revamp of its libraries and convert them into a state of art knowledge hubs leveraging technology and factoring in modern modes of knowledge dissemination. The major expectations include augmentation of books and digital contents suiting the citizen's profile, improving accessibility to digital content through virtual means, consolidating the content stock of all libraries under a single database facilitating better access to readers, developing an app as also other facilities at par with the best in the world. Its concept will be finalized in the next FY 2022-23 for which I have assigned a sum of Rs 50 lakhs.

**20. ENHANCED CITIZEN ENGAGEMENT THROUGH FLAGSHIP SUVIDHA KENDRA (PALIKA CITIZEN LOUNGES)**

NDMC takes pride in taking care of its citizens and making its services available to them in an effortless manner. To meet this requirement NDMC has established four Suvidha Kendras/cash collection centers to facilitate the interaction of citizens. In a technology-driven society and post-COVID NDMC has taken concrete steps to make most of its services online which now stands at 49 services for which citizens need not visit NDMC or its sub-offices. However, to retain the human element in its services and realizing the limitations of technology need for a human interface always remains. This is more crucial for elderly and less educated people who need first-hand assistance in their dealings with NDMC. NDMC already has established many service centers and now we intend to take our services to a new height and enhance the citizen experience drastically by making them one of their kind. Palika Citizen Lounges would not only have the best of the physical infrastructure but the customer interaction would be facilitated by trained manpower well versed in customer relationship management. These Lounges would be the single point of physical contact with the citizens fully taking into account COVID related requirements. I propose to upgrade our Suvidha Kendra at Shahid Bhagat Singh Place as the first Palika Citizen Lounge in FY 2022-23 and based on its experience few other Suvidha Kendras would also be taken up. I have allocated Rs 1.0 Crores for the purpose in FY 2022-23.

## **21. RECEIPTS**

### **21.1 Receipts From Electricity Distribution**

The total revenue receipts from Electricity Distribution Strategic Business Unit (EDSBU) have been projected in RE 2021-22 at ₹ 1255.99 Crore as against actual ₹ 1151.38 Crore in the year 2020-21. The projections for BE 2022-23 are at ₹ 1298.08 Crore.

### **21.2 Receipts From Property Tax**

We are expecting to collect property tax of ₹ 750 Crore in 2021-22. In the year 2022-23, we plan to collect ₹ 1000 Crore. I do not propose any increase in Property Tax rates for the year 2022-23.

### **21.3 Receipts From Licence Fee From Municipal Properties**

The actual receipts in 2020-21 for Licence Fee from Municipal Properties stood at ₹ 511.45 Crore. The projections for RE 2021-22 are at ₹ 600.69 Crore and BE 2022-23 are at ₹ 754.15 Crore.

I would like to thank Hon'ble Chief Minister, Hon'ble Member of Parliament, Hon'ble MLA, Vice Chairman and other members of the Council for their continued support and guidance.

I would also like to place on record my gratitude for the guidance and support received from Hon'ble Lt. Governor of Delhi, Ministry of Home Affairs and Ministry of Housing & Urban Affairs, Government of India.

I would also thank all my colleagues and employees of NDMC for their relentless services to the cause of making New Delhi area clean, green and aspirational to live.

I would not only thank but express my gratitude to all in NDMC who braced the challenge of Corona epidemic and continued municipal services uninterrupted, at times at their personal risk and deserved to be called Corona Warriors. We all salute those who lost their lives as Corona warriors and assure to maintain the same level of commitment as they have established.

Thank you very much.

Jai Hind.