



Government of Assam  
**RFD**  
(Result-Framework Document)  
For  
Urban Development Department  
(2014-2015)

**Section 1:**  
**Vision, Mission, Objectives and Functions**

**Vision :** To create economically vibrant, inclusive, efficient and sustainable urban habitats.

**Mission :** Improvement in the quality of urban life through creation of quality urban infrastructure, assured service levels and efficient governance.

**Objectives:**

1. Updating the related statutes and the rules framed thereunder.
2. To provide financial and technical support to Urban Local Bodies to facilitate creation of basic urban infrastructure including service delivery under various schemes/projects.
3. Capacity building of key stake holders including elected representatives for efficient urban management.
4. Facilitating generation of employment by imparting skill development training to urban poor.
5. Finalization of Master Plan for every town of the State.

**Functions:**

1. To act as canalizing agency for distribution of grants-in-aid of different kinds to the Urban Local Bodies.
2. Implementation of Centrally/State sponsored schemes through the Urban Local Bodies.
3. To serve the interest of the people inhabiting the urban areas by issuing direction to the Urban Local Bodies as and when required.
4. To keep a vigil over the functioning of the Urban Local Bodies, so that they perform their duties in accordance with the law, to which they are subject.
5. To ensure that the election to the Urban Local Bodies takes place as per the provisions of law.
6. Regulating proceedings of the Urban Local Bodies in accordance with the rules and regulations.
7. To act as the Appellate Authority for Disciplinary matters relating to the Municipal employees.
8. To notify a new area as a Town Committee or Municipal Board as per the provisions of law.
9. To approve certain matters of Urban Local Body like leasing out of land, remuneration to the elected representatives, license fees, as authorized by law.

**Section 2: Inter se priorities among Key Objectives, Success indicators and Targets**

Objective	Weight	Action	Success Indicator	Unit	Weight	Target/Criteria Value				
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%
1. To provide financial and technical support to Urban Local Bodies to facilitate creation of basic urban infrastructure including service delivery under various schemes/projects.	35.00	1.1 Release of fund meant for ULBs to Nodal Agency	1.1.1 Release of funds within 15 days of issue of sanction	%	20.00	100	90	80	70	60
		1.2 Achievement of targeted milestones by ULBs.	1.2.1 Percentage of projects that have completed targeted milestones	%	15.00	100	90	80	70	60
2. Capacity building of key stake holders including elected representatives for efficient urban management.	25.00	2.1 Training Programme for functionaries of ULBs	2.1.1 Number of Training Programme for functionaries	Number	5.00	3	2	1	0	0
			2.1.2 Number of persons trained	Number	5.00	300	250	200	100	50
		2.2 Training Programme for elected representatives	2.2.1 Number of Training Programmes for elected representatives	Number	4.00	3	2	1	0	0
			2.2.1 Number of persons trained	Number	3.00	150	75	50	0	0
		2.3 Exposure visits for elected representatives to see the best practices prevailing in urban management	2.3.1 Number of exposure visits for elected representatives to see the best practices	Number	3.00	3	2	1	0	0
			2.3.2 Number of persons sent	Number	5.00	40	30	10	0	0
3. Exposure visit by Official and functionaries of the Directorate and ULBs	25.00	3.1. Exposure visit by Official and functionaries of the Directorate of Municipal Administration and ULBs	3.1.1 Exposure visit by officials and functionaries of Directorate of Municipal Administration	Number	13.00	5	4	3	2	1
			3.1.2 Exposure visit by ULB official.	Number	12.00	15	12	9	6	3

Efficient Functioning of the RFD System	7.00	Timely uploading of the draft RFD	On time submission on RFMS	Date	2.0	31.07.2014	07.08.2014	12.08.2014	17.08.2014	20.08.2014
		Timely submission of Achievements	On time submission on RFMS	Date	2.0	01.06.2015	10.06.2015	20.06.2015	30.06.2015	10.07.2015
		Coordination with responsibility centres for implementation of RFD	% of responsibility centres of the department submitting RFD's in time	%	3.0	100	90	80	70	60
Improving internal Efficiency/Responsiveness/Service delivery of Department	8.00	Citizen's Charter	Timely preparation of Citizen's Charter	Date	2.0	31.12.2014	15.01.2015	31.01.2015	15.02.2015	28.02.2015
		Grievance Redressal Mechanism	Establish and implement proper grievance Redressal system	Date	2.0	31.12.2014	15.01.2015	31.01.2015	15.02.2015	28.02.2015
		Preparation of Plan for digitization of records connected with service delivery	Timely preparation of the digitization plan for relevant services of the Department	Date	2.0	31.12.2014	15.01.2015	31.01.2015	15.02.2015	28.02.2015
		Digitization of employee database	Percentage of data digitization	%	1.0	80	70	60	50	40
		Initiate implementation of secretariat less paper office	Timely initiation of SLPO	Date	1.0	15.02.2015	28.02.2015	10.03.2015	10.03.2015	31.03.2015

### Section 3:

#### Trend values of the Success Indicators.

Objectives	Action	Success Indicator	Unit	Actual value for financial year 2012-13	Actual value for financial year 2013-14	Target value for financial year 2014-15	Projected value for financial year 2015-16	Projected value for financial year 2016-17
1. To provide financial and technical support to Urban Local Bodies to facilitate creation of basic urban infrastructure including service delivery under various schemes/projects.	1.1 Release of fund meant for ULBs to Nodal Agency	1.1.1 Release of funds within 15 days of issue of sanction	%	70	80	90	95	100
	1.2 Achievement of targeted milestones by ULBs.	1.2.1 Percentage of projects that have completed targeted milestones	%	70	80	90	95	100
2. Capacity building of key stake holders including elected representatives for efficient urban management.	2.1 Training Programme for functionaries of ULBs	2.1.1 Number of Training Programme for functionaries	Number	1	2	2	5	5
		2.1.2 Number of persons trained	Number	71	142	250	600	700
	2.2 Training Programme for elected representatives	2.2.1 Number of Training Programmes for elected representatives	Number	1	1	2	2	3
		2.2.1 Number of persons trained	Number	71	71	75	142	213
	2.3 Exposure visits for elected representatives to see the best practices prevailing in urban management	2.3.1 Number of exposure visits for elected representatives to see the best practices	Number	0	1	2	2	3
		2.3.2 Number of persons sent	Number	0	10	30	60	71

3. Exposure visit by Official and functionaries of the Directorate and ULBs	3.1. Exposure visit by Official and functionaries of the Directorate of Municipal Administration and ULBs	3.1. Exposure visit by Official and functionaries of the Directorate of Municipal Administration and ULBs	Number		5	4	3	2
		3.1.2 Exposure visit by ULB official.	Number		15	12	9	6
Efficient Functioning of the RFD System	Timely uploading of the draft RFD	On time submission on RFMS	Date			07.08.2014	07.08.2015	
	Timely submission of Achievements	On time submission on RFMS	Date			10.06.2015	10.06.2016	
	Coordination with responsibility centres for implementation of RFD	% of responsibility centres of the department submitting RFD's in time	%			90	90	
Improving internal Efficiency/Responsiveness/Service delivery of Department	Citizen's Charter	Timely preparation of Citizen's Charter	Date			15.01.2015	15.01.2016	
	Grievance Redressal Mechanism	Establish and implement proper grievance Redressal system	Date			15.01.2015	15.01.2016	
	Preparation of Plan for digitization of records connected with service delivery	Timely preparation of the digitization plan for relevant services of the Department	Date			15.01.2015	15.01.2016	
	Digitization of employee database	Percentage of data digitization	%			70	70	
	Initiate implementation of secretariat less paper office	Timely initiation of SLPO	Date			28.02.2015	28.02.2016	

**Sanction 4:  
Acronym**

<b>Sl. No.</b>	<b>Acronym</b>	<b>Description</b>
1	000	Not measured
2	PWD	Public Works Department
3	SJSRY	Swarna Jayanti Sahari Rojgar Yojana
4	ULBs	Urban Local Bodies

**Section 4:**

**Description and definition of success indicators and measurement methodology**

Sl. No.	Success indicator	Description	Definition	Measurement	General Comments
1	1.2.1 Percentage of projects that have completed targeted milestones	The success indicator seeks to measure achievement made by the ULBs in implementing various Centrally/State sponsored Schemes		The success indicator will be measured in terms of percentage	The success indicator seeks to capture the trend of achievement of ULBs in implementation of Schemes
2	2.1.2 Number of persons trained	The success indicator seeks to capture year on year increase in the number of elected representatives, functionaries of ULBs trained alongwith number of training programmes and exposure visits		The success indicator will be measured in terms of number	The success indicator seeks to capture the trend of increased inductions provided to increase working efficiency.
3	3.1.2 Employment of beneficiaries after receiving Skill Development Training	The success indicator seeks to measure the increase of employment of urban poor		The success indicator will be measured in terms of percentage increase in employment of urban poor	The success indicator seeks to capture year on year increased support to urban poor for employment
4	4.1.1 Number of towns to finish Draft Master Plan	The success indicator seeks to measure the increase of number of planned towns		The success indicator will be measured in terms of number of submission of draft master plans from towns who have to revise their master plans	The success indicator seeks to capture submission of master plans in time.



**Section 5:**

**Specific performance requirements from other Department that are critical for delivering agreed results**

Location type	State	Organization type	Organization name	Relevant success indicator	What is your requirement from this organization	Jurisdiction for this requirement	Please quantify your requirement from this organization	What happens if your requirement is not met
	Assam		Department of Finance	1.1.1 Release of funds within 15 days of issue of sanction	Financial concurrence, approval of FOCetc.	Timely completion of various schemes/projects	Another 25% of the achievement is dependent on timely concurrence by the agency.	Implementation of scheme/projects by the urban local bodies gets affected.
			Planning and Development Department	1.1.1 Release of funds within 15 days of issue of sanction	Approval	Timely completion of various schemes/projects	Another 25% of the achievement is dependent on according timely approval by the agency.	

**Section 5:**

**Specific performance requirements from other Departments**

Location type	State	Organization type	Organization name	Relevant success indicator	What is your requirement from this organization	Jurisdiction for this requirement	Please quantify your requirement from this organization	What happens if your requirement is not met
Central Government		Ministry	Ministry of Urban Development	1.1.1 Release of funds within 15 days of issue of sanction	Funds alongwith the funds of Ministry of Housing & Urban Poverty Alleviation	Timely implementation/completion of various schemes/projects.	25% of the achievement is dependent on timely release by this agency.	Implementation of schemes/projects by the Urban Local Bodies gets affected
State Government	Assam	Departments	Welfare of Plan Tribes and backward Classes Department	1.1.1 Release of funds within 15 days of issue of sanction	Approval	Timely completion of various schemes/projects	Another 25% of the achievement is dependent on according timely approval by the agency.	Implementation of schemes/projects by the Urban Local Bodies gets affected

**Section 6:**

**Outcome/Impact of Department/Ministry**

Outcome/Impact of Department/Ministry	Jointly responsible for influencing this outcome/Ministry with the following Department s) Ministry (ies)	Success of indicator	Unit	Financial year 2011-12	Financial year 2012-13	Financial year 2013-14	Financial year 2014-15	Financial year 2015-16
1 Creation of basic urban infrastructure including service delivery	ULBs, Planning & Development Department, Finance Department of the State and the Ministry of Urban Development and the Ministry of Housing & Urban Poverty Alleviation of the Government of India	Percentage of projects that have completed targeted milestones	%	000	000	90%	92%	95%
2. Planned growth of the towns	PWD, Finance, Legislative Departments of the State and the urban local bodies as stake holders	Notification of the Rules and completion of Master plans for the towns	%	000	000	80%	85%	90%
3. Improvement of working efficiency of functionaries and elected representatives of ULBs	Urban Local Bodies and various training institutes	Efficiency in urban management	%	000	000	80%	85%	90%
4. Generation of employment by imparting skill development training to urban poor.	Urban Local Bodies and Ministry of Urban Development of Government of India	Generation of employment	%	000	000	80%	85%	90%

