

<b>MODEL TOWN INDICATORS</b>		
<b>Subject</b>		<b>Characteristics /Indicators</b>
<b>Grievance Redressal Mechanism</b>	1	Implementation of Citizen Charter prescribed under the TS Mpl Act and ensuring its compliance with the Charter
	2	Establishment of Citizen Service Centers (CSCs)
	3	Online complaint register mechanism (Citizen buddy )
	4	Use of social media (WhatsApp/ twitter/Facebook/ any other media
<b>Online Services</b>	5	Issue of all Certificates and other services (Birth & Death certificates, payment of PT, Trade License etc)
	6	Online building permissions
<b>Sanitation</b>	7	Preparation & implementation of City Sanitation plan.
	8	(i) To be certified as Open defecation free (ODF)
		(ii) Maintenance of public toilets
	9	Construction of public toilets and She toilets as per the guidelines
	9(a)	She Toilets
	10	Ensure all commercial establishments & fuel stations to allow access to general public
	11	Imposing penalties on open littering and open urination
	12	Preparation of list of private septic tank operators and disposal in scientific manner
	13	100% door to door garbage collection and segregation of waste from all households and establishments
	14	Sanitation vehicles are GPS enabled and tracked
	15	Night sanitation in all main roads of town.
	16	Establishing adequate number of Dry Resource Collection Centers (DRCCs)
	17	Identification of all bulk waste generators
		and taking action for decentralized waste treatment system.
	18	Identification of places for scientific disposal of Solid Waste
19	Preparing Action Plan for management of legacy waste	
20	(i) Discouraging the single use plastic ( as per the Plastic Waste Management Rules, 2016 )	
	(ii) Scientific management of E-waste	
21	Establishing mechanism for Construction and Demolition waste	
<b>Water supply</b>	22	Providing water supply to 100% House Holds as per the norms
	23	Conducting of water Audit and preparation of income and expenditure plan for efficient recovery of expenditure
<b>Street lights</b>	24	(i) 100% Street lighting and maintenance
		(ii) Online monitoring of streetlights through CCMS (Centralized Control Monitoring System)
	25	Payment of monthly electrical bills and long pending arrears
	26	Conducting of Energy Audit of electricity used for public utility
<b>Basic Infrastructure</b>	27	(i) 100% Road network coverage & maintenance
		(ii) 100% drainage network coverage & maintenance
		(iii) Providing the pedestrian paths

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Other Infrastructure	28	(i) Providing sufficient number of parks & play grounds
		(ii) Special facilities to children and women.
	29	Establishing one modern integrated Veg & Non-veg markets for every town and additional one for every 1.5 lakhs population
	30	Identification of places for Vending zones for Street vendors
	31	Establishing of high quality slaughter houses with treatment plant
	32	Development of at least one high quality Vaikuntadamam (Modern Grave yards) with all amenities (more numbers in corporations)
	33	Providing VaikuntaRatham for deceased last journey.
Health	34	(i) Establishment of Basthi Dawakhans for treatment of poor
		(ii) Establishing the Urban Primary Health Centers as per the NUHM guidelines
	35	(i) Yearlong public health surveillance programme
		(ii) Conducting of anti bacterial and anti viral programmes and mosquito control measures
Environment	36	<u>Haritha Haram</u> : Adding at least 33 % green coverage & at least 85 % survival rate of plants. Establishment of Nurseries & <u>Green Budget</u> . Median and junctions improvement with greenery.
	37	Protection of all water bodies /lakes from encroachment and free from Solid Waste and C&D waste.
	38	Establishing the Rain water harvesting structures in all households and commercial establishments.
Revenue Resources		Ensure 100% of property assessment / collection efficiency over 95 %
	39	i) GIS based Property Assessment
		ii) Improvement of revenue (Tax/ Non- Taxes)
		iii) Online Accounting System and payment gateways
	iv) Up to date Audit of Accounts	
Maintenance of Accounts	40	(i) Certifying 100% assessment and collection of Taxes and Non-taxes
		(ii) Ensure 10 % of annual budget as the green budget to meet the requirements of plantations and nursery
		(iii) Obtaining the credit rating to the town
Citizen participation	41	Constituting (4) committees for each ward to reflect the citizen participation as per the Act
	42	Committees in the ward shall meet once in a quarter and issues raised shall be placed before next council meetings for discussion and decision.