

Revisiting Slums: Investment Watch in Bhopal



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Abbreviation

BMC	Bhopal Municipal Corporation
JNNURM	Jawaharlal Nehru National Urban Renewal Mission
PPP	Public Private Partnership
RAY	Rajeev Awas Yojna
ADB	Asian Development Bank
BSUP	Basic Services to Urban Poor
VAMBAY	Valmiki Ambedkar Awas Yojna
ULBs	Urban Local Bodies
UIDSSMT	Urban Infrastructure Development Scheme for Small and Medium Towns
HHs	House Holds
MHUPA	Ministry of Housing and Urban Poverty Alleviation
BDA	Bhopal Development Authority
JBIC	Japanese Bank for International Cooperation
CSE	Centre for Science and Environment
UADD	Urban Administration & Development Department
BRTS	Bus Rapid Transit System
GoMP	Government of Madhya Pradesh
MAS	Municipal Administration System
PHED	Public Health Engineering Department
UWSEIP	Urban Water Supply and

	Environmental Improvement Project
MAS	Municipal administration system
MPUSP	Madhya Pradesh Urban Services for the Poor
CDP	City Development Plan
UIG	Urban Infrastructure and Governance
SBM	Swachh Bharat Mission
SLB	Service Level Benchmarking
PMC	Project Management Consultant
ABD	Area Based Development
EPCO	Environment Impact Assessment Authority
BRTS	Bus Rapid Transit System
MPHIDB	Madhya Pradesh Housing and Infrastructure Development Board
EWS	Economically Weaker Section

Executive Summary

Bhopal municipal limit has seen a total investment of 2035.5 Cr. in the period 2005-2015, a number derived from various secondary documents including donor reports, budget document for BMC, progress updates available from JNNURM website and other reports available in the public domain. At the same time, annual capital expenditure for BMC between 4 years (2009-10 to 2012-13) has varied between 251 to 349 Cr per annum. When seen against the annual average investment of 203.6 Cr., it can be assumed largely capital investments (the investment in long-term assets) are conducted through state, central and external aided projects.

In the last 10 years, almost 72% capital investment has been contributed by JNNURM. The second highest investment has been through the Asian Development Bank which has invested about 11.62% of capital investment in the last 10 years. The State PPP cell has not been the forerunner and has contributed only 4.4% of total capital investments in the last decade. Hence it may be safe to assume that private investments have not taken place in the transportation and water/sanitation sectors. However, there may be scope to further gather granular data on private investments on housing subsector.

Bhopal also became one of the first cities in India to prepare and publish an exclusive pro-poor budget in 2010-11. BMC does not report on expenditure for urban poor budget but reports only budget estimates. A quick analysis of last three years does not indicate any clear trends.

A significant part of the urban poor budget is spent on construction activities that include for providing vegetable markets, hawker corners, borewells/open wells, shops, community halls, toilet complexes, and rain basera (night shelters). Additionally, BMCs contribution for projects such as BSUP Housing and Rehabilitation projects, RAY, ADB, BSUP, Ashray fund, VAMBAY etc. are also accounted for in the capital expenditure of urban poor budgets. Year 2013-14 accounts for per capita capital expenditure of Rs. 5,389 and per capita revenue expenditure of Rs. 2005. With a slum population of 6,50,970, this is too low to provide or maintain infrastructure facilities in slums.

Observations from new settlements suggest that the process of rehabilitation was not planned properly, and poor families have been shifted without taking care of their needs of day-to-day life. The completion of BSUP project is marked only by the completion of the construction of building. The transition of people into their new homes with sustained day-to-day living arrangements has not been a priority by implementing agencies. Because of the lack of basic amenities, families feel displaced rather than rehabilitated. Moreover, the banks and the municipal authorities have not worked out a proper system of loan payments. Many genuine poor families who are willing to pay are unable repay and get houses free from debts.

Some of the action areas for improving the situation are the following:

- There should be revision of the beneficiary list to ensure impartial and fair process of allotment to those families now waiting for allotment through lottery system. A well evolved participatory and transparent system of allotment will help upscale allotment process in future housing settlement for the poor.
- Annual maintenance work should immediately commence by the BMC and BDA for those buildings which were constructed at least 2 years back. This will build confidence of the poor in shifting in new habitations.
- Unnecessary delays in the construction of houses has cost implications and the poor occupants have to share the cost. Houses must only be allotted after construction quality is cleared by an independent agency as poor conditions of houses leads to dissatisfaction and distrust.
- The BMC and BDA should make a separate budget provision for the regular maintenance of houses under revised JNNURM guidelines so that timely repairs can be initiated in timely manner.

1. Introduction

Investment Watch is an initiative of INHAF to critically review urban sector investments from the perspective of the poor and marginalized so that equitable city development may be promoted. Investment Watch also advocates for policies and practices that benefit of the population living in slums and low income categories.

Samarthan as a partner of INHAF's and was invited to undertake Investment Watch in the city of Bhopal to understand the impact of investments on the quality of life of the poor and marginalized. This study will analyze the investment pattern in Bhopal and its influence on the city's inclusivity and livability.

The Bhopal Municipal Corporation's investments have been selected as a case study by INHAF. In Phase I, the project gathers information on investments in water supply and sanitation, urban transportation, and housing for urban poor. The report will evaluate their impact in terms of the demand, supply and quality of housing stock for the urban poor. We are playing close attention to the perspective of the poor who have been rehabilitated and placed in subsidized government housing.

The study is based on both primary data, collected through assessing the situation on the ground, and secondary data, collected from different government sources. The selected areas for study were: 1) the newly constructed BSUP settlement in Shabri Nagar, 2) the existing slum in Gautam Nagar, and 3) a transit camp where habitants of Naya Basera slum are temporarily housed. We have conducted site visits, in-depth interviews, and focus group discussions, for all three.

It is understood that infrastructural development, both economic and social, is one of the major determinants of economic growth, especially in developing countries. Direct investment on infrastructure is known to alleviate poverty and improvement people's quality of life. However it is important to understand the effects of these investments to assess its positive and negative impacts on the lives and the livelihood of the city poor.

With this objective in mind, the purpose of Bhopal Investment Watch is to track and assess investments (existing and proposed) in Bhopal Municipal Corporation. It will attempt to study the direct and indirect impacts of previous investments (under JNNURM) and new investments (both public and private) in the BMC.

This study is an advocacy tool to argue for investments that are pro-poor and can help in promoting inclusive cities.

2. Urbanization in Madhya Pradesh and Policy Directions

In order to understand the city of Bhopal, it would be worthwhile to situate it within urbanization in MP. Madhya Pradesh, with population of 72.6 million, is home to six percent of India's population. The state is predominantly rural, with only 20.1 million people residing in urban areas. It comprises of 377 Urban Local bodies (ULBs), of which 16 are Municipal Corporations, 98 are Municipal Councils and 263 are Nagar Parishads. All ULBs are empowered to discharge functions detailed in the 74th Constitutional Amendment. Madhya Pradesh, expected to urbanize at a faster pace than ever before, is struggling to keep pace with a rapidly increasing population. Planned development, provisioning of infrastructure, transportation in bigger cities and drinking water and sanitation in small and medium towns have been identified as key challenges.

According to the census of 2011, the state reported 10.87 lakh slum households. In the slums of Madhya Pradesh, 32.53% households have one dwelling room, 34.84% households have two dwelling rooms and 31.17% households live in three and above rooms. The condition of 57.84% slum HHs is good, 38.41% is livable and 3.71% is dilapidated. A large number— 79.01% slum households— live in their own homes, while 17.24% households live in rented homes and rest live in other forms of home.

The state government published a document "Madhya Pradesh Vision 2018, An Agenda for Development, Change and Good Governance" in 2013.

State Vision for key urban infrastructure sectors for 2018

	Sector	State Vision – 2018
1	Water Supply	Provide 24x7 safe drinking water to all
2	Sanitation and SWM	To achieve a totally sanitised, healthy and livable environment in the state and provide affordable sanitation facilities for the urban poor
3	Transportation	Promote inter and intra-city public transport to facilitate travel and modernise the regulatory environment for private and commercial vehicles to ensure public safety and convenience
4	Housing	The state envisages 'housing for all' by meeting the demand and supply gap through private sector participation

Source: Madhya Pradesh Vision 2018 - An Agenda for Development, Change and Good Governance (2013)

In the last decade, the State Government has embarked on a number of infrastructure development initiatives in collaboration with Government of India and donor agencies. Under JNNURM, a total estimated investment of Rs. 8064 Cr. has been planned in the City Development Plan of the four project cities of Bhopal, Indore, Jabalpur and Ujjain. The ULBs in the four cities have been required to mobilise additional funds to the extent of Rs. 2030.19 Cr. as their own contribution to the total investment. On an average, each one of the four ULBs will need to contribute Rs. 507.55 Cr. implementing the projects.¹ Under UIDSSMT a total of 201 projects have been sanctioned in Madhya Pradesh between 2016-14 with a total investment of 3451.5 Cr.² A brief summary of Central, State and external assistance for urban development projects is given in table 3.

Major schemes related to urban development in Madhya Pradesh (2006-15)

	Central Schemes	Key components/ Achievements
1	JNNURM	6 schemes amounting to INR 13.75 billion sanctioned in 4 mission cities in last 10 years
2	UIDSSMT	101 schemes (INR 24 billion) in 95 towns sanctioned in last 8 years. One time additional central assistance for 11 schemes in 11 towns (INR 1610 mn) in last 5 years
Housing		
3	IHSDP	56 Projects amounting to INR 3.77 billion in 53 towns to develop 22,998 dwelling units in last 8 years
4	BSUP	22 projects (INR 7 billion) in 4 cities in last 8 years to develop 40502 dwelling units
5	RAY	10 Projects (4.9 billion) sanctioned in last 2 years in 10 towns for 8799 dwelling units
State Schemes		
6	Transportation	Seed fund of IINR 500 mn for S-DUTF and INR 350 million for C-DUTF has been approved for 5 cities i.e .Bhopal, Indore, Jabalpur, Gwalior and Ujjain
7	Mukhya Mantri Shahri Payjal Yojana	Mukhya Mantri Shahri Payjal Yojana: 72 schemes amounting to INR 9.77 billion sanctioned in last 3 years. 33 schemes worth INR 5.5 billion under approval process
8	Mukhya Mantri Shahari Swachhata Mission	Mukhya Mantri Shahari Swachhata Mission: More than 1,30,000 individual toilets amounting to INR 1.25 billion sanctioned in last 3 years
External assistance		
Key components/ Achievements		

¹ http://www.mpurban.gov.in/Urban_Scenario.asp

² Of these 134 projects sanctioned in transitory phase in 2013-14

9	World Bank/GEF/UNDP-Transportation	A total amount of INR 571 million and INR 692 million for modernization of buses in Indore and Bhopal under SUTP project by World Bank- GEP-UNDP
1	ADB-Water Supply	ADB loan assistance of INR 15 billion completed in Dec 2013 for water supply in 4 Municipal Corporations. ADB supporting state with INR 13.9 billion for 4 million plus cities and INR 21 billion proposed for 142 town
1	DFID- Urban renewal & Slum Improvement	DFID provided grant aid support for INR 7 billion for slum infrastructure improvement, urban governance and reforms implementation and basic municipal service delivery
1	KfW-Sanitation and solid waste	KfW development bank has committed to provide a loan assistance of INR 4 billion for integrated sanitation infrastructure in 8 towns on the Narmada river

Source: <http://www.investmp.com/>, Annual Reports Urban Administrative & Development Department (UADD), Government of Madhya Pradesh and Author analysis

3. Schemes for Bhopal

Access to basic services

The Madhya Pradesh government had promised in its Vision 2018 document, published in 2013, to promote financial reforms, expand avenues for financing and other areas as required for attracting private investment for major cities like Bhopal, Jabalpur, Indore and Gwalior. There were four key urban infrastructure sectors in the Vision document 2018, where some measurable outcomes were to be ensured. These were:

1. 24x7 drinking water supply for all citizens
2. Affordable sanitation for the urban poor, to achieve totally sanitized, healthy and livable environment.

3. Intra-city transport facilities and modern regulatory mechanisms for private and commercial vehicles to ensure public safety and convenience of access for the urban poor, many of whom are slum dwellers and have been relocated far away from their places of work.
4. Affordable housing to meet the demand and bridge the supply gap through the central government scheme “Housing for All”.

The document committed to encourage community participation in planning, to ensure transparency and accountability.

The need for safe drinking water and sanitation is a major problem faced by the urban poor living in slums of Bhopal city, whether the space they occupy is illegal or authorized patta land, as mapped during the study by Samarthan with INHAF. The inflow of migrant people is increasing year by year, due to lack of employment opportunities in rural areas. The Bhopal Municipal Corporation is finding it hard to allocate spaces to slum dwellers and connect them with public transport.

Bhopal was one of the first cities to get city development plan in 2006, brought in with JNNURM in an agreement signed between GOI, State government and BMC. The BMC was the first municipal corporation to publish a pro-poor budget in 2010-11.

In the last 10 years, 72 percent of the total capital investments have been contributed by JNNURM, while private sector contribution was a mere 4.4%. The first project under Basic Services to Urban Poor (BSUP) was sanctioned by the Ministry of Housing and Urban Poverty alleviation (MHUPA) in 2006. The total number of dwelling units approved under this project was 23,609. The program was jointly implemented by the BMC and the Bhopal Development Authority (BDA) in their respective areas. The responsibility of BMC and BDA was to construct 18,542 housing units across the city. The redevelopment of Kotra Market was among the first projects in the Shabri Nagar area, while the relocation of Gautam Nagar and Naya Baserawas took place later.



Lakes in Bhopal

Lakes

The lakes of Bhoj Wetland are home to many bird species and provide water to the local residents. They are highly polluted and need urgent attention from the government.

In 1995, the Madhya Pradesh government initiated a Rs 2.5 billion project for the conservation of the wetland with money borrowed from the Japanese Bank for International Cooperation (JBIC). In 2002, the Bhoj Wetland was recognized as a wetland of international importance under the Ramsar Convention of 1971. As per a report by the Centre for Science and Environment (CSE), the upper lake has reduced from the initial 30 sqkm to 8 sqkm now. The lower lake also got reduced from 8 sqkm to 2 sqkm in 2009. The total length of the lake was 38 km, but it got reduced to 5 km in 2009.



Bhoj wetland: one of the most significant places in Bhopal

The upper lake is the principal source of drinking water (40 percent) for the city of Bhopal; the lower lake meets the requirement of raw water and enhances the beauty of the city. The last six decades have seen rapid urbanisation near the Bhoj Wetland, resulting in various environmental problems. The water quality is getting deteriorated from the sewage inflow from urban areas, agricultural waste from rural areas, and industrial effluents, apart from the flourishing growth of invasive aquatic plants, depletion of biodiversity, and other anthropogenic activities.

A 2012 survey report, Excreta Matters, released by the CSE says that out of the 193 million litres per day (MLD) of sewage officially generated in Bhopal, only 39 MLD of sewage gets treated. The remaining sewage goes into water sources like the upper lake which is also a source of drinking water for 40 percent of the Bhopal's population. The lower lake does not have any freshwater source; it receives seepage water from the upper lake and drainage from 28 sewage-filled nullahs.

As per a study by Current World Environment, a journal on environmental science, the lower lake inhabited about 50 species of microflora and fauna during the year 2000, which was reduced to 31 species in 2011. It is

estimated that 9.82 million gallons per day (44 MLD) of sewage enters the upper lake daily. More than 80 percent of the catchment is rural and dominated by agriculture. Intensive chemical agriculture is practiced in the catchment and chemical fertilizers and pesticides are used in the cultivation.

Street Lights

One crore rupees was spent on the automatic transmission of about 20 thousand street lights in the city. A timer was used, so that the street lights are switched off automatically as the day starts and turned on as evening falls. The arrangement was started in 20 Street Light pole on Jail Pahadi Road, but has not been extended further.

Ticket Fare Systems

To secure Bus Rapid Transit System (BRTS) bus stops, only automatic ticket fare systems were planned. For this, the amount of Rs.30 crore was approved from the center. Despite this, stops are still open and totally insecure. Anybody can enter them indefinitely.

Public Transport

The BMC, along with the RTO and traffic police, has planned to conduct city bus and auto operations cohesively on busy routes. There is also a provision for this in the budget. However, due to the pressure of private bus and vehicle operators, this plan was not extended beyond a three-day international seminar.

Plumber and electrician

The municipal corporation made a complete plan to provide plumbers, electricians and similar workers to the residents on call. In its budget released in April, the corporation also made provisions for it. Five months has passed, and though the municipal corporation claims to have appointed employees and call centers on contract, nothing is being seen on the ground.

4. Bhopal Municipal Corporation

The BMC is a municipality with 56 wards. As per Census 2011, BMC spreads across an area of 285 sq. kms with a population of 17,98,218, of which 26% reside in slums. The recent revision in limits of BMC has led to formulation of 85 wards by merging of Kolar Municipality and 20 nearby villages. As per the gazette notification released by the District administration, the new BMC area now comprises a total population 19,22,130 spread across 85 wards.

City Profile BMC

	2005-06	2011	2015
Area (sq.km)	285	285	464
Population	1433351	1798218	1922130
Population Density (per sq. km)	5029	6290	4957
% Slum Population	31	36.2	37.3
No of wards	66	70	85
No of Zones	14	14	15

Source: Bhopal Municipal Corporation, Census 2011

According to the 74th Constitution Amendment Act, major urban tasks are undertaken by local bodies. The organizational set up of BMC comprises of a political wing (deliberative), and executive wing. The deliberative wing is an elected body of councilors from different wards in the city and is headed by the Mayor. The executive wing is headed by the Commissioner and looks after the day to-day functioning of the corporation and assists the deliberative wing in decision making processes.

The Government of Madhya Pradesh (GoMP), through its Urban Administration & Development Department (UADD), is responsible for overseeing capital investment in basic infrastructure for the ULBs. The UADD is also responsible for the implementation of various public welfare schemes sponsored by the central and state governments. UADD monitors the functioning of all municipal corporations in the state. At present, together with the city corporation, some state agencies operate independently of ULBs. These are the Urban Development Authority, State Housing Board, the Town and Country Planning Department, PHED etc. Similarly, there are central government agencies. The activities of all these agencies impact on urban space and its periphery, affecting the city's spatial pattern and planning.

Bhopal was one of the first cities to get its City Development Plan in 2006 approved by Government of India under the JNNURM. A tripartite MoA was signed between Government of India, State government of Madhya

Pradesh and BMC on 23 March 2006, which envisaged an investment of 2,153.44 Cr. from 2005-2012. Additionally, several investments have been made through state assistance for infrastructure as well as process improvements. As the principal city of the region, Bhopal serves all towns and districts around. Bhopal has been the largest beneficiary from JNNURM assistance with 22 projects and more than 1500 Cr. of grants. While several investments have yielded partial results, it has not eliminated the city's problems. The city is still grappling with addressing issues of universalizing basic services like water, sanitation, solid waste collections and access to public transport.

Urban Infrastructure Investment

Key investments in BMC area in last 10 years (central, state and externally aided projects)

Project	Description	Impact on Urban Poor
Central Assistance		
UIG-JNNURM 2005 onwards	Main thrust is on infrastructure projects relating to water supply and sanitation, sewerage, solid waste management, road network, urban transport and redevelopment of old city areas with a view to upgrading infrastructure therein, shifting industrial and commercial establishments to conforming areas, etc Projects sanctioned for BMC include water supply, storm water drainage, up gradation of basic services, BRTS etc.	The two water supply projects have incurred city wide improvements including making water distribution network available in slums. The channellisation of nalas has also helped improved situation in slum settlements
BSUP - JNNURM	The main thrust is on integrated development of slums through projects for providing shelter, basic services and other related civic amenities with a view to providing utilities to the urban poor. 14 projects have been sanctioned for BMC which include both construction of new dwellings as well as up gradation of existing infrastructure in selected slums.	11 projects have built new dwelling units for slum households. 2 projects have been used to upgrade infrastructure in existing slums
Community Participation Fund 2005 onwards	Multipurpose community centres and Crèche in various wards of city	Does not have any pro poor component
RAY 2014 onwards	The scheme was launched as pilot project in six cities of Bhopal, Gwalior, Indore, Jabalpur, Sagar and Ujjain. Later 10 more cities joined the scheme BMC has prepared slum free city action plan under RAY	All the projects have directly benefitted urban poor

- Pilot DPR of identified 4 slums (Arjun nagar, Jheel nagarm Shanti nagar and Ambedkar Nagar) has been sanctioned

External Assistance

DFID support over 5 years to the Madhya Pradesh Urban Services for the Poor (MPUSP) programme aimed to enhance capacity and strengthen institutional systems of the state to deliver sustainable access to quality services for the urban poor. In BMC, some of the key achievements included:

- Municipal administration system (MAS) launched in BMC in October 2012 has seen huge success in improving financial management including revenue collection.
- Bhopal also became one of the first cities in India to prepare and publish an exclusive pro-poor budget document in 2010-11.
- Bhopal has operationalized the GIS system for identification and mapping of property/revenue information. Improvements in property tax collection and areas collection recorded for BMC
- MPUSP interventions assisted in improving effectiveness of frontline service delivery by reducing time of service provision as well as corruption in service provision (largely in form of bribes paid for early approvals or for approval of unauthorised building extensions).
- An information technology-based solution now allows faster processing of citizen requests and citizen service centres constructed to ensure decentralised access to these services.
- Many urban services are also now under the ambit of the Madhya Pradesh Public Service Guarantee Act, which lays down stipulated time frames for services. A citizen report card exercise on key service delivery areas was initiated in parallel to garner feedback from the citizens on the quality of services provided.

A major component of project include training women in slums to form self-help groups that participated in community-based planning for infrastructure provision, community based contracting and monitoring of works, as well as community-based operation and maintenance.

MPUSP -
Utthan
Project
2006-11

ADB -
UDAY
Project

The GoMP, with financial support from ADB implemented the Urban Water Supply and Environmental Improvement Project (UWSEIP) or Project Uday in four major cities, namely Bhopal, Indore, Gwalior and

The projects have incurred city wide improvements including making water distribution, sewerage

2008-09 to 2014-15	Jabalpur, to meet their urban infrastructure requirements and support sustainable economic growth. The project aimed to improve urban infrastructure and services and strengthen the capacities of local authorities in the areas of resource mobilization and cost recovery. The key achievements for BMC as a result of project implementation included: • Rehabilitation of 7 water treatment plants (WTPs) and 2 pumping stations in BMC • Laying of 220 km distribution lines & over head service reservoirs (OHSRs) of capacity 14.2 million litres (ML) & 7 km feeder mains 2000 bulk and domestic metres • 230 km of sewerage network is being built in old Bhopal zone Upgrading of the existing sewage treatment plant (STP) to make it fully functional. Construction of 1 new 169 MLD pumping station Rehabilitation of 1 pumping station of capacity 21.6 MLD • 1154 solid waste handling equipment procured and put to use	network and solid waste infrastructure available for whole city
Other support through State budget schemes	State Supported • Support under Valmiki awas yojana for housing construction • Support under Ayodhya basti yojana & support to selected slum settlements for basic infrastructure up gradation • Support to BMC for utility mapping • Support under Samanaya Jal aavardhan yojana PPP Cell	Some of the schemes have resulted in better infrastructure in slums
Supported through State PPP Cell	• 4 projects worth 89.3 Cr. have been completed • 10 projects in pipeline worth 787 Cr. • 2 projects at bidding stage worth 65.4 Cr. • 5 projects under construction worth 1072 Cr.	2 of the 4 projects have resulted in construction of new BRTS bus stands and procurement of new buses. Better transport facilities also impact urban poor

Source: Author analysis

The project span of different projects is illustrated in figure below. The projects that have remained incomplete for JNNURM and BSUP have been given an extension. Similarly RAY, MPUIIP projects are also under implementation currently for BMC.

	INHAF, AHMEDABAD		SAMARTHAN, BHOPAL	
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Timeframe for major projects in BMC in last ten years (2005-2015)

	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16
Central Aided										
JNNUR M - UIG Component										
JNNUR M - BSUP Component										
JNNUR M - Community Participation Fund										
RAY										
Externally Aided										
MPUSP - Utthan										
ADB - Uday										
MPUIIP - DFID										
PPP Cell										

Source: Author analysis

Components from all above projects, except PPP cell have been included in urban poor budget section of BMC. The JNNURM and ADB projects have intervened in water, sanitation and SWM subsector, while BSUP and RAY have targeted improvements in housing for urban poor. Transportation has seen investments largely through JNNURM and BMC's own budget expenditure. Both the DFID projects (Utthan and MPUIIP) have intervened in improvement for municipal administration and finance including e-governance.

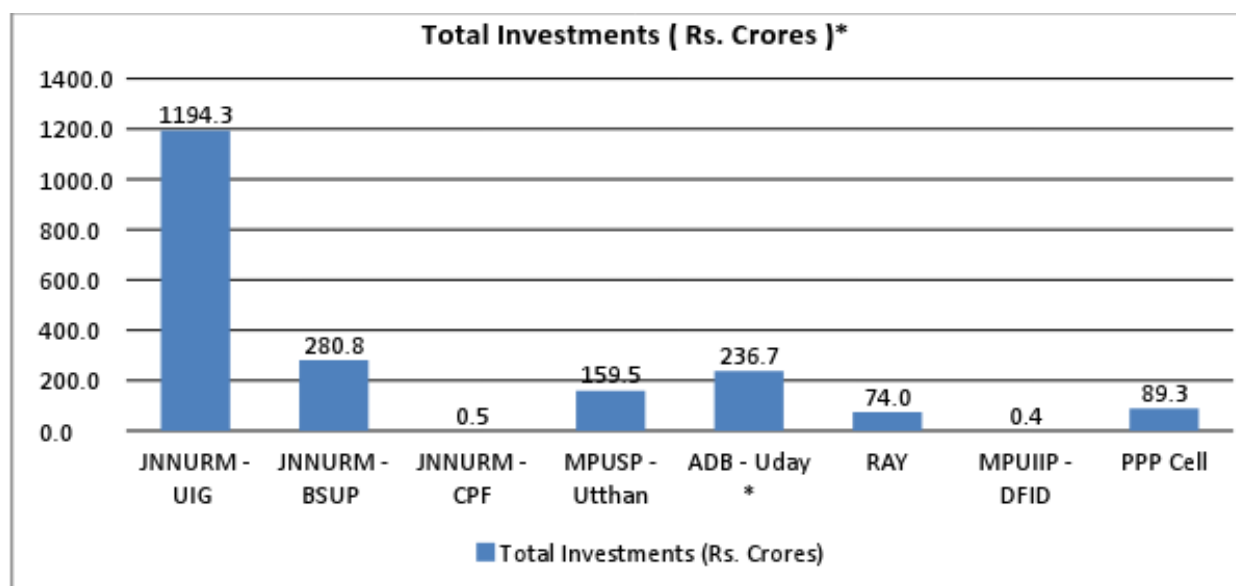
- Bhopal municipal limit has seen a total investment of 2035.5 Cr. in the period 2005-2015 through the above mentioned improvement projects. The individual components for BMC share, state and central share or loan component have not been segregated in these investments. Figures for investments have been derived from various secondary documents including donor reports, budget document for BMC, progress updates available from JNNURM website and other reports available in the public domain.
- When the total investment is spread across ten years, the average yearly capital expenditure amounts to Rs. 203.5 crores. This can also be corroborated by the fact that the annual capital expenditure for BMC between 4 years (2009-10 to 2012-13) has varied between 251 to 349 Cr per annum. This could also lead to an assumption that largely capital investments are done through State, central and external aided projects.
- In the last 10 years, capital investment of almost tune of 72% has been contributed by JNNURM. The second highest investment has been through the ADB project which has invested about 11.62% of capital investment in the last 10 years.
- Private sector investments: The State PPP cell has not been the forerunner and has contributed only 4.4% of total capital investments in the last decade.

Sub sectors interventions for BMC in last 10 years (2005- 2015)

	Water	Sanitation	SWM	Housing	Transport	Community Halls	E Governance	Financial Improvement	Holistic slum Improvement	Municipal Administration	Energy efficiency
JNNURM - UIG Component	■	■	■		■						
JNNURM - BSUP Component				■							
JNNURM - Community Participation Fund						■					
MPUSP - Utthan							■	■	■	■	
ADB - Uday	■	■	■								
RAY				■							
MPUIIP - DFID								■	■	■	■

Source: Author analysis

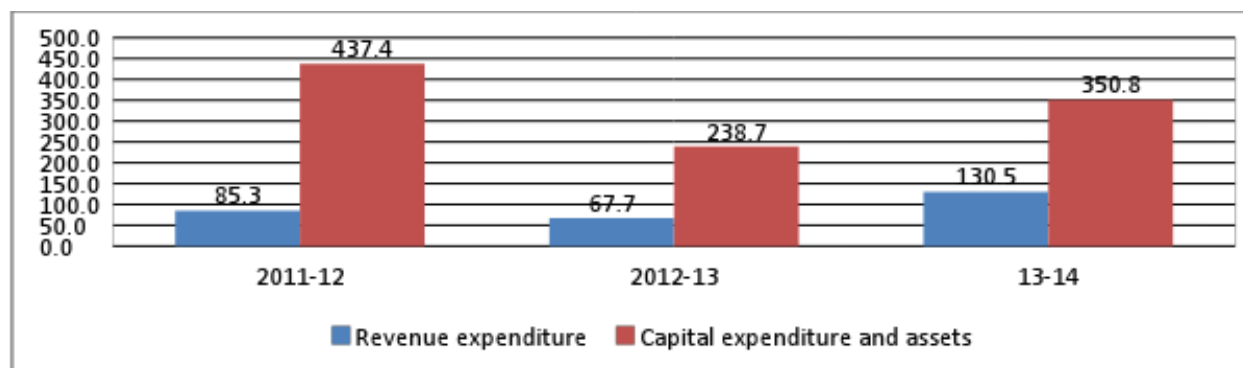
Investments through major improvement projects in BMC in last 10 years (2005- 2015)



Source: Author analysis, Budget documents for BMC and JNNURM website (<http://jnnurm.nic.in/>)

Urban Poor

Budget estimates for Urban Poor for BMC (in Rs. lakhs)



The recent references with respect to presence of slum settlements and services provision are provided by Census 2011, which state presence of 377 notified slum settlements in BMC area. Kolar municipality which has been merged in BMC shows presence of 25 non notified slum settlements. As per this statistics, BMC has 36.2% of population residing in slums and Kolar municipality has 76% population residing in slums. If BMC and Kolar results are merged, the percentage of slum population is likely to rise.

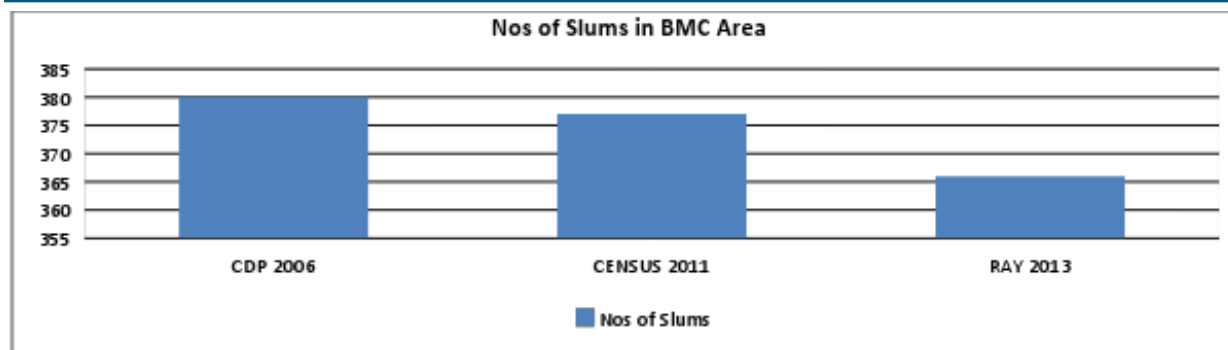
Slum profile of Bhopal Municipal Corporation

	Bhopal (M.Corp)	Kolar (M)
Nos of notified slums	377	0
% of Slum Population	36.2%	76%
Nos of non notified slums	0	25
Nos of slum households	128720	14373
Slum population	650970	67609

Source : Census 2011

The number of slum settlements has reduced if we compare statistics quoted in CDP 2006, census 2011 data and recent survey conducted by RAY. The CDP 2006 reported 380 slum settlements, while the recent RAY survey has identified 366 slum settlements. It is also interesting to note the variations in households and slum population for these three sources.

Number of slum settlements in BMC area



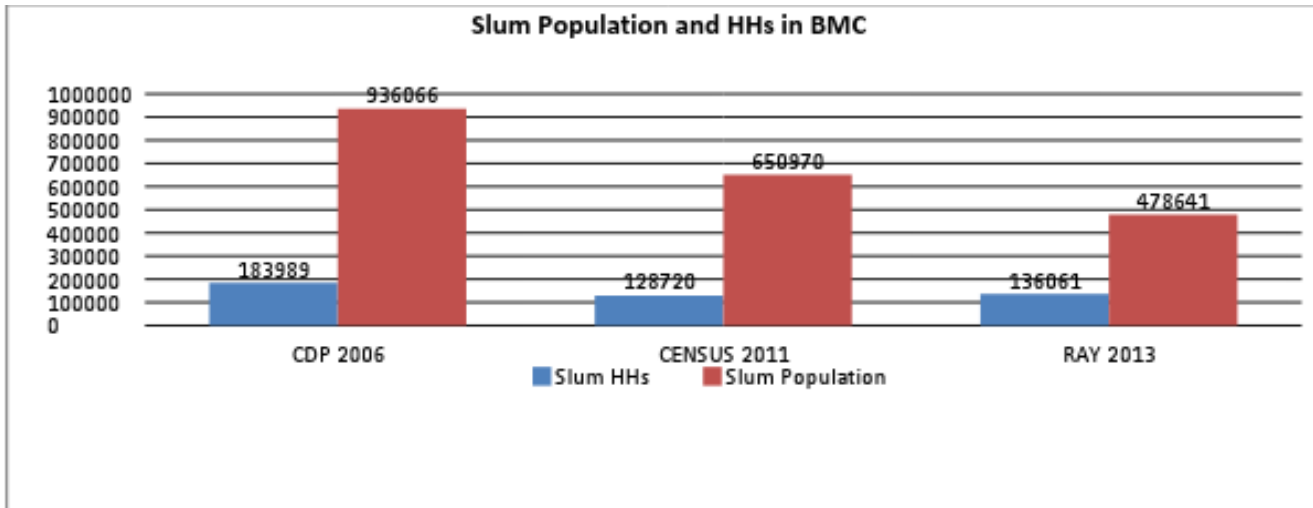
Source : Census 2011, Bhopal CDP 2006 and Bhopal Slum free city Plan 2013

Under RAY about 1.4 lakh slum households have been surveyed and GIS database has been created in 2013. This is the latest reference used by the project to compare slum statistics. However there is wide variation in census results and RAY findings. The Census 2011 has estimated 6.5 lakhs population residing in slums while RAY estimates only 4.78 population residing in slums in BMC limits.

Under RAY about 1.4 lakh slum households have been surveyed and GIS database has been created. About 85% of slum HHs surveyed under RAY have been living in their locations for more than 5 years. This indicates quantum of slums un impacted by new investments.

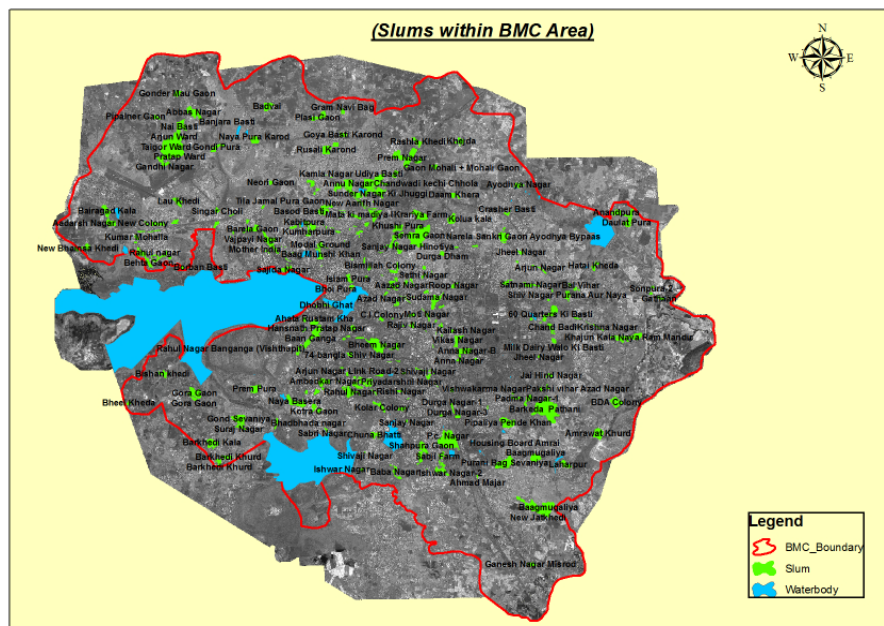
Some of the surprising results are with regards to income. About 64% of slum population have no stable income as they are unemployed. Only 7% has stable income in terms of salary or wage and 5% are self employed. 20% is employed in unorganized sector. About 64% of slum HHs have BPL cards and only 39% HHs hold patta to their property. In terms of service provisions only 52% HHs has toilets in their houses. About 40-45% are dependent of public stand post for water. Only 2.5% of slum pockets collect solid waste in private bin, 1.4% burn it and 32% dispose in community bin. Only in 8.7% slums, waste is collected on daily basis. Only 45% streets in slums are connected to street lighting.

Slum households and population in BMC as reported by various data sources



Source : Census 2011, Bhopal CDP 2006 and Bhopal Slum free city Plan 2013

Slum locations within BMC limits



Source: RAY Cell, BMC

5. Water Supply and Sanitation

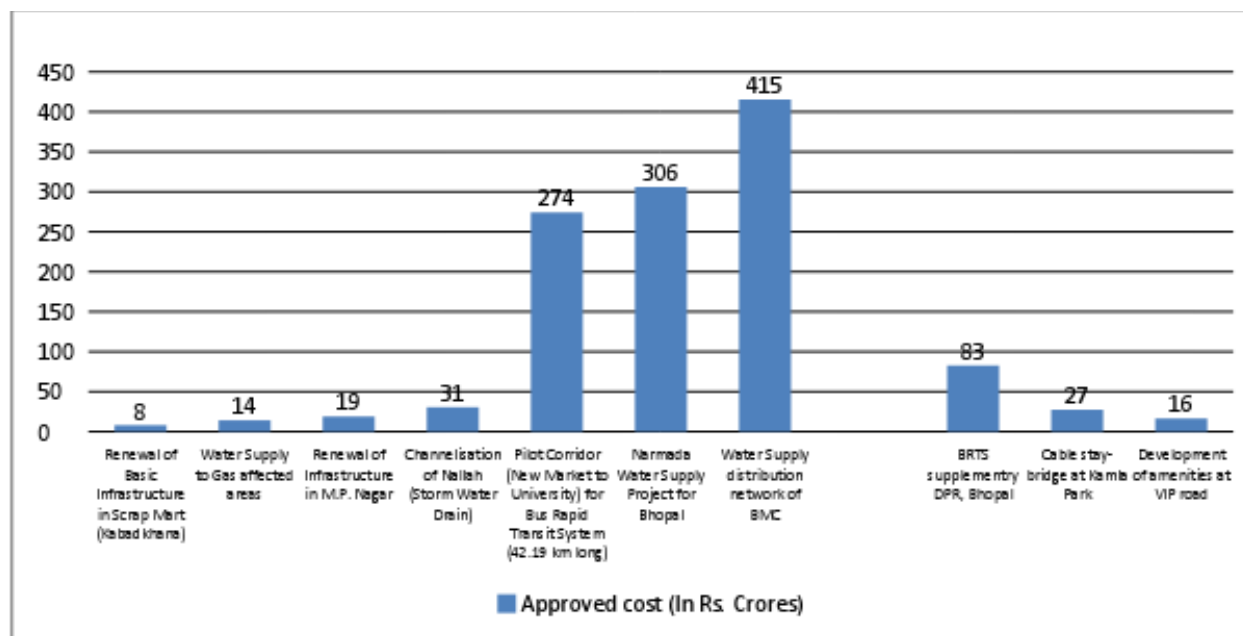
BMC is responsible for the water supply, sanitation, and waste management of the city. The Water Supply and Health and Sanitation Departments of BMC are the responsible for this infrastructure. For water supply, PHED has been given the responsibility of planning, design and construction of the water supply, sewerage and drainage projects of the municipal corporations (MCs) since 1995. Under this arrangement, the financial and administrative sanction for a project comes from the PHED. Assets, however, have to be transferred to MCs on completion for operation and maintenance. For solid waste, BMC is primarily responsible for planning, design, and construction.

The majority of investments in water and sanitation have happened under Urban Infrastructure and Governance (UIG) component of JNNURM. Ten projects worth 1194.31 Cr. were approved in last 10 years with 50% (578.81 Cr.) as Centre's share. The rest has been invested by the state and BMC. The three transition state projects have been shown separately in this figure. Of the main seven projects, four pertain to water and sanitation and have impacted the slum settlements as well:

- Under Narmada water supply project, 69 kms pipeline for Narmada water from Shahganj Sehore to Arera hills Bhopal was laid. This included intake wells, approach bridge, WTP, break pressure tanks, water sump, service reservoirs etc.

- In the water distribution project, feeder mains, distribution lines, RCC Tanks, Consumer and Bulk meters, booster chlorination etc were implemented for entire city.
- Channelization of 5 major Nalas with length of 24 kms. Under water supply project in gas affected colonies the project helped in laying 15 kms. water supply lines and construction of 6 ESRs in colonies to impact 2 lakh people in 14 gas impacted localities, where 7000 HH connections could be provided
- Under BSUP two slum settlements have been selected to provide *in-situ* up-gradation for basic services. For the other 11 projects, dwelling units have been constructed with individual toilets and water supply connections.
- The ADB project Uday has incurred city wide improvements including making water distribution, sewerage network and solid waste infrastructure available for whole city
- Under MPUSP, the project mobilised slum women to form self-help groups that participated in community-based planning for infrastructure provision, community based contracting and monitoring of works, as well as community-based operation and maintenance. The project helped mobilising and set-up 130 *Basti Vikas Samitis* that were linked with BMC. These *samitis* identified local priorities, and developed and implemented small-scale projects in slums drawing from both MPUSP as well as other budget lines of the ULB.
- The PPP cell has not implemented any project related to water sanitation in the last ten years in BMC area

Major Projects and investments in BMC limits in last 10 years through JNNURM - UIG



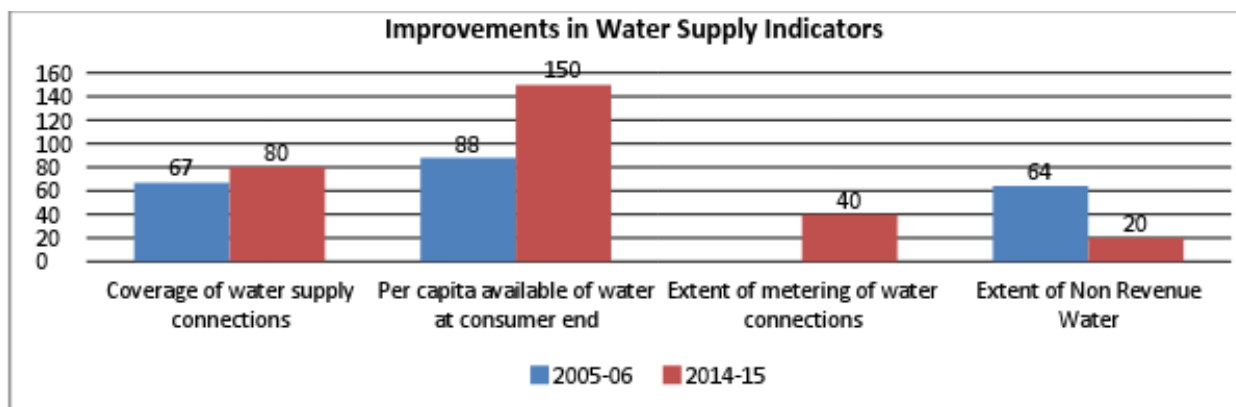
Source: Project implementation status under UIG for Madhya Pradesh Amount Rs. in Rs. Cr. as on 8th August, 2014. The approved costs include Central, state, ULB contributions and loan components if any

As per Service Level Benchmarking (SLB) data published by BMC in 2013-14, only 47% of households in city availed door to door collection service for solid waste. About 81% of households had access to toilets, while only 35% had access to sewerage network. Census 2011 data showed only 40.3% households in BMC had access to sewerage network. The MoUD sanitation ranking for the year 2009-10 designated Bhopal (with a score of 32.497) in red category. This indicates that Bhopal is "on the brink of public health and environmental 'emergency' and needing immediate remedial action". The National Green Tribunal has repeatedly informed the city about the serious pollution problem the Kaliyasot river is facing due to growing encroachment and the disposal of sewage from nearby residential and commercial establishments. It has also noted that people in newly merged areas of BMC have agitated against the lack of proper collection and disposal of solid waste.

With regards to water supply, as per the 2013-14 SLB data, only 58% of households in the city had a water supply connection. These received 150 LPCD (liters per capita per day) of water for 1-2 hours in a day. Only 15% of water connections were metered and non-revenue water accounted to 28%. The cost recovery for water supply charges was found abysmally low at 40%. The gap in access to water supply was also confirmed by Census 2011 results, which showed that only 65.9% of households had a treated tap water supply. The ambitious Narmada Water Supply project, constructed under JNNURM, has been delayed in Bhopal. People have protested against it due to higher water charges.

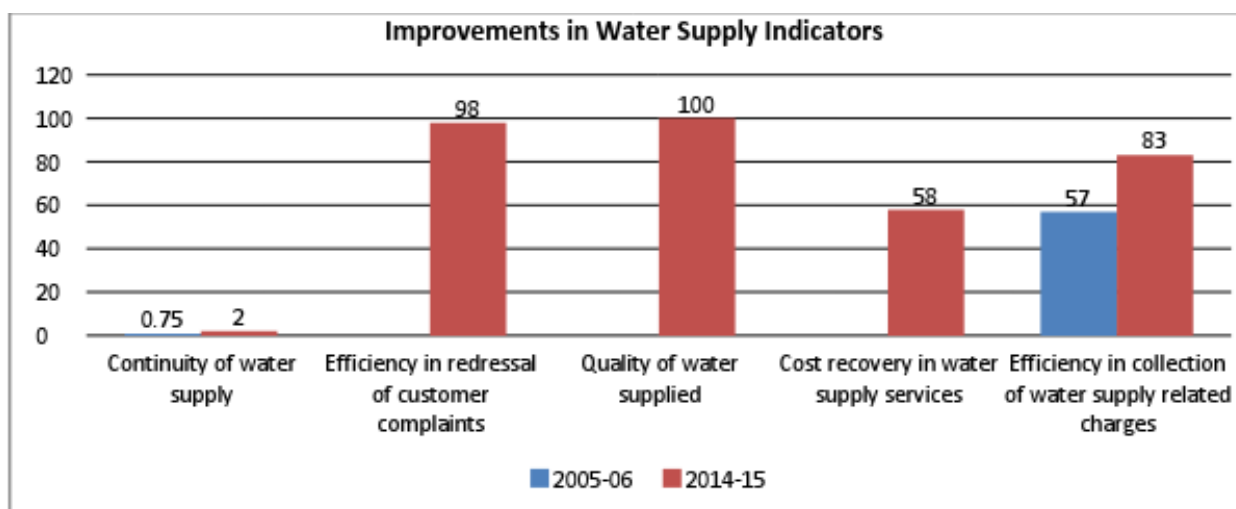
In spite of increased investments, the city has yet to achieve universal coverage for water supply. Though the BMC has achieved an SLB of 150 lpcd and significantly improved metered connections, the continuity of water supply has remained abysmally low. In spite of several efforts, BMC is still struggling to recover water O&M costs. This is also reflected in its poor collection efficiency. With regards to sanitation, 16% of population in the BMC area defecates in open. With addition of Kolar, the sanitation situation might worsen further. The city has been able to reach only 40% of its citizens for waste water coverage. The poor service is also reflected in lower cost recovery. However, the city has shown significant improvement in solid waste coverage. Segregation and recovery needs to pick up as collection is quite high, and the extent of cost recovery is impressive at 95%.

Improvements in water supply indicators in the last ten years in BMC



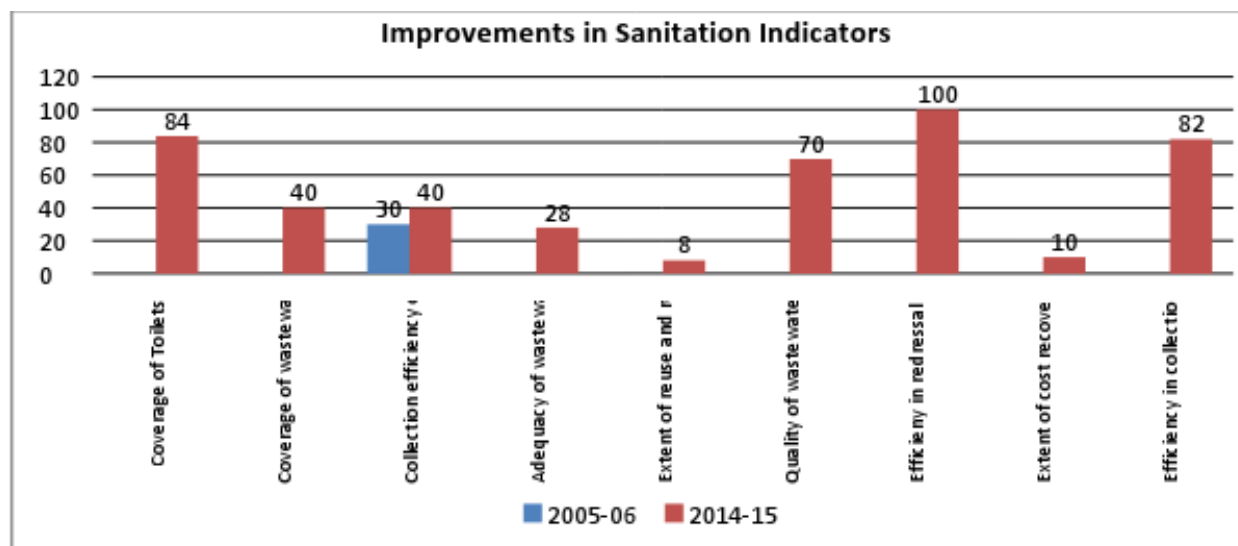
Source : Service level Benchmarking data for 2014-15, Bhopal CDP 2006 and Author analysis

Improvements in water supply quality indicators in the last ten years in BMC



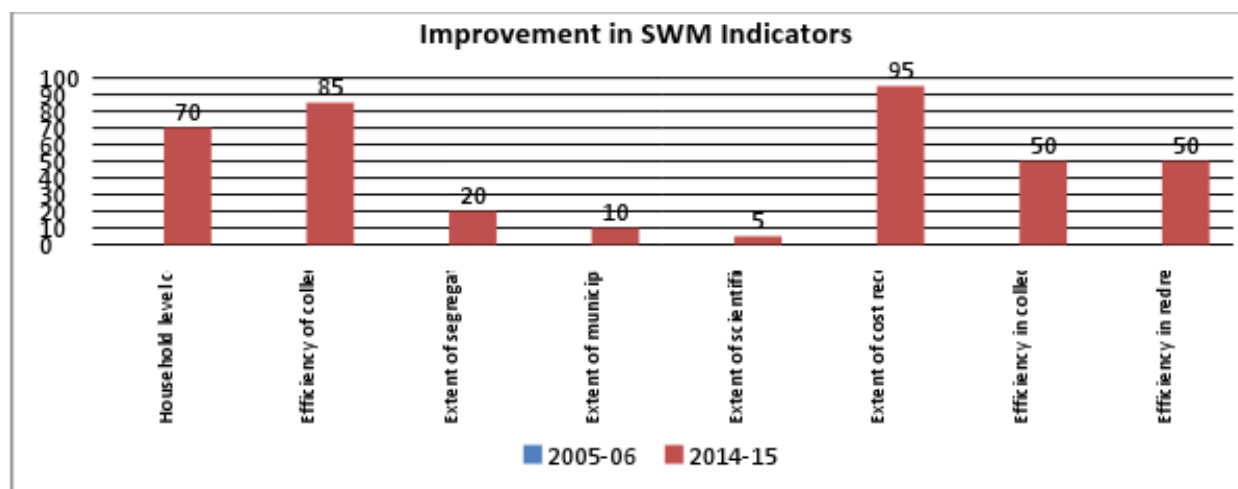
Source : Service level Benchmarking data for 2014-15, Bhopal CDP 2006 and Author analysis

Improvements in sanitation indicators in the last ten years in BMC



Source : Service level Benchmarking data for 2014-15, Bhopal CDP 2006 and Author analysis

Improvements in sanitation indicators in the last ten years in BMC



Source : Service level Benchmarking data for 2014-15, Bhopal CDP 2006 and Author analysis

Slum Population

In terms of service provisions, only 52% households have toilets in their houses. About 40-45% are dependent on public fountains for water. Only 2.5% of slum pockets collect solid waste in private bins, while 1.4% burn it.

32% dispose of garbage in community bins. Only in 8.7% slums is waste collected on daily basis. Only 45% streets in slums are connected to street lighting. The goal of 24x7 water supply in Bhopal, into which a number of investments have been made, remains a distant dream for the citizens of Bhopal.

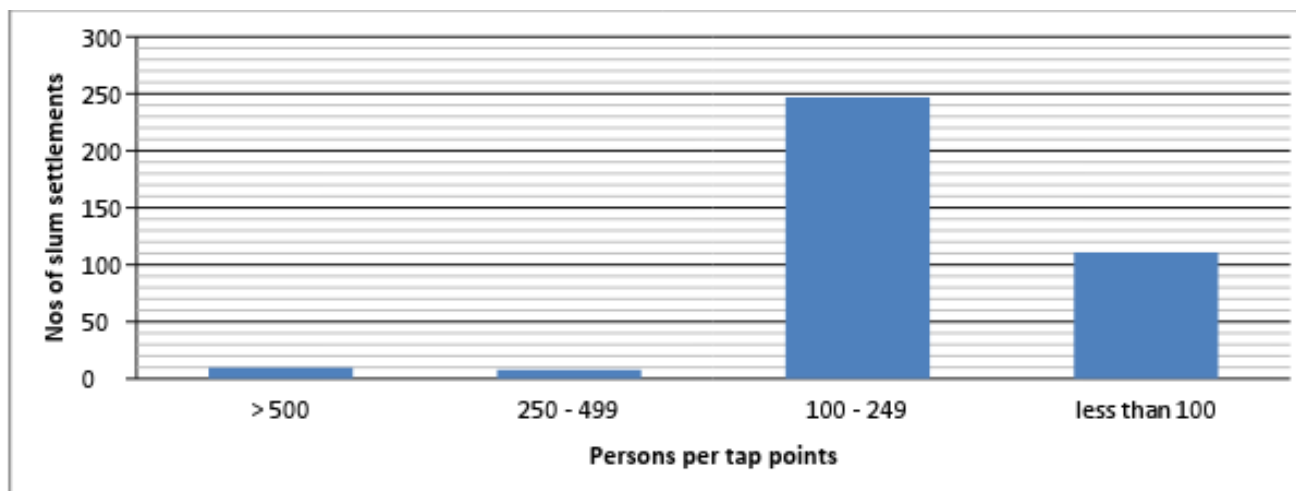
Key findings from Slum free City Plan report survey for BMC

Housing Status	77.28% of slum households live in their own homes, 18.59% households live in rented homes and rest live in other forms of home. 1.27% households have no exclusive rooms, 47.36% have one dwelling room and 33.89% have two dwelling rooms. 17.48% households live in three and above rooms.
Water availability	With regards to water, 27.12% have water sources in their home, 21.96% have water source in nearby area and 50.92% have to travel far off for water source. About 57.9% of houses have access to treated tap water, 9.01% use tap water from untreated source and 13.98% use hand pump, 11.92% tube well and rest 7.18% use other sources of water.
Sanitation services	About 96.4% of HHs have electricity, but only 64.13% have access to latrine within their homes. 6.95% HHs use public latrine and 28.9% defecate in the open. Only 19.14% of slum HHs have electricity, tap water and latrine within their home premises

Source: Bhopal Slum free city Plan 2013

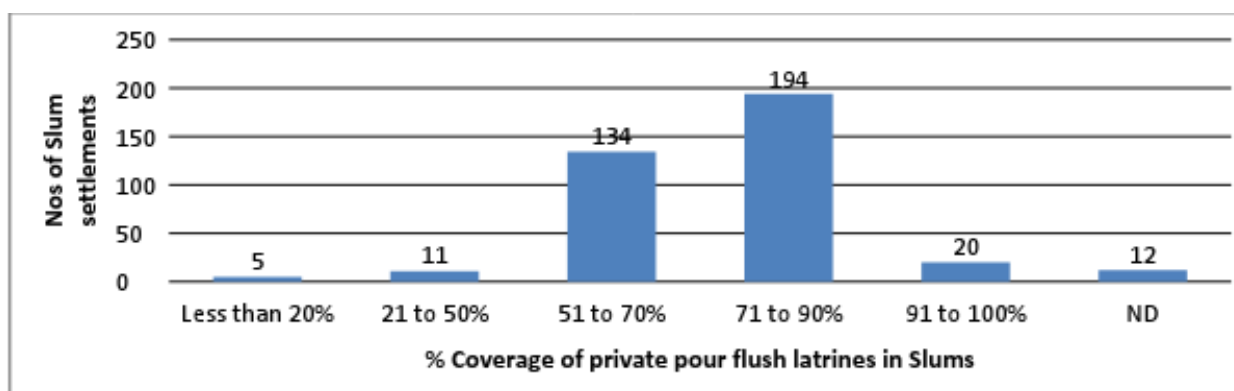
The Census 2011 data also sheds more light on the state of water sanitation services in slums. Slums in BMC area are still served by mix of closed and open drains. About 150 slum settlements (out of 377) have toilet coverage less than 70% (city avg. 84%). One community toilet serves 44 HHs in Bhopal and 1265 HHs in Kolar in slums. With the addition of adjoining areas, the water sanitation service levels in slums will be impacted further.

Persons per tap point in Slum settlements



Source: Census 2011

Slum Settlements vs. Coverage of Private Pour Flush Latrines in BMC



Source: Census 2011

5a. Case Study: Parched Kolar Cries for Water Arrangement

"We were expecting laying of new water pipeline to resolve the issue. As things stand, it won't become a reality this year. We will depend on BMC tankers for water supply. The other option is to purchase water from private operators," Sharma said.

Sharma and family are part of the population of more than one lakh struggling for water everyday in a city of lakes. "Groundwater level plummets to the level after which drawing water is not possible in some parts of Kolar.

As a water pipeline for more than one lakh Kolar residents is still in the works, the BMC last year suggested adding five new tube-wells in each ward to ease the situation. A tubewell caters to around 100 families or about 500 people.

A water tanker of 5,000 litre capacity is being sold for Rs 600 to Rs 1,000. Though the state capital was blessed with an above average monsoon last year, many areas already reel under water scarcity. They include Idgah Hills, Koh-e-Fiza, Aish Bagh, Kolar, parts of TT Nagar, Saket Nagar, Panchsheel Nagar and Karond.

BMC needs more water tankers. There are only 100 water tankers, including those privately-run that operate under the civic body. Those struggling for water are at the mercy of private tankers, which make Rs 50 lakh per day, according to estimates.

BMC officials claim bringing Narmada water to households is nearing completion. However, it still covers less than half of the city. Narmada water supply accounts for some 185 MLD per day of the 458 MLD supply in the city. 155 MLD is pumped from Kolar and 118 from Upper Lake. The water is sufficient to meet needs of around 20 lakh people.

BMC estimates indicate that each ward needs around 50 tankers every day. The demand goes up during summers. Going by human development index assessment, there should be a tanker for a population of 2,400 households. The need for water tankers in Bhopal is roughly 833, going by human development index assessment.

5b. Case Study: Water Supply in New Market area



New Market

New Bhopal's oldest and most popular shopping zone, New Market, houses 1,000 shops and offices that witnesses an average footfall of 25,000 per day. The market is besieged with problems including non-availability of clean drinking water, hindered walkways and a lack of parking facilities.

Shopkeepers complain they are forced to wait to use one of the two public washrooms in the market vicinity. The Sulabh Shochalaya (public utilities), located at GTB Complex and opposite Samanvaya Bhawan, is too far off for shopkeepers and traders to use during peak business hours.

Satish Gangrade, president of New Market Traders' Association, said, "For the last two decades, we have been facing the problem of lack of toilets for men and women in New Market." He added that the customers, especially women, have been complaining with the shopkeepers, but nothing has been done yet by the BMC. Several petitions have been filed. "We have requested the BMC officials to construct toilets," said Gangrade, adding that after their petitions went unheard, traders volunteered to construct public toilets at their own expenses. All that the BMC had to do is to provide space. "Even that was not acceptable to the civic body," he lamented.

"The two existing public utilities in New Market area are run and maintained by Sulabh International are ill-maintained," said Sanjay Valecha, secretary of the New Market Traders' Association, adding that he had personally tried to intervene for the upkeep of toilets but in vain. He added, "the state of one of the toilets in the market is very badly maintained. In fact, it is the home for stray dogs, and the users must walk over them to get to the loo. The condition is worse in monsoon."

Anukriti Kudesia, a college student said she had taken up the issue of toilets for women time and again, but in

vain. "I hope that BMC develops a 'She Lounge' in New Market." She added that there are several other problems apart from toilets. "The quality of piped drinking water supplied is also poor," said Anukriti, adding that she has to purchase water anytime she visits the market.

Naresh Kumar Jain, a shopkeeper, said "The BMC water supplied is yellowish or turbid." He has been purchasing water jugs from private water suppliers. Gangrade, president of traders' association, has blamed the BMC for not heeding to their demand for clean water, despite collecting huge amount of taxes from the market.

"The New Market traders had approached the BMC with a proposal seeking help from the corporation to jointly install RO plants for safe drinking water, yet the official response has been lukewarm," said the New Market traders association president. Chhagan Lal Meena, a shopkeeper, said "We are ready to install drinking water machines "and have approached BMC officials several times to allot us the space but the corporation has not responded positively.

Ward corporator Shankar Makoria admitted that issue of toilet and drinking water are serious. "There is shortage of space in the market, effort is on to provide the basic amenities," he added. Minister for Revenue Umashankar Gupta too admitted the severity of issue. "As there is no place for building additional toilets, and installation of ROs, we are helpless. But, efforts are being made to provide and improve basic amenities in the market."

Ever since BMC has handed over the maintenance of toilets to private parties, they are turning out to be unusable. Complaints have been lodged many a time without success.

6. Swachh Bharat Mission

As Swachh Bharat Mission reaches the halfway mark of implementation, the Centre has decided to halve the expenditure on solid waste management, the biggest head of the cleanliness drive.

The government has scaled down expenditure on solid waste management by 46 per cent, to Rs 20,153 crore from Rs 38,000 crore, an amount approved by the Cabinet in September 2014, when it gave its assent to the Rs 62,009 crore mission.

Urban India currently generates 170,000 tonnes of solid waste daily. Only 19 per cent of this waste is treated. Since the implementation of the Mission, this capacity has increased to 21 per cent. However, the solid waste management initiative is facing problems. The response from the private sector has been poor. The ministry has increased the viability gap funding for solid waste management projects from 20 per cent to 35 per cent.

As part of the Swachh Bharat Mission (SBM), BMC has spent about Rs 20 crore since 2015. In the first survey, Bhopal was in the 106th position. In Swachh Survekshan of 2017, however, its ranking improved to 2nd.

BMC has conducted substantial publicity on SBM, include Mera Pran Bhopal #1, which cost the city Rs 3 crore. Much of it was misdirected, with 12 lakh spent on its launch in a private hotel and 2.5 crore spent on badges. Overall, Rs 71.38 lakh was spent in between June 9 - Dec 3 on publicity. Many of the 1,938 modular toilets, placed at 147 spots, went missing, costing the civic body Rs 6.32 crore. Wall paintings cost the BMC about Rs 7 lakh. NGOs and public groups received only about Rs 8 lakh for a slew of activities.

Any successes of SBM in Bhopal was largely an outcome of active participation of resident welfare associations (RWA) and others, said BMC officials. For instance, an important role was played by a women's group, Sakaratmat Soch, in Indrapuri. About 300 women worked together to improve garbage disposal and begin composting waste. They were driven by the campaign to reclaim some 35 parks in the area; 10 of these parks are flourishing with the support of the BMC. Applications like Swachh Map (a mobile based application wherein users can report garbage spots with geo-tagged photographs) have not been a success, as civic officers have not been able to shed old habits and adopt new technology. Swachh Map has been effective only in areas like Char Imli, where the health officer has been proactive.

Efforts are being made to collect 810 MT of garbage from the houses everyday. A composting plant exists, but its capacity is very low, and garbage remains stagnant for months. The guidelines for solid waste management only exist on paper. The MP Pollution Control Board is unable to implement them. The construction of the traction ground is not going to be according to the guideline: the waste products from the project will be buried in the ground, possibly poisoning groundwater. The municipal solid waste in the capital remains a serious

problem. About 810 metric tons of solid waste per day is being thrown in the Bhanpur Khanti by the municipal corporation.

Here, the municipal corporation has purchased a compost plant by MP Agro. However, the capacity of the compost plant is only one thousand tonnes per day. This plant is often closed due to staffing problems. Therefore, most trash is being dumped in a manner that is causing water and air pollution in surrounding areas.

An agreement had been made with the municipal corporation on October 2, 2016 to create electricity from the waste. For this, land has been marked in Adampur Cantonment. Despite this, the entire plan is still limited to paperwork.

In the middle of the city, the municipal corporation has proposed the construction of a Garbage Transfer Station at 10 locations. Of these, only Danaapani has completed its work, while other proposed places have started dumping without any arrangements or preparations. This garbage is not collected regularly. This has increased the problems of the residents of the surrounding areas.



Dumping site in the middle of the city

7. Smart City Mission

The proposed Smart City project is to have many modern amenities, says Bhopal Municipal Corporation commissioner Chhavi Bhardwaj. She said that BMC will speed up developmental work as part of the Smart City Mission. The tender process is already under way, she added. The project will come up on 342 acres. While 2,850 old houses will be demolished, 3,000 new houses will be constructed, including high rise buildings of 14 and 17 floors. Stating that commercial plots would be up for sale shortly to earn money, Bhardwaj said that an open tender would soon be invited.

Tata Consulting Engineers Limited has been appointed as PMC for ABD. The PMC will be responsible for complete project development, including detailed designing and master planning. The cost of the project has been estimated to be Rs 1.85 crore, and its estimated date of completion is in six months. Currently, an inception report, baseline report, and master plan have all been submitted, while a business plan is under preparation. An application for environmental clearance for area-based development project under the Bhopal Smart City Proposal has been sent to the member secretary of MP State Environment Impact Assessment Authority (EPCO). RFP for Smart Boulevard Street has been prepared and will be issued soon. Detailed plans of trunk infrastructure projects are being planned and RFP is under preparation for EPC and PPP model.

8. Urban Transportation System

The city is divided into two parts: the old city area with most of the trading and commercial activities, and the newly developed areas with mainly administrative, institutional and residential activities. The road network in the old city area, with very limited scope of road widening, mainly suffers from very high volume of traffic, heterogeneous traffic mix, and high degree of pedestrian movement and on-street parking. Some of the problems linked to transport sector are due to poorly designed intersections and encroachments along major arterial corridors which ultimately result in congestion at times of peak traffic volume. Bus terminals in densely developed areas cause traffic congestion, and lack basic facilities. Some transport corridors have a heavy flow, and therefore signal the need for a bigger mass rapid transport system. In addition to the high volume of traffic and noise, neglect of the built environment and lack of open spaces also contribute to a lower quality of life as well as a gradual weakening of the sense of neighborhood and local community.



An overview of Bhopal

A series of works are being carried out under the JNNURM, such as increasing the width of the carriageway, up gradation of existing road surfaces, installing footpaths and street lighting. This, however, is accompanied by the removal of encroachments and their resettlement. Parking area development and renewal of bus stands is also being done with successfully transplanting of trees under all transport sector projects.

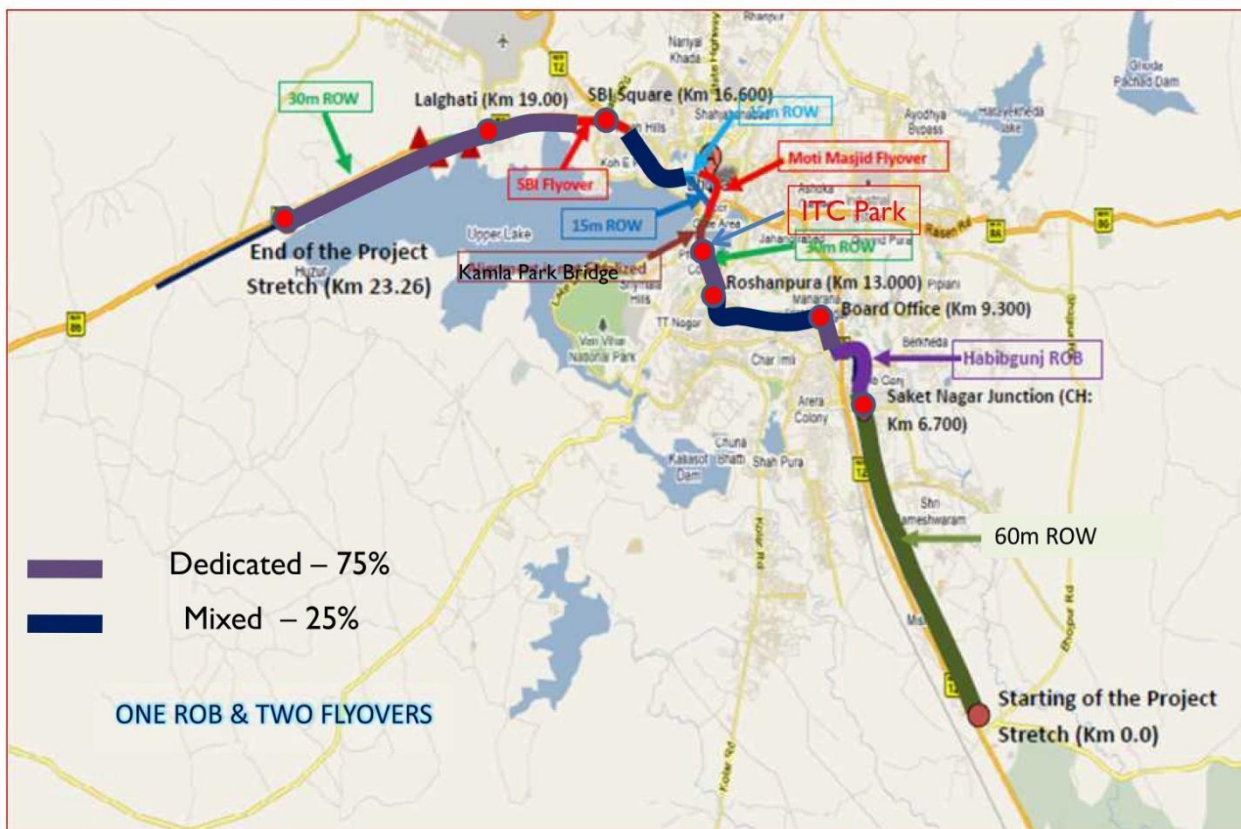
The Capital Improvement Program under CDP-2006 suggested investments in roads and bridges, to improve the intra- and inter- connectivity of the peripheral areas of the corporation, and the up-gradation of major roads to

all weather roads by 2011. It has recommended the expansion of all major roads to 4-6 lanes, with full road sections and concrete/black top roads.

The CDP has recommended the implementation of the medium measures suggested in the traffic and transportation Master Plan for 2021 prepared by LEA. It also proposes identification of locations for provision of parking facilities, conversion of traffic signs in to modern elements, energy management to cut down on the O & M expenses on street lighting etc. Specific proposals related to the construction of new parking facilities in the city were included as part of the CDP.



The BRTS Corridor



The BRTS Corridors

A corridor on BRTS Bhopal is the longest (24 km) BRTS corridor in the country. The uniqueness of the BRTS in Bhopal is that while in other cities they are being constructed outside the cities, here it is passing through the

heart of the city.

The BMC has constructed the BRTS, worth Rs 237.76 crore, under JNNURM. It connects Misrod to Bairagarh. The corridor has two lanes for motor vehicles, one lane for slow moving vehicles, and a footpath with ducts.

The Centre had sanctioned Rs 121 crore for the revised plan of city's BRTS (Bus Rapid Transit System) corridor project. This was conveyed by the Union Urban Administration Minister, Mr Kamal Nath.

The trumpet-shaped bridge is 24m long and 990m long. It was completed in two years at an estimated cost of Rs 38.62 crore. The ROB was constructed under the Jawaharlal Nehru National Urban Renewal Mission (JNNURM) to complete the 24-km long Bus Rapid Transit System (BRTS) corridor in Bhopal.

The 24-km long Bus Rapid Transit System (BRTS) corridor in the state capital has 82 bus stops. The civic body carried out the construction of the bus stops under the public private partnership model, where the contractor had invested half of the total money required for the construction of the bus stop. He would also ensure the maintenance of the bus stop.

The contractor had to deposit Rs 5,300 to the (BMC) every month. The BMC gave advertisement rights at the bus stops to the contractors.

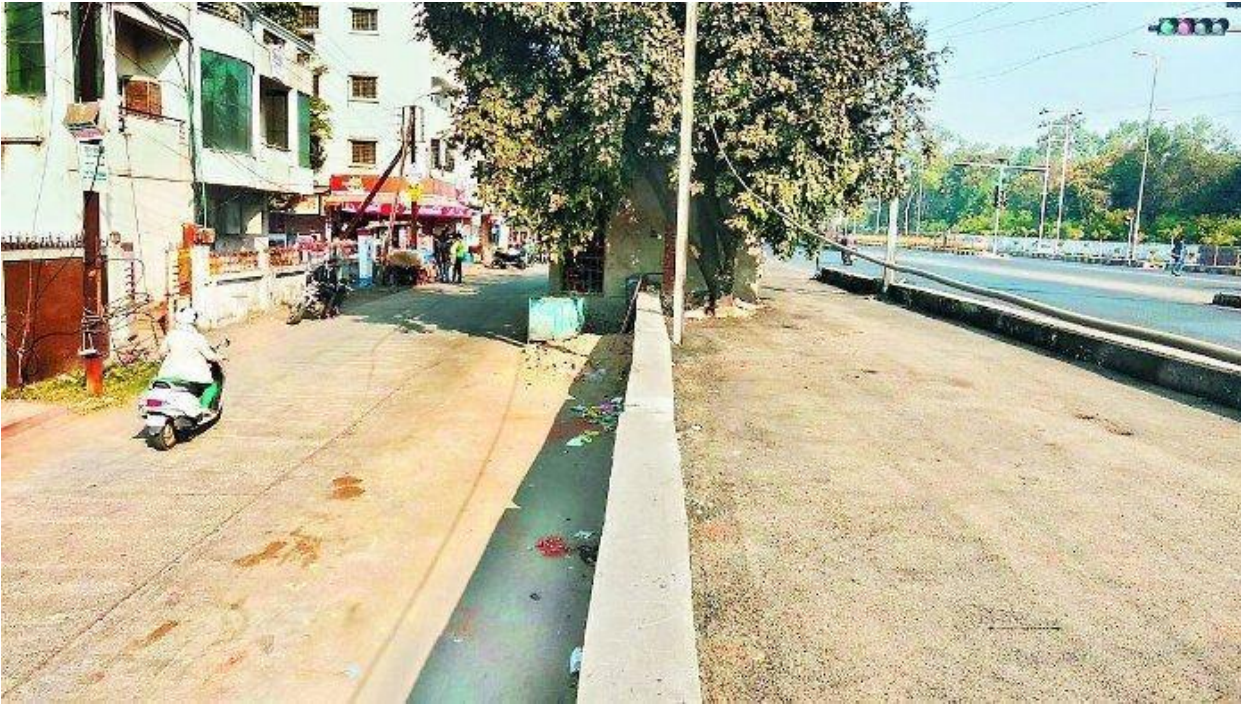
26 platforms in the Misrod section of the BRTS corridor have been constructed. The dimensions of the 26 platforms are 15 metres long, 2.5 metres wide and 400 mm high. The BMC promised bus stops would have ramps for reaching the platforms on both the sides and also a pedestrian crossing after the ramp. Besides, bus stops would have adequate lighting facilities and clean surroundings.

The BMC made several claims about the BRTS, many of which were not carried out. For instance, there is no LED at the bus stops, buses are often delayed, a communications system between the control room and driver has not been formed, and no information system has been provided for passengers. BS Gulati, Operator Capital Roadways, said he has written to the corporation about this many times, but no measure has been taken.

On September 27, 2013, the municipal corporation had given a contract to maintain the security and quality of the BRTS to the Aegis company in France. According to contractual terms, the company had to work towards maintaining maintenance and transport according to BRTS design.

Due to negligence, there are often accidents in the corridors. 2 students died due to a car travelling in the corridor, while late night heavy vehicles often break through the barricades of the corridor.

According to BRTS design and DPR, the BRTS route is supposed to cover 22 kilometers from Udayodh to Baragarh, 13 km from Roshanpura, 3 km from Board office to Raisen Road and 4 km from Bharat Tokiz to Tajul. Out of this, only part of Beiragar is operating from Misurad.



Difference in road widths in BRTS Corridor

Furthermore, controversy over a service road near the Ahmadpur canal has further delayed construction. The municipal corporation insists on constructing a 15 meter wide service road on this part between the Rirla Thirah from Misurad, whereas the affected landlords are willing to allocate only 11 meters.

The city will have to wait further to connect the network of AC Low Floor buses to Vidisha, Raisen, Sehore and Obedullaganj. No operator has shown interest in the tender issued by the municipal corporation to run the BCLL buses on these routes, which are up to 100 km in length.

The main reason for this is that BCLL lacks maintenance funding and these routes are already being operated on private buses. The company Prasanna Purple, for example, is already running a loss, even with 150 low floor buses in operation. The additional services of BRTS in this area therefore are not foreseen to be profitable. Yet, one of the BRTS' first goals was that to end the reliance on private buses and provide citizens with cheap transport. The municipal corporation has already issued tender for the operation of the buses.

The city corporation has been running 10 out of 20 AC buses in the city. The operating company BCLL has been given the task of conducting buses from Sehore Naka to Mandideep. Under the SR-7 route, these buses were also tried to run till the Patel and Nadar bus stand, but due to the deficit, these routes were closed.

Some AC buses had also been shut down due to operational disputes. Due to the closure of these buses, thousands of passengers were left stranded on the extremely busy route of Baridhag to Mandideep. Now, the BCCL has taken over responsibility of the buses.

In the last few years, hundreds of trees were cut down from the BRTS lane, for the expansion of the road, and for the Gemman India project, from various parts of the city. On the Hoshangabad road, hundreds of trees have been shifted using fifteen lakh rupees. However, deprived of proper care and shift, most trees are dying due to negligence.

9. Housing for the Urban Poor

The major investments for housing by BMC were through BSUP component of JNNURM. BMC has implemented total 11 Projects with 13399 dwelling Units (1339 houses per year). Two projects relate to Infrastructure Provision in existing slums settlements under BSUP. Pilot DPR of identified 4 slums (Arjun nagar, Jheel nagar, Shanti nagar and Ambedkar Nagar) which will enable 1204 Dwelling units. MPHIDB also contributes to creating stock for affordable housing but disaggregated data for Bhopal has not been available. However annual contribution for MPHIDB was 531 houses for EWS category for entire MP state.

As per analysis by Slum free city development plan prepared under Rajiv Awas Yojana (RAY), Bhopal will need 24000 housing units per year during 2012 to 2016. It will require 8000 housing units for EWS per year during the same period. This demand increases to 11000 housing units per year in 2021. Based on these projections, the report identifies an investment of 2545.20 Cr. for supplying 8000 affordable housing units per year for next five years. Thus the current supply of housing stock is much below the required units. Additionally several issues have been identified for BSUP housing assets constructed.

Urban poor cannot be left in the situation where they have to arrange for basic amenities, and they do not have the financial bandwidth to arrange them on their own. It is clear from the cases examined that implementing agencies have not fulfilled completely the stated objectives of the BSUP. Since there is no effective monitoring system in place, agencies are getting away without facing any penalty.

BMC has been making continuous efforts to expedite housing allotment process by holding camps that bring in beneficiaries, BMC and banks together under one roof. Every evening the BMC commissioner reviews the progress. The Project Engineers at the site office follow up at the lowest level. This information and progress gets monitored at the zonal level. Zonal level statistics are consolidated and reviewed by BMC Commissioner on a daily basis. BMC has also been contemplating issuing smart cards that enable the beneficiaries pay their loan installments on time. At this point the beneficiaries are expected to pay 12,000 as upfront payment and 1,20,000 to be mobilised through loan or can be settled upfront by the beneficiary.

- The major investments for housing were through BSUP component of JNNURM. BMC has implemented total 11 Projects with 13399 dwelling Units. Two projects relate to Infrastructure Provision in existing slums settlements under BSUP. BMC has invested in 13 projects (280.81 Crores) in last 10 years With 50% (134.16 Crores) as Centre's share
- Pilot DPR of identified 4 slums (Arjun nagar, Jheel nagar, Shanti nagar and Ambedkar Nagar) which will enable 1204 Dwelling units. Total investments envisaged here include 74 crores of which approximately 50% will be central share

- The total houses constructed by MPHIDB³ in year 2011-12 was 1734 houses, of which only 531 were EWS. However disaggregated data for Bhopal is not available through secondary sources. For the year, 2012-13 the MPHIDB set a target of 2300 houses with total investment of 36.05 crores. This included 700 EWS houses. Additionally MPHIDB also develops and retails residential plots, for which the target was to develop 1900 plots (550 for EWS category) for year 2012-13.⁴

Dwellings units constructed under different BSUP projects in BMC in last 10 years

Project location	Total Project Cost (In Rs. Cr.)	Nos of Dwelling units (Dus)
Inderpuri (Kalpna Nagar)	2.54	212
Kotra, Bhopal	9.11	512
Indra Nagar (Phase.II), Bhopal	9.36	608
Construction of 1440 DU's with Infrastructure Facilities at Shyam Nagar, Bhopal, Madhya Pradesh	11.56	1440
Bharat Mata Nagar. Naya Basera & Arjun Nagar	12.76	1216
2299 DU BSUP Part II	15.05	864
Indira Nagar, Madhya Pradesh	16	1632
Kotra, Sultanabad, Bhopal, Madhya Pradesh	17.1	740
Baba Nagar Slum	23.2	3248
Arjun Nagar, Bheem Nagar, Madras Colony & Rahul Nagar	33.9	2272
Bajpai Nagar	49.62	655
	200.2	13399

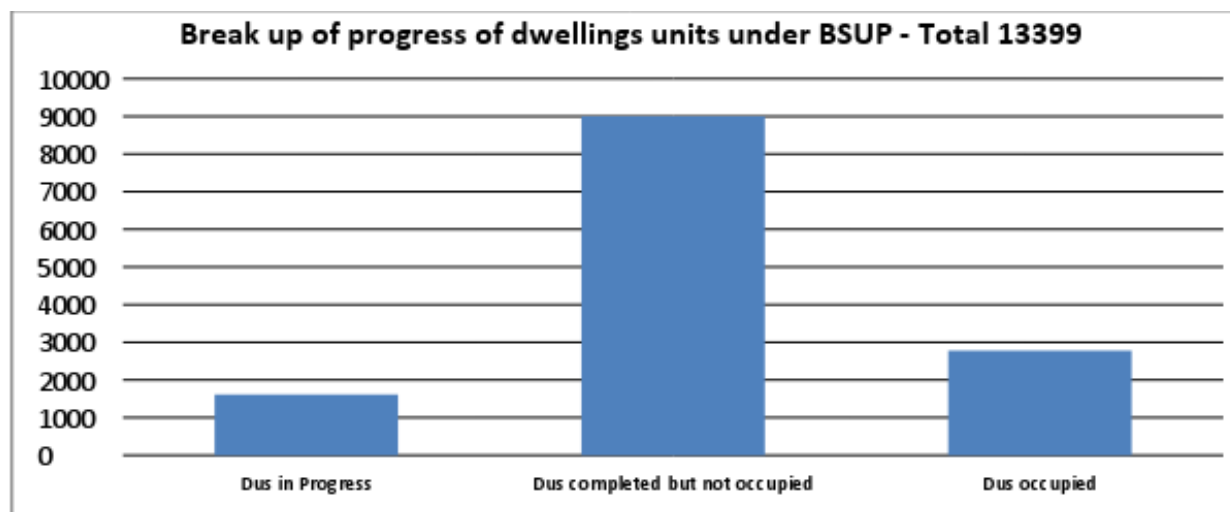
Source: Project implementation status under BSUP : Madhya Pradesh Amount Rs. in Cr. (Dated July, 2015)

As per available data, the total estimated HHs in 2011 are 4.36 lakhs and the total housing stock is 3.46. Considering the units need replacement every year, total effective housing stock in 2011 is 3.39 lakhs. The current housing shortage (2011) in Bhopal is 0.98 lakhs (22%) while majority (90%) of which is for slums and poor localities. As per analysis by Slum free city development plan prepared under Rajiv Awas Yojana (RAY), Bhopal will need 24000 housing units per year during 2012 to 2016. It will require 8000 housing units for EWS per year during the same period. This demand increases to 11000 housing units per year in 2021. Based on these projections, the report identifies an investment of 2545.20 Cr. for supplying 8000 affordable housing units per year for next five years

³ Madhya Pradesh Housing & Infrastructure Development Board is an organization of Government of Madhya Pradesh (MPHIDB), engaged in business of development & construction of housing colony and commercial complexes for all sections of society.

⁴ http://www.mphousing.in/pdf/MOU_2012-13.pdf

Progress and Occupancy of BSUP Dwelling Units in BMC



Source : Project implementation status under BSUP : Madhya Pradesh (Dated July, 2015)

The average HH size of BMC has been decreasing over time. In 2001 was 5.16 and has reduced to 4.69 in census 2011. Bhopal has 13.2% HIG HHs, 26.7% MIG, 34.7% LIG and 25.3% EWS households. As per Census 2011, largely condition of housing is described as good and structures for 85% HHs are permanent. This also means some portion of slum HHs have invested and their structures are permanent. 68% HHs live in owned houses and 27% in rented houses. BMC has 36% population staying in slums.

Samarthan has reviewed implementation of the BSUP in the city of Bhopal. The study attempted to look at whether providing a house under the programme is enough to improve the quality of life of urban poor and the programme delivers a complete package as it has been promised in the BSUP guidelines issued by the government. The cases studies include a newly constructed settlement under the BSUP, a transit camp where habitants of a displaced slum are waiting to shift to a newly constructed settlement under the BSUP and an existing slum, which was expected to be rehabilitated in the future. These three cases include: post-rehabilitation living conditions in a newly constructed settlement under the BSUP in Shabari Nagar, one existing slum in Gautam Nagar and a transit camp where habitants of Naya Basera slum were waiting to shift to new houses. The selection of these three sites is based on their different residential status, that is, one shifted in new houses, one is in transit and one is still a slum. The information was collected through focused group discussions, individual discussions, indepth individual interviews and site observations of the slums.

9a. Case Study: Shabri Nagar



Shabri Nagar Settlements

According to the social audit done by Center for Urban Equity (CEPT) University, Ahmedabad, Shabri Nagar was relocated under a Detailed Project Report (DPR) titled, “Redevelopment of Kotra Market by relocation of existing slums Bapu Nagar and Shabri Nagar”. Bapu Nagar had 252 households with population of 1160, while Shabri Nagar had 260 households. Therefore a proposal for a housing complex was sanctioned. Consisting of total 512 houses, it had amenities such as water, sanitation, open spaces for activities, and boundary walls for safety.

Most residents complained that they had been asked to deposit Rs. 12,000 for possession and pay the rest of the amount, 1.08 lakhs, in installments, even though many promises the BMC made to residents remain unfulfilled. For instance, the Narmada pipeline for safe drinking water had been laid, but no water connections are provided to any family. One woman, Ramdehri, said that a technical team from Delhi had inspected the structure and found the quality of its construction to be very poor. She said that BMC gave them possession in 2010-11 without water and light connections. Within 5 years, cracks are seen on the outer walls, and residents complain about walls losing plaster, leakages, and widespread dampness.



Damp walls

Each block can accommodate 32 families. Some blocks have two rooms, while the remaining block was built flats of one room and a kitchen. Residents told the Samarthan team that 9 blocks were allocated to Bapu Nagar residents, while the 7 remaining blocks (Block 1-4 and Block 10-12) are for residents relocated from Banjara Basti. Residents claimed that these 7 blocks do not have legal patta for allotment, and that they occupied the buildings forcefully.

Currently, 100 families of Bapu Nagar, who have legal pattas, are waiting for houses. These families have filed a case against partiality in allotment. The case is still pending in court. They questioned the lottery process by claiming that many families who are surveyed by BMC officials are not even found on the allotment list. In addition, many residents got 3 or 4 additional houses in the names of their parents, adult daughters and sons. These beneficiaries sublet their extra houses to other families, who are not authorized to stay, thus infringing the housing rights of actual beneficiaries. When inspection teams from the BMC arrive to check for illegal occupants, these unauthorized families put their household items on their roofs and manage to escape legal action.

According to revised guideline of IHSDP, states are given the freedom to fix higher unit costs on each house. In Madhya Pradesh, this law provides an opportunity to contractors to unnecessarily delay the contraction work to escalate the cost. Such higher costs cannot be borne by poorer residents. It is the responsibility of BMC and BDA to bear the burden, since the central government had fixed the ceiling cost of each dwelling unit to be 1 lakh, aside from the state government and ULB's contribution. The entire cost of a dwelling unit should met with the Central, State and ULB's grants.

Loans

Although the BSUP project was heavily subsidized, money was not directed towards those beneficiaries who were able to repay the loan amount. All families earlier residing in slums had authorized patta under Madhya Pradesh Patta Act. It means that they were landowners, enjoying single batti connection and water free of cost. Like other slum dwellers, residents of Bapu Nagar were persuaded to relocate by paying initially Rs. 12,000 and rest of the amount, Rs. 1.08 lakh, in small installments.

However, Ramdehri told the revisiting team that no financial institution agreed to finance the slum residents of these 16 blocks. Inordinate delays in the completion of the housing project enhanced its cost, which was unbearable for poor residents, who primarily depend for earning livelihood on daily wages. Ramdehri said monthly installments have now gone up to Rs. 5700 because of continuous nonpayment of installments.

She told us that after being rejected by the nationalized banks, the BMC ultimately approached private banks for financing the projects. Private banks charged heavy interest at 16.5%, residents said. A local youth, Ajay Sharma, mentioned that the repayment amount has gone up to Rs. 2.20 lakh in many of the cases, where residents did not deposit even a single installment. He said that before relocation BMC promised them that their remaining loan amount would be interest free. For those residents whose loans have been transferred to private banks like ICICI, their repayment amount has gone up to Rs. 2.5 lakh.

Ajay Sharma also mentioned that most residents do not have a registry of their houses. Their Patta has been mortgaged. This means that they can be removed from their houses anytime, if they default on their loan. Only few families, who paid the remaining amount Rs. 1.08 lakh in one installment, got the registry of the property. As a consequence of having a house, their names were deleted from the BPL category, say local residents. Ajay also told that banks have issued notices to the defaulter residents, asking them to pay Rs. 1.08 lakh in a single installment. Residents expressed fear that if they are evicted forcefully by BMC, they will have nowhere to go. Had they possessed their original patta documents, they would have taken a loan from a nationalized bank by mortgaging it. Now BMC has already mortgaged their home, and they will be homeless if evicted.



Common water tank in Shabri Nagar

Water Connection

A local resident Neetu Vishwakarma said that out of the 16 blocks, there is no water connection in 5 blocks. In the remaining 11 blocks, water pipelines were laid vertically by BMC, which links each block over the roof. BMC constructed an overhead water tank on the roof of every building, from where residents have to fetch water.



Water pipes

The BMC did not construct stairs to go to the roof. Therefore, residents are forced to use a bamboo ladder to access the water tank and fill water in buckets.

This is extremely difficult for women, especially old aged single women who have to repeat the whole exercise several times a day to fulfill their daily water needs. The people who suffer most are those who live in ground or first floor. Several women complained about health issues, like body pain, tiredness and swelling in hands and legs. Some of them fallen down from stairs and broken their shoulders. It was reported that a kid also died while falling down from bamboo stairs in trying to fetch water.

Water is supplied for half an hour in the morning and evening. All residents are forced to rush for water every day during a very short span of time. Residents told that they had not gotten water for the last one week. They are managing somehow from nearby public taps or bore wells. Since getting water is a very tiresome exercise for the residents, it has hampered their livelihood prospects as well. Those families who peddled around the city, selling food or other items, now find it very hard do that kind of labour. Women who earned livelihoods as domestic workers are now not able to leave their homes early to fetch water, which is a higher priority. Even male members of the family and kids are forced to get involved in collecting water instead of going to school or work.

Electricity

For electricity connection, every household paid Rs. 1200-1500. But after that, they started facing the problem of inflated bills. One household got electricity bill of Rs. 35000. In many cases, those households could not pay them, and the electricity department closed their connections. Despite that, some are still getting bills. Some families whose electricity meter got burnt are also still getting bills. Residents told that on an average, they get electricity bills of Rs. 300-500, but during summer the amount jumps as high as four figures.



Tangled and dangerous wires hang very close to balconies

Sewage and Sanitation

The faulty system of sewage disposal is the biggest problem of relocated residents of Shabri Nagar. Neetu Vishwakarma showed that sewage chamber has been built inside the ground floor apartment. When it gets filled, sewage flows in to the house, inviting health hazards. 16 such sewage chambers has been built. Neetu said that it is entirely the responsibility of resident living on ground floor to clean the chamber, either choked or overflowing. Every time, in such a situation, the family residing at the ground floor has to call a sweeper and pay him 500-700 to clean the mess. BMC is responsible for cleaning only outer sewage. Recently the local corporate inaugurated a plan to relocate sewage chambers built inside home, but the work has yet to be started.

For garbage disposal, there is a bin at the end corner of blocks which the BMC picks up on weekly basis. Residents said that earlier it was picked up after 10-12 days. But the real problem is a huge deposit of garbage mixed with an overflow of sewage water in between two blocks. This has accumulated due to the carelessness

of the residents, who throw everyday junk outside their home. Residents said that this garbage is largely ignored by the BMC, and that it encourages the breeding of mosquitos causing large scale health problems, such as dengue, malaria and chickengunya.



Garbage in between blocks



Water overflowing from water tanks



Picture 1 shows the open sewage system which is very nasty, unhygienic and garbage dumping zone. Mr. Saurabh Vishwakarma a contractor living in block 27 said that there is no authority which is responsible for cleaning the waste bins. He also mentioned that just blaming the BMC or BDA will not bring a solution to the problem. People have to be educated and aware as they are equally responsible to keep their surroundings clean.

Picture 2 shows a clear view of how the upper floor residents casually throw the waste out of their balconies and litter the pathways.

Picture 3, 5 and 8 shows the heap of garbage dumped between the blocks and congesting the walkways.

Picture 4 is taken from the main road. There is only one dustbin provided in this area which is also never cleaned or maintained rather resulting in a dumping area again.

Picture 6 is taken from the inner road where the pathetic condition of the ground floor residents can be seen. They have used this space for drying clothes since they have no such space provided. They complained that the upper floor residents enjoy as they have a balcony and they do not have to bother about waste disposal or water or sewage problems. These residents feel that they have been cheated due to partial allotments of houses.

Picture 7 shows the worst condition of open drainage system. During day time, when the water tanks get filled, it gets overflowed and flows through these drains drenching the roads. Mr. Mohan Sadele, a tenant who stays in block 27, i.e. (new block), said that they pay Rs. 1500 per month for maintenance but no provisions are taken to stop this wastage of water. He also complained that they face water shortage almost every day. Water is provided only once in 3 days and when there is urgency they fill water from the water tankers after waiting in long and crowded queues.

Detailed study on single dwelling unit in Block No. 5

The entrance to the block is through a narrow walkway. Since residents have not been provided with a proper parking space and parking roadside is not safe, they use this walkway to keep their “thelas”, cycles, 2 wheelers and auto rickshaws (image 7), making the entrance very dark and congested.

The corridor space provided between the households is just 1m (image 4 and 5), which is jammed once the windows are opened. The residents complained that their houses are very dark and deprived of natural daylight and ventilation since they cannot open this window. Since the windows of opposite houses face each other, residents find it unsafe to open it because it obstructs their privacy, especially for those families who practice purdah. Apart from this some of the residents in the ground floor use this corridor space for drying clothes and parking their 2 wheelers which again makes the corridor congested.

There are 8 dwelling units in one floor and the building is (Ground +3) storied. In all there are 32 units. The houses in this block have 1 room, kitchen, toilet and bath. The residents complained that the rooms are very small and not enough for a family (4 people) to sleep and when there are guests the condition is worse. They have to be accommodated in the kitchen.

The rooms size as follows: Living- 3.5 x 2.6 m, Kitchen- 3.5 x 2 m, Toilet- 1.3 x 1 m and Bath- 1.3x1.2m.

Some joint families have elderly people and they face a lot of problems due to very less and inhabitable space.

The major problem the ground floor residents face are the sewage tanks. During rainy seasons the condition is especially hazardous, as water gets clogged and enters their homes (image 1)

Pipelines from the upper floors are on the outer walls, making the walls damp and moist. These pipes open inside the ground floor houses (image 8).

Figure 16: VIEW OF DWELLING UNITS IN BLOCK NO.5



Residents said that the sweeper has to go inside their houses to check these pipelines or sewage in case of any leakage or chocking. Another faulty design is that these sewage chambers are common to 2 households (image 3).

Ms. Neetu and Ms. Meena complained that this connectivity of 2 households is very dangerous as anybody can enter their house anytime from the neighbouring house. Thus, these residents put their belongings along the door to block the backdoor entry. Since these slum dwellers were forced to move to these blocks and the house were allotted according to the lottery system, the residents do not know their neighbours and do not trust them. Also, they belong to different communities. They said that were happy in Bapu Nagar and enjoyed staying in slums within their own communities.

Ms. Neetu said that the toilet was placed next to the kitchen, which is very unhygienic and stinky. The residents said that BMC did not provide any storage space to store their belongings. There is a very narrow corridor to the kitchen where they have kept their washing machines, utensils etc.

In all, Samarthan and INHAF found that the residents were not happy. They were forcefully asked to vacate their slums and move to these houses, while some families are still waiting for their other family members to get allotted houses.

A group of women staying in these households refused to pay the bank loan and complained that they would not pay the amount since they are not satisfied and are unhappy. They said they either want the BMC to get them shifted to upper floors, provide them houses in new blocks, or get them back to their slums. They believe that unity is their strength and will stand together when the bank officials come to seek the loan deposits

9b. Case Study: Gautam Nagar



Slum Dwellers waiting for allotment

According to the Bhopal city development plan, Gautam Nagar and Meera Nagar both were part of Ward 51. While 150 households have been relocated to Meera Nagar, 85 families are still living in Gautam Nagar. Meera Nagar is almost 2 km away from Gautam Nagar. The ration shop is still functioning in Gautam Nagar for relocated families, who have to come to their place of origin to get ration. In a FGD, women residents said that the ration shop never opens in time and people have to go 4-5 times to get their entitlements. Behavior of the ration shop owner towards women particularly was questionable.

During the FGD between men and women who were relocated and those still living in Gautam Nagar slum, some key problems and complaints that emerged were:

1) Slum residents have been provided patta for 15x30 (450) square foot plot, but relocated families were only provided 34 square meter (356 square foot) space. So not only the space has shrunk by about 50 feet, there is a lack of space for further expansion. The builder has also shrunk some more space in the common area. Looking to the layout mentioned in City Development Plan (CDP), the implementing agencies claimed that there would be enough space to place a double bed in a room with ample extra space. However, in reality, residents felt it was difficult to place even a single bed in the room they have been provided. This is due to change in layout during later stages of construction.

Poonam Gaur, a local from Gautam Nagar, alleged large scale rigging in the lottery system for allocation of houses. Families who opposed the partiality in the lottery system were abandoned to live in the slum. According to Poonam, only those residents whose houses were on a fly-over at Habibganj Naka were relocated.



Partial demolition of slums on flyover

The remaining 150 houses would be shifted to PC Nagar nearby. Government has asked the residents to vacate their houses by next month. This process has meant that the Gautam Nagar community has been scattered, and are now finding it difficult to adjust to entirely new neighborhoods and communities where people are from different castes, religions, villages and communities.

Distribution of Houses

Another discrepancy in the lottery system was that, apart from adult sons, married daughters were also registered as a separate family, which should not have been done. Now, after marriage, though the girl would move in with her in-laws, her family would have an extra room to rent out to somebody else illegally.

Residents of Gautam Nagar also claimed that 3-4 houses were allotted to a single family. BMC surveyors separated parents and children and provided them flats in different residential blocks. Kamal Sonawane, resident of Gautam Nagar, said that the cost for each relocated family has escalated from Rs. 1.20 lakh to Rs.

1.80 lakh. Each relocated family has to pay Rs. 1500 per month for 10 years to repay the loan amount completely. This is apart from what they have to pay for electricity, water and property tax.

In some cases, two different families were provided the same house numbers, which resulted in arguments and fights. Neither could not go back to their slums as they had been demolished. They were homeless for 3-4 days until BMC found a solution.

Most of the residents complained that the quality of construction was inferior. They said that the construction cost of each house was far less than the amount the BMC or banks were claiming. However, delays in construction escalated the cost. However, the inhabitants of Gautam Nagar only have to pay for the original cost of a single house, i.e. 1.80 lakh, unlike in Shabri Nagar, where relocated residents were forced to pay heavy interest (12%), because the loan amount had been transferred to private banks.

Ms. Geeta Raghuvanshi, who had been staying in this multistory from last 2 years, came to know that some residents did not have any legal documents related to the house or any proof that the house belonged to them. They were just given a receipt of Rs.12,000/- which was paid initially.



Housing provided to residents of Gautam Nagar

Electricity, Safe drinking water and Sanitation:

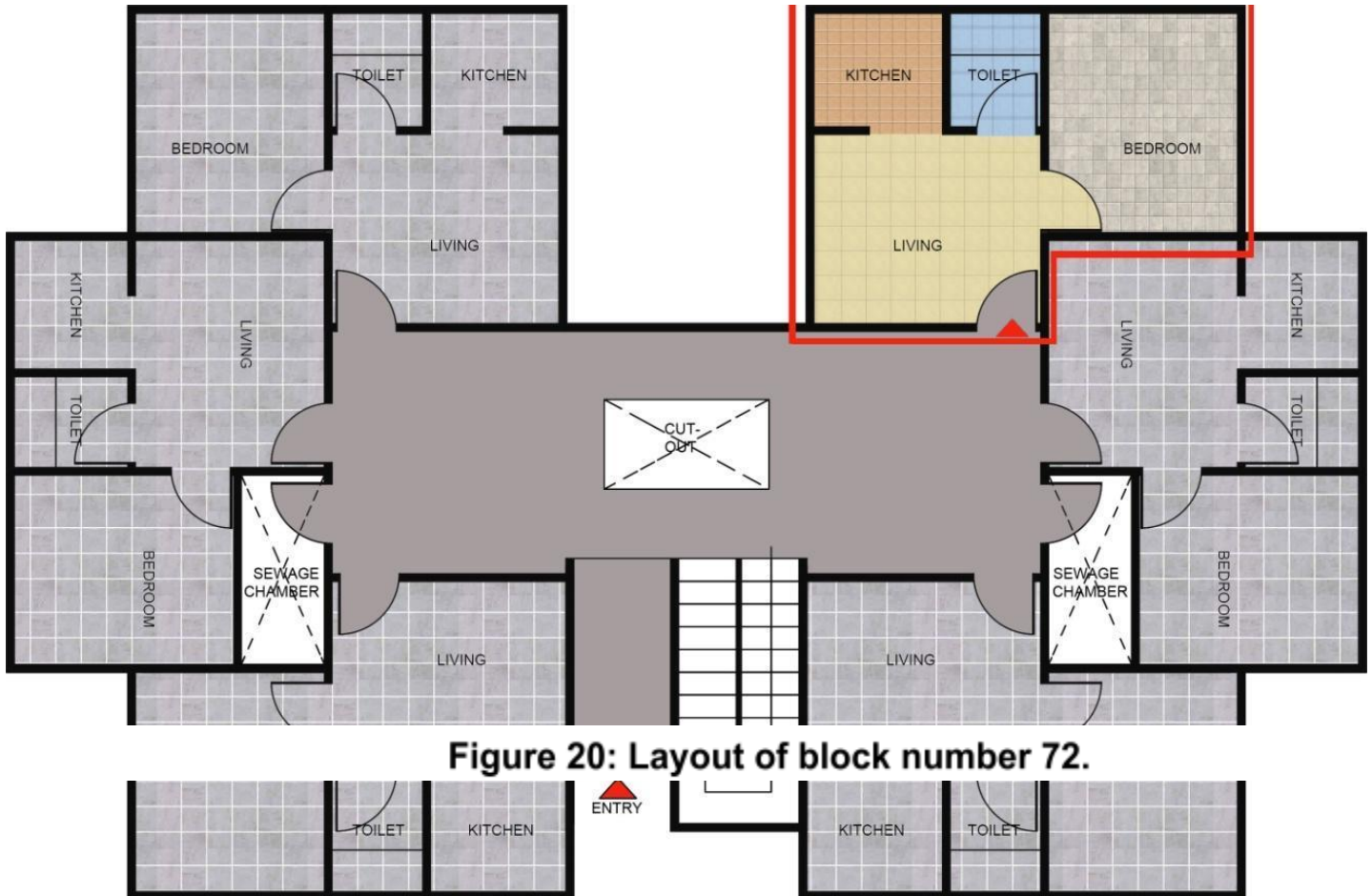
Slum Residents of Gautam Nagar were enjoying free water and “single batti” connection, but after relocation, residents are fighting daily for safe drinking water and sanitation, apart from inflated electricity bills. While living in the slum, people paid Rs. 700-800 for their electricity bill, but relocated families often got bills amounting Rs. 1500 or more.

Slum residents, some say, were united in cleaning open drains and sewage tanks through community contributions. After relocation, only residents living in ground floor have to pay up to Rs. 700 for the cleaning of sewage chambers.

Employment:

Most women of Gautam Nagar slums were engaged as domestic workers in surrounding colonies. Male members of the family worked as manual laborers, carpenters, painters, masons, street food or vegetable sellers. After relocation, most women maintained their old clientele, though they now pay Rs. 20 for transportation. This means they now have to pay Rs. 600 per month extra, as few employers bear this cost. This clearly shows how much their livelihood has been affected by the relocation process. A similar situation is faced by the male members of the family, as their contacts were based close to their old slum.

Residents living in Gautam Nagar slum said that number of days of getting work in a month have reduced for relocated families, particularly for male members. When they could not get work, they spent their time gambling or doing nothing. Loss of livelihood options for male members has put a lot of pressure on women, who leaves early in the morning and return late at night.

BLOCK NUMBER 72- LAYOUT (6 households per floor, G+3)



Dwelling Unit in Block 72

The dwelling unit consists of living room, bed room, toilet and a kitchen.

Ms. Geeta Raghuvanshi said that the ground floor residents are facing a lot of problems – right from cleaning the chambers, drinking water system to sanitation facilities.

Also, she mentioned that the toilet fixtures were not properly fixed as the water closet has started sinking down and the pipelines have not been properly laid. Whenever the chamber gets chocked they have to get it repaired at their own cost, which comes up to Rs. 800/- to Rs. 1000/-.

Apart from this, they face drinking water problems every day. The BMC did not lay the pipeline connection to the households initially, so, everyone had to take up their own water connection at a cost of Rs. 1500.

The construction quality was very poor. The wall thickness was just 4 inches.

The kitchen window could not be accessed as it directly opens to the pathway, where the drainage pipes were laid. Ms. Geeta said that it stinks a lot and invites mosquitoes if the window is opened.



RESIDENCE OF
MS. GEETA RAGHUVANSHI
BLOCK 72



15. Case Study: Naya Basera



Naya Basera

According to the City Development Plan, 655 families were to be shifted to multi story housing constructed by Bhopal Development Authority (BDA). Among them, apartments for 610 families were constructed by August 2016. The residents were first shifted to a temporary settlement just adjacent to the newly constructed houses, where they suffered heavy loss during the incessant rains of June-August 2016. Residents complained that district administration did not provide them with any sort of compensation, though some families who were not

entitled to compensation did get it.

Equitable distribution of houses:

The slum dwellers were living on patta land that belonged to the revenue department. The BDA had constructed 7 blocks with the capacity to accommodate 88 families in each block. Each block was G+3. Every house consists of 2 rooms, with a kitchen and toilet. In one positive point, older people were allotted houses in ground floor. This means that they do not have to climb up many stories to get to their houses. However, the same partiality that occurred in other slums during the allotment of the houses has also been alleged to happen in Naya Basera.

Residents alleged that some large families received fewer number of houses while, in many cases, single families have been allotted 3-4 houses. The lottery system is used for allotment of houses. Naresh Thapa said that the BDA, troublingly, has instructed authorities not to provide houses to unmarried persons. Apart from this, residents allege that the BDA had also excluded persons over 50 years of age from the allotment process. This prevents single women, widows, or the destitute, to get in to the lottery system. It also hampers the spirit of BSUP project, which aims to provide housing for all.

From the beginning, residents were not aware of the beneficiary selection process and the documents they needed to submit for the allotment of houses. The entire selection process was opaque. People were neither consulted, nor was their active participation ensured. The beneficiary list was not finalized before the construction of houses, which created more confusion and mistrust among residents.

The layout plan of buildings was never discussed with the residents. Implementing agencies such as the BDA did not even attempt to try to understand the needs of the slum dwellers. Thus, the constitutional mandate to ensure public participation in the entire process, starting from selection of the sites for BSUP projects to selection of the beneficiaries, was found to be ignored, though it is part of the policy of JNNURM.

The random distribution of houses has separated neighbors and relatives, overlooking ties between caste and community. Hindu Brahmin families said that they found it offensive to stay with a Muslim neighbors. Many women complained that they do not feel safe even during the daytime, when men had to leave for work. As opposed to middle- and upper- class families who are able to live independently, it is important to note that poorer people maintain ties within their community and caste as life-support systems.

Quality of construction and cost factor

The quality of construction was relatively good, compared to the other houses built by BMC. However, the houses cost more. Residents have to pay Rs. 15,000 for registration, and were asked to pay the remaining amount, i.e. Rs. 1.35 lakh in monthly installments of Rs. 1510, according to a receipt given by resident Bharat

Jagnore. Though they look well built from outside, local residents complained that all the houses have 4 inch wall. Tiles laid in the bathroom are crumbling. Female residents living in upper floors complained of water leakage from the roof from the water tank. Contractors assigned by BDA did not make provision of racks or lofts to put or store household items. In spite of such poor construction, BDA had transferred the loan amount of every household living in new buildings to Oriental Bank of Commerce. The bank estimated the total cost of a flat to be Rs. 2.70 lakh with 16.5% interest. Ram Bahadur said that government sanctioned Rs. 3 lakh for every slum resident having legal patta. However, residents complain that, had they been given this money directly, they would have at least been able to build a semi-pucca or pucca house with better construction quality.

An allotment order provided by BDA to residents stated that the total cost of each housing unit was Rs. 3.90 lakh. In total, Rs. 96,800 has been provided by central government, Rs. 38,700 provided by the state, and Rs. 58000 provided by the BDA. The total subsidy provided for this housing project was Rs. 193,000. Deducting this amount from the total cost mentioned by the BDA in the allotment order, the remaining cost comes to Rs. 197000. Out of this amount, the Rs. 182,000 was paid by residents for registration. The remaining cost was calculated by the BDA to amount to Rs. 135,000, which was to be paid by beneficiaries in a single down payment. However, it is not clear how the BDA is going to adjust the rest of the amount, which comes to Rs. 47000.

Only those few families who paid Rs. 135,000 in one installment have glass panels at their window. The BDS is demanding that families pay the whole amount lump sum in a single installment if they want their windows to be installed. This means that many families face mosquito problems, being unable to keep them out. Malaria and dengue are common in Naya Basera.

BDA officials have served notices to defaulters to start the repayment of installments, threatening them with eviction. However, beneficiaries' bank passbook only mentions the installment amount of Rs. 1,510, without mentioning the interest amount. Many residents believe, therefore, that they have been asked to pay an exaggerated amount and are unwilling to do so. The copy of the passbook in possession with the revisiting team clearly showed an increase in final settlement amount of Rs. 135,000 because many families are only able to pay installments every two or three months instead of every month. This also means that the tenure of loan repayment period will stretch longer than the promised 10 years.



1. ENTRANCE



2. LIVING ROOM



3. BALCONY



4. BEDROOM



5. KITCHEN

Dwelling unit

Availability of Water

The lack of water availability is the biggest problem residents of Naya Basera are facing. The water pipeline goes vertically over the roofs, though only Blocks 1 and 2 are connected with a pipeline. Residents of remaining blocks are forced to take water from a bore well from a mosque, located half a kilometer away. This costs Rs.200 per month. Women and male residents of these “dry” blocks have to wait in long queues for almost one and half hours to get a bucket of water. For families living in uppermost blocks, this exercise is more fatiguing as they need to climb many flights of stairs. Nazma, a resident, broke her hand while fetching water, and also

faces swollen and painful legs. Mr. Gopal Prajapati mentioned that, though the BDA provided a water connection, the motor got stolen within 3-4 days.



People collecting water

The Narmada pipeline has been laid down in the colony. Since the BDA has not handed over the relocated settlement to the BMC, a connection has not yet been established. The local municipal councilor has installed a big water tank, which provides a little respite to the residents as they get water from outside the colony. The water crisis is expected to be serious during summer months, when residents will find it harder to get water due to scorching heat.

Electricity Costs

Most housing units are devoid of electricity because households neither have capacity to pay the Rs. 2500-3000 required for an authorized connection through meter, and nor are they willing to pay an electricity bill of Rs. 1500 per month. Some have managed to get a direct, illegal connection, though it is highly insecure and a punishable offence. When living in slum, residents used to enjoy a free, single batti connection.

There are no street lights in the entire residential complex. Residents complained of thefts, where bicycles, motorbikes, and hand carts- all essential for their livelihoods- are stolen. The safety and security of belongings,

and particularly of women and girls, are in question because of the absence of street lights.



Poor electricity connection and non-functioning street lights

Sewage and Sanitation:

Since Naya Basera is a new habitation, garbage has not yet accumulated and few people complained about the waste management system. Residents occupying the bottom floors complained about garbage thrown from upper floors. Some problems regarding sewage chamber blockage were also reported, and residents, who live on the ground floor, have to bear the financial burden of cleaning them. This costs Rs. 500-700 each time. Garbage deposited in a bin outside the colony is cleaned by BMC workers. However, in between the blocks, garbage mixed with overflowing sewage water can potentially become a breeding place for mosquitoes.



Garbage collected below the staircase and damp spots on walls

Employment and Livelihood:

Like what we have seen in Shabri Nagar, relocated residents of Naya Basera are also stricken with water problems. Men, women, children are all involved in obtaining their daily water requirements, from collecting the water to carrying it to their houses. Often, because of this, women and men reach their workplaces late and lose work opportunities.



Dayaram and Gopal Pajapati use the space on the ground floor to work on their sculptures. Other people use this space for drinking or gambling.

Challenges

Under the BSUP project, BMC and BDA have constructed only houses, not livable homes. A home is not just a house but a bundle of facilities that include quality construction, safe drinking water, electricity connection, and a proper garbage disposal system.

Residents from Shabri Nagar, Gautam Nagar, and Naya Basera were promised good quality, reasonably priced, homes. Yet, neither the structural design nor layout for any housing complex were ever discussed with residents. Similarly, the process for the identification of beneficiaries was not transparent or participatory. Since the

residents were relocated from revenue (patta) land, the beneficiary list was shared with various departments; apart from causing inordinate delays, this also created opportunities for the manipulation of the list. Many families mistrust the BMC and BDA, as they did not release lists of beneficiaries before commencing with construction. In Shabri Nagar, constructed buildings were kept empty for months. Later on, frustrated families forcefully occupied the blocks, defying the allotment process. The layout were changed, shrinking the space to 34 square meter. When living in the slums, many residents had space of 42 square meters.

The major challenges for residents from all the three relocated settlements are water and electricity, apart from insecurity of being removed from their houses due to their non-payment of housing installments. People feel that they have been cheated by the BMC, being relocated without the provision of safe drinking water, electricity, and sanitation, and also the ability to mortgage their loan to private banks. For many, living conditions in slums were better where they had free water and electricity 24x7.

Some other challenges residents face include:

1. To avail potable safe drinking water is the foremost challenge for relocated families. Very few blocks have been connected with water pipe line, which goes vertically over the roof of buildings. Residents are forced to take water from rooftop tanks and come downstairs repeatedly.
2. The BMC is anti-poor. They transferred loans to private banks, which are charging an interest rate of around 16 percent. In an ideal scenario, slum residents' loans would be subsidized, as they fall below the poverty line.
3. The lack of basic amenities like water, electricity and a proper sewage system has made their day to day life more problematic, affecting their livelihood prospects as well.
4. Boundary walls are broken in several places due to non-maintenance. Women are more worried about the safety of their children, who are made to stay at home. Earlier, when they used to live in slums, their relatives or neighbors were there to look after their children.
5. The quality of construction is so poor that residents are forced to invest some money from their own pocket for repair works. The seepage of water has made the walls permanently damp, and faulty wiring by the electric department is dangerous.
6. Many people have to risk their safety regularly when they have to climb the bamboo ladder to reach the rooftop tanks.
7. Inflated electricity bills are common in all 3 relocated slums, whereas residents were enjoying "single batti" in slum area. Sometimes during summer months families get a bill amounting to thousands of rupees.

8. Families living in ground floor are forced to clean sewage chambers, which are built in their homes, from their pocket. Garbage is only collected every 10-12 days by the BMC, but the trash lying in between blocks is not dealt with and has become a breeding of mosquitoes.
9. Safety measures such as boundary walls and parapets on roofs have yet to be repaired or built up at all. Residents complained about thefts.

9c. Way forward

ACTION AREAS						
Action points	Allotment and handing over process	Bank loan and lease	Water	Electricity	Hygiene and sanitation	Other areas
Immediate action	Revision of the beneficiary list to ensure impartial and fair process of allotment to those families now waiting for allotment through lottery system.	Central, state and implementing agencies share of subsidy must be passed to those beneficiaries who fall under the poverty line.	Every dwelling unit must get water connection directly to the home.	Electricity meters must be installed before giving possession. When new connections are provided, charges should be subsidized so that poor people afford them. Coordination with MPSEB would be required.	Sewage chambers built inside the ground floor houses must be relocated.	JNNURM guidelines must be followed in the relocation of sites. Anganwadis and ration shops need to be set up and easy to access.
	Families must be allotted houses	Loan repayment	There should be a	BMC should conduct a	Garbage deposited	Open space, mandatory

	through a participative process, to incorporate voices of community and their needs. Mohalla committee and local CSO should be included in the process.	should be more flexible.	common water tank within the premise, so there is an alternative water supply.	social audit in the relocated slum areas to determine the reason behind inflated electricity bills. This problem should be mitigated with the help of technical experts from MPSEB and CSOs working there.	in between two blocks needs to be cleared expeditiously while enforcing a time bound system of garbage disposal.	under JNNURM guidelines, should be developed into usable and productive areas.
	Annual maintenance work should immediately commence by the BMC and BDA for those buildings which were constructed at least 2 years back.	The BMC and BDA should clarify subsidy and loan amounts for each beneficiary.	The vertical system of water supply over the roof should be replaced with separate pump houses	Street lights must be set up, which is mandatory according to the revised guidelines of IHSDP.	To strengthen the disease prevention process, there needs to consistent spraying of larvicide and	Where parapet boundary walls are damaged, maintenance work needs to start immediately.

			for each relocated colony.		fogging etc.	
		Unauthorized occupants of any dwelling unit must be evicted immediate ly with active participati on of local mohalla committee and residents' welfare associatio ns.			Provision of storm water drains for places in low line area is must.	
Future Actions	There should not be unnecessary delays in the construction of houses so families do not have to shoulder the burden of escalating costs.	Because of enhanced costs of material and frequent delays in the completi on of the project, local MP/MLA			Community toilets should be provided.	There must be an efficient mechanis m to address grievances .

		should share some part of the project cost from MPLAD funds.				
	Houses must only be allotted after construction quality is cleared by an independent agency.	Under the revised guidelines of IHSDP, there is a scope for increased contribution by the state government to the project cost.			Social amenities such as pre-school education, non-formal education, adult education, maternity, child health, and primary health care (including immunization) are mandatory under revised guidelines of IHSDP.	
	Before allotment, there should be a consultation	As most families live on				

	process with the slum community, where they are provided with relevant information, including layout plan, design, financial liabilities, etc. in Hindi to ensure active participation of people.	daily wages, where earnings depend on the availability of work, submission of quarterly installments can be permitted.				
	The BMC and BDA should make a separate budget provision for the regular maintenance of houses under revised JNNURM guidelines.					

Annexures

Annexure 1 : Key issues with regards to Urban Infrastructure in Madhya Pradesh

S.No	Sector	Issues	Gap	Target (2025)	Funding Agencies
Urban Infrastructure Sector					
1.	Water Supply	- Inadequate supply of water in nearly 50 % ULBs - Old distribution System - Poorly maintained water infrastructure - No domestic metered connections	- Only 70 - 80% of the area covered in most of the ULBs 30-40% transmission and distribution losses	100% Water supply connections 100% Metering - Water Supply @ 135Lpcd	JNNURM, ADB, MPUSP, UIDSSMT & State budget
2.	Sanitation & Sewerage	- Absence of underground coverage - Disposal of untreated waste in water bodies - Ground water contamination	30% open defecation (1.9% Manual scavenging and consumed by animals) 0.8% dumped in to open drains - Only 20-30% underground sewerage in Metro cities - Only 5% underground sewerage in below 10 Lac cities	100% Safe sanitation 100% underground Sewerage	JNNURM, ADB, MPUSP, UIDSSMT & State budget
3.	Solid Waste Management	Problems of primary collection and segregation of waste	63% open dumping 23% in containers 5% in drains 11.5% collected by	- Segregation at source - Door to door collection - Recycling of Waste	JNNURM, ADB, MPUSP, UIDSSMT & State budget

		- Open collection and open dumping sites - Arrangements for Disposal of bio-medical waste in non existence	the responsible agencies		
4.	Roads and Urban Transport	- Highly congested streets in the core areas. - Encroachments and unsystematic parking - Partially developed Right of Way - Improper Pedestrian facilities - Inadequate inter-city public transport system - Non existence of proper city transport mechanism	Demand for Mass transit options	- Metro rail for Bhopal and Indore - Route rationalization - Creation of Urban Metropolitan transport authority - Development of BRTS	JNNURM, ADB, MPUSP, UIDSSMT & State budget
Basic Services to Urban Poor Sector					
5.	Slums	-Expansion/Densification of slums -Slow pace of Slum Improvement -Participation of NGOs/CBOs is minimal.	-1000000 (10 Lac DUs required for Urban poor)	-Housing for all - Providing facilities of 7 point charter - Providing infrastructure facilities in all slums -lease hold rights for landless urban poor	JNNURM ADB MPUSP IHSDP & State budget

Source: Urban Madhya Pradesh, the JNNURM impact by Government of Madhya Pradesh, Urban Administration & Development Department

Annexure 2: : Investments in Urban Development Projects as highlighted by Government of Madhya Pradesh during Global Investors Summit

	Projects	Estimated Value in INR million
Transportation	Bhopal and Indore Metro Rail Project	budget outlay – 180,000
	Operation of Public Transport Modes	15,000
	Freight Terminal in District Headquarters on PPP Basis	2,400
	Bus Depots, Terminal and Bus Stops/Shelters on PPP Basis	10,000
	Multi-Level Parking in Major Cities on PPP Basis	1,000
	Pedestrian and Non-Motor Transport Infrastructure like Sky Walks, Foot Over Bridges (FOBs) etc.	7,500
	Ring Roads and Other Related Infrastructure on PPP Basis	10,000
Water Supply	Water Supply Projects Sanctioned in 95 Towns	2046
	Water Supply Projects Proposed in 142 Towns	21,000
	Mid-term Service Contracts for Operations and Maintenance	–
Sanitation & SWM	Waste Water Collection/Treatment in 11 Religious/Tourist Towns	260
	Integrated Municipal Solid Waste Management (MSWM) Project in 3 Clusters i.e. Dewas, Sagar, Katni	1,550
	22 Regional MSW Cluster Development	12,000
Housing	5,00,000 dwelling units planned for development in the urban areas for the next 5 years, out of which 2,50,000 dwelling units are planned to be developed through private sector participation	400,000
	Integrated Township by Bhopal Development Authority	–
Economic Development	Super Corridor Project in Indore	8170
	Urban Densification Project in Indore	9340

Source: <http://www.investmp.com/>

Annexure 3: Sector wise status of PPP projects at various stages in Madhya Pradesh (May 2015)

Status	No. of Projects	Cost of Projects
Bidding	26	3091.38
Completed	45	5831.01
Construction	109	13070.08
Pipe Line	58	10674.88
Total	238	32667.35
Sector	No. of Projects	Cost of Projects
Dairy	2	86.77
Education	4	376.3
Energy	4	552.72
Health	5	874.54
Industry	9	1328.35
Road	168	24084.32
Sports	1	900
Tourism	7	231.68
Transport	3	1238.75
Urban	22	1032.57
Warehousing and Logistics	3	528.42
Water Supply	10	1432.93
Total	238	32667.35
Department	No. of Projects	Cost of Projects
Animal Husbandry, GoMP	2	86.77
Biodiversity and Biotechnology, GoMP	1	130
Commerce, Industry and Employment, GoMP	7	1082.18
Energy, GoMP	4	552.72
Farmer Welfare and Agriculture Development, GoMP	1	138.5
Food, Civil Supplies and Consumer Protection, GoMP	1	249.92
Forest, GoMP	4	196.68
Horticulture and Food Processing, GoMP	3	334.69
Housing and Environment, GoMP	3	47
Pubic Health and Family Welfare, GoMP	1	67
Public Health Engineering, GoMP	5	1185.13
Public Works, GoMP	168	24699.77
Punchayat & Rural Development, GoMP	2	99.93

Sports and Youth Welfare, GoMP	1	900
Technical Education and Skill Development, GoMP	3	331.3
Tourism, GoMP	3	35
Transport, GoMP	1	1094
Urban Administration and Development, GoMP	28	1436.76
Total	238	32667.35

Annexure 4: Status wise report of PPP projects for Bhopal (All values in Indian Rupee Cr.)

Status - Wise Report of Projects (All values in Indian Rupee Cr.)

S. No.	Project	PPP Type	Location	Sector	Cost	Department	Agency
PIPELINE PROJECTS							
1	World-Class Zoological Park on 350 ha	bot	Bhopal.	Tourism	130.0	Forest	Forest Deptt
2	Bus Terminals (3)	boot	Bhopal.	Urban	43.6	Urban Administration and Development	Bhopal Municipal Corporation
3	Multi Level Parking at M.P. Nagar	bot	Bhopal.	Urban	38.7	Urban Administration and Development	Bhopal Municipal Corporation
4	Multi Level Parking at New Mkt	bot	Bhopal.	Urban	51.0	Urban Administration and Devel	Bhopal Municipal Corporation

						opme nt	
5	Development of Hostel for National Institute of Fashion Technology	BOT	Bhopal	Educati on	45.00	Housing and Envir onme nt	Capital Projec t Admin istrati on (CPA)
6	Development of Nodal Citizen Center and Office Building at Mata Mandir	BOT	Bhopal	Urban	111.74	Urban Admi nistra tion and Devel opme nt	Bhopal Muni cipal Corpo ration
7	Development of Bus Stand and Commercial Complex at Putlighar	BOT	Bhopal	Urban	17.79	Urban Admi nistra tion and Devel opme nt	Bhopal Muni cipal Corpo ration
8	Development of Municipal Solid Waste at Adampur Chhawni	DBFOT	Bhopal	Urban	323.17	Urban Admi nistra tion and Devel opme nt	Bhopal Muni cipal Corpo ration
9	Development of Commercial Complex at Zone-8, Pulbogda	BOT	Bhopal	Urban	23.36	Urban Admi nistra tion and Devel opme nt	Bhopal Muni cipal Corpo ration

10	Bhopal-Vidisha (SH-18)	OMT	Bhopal-Vidisha	Road	3.38	Public Works	MP Road Development Corporation Ltd.
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CONSTRUCTION PROJECTS

1	Ankhiya-Barkheda-Dongargaon-Nazirabad (MDR) 10.40 kms	annuity	Bhopal.	Road	14.1	Public Works	MP Road Development Corporation Ltd.
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MP Road Development Corporation Ltd.

2	Itkhedi-Raslakhedi (MDR) 9.34 kms	annuity	Bhopal.	Road	11.5	Public Works	
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3	Sports City with Cricket/ Hockey/ Football/Indoor / Aquatic/Admin Block/Hostel on 50 acres plus Star Hotel/Golf/Residential/Commercial (Total 172 acres)	boot	Bhopal. Vill Satgadhi	Sports	900.0	Sports and Youth Welfare	Sports and Youth Welfare Deptt
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4	Toilets with advt rights (36)	boot	Bhopal.	Urban	7.0	Urban Administration and Development	Bhopal Municipal Corporation
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5	Parking cum Logistics Hub at Mandideep for 500 trucks	boot	Bhopal. Mandideep	Warehousing and Logistics	140.0	Commerce, Industry and Employment	MP AKVN Ltd., Bhopal
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COMPLETED PROJECTS

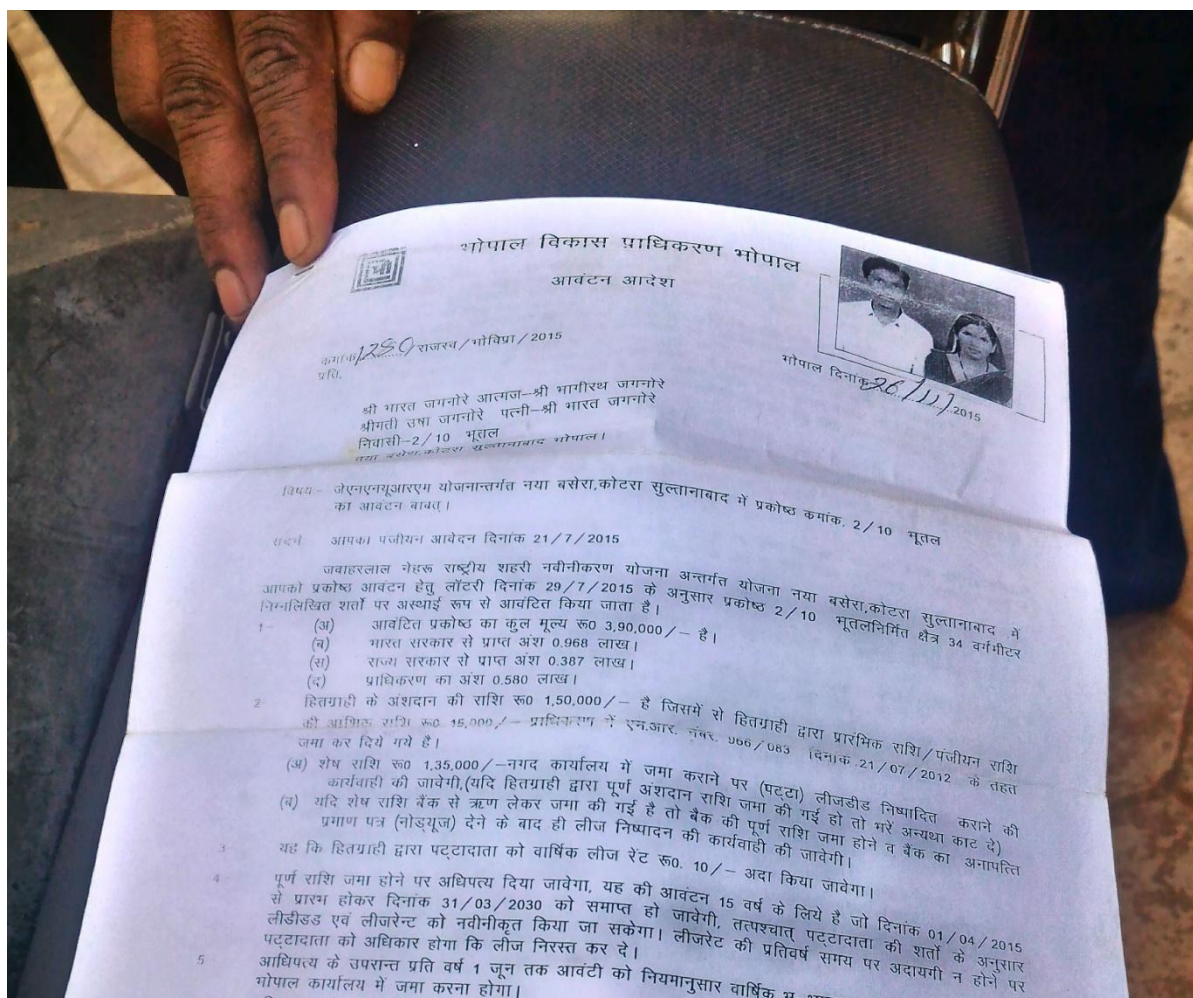
1	Procurement & Operation of Modern Low floor buses for Bhopal city	bot	Bhopal.	Transport	85.0	Urban Administration and Development	Bhopal Municipal Corporation
2	Bus stops for city service. 200 sq. ft. advt per stop (100 nos)	boot	Bhopal.	Urban	2.3	Urban Administration and Development	Bhopal Municipal Corporation
3	Fitness Centre O & M of Prakash Swimming Pool	omt	Bhopal.	Urban	1.0	Housing and Environment	Capital Projects Administration, Bhopal
4	Kalpana Nagar Swimming Pool O&M	omt	Bhopal.	Urban	1.0	Housing and Environment	Capital Projects Administration, Bhopal

BIDDING STAGE PROJECTS

1	Food Park, at Adampur Chhavvni 50 acres	boot	Bhopal.	Industry	54.4	Horticulture and Food Processing	MP Agro Industries Development Corporation
2	ADB Pilot - 24x7 and NRW Water reduction	omt	Bhopal.	Water Supply	11.0	Urban Administration and Development	Bhopal Municipal Corporation

Source: PPP Cell, Government of Madhya Pradesh as accessed at http://www.dif.mp.gov.in/ppp_main.htm on 19th May, 2015

ALLOTMENT ORDER BY BDA



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DO NOT FOLD THE PASS BOOK

प्रतिपत्र : रोकड़/चेक/ड्राफ्ट आदि / COUNTER FOIL : CASH/CHEQUE/DRAFT ETC.

ओरियन्टल बैंक ऑफ़ कॉमर्स
Oriental Bank of Commerce

शाखा / BRANCH _____

दिनांक / DATE <u>27/10/2014</u>	बचत/व्यक्तिगत खाते/ऑनलाइन बचत खाते में / SB/CACC/POL/ON A/c No. <u>6071176205006635</u>
के नाम जमा हेतु FOR THE CREDIT OF <u>श्रीमान श्री राजेश कुमार शर्मा</u>	
जमाकर्ता का पता ADDRESS OF DEPOSITOR <u>मुंबई महाराष्ट्र</u>	

नकद / चेक का विवरण DETAILS OF CASH / CHEQUE	राशि / AMOUNT ₹ पै./P.
27 OCT 2014 ₹ 500/-	
27 OCT 2014 ₹ 100/-	

र (शब्दों में / In Words) पचाइस हजार मात्र

OPAL

NOTICE SERVED BY BDA IN NAYA BASERA

कार्यालय भोपाल विकास प्राधिकरण भोपाल

क्रमांक/राजस्व/भोविप्रा/16/ भोपाल दिनांक.....16

प्रति,
कार्यपालन यंत्री,
संभाग क.-02
भोपाल विकास प्राधिकरण
भोपाल।

विषय:-प्राधिकरण की नया बसेरा कोटरा सुल्तानाबाद योजना में आवंटित प्रकोष्ठ क्रमांक का अधिपत्य देने बाबत।
संदर्भ:-आदेश क्रमांक 1280/राजस्व/भोविप्रा/2015,भोपाल दिनांक 26/11/15

विषयान्तर्गत संदर्भित आवंटन आदेशानुसार प्राधिकरण की नया बसेरा कोटरा सुल्तानाबाद योजना में आवंटित प्रकोष्ठ क्रमांक 2/10 भू.प्ल. के मद में हितग्राही श्री/श्रीमती 8121 जगजोरे आत्मज/श्री 8121.24 जगजोरे द्वारा पूर्ण राशि रु0 1,35,000/- हितग्राही द्वारा ओरिएण्टल बैंक से ऋण प्राप्त कर पूर्ण राशि जमा कर दी गई है। हितग्राही द्वारा बैंक ऋण की राशि अदायगी होने पर लीजडीड निष्पादन की कार्यवाही की जावेगी।

अतः अनुरोध है कि हितग्राही की पूर्व निर्मित झुग्गी को हटवाकर/तुड़वाकर उक्त भूमि को कब्जा मुक्त होने के उपरान्त ही हितग्राही को उक्त योजना में प्रकोष्ठ क्रमांक 2/10 भू.प्ल. का आधिपत्य देने के सात दिवस के अन्दर राजस्व शाखा को अवगत कराने का कष्ट करें।

राजस्व अधिकारी
भोपाल विकास प्राधिकरण
भोपाल
भोपाल दिनांक 20/4/16

पृ0क्रमांक 3098/राजस्व/भोविप्रा/16/ प्रतििलिपि:-

1- हितग्राही श्री/ 8121 जगजोरे 8/0 श्री 8121.24 जगजोरे निवासी 2/10 भू.प्ल. नया बसेरा कोटरा सुल्तानाबाद योजना भोपाल की ओर लेख है कि इस आदेश के 7 दिवस के अंदर प्रकोष्ठ का कब्जा प्राप्त करें व उक्त नियत अवधि में लीजडीड निष्पादन कार्यवाही पूर्ण करावें।