

Citizen's Charter

1.INTRODUCTION

The Goa State Urban Development Agency is the Nodal Agency for co-ordination, monitoring and implementation of various Centrally sponsored implemented by the Ministry of Urban Development and the Ministry of Housing and Urban Poverty Alleviation, Government of India. The Agency is a Society registered under the Societies Registration Act 1860 under the Administrative control of the Directorate of Municipal Administration, Urban Development Department, Government of Goa.

This Agency is registered for implementing various state & centrally sponsored Schemes, which are meant to promote gainful employment to urban poor, unemployed or underemployed, to devise schemes for improvement of urban poor and help in upgrading their skills, to change negative family and community attitude towards girl child, for construction and up gradation of dwelling units for slum dwellers, to improve their living conditions and also improve Infrastructural facilities and help creation of durable public assets.

Considering the emerging need for all round development of the Urban areas in the State, this Agency is also engaged in taking up other infrastructural development works in the urban areas in the state under Integrated Development of Major Towns, which is a State sponsored scheme.

Goa State Urban Development Agency has appointed, Member Secretary, as the Contact Officer for Citizen's Charter. For any further details, may be contacted on phone no. 2437210, 2437094.

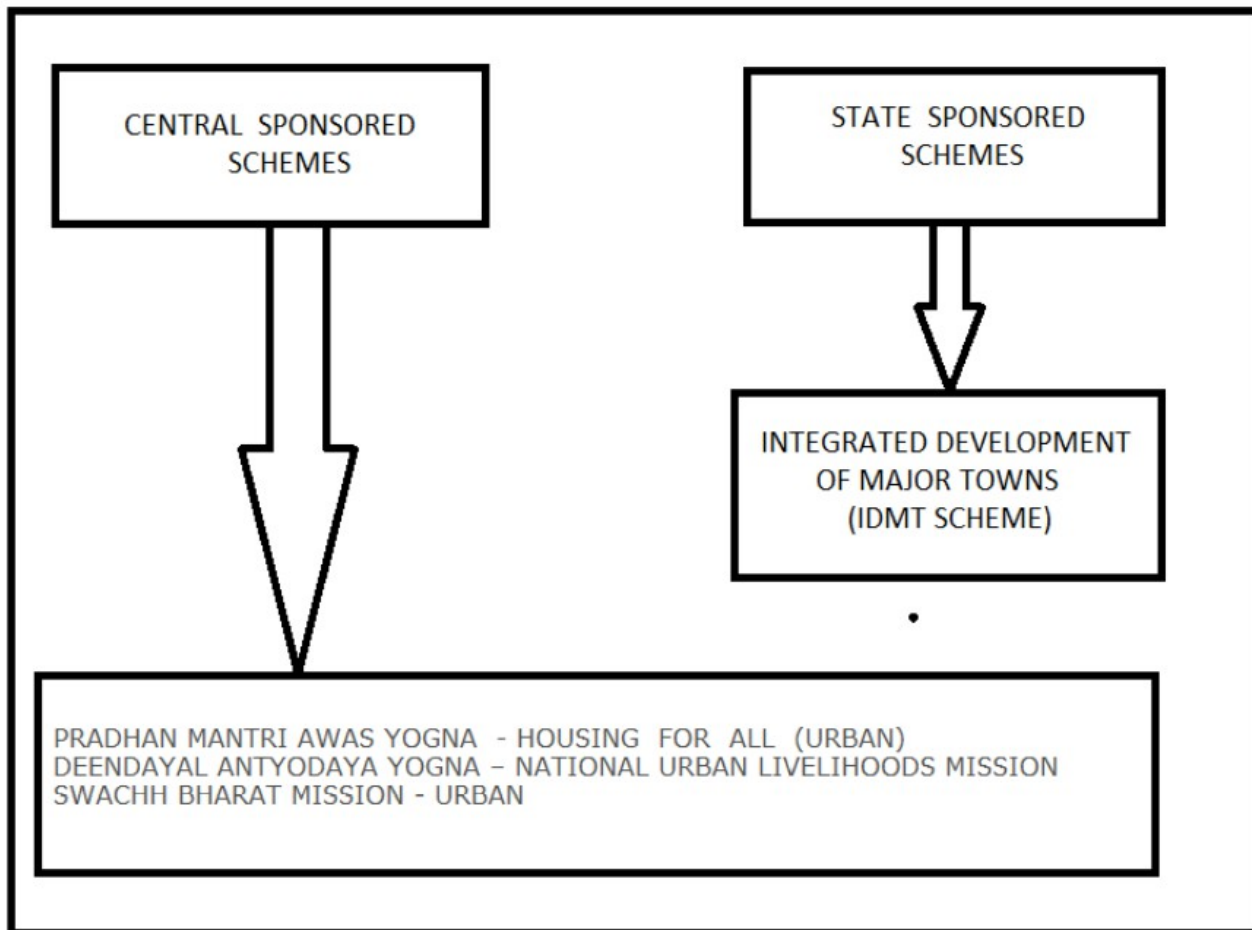
2. AIMS AND OBJECTIVES OF GSUDA

The Agency is established by the Government of Goa to achieve the following aims and objects through its administrative set up:-

- 1. To suggest various measures to the Government of Goa and the Government of India to uplift the living conditions in urban area of the state especially that of the urban poor, backward the weaker sections.
- 2. To frame schemes for overall improvement in urban areas and submit the same to Central and State Government so as to receive financial assistance for their implementation by the Agency.
- 3. To implement and execute the various schemes of the State and/or Central Government like Swarna Jayanti Sahari Rojgar Yojana etc. for the civil and economic development in urban areas, either itself or through Municipal Councils of the state.
- 4. To receive grants from the State and the Central Government for the maintenance of administrative set up of the Agency, incur expenditure for the overall development of urban areas and to see that such grants are utilized properly.
- 5. To accept donations/contributions from any sources and utilize them for achieving the objectives of the Agency and for strengthening its financial position.
- 6. To enter into any trade and business and invest the surplus money with the aim of earning profits for strengthening the financial position of the Agency and spend them for achieving the aims and objects of the Agency.

- 7. To do everything necessary as it deems fit with the aim of bringing about the overall development of the urban people especially the backward urban area and urban weaker sections.

3. ORGANISATIONAL SET-UP



. PATTERN OF ASSISTANCE

SR	SCHEME	%STATE SHARE	%CENTRAL SHARE
1	Pradhan Mantri Awas Yojna – Housing For All (Urban)	25	75
2	Deendayal Antyodaya Yojna – National Urban Livelihoods Mission	40	60
3	Swacch Bharat Mission – Urban	25	75

Pradhan Mantri Awas Yojna – Housing For All (Urban)

The Hon'ble President of India, in his address to the Joint Session of Parliament on 9th June, 2014 had announced “By the time the Nation completes 75 years of its Independence, every family will have a pucca house with water connection, toilet facilities, 24x7 electricity supply and access.”

Hon'ble Prime Minister envisioned Housing for All by 2022 when the Nation completes 75 years of its Independence. In order to achieve this objective, Central Government has launched a comprehensive mission “Housing for All by 2022”

Housing for All (HFA) mission is since launched in compliance with the above objective of the Government and with the approval of competent authority.

The mission seeks to address the housing requirement of urban poor including slum dwellers through following programme verticals:

- Slum rehabilitation of Slum Dwellers with participation of private developers using land as a resource
- Promotion of Affordable Housing for weaker section through credit linked subsidy
- Affordable Housing in Partnership with Public & Private sectors
- Subsidy for beneficiary-led individual house construction

Deendayal Antyodaya Yojna – National Urban Livelihoods Mission

1.1 Economic development and urbanisation are closely linked. Cities in India are emerging as the country's engines of economic growth, with a contribution of more than 60 per cent to GDP. As per Census of India, 2011, India's urban population is now 377 million which shows a 31 per cent increase from 2001. The Report on Conditions of Work and Promotion of Livelihoods in the Unorganized Sector by the National Commission on Enterprises in the Unorganized Sector brought out in August 2007 (NCEUS, 2007) reveals that in 2004-05, out of India's total workforce, 92 percent worked in the informal economy. The urban informal sector comprises a large part of the unorganized non-agriculture sector. Low levels of education and skill in the unorganized sector workers have resulted in their inability to access the opportunities offered by emerging markets. This underscores the criticality of skills up-gradation for better livelihoods opportunities in urban areas.

1.2 Most of the poor are involved in informal sector activities where there is a constant threat of eviction, removal, confiscation of goods and almost non-existent social security cover. Even when segments of the urban population are not income-poor, they face deprivation in terms of lack of access to sanitary living conditions and their well-being is hampered by discrimination, social exclusion, crime, violence, insecurity of tenure, hazardous environmental conditions and lack of voice in governance.

1.3 The dimensions of urban poverty can be broadly divided into three categories: (i) residential vulnerability (access to land, shelter, basic services, etc.); (ii) social vulnerability (deprivations related to factors like gender, age and social stratification, lack of social protection, inadequate voice and participation in governance structures, etc.) and (iii) occupational vulnerability (precarious livelihoods, dependence on informal sector for employment and earnings, lack of job security, poor working conditions, etc.). These vulnerabilities are inter-related. Amongst the urban poor, there are sections subject to greater vulnerability in terms of the above classification; these include women, children, and the aged, SCs, STs, minorities and differently-abled persons who deserve attention on a priority basis.

1.4 The National Urban Housing and Habitat Policy (NUHHP), 2007 aims to promote sustainable development of habitat in the country with a view to ensure equitable supply of land, shelter and services at affordable prices to all sections of the society. The most vulnerable of these are the urban homeless who live with no shelter or social security / protection. Recent pronouncements of the Supreme Court of India have brought into focus the plight of the urban homeless by holding that the right to dignified shelters is a necessary component of the right to life under Article 21 of the Constitution of India. There is therefore a need to develop a policy and programme for the urban homeless.

1.5 Urban poverty being multi-dimensional, various vulnerabilities faced by the poor in cities and towns: occupational, residential and social need to be addressed simultaneously in a comprehensive and integrated manner with a targeted focus on the vulnerable groups so that a definitive impact can be made on ground. Residential vulnerability issues are being addressed through programmes like Pradhan Mantri Awas Yojana (Urban). The other two vulnerabilities: occupational and social can be best addressed by creating opportunities for skill development leading to market-based employment and helping them to set up self-employment ventures. Urban poverty alleviation programmes need to be based on skill development and easy access to credit. It is in this context that a mission-mode approach to urban livelihoods is considered necessary in the form of the Deendayal Antyodaya Yojana-National Urban Livelihoods Mission (DAY-NULM).

Swachh Bharat Mission - Urban

According to Census 2011, India's urban population is 377 million or 31% of the total population. These numbers are expected to increase to 600 million by 2031. The Census 2011 also showed that in 4,041 statutory towns, close to eight million households do not have access to toilets and defecate in the open (7.90 million). Weak sanitation has significant health costs and untreated sewage from cities is the single biggest source of water resource pollution in India. This indicates both the scale of the challenge ahead of the Indian cities and the huge costs incurred from not addressing them.

The Swachh Bharat Mission (SBM) emanates from the vision of the Government articulated in the address of The President of India in his address to the Joint Session of Parliament on 9th June 2014: "We must not tolerate the indignity of homes without toilets and public spaces littered with garbage. For ensuring hygiene, waste management and sanitation across the nation, a "Swachh Bharat Mission" will be launched. This will be our tribute to Mahatma Gandhi on his 150th birth anniversary to be celebrated in the year 2019."

SBM is being implemented by the Ministry of Housing and Urban Affairs (M/o HUA) and by the Ministry of Drinking Water and Sanitation (M/o DWS) for urban and rural areas respectively. These guidelines are for the implementation of Swachh Bharat Mission (Urban).