



Surat

The city of future | A new reality



Presented by SMC
Surat Municipal Corporation



SNEHLATA. S. CHOUHAN Mayor

We believe in commitment towards better governance,
Ability to understand the needs of the citizens,
Making adequate financial and technical provisions, utilization of information and monitoring tools for better decision making, bench marking and prepare citizen friendly policies.

If Surat today is clean and green and a city to be proud of, it is mainly due to the untiring progressive policies of SMC and the fullest cooperation of the citizens.

We look forward to the day that Surat becomes a global city.



G.R.ALORIA Commissioner, SMC

Our vision

To make Surat a self-sustainable, dynamic, vibrant, futuristic city and to see that the citizens live a happy contented urban life of global standards.

Our mission

- To facilitate,
- Industrial growth
- Trade and commerce
- Health services
- Higher education and research
- Cultural activities
- Sports and games
- Recreation and entertainment
- Communal harmony and
- Peoples' active participation
- Active corporate sector partnership

Our promise:

A responsive, modern, accountable, positive, transparent and sustainable administration of the corporation in the most cherished democratic way.



Surat - City Profile

OLDEST MUNICIPALITY	: Established in 1852 A.D.
MUNICIPAL CORPORATION	: Formed in 1966
AREA	: 112.27 Sq. Km.
POPULATION	: 2.43 Million (2001)
DENSITY OF POPULATION	: 217 Persons/Ha
ZONES	: 7 ZONES
ELECTION WARDS	: 33 WARDS
NO. OF COUNCILLORS	: 99
DEC. GROWTH RATE	: 62%



What is the secret of Surat's individuality?

It is a brilliant and swiftly changing, pulsating city, yet with its past kept alive

- City of silks, satins and sparkling diamonds
- No flaw in its polished facets
- Easily estimated credulity or indifference
- Surtis' own homespun kindliness
- Friendly surti dialect
- Garrulous curiosity
- And above all, a strong civic pride.

If Surat stands out as a city extraordinary, these are some of the traits that make it so.

Surat has had a checkered history of repeated devastation both man-made and natural.

The city has been built, attacked and rebuilt many times.

It had seen many floods, epidemics and quakes.

The strong-willed citizens of Surat have risen like a phoenix time and again to face any Calamity.

What one comes across in Surat today is a New Reality with the Surat Municipal Corporation taking the cudgels to any challenge that confronts to make the city, a citadel of cleanliness and a place of pride.

Municipal services

- Inspection and abatement of nuisances
- Drainage, sewerage and storm water disposal
- Street cleansing
- Refuse collection and disposal
- Litter prevention
- Provision of adequate and clean water supply
- Measures for ensuring food hygiene,
- Preventing air pollution
- Construction of new roads
- Widening and maintenance of roads
- Construction of bridges, fly-overs and sub-ways
- Street lighting
- Fire service
- Health care, disease prevention and cure
- Provision of primary education
- Housing
- Provision of recreation spaces, parks and gardens
- Development of cultural centers, auditoriums and sports centers
- Community activities





SMC's path-breaking initiatives

Urban Governance:

- 7 municipal zones for effective and smooth administration of city
- Decentralized administration
- Mobile Wireless & Cell Phone communication system for field staff for effective co-ordination
- Efforts to win confidence and support of the people
- Fairness and transparency in all procedures
- Automated Complaint lodging and monitoring system
- Daily centralized monitoring of problems and complaints
- All engineering work to be completed within stipulated timeframe
- Bio-metrics based attendance system
- Prepaid Octroi Card

Slum Upgradation

- Slum areas provided with
 - Paved road surfaces • Drainage • Water Supply • Street Light
- Slum dwellers and citizens of Economically weaker section are provided with housing
- A total of 6928 housing units constructed
- Houses allotted on low down payment and easy installments
- Site-and-services projects taken up.



.Improved Primary Health Care

- Daily monitoring and reporting of Water borne and water related diseases
- Diseases recorded at all Urban Health Center
- Epidemic control and surveillance facility established by 250 private practitioners
- A total of 27 Hospitals, Urban Health Centers and Maternity homes, 8 Family Welfare Centers, 9 Health Posts and 316 ISDS Centers
- An advance medical college and hospital SMIMER developed and run by SMC

Water Supply

- Process underway for ISO certification for water supply system
- Schemes to cover the entire SMC area with piped water
- 98% of the SMC population covered with piped water supply
- Treatment Capacity increased from 360 MLD to 680 MLD
- Daily water supply increased to 510 MLD and per capita water supply increased to 195 ltrs

Sewerage

- World's largest UASB Sewage Treatment Plant installed
- Sewerage treatment capacity increased to 562 mld
- More than 95% of SMC area covered with sewerage lines
- India's first STP run by bio-gas produced during the treatment process

SMC vehicles to be converted to CNG

Solid Waste Management

- Door-to-Door Garbage Collection System introduced
- State of the art modern equipments like compactors employed for collection and transport of garbage
- Spot administrative charges for littering
- All shops to maintain dustbins, ensure cleanliness of surrounding street areas
- Restaurants and hotels to maintain separate bins for dry and wet garbage
- Awareness drives for litter control
- Land filling process approved by The World Bank





Roads and Bridges

- A total of 1033 km of roads within SMC area
- 33 major and minor bridges and 2 sub ways
- A Weir cum Causeway constructed in partnership with private sector
- A road bridge over railway at Katargam
- Fly-overs at Ring Road, Athwa gate and Varachha
- Three more fly-overs proposed

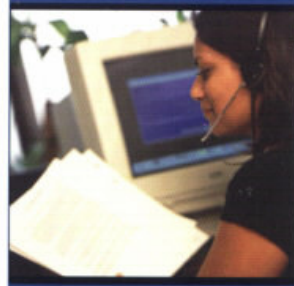


The Grievance Redressal System and Complaint Management

- Compulsory registration, receipt or compliance for all grievance applications in a standard format
- Round the clock, time bound and prioritized complaint redressal system
- Accountability fixed for disposal of complaints
- Monitoring at class 1 executive level, class 1 medical officer level and weekly at top management level
- Multiple mode and multi-language complaints processed

Modes of complaint lodging

- Phone a complaint
- Fax a complaint
- Post a complaint
- Write a complaint
- Email a complaint



E-Governance

SMC is the first of its kind to have developed an IT policy.

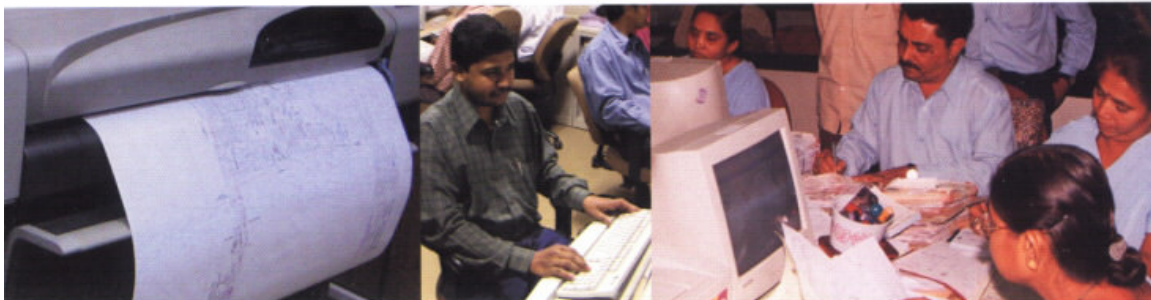
The information systems department develops systems to bring SMC services to the citizens at their doorstep, reducing overall administrative response time for various tasks, reducing the total cost of operations for the SMC

Effective management information system and decision support system developed

- All Zones, Civic Centre and Ward Offices Connected through LAN and WAN
- All activities running at various City Civic Centers can be viewed online on the Municipal Commissioner's desktop
- Most of the reports are web-based and available online for various Decision Making
- Most of the crucial operations computerized.

E-governance through city civic centers: services offered

- Birth & Death Registration & Certification
- Shops & Establishment Registration
- Collection of all payments
- Property Tax payment
- Complain Registration & complain through E-mails
- Booking of Municipal Halls & open plots
- Payment of installments of Municipal tenements, EWS houses & shopping complexes
- Part plan & B-Form of T. P. maps
- Collection center of all types of applications
- Distribution of all types of forms, publication, etc.





Results achieved

- Most of the Processes of the Corporation Reengineered
- Slum rehabilitation: more than 6,500 slum dwellers rehabilitated
- Birth/Death Registered within 5 minutes
- Shops/Establishment registered within 3 days and renewal within 10 minutes
- TP Part Plans issued within 10 minutes
- Water supply increased from 180 MLD in 1996 to 510 MLD at present
- Between 1991 and 2001 the population has doubled while the water supply has quadrupled
- Sewage treatment capacity increased from 76 MLD in 1995 to 562.5 MLD
- Solid waste disposal collection up from 450 TPD to 950 TPD (nearly 100% of the generation)
- Human resources deployment more effective due to computerization of processes
- The administrative time for building permission cut down by 60%
- Energy Efficiency Cell constituted

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