

Chapter 7: General Services

7.1 E-Governance

For implementation of the National e-Governance Policy (NeGP) GOA appointed (August 2009) M/s Assam Electronics Development Corporation Limited (AMTRON) as the State Designated Agency (SDA). SDA in turn, selected M/s Zoom Developers Ltd., a private agency as the Service Centre Agency (SCA) for the District. A District e-Governance Society was also constituted (November 2009) under the Chairmanship of DC, Cachar for implementation of NeGP, monitoring the functioning of the Common Service Centres (CSCs), delivery of G2C services etc.

Audit scrutiny revealed that 159 Village Level Entrepreneurs (VLEs) were appointed as of July 2010 by SCA to run the CSCs at GP/village level and SDA had expended ₹15.53 lakh towards revenue support to the CSCs out of total funds of ₹45 lakh received from GOA for the purpose. However, as of July 2010 the CSCs are providing only B2C services¹⁴ and no G2C service¹⁵ is being provided mainly due to inaction of the District Authority. As a result the citizens of the District remained deprived of getting the intended benefits under NeGP as of date.

The District e-Governance Society/ District Administration had not

¹⁴ **B2C service:** DTP, commercial photography, internet browsing, insurance, computer education, e-recharge, downloading, CD burning, DTH sale, courier service, coin PCO etc.

¹⁵ **G2C service:** PRC, caste certificate, Non-creamy layer certificate, next of keen certificate, bakijai clearance certificate, senior citizen certificate, permission for delayed birth/death certificate, permission for special events etc.

intimated the steps taken/proposed to be taken for early implementation of NeGP in the District.

7.2 Waste Management

7.2.1 Bio-medical waste

Bio-medical waste is generated by hospitals and other health services providers and consists of discharged drugs, waste shapes, microbiological and biotechnological waste, human anatomical waste, animal waste etc.

According to the Bio-medical waste (Management and Handling) Rules 1998, authorisation of the State Pollution Control Board is mandatory for each Medical Service provider including research laboratories, handling Bio-medical waste. The District had one medical college hospital, one district hospital, one CHC, 32 PHCs besides 16 private nursing homes and hospitals and 11 diagnostic centres handling Bio-medical waste. The District Authority and the Joint Director, Health Services, Cachar did not have any information regarding authorisation and system of handling of the Bio-medical waste. However, audit scrutiny revealed that except Silchar Medical College Hospital (SMCH), no other organisation has an incinerator for disposing off the Bio-medical waste as per specified norms of the Board. Segregation of wastes was also not done in any organization except in SMCH. Joint physical verification of the selected medical units with departmental officers revealed that waste was not disposed off as per prescribed procedure but dumped at different places in hospital premises as evident from the given photograph.



Unhygienic dumping of bio-medical waste at Borkhola PHC/
4 May 2010

The Pollution Control Board did not initiate any action against the service provider having no specified system of disposal of Bio-medical waste.

7.2.2 Municipal waste

Municipal waste is generated by households and consists of paper, organic waste, metals etc. Increasing use of

plastic and packaged products also contribute significantly to municipal waste.

According to the Municipal Solid Waste (Management and Handling) Rules, 2000, Municipalities are responsible for disposal of municipal solid waste. The District has two Municipal Boards (MBs) at Silchar and Lakhipur. Approximately 105 MTs of waste are generated per day in both the MBs of which 65 per cent are non-biodegradable. None of the MBs have solid waste disposal plants. Solid wastes are carried in open carts and trucks in broad day light and dumped at different sites of the towns as evident from the following photographs.



Garbage being dumped on NH-53 by SMB



Garbage being dumped by SMB in residential area



Garbage being accumulated on the entry point to the main market, Fatakbar



Garbage being transported in open truck by SMB

(Photographs taken on 4 and 5 June 2010)

Thus, in absence of integrated planning of transportation, processing, disposal of municipal waste as well as Bio-medical waste, public are exposed to the dangers of untreated waste and pollution.

7.3 Civic Amenities

7.3.1 Civic Amenities by Municipal Administration

Provision of basic civic amenities in the towns is the responsibility of the Municipal Administration. Cachar district has two Municipal Boards (MBs) for Silchar and Lakhipur. The MBs function as self-governing institutions and receive grants and funds from the Government. These institutions also earn revenue through taxes, rents, issue of licenses and car parking etc. They are mandated to utilise these funds for provision of adequate civic amenities for the public.

During 2005-10, both the MBs received ₹7.32 crore under the schemes – Integrated Development of Small and Medium Towns (IDSMT) and Swarna Jayanti Shahari Rozgar Yojana (SJSRY), out of which ₹5.07 crore was spent by the MBs during the period. The MBs, however, did not prepare AAPs during the period.

Audit scrutiny of the records revealed that the Silchar Municipal Board (SMB) received ₹73 lakh during 2006-07 for construction of a market building (Estimated cost ₹1.35 crore). Though, the work was in progress but the quantum of physical and financial progress was not produced to Audit. The SMB received another amount of ₹69 lakh for multi-utility development funds, which remained unspent as of March 2010. The Chairperson, SMB stated (June 2010) that there was delay in utilisation of funds due to a case filed in Gauhati High Court. However, the work had started and seventy *per cent* fund was utilised. Further, 15 works *viz.*,

improvement of Lanes, PWD roads and construction of dustbins etc., for which ₹16.50 lakh was received during 2009-10 had not been started as of September 2010.

The Lakhipur Municipal Board (LMB) received ₹51 lakh under SJSRY 2010, which remained locked-up as the list of works to be carried out was yet to be approved by the District Urban Development Authority (DUDA), Cachar. Thus, non-completion/non-commencement of works resulted in denial of intended benefits to general public of the District.

7.3.2 Storm Water Drainage

Drainage is a major problem in the Municipal area of Silchar. There is water logging in different areas of the city during rainy season as evident from the photographs below:



Water logged roads at Silchar/29 May 2010

GOI sanctioned ₹17 crore during 2006-07 for Storm Water Drainage Scheme and work was entrusted (February 2007) to NBCC and ₹4.25 crore was released.

After completion of 24 per cent of the work, the company left the work. Thus, the drainage problem of the town remained unsolved.

7.3.3 Other Amenities/services

➤ The Government of India decided to provide essential financial services like savings, credit, micro-insurance and remittance to all villages with population over 2,000 by March 2012. The objective of the scheme was to deliver financial services at an affordable cost to vast sections of the low-income groups.

Information obtained from Reserve Bank of India (RBI) revealed that the District has 56 rural and 21 urban branches of different commercial banks which cover 124 (12 per cent) out of 1,020 villages. In the District, 1,96,135 savings banks accounts in different banks are in operation and 23,524

pensioners are drawing their pensions through different banks. Out of total credit of ₹10.06 crore, only ₹1.36 crore (14 per cent) was for 23,438 farmers as on 31 March 2010. Thus, the coverage of the District under bank inclusions by 2012 seems to be remote.

➤ GOI introduced the scheme of Modernisation of Police Force (MOPF) to augment the operational efficiency of the State police so as to face the emerging challenges to internal security. Audit scrutiny of the records of SP, Cachar revealed that crime cases in the District increased by 13 per cent from 3,370 cases as on 31 March, 2006 to 3,807 cases as on 31 March, 2010. Major increases were in kidnapping (84 per cent), rape (44 per cent), car lifting (77 per cent) and theft (16 per cent). Increase in crime cases during 2005-10 indicates that there was no noticeable effect of MOPF in minimising the crime rate in the District.

➤ Information furnished by the District & Session Judge, Cachar depicted the following regarding disposal of civil and criminal cases:

Table-32: Position of disposal of civil and criminal cases

Year	Opening balance	Cases instituted during the year	Total cases	Disposed during the year	Closing balance	Percentage of disposal
(1)	(2)	(3)	(4)	(5)	(6)	(7)
2005-06	20,848	12,370	33,218	10,507	22,711	32
2006-07	22,711	13,733	36,444	13,734	22,710	38
2007-08	22,710	11,064	33,774	8,814	24,960	26
2008-09	24,960	11,235	36,195	13,000	23,195	36
2009-10	23,195	13,317	36,512	12,432	24,080	34

Source: Information furnished by the District & Session Judge, Cachar.

26 to 38 *per cent* cases were disposed off during 2005-10 leaving huge cases pending. Out of 24,080 pending cases, 6,034 cases are pending for more than three years (March 2010).

- Availability of electricity supply is a cause of concern to the common man. The shortage in meeting energy requirement in the district ranged between 17 and 27 *per cent* during 2005-10 where as shortage of peak demand ranged between 41 to 49 *per cent*. As a result supply of electricity was available only for 12 to 16 hours a day.
- The District had 22,340 district exchange lines of which urban connection was 15,610 (70 *per cent*) and

rural connection was 6,730 (30 *per cent*). 1,42,046 mobile phone connections are available in the District. Tele density of the District is 11.4 *per cent* against the State tele-density of 26.9 *per cent*.

- The District had five fire stations against the requirement of 78 fire stations as per the Standing Fire Advisory Council norm. There were 754 fire incidents during 2005-10 in which 11 human lives and property worth ₹6.54 crore were lost. Thus, shortage of infrastructure is one of the causes responsible for loss of lives and property.

To sum-up, the district is deficient in basic amenities like good quality roads, sufficient supply of electricity, medical facilities, required bank branches, transportation and communications, drainage system. Besides there is no Waste management Plan for both Bio-medical and municipal wastes available in the District.

Recommendations

- The district administration should chalk out coordinated plan to ensure basic civic amenities to the general people.
- Waste management plants also need to be developed in an integrated manner to ensure proper management of disposal of solid waste.

