

No.K 14018/68/2009-NURM-III
Government of India
Ministry of Urban Development
NURM Directorate

Nirman Bhawan, New Delhi,
29th March, 2010.

To

Principal Secretaries/Secretaries
(All States)

Sir /Madam,

The Ministry of Urban Development had vide letter of even no. dt.15/09/2009, issued guidelines for setting up of City Volunteer Technical Corps(CVTC) under JNNURM.

The Ministry has since revised the guidelines and decided to incorporate a coordination mechanism to ensure inter CVTC group coordination and coordination of CVTC with Urban Local Bodies. Accordingly, a new para 5.5A has been inserted in the guidelines. A copy of the revised guidelines is forwarded for necessary action.

It is requested that CVTC's be established in all Mission Cities as per Guidelines and requirements for logistical support to CVTC's be provided to the TAG Secretariat by 15th April 2010.

Yours Sincerely,

Nitin

(NITIN R. GOKARN)
Director (NURM-III)

Encl.: As above.

Copy to:-

- 1 Secretary, Ministry of Urban Development.
- 2 Secretary, Ministry of Housing & Urban Poverty Alleviation.
- 3 SLNA's of all States,
- 4 Dir.(N-I)/Dir.(N-III)/DIS(N-I)
- 5 TAG Secretariat (Ms. Nitika Arora)

Guidelines for setting up of City Volunteer Technical Corps (CVTC) .

1. Introduction

- 1.1. The Jawaharlal Nehru National Urban Renewal Mission (JnNURM) launched on December 3rd, 2005 is the largest national urban renewal initiative to encourage reforms and fast track planned development of 65 identified Mission cities
- 1.2 One mechanism to enhance community participation and facilitate disclosure of programmes to the public to the overall scheme of JNNURM is the creation of City Volunteer Technical Corps (CVTC) in cities
- 1.3 The Guidelines on Urban Infrastructure and Governance refer to the CVTC and para15 states as follows "The (Advisory) Group would be headed by a Technical Adviser drawn from civil society with proven experience in mobilizing collective action for reforms in urban governance. The group would enable the Mission to create similar Volunteer Technical Corps in each city identified for the Mission/sub-Mission. It would encourage private sector participation, citizen's involvement in urban governance at the grass root level and transparency in municipal governance"
- 1.4 In her address to the National Parliament on June 4th 2009 the Hon'ble President of India has mentioned the need to establish Volunteer Technical Corps of professionals in urban areas through JNNURM to support city's developmental activities.

2. Objectives of CVTC

- 2.1 City Volunteer Technical Corps have been envisaged as an integral part of programme Implementation at city level with the objective of offering advice to JNNURM related activities.

3. The role of CVTC in the overall scheme of JNNURM includes

- 3.1 Advise to city governance and management team on enlisting Community participation in service delivery.
- 3.2 To help mobilize the Community Participation fund projects relating to their specific thematic areas.
- 3.3 Ensuring transparency and accountability to citizens in programme implementation of JNNURM.
- 3.4 Ensuring connectivity between the CDP and DPR and more particularly

connectivity in respect of City wide infrastructure with the approved and sanctioned poor settlement infrastructure.

4. CVTC's seven areas:

The CVTC's are to be formed in the 7 areas of urban engineering, urban planning, urban poverty, urban governance, heritage, urban environment and urban financial services.

5. Process for constituting the CVTC.

5.1 The Municipal Corporation/ULB would invite by way of a 10 day notice as per Annexure-I. applications from all professionals having expertise in the above seven areas who are ordinarily resident in their Municipal area and who are willing to provide their voluntary services for the CVTCs in their Urban Local Bodies. Copy of the Notice would be provided to all Municipal Corporators/Councilors, Members of Legislative Assemblies and Members of Parliament in whose Constituencies the Municipal areas are located. Copies would also be sent to the State Govt and the SLNA of the concerned State and leading local voluntary /professionals civic institutions (an indicative list of such institutions is as follows). Professionals in the respective areas would provide details regarding their qualifications and experience in the format enclosed in Annexure-ii

5.2 An indicative list of institutions

- (a). Local chapter of Institution of Engineers
- (b) Local University
- (c) Local bar council
- (d) Local Rotary and Lions organization
- (e) Local chapter of the All India Medical Association
- (f) Local council of NGOs
- (g) The District women DWACRA Group
- (h) The Revenue Officers Associations
- (i) The National Association of architects
- (j) Local Chapter of Indian National Trust for cultural Heritage.

5.3 It would also be open for the city to select anchor NGO(s) that have a prolonged presence in the field of urban governance in the State and city wide presence. The Municipal Corporation will issue a notice calling for applications from qualified NGOs for appointment as anchor NGO (as in Annexure 6a).

5.4 The Municipal Commissioner/CEO of ULB would prepare, a list of all professionals whose names have been provided for each of the concerned 7

categories based upon their expertise. The Municipal Commissioner/CEO will facilitate conduct of a meeting to be held for this purpose or otherwise for identifying the members for CVTC. The Municipal Commissioner/CEO would invite the NTAG members and Hon. Mayor of Corporation/Chairman of the ULB Councilors, Corporators, Hon. MP's and MLA's of the area and inform the State Govt, and SLNA as well as the Mission Directorate on the meeting to be held. The purpose is to bring on board all the stakeholders in a City and to sensitize them on the issue of CVTC formation.

- 5.5 Selection of the CVTC would be done during the meeting. During the meeting a list of 5 CVTC members will be prepared from the list for each of the 7 areas. The size of each CVTC group should not ordinarily be more than 5. It can be extended later based on shared understanding of new members. A Convenor from among the CVTC members may be nominated in order to coordinate the activities of the CVTC group.
- 5.5 A. Convenor of each of the CVTC group will form into a "Coordinating Group of CVTCs" (CGC). The CGC will ensure coordination amongst the CVTC groups and also coordination of CVTC Groups with the ULB.
- 5.6 The Municipal Commissioner/CEO of the ULB would then notify the CVTC in the meeting itself with the approval of the Hon. Mayor/Chairman of the Municipal Corporation/ULB. The Hon. Mayor of the Corporation or Chairman of the ULB would make the formal announcement of the notification and invite the CVTC members for their council meeting to introduce the members to the council members and inform them about legitimate space occupied by the CVTC to render advice for better implementation of the plans of the Urban Local Body.
- 5.7 The NTAG will facilitate both the ministries in the process of orienting the CVTC members to position them and to build an attitude of collaboration with the city administration keeping the perspective of urban sector reforms envisaged.
- 5.8 An induction kit about the City Development Plan, Appraisal notes, Copies of the Detailed Project Reports along with the executive summary and the list of consultants who prepared the development plan will be given to all the members.

Selection criteria for the anchor NGO(s).

- 6.1. If the ULB decides on selection of an anchor NGO then, the anchor NGO(s) will be selected during the meeting held for the purpose of constituting the CVTCs. Initially the anchor NGO will have to work on voluntary basis without any compensation involved for a period of 6 months .Following which the performance would be reviewed in the meeting taking stock of the progress of CVTCs who will give their feedback (in terms of their satisfaction) with the work done by the Anchor NGO (In the evaluation formats provided in Annexure VII).If the evaluation is positive then the Anchor NGO will continue holding its position and will start getting the remuneration as per the rules laid down in the guidelines from then onwards. This evaluation process has to be completed within a period of one month after the initial period of six months.
- 6.2 The anchor NGO will be given this role for 1 year with renewal of contract on yearly basis till the Mission period.
- 6.3 Any complaint against the anchor NGO in terms of not meeting its deliverables or otherwise will lead to its termination after a proper inquiry by the city commissioner/CEO.
- 6.4 Some basic prerequisites for an NGO to get selected
 - 6.4.1. Registered as a Trust or Society and compliance with all reporting requirements under such registration.
 - 6.4.2 Trustees / Board members should have cross sectoral presence.
 - 6.4.3 Tenure of existence for the minimum period of 5 years.
 - 6.4.4 Nature of work
 - 6.4.4 (a) One of the central purposes of the institution should be in establishing networks.
 - 6.4.4(b). Experience of establishment / playing a lead NGO role by integrating people's institutions.
 - 6.4.4(c) Advocacy for NGO matters with various policy makers at the state / national level
 - 6.4.4(d). Track record of linking NGO Institutions with government activities, at national or state level
- 6.5 Funds handled: The organization should have handled funds of minimum Rs 10 lakhs per annum on an average in the last 3 years.
- 6.6 The NGO should not have any political inclinations.

Logistical Support for the CVTC

- 7.1 The Municipal corporation/ULB will provide logistical support to the CVTC, a room to be separately allocated for their regular meetings and an officer of the rank of an additional commissioner will be nominated as the nodal officer for CVTC.

8. Funding for the CVTC

8.1 CVTC have been envisioned as volunteer driven programmes, mobilizing skills, capacities and good intentions of the city residents without any provision of remuneration. However, some amount of logistical support will be required .This will primarily be in the form of: a full time/part time resource for coordinating the CVTC activities.

8.2 The admissible components are provided below.

| | | |
|--------------|---|--|
| 1. | Full time resource allocated for the CVTC. | Rs 20,000 per month |
| 2. | Part time senior resources for the CVTC. | Rs 10.000x2 =20,000 per month |
| 3. | Organizational overheads. | Rs 10,000 per month |
| 4. | Per annum per Mission city. | Rs 6 lakhs pa. |
| 5. | Per annum Additional funds for logistical purposes and documentation of meeting minutes and for publishing of Annual Report of CVTC and CPF activities in the Mission city | Rs 4 lakhs per annum |
| Total | | Rs 10 lakhs per mission city per annum. |

The above assistance would be available only during the Mission period upto 2011-12. In case the city decides to have an anchor NGO, the above resource could be allocated through the anchor NGO.

8.3 This money will be drawn from the 1% capacity building fund under JNNURM to be shared in the ratio of 60:40 by Ministries of Urban Development and Housing and Urban Poverty Alleviation. Details of the fund release and review of funds will be circulated as a separate note.

9. Milestones for CVTC

It is important to have an indicative list of milestones and outcomes for the CVTC. The table lists such milestones for 3 phases for the CVTC.

TABLE 1

| Phase / Purpose | Formative | Performance | Sustaining |
|------------------------|--|---|---|
| Period | I Year | II year to V year | VI Year onwards |
| Focus | Listing of CVTC members with inception report, Formation of CVTC with notification, Orientation and Role Sharing . Community Consultations | Significant contributions on <ul style="list-style-type: none"> • Urban Planning • Urban Governance • Urban Heritage • Urban environment • Urban Poverty • Urban Engineering • Urban Finance Dynamic CDP, Relevant DPRs , Community Inputs and Involvement, Effective Implementation | Beyond JnNURM as a legal entity of city, Updating CDP New DPRs with potential funders & lenders, self reliant and cost coverage. Rolling master plan with long term perspective. |
| Outcome | Formation of CVTC Shared Vision & Mission | Relevant CDP and DPRs. Networking with stakeholders | Legitimate legal entity with self supportive nature. Multiple initiatives |

10. Notification

The formats for notification of CVTC by the Municipal Corporation are enclosed as annexure to these guidelines.

11. Monitoring of CVTCs

The SLNA's would be responsible to ensure that reports are sent to the TAG Secretariat as per the format enclosed in Annexure IV. The setting up of CVTC and their performance will be reviewed regularly (by the steering group) under the Mission in future.

12. Steering group for CVTC.

A Steering group for quarterly review of CVTC (formation, functioning & related tasks) will be formally constituted comprising of both the Mission Directors and the members of the National TAG. It will meet on quarterly basis to jointly review the state of affairs.

ANNEXURE-I

Name of the Municipal Corporation.

Name of the City.

Date

NOTICE

1. City Volunteer Technical Corps (CVTC) is to be formed for the city of..... The City Volunteer Technical Corps under the Jawaharlal Nehru National Urban Renewal Mission (JNNURM) for both the sub missions under Ministry of Urban Development and Ministry of Housing And Urban Poverty Alleviation are to be formed for each of the 7 areas of Urban Engineering, Urban Planning, Urban Poverty, Urban Governance, Heritage, Urban Environment and Financial services.
2. The role of CVTC professionals in the overall scheme of JNNURM includes;
 - a. Advise to city governance and management team on enlisting community participation in service delivery.
 - b. To help mobilize the Community Participation Fund Projects relating to their specific thematic areas.
 - c. Provide voluntary professional/technical support to the Municipal Corporation, as & when required by it.
3. Applications are Invited from willing voluntary professionals normally resident in the Municipal area of having expertise in the above 7 areas within 10 days of issue of this notice.

(Commissioner)

(Name of the Municipal Corporation)

Copy to

1. Hon. Mayor/Chairman and all Councilors/ Corporators.
2. Hon. MP's/ MLAs – concerned .
3. Principal Secretary/ Secretary UD, Govt. of India.
4. SLNA.
5. TAG Secretariat NTAG, New Delhi for informing NTAG Chairperson and Members.

Annexure II

Date

CVTC for the city (Name of the City)

I, Shri/ Smt/ Kum. _____ S/o/ D/o/ W/o _____ ordinarily resident at my address _____ for the last _____ years in response to the Notice dated _____ for formation of City Volunteer Technical Corps express my willingness to volunteer my services to the CVTC in the group for _____.

My professional qualifications are as below:

- 1.
- 2.
- 3.
- 4.

My relevant experience in the above professional area is as below:

- 1.
- 2.
- 3.
- 4.

Date:

Place:

Signature:

Name:

Contact no:

Name of the Municipal Corporation

Name of the City

Date.....

NOTIFICATION

The City Volunteer Technical Corps of the Jawaharlal Nehru National Urban Renewal Mission(JNNURM) for both the sub missions under Ministry of Urban Development and Ministry of Housing And Urban Poverty Alleviation is hereby constituted as under:

- | | |
|----------------------|--------------------------|
| i) Technical Field | Urban Governance: Names |
| ii) Technical Field | Urban Planning: Names |
| iii) Technical Filed | Urban Poverty: Names |
| iv) Technical Filed | Engineering: Names |
| v) Technical Field | Finance: Names |
| vi) Technical Field | Urban Environment: Names |
| vii) Technical Field | Heritage : Name |

Mr/Ms _____ is nominated as Convenor of the CVTC to coordinate activities with the Municipal Corporation.

2. "Terms of reference (ToR) of the City Volunteer Technical Corps shall be:
 - i. To advise and provide support to urban local bodies and City sanctioning and Monitoring Committee on various technical aspects related to City Management .
 - ii.To accelerate the pace of programme implementation by facilitating the stakeholders to participate in the development process.
 - iii. To help mobilize support of civil society and elected representatives for reforms in urban governance and programme implementation,
 - iv. To help enlist involvement of citizens at grassroots level through Ward Committees, Area Sabhas etc
3. City Volunteer Technical Corps will meet bimonthly.
4. City Corporation will provide suitable space and other logistical support for smooth conduct of meetings of the group.
5. This issue is with the approval of Mayor, Corporation {name of the corporation}.

(Commissioner)

Copy to:-

1. Deputy Mayor (.....) Municipal Corporation.
2. Chief Engineer, (.....) Municipal Corporation
3. City Medical Officer. (.....) Municipal Corporation
4. Chief Town Planning Officer, (......) Municipal Corporation

Quarterly Progress Report of the CVTC activities

Municipal Corporation of: _____ State: _____

CVTC'S have been formed in the following areas of and have met on the following dates during the period:

| CVTC Area | Dates of meetings | Time | No. of suggestion* pending from previous meetings | No. of suggestions received | No. of suggestions pending |
|-----------------------|-------------------|------|---|-----------------------------|----------------------------|
| 1. Urban Governance | | | | | |
| 2. Urban Planning | | | | | |
| 3. Urban Poverty | | | | | |
| 4. Urban Engineering | | | | | |
| 6. Financial Services | | | | | |
| 5. Heritage | | | | | |
| 7. Urban Environment | | | | | |

1. The venue of the meetings were:
2. The Nodal Official(s) for the CVTC's functioning is (are):
3. Space for CVTC Secretariat has been provided at _____

(Commissioner)
(Name of the Municipal Corporation)

6a, 6a Notice for Application for appointment as Anchor NGO

The Jawaharlal Nehru National Urban Renewal Mission (JnNURM), launched on December 3rd 2005, is the largest national urban renewal initiative to encourage reforms and fast track planned development of 65 identified Mission Cities.

Since the cities are the real theatre where all the activities vis-a-vis JnNURM take place, the concept of the City Volunteer Technical Corps (CVTC) in all the Mission cities are intended to harness and channelize civic minded and talented professionals who are concerned and motivated to help their city. The mechanism of CVTC would not only provide the Urban Local Bodies with much-needed technical inputs on a voluntary basis, but also strengthen the delivery mechanism* by bringing in grassroots realities at different levels and encourage greater citizen participation in the activities of the city, including JNNURM-mission related activities

In this process "Anchor NGO (s)" will be required to support the CVTC in all their initiatives as well as coordinate with the Urban Local Body.

The role of an anchor NGO will be:

- Assist the ULB in functioning of the CVTC.
- Assist the ULB/MoUD /MoHUPA in capacity building programmes for the CVTC.
- Ensure proper coordination between the CVTC & the ULB on an ongoing basis.
- To ensure that meetings are held periodically and properly minuted and actionable points followed up etc.

Selection criteria:

- The anchor NGO will be selected by the meeting held for the purpose or otherwise with its composition being the same as that for selection of CVTC. Initially the anchor NGO will have to work on voluntary basis without any compensation involved for a period of 6 months .Following which the the commissioner will give their feedback In a meeting convened for the purpose or otherwise (in terms of their satisfaction) with the work done by the Anchor NGO.If the evaluation is positive then the Anchor NGO will continue holding its

position and will start getting the remuneration as per the rules laid down in the guidelines from then onwards. This evaluation process has to be completed within a period of one month.

- Anchor NGO will be given this role for 1 year with revision of contract on yearly basis till the Mission period.
- Any complain against the anchor NGO in terms of not meeting its deliverables or otherwise will lead to its termination after a proper joint inquiry by the city commissioner.

Some basic prerequisites for an NGO to get selected:

- Registered as a Trust or Society and compliance with all reporting requirements under such registration.
- Trustees / Board members should have cross sectoral presence.
- Tenure of existence for the minimum period of 5 years.
- Funds handled: The organization should have handled funds of minimum Rs 50 lakhs per annum on an average in the last 3 years. The NGO should not have any political inclinations.

Nature of work done so far by the NGO:

- One of the central purposes of the institution should be In establishing networks.
- Experience of establishment / playing a Lead NGO role by integrating people's institutions
- Advocacy for NGO matters with various policy makers at the state / national level
- Track record of linking NGO institutions with government activities at National or State level.

Date:

**The Commissioner,
(Municipal Corporation.)**

6b, Application for appointment as Anchor NGO

1. Name and Address of the Organization
(Along with email/ phone / cell/ Website/ Fax no)
2. Registration No and Date, FCRA No
(Attested photocopy of the Registration Certificate to be enclosed)
3. Details of Members of Executive/Governing Body along with Addressee / Contact no's:

| Sl No. | Name | Address | Filed of service | Contact no. |
|--------|------|---------|------------------|-------------|
| | | | | |
| | | | | |

4. Name of the Chief Functionary: (Along with Cell No)
5. Major Activities, / Field of work/ Clients in Urban Areas:

| S.No. | Field of Work | Activities | Target Group |
|-------|---------------|------------|--------------|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

6. Experience of networking with academic, corporate, people and civic institutions on urban governance / urban engineering / urban planning/ heritage, urban finance/ urban poverty etc for a minimum period of ten years and capability of promoting voluntary action with concrete outcomes need to be shared.
7. Annual Reports / Audited Statement of last three years duly attested to be enclosed.
8. Proposed Personnel who will be involved in CVTC work:
(Curriculum vitae for the post of Senior Coordinator (1) and Support Staff (2))

All the above information is true to the best of my knowledge and belief. In case at any stage it is found that any of the above information(s) is incorrect, my application for grant of any assistance may be liable to be rejected.

Apply to

| | |
|---|---|
| Signature of Authorized Signatory Place and seal of the organization | The Commissioner Municipal Corporation |
|---|---|

**6c Notice of Provisional Appointment as Anchor NGO
(On the letterhead of the Commissioner of the ULB)**

TO

.....NGO

Date

Notice

This is a notice of provisional appointment ofInstitution as the Anchor NGO for JnNURM for our city. Please note the following:

1. The role of the Anchor NGO is to facilitate the implementation of CVTC in the city of
2. The provisional appointment is for a period of 6 (six) months, starting.....
3. There shall be no remuneration during the provisional appointment period.
4. Upon completion of this six month period, there shall be two assessments: first, an assessment of your work as Anchor NGO filled by the CVTC members; and second, an assessment of your work by the Commissioner of the ULB.
5. Based on these assessments, the Commissioner shall -either confirm your appointment as Anchor NGO, or withdraw your provisional appointment
6. The duration for the assessment and recommendation shall be no more than 1 month.
7. The process of re-appointment of Anchor NGO is similar to that of assessment and recommendation outlined herewith.

We recognize the valuable service your institution is rendering to society at large and our city in particular. We are delighted that you have come forward to serve the city and its citizens as the Anchor NGO. I look forward to working with your institution to make the CVTC concept a success for our city

(Commissioner)
(Name of the Municipal Corporation)

Anchor NGO evaluation & recommendation**Format 1.****City Technical Volunteer Corps feedback on the Anchor NGO.**

Name of City

Name of Anchor NGO

Date:

Following is the assessment of the Anchor NGO by the City Volunteer Technical Corps:

| Area of support | Item | Evaluation | | | | |
|---|--|------------|-----------|---------|------|-----------|
| | | Excellent | Very Good | Average | Poor | Very Poor |
| Interactions of CVTC with ULB | Monthly meetings with Commissioner/Mayor/other Elected Representatives and senior officials. | | | | | |
| | Additional meetings as required by CVTC members. | | | | | |
| Support for the functioning of CVTC. | Call for monthly meetings | | | | | |
| | Timely minutes of monthly meetings. | | | | | |
| Support in reaching out to communities | Facilitating CTAG/CVTC meetings with communities. | | | | | |

Recommendation:

Based on the above assessment we recommend/do not recommend that...be formally accepted as the Anchor NGO for the city of.....

(Signature of CVTC members)

Anchor NGO evaluation & Approval Format 2.

Municipal Commissioner's feedback on the Anchor NGO.

Name of City:

Name of Anchor NGO:

**Section 1. Following is the assessment of the Anchor NGO by the Commissioner,
City of.....**

| Area of support | Item | Evaluation | | | | |
|---|---|------------|-----------|---------|------|-----------|
| | | Excellent | Very Good | Average | Poor | Very Poor |
| Interactions of CVTC with ULB | Monthly meetings with Commissioner/Mayor/other Elected Representatives and senior officials | | | | | |
| | Additional meetings as required by CVTC members | | | | | |
| Support for the functioning of CVTC | Call for monthly meetings | | | | | |
| | Timely minutes of monthly meetings | | | | | |
| Support in reaching out to communities | Facilitating CVTC meetings with communities | | | | | |

Section 2:

I have read the recommendation of the City Voluntary Technical Corps (CVTC) on the Anchor NGO.

My assessment is:

- a. **In concurrence with the CVTC assessment**
- b. **Not In concurrence with the CVTC assessment (describe below the reasons for the difference in assessment):.....**

Notice of confirmation

I approve NGO as the Anchor NGO for the cityunder JnNURM. Based on this confirmation, the Anchor NGO shall be eligible for remuneration for services rendered as Anchor NGO for the city..... in the amount of Rs.....(in words, Rupees)for a period of one year, with effect fromdate.

Note: This confirmation notice shall be renewed annually, based on an annual assessment by the CVTC members and a recommendation by the Municipal Commissioner. In the manner prescribed here:

Notice of termination of provisional appointment as Anchor NGO

..... NGO it not suited to be formally confirmed as the Anchor NGO for the city under JnNURM

The provisional appointment of.....NGO as Anchor NGO for city, made on date is herewith withdrawn.

Note: a rejection notice will require a fresh notice for Anchor NGO to be released, and a fresh process for selection of Anchor NGO to be undertaken, with a similar assessment and confirmation process.

Municipal Commissioner's Signature

(Name of the Municipal Corporation)

Date: