

## Citylinks Partnership: Bangalore, Karnataka, India with City of Reno, Nevada, USA

**Project Name:** CityLinks Resource Cities Program – Bangalore Municipal Corporation, Karnataka, India with City of Reno, Nevada, USA  
**Client Name:** United States Agency for International Development  
**Country:** India  
**Length of assignment:** 2002-2004

### Project Brief

Bangalore, the administrative, cultural and commercial centre of Karnataka, India faced urban planning and governance issues due to rapid urbanization. The International City/County Management Association (ICMA) with funding from United States Agency for International Development (USAID) developed the CityLinks Programme 2002-2004 with the aim of strengthening municipal management and improving services in selected participating cities. ICMA/USAID selected the City of Reno, Nevada, US to partner Bangalore City Corporation, India due to its reputation of being an exceptionally well managed hi-tech city. Bangalore City Corporation (BCC) along with City of Reno, Nevada identified three issues as focus sectors for the CityLinks Programme. The first issue was preventive maintenance of streets and sidewalks — creation of a road and pavement condition index and setting standards for development of sidewalks; second issue was to evolve information management system and Geographical Information System (GIS); the third was to develop a one-stop permit place adapted on the lines of Reno’s model.

### Detailed Description of the Actual Services Provided by UMC

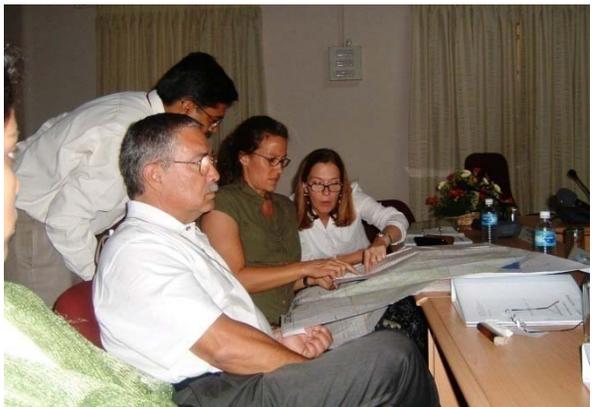
#### 1. *Preventive Maintenance of Streets and Sidewalks*

Bangalore then, had undertaken capital investment to cope with the city’s rapid growth and the largest investments were done in construction and resurfacing of streets and sidewalks. One of the biggest challenges the city faced was creating a proper operating and maintenance plan for the redeveloped infrastructure. ICMA facilitated a study tour for Bangalore officials to the city of Reno to study their system and methodology. Bangalore then prepared a preventive maintenance plan and created a Pavement Condition Index (PCI) with the help of City of Reno.



#### 2. *Information Management System and GIS*

Reno implemented a successful GIS system in their city and this enabled them to assist Bangalore in effective implementation and integration of GIS and the Management Information System (MIS) currently used



in Bangalore. ICMA encouraged Bangalore to share its pilot project on GIS with the decision of standardizing property numbers. The teams prioritized requirements to be underlined in the GIS plan. Reno's experience helped Bangalore decide the level of implementation of the GIS system in BCC, how Bangalore could enhance its revenues and facilitated solutions to various issues. BCC planned to achieve the inclusion of the management information of four municipal departments.

3. *One-Stop Permit Place*

Under the CityLinks Programme, ICMA and Reno helped Bangalore set up four civic centres — adapted from Reno model — which acted as one-stop shops for citizens and helped improve BCC's interface with its citizens. The purpose of setting up the centres was to provide a one-point office to BCC where citizens could get their documents registered, pay property tax and get their grievances pertaining to civic amenities redressed. Citizens could also get their accounts extracted and apply for transfer of the same at these centres. Bangalore City Corporation made plans to establish a centre for building plan permit in the city.

