



Delhi Government
Performance:
2015-2019

February 2019

Education



Healthcare



Water



Electricity



Transport



Environment



Governance



Social Security



Women's Safety



Budget and Revenues



AAP Led Government : An Education Revolution in Delhi

AAP led Delhi Govt. inherited a public school system in shambles...

2015

- **Decades of neglect** had left Delhi government school infrastructure in deep disrepair – with students and teachers having to spend their day in inhumane conditions
- **Severe shortage of rooms** and teachers
- **Morale & motivation** of teachers and principals at an **all time low**
- Poor learning and literacy levels amongst students, **with 3 out of 4 students in Class 6 unable to even read their textbooks**

2019

Sustained Systematic effort on our part to rebuild a broken public education system has laid the foundation of an 'Education Revolution'

How was this possible? Focus Areas”



Budget : Doubling, then quadrupling budget allocation to Education (highest in India), to be spent on:

- **Modernizing Infrastructure:** Fixing acute shortage of classrooms, building schools of excellence with world class facilities
- **Teacher Training:** Capacity building of teaching staff and principals
- **Accountability & Transparency:** Making school administration accountable and admissions transparent
- **Improving Learning outcomes** through interventions such as Chaunauti, Mission Buniyad, and the acclaimed Happiness Curriculum

A toilet



Government
school facilities

A corridor



A classroom

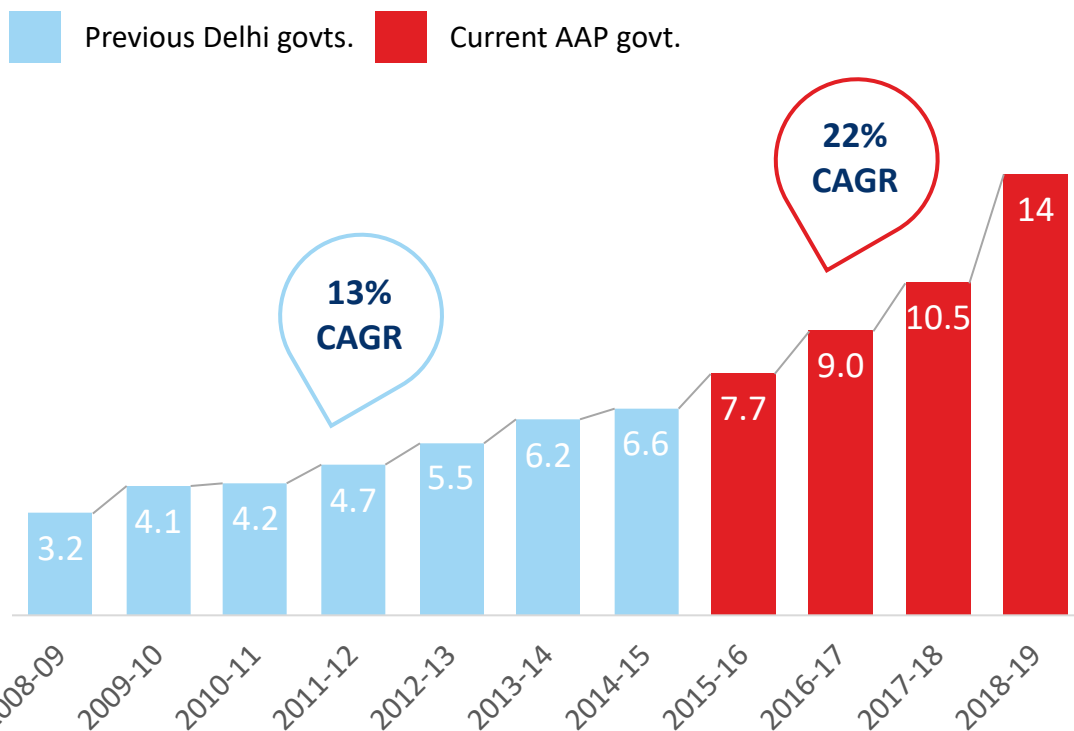


Before the AAP
Government...

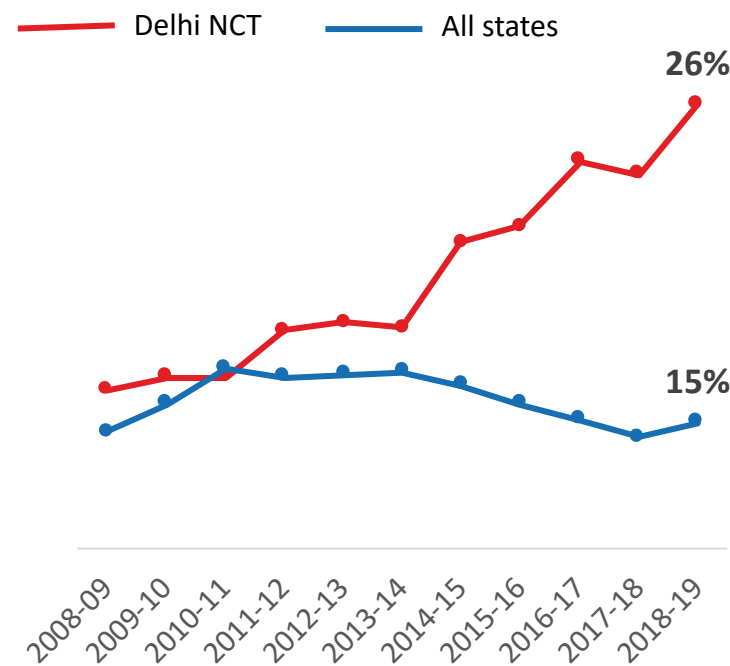
Delhi's investment on Education as ratio to Aggregate Expenditure has risen to be the highest among all states of India

Total expenditure on education* by time period, NCT

Delhi, ₹ thousand crore



Expenditure on education* as a ratio of average expenditure, %

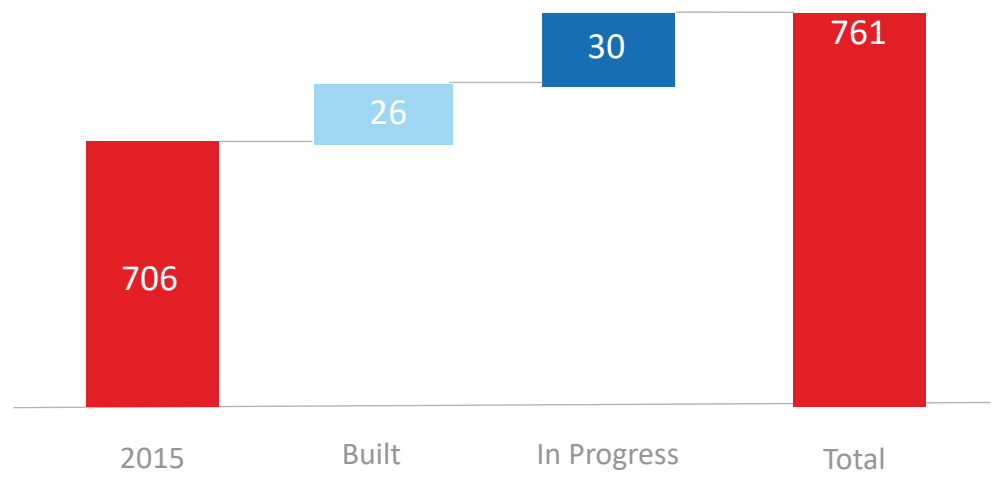


NOTE: Data till FY 2016-17 are Actuals, 2017-18 is a Revised Estimate, and 2018-19 is a Budget Estimate *Includes spend on Sports, Art and Culture under revenue expenditure and capital outlay

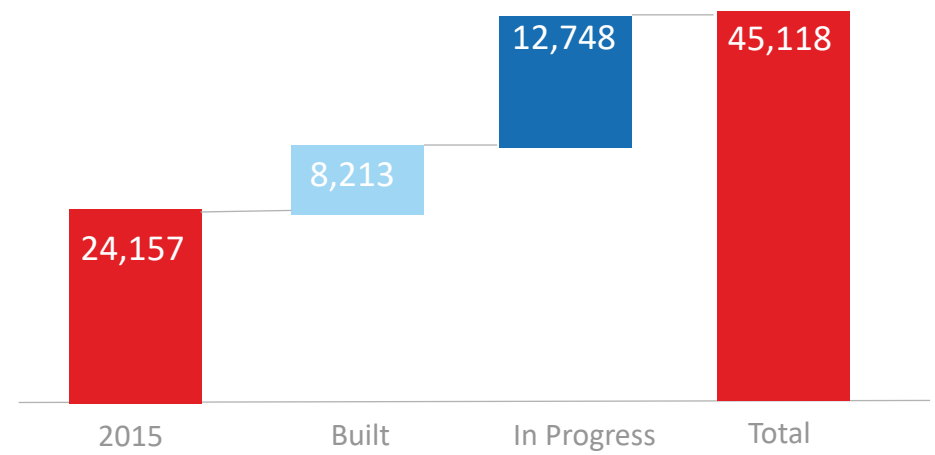
New Schools and Classrooms

■ Built
 ■ In progress
 ■ Total

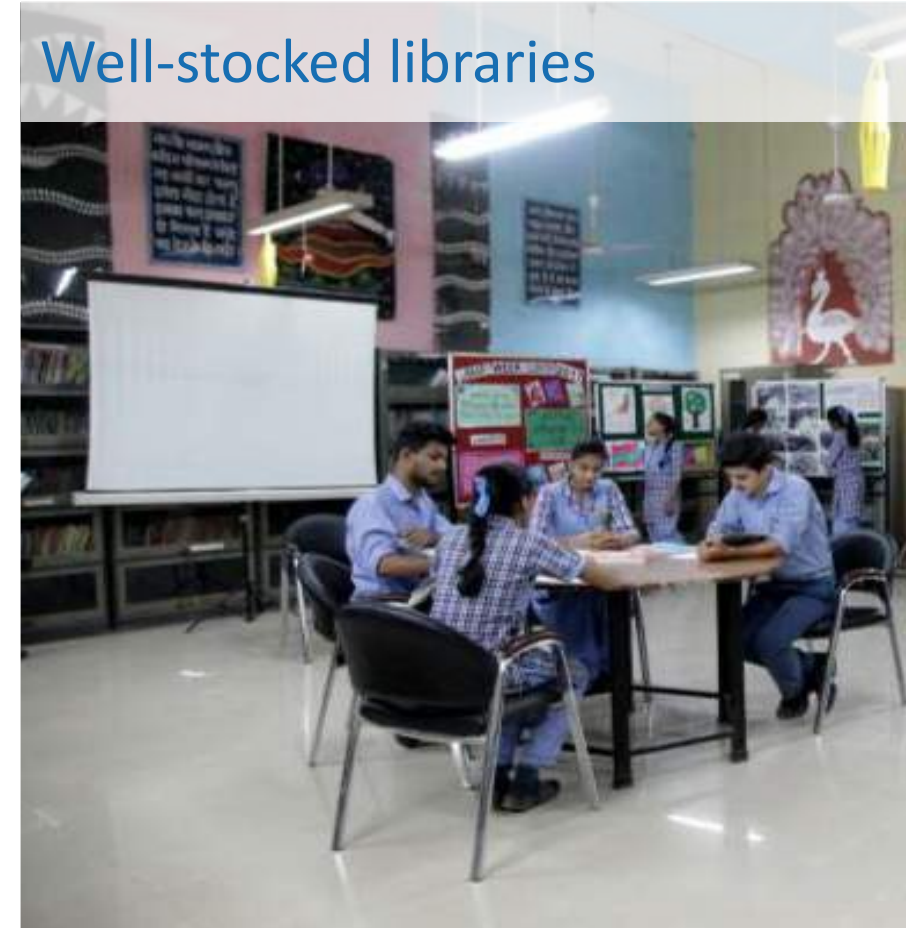
New schools built and in progress since 2015, # of schools



New additional classrooms since 2015, #of classrooms



Improvements to school facilities



Sports Facilities



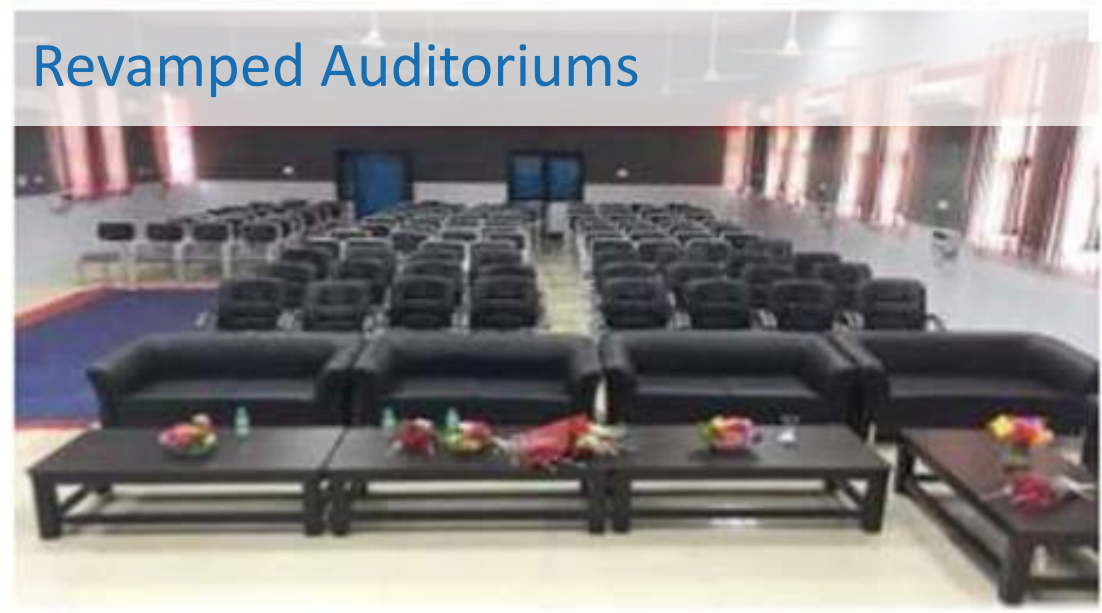
New schools with world class facilities



Modernized Laboratories



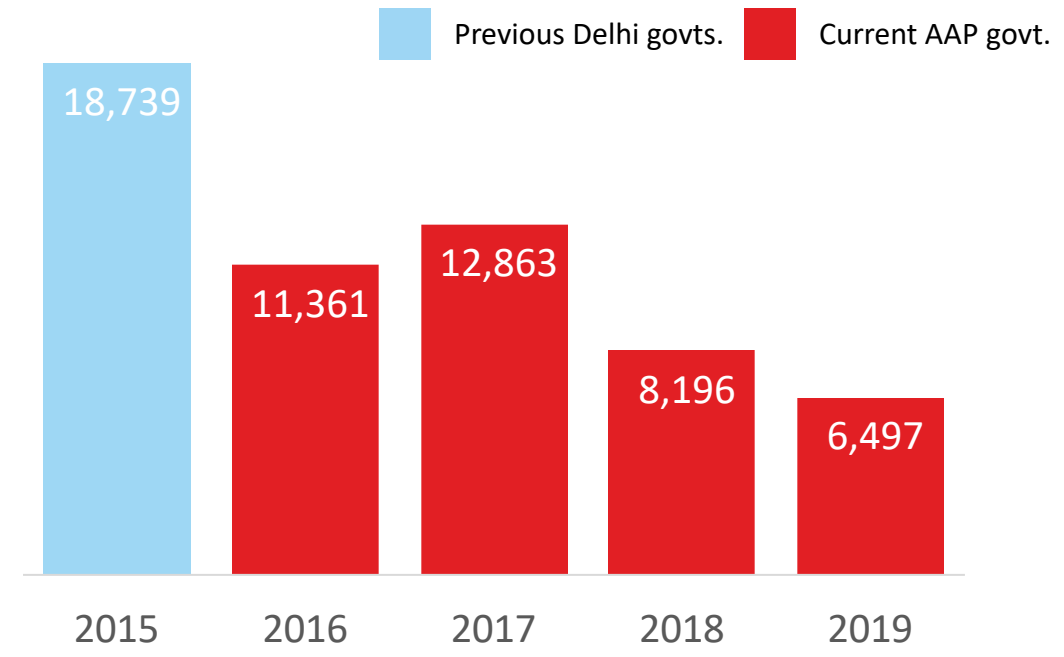
Revamped Auditoriums



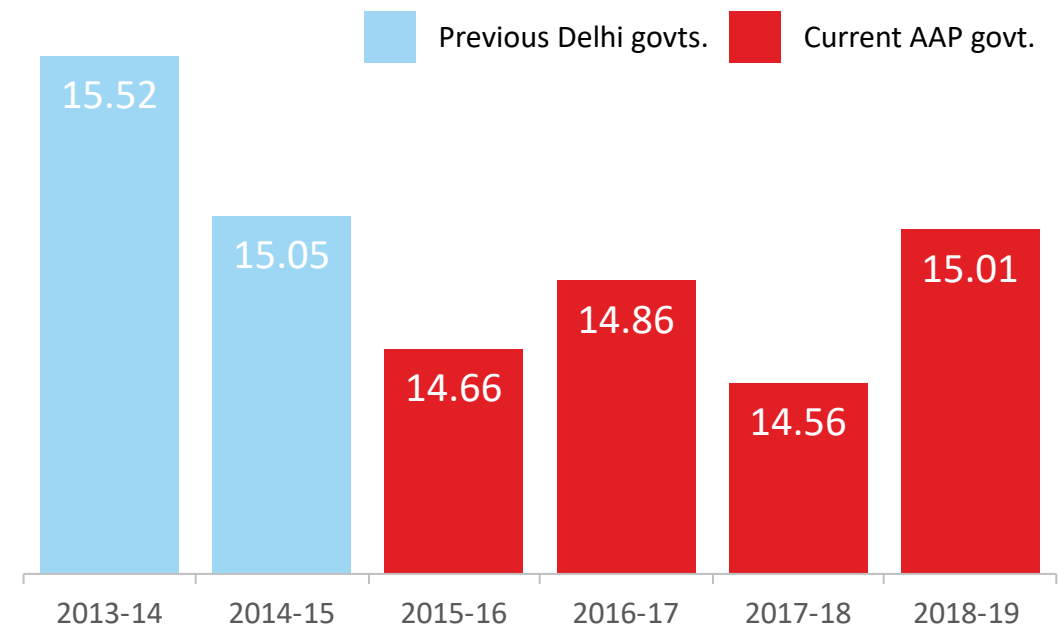
Govt.
school
facilities

AAP Govt. has *reduced teacher vacancies* by two-thirds since 2015, *restored positive trend in student enrolment* numbers year on year

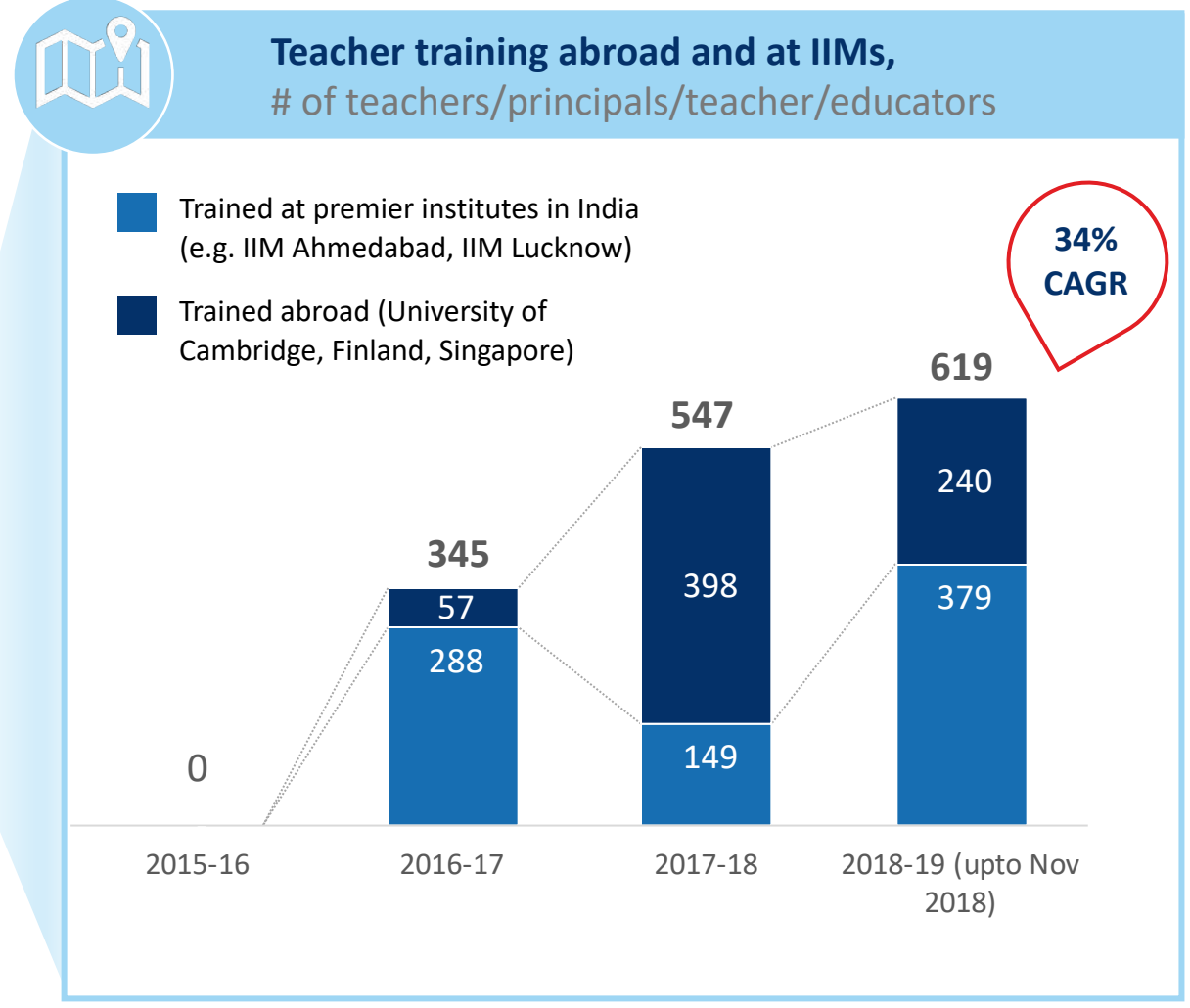
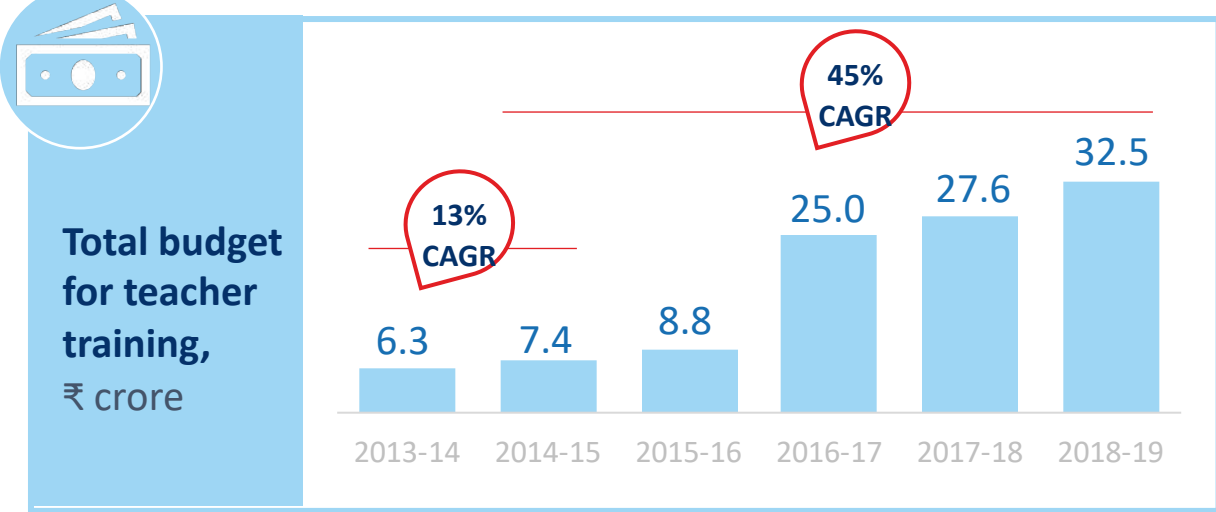
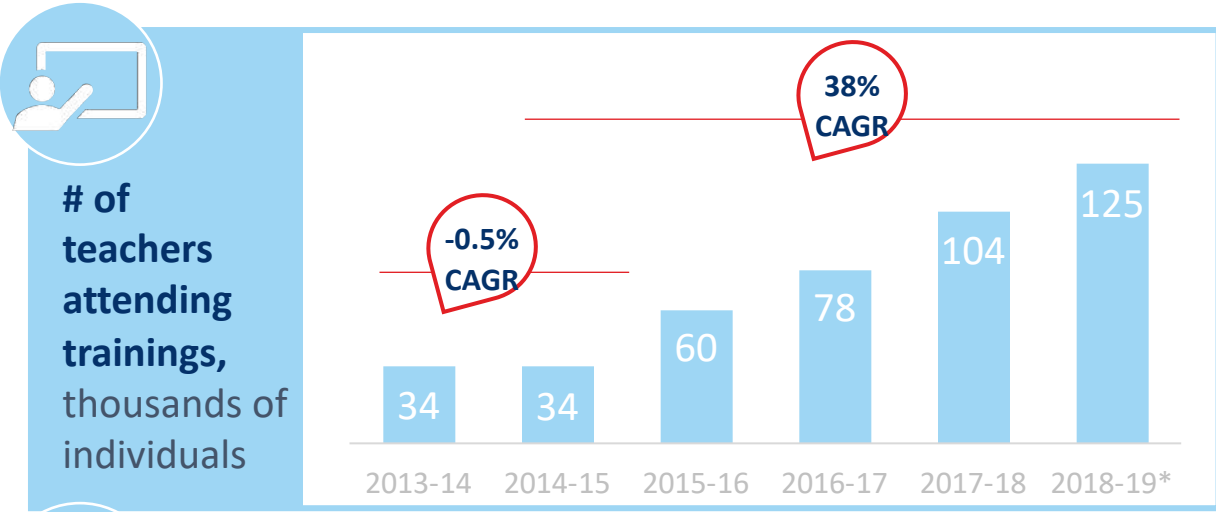
Total number of teacher vacancies under Directorate of Education (DoE), # of vacancies



Number of students enrolled every academic year, # of students (lakhs)



AAP Govt. significantly increased the budget for teacher trainings, resulting in 1500 teachers trained abroad and at IIMs



* 2018-19 figures are target only. SOURCE: Department of Education

Mentor Teachers' training at the National Institute of Education, Singapore



Structural Reform: Delhi government empowered School Management Committees (SMCs) through Parental Involvement

Old system

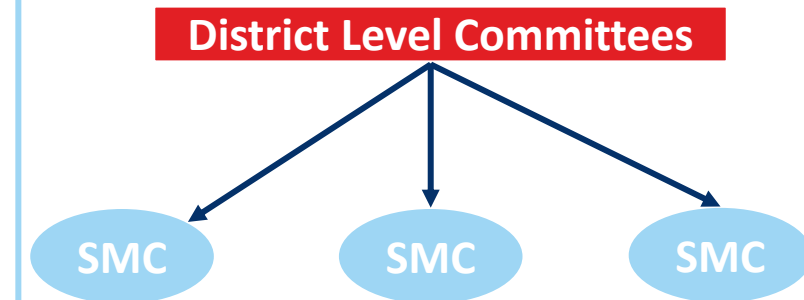
- **Centralized monitoring** of schools at district level was **inefficient**
- Even a well meaning and efficient monitoring officer in-charge of 100 schools would circle back to the same school in **>90 days**

Changes made under the AAP government

- **SMCs reorganized through elections** at the end of 2 year term of Parent Members
- 2015-18: SMCs led from the front in **organizing Mega Parent Teacher Meetings**, Reading Melas, streamlining admission process and ensuring attendance of irregular students
- **Regular training of SMC members** to strengthen capacity
- **SMC App has been introduced** to help schools, parents and other community members directly connect with decision makers

New system

- SMCs are now **decentralized empowering tools putting parents in charge of accountability** and closing the feedback loop
- **Empowered teams at school level:**



“Section 21 of the RTE Act 2009 envisages the formation of School Management Committee in Government Schools and are expected to perform three core functions apart from any other functions that may be assigned to it.”

People lining up to vote for SMC elections!



An SMC Meeting in action



Overwhelming participation at the Mega PTMs



70%

Parental attendance at
the Mega PTMs



1,024

Schools conducted
PTMs

Estate Management made accountable in Schools

Intervention

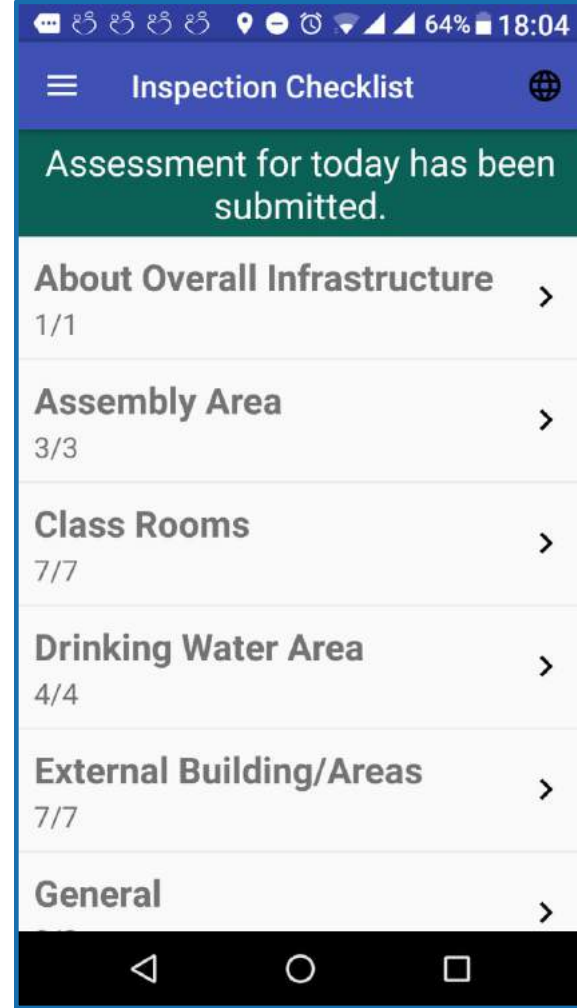
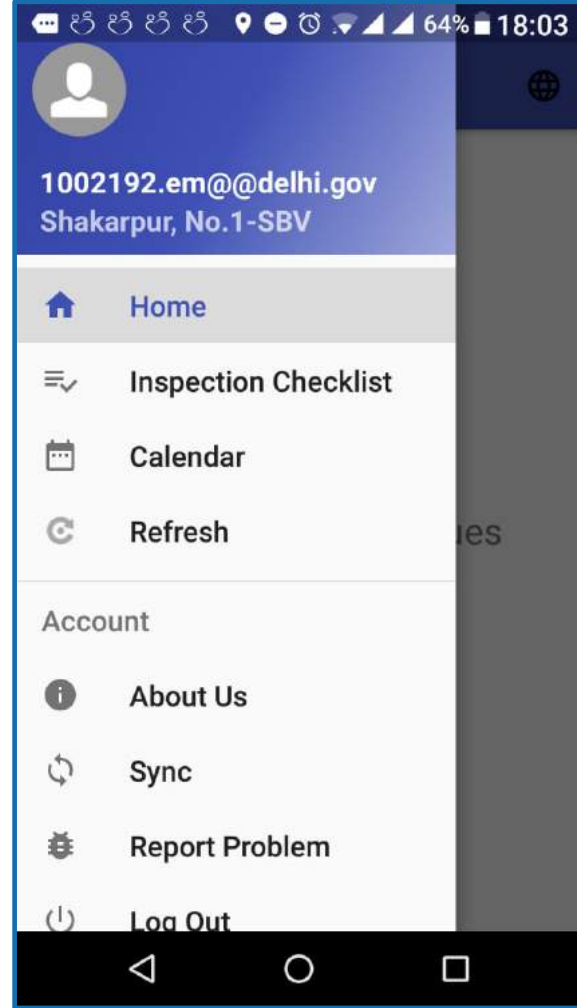
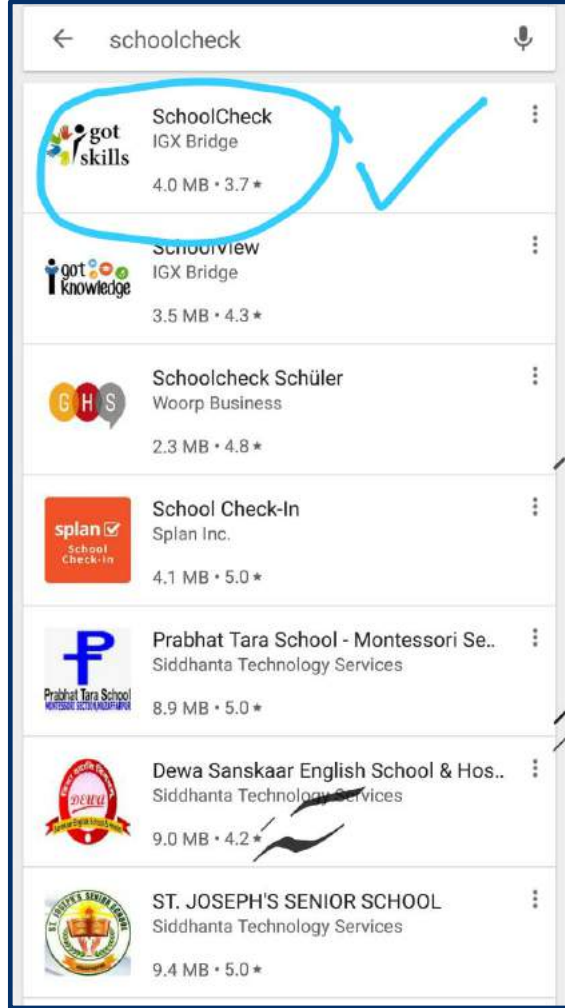
- Appointment of **Estate Manager** by HoS for maintenance work
- Estate Manager '**App**' set up to aid inspection, logging and resolving complaints






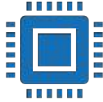

Outcome

- **122,654** Repair related issues raised by Estate Manager on mobile app
- **98%** issues raised are resolved within 90 days

Estate Manager App

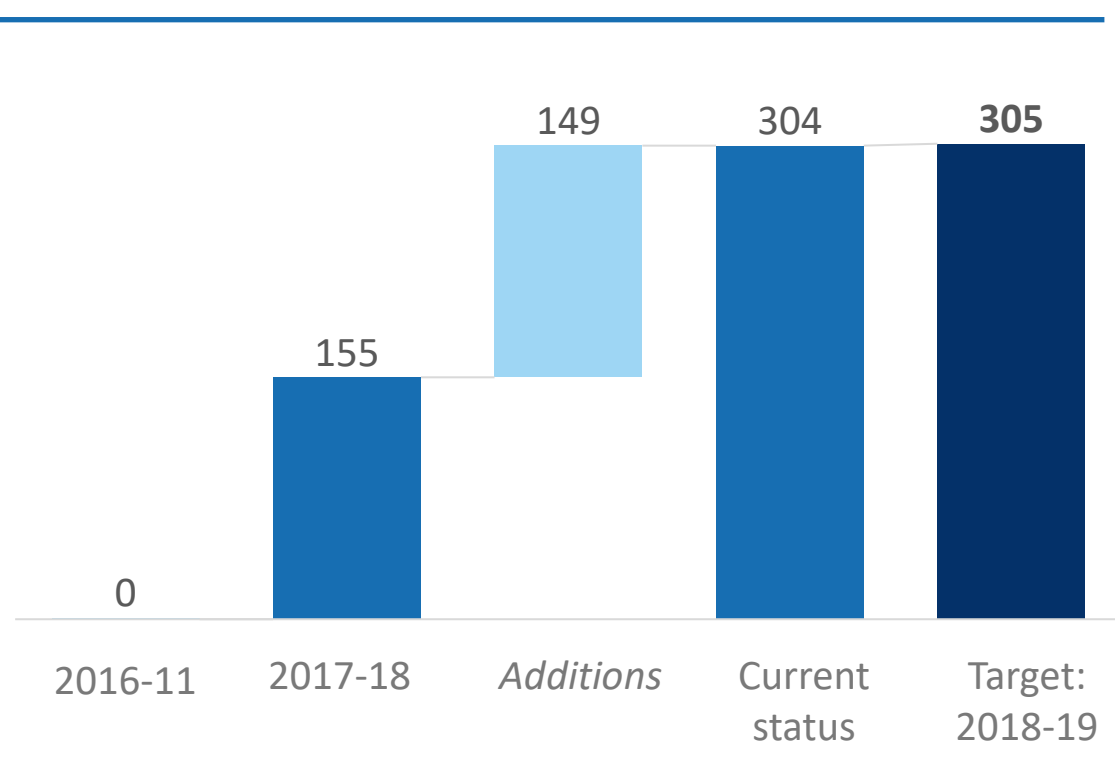


Qualitative changes to the RTE admission process involve streamlined processes and increased accountability

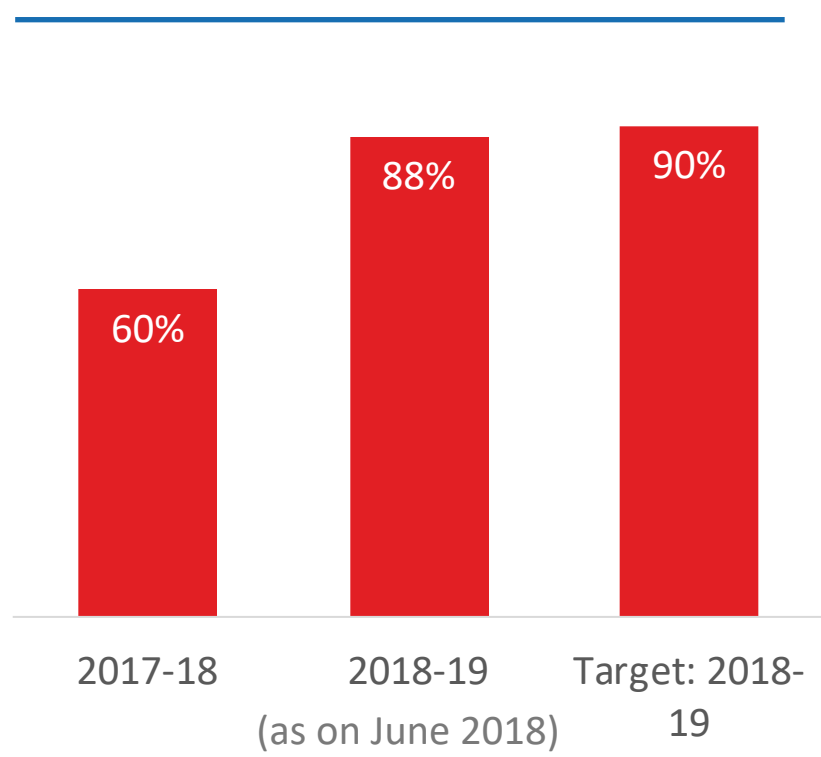
| Criteria | Pre-2015 (Congress Govt.) | Post-2015 (AAP Govt.) |
|---|---|---|
|  Admission Process | <ul style="list-style-type: none"> • Decentralized offline at school level | <ul style="list-style-type: none"> • Centralized online |
|  Corruption | <ul style="list-style-type: none"> • Recommendations from politicians, bureaucrats and businesses, and bribes common | <ul style="list-style-type: none"> • Eliminated human interference completely. All admissions through computerized lottery. |
|  Parents' Experience | <ul style="list-style-type: none"> • Had to go to different schools to submit admission forms • Multiple days of wage loss for visit multiple schools, stand in queues and submitting forms • Required documents/certificates at time of application. | <ul style="list-style-type: none"> • Single admission form where parents can choose as many schools as he/she wants • No wage loss as filling form is now 20 minutes process • Required documents only at the time of admission |
|  Accountability & Use of Technology | <ul style="list-style-type: none"> • Government had little idea about number of admissions, the identity and details of the children. | <ul style="list-style-type: none"> • Strong and robust MIS ensures all schools are geo-tagged, unique IDs assigned to all children admitted under this provision, details captured and tracked |
|  Transparency | <ul style="list-style-type: none"> • Little or no information in public domain | <ul style="list-style-type: none"> • All information published on its website |

Delhi government initiated a Nursery Class program in 2017-18 with 304 classes under existing government schools

Total number of schools under Directorate of Education (DoE) offering Nursery classes, # of schools



% of seats filled in Nursery classes, % of total



“Poor early learning experience in early years is the beginning of the learning gap that increases as children progress to higher classes,”

- Manish Sisodia
Education Minister



Innovative Interventions on a Large Scale : Chunauti 2018

■ Before Chunauti 2018
 ■ After Chunauti 2018

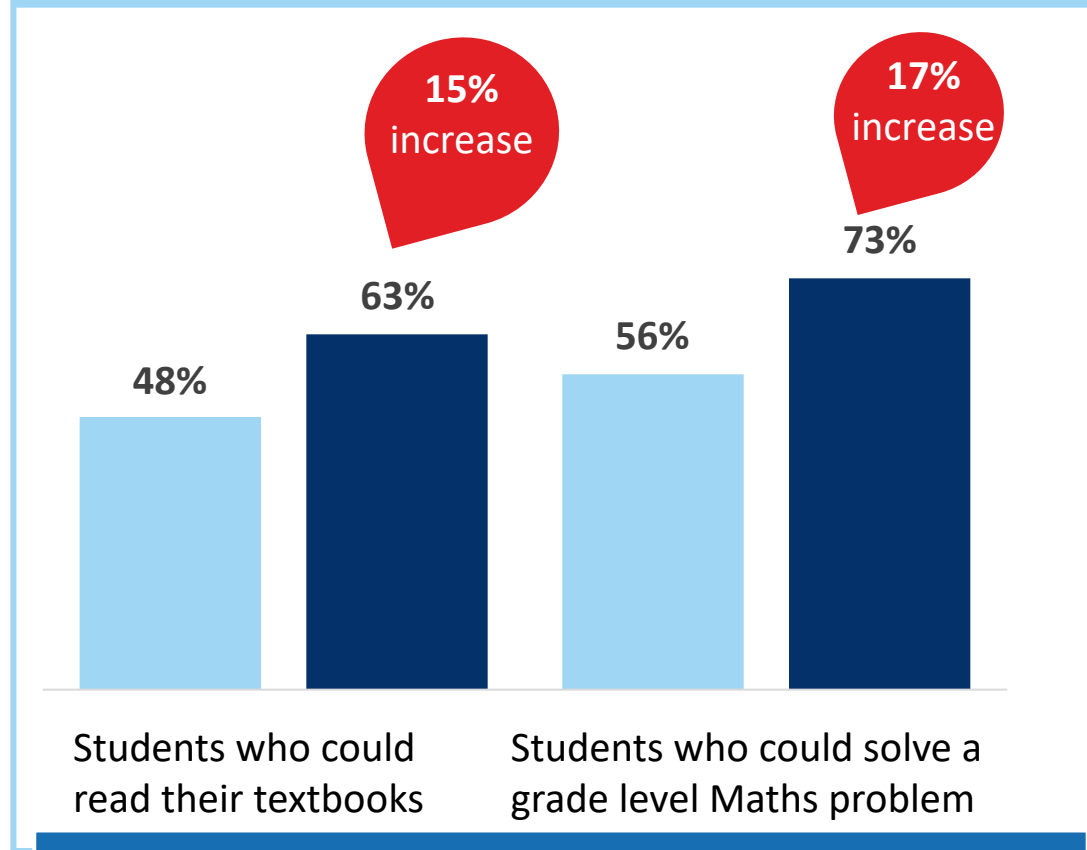
Overview

- **50% students were failing Class 9 every year since 2013-14**
- **75% Class 6 students were unable to read school text books in 2016**
- Mission Chunauti was **launched in 2016** to *reduce failure rates, improve foundational learning skills, attain SCERT learning outcomes*

Components & Process (2016-18)

- **9.5 lakh** Students divided into 3 groups within own class based on **Ability to read** and **basic Math proficiency**
- **Separate learning support provided** to bridge the accumulated learning deficit of previous classes; Extra classes held during summer break
- **Special Supplementary learning material created** for class 6-8 students

Impact: as of 2018, Class 6-9 students (% of students)



Pass percentage in Class 9 improved by 5%



Innovative Interventions on a Large Scale : Mission Buniyad

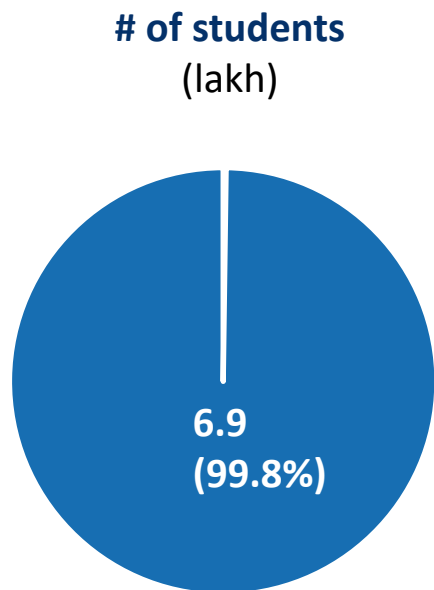
■ Participation up to Q3 ■ Pending participation

■ Before Mission Buniyad ■ After Mission Buniyad

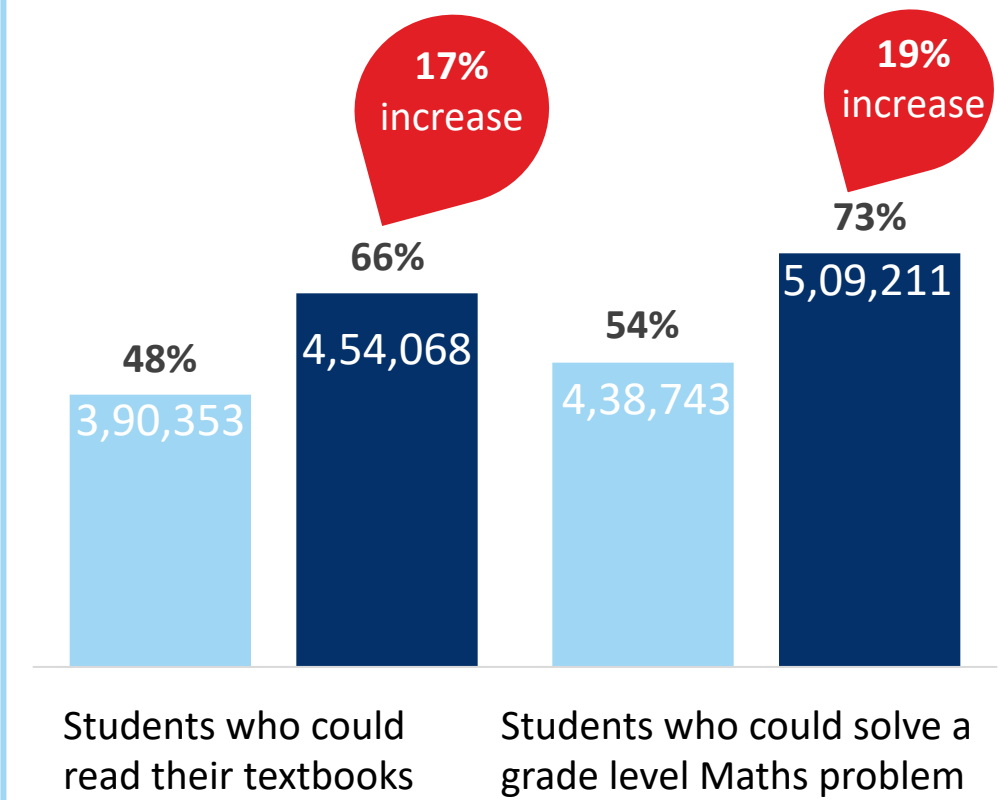
Overview

- The National Achievement Survey found that **majority of Govt. school students in Classes 3 – 8 did not perform well** as per their grade level assessment.
- A **4 month long focused campaign** was launched in **April 2018** with the specific goal and exclusive activities to attain this
- This campaign was a **culmination of the learnings from the Chunauti 2018, created as a targeted remediation program**

Participation (2018-19)



Impact (% of students)



Innovative Interventions on a Large Scale : Spoken English Project

Overview

- Agencies selected for pilot classes were **Macmillan Publishers India Pvt. Ltd.** - **British Council India** and **Academy for Computers Training (Gujarat) Pvt. Ltd.**
- Course duration is of **160 hours spread between 23 to 80 days**. The classes were conducted by professional instructors using course material and assignments

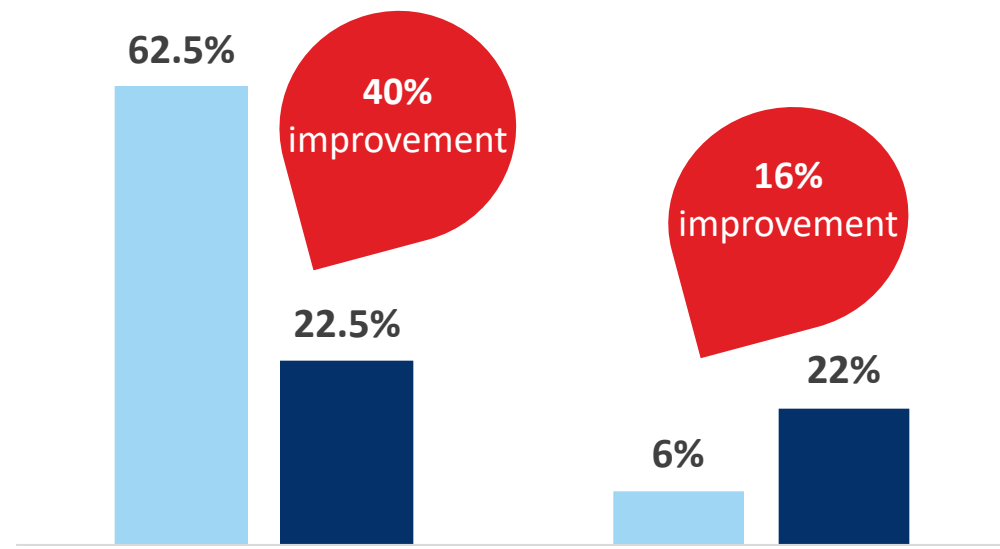
Components & Process

- Classes were conducted for **24000 students** over 2 phases
- 2 Methods of Instruction deployed - **Face-to-face instruction & face-to-face supplemented with the use of technology**
- Trinity College of London** conducted the pre and post-assessment

Before Spoken English Project After Spoken English Project

Impact at both ends of the spectrum (% of students)

LEVELS: Pre-A1, A1, A2.1, A2.2, B1.1, B1.2, B2, C1



Decrease in Students at A1 level or lower (lowest level of English)¹ Increase in Students at B1 level or higher (advanced levels)

¹ as per Common European Framework of Reference (CEFR)



Innovative Interventions on a Large Scale : Happiness Curriculum

Overview

- The Delhi Government launched the Happiness Curriculum in all Government schools of NCT of Delhi for **classes Nursery to 8** on July 2, 2018, inaugurated by His Holiness the 14th Dalai Lama.
- There is a **happiness period every day** and each period begins with a **few minutes of mindfulness practice, followed by a story or activity and reflective discussions**. Each child is given a chance to reflect and express their thoughts about the story or activity.
- The Happiness Curriculum was **designed over a period of six months**, by a team of education consultants, teachers, teacher educators, EVGCs, mentor teachers from the Delhi Government, NGOs and individuals.

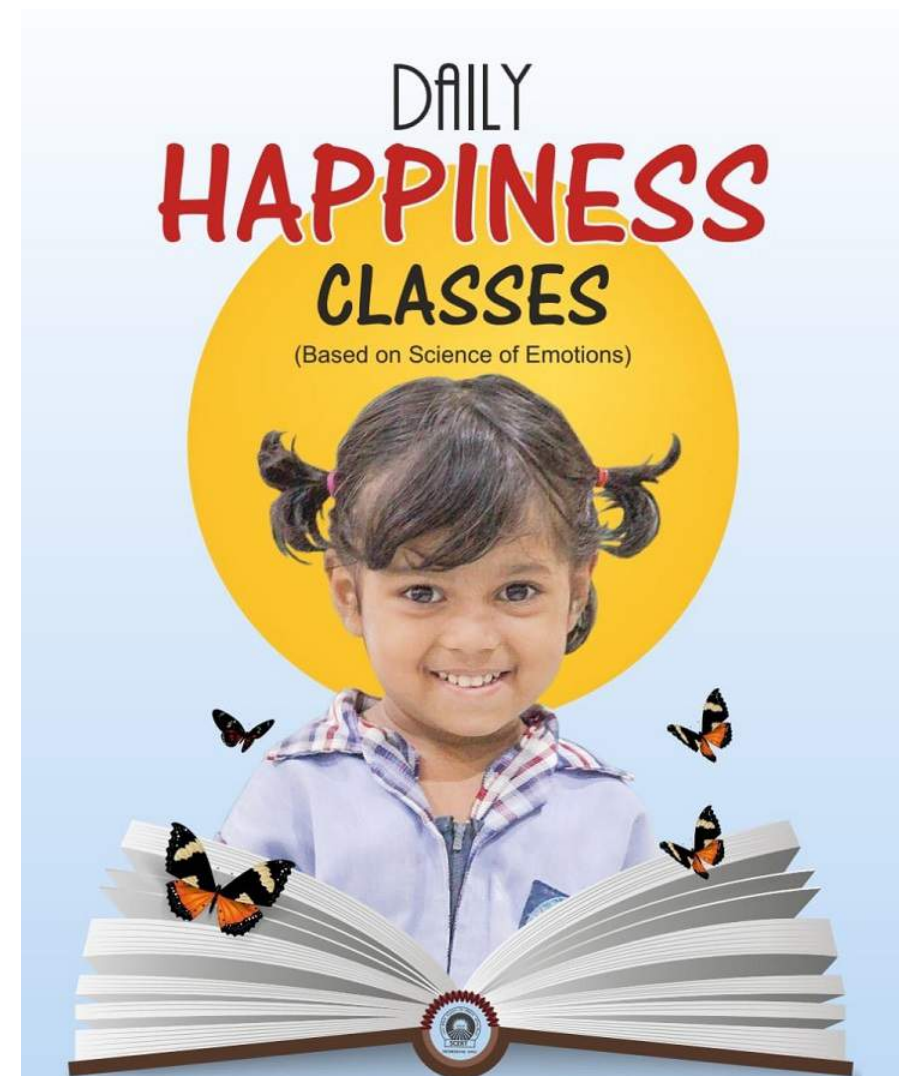
2018-19 target

- Target # of new activities developed : **40**
- Target # of schools with the happiness curriculum implemented: **1,019**

"The objective of the curriculum is to help students lead happier lives, while making meaningful contributions to their communities by practicing mindfulness and by developing skills like empathy, critical thinking, problem-solving, communication and collaboration to build meaningful relationships."

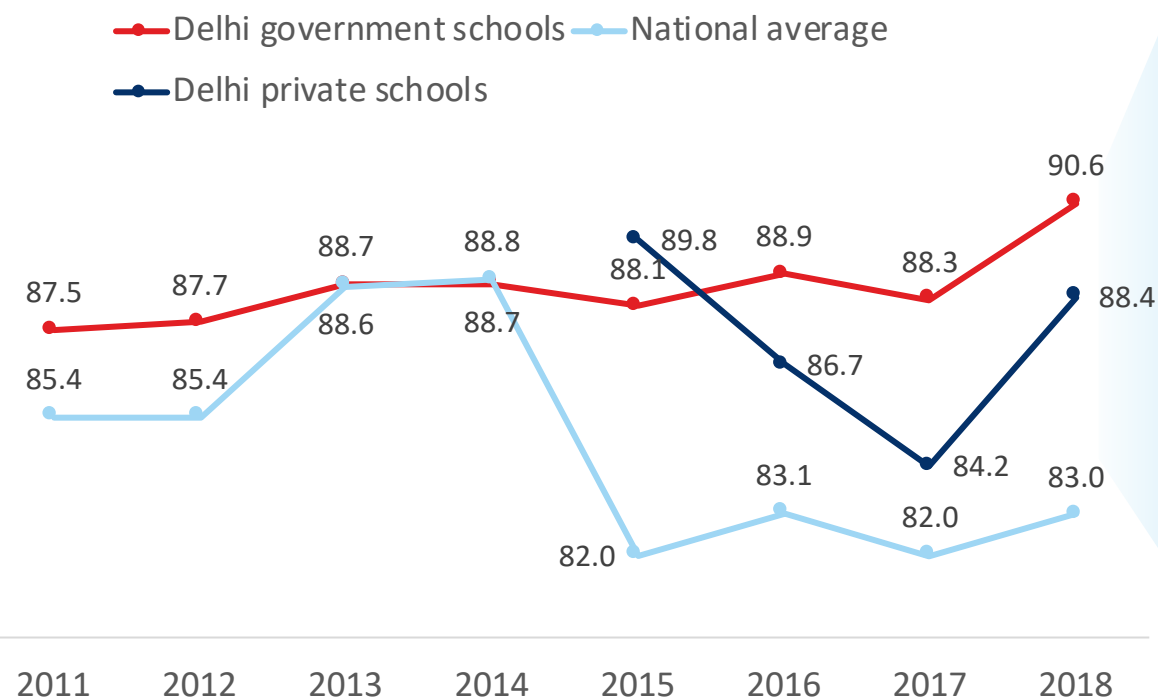
Happiness Curriculum

Teaching through different innovative methods

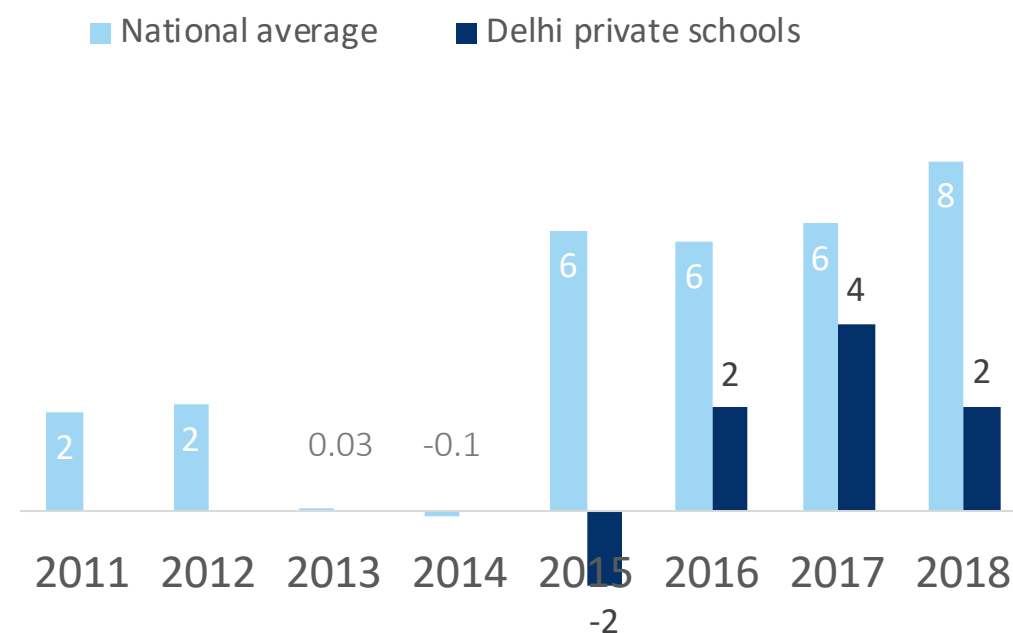


Since 2015, Delhi government schools have performed significantly better than the national average in the CBSE XIIth

Comparison of Class XII CBSE Board Exam pass percentage, % of students who passed



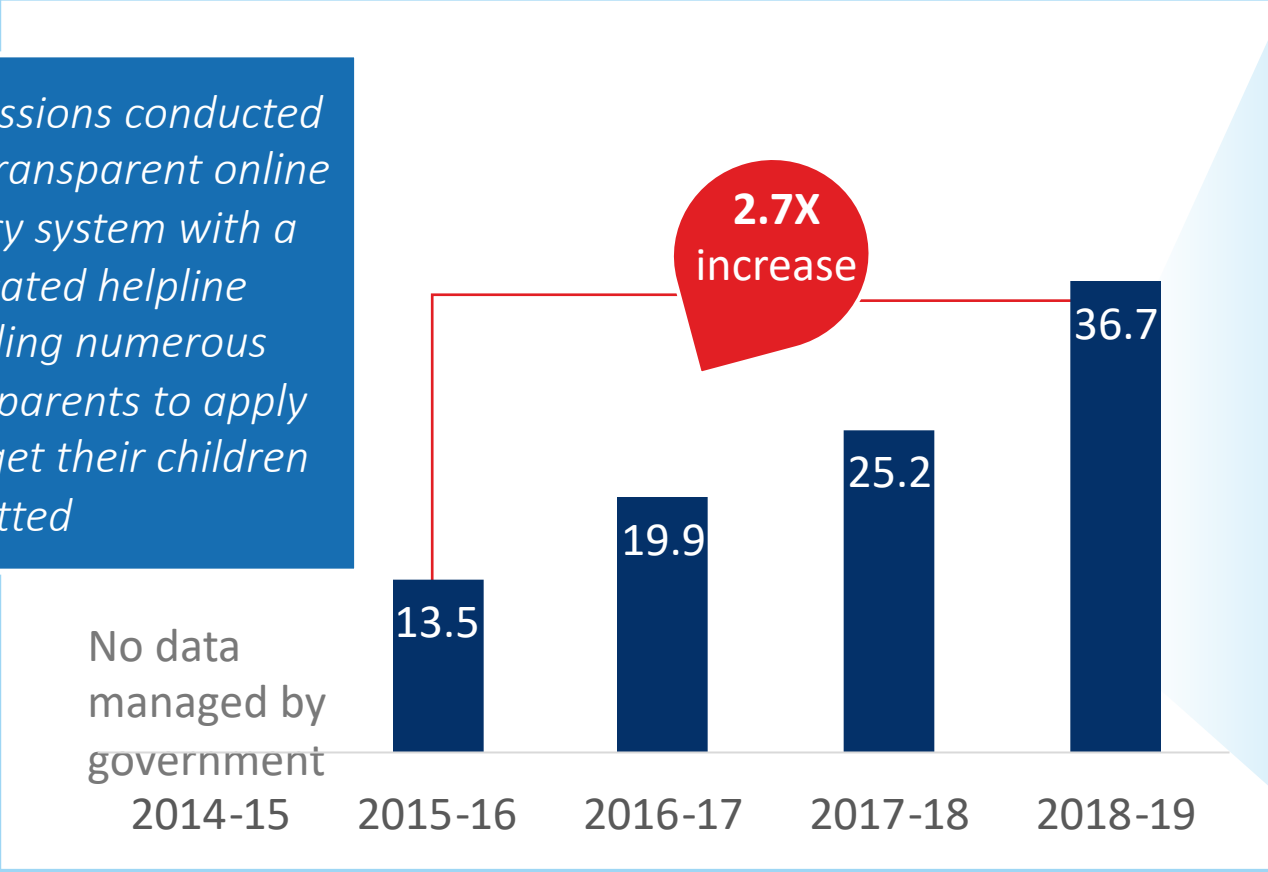
Delhi government school pass percentage compared to private schools and national average pass percentage, Difference in PP % between Delhi gov school and other



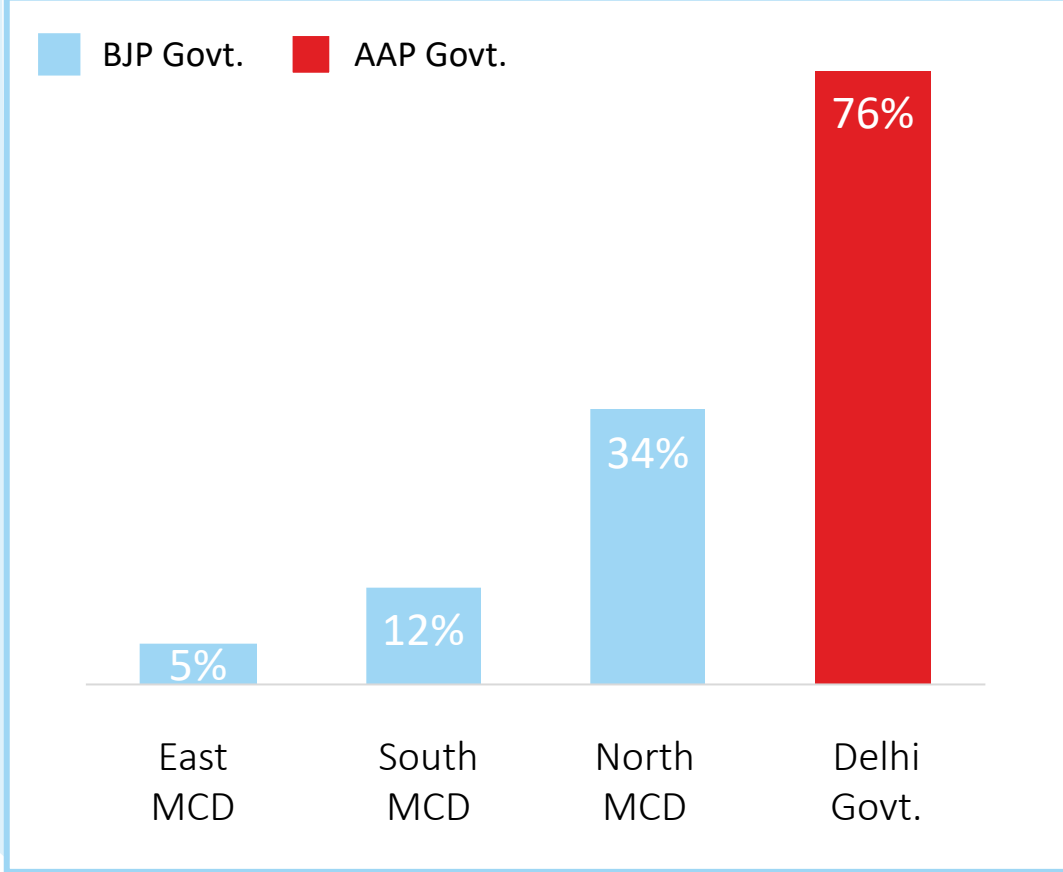
AAP Government has nearly tripled the number of seats filled under EWS/DG quota as per the RTE to achieve a 76% fill rate

Admissions in private schools over time as per Section XII of RTE (thousands of students)

Admissions conducted via transparent online lottery system with a dedicated helpline enabling numerous EWS parents to apply and get their children admitted





Fill rate comparison, 2018-19 (% of seats filled under EWS/DG Quota)




Planning Stage : ‘Head Start’ (USA) inspired program to promote *School Readiness* of children through child development and family support services – for low income groups

Areas Covered | Desired Impact

 **Early learning:** Fostering children’s readiness for school **through individualized learning experiences**. Helps with progress on social skills, emotional wellbeing, along with language and literacy

 **Health:** Supporting each child’s physical and mental development. Enables **child to fully function in their environment**

- Health and development screenings,
- nutritious meals, oral and mental health support
- Connect families with health services

 **Family well-being:** Helping parents in achieving their goals – stable housing, education, financial security, **strengthen parent-child relationships** – engage families around child’s learning and development

- Over **10 lakh children** are served every year
- **3 crore** low income children and families served since 1965

The program is tailored to suit ethnic, cultural and linguistic heritage of each family

Education



Healthcare



Water



Electricity



Transport



Environment



Governance



Social Security



Women's Safety

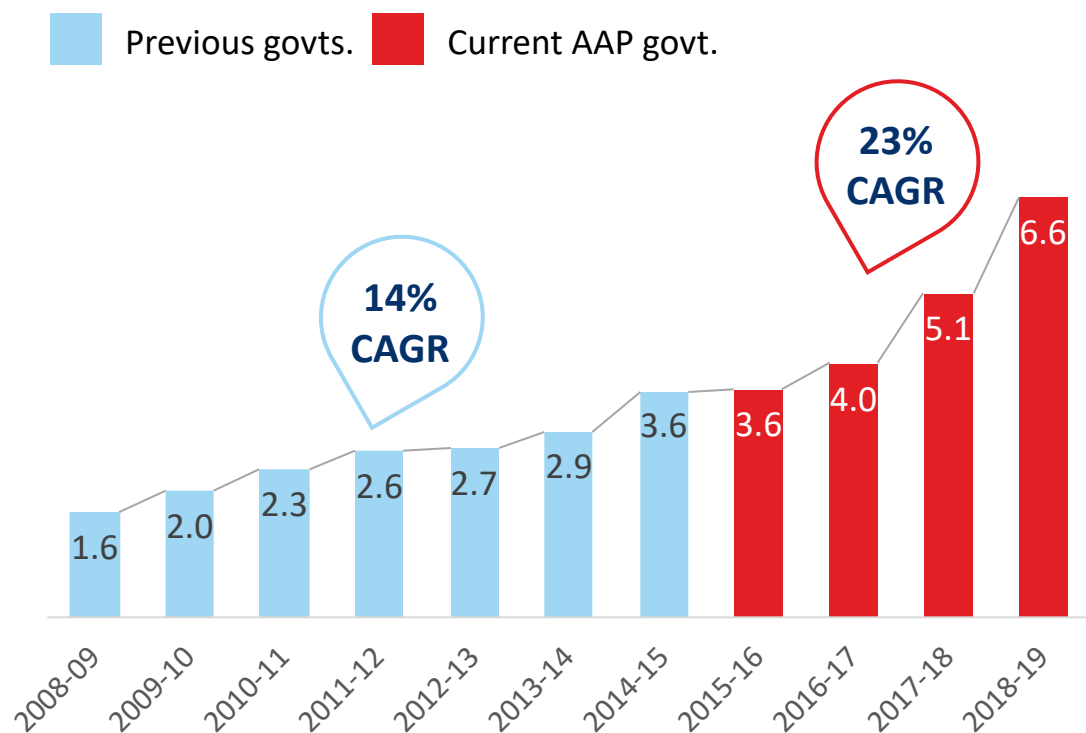


Budget and Revenues

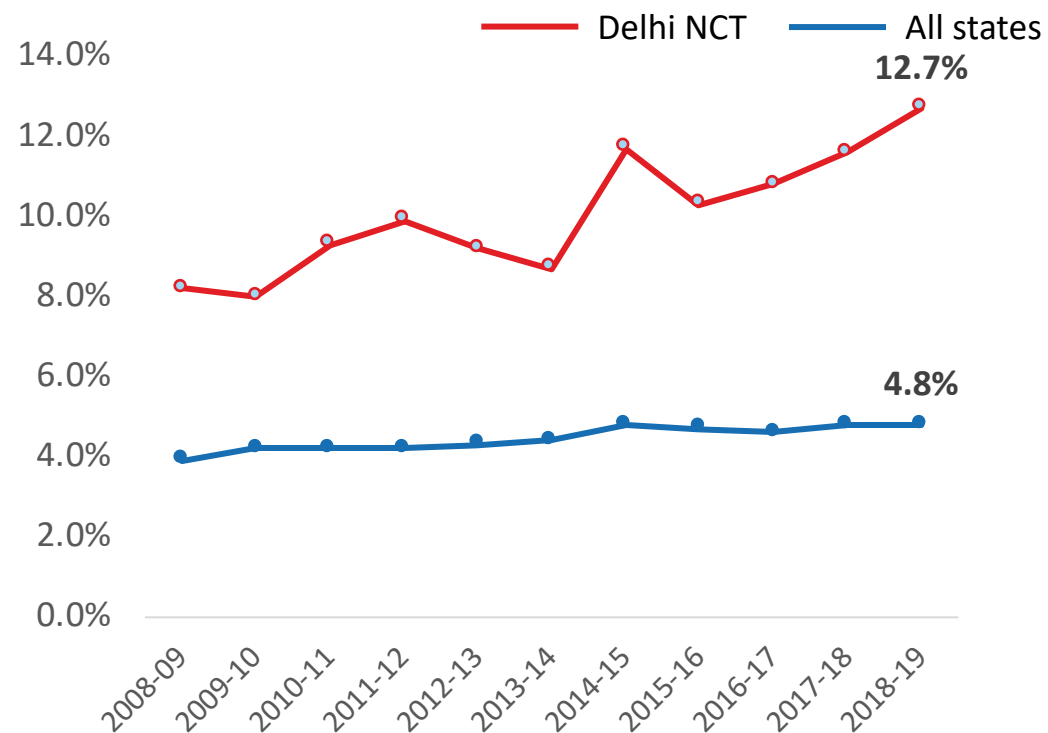


Under the AAP government, expenditure on health grew faster than both its historical pace and the national average

Total expenditure on medical and public health by time period,
NCT Delhi, ₹ thousand crore



Expenditure on health and welfare as a ratio of average expenditure, %



NOTE: Data till FY 2016-17 are Actuals, 2017-18 is a Revised Estimate, and 2018-19 is a Budget Estimate

*Includes spend on medical and public health, and family welfare, under revenue expenditure and capital outlay

Current Delhi government initiated Mohalla Clinics, built 189, with plans for >1000 Clinics cumulatively

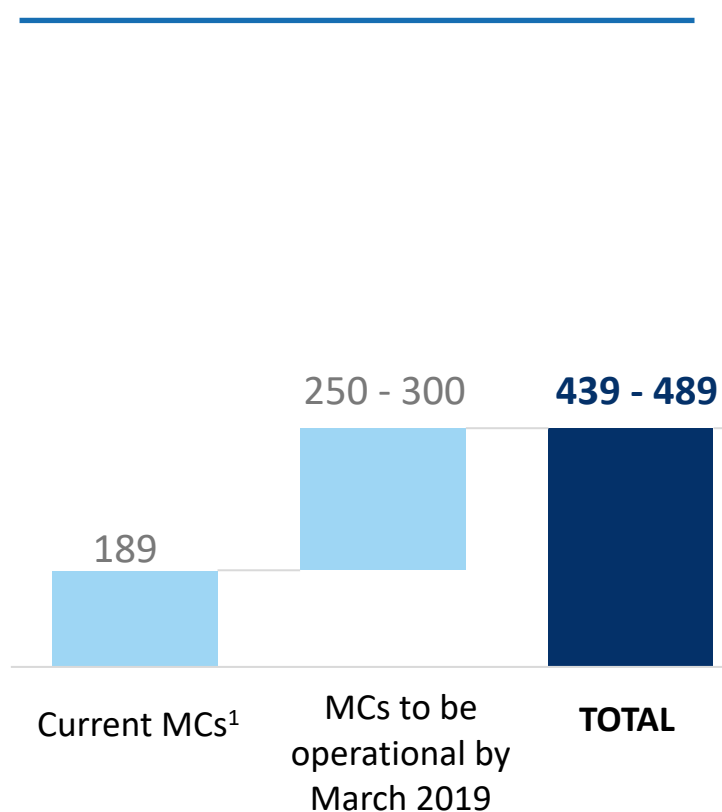


Average CapEx per newly built Mohalla Clinic

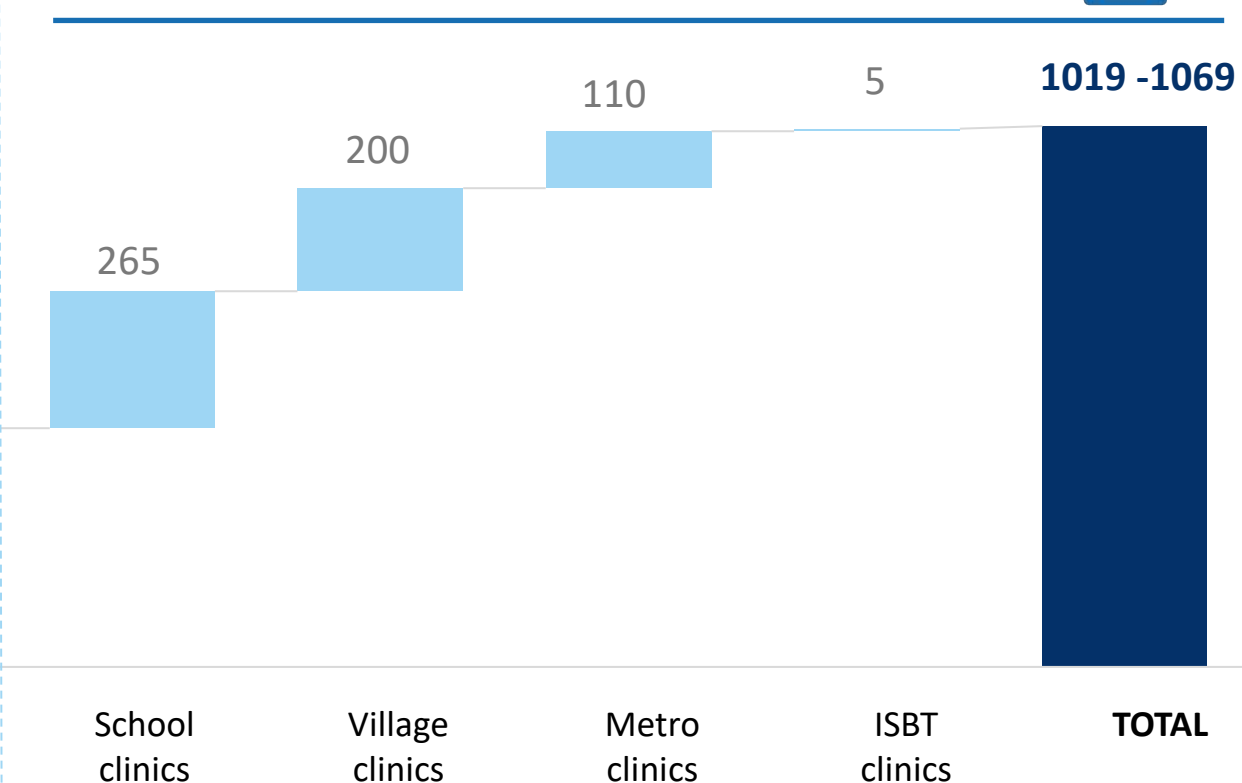
₹

20 lakhs

MCs operational by March 2019, # of Clinics



MC sites identified for building beyond March 2019, # of sites

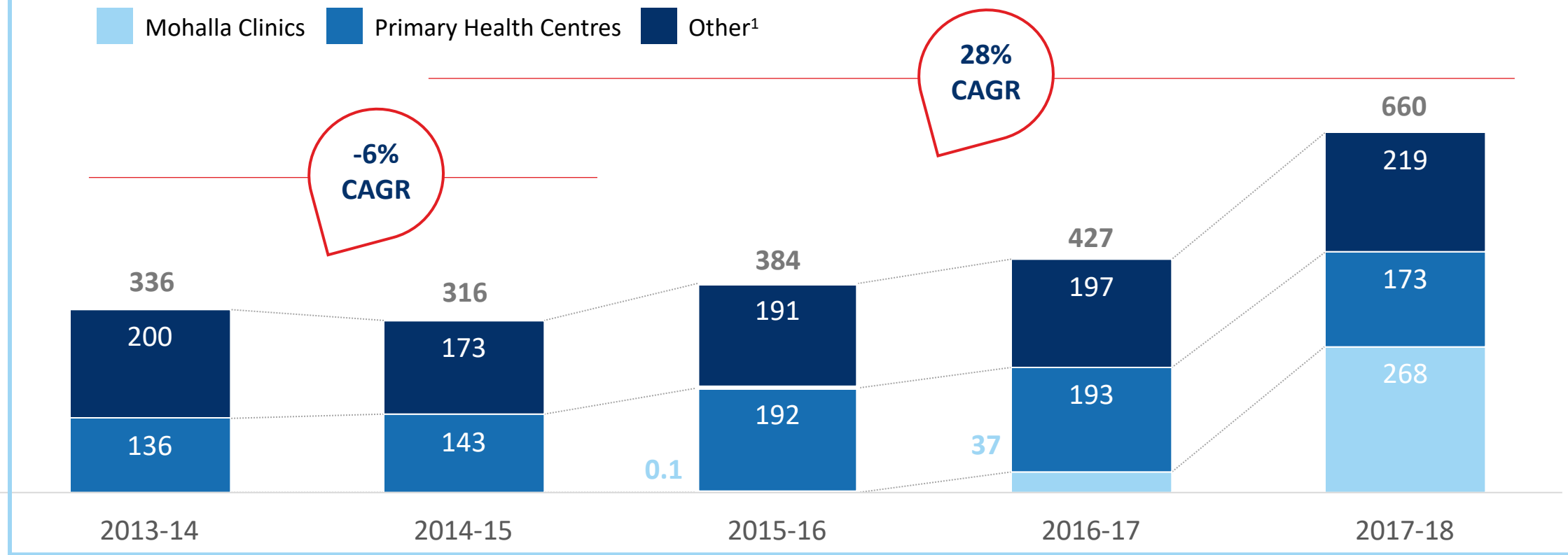


¹ As of January 2019

OPDs handled by the Delhi Government have increased at double the historical rate, driven by AAMC growth



Total # of OPDs handled by Government Healthcare Clinics,
lakhs of OPDs



¹ Includes Delhi Govt. Hospitals, Mobile Health Clinics, and School Health Clinics

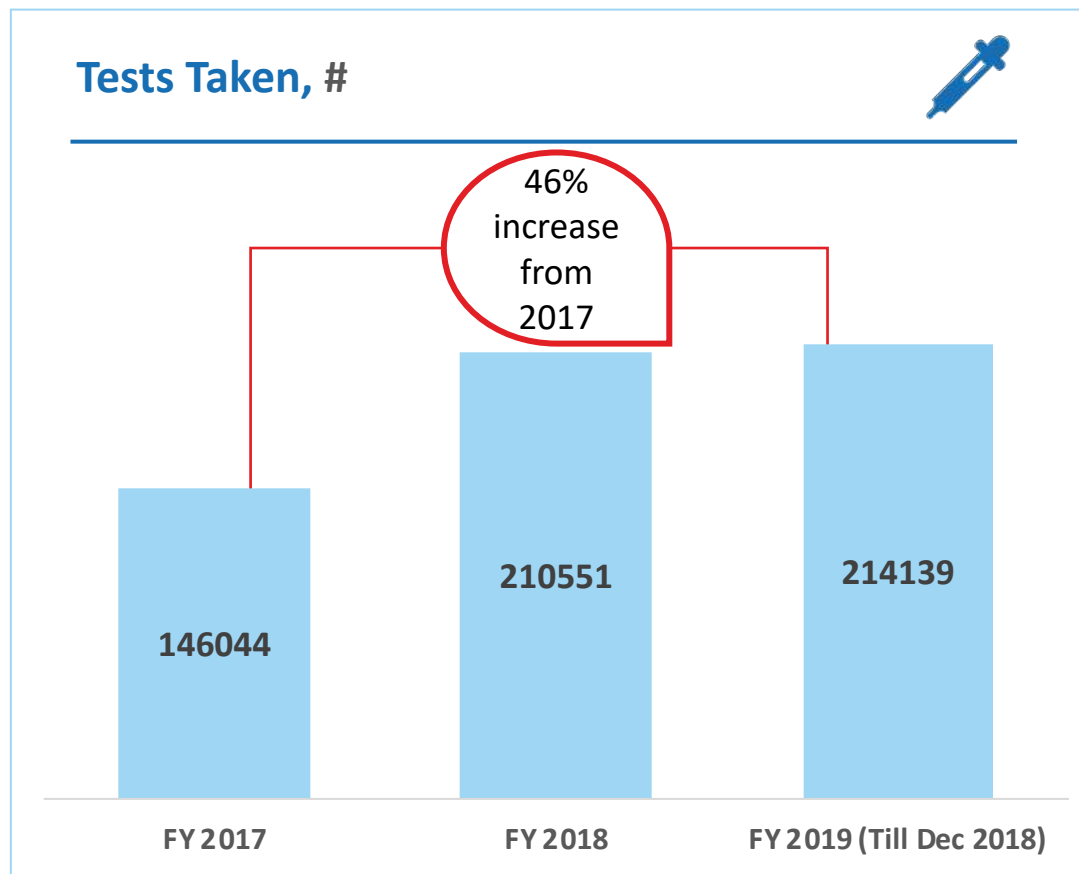
Patients are increasingly preferring Mohalla clinics for diagnostic tests

Top Tests Done at AAMC Level

| No. | Test | No. | Test |
|-----|----------------------------------|-----|-----------------------------------|
| 1 | Complete hemogram/CBC | 19 | HBs AG |
| 2 | Thyroid profile | 20 | Serum calcium-total |
| 3 | TSH | 21 | vitamin b12 assay |
| 4 | Liver function test | 22 | Serum Uricacid |
| 5 | sugar | 23 | T3 |
| 6 | Kidney function test | 24 | T4 |
| 7 | Blood glucose random | 25 | Rapid test for malaria(Card test) |
| 8 | HB | 26 | Platelet count |
| 9 | Glucose(fasting and PP) | 27 | Rheumatoid factor test |
| 10 | Urine Routine-PH | 28 | IgM |
| 11 | Smear for malaria parasite | 29 | peripheral smear examination |
| 12 | lipid profile (Total cholesterol | 30 | HCV |
| 13 | VitD3 assay | 31 | Prolactin |
| 14 | HB A1C | 32 | S.G.P.T |
| 15 | Blood group and RH type | 33 | Absolute Eosinophil count |
| 16 | VDRL | 34 | Serum calcium-Ionic |
| 17 | E.S.R | 35 | S.G.O.T |
| 18 | HIV I and II | 36 | FSH |

212 lab tests are available in Mohalla Clinics

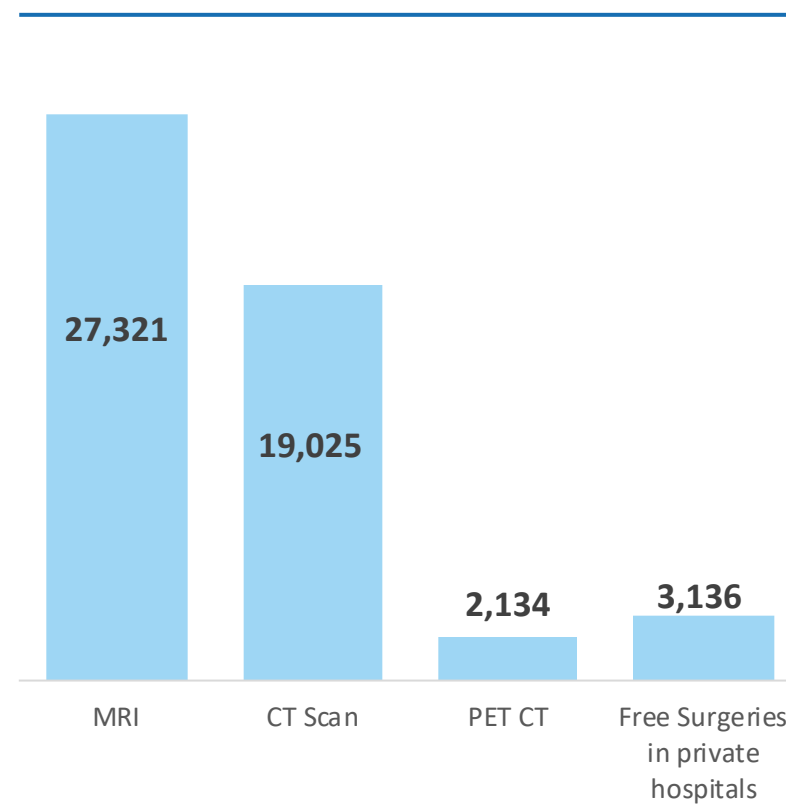
Tests Taken,



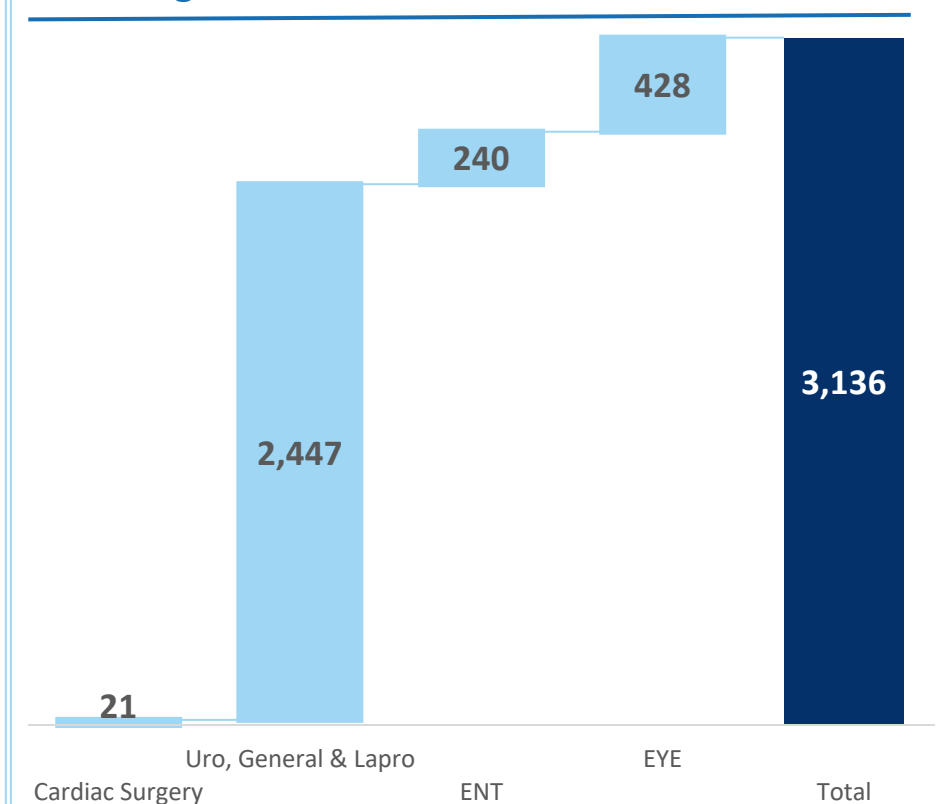
Healthcare has become more accessible through DAK scheme

- **Delhi Arogya Kosh Scheme**, was launched in 2017 and provides free high-end radiological diagnostic tests and free surgeries (72 approved) in private diagnostic centers/hospitals
- Patients earlier had to wait anywhere between three months and two years to undergo these surgeries. They will now be referred to private hospitals, in case of non-availability of treatment in Govt. hospital, within 30 days of application

Free Tests under DAK scheme, #

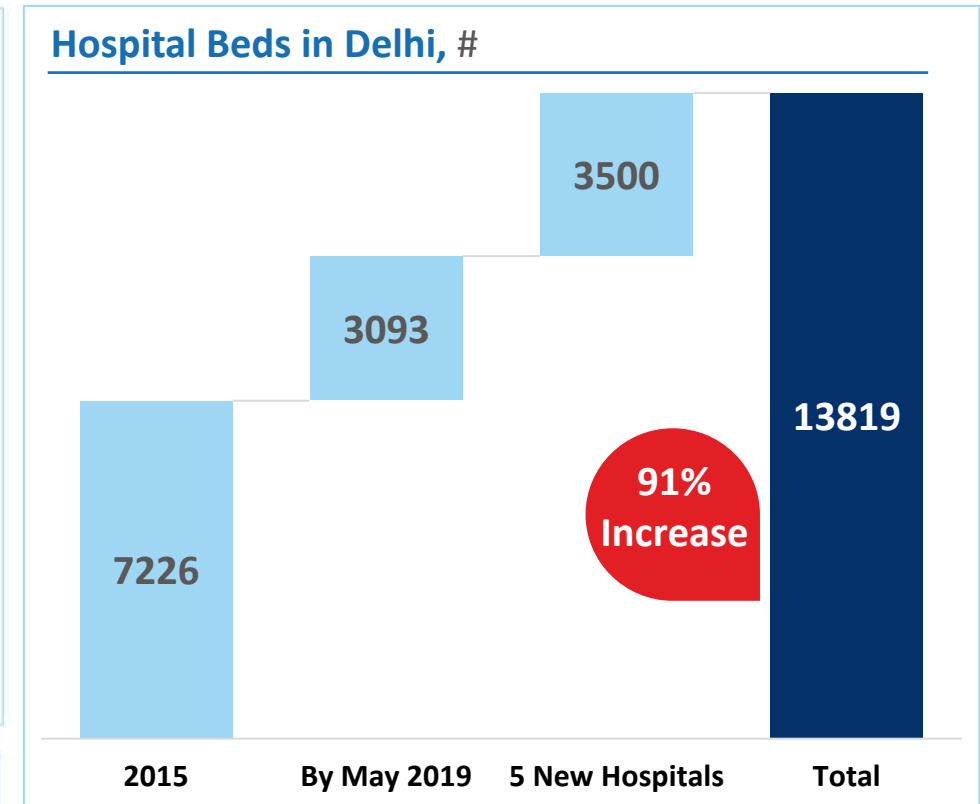
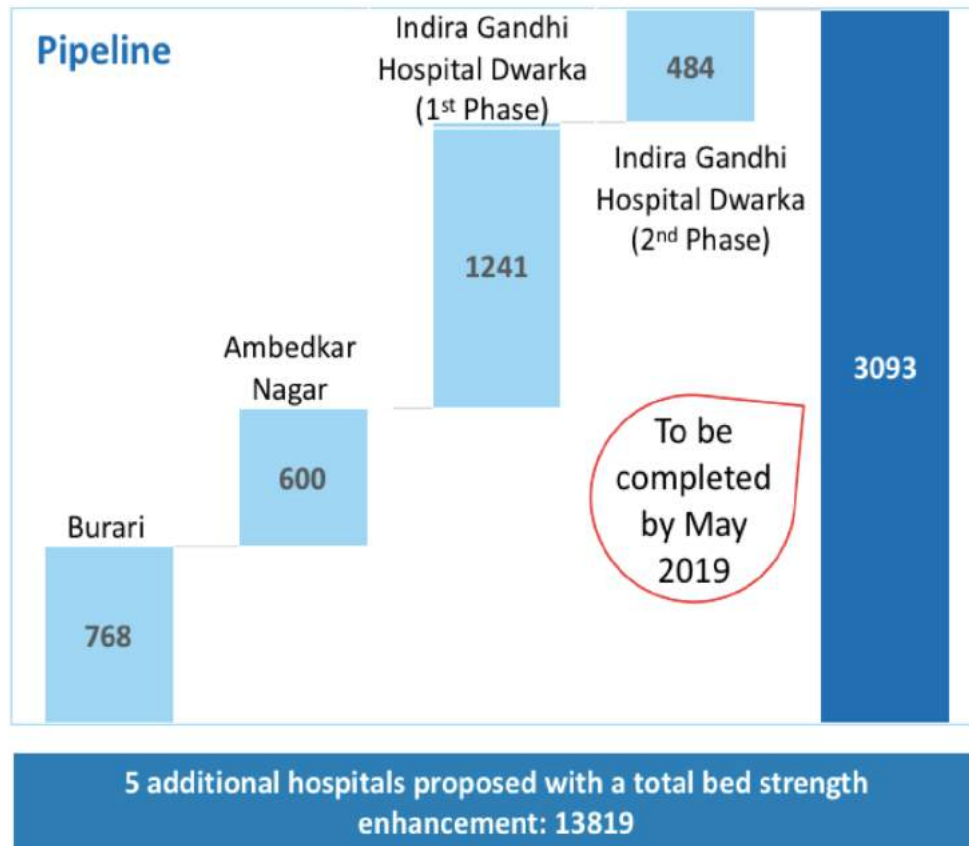


Free surgeries under DAK Scheme, #



The availability of beds in hospitals of Delhi is being enhanced through remodeling and construction of new hospitals

- Proposed new hospitals at Sarita Vihar, Vikaspuri (Hastasal), Jwalapuri (Nangloi), Madipur & Siraspur will add 3500 beds
- Total cumulative bed strength of Delhi Hospitals will increase to 13819



Indira Gandhi Hospital, Dwarka



3-D Models of new hospitals in
Delhi

768 bedded Hospital, Burari



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Budget and Revenues



AERIAL VIEW



PRE REJUVENATION- CONDITION OF LAKE AREA



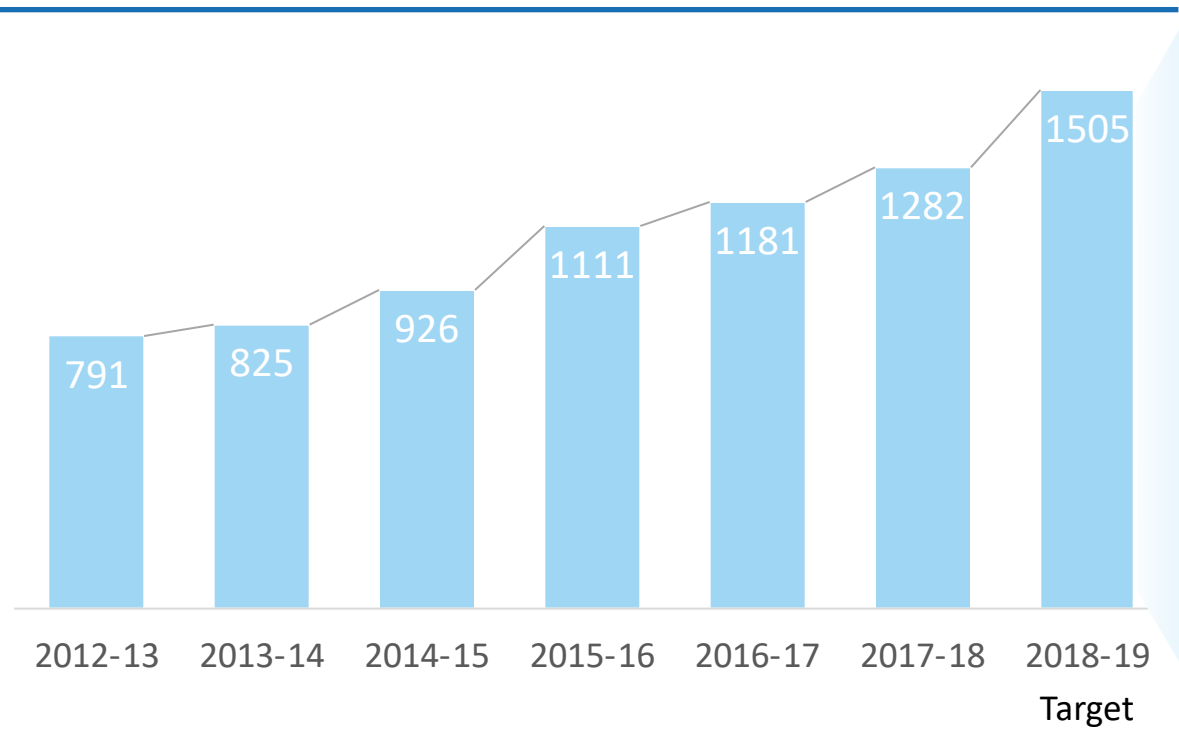
PROPOSED LAKE AREA



ON GOING CONSTRUCTION STAGE LAKE AREA

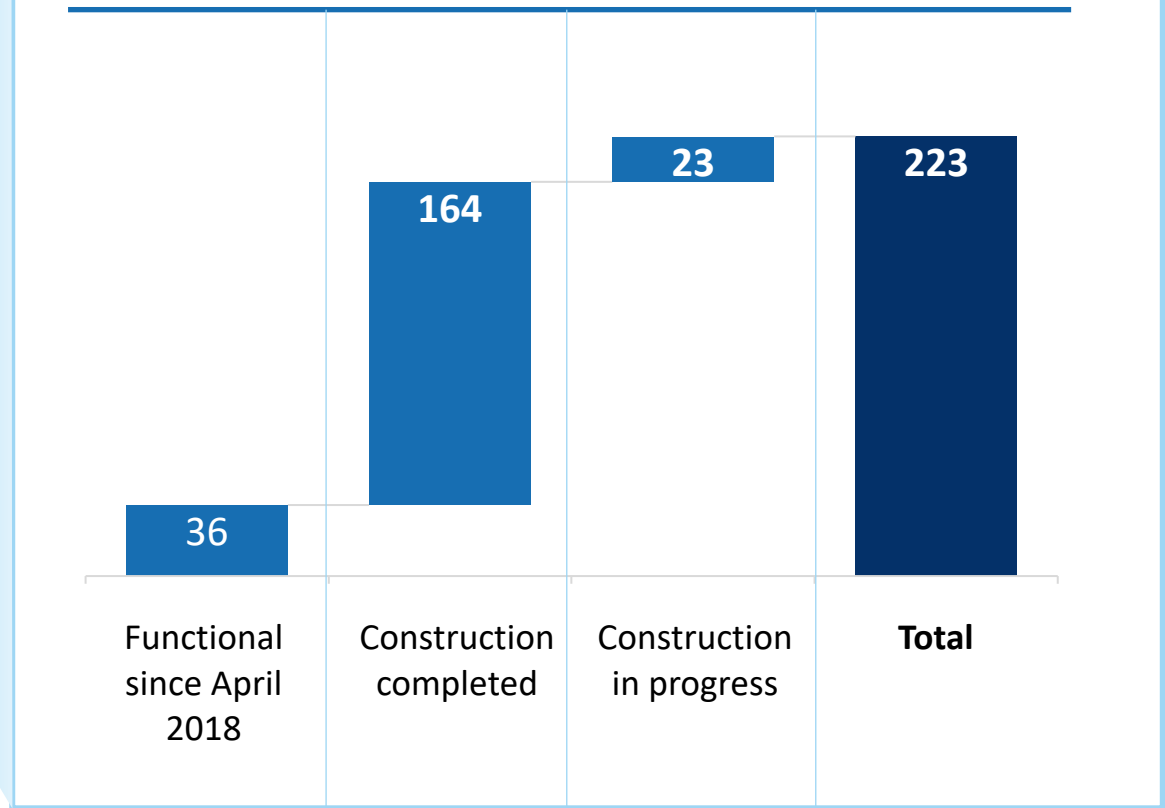
Works are in progress to connect all unauthorized colonies in Delhi to the main water pipeline

Total number of unauthorized colonies connected to water pipeline, # of colonies

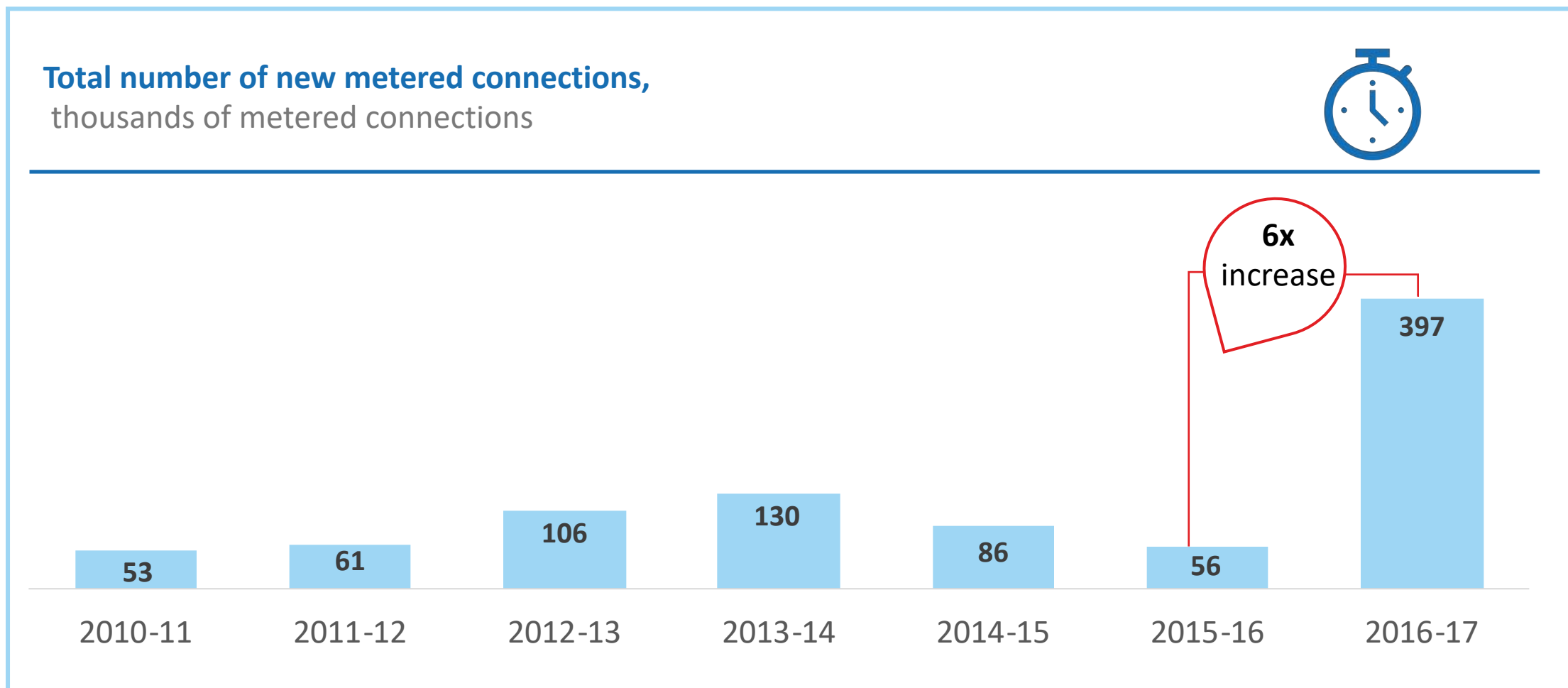


Water Supply Network has been laid in 1482 unauthorized colonies. 36 new u/a colonies have been provided with water supply facility through network

Current status of new unauthorized colonies to be built in 2018-19 as of December 2018, # of colonies

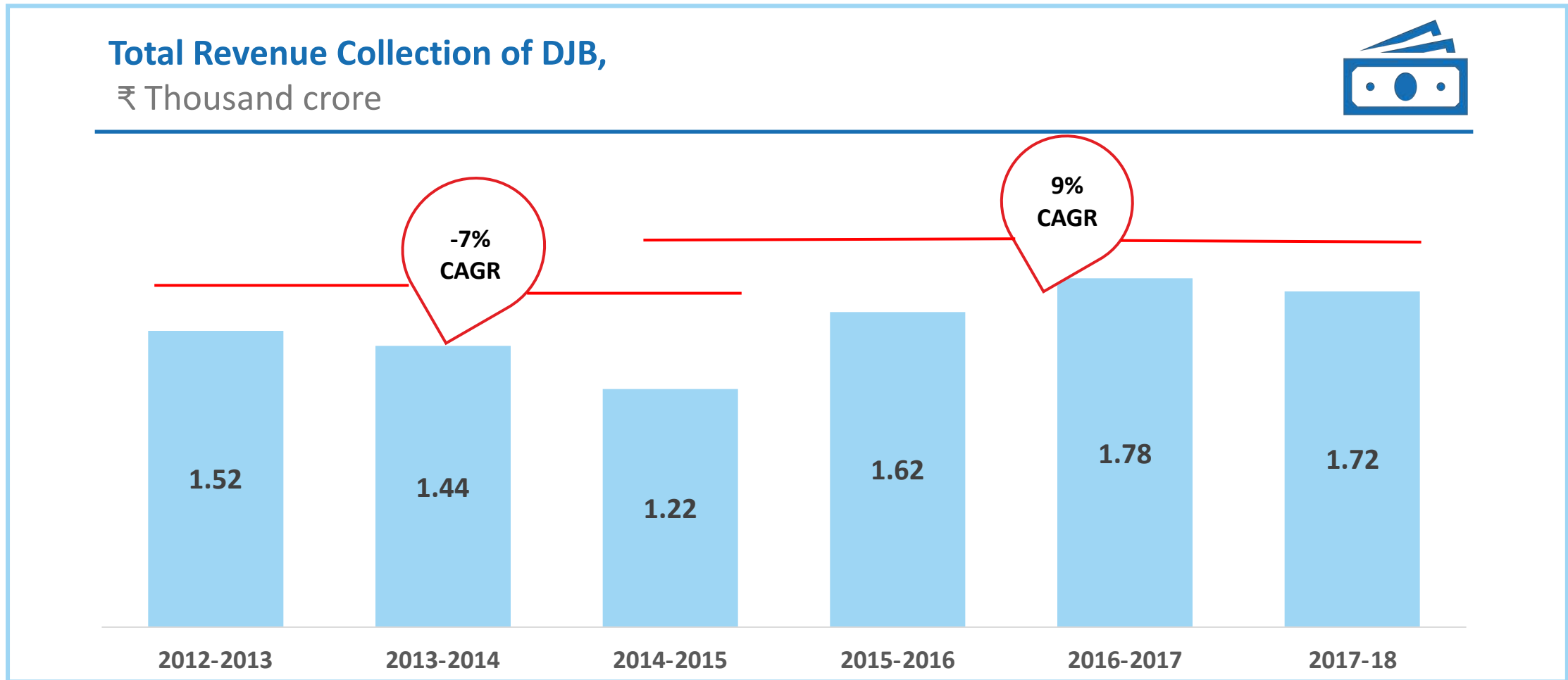


On coming to power, the current Delhi government multiplied yearly new metered connections by 6 times



6x increase

Despite water subsidies, DJB revenues have reversed their declining trend to increase at a rate of 9% p.a.



In a major push towards conserving water, Govt. approved a policy for enforcing decentralized waste water treatment system

An effort to reduce costs, promote treatment and reuse of waste water

- As on date waste water in Delhi is being treated by Centralized treatment plants of **607 MGD capacity**
- For **decentralization of waste water treatment**, three strategies have been adopted:



An ambitious plan to **revive 159 Water Bodies and 5 Mega Lakes using treated water**, with a budget of INR 376 crores has been approved



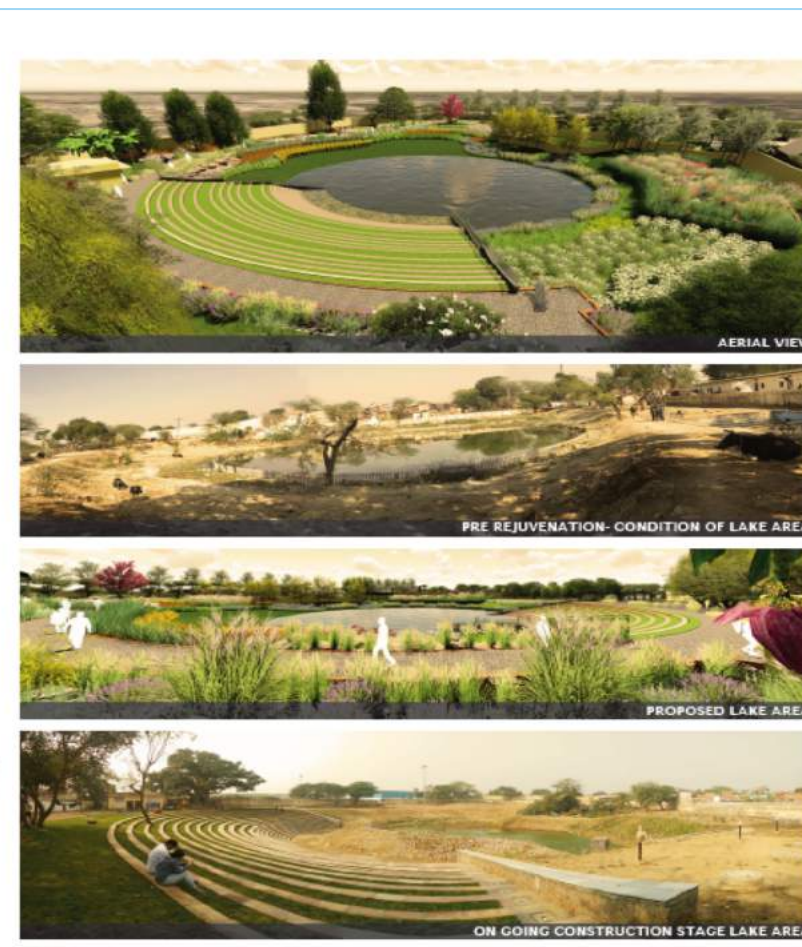
DJB will **give 90% rebate on sewer charges monthly**, to parks, schools, commercial complexes and industries who set up Decentralized Sewage Treatment Plant (DSTP)



The **financial assistance to resident welfare associations (RWAs) and NGOs has been revised from INR 1 lakh per acre to INR 2 lakh per acre** for maintenance and development of parks registered with the Delhi Parks and Gardens Society (DPGS)

The *Rajokri Lake* project

- Until 2017, *Rajokri lake* used to be a turbid pond fed by sewage from the nearby shanties. It has now transformed into a water body of 2000 square meters which is now fed with treated effluents
- This has a capacity to naturally clear **600 kilolitres per day of sewage water** with BOD (biochemical oxygen demand) levels of 150 ppm to less than 20 ppm



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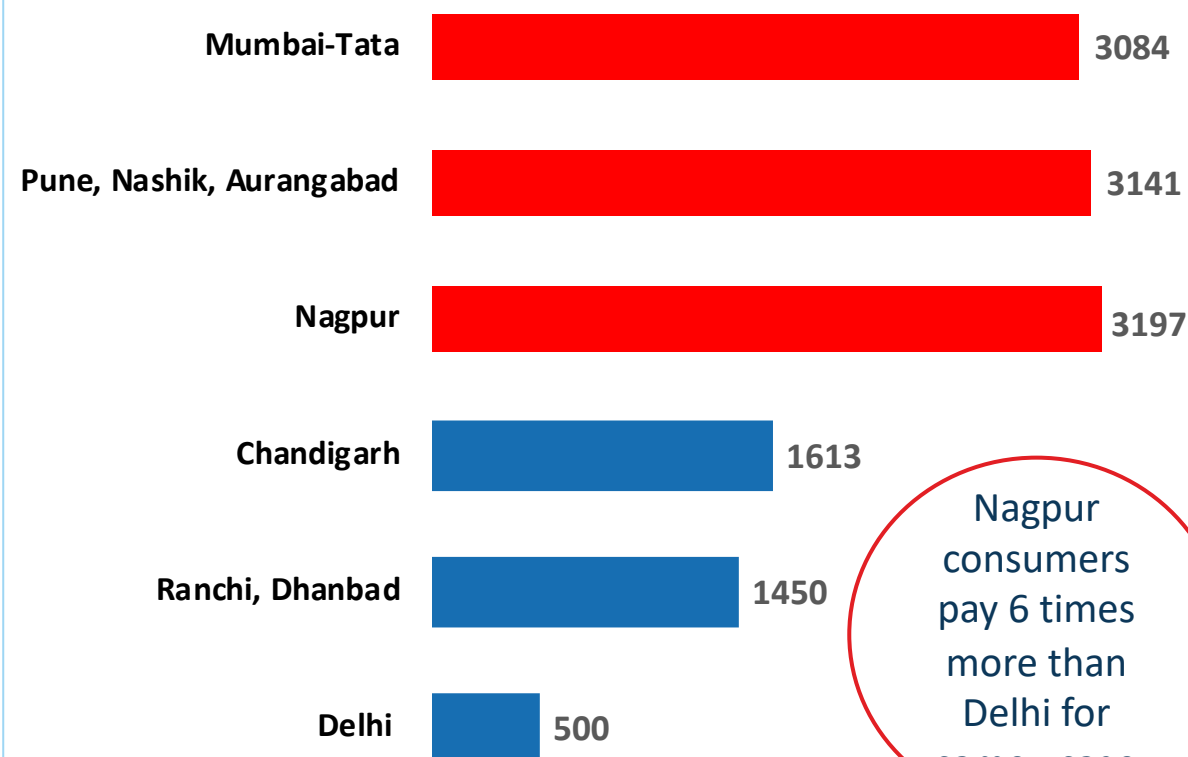
Budget and Revenues



Delhi's tariff is the cheapest among the large cities in India

- Delhi has **the most progressive tariff structure**, rewarding low electricity consumption by providing big subsidies
- **Subsidy of ₹1700 crore has been provided in 2018-19**
- **Delhi residents pay only ₹500 for 400 units of consumption**
- **Electricity tariffs have not increased since 2014-15**
- **Load-shedding contained to only 0.06% of total consumption**

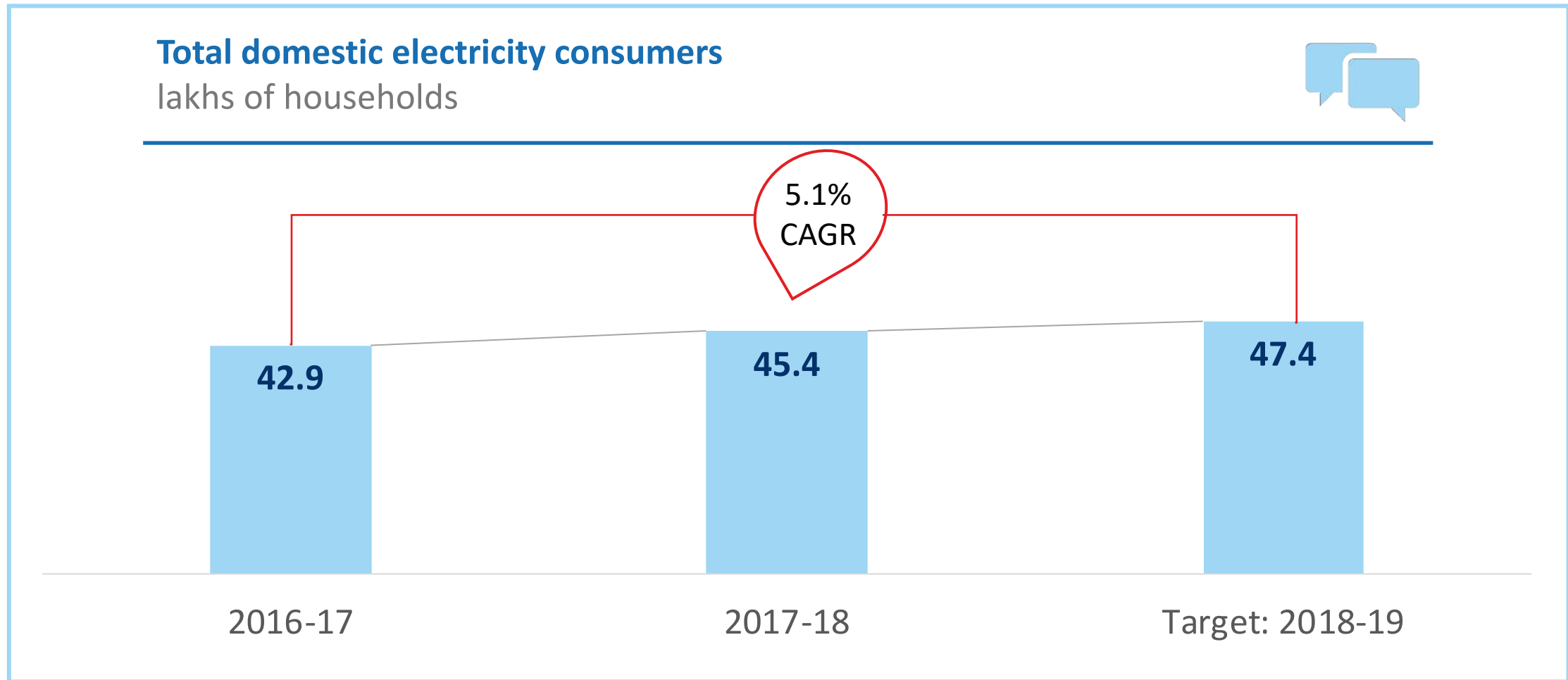
Price paid for 400 Units consumption, ₹



**Based on the latest tariff orders of state electricity regulatory boards*

SOURCE: Department of Planning, Government of NCT Delhi, The Times of India, Oct 3, 2018

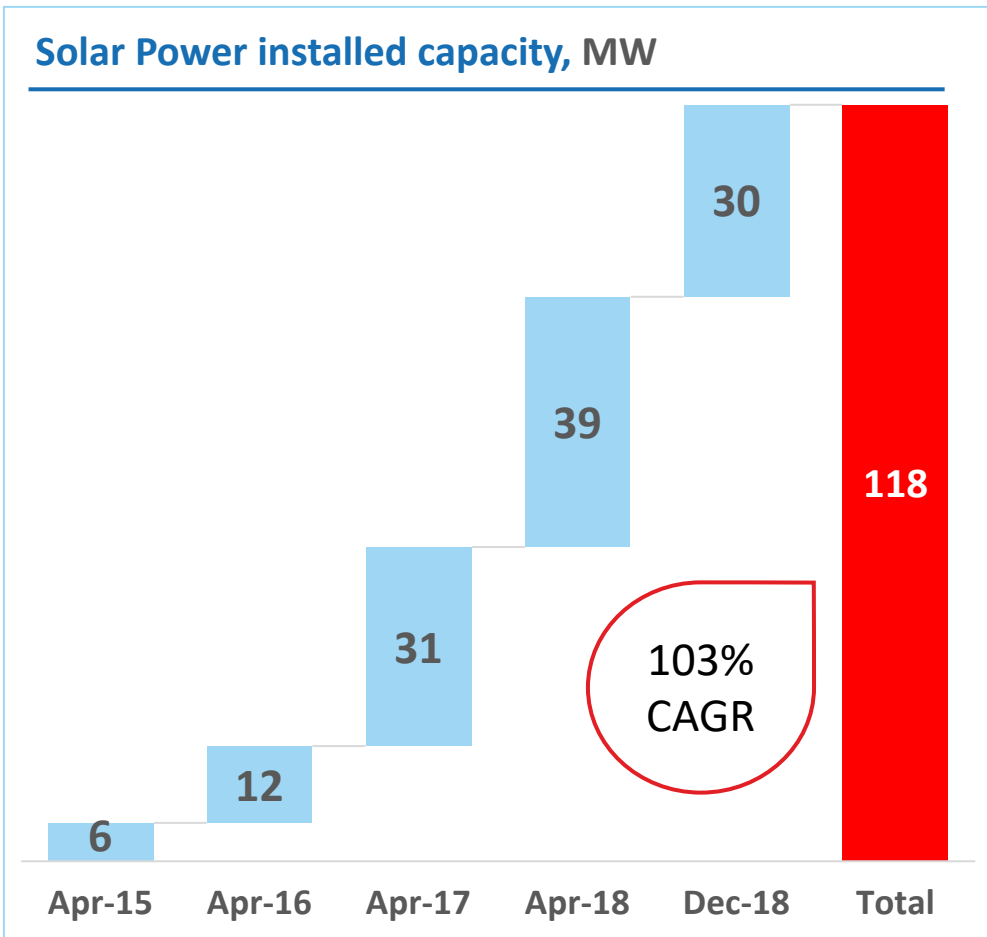
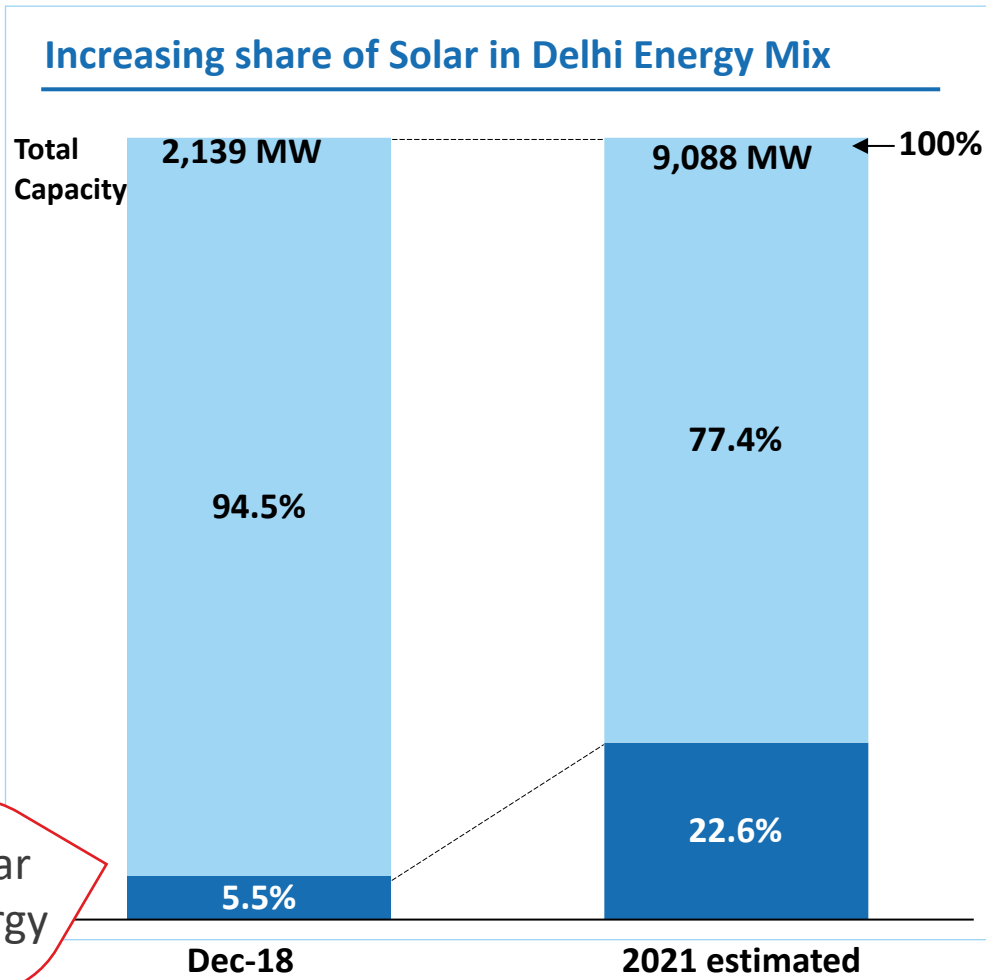
Total domestic electricity consumers in Delhi have been increasing at a rate of 5.1% p.a.



Delhi Solar Policy

- Set in 2016, targeting 2000 MW by 2025
- Generation based incentive (GBI) @ Rs 2/- per unit for three years for residential sectors
- **Mukhyamantri Solar Power Yojana** approved for promotion of Solar power in domestic sector

Solar Energy



Education



Healthcare



Water



Electricity



Transport



Environment



Governance



Social Security



Women's Safety

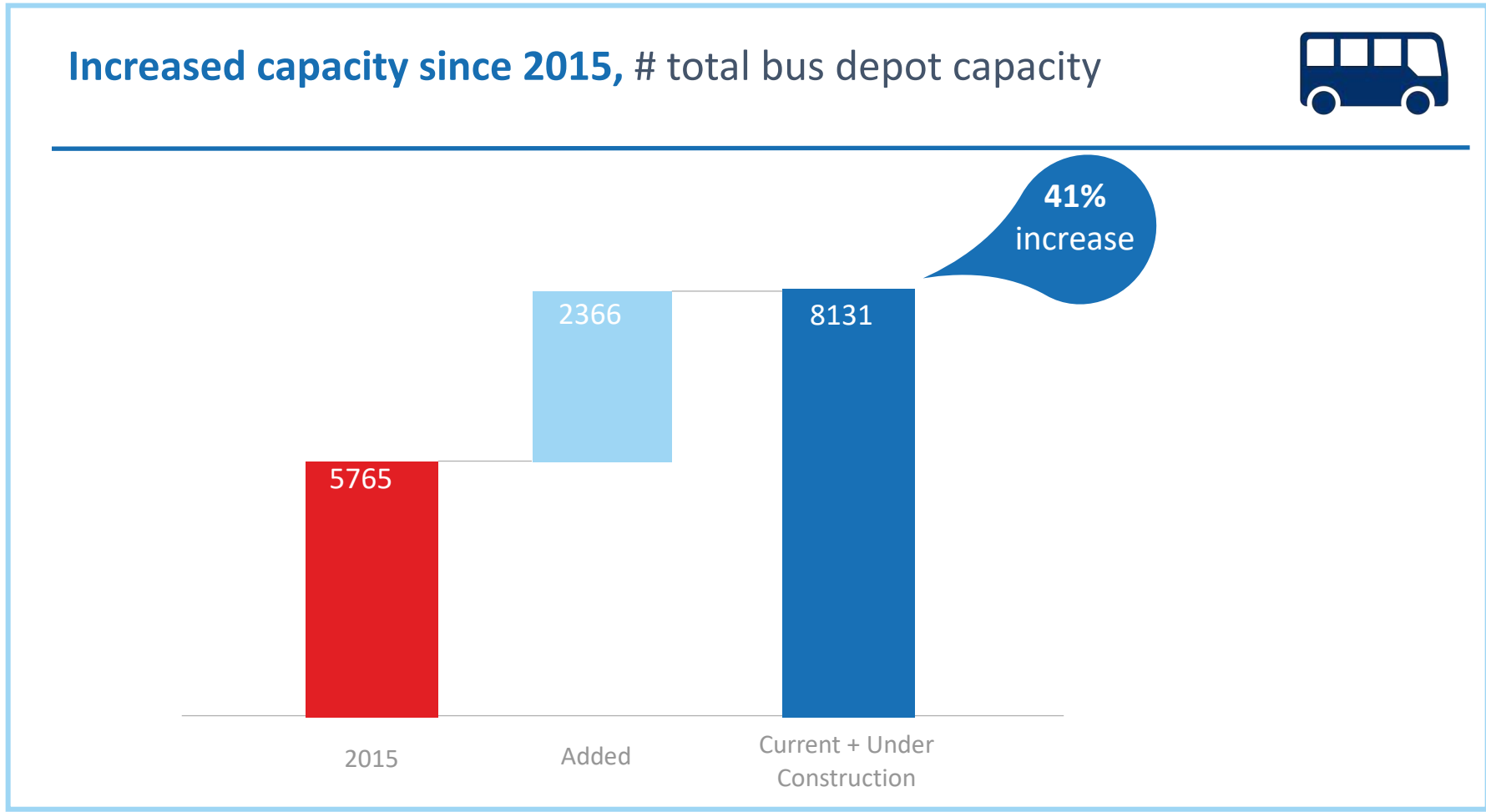


Budget and Revenues



Committed to better Public Transport – AAP Govt. started by improved Bus Depot Capacity

Existing Added Current

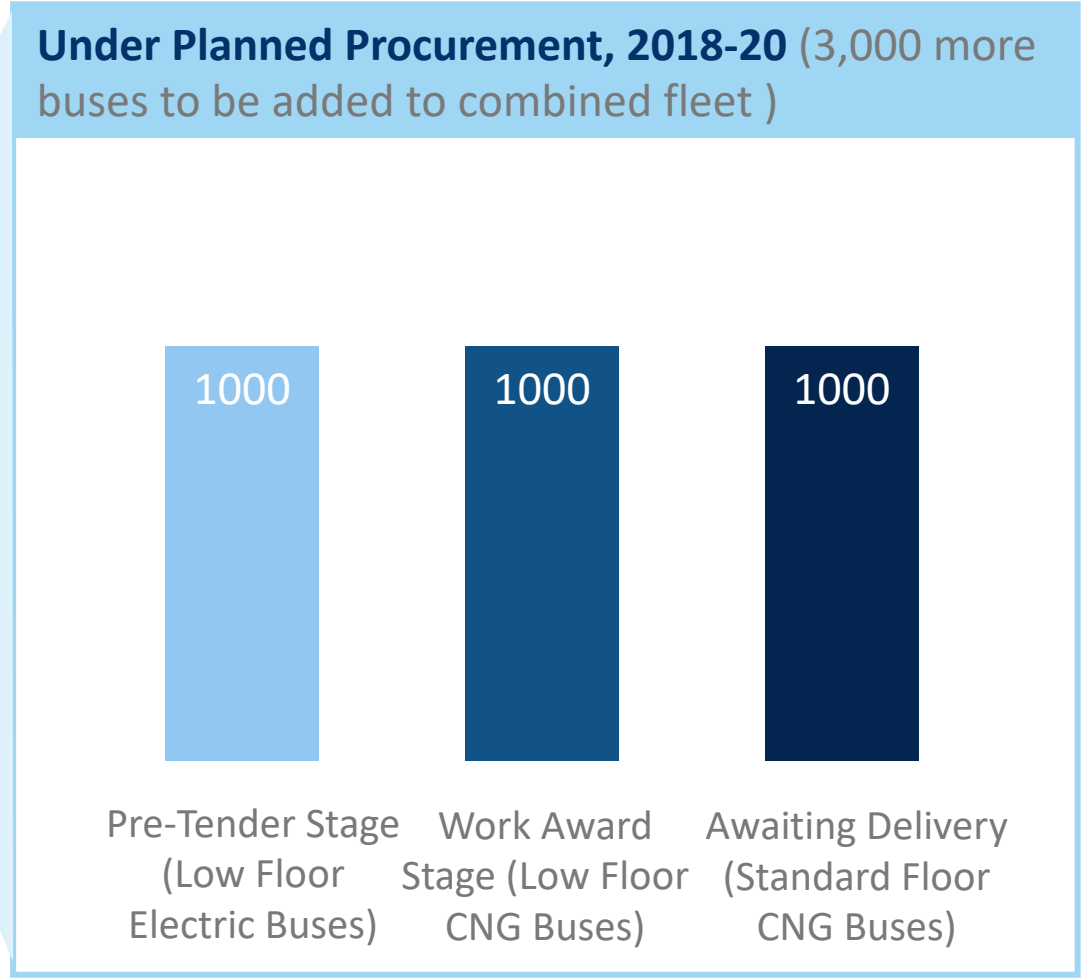
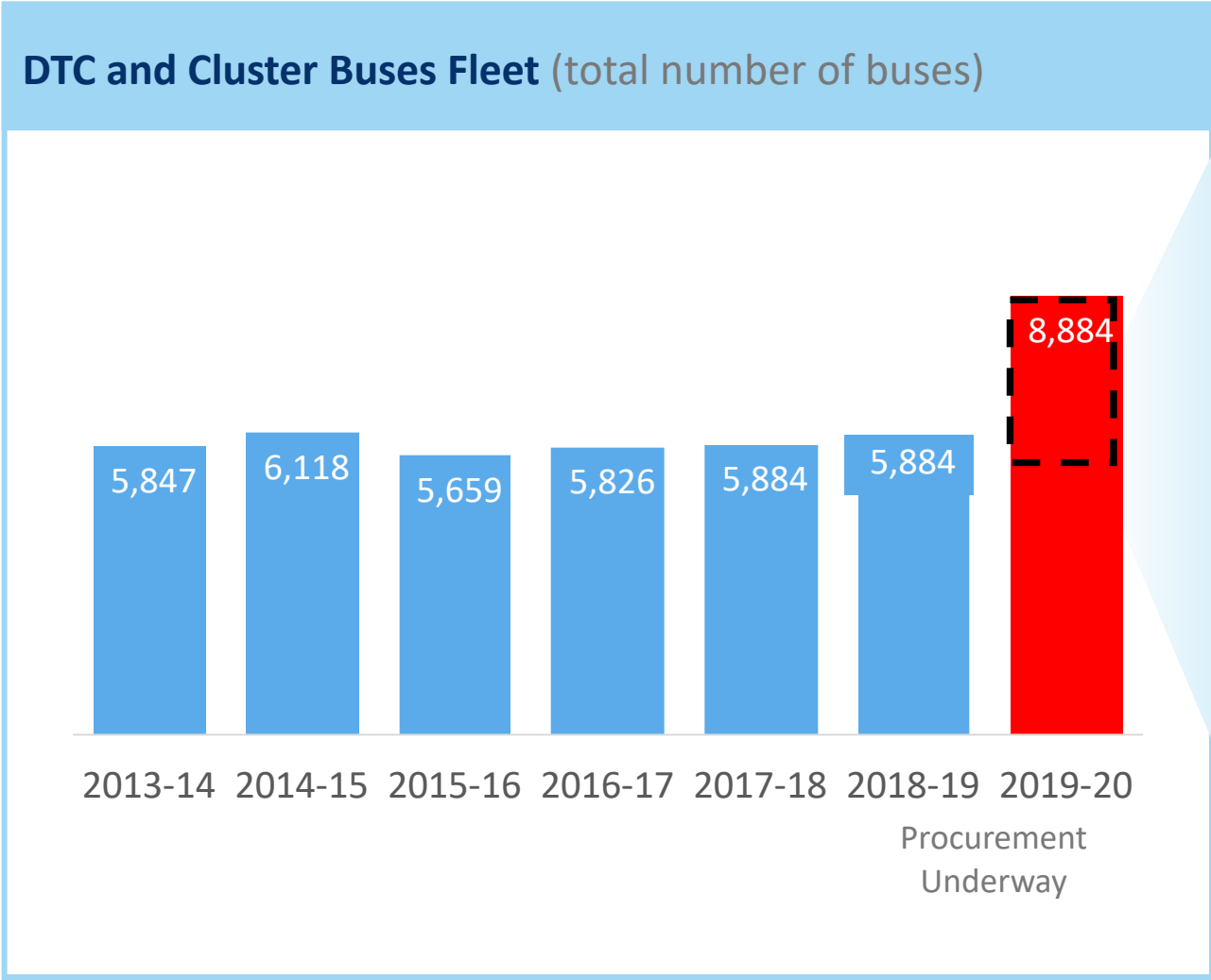


“Delhi is the 1st state in the country to have made all its transport services completely online.”

- Sh. Kailash Gahlot
Transport Minister
GNCTD



After years of a nearly static bus fleet, AAP Government is all set to increase the bus fleet in Delhi by 51%



Multiple initiatives underway to improve public transport in NCR



Criteria

Description

Mobility Card

- **First common mobility card** in India which allowed Delhi metro card to be used on buses

Safety

- **CCTVs and Panic Buttons** to be installed in all of Delhi's buses - initiative at tendering stage

Accessibility

- **Route rationalization** and last mile connectivity / providing access within 500m of every household in Delhi at max 15 min frequency

Bus Terminal Facilities

- **Modern bus terminal facilities** being constructed across Delhi – Najafgarh, Azadpur, Nehru Place etc.

Open Transit Data

- **In Oct 2018, Delhi become the first large Indian city** to launch an **Open Transit Data** platform sharing GPS feeds of buses & several static datasets



Design of new Najafgarh Bus Terminal



SOURCE: Govt of NCTD Press Release

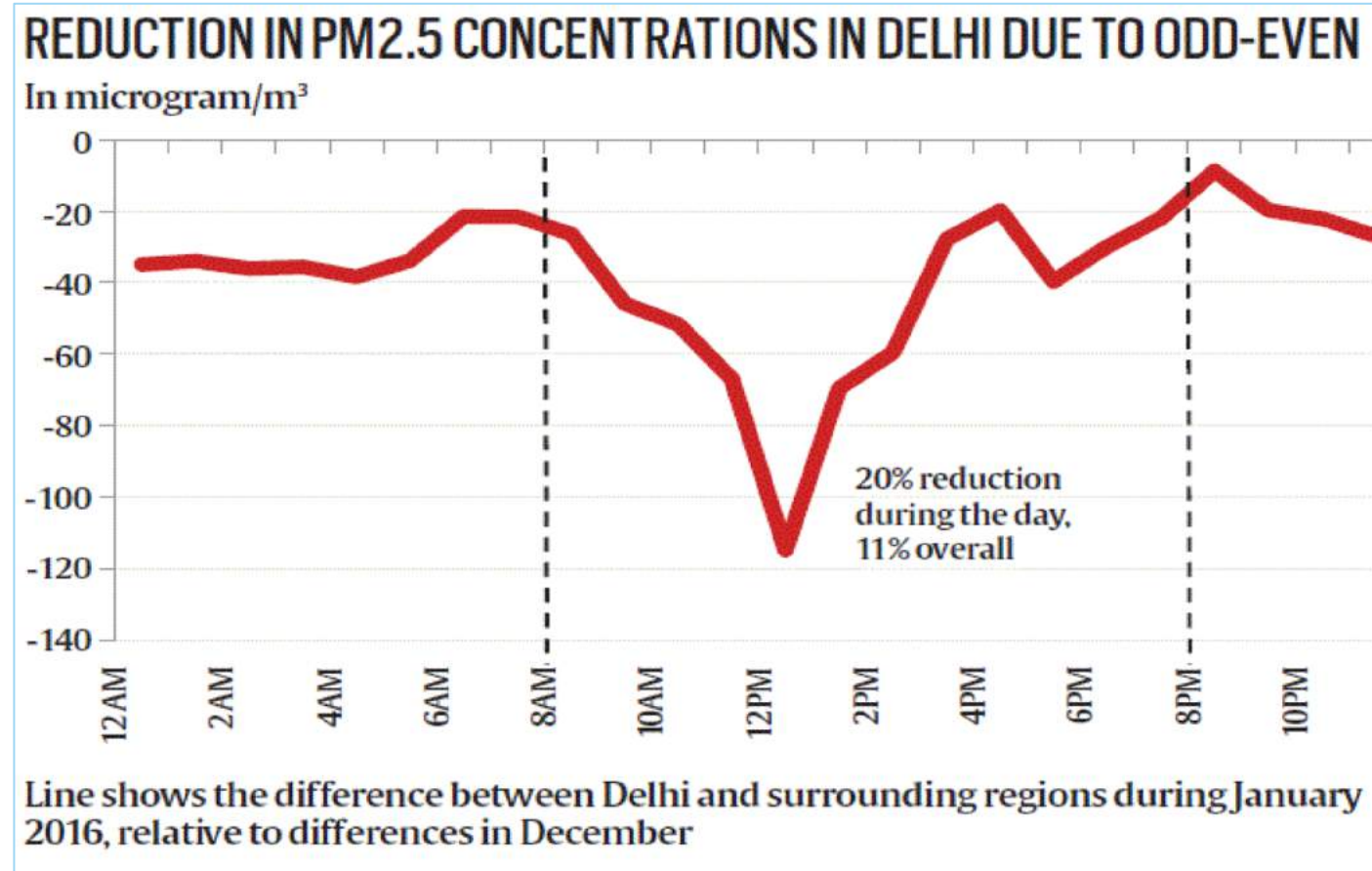
Design of new Nehru Place Bus Terminal

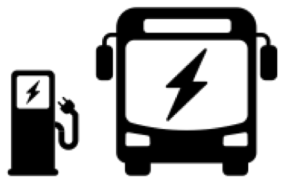


Dialogue & Development Commission of Delhi

Odd Even Scheme's success proved that severe problems can be curbed with political will and commitment to welfare of people

- In January and April 2016, the Delhi Govt. piloted the 'Odd-Even' traffic rule
- **Fine particle concentrations in Delhi's air as compared to Faridabad and Gurgaon, were found to be lower by 14-16% during the hours the program was in effect in the January pilot; no effect was seen at night when the program was not in force.**





AAP Govt has recently brought out the most progressive draft Electric Vehicle policy for any city/state in India

Objectives

- Improve Delhi's air quality by driving a rapid adoption of EVs - **25% share** in new vehicle registrations **by 2023**
- Create jobs in driving, selling, financing, servicing and charging of EVs

Key Provisions under Delhi EV Policy

1. Driving EV Adoption

Drive large-scale adoption of EVs, focusing primarily on 2Ws, 3Ws and public/shared transport.

2. Charging Infrastructure

Create an enabling environment for the provision of private and private charging/swapping infrastructure at every 3 kms

3. Recycling Ecosystem

Encourage the re-use and recycling of EV batteries that have reached the end of their life.

4. Funding

Implement a 'feebate' concept to fund a high proportion of the incentives proposed in the policy.

5. Creating Jobs

Implement measures to train personnel for the EV ecosystem.

6. Policy Implementation

Create a dedicated EV cell and constitute a State EV Board for effective policy implementation.

Education



Healthcare



Water



Electricity



Transport



Environment



Governance



Social Security



Women's Safety



Budget and Revenues

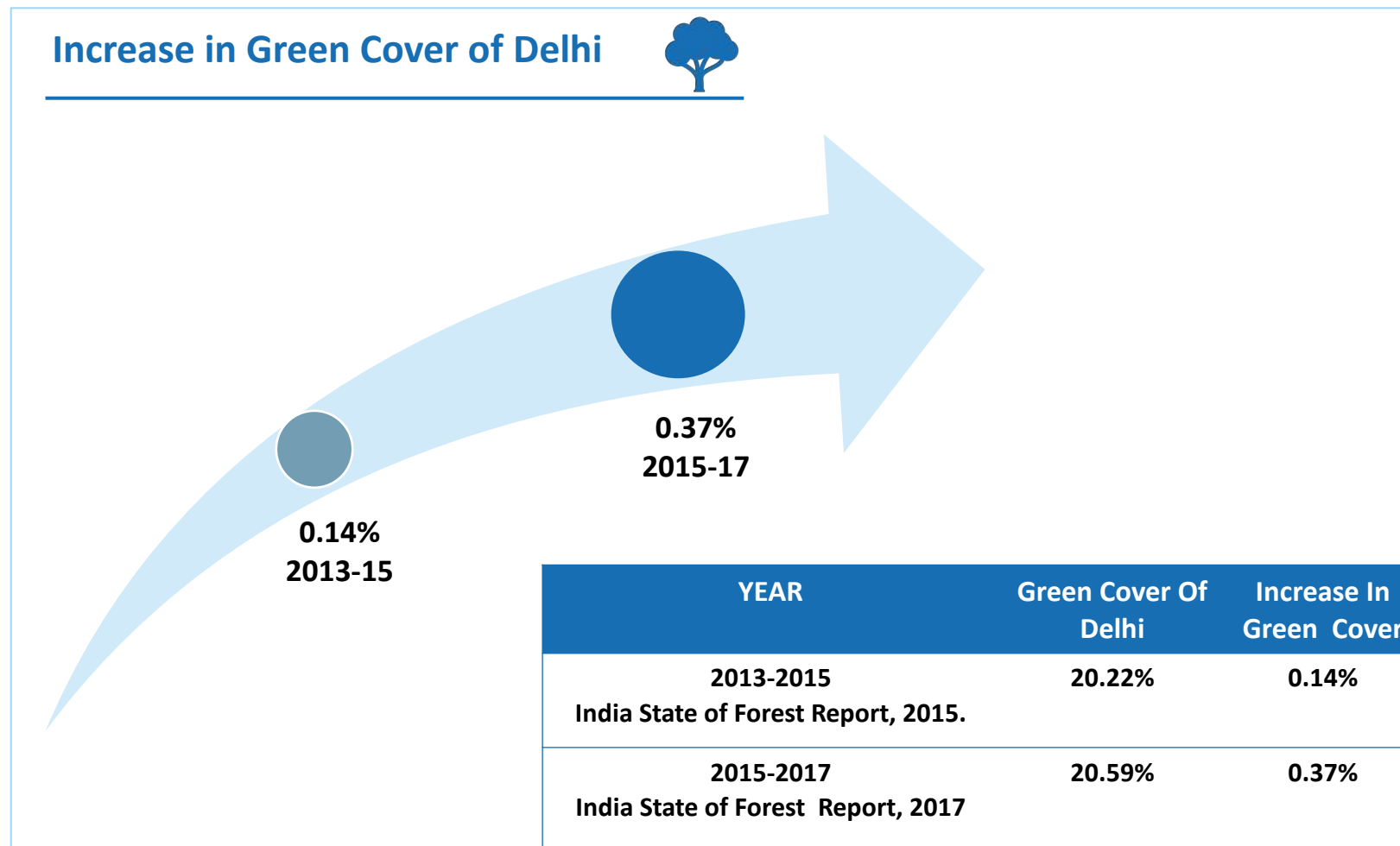


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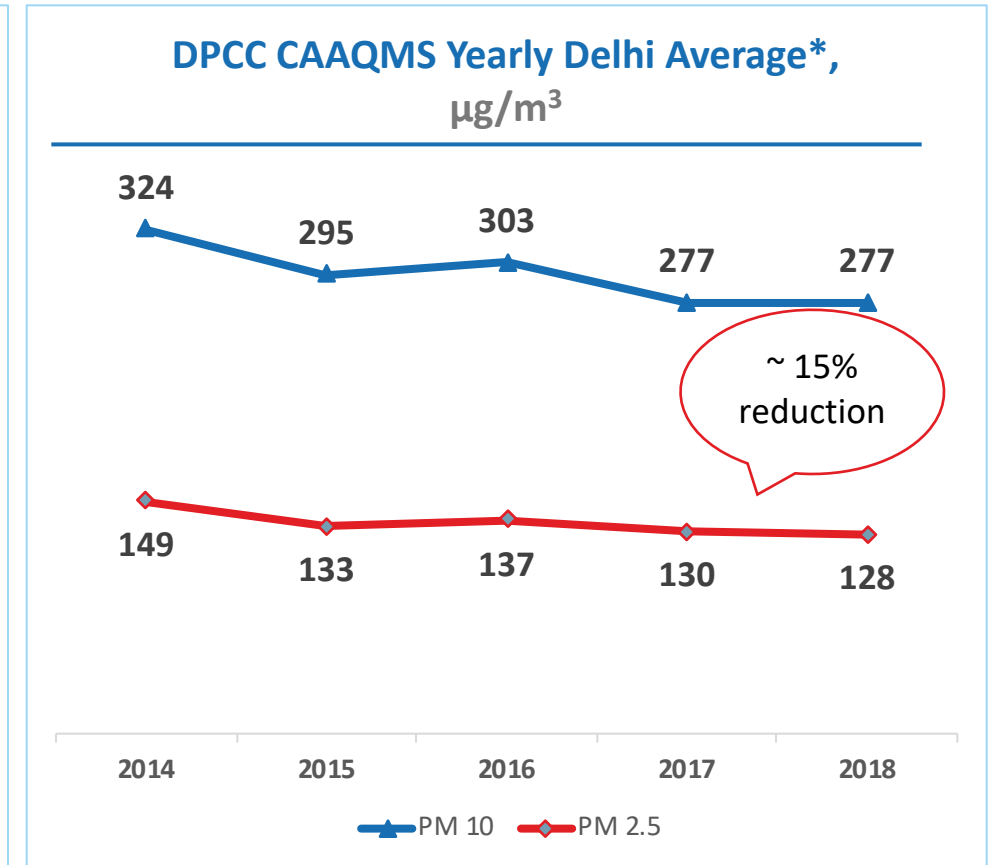
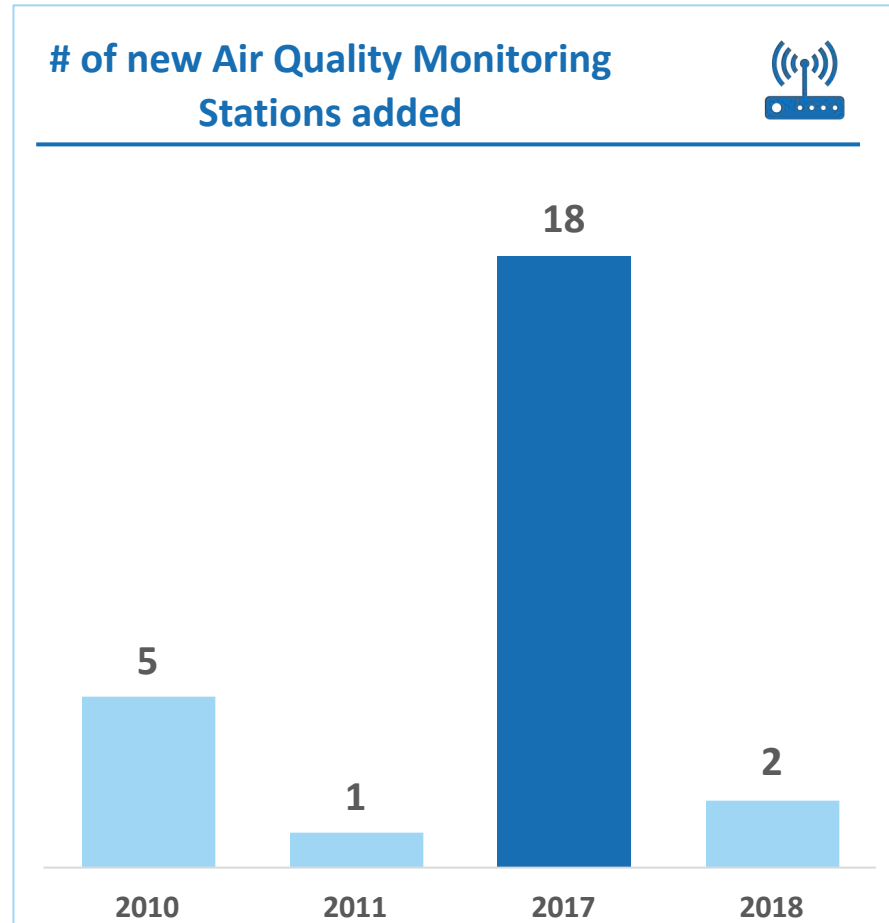
Delhi's Green Cover has increased by 0.37%

- Delhi's green cover has increased from around 20.2% in 2015 to 20.6% in 2017. The increase has been attributed to plantation and conservation activities undertaken by the Government.
- Out of the target of planting 32.5 lakh trees in 2018-19, 26 Lakhs have been planted; **5 lakh in a single day on Mega Plantation Drive in September 2018***



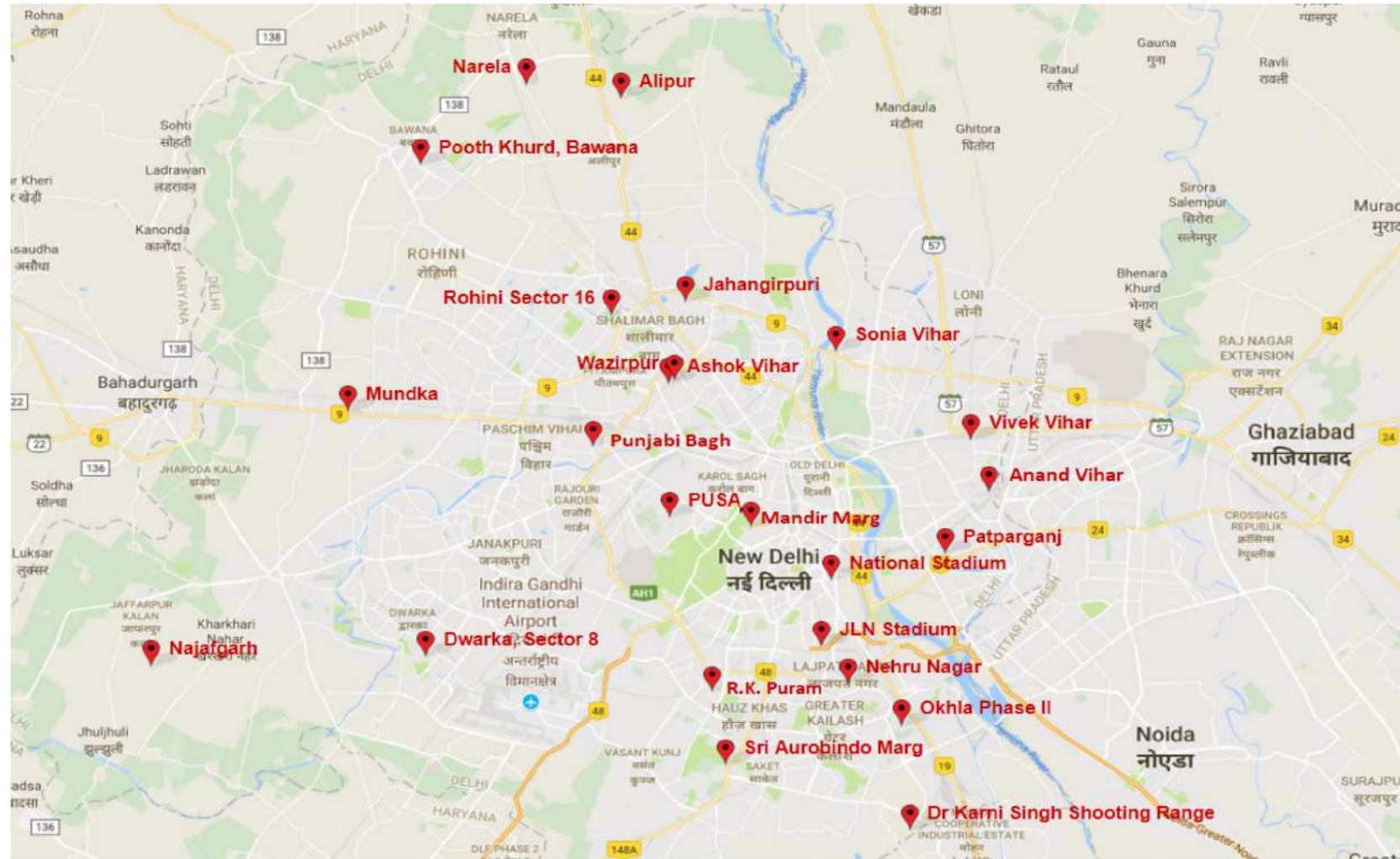
Delhi's Air Quality Monitoring network has the highest number of data capturing stations and is the first network which captures 8 prescribed parameters

- With 26 monitoring stations, **12 hotspots in Delhi** have been identified to specifically monitor parameter-wise for pollution control
- With constant monitoring and enforcement, there has been a steady decrease in PM 10 & 2.5 concentrations



*Yearly city average of 4 stations (RK Puram, Anand Vihar, Mandir Marg, Punjabi Bagh) except 2018 (24 stations average)

Location map of AQI Monitoring Stations in Delhi



Delhi Govt. has been proactive in implementing initiatives to curb pollution

Key Highlights



In December 2016, Delhi **proposed the Graded Responsibility Action Plan (GRAP)**, a series of measures to highlight poor, very poor, severe and emergency polluting conditions.



Use of PNG/CNG has been made mandatory in industries, **1297 out of 1467 units in Delhi** have switched from conventional fuel to clean fuel.



Online consent management and monitoring portal has been launched in December 2018. Now all industries and infrastructure project proponents can file their consent/environmental clearance applications online and upload the decision or certificate online. With the initiation of this portal, the consent management process has become **paperless, transparent and accountable**.



In *Bawana and Narela* industrial Area, **a total of ₹ 1.825 Crore Penalty** has been imposed on **non-conforming industrial units** from October 2018 to January 2019

Education



Healthcare



Water



Electricity



Transport



Environment



Governance



Social Security



Women's Safety



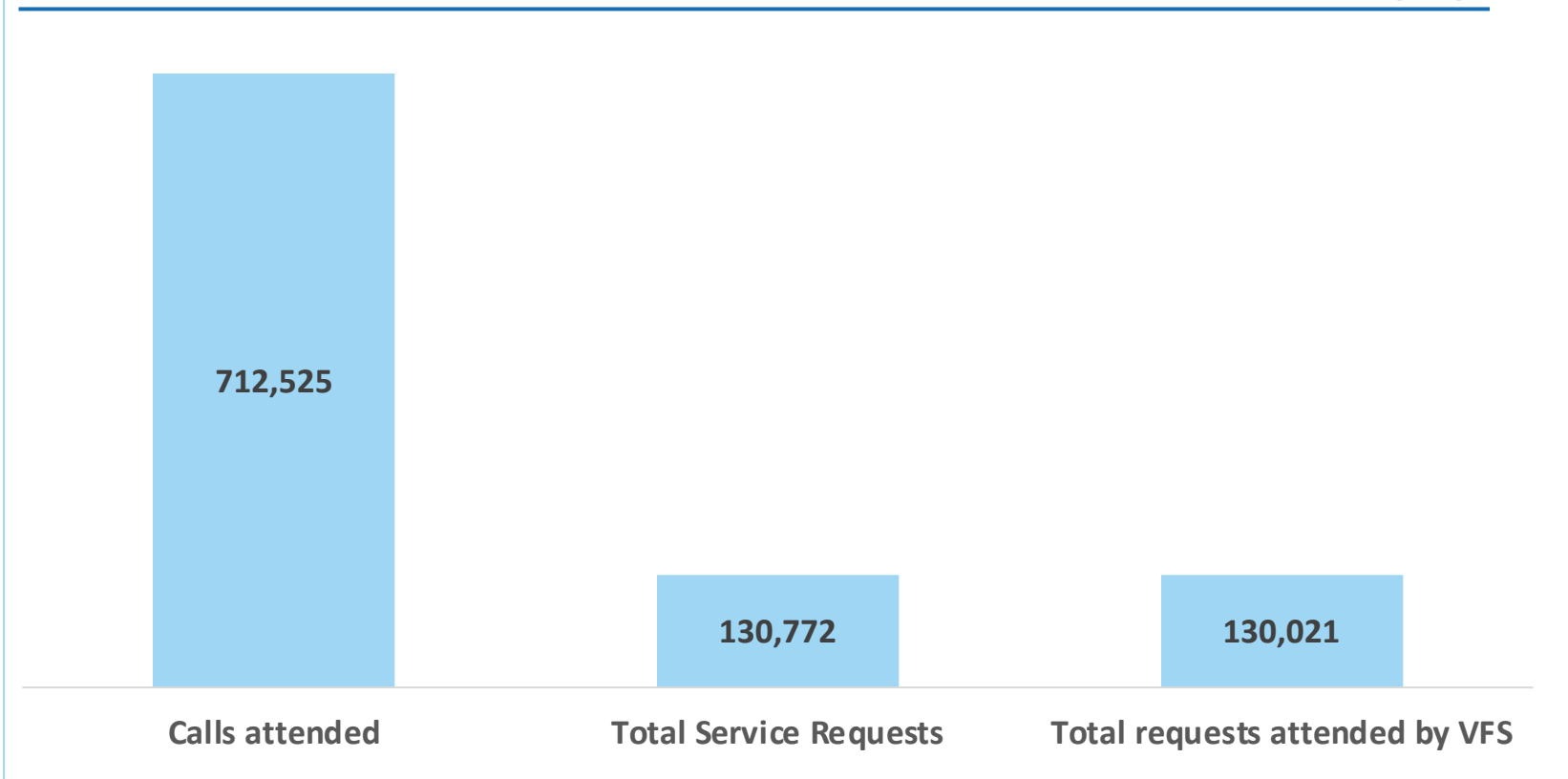
Budget and Revenues



Delhi Government has launched the first phase of doorstep delivery of 40 government services to its citizens

- Delhi residents can dial 1076 to place a request for doorstep delivery of services which will be provided from 8 am to 10 pm. The call center, set up to facilitate delivery of services, will function round the clock.
- A government representative will arrive at people's doorstep to assist them with the formalities required to receive the essential utilities, at a mere rate of INR 50

Statistics till January 2019



40 Services launched in Phase 1 of Doorstep Delivery

| Revenue Department | Transport Department | Department for the Welfare of the SC/ST/OBC/ Minorities | Food & Supplies Department | Social Welfare Department |
|--|--|---|--|---|
| <ul style="list-style-type: none"> • Issuance of Caste Certificate (OBC) • Issuance of Caste Certificate (SC) • Issuance of Caste Certificate (ST) • Issuance of Domicile Certificate • Issuance of Income Certificate • Issuance of Delayed Birth Order • Issuance of Delayed Death Order • Issuance of Lal Dora certificate • Issuance of Land Status Report • Issuance of Permanent ID Card to Disable persons • Issuance of ROR • Issuance of Solvency Certificate • Registration of marriage • Enrolment as Civil Defense volunteer • Issuance of Surviving Member Certificate | <ul style="list-style-type: none"> • Duplicate RC Certificate • Change of Address in RC • Transfer of Ownership • Hypothecation Addition • Hypothecation Termination • Issuance of NOC • Renewal of Driving License • Duplicate Driving License • Learners License • Permanent Driving License • Change of address in D/L | <ul style="list-style-type: none"> • Financial Assistance for purchase of Stationery to SC/ST/OBC/Minority Category • Reimbursement of Tuition fees for students belonging to SC/ST/OBC/Minority Category • Scholarship/Merit Scholarship to SC/ST/OBC/Minority students for the school (for Class I to XII) and for OBC (Class VI to XII) | <ul style="list-style-type: none"> • Issuance of Priority Household Card • Updation of Member Details in the AAY/Priority Household Card | <ul style="list-style-type: none"> • Grievance of Old Age Pension Scheme • Delhi Family Benefit Scheme • Handicap pension Scheme |
| | | | Delhi Jal Board | Labour Department |
| | | | <ul style="list-style-type: none"> • New water sewer connection • Mutation • Re-Opening (After rebuilding of house etc.) • Disconnection | <ul style="list-style-type: none"> • Approval of Installation of Passengers Lift, Lift Shaft & Machine Room • Delhi Shops & Establishment Act, 1954 |

30 new services are to be launched in end of February 2019

| Labour Department | Transport | Department for the Welfare of the SC/ST/OBC/ Minorities | Higher Education | Food & Supplies Department |
|--|---|--|---|--|
| <ul style="list-style-type: none"> • Grant of License for Contractor under Section 12 of Contract Labour (Regulation & Abolition) Act 1970 • Grant of License for working of Passenger Lift • Grant of Registration of Establishment employing building workers of BOCW (RE & CS Act 1996) • Grant of Registration Certificate of Principal Employer under Section 7 of Contract Labour (Regulation & Abolition Act, 1970) • Periodical inspection of lift • Grant of Electric contractor license • Issuance of certificate of competency class 1 (Electrical Supervisor) | <ul style="list-style-type: none"> • Addition of new class of vehicle to a Driving License • Motor Vehicle Tax <div data-bbox="583 772 1006 882" style="background-color: #ADD8E6; text-align: center; padding: 5px;"> Delhi Transport Corporation </div> <ul style="list-style-type: none"> • Issuance of general all route Bus Pass for AC & Non AC Buses • Issuance of NCR bus passes | <ul style="list-style-type: none"> • Post Metric scheme for SC Students • Pre metric scheme for SC Students • Post metric scholarship for OBC students of college/professional institution • Post metric scholarship for OBC student (PMS-OBC) • Pre metric scholarship for OBC student (PMS-OBS) | <ul style="list-style-type: none"> • Higher education and skill development guarantee scheme of Delhi Higher Education Aid Trust • Merit-cum-Means income linked financial assistance scheme for Delhi Higher Education Aid Trust <div data-bbox="1544 751 1967 903" style="background-color: #ADD8E6; text-align: center; padding: 5px;"> Delhi Tourism & Transport Development Corporation </div> <ul style="list-style-type: none"> • Booking of a tour package <div data-bbox="1544 1012 1967 1079" style="background-color: #ADD8E6; text-align: center; padding: 5px;"> Tourism </div> <ul style="list-style-type: none"> • Registration of Bed & Breakfast establishment | <ul style="list-style-type: none"> • Addition of Members in the ration card • Change in Head of Family • Change in Residential address • Deletion of members in Ration Card • Issuance of Duplicate Ration Card • Transfer of Ration Card within Delhi • Updation of mobile no. of beneficiary <div data-bbox="2023 982 2446 1049" style="background-color: #ADD8E6; text-align: center; padding: 5px;"> Drugs Control </div> <ul style="list-style-type: none"> • Grant of License to chemist • Grant of License for sale of Homeopathic drug • Grant of License for sale of schedule X drug |

Education



Healthcare



Water



Electricity



Transport



Environment



Governance



Social Security



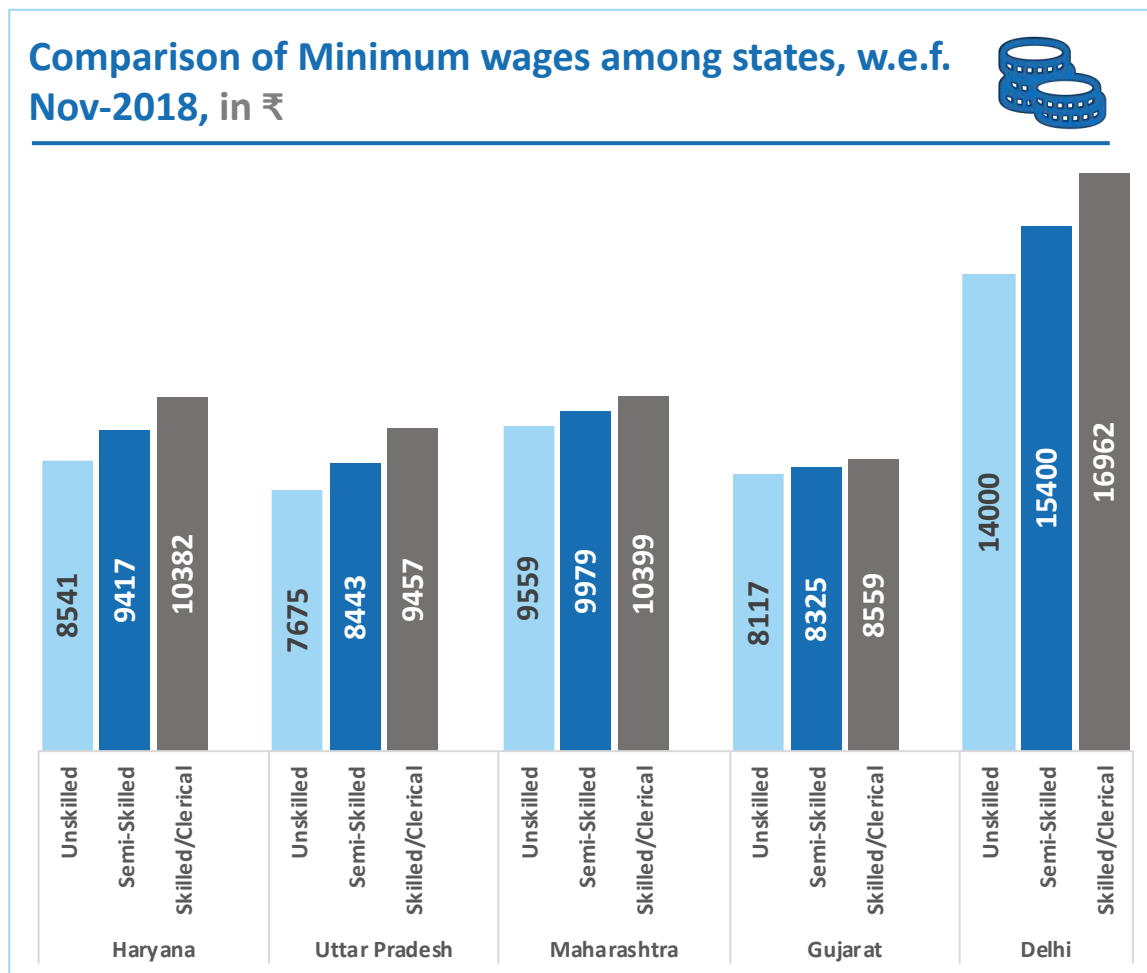
Women's Safety



Budget and Revenues



Minimum wages across categories have been increased by 43% - historic and the highest India

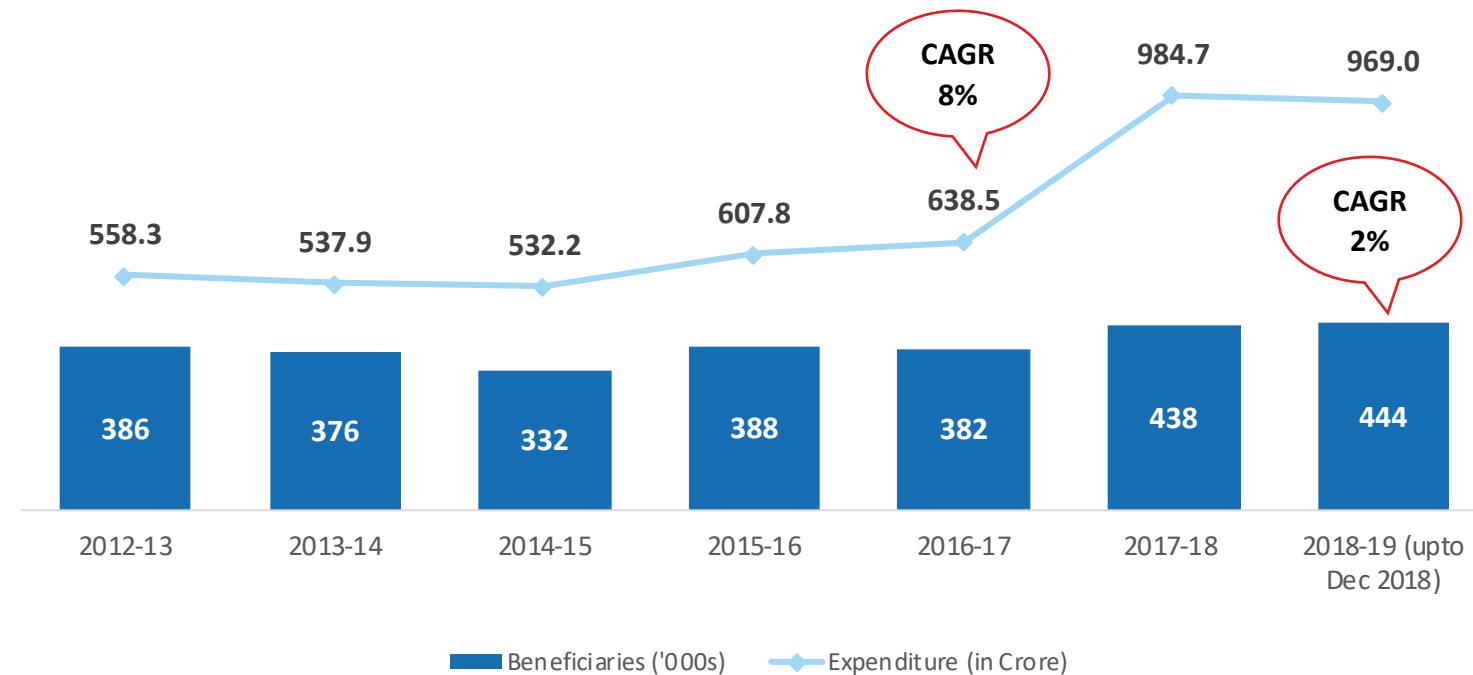


SOURCE: [Labour Department, Govt. of NCT Delhi](#), [Haryana Minimum Wage Notification July 1, 2018](#); [UP Minimum Wage Notification, Oct 1 2018](#); [Maharashtra Minimum Wage Notification, Jan 1, 2019](#); [Gujarat Minimum Wage Notification, Oct 1, 2018](#)

Old age pensions in Delhi are the highest in India, with increase in number of beneficiaries and the pension amount

- Senior citizens in the age group of 60-69 years provided ₹ 2,000 as pension against ₹1,000 before 2017, while those above 70 years get ₹2,500 as pension compared to ₹1,500 earlier
- Old age pension is the combined responsibility of State and Central Government. In Delhi, the contribution of the state is the highest as compared to all the states in India, at ₹ 1800 is 90% of the total entitlement*

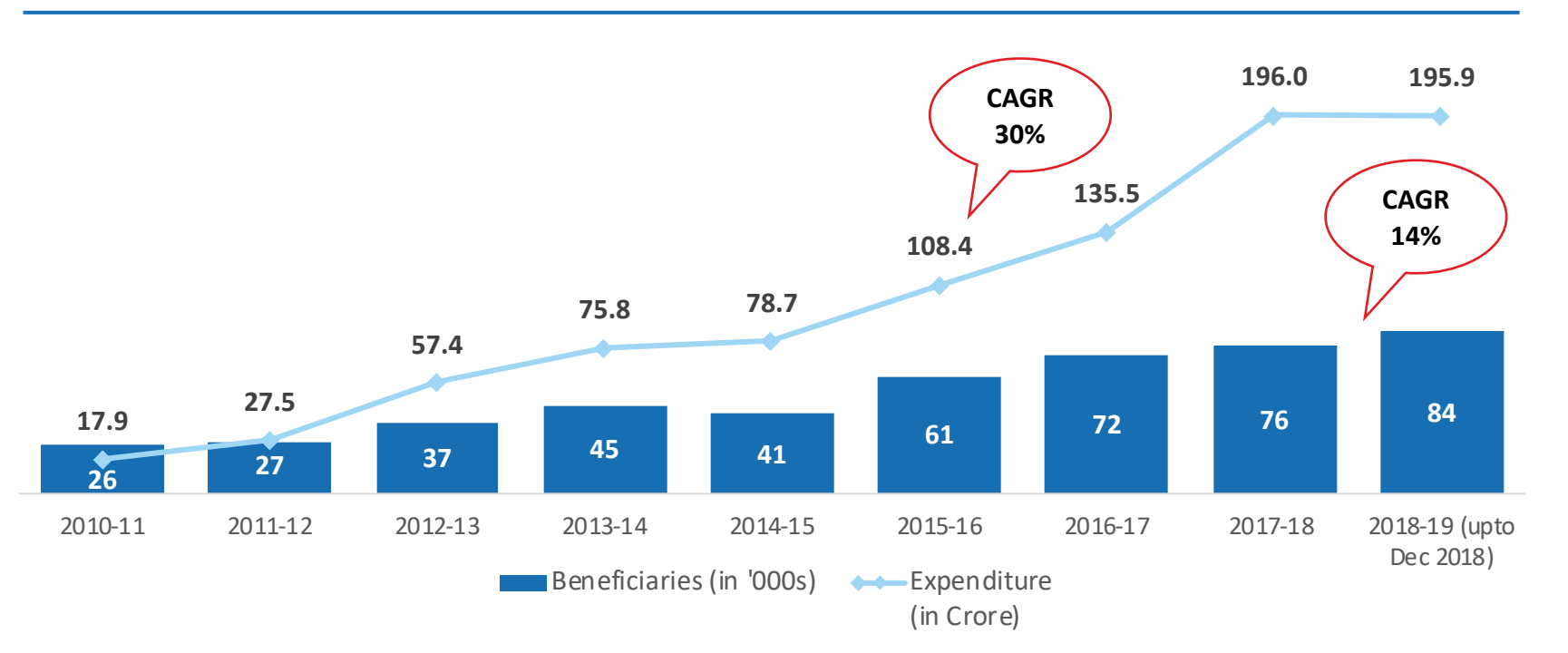
Old Age Pension, Beneficiaries ('000s) & Expenditure (crore ₹)



Disability pensions have been increased by ₹ 1000

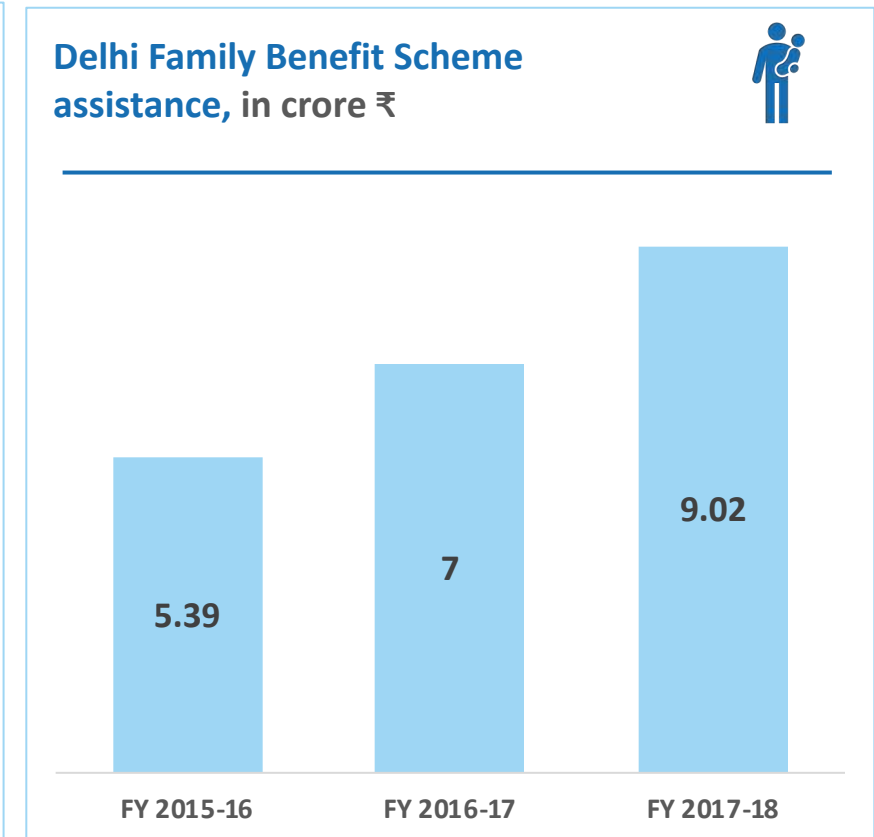
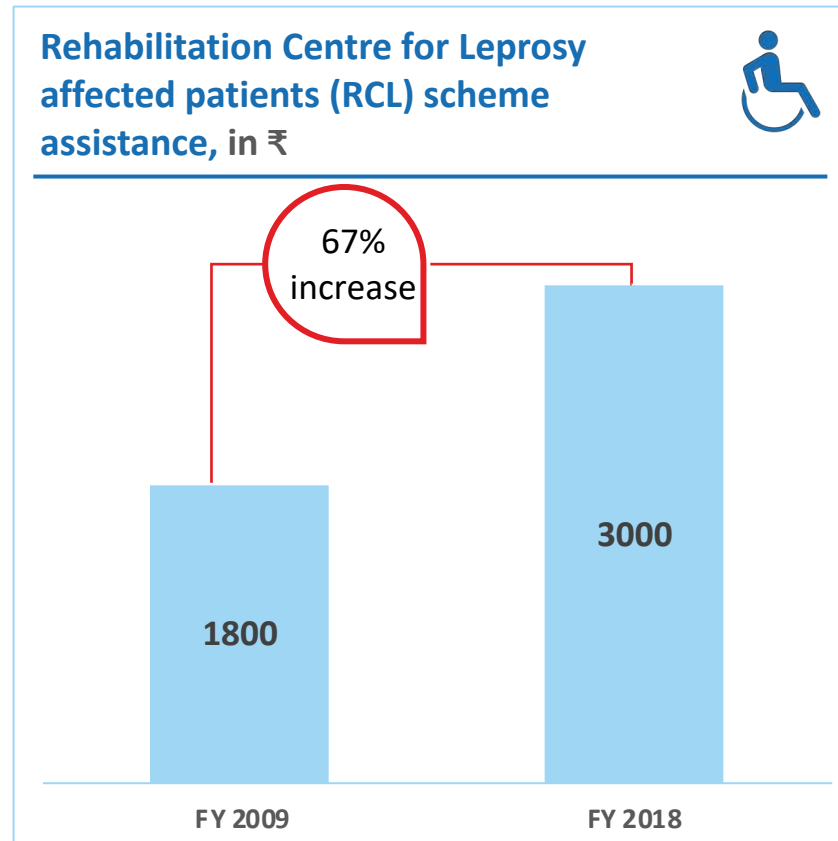
- Under “Financial Assistance to Differently–Abled Persons” financial assistance of ₹2500 p.m. is provided to Delhi Residents more than 40 per cent disabled, between the age group of 0-59 years, with family income not more than 1,00,000/- per annum
- The pension amount was increased from ₹ 1500 till 2017

Financial assistance to Persons with Disability, Beneficiaries, ('000s) & Expenditure (crore ₹)



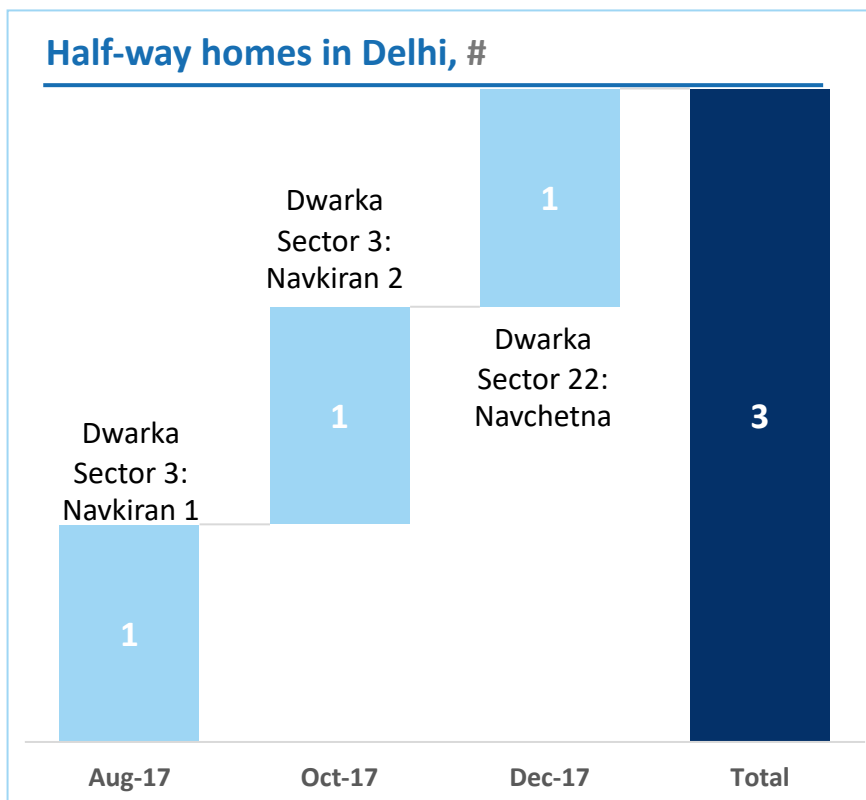
Financial assistance provided under key schemes have been increased by the government

- Delhi Family Benefit Scheme** provides for one-time assistance to the family members of deceased primary bread winner (male/female) of a household who are without adequate means of subsistence, to help tide them over immediate financial difficulties. One time assistance of INR 10,000/- has been increased to INR 20,000 in FY 18
- RCL Ration Scheme: Financial assistance to leprosy patients has been enhanced from INR 1800 (2009) to INR 3000 (2018), currently there are 562 beneficiaries.**



Delhi has made a head-start with country's first halfway homes for people with psychiatric conditions

- Delhi Government has set up **3 operational halfway homes** in Delhi for **rehabilitating patients with mental illness who have been declared fit for discharge but need support repatriating**
- Before 2017, mentally ill patients were sent to government-run homes such as Asha Kiran and Asha Jyoti, which are meant for the mentally challenged only
- There are a total of 78 patients in Navkiran 1 & 2 and Navchetna has a capacity of 25 patients



Education



Healthcare



Water



Electricity



Transport



Environment



Governance



Social Security



Women's Safety

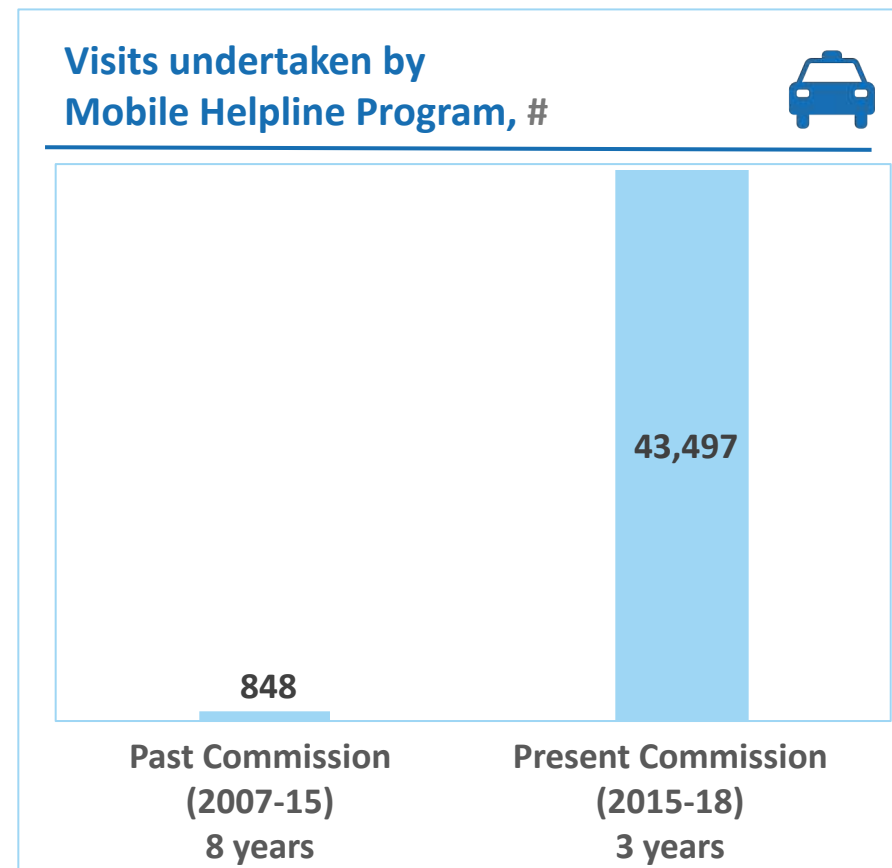
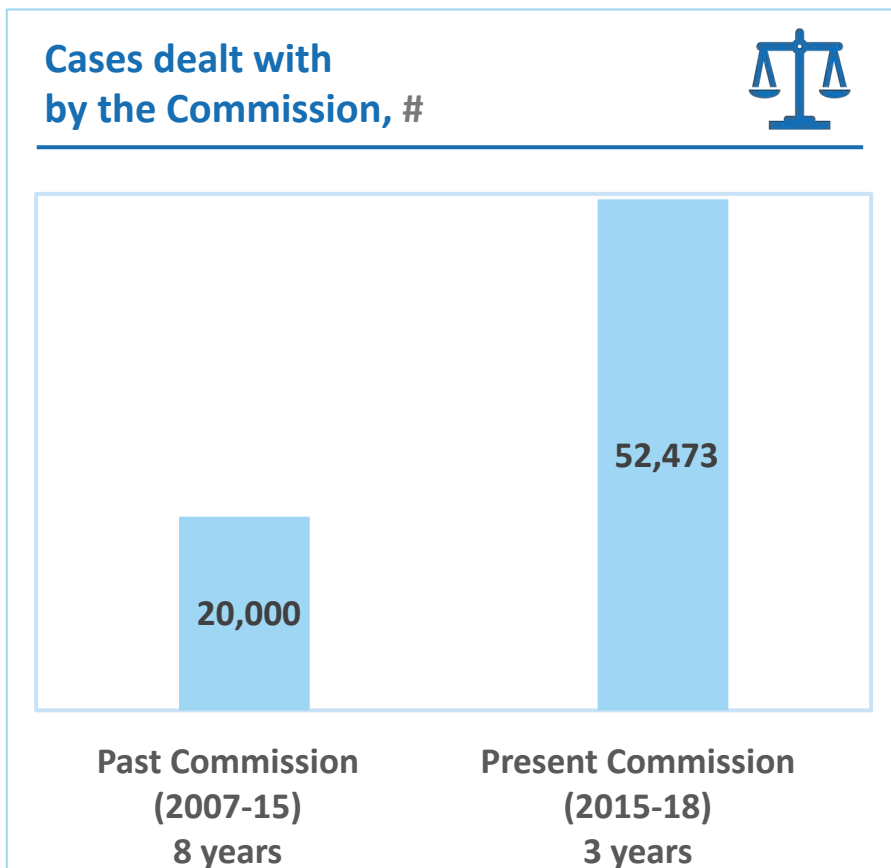


Budget and Revenues



Since its reconstitution in 2015, the Commission has handled an increased workload over the past 8 years

- The Govt. has revived DCW and made it an active champion for Women’s rights and safety, which can be seen in the increasing number of cases dealt by the commission
- DCW played a significant role in
 1. **Passage of amendment in Juvenile Justice Act** reducing the age of juvenile in conflict with law to 16 years
 2. **Conducted 535 rescue operations in the past 3 years** to rescue girls and women from trafficking



Mahila Panchayats: an innovative collective approach for community participation in dispute redressal

- **20 Mahila Panchayat** women members are trained in legal issues, dispute redressal mechanism, laws relevant to crimes against women, given exposure about the existing legal position regarding property, maintenance, marriage, custody, etc.
- **Mahila Panchayats** itself acts as a "Watch Dog" and its members can handle delicate and family disputes
- **10,619 complaints** have been registered with the *Mahila Panchayat* centers of the Commission in various communities from 2016 to 2018.



Women in *Mahila Panchayat* meetings



Education



Healthcare



Water



Electricity



Transport



Environment



Governance



Social Security



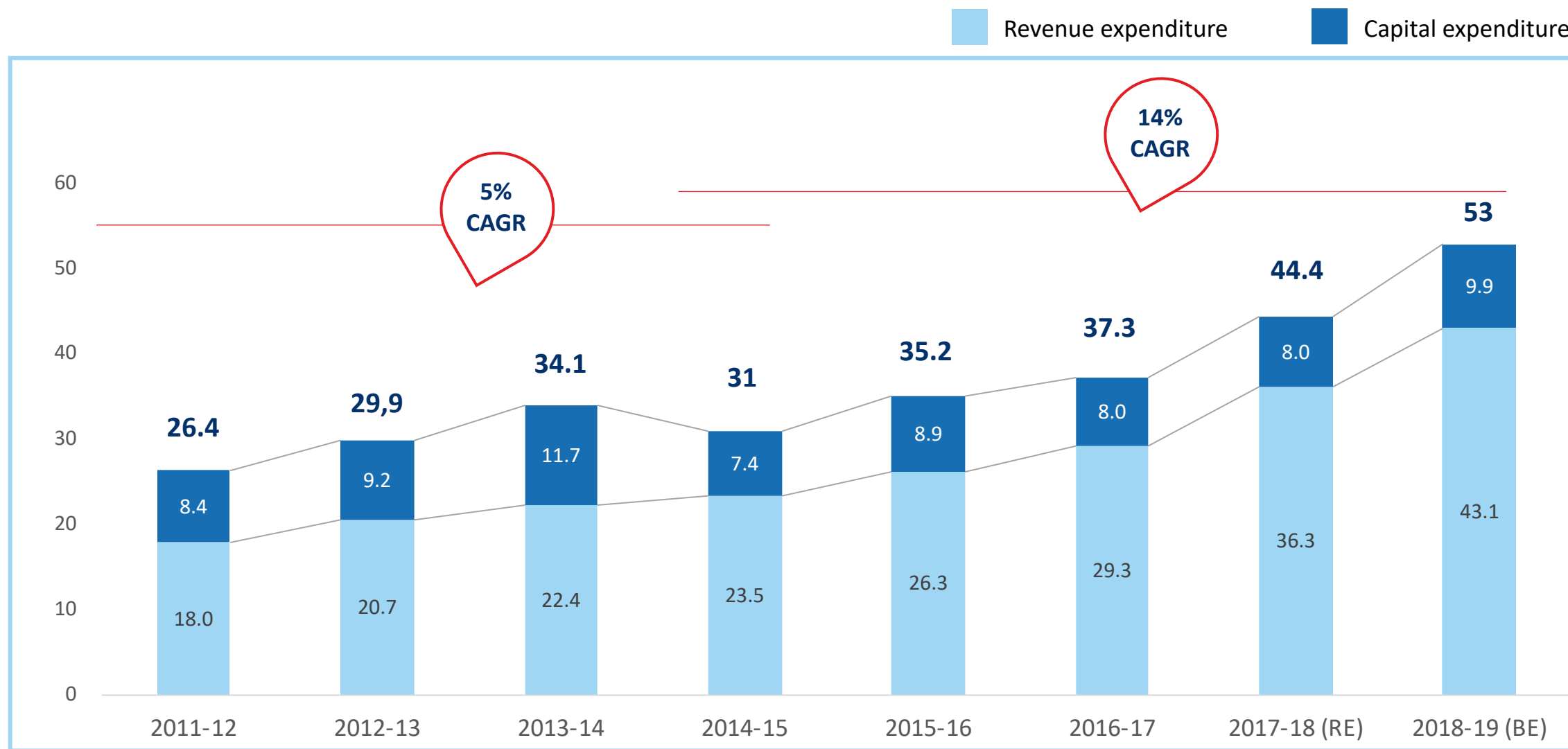
Women's Safety



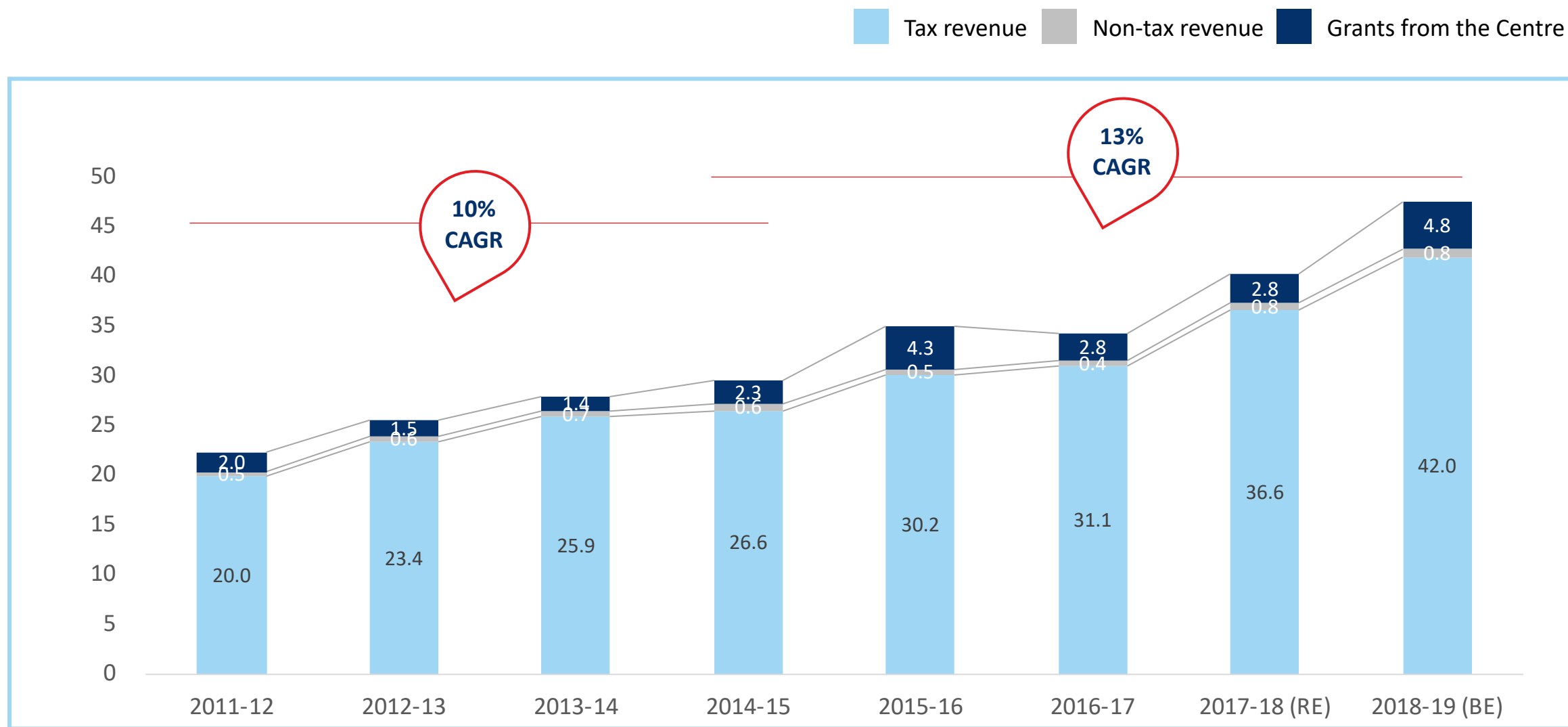
Budget and Revenues



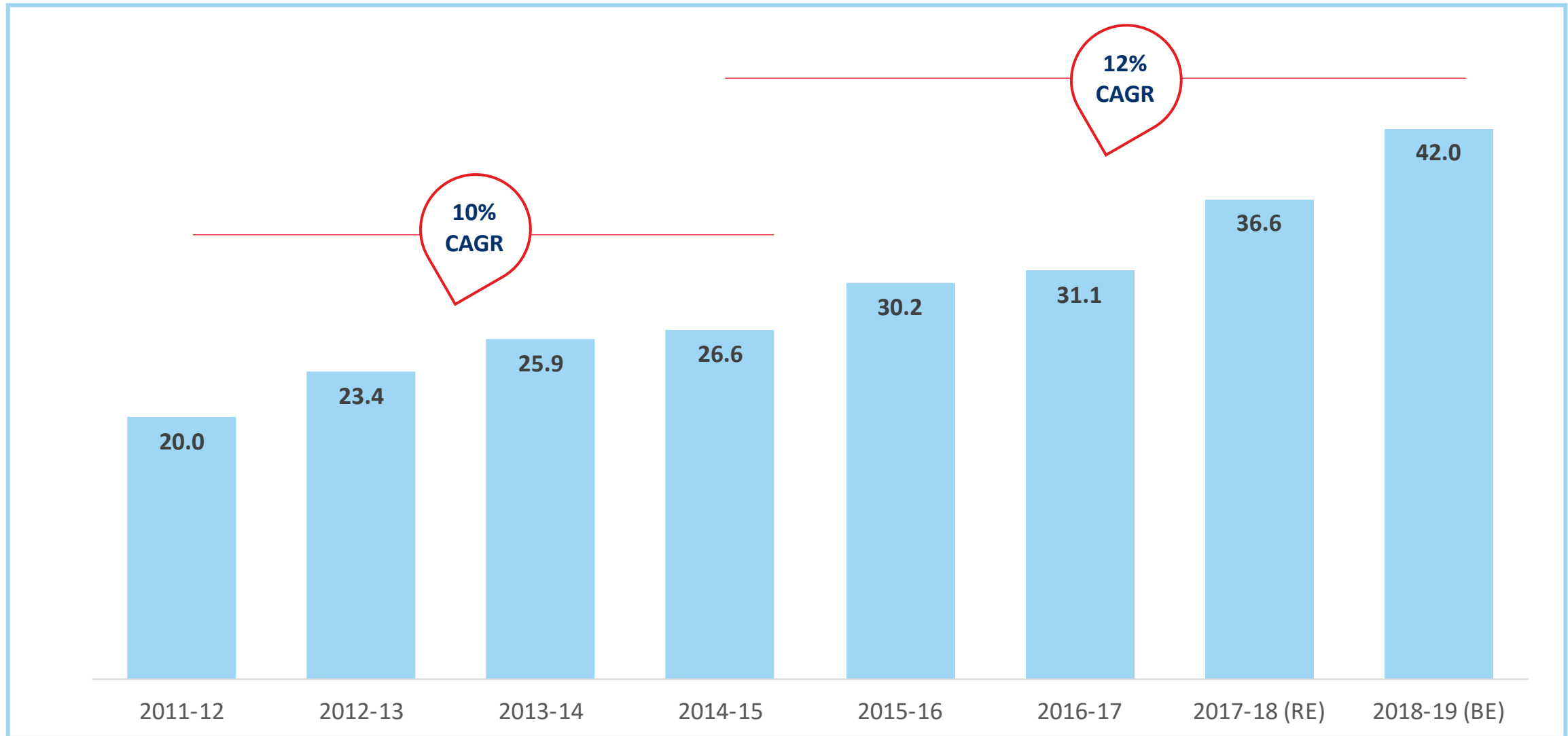
Budget expenditure of Delhi (Rs. Thousand crore)



Revenue Receipts of Delhi (Rs. Thousand crore)

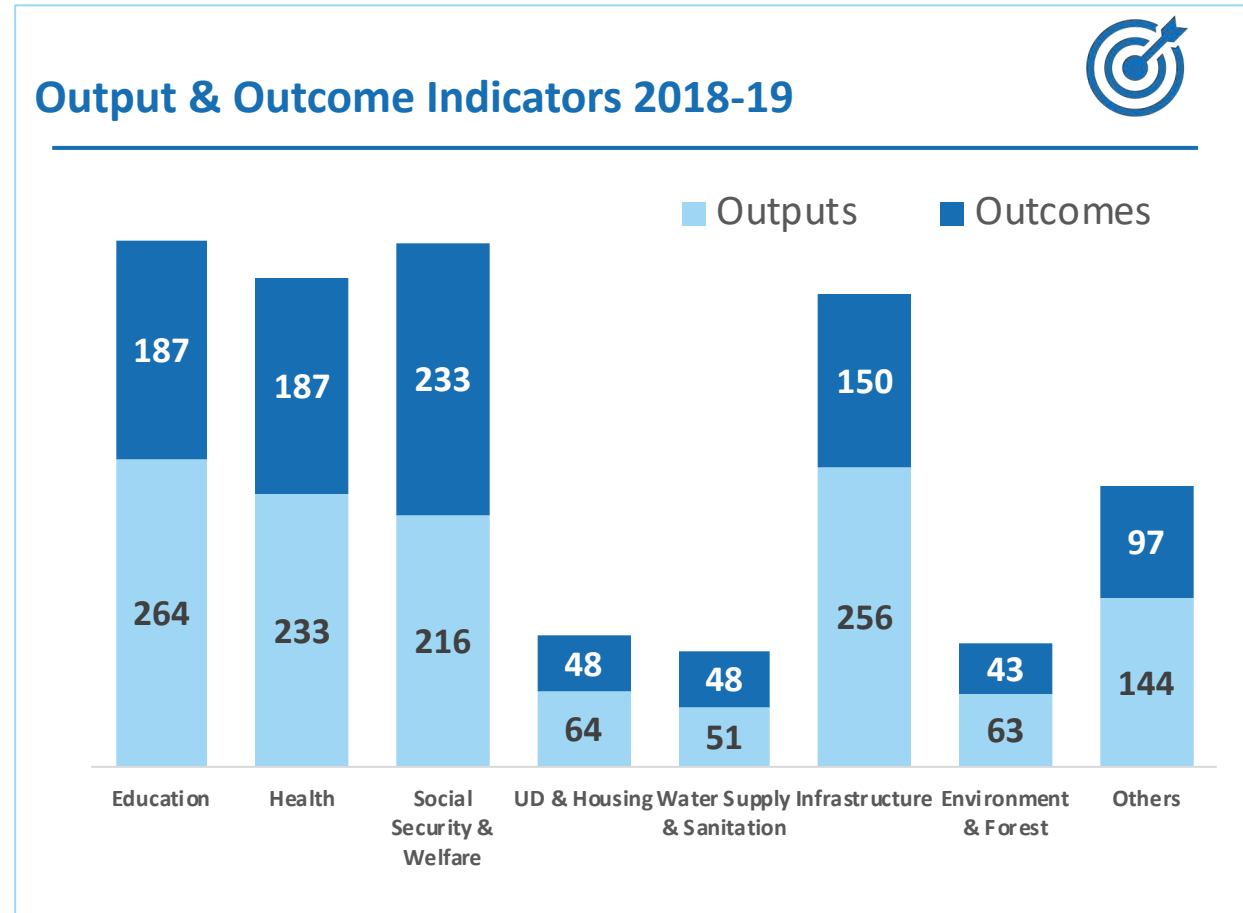


Tax Revenue of Delhi (Rs. crore)



Outcome Budgeting - a major structural reform has been highly appreciated as a unique tool for measuring accountability in the use of public money

- Introduced in 2017, linking budgetary outlays to specific outputs (tangible services or infrastructure provided) and outcomes (short or long-term benefits to the people)
- The Govt. uses the Outcome Budget as a Department-wide quarterly monitoring framework which has led to effective decision making and course adjustment
- The Outcome Budget 2018-19 of GNCTD covers all major departments and agencies combined into 8 major sectors. There are a total of 463 schemes which contains 1291 output indicators and 993 outcome indicators.



THANK YOU