

Annex 4: Cost of obtaining development permission & utility connections, Navi Mumbai

Sl. No	Item	Legal charges in Rs. /Sq.m.	%	Remarks
1	Scrutiny fees	4		Rs. 400 min charge, so Rs. 16/ Sq.m. for a 25 Sq.m. plot
2	Security deposit	10		
3	Development charges	70		
4	Mosquito eradication charge	20		
5	Debris clearance charge	20		
6	Cess on building material of contractor	50		
7	Balcony enclosure charge	16		2 balconies x Rs. 200/ balcony
8	Tree plantation charge	5		Rs. 500 minimum charge, so Rs. 20/ Sq.m. of a 25 Sq.m. plot
9	Road cutting charge for laying drainage	75		
10	Drainage deposit	40		
11	Vacant land tax up to occupation	72		@ 300/year for 6 years/25 Sq.m.
	Development permission costs	382	31	
12	Electric connection charges	300		CIDCO worked out at uniform rate
13	Installation of electric meter	20		
14	Service charge + security deposit	100		
15	Water supply connection	220		Deposit, connection & road cutting
16	Water resource development charge	50		Uniform levy by CIDCO
	Utility connection charges	690	56	
17	Stamp duty for agreement with CIDCO	40		@ 8 percent of Rs. 12,000
18	Property registration	5		@ 1 percent of Rs. 12,000
	Property registration charges	45	3	
19	Architect's charge	120	10	@ Rs. 3000 lump sum
	Total legal costs after purchase of plot/Sq.m.	1237(US\$ 27)	100	
20	Minimum cost of land /Sq.m.	750		@ 50 percent cost
21	Cost of construction/Sq.m.	5000		@ prevailing rate

Source: Official figures available with CIDCO, NMMC and the property registrar's office and discussion with practicing architects

Note: The legal costs as at 1 to 19 above are 165 percent of land cost and 25 percent of construction cost. The informal costs are estimated to be around Rs. 400 per Sq.m. (32 percent of the legal costs, 53 percent of land cost and 8 percent of construction cost).²³

²³ as per discussions with the residents of low-income areas and with the architects & developers.

Annex 5: e-seva (e-service) centres

ABOUT eSeva

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eSeva Citizen Service with Difference



Looking at 'service' from the citizens' point of view, the Government of Andhra Pradesh seeks to redefine citizen services through eSeva, using state-of-the-art technologies.

eSeva builds on the success of the TWINS pilot project launched in Banjara Hills, Hyderabad, in

December 1999.

An Integrated Approach

Integration of departments - central and state governments

- Integration of services.
- Integration of G2C and B2C.
- Efficiency, Reliability, Transparency and Scalability are the watchwords at eSeva.

The Vision

The Government of Andhra Pradesh has a clear vision to create a knowledge society by using Information Technology in all aspects of development and governance. Pioneering efforts are being made to reach the benefits of IT to the citizens - urban and rural, rich and poor, literate and illiterate. The Government is conscious of the dangers of the 'digital divide', and is making special provisions for reaching the 'information have-nots'.

Salient features of eSeva

- 19 eSeva centres (with 200 service counters) spread over the Twin Cities.
- All service counters are facilitated with an electronic queuing system.
- Operating from 9 am to 7 pm, every eSeva centre is open on Sundays and second Saturdays as well.
- 'One-stop-shop' for over 30 G2C and B2C services.
- No jurisdiction limits - any citizen in the twin cities can avail of the services at any of the 19 eSeva service centres.
- Online services: eForms, eFiling, ePayments.
- Payments by cash/cheque/DD/credit card/Internet.

eSeva Counters



Wide Spectrum of Citizen-Friendly Services

eSeva offers a wide spectrum of citizen-friendly services that will save citizens the bother of running

around various departments.

Payment of Utilities Bills

- Electricity bills
- Water and sewerage bills
- Telephone bills
- Property Tax
- Sales Tax

Certificates

- Registration of births / deaths
- Issue of birth / death certificates
- Registration Department : Issue of encumbrance certificates *
- Issue of Caste/Nativity/Birth Certificate

Permits / Licences

- Medical and Health Department: Renewal of Drug Licences
- Issue / renewal of trade licences

Transport Department Services (available at Banjara Hills Centre only)

- Change of address of a vehicle owner
- Transfer of ownership of a vehicle
- Issue of learners' licences
- Issue / renewal of driving licences (non-transport vehicles).
- Registration of new vehicles

Information

- Transport Department Procedures
- Registration Department: Market value assistance

Reservation

- Reservation of APSRTC bus tickets
- HMWSSB: Reservation of water tanker
- Tourism: Reservation of tickers/ accommodation *

Other Services at eSeva Centres

- Sale of passport application forms
- Receipt of passport applications
- Receipt of applications for new telephone connections.*
- Registration Department: Sale of non-judicial stamps
- Registration Department: Document writing service
- Collection of small savings

Internet Services

- Internet-enabled electronic payments
- Downloading of forms and Government Orders (GOs)
- Filing of applications on the web
- Receipt of complaints or requests in connection with citizen services

B2C Services

- ATM: Cash withdrawals and deposits *
- ATM: Issue of statements of account *
- Mutual Funds: Collection of applications
- Mutual Funds: Transfer of shares
- Cell phone bill payments

" To provide Citizen Services

To provide Information Citizen Services

To educate the citizen on Andhra Pradesh Government "