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Sustainable
URBAN
Innovation Summit
VIKSIT MAHARASHTRA
VIKSIT BHARAT

📅 28th April 2026 📍 Mumbai

Mira Bhayandar Municipal Corporation:
Celebrating 25 Years of Progress, Innovation for Tomorrow

EVENT REPORT

ORGANISER

APAC
MEDIA





EXECUTIVE SUMMARY

The National Sustainable Urban Innovation Summit – Maharashtra Edition, hosted by **Mira Bhayandar Municipal Corporation (MBMC)** and organised by **APAC Media** at Taj President, Mumbai, on 28 April 2026, was successfully convened as a high-level platform for dialogue on sustainable urban development, innovation-led governance, and resilient city planning.

Organised as part of the 25-year celebration of MBMC, the summit brought together policymakers, municipal leaders, industry experts, and practitioners to deliberate on practical pathways for building smarter, more inclusive, and sustainable cities.

The summit commenced with Registration and Networking Tea, followed by the Welcome Address by **Dr. Sachin Bangar, Deputy Commissioner (HQ), MBMC**, who set the context by presenting the urban transformation journey of Mira Bhayandar over the past 25 years. The session was complemented by the MBMC Journey Video, which highlighted the city's development milestones and governance achievements.

The Special Address Session established a strong strategic foundation for the day. **Shri G. Asok Kumar, IAS (Retd.), Advisor, PWD, Govt. of NCT Delhi**, emphasised that water security is central to economic growth and urban resilience and must be treated as a foundational planning priority. **Mr Thierry van Helden, Deputy Consul General of the Kingdom of the Netherlands in Mumbai**, added a global perspective, underscoring the principle of developing cities in harmony with nature and embedding sustainability into urban systems.

The first session focused on innovation in urban systems and service delivery in different states. Senior officials from states including Gujarat, Telangana, Uttar Pradesh, Kerala, and Jharkhand were also present, sharing insights about incorporating innovative sustainable governance practices in their regions.

Dr. Binu Francis, IAS, Joint Managing Director, Kerala Water Authority, highlighted the evolving landscape of solid waste management and the importance of structured and sustainable systems rooted in circular economy principles. **Shri Ravikiran Tirumala, IFS, Commissioner, Electronic Services Delivery (MeeSeva), IT, Electronics & Communication Department, Government of Telangana**, showcased how MeeSeva and digital governance platforms are redefining citizen services by improving efficiency, accessibility, and responsiveness. **Shri Nikesh Kumar, Assistant Municipal Commissioner, Ranchi Municipal Corporation (RMC), Government of Jharkhand**, reinforced the importance of technology and innovation in strengthening citizen-centric governance systems. **Shri Vikramaditya Singh Malik, IAS, Municipal Commissioner, Ghaziabad Nagar Nigam**,



Government of Uttar Pradesh, joining through video conference, shared forward-looking perspectives on green bonds as instruments for financing urban transformation. **Shri Arun Mahesh Babu, IAS, Municipal Commissioner, Vadodra Municipal Corporation**, also joined through video conference and delivered a presentation on municipal innovation, resilient urban governance and practical approaches to sustainable urban development, adding valuable inter-state perspectives to the discussions.

The Panel Discussion on Sustainable Urban Planning and Climate-Resilient Cities brought important perspectives from **Shri Jairaj Pathak, IAS (Retd.), Director General, All India Institute of Local Self-Government (AIILSG), Smt. Manisha Ahwale, IAS, Commissioner, Ulhasnagar Municipal Corporation, and Shri Ankit, IAS, Additional Commissioner, Nagpur Municipal Corporation**, emphasised integrated planning, climate responsiveness, innovative urban management approaches and institutional coordination as essential pillars for future-ready cities. The discussion reinforced the need to align infrastructure, mobility, sustainability and governance reforms in urban planning frameworks.

This was followed by industry presentations where **Ms. Shraddha Wade, Deputy Vice President, Bombay Stock Exchange (BSE)**, highlighted ESG and green financing frameworks, while **Mr. Daryl Dsouza, Founder, Recyclink Pvt Ltd.**, presented innovative digital solutions for solid waste management systems. **Mr. Tejas Pol, Director, G&PS, HSHS, KPMG India**, further contributed institutional perspectives on scalable and reform-oriented urban solutions.

The Panel Discussion on Citizen-Centric Governance: Redefining Urban Service Delivery was another major highlight. The session opened with **Shri Deepak Khambit, City Engineer, MBMC**, and featured important contributions from **Hon'ble Mayor of MBMC, Shri Dimple Vinod Mehta; Shri Shrichand Tejwani, Hon'ble Mayor, Amaravati Municipal Corporation; Shri Dhruvkishor Patil, Hon'ble Deputy Mayor, MBMC; Shri Jitendra Bhople, Director, Town Planning and Valuation Department, Maharashtra Government; and Shri Sambhaji Panpatte, Additional Commissioner, MBMC**. The discussion focused on citizen-first governance, service delivery innovation, accountability, and inclusive urban management, reflecting practical approaches to strengthening municipal systems.

A defining segment of the summit was the Inaugural Session commemorating **25 Years of Mira Bhandar Municipal Corporation**, which included the MBMC Journey presentation and the launch of the commemorative book on Mira Bhayandar. The **book launch** served as a significant moment of reflection, documenting the city's growth, governance milestones and development journey over the past twenty-five years.

The inaugural session featured the Opening Keynote by **Shri Radhabinod Sharma, IAS, Commissioner, MBMC**, who emphasised innovation-led urban transformation and collaborative governance. **Hon'ble Mayor Shri Dimple Vinod Mehta** addressed the gathering, reaffirming the city's commitment to sustainable and inclusive growth. **Dr. Sanjay Mukherjee, IAS, Metropolitan Commissioner, MMRDA**, added valuable perspectives on integrated regional planning and metropolitan-scale infrastructure development.

The summit concluded with Closing Remarks by **Smt. Priyanka Rajput, Additional Municipal Commissioner, MBMC**, summarised the key takeaways and emphasised the need to translate dialogue into action. The concluding message reinforced that the summit should serve as a catalyst for partnerships, policy innovation, and implementation-oriented collaboration.

The National Sustainable Urban Innovation Summit – Maharashtra Edition successfully created a strong platform for dialogue, generated actionable insights and reinforced MBMC's leadership in sustainable urban innovation. As MBMC celebrates 25 years of public service, the summit represented not only a milestone of reflection but also a renewed commitment to shaping cities that are smarter, more resilient, inclusive, and sustainable.



KEY TAKEAWAYS FROM SESSIONS

Welcome Address by Dr. Sachin Bangar, Deputy Commissioner HQ, Mira Bhayandar Municipal Corporation

Topic- Setting the Context- Mira Bhayandar Municipal Corporation Urban Transformation: Journey of 25 Years



- Mira Bhayandar Municipal Corporation has evolved significantly over the past 25 years, adapting to rapid urbanisation and increasing service demands.
- The city's population has grown from around 5 lakh in 2002 to nearly 1.5 million, intensifying pressure on infrastructure and governance systems. MBMC achieved the top rank as a "Clean City" in the Swachh Survekshan 2024-25 (3-10 lakh category), reflecting strong performance in sanitation and waste management.
- The corporation has adopted advanced systems such as GPS-based waste monitoring, digital enforcement, and data-driven decision-making to improve efficiency and transparency.
- A comprehensive ecosystem has been developed, covering source segregation, processing technologies like composting and biomethanization, and end-to-end traceability of waste.
- MBMC's approach demonstrates that even resource-constrained urban local bodies can achieve high-quality outcomes through the right mix of governance, technology, and partnerships.

Special Address by G. Asok Kumar, IAS (Retd.), Advisor, PWD, Govt. of NCT of Delhi

Topic- Water Security and Sustainable Infrastructure for Urban Resilience



- Water should be integrated into city planning from the very beginning, rather than treated as an afterthought.
- Cities should prioritise local and decentralised water solutions to improve efficiency and resilience.
- Citizens and communities must be actively involved in planning and managing water resources, as public participation can significantly improve outcomes.
- Technology and data should be used to strengthen water governance, enabling better monitoring, decision-making, and service delivery.
- Treated water should be reused for non-potable purposes such as gardening and cleaning, while safe drinking water should be conserved and used responsibly.



Special Address by Thierry van Helden, Deputy Consul General of the Kingdom of the Netherlands in Mumbai

- Cities must grow in a way that is both sustainable and resilient to climate change.
- Urban planning should integrate water management, clean energy, and nature-based solutions to create balanced and future-ready cities.
- Circular economy practices, such as waste-to-energy initiatives, can improve resource efficiency and reduce environmental impact.
- Innovation, strong partnerships, and shared learning are essential to develop practical and scalable solutions.
- There is a need to move beyond planning and focus on effective implementation and large-scale action.



Panel Discussion: Sustainable Urban Planning & Climate Resilient Cities Maharashtra Edition



Panelists:

- Jairaj Pathak, IAS (Retd.), Director General, All India Institute of Local Self Government (AILSG)
- Manisha Awhale, IAS, Commissioner, Ulhasnagar Municipal Corporation
- Ankit, IAS, Additional Commissioner, Nagpur Municipal Corporation

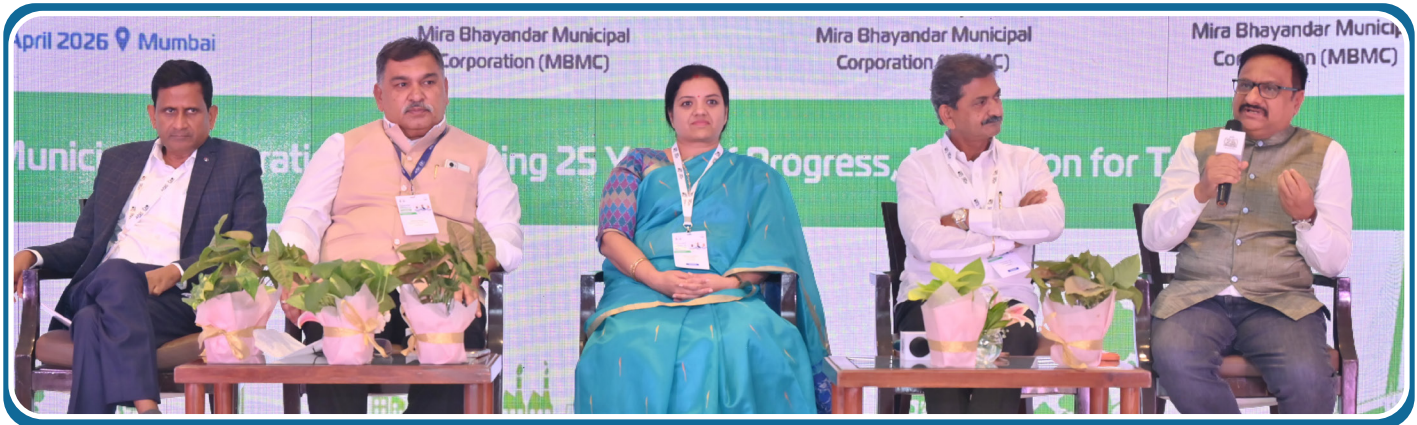
Key Discussion Points:

- Despite the availability of resources, challenges in implementation and on-ground translation of plans continue to persist.
- Financing is not a major constraint; the focus should shift toward efficient utilisation and execution.
- Strong collaboration with the private sector is essential to bring in innovation, efficiency, and scalability.
- Wastewater treatment and reuse must be prioritised as a key component of sustainable urban planning.
- Institutional capacity and governance mechanisms need to be strengthened to ensure the effective delivery of urban initiatives.
- Data-driven planning and continuous monitoring should be adopted to improve decision-making and track progress.



Panel Discussion: Citizen-Centric Governance: Redefining Urban Service Delivery

Opening & Moderator: Deepak Khambit, City Engineer- Mira Bhayandar Municipal Corporation (MBMC)



Panelists:

- Sambhaji Panpatte, Additional Commissioner, MBMC
- Jitendra Bhole, Director, Town Planning and Valuation Department, Government of Maharashtra
- Dhruvkishor Patil, Hon'ble Deputy Mayor, MBMC
- Shrichand Tejwani, Hon'ble Mayor, Amravati Municipal Corporation
- Dimple Vinod Mehta, Hon'ble Mayor, MBMC

Key Discussion Points:

- Urban governance must move beyond infrastructure to delivering services that improve daily life, build trust, and ensure environmental sustainability.
- Water supply and sewage treatment capacity remain central to public health and ecological protection, with future security supported through initiatives like the Surya Regional Water Supply Scheme under AMRUT 2.0.
- Strict action against encroachments and unauthorised construction is critical to managing flooding, traffic congestion, and infrastructure stress in rapidly growing cities.
- Adoption of scientific flood mapping, smart stormwater drainage systems, and Integrated Traffic Management Systems is improving urban resilience and service efficiency.
- Strategic projects such as metro integration and coastal connectivity corridors are key to reducing congestion and enabling long-term sustainable urban mobility.
- Active citizen engagement has played a major role in achieving high cleanliness rankings and awards, reinforcing the importance of community involvement.
- Transition to fully digital and paperless municipal operations has improved efficiency, transparency, and ease of service delivery for citizens. • Focus on achieving higher cleanliness standards (7-star rating), improving waste segregation, strengthening service delivery, and fostering a shared sense of responsibility under the vision of "My City, My Pride."



Keynote Address by Radhabinod A. Sharma, IAS, Commissioner, Mira Bhayander Municipal Corporation

The Commissioner of Mira Bhayandar Municipal Corporation, Shri Radhabinod Sharma, extended a warm welcome to all dignitaries and participants present. He remarked that the occasion marked a significant milestone in the journey of Mira Bhayandar, as the Corporation completes 25 years of transformation, a journey that he described as worthy of being celebrated as a festival of progress and change.



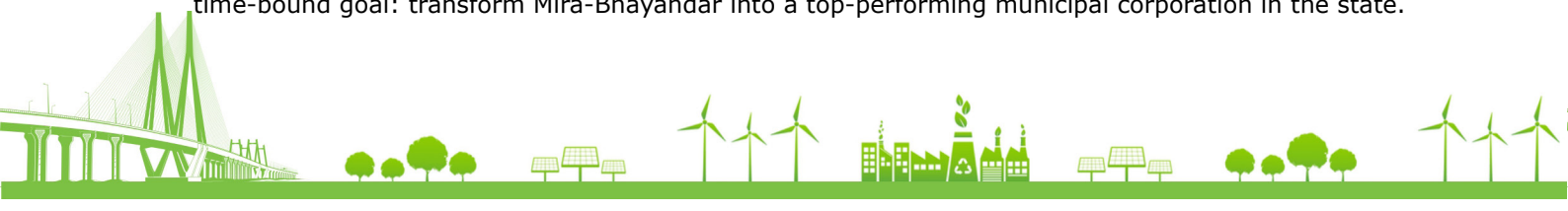
He graciously welcomed the esteemed guests, including Shri Sanjay Mukherjee, Commissioner of the Mumbai Metropolitan Region Development Authority

(MMRDA), Smt. Dimple Mehta, Hon'ble Mayor of MBMC, and Shri Dhruvkishore Patil, Hon'ble Deputy Mayor.

In his address, Shri Sharma expressed his deep sense of gratitude and personal connection to the presence of Shri Sanjay Mukherjee at the event. He fondly recalled that on 26th January 2025, during the Golden Jubilee celebrations of MMRDA held at the Nita Mukesh Ambani Cultural Centre, he had the privilege of serving as Joint Commissioner under the leadership of Shri Mukherjee, who was then the Commissioner of MMRDA. He noted with appreciation that it was a matter of great honour that during his own tenure as Commissioner of MBMC, while celebrating the Corporation's 25-year transformation journey, Shri Mukherjee had graciously joined to mark the occasion.

Special Address by Dr. Sanjay Mukherjee, IAS, Metropolitan Commissioner, Mumbai Metropolitan Region Development Authority (MMRDA), Government of Maharashtra

- Rapid growth in Mira-Bhayandar—including unauthorised construction—has made property mapping incomplete. This directly reduces property tax revenue. He stressed that improving mapping and aligning tax systems with Brihanmumbai Municipal Corporation standards is essential for financial strength and better services.
- Many officers lack technical and domain expertise, especially in town planning and building permissions. He emphasised continuous training—like programs from BMC's Municipal Governance Institute—to improve decision-making and execution.
- Projects like the Surya Regional Water Supply Project may bring large water supply, but without strong hydraulic infrastructure (pipelines, pressure, leak control), distribution will fail. Poor systems can lead to financial losses and service breakdowns despite available resources.
- With projects like Mumbai Metro Line 9 and improved water supply, property values are expected to rise. He urged the corporation to revise tax structures to capture this growth and become financially independent.
- He pushed for alignment between administration, elected representatives, and government to set a clear, time-bound goal: transform Mira-Bhayandar into a top-performing municipal corporation in the state.



Closing Remarks by Priyanka Rajput, Additional Commissioner, Mira Bhayandar Municipal Corporation

In her closing remarks, Priyanka Rajput, Additional Commissioner, MBMC, highlighted that the summit served as a platform for sharing actionable ideas and collaborative approaches to build sustainable and future-ready cities. She emphasised the importance of leadership, technology, and partnerships in improving urban governance, along with key focus areas such as water security, climate resilience, waste management, and innovative financing. She noted that citizen-centric planning and stronger institutional capacity are essential for effective implementation, and concluded by urging that the discussions translate into real on-ground action to create more inclusive, resilient, and sustainable urban spaces.



INDUSTRY PRESENTATIONS

Shradhha Wade, Deputy Vice President, Bombay Stock Exchange

Topic- Green Bonds & ESG Financing for Urban Transformation

- Green bonds are market-based instruments (not grants) that fund only environmentally sustainable projects, while offering similar risk-return profiles as regular bonds with added transparency and impact verification.
- Sectors like water supply, sewage treatment, transport, and waste management—core responsibilities of cities—are highly eligible for green bond funding, making them a natural fit for urban local bodies.
- Green municipal bonds in India have seen strong investor appetite and consistent oversubscription, driven by ESG-focused funds and attractive returns compared to global markets.
- Cities need to follow a structured process: credit rating, project identification, green framework, third-party verification, and escrow-backed repayment systems to successfully issue bonds.
- With successful examples like PCMC and upcoming plans from major cities, Maharashtra has strong potential to unlock large-scale capital through green bonds for climate and infrastructure projects.
- Government incentives, regulatory frameworks (SEBI), and exchange platforms (BSE) are actively enabling and supporting cities to adopt green bond financing at scale.



Tejas Pol, Director, G&PS, HSHS, KPMG

Topic- Urban Challenge Fund

- Urban infrastructure funding is moving away from full government grants to a repayable financing model, where cities must raise funds through loans, bonds, and PPPs.
- Projects will be financed through a mix of 25% central government support, 50% market funding, and 25% from city/ULB sources, making financial planning more critical.
- The model encourages PPP involvement, digital transformation, better tariff governance, and institutional reforms in urban project implementation.
- The fund includes capacity building, project preparation support, and credit guarantee schemes to help smaller cities confidently access financing and manage risks.



- Cities must design financially sustainable (bankable) projects, improving tariffs, billing efficiency, and revenue collection to ensure loan repayment.
- Urban local bodies will need to demonstrate strong financial management, reliable revenue streams, and repayment capacity to access market financing.

Daryl Dsouza, Founder, Recyclink Pvt. Ltd.

Topic- 2026 Digital SWM & BWG Platform

- Mira Bhayandar is moving beyond basic wet-dry segregation to a four-way system: wet waste, dry waste, sanitary waste, and domestic hazardous waste—starting at the household level for maximum effectiveness.
- Effective waste management depends on segregation at the source. Once waste is mixed (especially in large housing societies), recovery and recycling become extremely difficult.
- Implementation combines digital tracking, mapping, and reporting systems with behavioural science approaches like community accountability and social nudging to drive compliance.
- Different waste types (e.g., medical waste, salon waste, food waste, coconut waste) require dedicated collection and processing systems, improving safety, recycling efficiency, and landfill reduction.
- Continuous training, follow-ups, and localised communication (including regional language methods) are key to building a responsible disposal culture and ensuring long-term sustainability.



STATE PERSPECTIVE | CASE STUDIES

1. Solid and Liquid Waste Management—Kerala Scenario

By- Dr. Binu Francis, IAS, Joint Managing Director, Kerala Water Authority

Kerala has been facing a growing waste management problem due to its high population density and limited land area. The state generates over 10,000 tonnes of waste per day, with a large share being biodegradable, but a significant portion still non-biodegradable and hazardous. Improper segregation, increasing consumption, and pressure on local bodies made it difficult to handle waste efficiently. Urban and rural areas showed similar patterns, where most waste was organic but lacked proper scientific processing at the source. This created risks such as environmental pollution, health issues, and strain on infrastructure, making waste management a critical governance challenge.



To address this, Kerala implemented a decentralised and structured waste management system focusing on reduction, segregation, and processing under the Swachh Bharat Mission. The state made source segregation mandatory and promoted household-level treatment of biodegradable waste through composting and biogas plants. A key feature was the deployment of Haritha Karma Sena, a women-led workforce responsible for door-to-door waste collection. The system was supported by Material Collection Facilities and Resource Recovery Facilities for sorting and recycling. Digital tools like the Harithamithram app enabled real-time tracking, while Clean Kerala Company ensured proper recycling and disposal through industry linkages. Strong legal enforcement, public awareness campaigns, and initiatives like green protocols further strengthened the system.

Despite these efforts, several challenges remain. Ensuring consistent segregation at the household level is still difficult, especially across diverse local bodies. Managing non-recyclable and hazardous waste continues to be complex and requires stronger infrastructure and partnerships. Financial sustainability, including user fee collection and operational costs, poses another hurdle. Additionally, scaling up advanced processing facilities and maintaining coordination between multiple stakeholders can be demanding. While progress has been significant, sustaining behaviour change and improving system efficiency are ongoing challenges in Kerala's waste management journey.

2. MeeSeva – Transforming Citizen Service Delivery in Telangana

By- Ravikiran Tirumala, IFS Commissioner, Electronic Services Delivery (MeeSeva), IT, Electronics & Communication Department, Government of Telangana

The Electronic Service Delivery (ESD) initiative by the Government of Telangana represents a significant step toward digital governance, with MeeSeva as its flagship platform. Designed to deliver Government-to-Citizen (G2C) and Business-to-Citizen (B2C) services, MeeSeva leverages information and communication technology (ICT) to provide efficient, transparent, and accessible public services. Starting in 1999 with just four services, MeeSeva has evolved into one of India's largest digital service delivery platforms, now offering over 500 services through more than 5,000 centers, online portals, and mobile applications. It serves nearly 80,000 to 1 lakh citizens daily, ensuring last-mile connectivity across both rural and urban regions. With integrations such as Aadhaar, DigiLocker, and T-Wallet, MeeSeva has created a robust ecosystem for secure and seamless service delivery.



Despite its success, the initiative faced several challenges. One major issue was ensuring equitable access to services across geographically diverse and rural areas, where digital literacy and infrastructure are often limited. Managing high volumes of transactions while maintaining efficiency and system reliability also posed operational challenges. Additionally, reducing dependency on physical visits to government offices, minimizing corruption, and ensuring transparency in service delivery were persistent concerns. The need to integrate multiple departments and services into a unified platform further added complexity. Citizen awareness and adoption of digital platforms, especially among less tech-savvy populations, also required continuous efforts.

To address these challenges, the government implemented a multi-channel service delivery model combining physical centers, online platforms, mobile applications, and innovative solutions like WhatsApp-based services and doorstep delivery. The introduction of AI-enabled chatbots through MeeSeva WhatsApp has enhanced user experience by enabling conversational and easy access to services. Doorstep delivery services eliminated the need for citizens to visit centers, improving convenience and reducing corruption. The MeeSeva mobile app further enabled “anytime, anywhere” service access, while integrations with digital payment systems ensured secure transactions. Additionally, the expansion of service centers and strategic placement ensured accessibility within 5 km in rural areas and 0.5 km in urban areas. These initiatives collectively strengthened governance, improved service efficiency, and positioned MeeSeva as a model for digital public service delivery in India.

3. Vadodara’s Journey Towards Sustainable and Heritage-Led Urban Development

By- Arun Mahesh Babu, IAS, Commissioner, Vadodara Municipal Corporation

Vadodara, one of India’s oldest heritage cities, has a rich cultural history and strong urban foundations. Known for its heritage structures, traditions, and planned development, the city has also evolved into a growing urban centre with a population increasing from around 35 lakh to nearly 40 lakh. The municipal corporation has taken several progressive steps over the years, including early adoption of green policies and systems. With strong connectivity through national corridors and a vision for future-ready infrastructure, Vadodara is now working towards a long-term development plan for 2047, balancing heritage conservation with modern urban growth.



Despite its strengths, the city faces multiple challenges. Rapid population growth has increased pressure on infrastructure, housing, and public services. Managing heritage conservation while ensuring urban expansion is a key concern. There are also issues related to water management, waste treatment, and climate resilience. The need for better urban mobility, parking systems, and street vending policies has become more urgent. Financial constraints for large-scale projects and maintaining efficient governance systems add to the complexity. Additionally, aligning long-term sustainability goals like net-zero targets with current urban demands requires careful planning and execution.

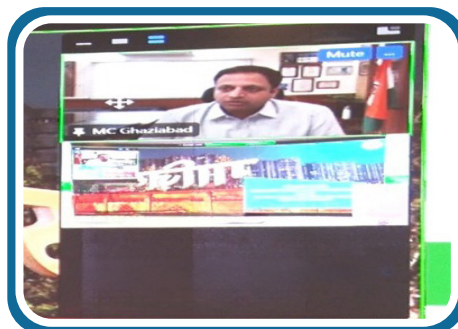
To address these challenges, Vadodara Municipal Corporation has introduced several innovative initiatives. A vision document for 2047 focuses on heritage-led development and sustainable growth. The city has successfully used municipal bonds, raising significant funds with strong investor response, to support infrastructure projects. Digital transformation is being promoted through smart governance systems and online citizen services. Efforts are being made to improve water management using advanced treatment and reuse techniques, along with long-term sewage infrastructure planning. The city is also working on climate-resilient mobility plans, including metro and public transport improvements. Heritage conservation is being strengthened through restoration projects and international recognition efforts. Additionally, policies for affordable housing, urban reforms, and public-private partnerships are being developed to ensure inclusive and sustainable urban development.



4. Ghaziabad's Municipal Green Bond Success Story

By- Vikramaditya Singh Malik, IAS, Municipal Commissioner, Ghaziabad Nagar Nigam, Government of Uttar Pradesh

Ghaziabad faced a serious water crisis due to overdependence on groundwater, with nearly 80% of its needs being met through depleting aquifers. The city was classified as a "dark zone," indicating extreme overexploitation of underground water resources. At the same time, large volumes of wastewater were being generated but not effectively reused, leading to environmental stress and inefficiency. Industrial demand for water in areas like Sahibabad further added pressure, as industries relied on cheap groundwater instead of sustainable alternatives. This situation highlighted the urgent need for a long-term, scalable solution that could both conserve water and improve resource efficiency.



To address this, the Ghaziabad Municipal Corporation implemented a pioneering project funded through India's first municipal green bond. The project focused on upgrading the existing sewage treatment plant at Indirapuram into a 40 MLD tertiary treatment facility using advanced technologies like membrane filtration and reverse osmosis. Developed under a public-private partnership model, the project raised Rs. 150 crore from the market at a competitive rate and attracted strong investor interest. The treated water was supplied to over 1,200 industries through a metered network, replacing groundwater usage. This circular approach not only ensured high-quality water supply but also conserved over 2.5 lakh million litres of groundwater within six months. The initiative also strengthened financial discipline within the corporation, improved revenue streams, and introduced structured financial systems such as escrow and reserve accounts.

During the course of implementation, the project faced several challenges. Convincing industries to shift from nearly free groundwater to paid treated water required extensive stakeholder engagement and trust-building. Ensuring political and administrative support, especially during sensitive periods like elections, was another hurdle. Initial operational issues, such as supply regularity and leakages, had to be resolved during the trial phase. Additionally, adopting new financial practices and maintaining fiscal discipline within the municipal system required a cultural shift. However, through consistent effort and coordination, the project not only overcame these barriers but also emerged as a model for sustainable urban water management and circular economy practices.

5. Digital Transformation and Sustainable Urban Governance in Ranchi, Jharkhand

By- Nikesh Kumar, Assistant Municipal Commissioner, Ranchi Municipal Corporation (RMC), Government of Jharkhand

Ranchi, the capital of Jharkhand, has been experiencing rapid urbanisation, bringing with it challenges related to governance, service delivery, and infrastructure management. Traditionally, the city's administrative systems were manual, fragmented, and inefficient, making it difficult to meet the growing demands of citizens. Issues such as low revenue collection, poor waste management, unorganised street vending, and lack of effective grievance redressal mechanisms highlighted the need for a more structured and citizen-focused approach. As urban centers like Ranchi continued to expand, the pressure to modernise governance systems and improve service delivery became increasingly urgent.



To address these challenges, the Ranchi Municipal Corporation (RMC) implemented a comprehensive digital and sustainability-driven transformation. All major citizen services, including birth and death registration, building plan approvals, and grievance redressal, were digitised and made accessible online. The introduction of a fully digital revenue system significantly improved efficiency, doubling property tax collection from Rs. 5 crore in 2015 to over Rs. 100 crore. In sanitation, RMC adopted RFID-based waste collection to ensure accountability and efficient monitoring, alongside establishing Material Recovery Facilities and waste processing units.

The city also launched a 24x7 grievance platform, "RMC Connect Center," and developed designated vending zones to organise street vendors, improving both urban order and livelihoods. These initiatives reflect a shift toward a more transparent, technology-enabled, and citizen-centric governance model.



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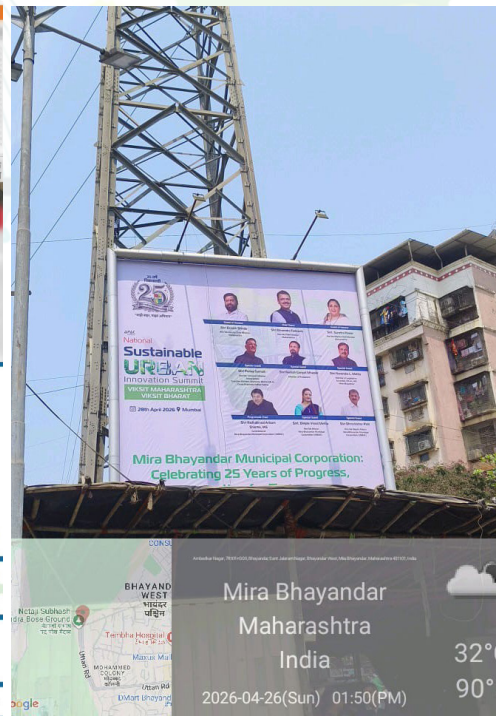




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