Report on Annual Performance Assessment (APA) 2022-2023 of Punjab Cities Program

Municipal Committee Kamoke

Final Report June 15, 2023











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Acronyms and Abbreviations

ADP Annual Development Plan

APA Annual Performance Assessment

CFMS Computerized Financial Management System

CTS Complaint Tracking System
DLI Disbursement Linked Indicator
E&S Environmental and Social

ESSA Environmental and Social Safeguard Assessment

FD Finance Department

FY Financial Year

GIS Geographic Information System

GRMS Grievance Redressal Management System

IDAMPs Integrated Development and Asset Management Plan

IPF Investment Project Financing
KPIs Key Performance Indicators

LG&CD Local Government & Community Development Department

MACs Minimum Access Conditions

MCs Municipal Committee

O&M Operations and Maintenance

OSR Own Source Revenue P for R Program for Result

PBGs Performance Based Grants PC-I Planning Commission Form 1

PCP Punjab Cities Program

PLGB Punjab Local Government Board

PMDFC Punjab Municipal Development Fund Company

PMs Performance Measures

PPRA Public Procurement Regulatory Authority

RTI Right to Information TORs Terms of Reference







Preamble

This report has been prepared as part of the "Annual Performance Assessment (2022-2023) of Punjab Cities Program (PCP)". It specifically covers the assessment of MC Kamoke. The purpose of this report is to report the assessment of MC Kamoke based on the DLIs and related factors defined by the World Bank. This report is part of a series of reports on the performance of each MCs separately. It should be read in conjunction with the Consolidated Report to understand the background of the assignment, DLIs and the basis of their assessment, and the approach and methodology adopted for the conduct of the assignment.









Highlights

A brief overview of the assessment, highlighting key findings, and conclusions

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2 Assignment

Introduction to the purpose, objectives, and scope of the assessment and criteria.

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3 Assessment Outcome

This section presents the main findings of the assessment

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4 Comparative Analysis

Comparison of assessment scores with previous APA results

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5 Conclusion

The assessment report presents conclusions drawn from the findings

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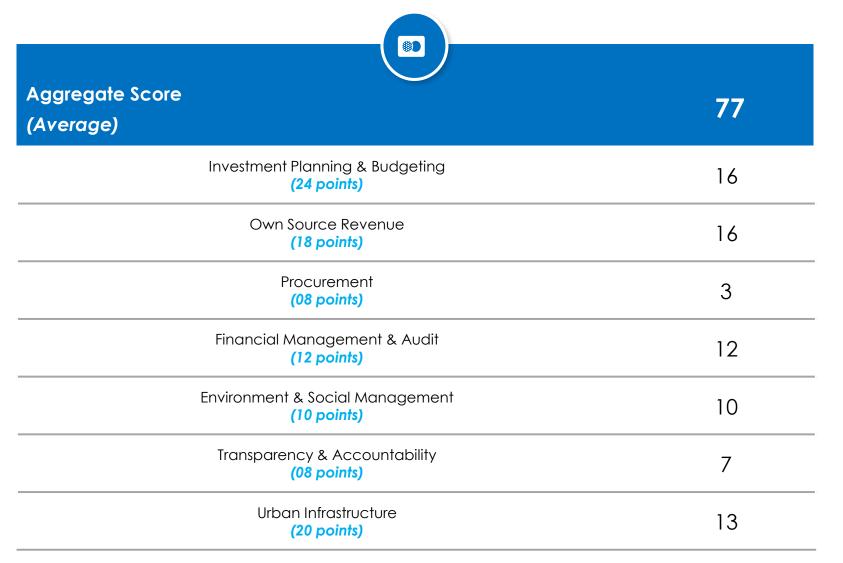
Highlights





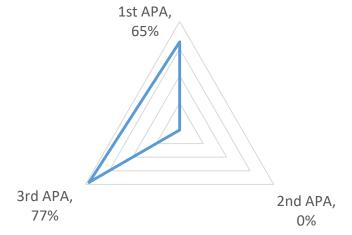


Highlights















Assignment



The Project



Assessment Areas



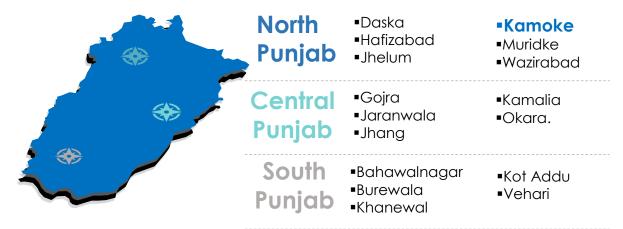
Assessment Criteria





The Project

Factsheet





- Kamoke is a Municipal Council (MC) in the Gujranwala District of Punjab, Pakistan, and is home to 2,64,217 people. The district's administrative unit, Kamoke Tehsil, has its capital in the city. At 21 kilometers from Gujranwala and 44 kilometers from Lahore, the city sits on the Grand Trunk Road. Kamoke city was established during the Mughal reign of Akbar The Great. Since then, the city's population has been steadily increasing. It was designated as the Tehsil Headquarters during the tenure of MPA Ch. Abdul Wakeel Khan in 1992.
- MC Kamoke consists of Chief Officer, and four (4) Municipal Officers. The Chief Officer is the coordinating and administrative officer in charge of all Municipal Officers.



FUNDED BY

World Bank-funded hybrid PforR and IPF operation



TOTAL COST

USD 200 million



TENURE 5 years (2018 -2023)*

* The Project has been extended for 18 months till 2025



PROGRAM
DEVELOPMENT
OBJECTIVES

To strengthen the performance of participating MCs, focusing on urban management and improvement of municipal infrastructure for satisfactory service delivery.



PROGRAM FUNDING

Window 1: the PBGs were provided to the MCs of the 16 selected cities for investments in municipal infrastructure and services

Window 2: Provided support to provincial government agencies i.e. LG&CDD, PLGB, PMDFC and FD.







Assessment Areas - DLI 2

All of the 16 MCs met the MACs and have thus qualified for the allocation of PBGs based on PMs. The World Bank has expressed its satisfaction with the achievement of MACs through its letter dated March 3, 2023. Thereby, the focus of the assignment was the evaluation of PMs for the MCs.

The PMs for DLI 2 were built on the foundations laid by MACs. It challenged the MCs to raise their performance to achieve incremental targets. Qualified MCs were able to access PBGs (75% of total PBG envelope) every year, based on scores obtained in the APA. PBGs were allocated to the MCs proportionate to their performance scores (weighted with the APA score).

FINANCIAL MANAGEMENT & AUDIT **ENVIRONMENT & SOCIAL PROCUREMENT SAFEGUARDS DLI 2: Performance OWN SOURCE ACCOUNTABILITY** Measures **REVENUE** & TRANSPARENCY **ACHIEVEMENT OF INVESTMENT, PLANNING & URBAN INFRASTRUCTURE BUDGETING TARGETS**





Assessment Criteria

Perforn	nance Area	Performance Indicators	Maximum Score
		O&M budgeting and planning done for major infrastructure services	3
0-0-0-0	Investment Planning & Budgeting	Infrastructure Maps used as a planning tool	3
	(24 points)	Expenditure control of fuel and energy	10
		Asset inventory prepared and updated	3
		Three-year rolling IDAMP prepared and updated	5
4411	2. Own Source Revenues	Revenue Enhancement Plan prepared	3
	(18 points)	Own-source revenue increased	15 8
	3. Procurement (08 points)	Adherence to PPRA rules	8
	4. Financial Management & Audit (12 points)	Functionality of the CFMS	12
かかかり	5. Environment and Social Management	Annual targets set for incremental application of environmental and social screening on all infrastructure investments	2
	(10 points)	Eligible investments screened for potential environmental and social safeguard impacts	3
` <u></u>		Environmental and Social Assessments/ Action Plans prepared and implemented	5
	/ Transparency and Accountability	Information available to citizens on MC's website	4
	6. Transparency and Accountability (08 points)	CTS transformed into GRMS for MC	2
		MC responds to citizens' requests per Right-to-Information Act	2
	7. Urban Infrastructure (20 points)	Urban infrastructure targets achieved	20
Total Sco	ore		100









Assessment Outcome



Scoring

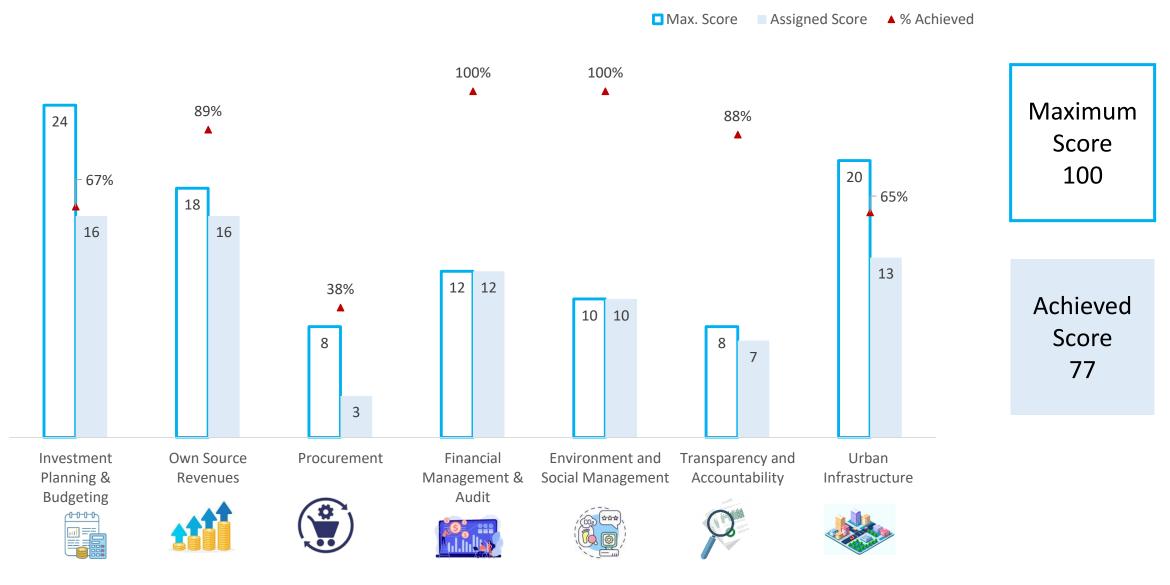
Aggregate Assessment (DLI-Basis)







Scoring









Performance Measure 1: Investment Planning and Budgeting (24 points)

Performance Area	Performance Indicators	Means of Verification	Maximum Score	Assigned Score
Investment Planning & Budgeting (24 points)	O&M budgeting and planning done for major infrastructure services	 Obtain from Municipal Officer (Infrastructure) a copy of ADP, and from Municipal Officer (Finance) a copy of annual budget, and confirm adherence to O&M Manuals. Obtain from the Municipal Officer (Finance), evidence that over 80% of allocated O&M budget has been spent through cash book and vouchers for previous FY 	3	0
	Infrastructure Maps used as a planning tool	Obtain from Municipal Officer (Infrastructure) evidence that PBGs have been spent on priority investments based on infrastructure maps	3	3
	Expenditure control of fuel and energy	Obtain from the Municipal Officer (Infrastructure), energy and fuel audit reports and verify completion/ updation for previous FY	10	8
	Asset inventory prepared and updated	Obtain from the Municipal Officer (Infrastructure) a copy of asset inventory and confirm information is updated up to previous FY	3	3
	Three-year rolling IDAMP prepared and updated	 Obtain from the Municipal Officer (Planning) evidence of consultations held, and extent of women representation. Obtain from the Chief Officer a copy of the IDAMP and confirm that it conforms to IDAMP guidelines Obtain from the Chief Officer evidence that capital and O&M expenditures during the current FY are based on approved and updated IDAMP. 	5	2
		Total	24	16







Findings

A: O&M Planning & Budgeting

- i. O&M manuals were being updated. Therefore, O&M plan and budget preparation as per desired manuals was not possible. Accordingly, no score has been assigned to this PM.
- ii. As elaborated in the "Limitations & Clarifications" section of the Final Consolidated Report, the MC was unable to provide financial records for a period of six months, from January 2022 to June 2022. Record for the remaining six months was available for the verification of the expenditures by examining the cash book and vouchers on sample basis. Due to non-availability of the record for the complete year (2021-22) we were unable to assess whether 80% of the O&M expenditure was incurred to meet the requirement of DLI assessment. Resultantly, no score was awarded.

B: Infrastructure maps used as planning tools

i. We reviewed the GIS infrastructure maps of the MC and the priority interventions list. We found that the maps were effectively utilized as evidence-based planning tools for identifying priority investments.

C: Expenditure Control of Fuel & Energy

i. Energy and fuel audit report till 2023 was in process of finalization. The scores were thus assigned in proportion to the stages achieved.

D: Asset Inventory Prepared and Updated

- i. The asset inventory register as per IDAMP was prepared by the MC. To confirm its completeness, we verified few transactions on sample basis and found it updated.
- ii. The asset inventory register contained detailed information regarding asset, including its age, condition, and book value, and served as a comprehensive record of all assets held by the MC.







E: Three-year Rolling IDAMP Prepared and Updated

- i. The minutes of the consultative sessions were provided for assessment purposes. To evaluate female representation, we checked the session attendance list, which was duly signed by all the participants. Additionally, we confirmed women's representation through pictorial evidence of the sessions attached to the minutes. Based on our review, it was observed that MC Kamoke ensured adequate women representation in the consultative sessions.
- ii. Three years rolling IDAMP was prepared for the MC in accordance with the IDAMP guidelines except for the GIS based asset inventory and Asset Management System, resultantly no score was assigned.
- iii. Since the work on the IDAMP was still in progress at the time of compiling this report, no score was assigned to the MC against the operationalization of IDAMP.







Performance Measure 2: Own Source Revenue (18 points)

Performance Area	Performance Indicators	Means of Verification	Maximum Score	Assigned Score
2. Own Source Revenues (18 points)	Revenue Enhancement Plan prepared	 Obtain from Municipal Officer (Finance) a copy of the Revenue Enhancement Plan, and verify that it includes: a) analysis of previous FY 's revenue performance; and b) revenue enhancement strategies for previous FY 	3	1
	Own-source revenues increased	Obtain from Municipal Officer (Finance) the annual financial accounts for the previous two FYs to calculate and confirm percentage increase on OSR collection.	15	15
		Total	18	16

Findings

- i. The revenue enhancement plan, coupled with the analysis of revenue growth from the previous financial year, demonstrated commitment to maximizing Own Source Revenue. But detailed analysis and strategy was missing from the proposed revenue enhancement plan. It is pertinent to highlight that the effectiveness of revenue enhancement initiatives are ultimately measured by the increase in revenue and the financial outcomes achieved.
 - Although management maintained ancillary record, but the specific detailed strategy linked analysis was not available.
- ii. The comparison of the period 2020-2021 with 2019-2020 yielded an overall increase of 73% in OSR in MC Kamoke as detailed in the next page. While determining these figures, as per directions of the World Bank, revenue pertaining to Urban Immovable Property Tax was not considered from the figures reported in the MC's audited financial statements.





Main Heads of OSR	Sources of OSR	2020-2021	2019-2020	Percentage Increase
Taxation	Tax on transfer of immovable property	75,007,392	42,822,102	75%
	General administration receipts (2.1)	35,283,044	23,641,434	49%
Non tax revenue and other	Fine for encroachments	430,600	256,200	68%
receipts	Profit on deposits with banks (2.2)	21,650,762	6,186,054	250%
	Rent from municipal property	3,992,792	3,705,655	8%
	Others (2.3)	2,541,528	3,643,512	-30%
Total		138,906,118	80,254,957	73%

Details:

2.1. General Administration Receipts

Particulars Particulars	2020-2021	2019-2020
Fee for approval/conversion of buildings	28,145,170	18,695,227
Advertisement fee	3,320,400	2,094,572
Water connection fees	2,136,174	1,054,083
Fee for slaughtering of animals	1,000,700	428,920
License and permit fee	272,050	868,952
Sewerage and sanitation fee	232,050	_
Registration/enlistment of contractors	146,500	406,680
Entry fee for parks, playgrounds and art gallery	-	68,000
Renewal of registration	30,000	25,000

2.2. Profit on Deposits with Banks Local Fund Accounts:

Particulars Particulars	2020-2021	2019-2020
PCP fund account	7,209,446	5,100,008
General fund and development accounts	14,441,316	1,086,046
Total	21,650,762	6,186,054

2.3. Others

Particulars Particulars	2020-2021	2019-2020
Miscellaneous income	839,328	1,500,090
Copying Fee	758,600	757,550
Birth Certificate	758,600	759,100
NOC Fee	135,000	-
Road Cutting Charges	-	498,772
Marriage/ divorce/death certificate	50,000	128,000
Total	2,541,528	3,643,512







Total

35,283,044

23,641,434

Performance Measure 3 – Procurement (8 points)

Performance Area	Performance Indicators	Means of Verification	Maximum Score	Assigned Score
3. Procurement (08 points)	Adherence to PPRA rules	 Obtain from the Municipal Officer (Infrastructure) the Procurement Plan, and ensure that it includes all major procurements of previous FY 	2	2
	Records pertaining to procurements include the following information:			
	a) Adequate relevant auditable record on procurement process		1	0
	b) Bidding documents drawn up in accordance with PPRA rule 25 and 38		1	0
	c) Procurement Grievance Redressal Committee formed		1	1
	d) Tender advertised on appropriate medium		1	0
	e) Tenders evaluated per criteria in bidding documents and recommendation to award made accordingly		1	0
	f) Public disclosure of Contract Award		1	0
	·	Total	08	03

Findings

- i. The procurements pertaining to the period 2021-2022 were considered for evaluation.
- ii. As per TORs we were required to confirm adherence of PPRA rules for at least three procurements of each MC in the previous financial year.
- iii. After conducting a review on the basis of record made available, we found that procurements completed by MC Kamoke were less than 3, accordingly no score was assigned except for procurement plan and grievance committee notification.





Performance Measure 4: Financial Management and Audit (12 points)

Performance Area	Performance Indicators	Means of Verification	Maximum Score	Assigned Score
4. Financial Management Audit	& Functionality of the CFMS			
(12 points)	• Cash Book		2	2
	Classified Abstract	Obtain from the Municipal Officer (Finance), CFMS generated reports from current FY as confirmation.	1	1
	Contingency Check Register		1	1
	Establishment Check Register		1	1
	Water Consumer Demand & Collection Record		1	1
	Shop Demand & Collection Register		2	2
	Bank Reconciliation		3	3
	Water & Shops Arrears List		1	1
		Total	12	12

Findings

- i. The financial reports for the year 2022-2023 were extracted from CFMS to assess the functionality. It was noted that all reports available in the system did not specify the financial year to which they pertain.
- ii. Further, we could not confirm the accuracy of the system generated reports in the absence of availability of the related data/information.





Performance Measure 5- Environmental and Social Safeguards (10 points)

Performance Area	Performance Indicators	Means of Verification	Maximum Score	Assigned Score
5. Environment and Social Management (10 points)	Annual targets set for incremental application of environmental and social screening on all infrastructure investments	Obtain from Municipal Officer (Planning), evidence of meeting annual targets for: a) environmental and social screening (including gender considerations) of rehabilitation and repair of existing assets; and b) annual targets for environmental and social screening, assessment, and mitigation of new capital investments from Year-2 onwards.	2	2
	Eligible investments screened for potential environmental and social safeguard impacts	Obtain from Municipal Officer (Infrastructure) and Municipal Officer (Planning), evidence that capital investments have been screened per ESSA requirements	3	3
	Environmental and Social Assessments/ Action Plans prepared and implemented	Obtain from Municipal Officer (Infrastructure) and Municipal Officer (Planning), evidence that E&S management plans for all capital investments in the previous FY (2021-2022) were prepared and implemented per ESSA	5	5
	1	Γotal	10	10

Findings

i. Annual targets set for incremental application of environmental and social screening including gender consideration were achieved for all capital investments i.e. rehabilitation/ repair of existing assets as well as for new capital investments projects and scores were assigned accordingly.

Comprehensive gender action plans were available at the MC to address gender issues in infrastructure projects. These plans considered the specific needs of workers, including men, women, and girls, and aimed to ensure equal opportunities for all. The examination of relevant documents indicated that both men and women were given representation and work opportunities within the projects.





- ii. Furthermore, detailed environmental and social screening was conducted for all projects, and records of these screenings were maintained as environmental profiling. This screening process helped assess the potential environmental and social impacts of the projects and identify necessary mitigation measures.
- iii. Based on the screening results, the projects were categorized according to the guidelines of the Environmental and Social Safeguard Assessment (ESSA). This categorization enabled the MC to appropriately address the environmental and social aspects of each project, ensuring compliance with relevant standards and regulations.
- iv. In line with the requirements of the ESSA and Environmental and Social Management Framework (ESMF), E&S instruments and plans were prepared by the MC. These instruments and plans provided guidelines and strategies for managing and mitigating environmental and social risks associated with the projects.







Performance Measure 6: Accountability & Transparency (8 points)

Performance Area	Performance Indicators	Means of Verification	Maximum Score	Assigned Score
6. Transparency and Accountability (08 points)	Information available to citizens on MC's website	 Verify from MC website that information is available for annual budgets, sub-projects (investments), and expenditures in relation to ADP budget categories. Verify from MC website that relevant information is available for CTS and PMS. Obtain evidence from Chief Officer of number of procurement complaints raised and addressed relevant to their mandate for previous FY (2021-2022), and verify from MC Website 	4	3
	CTS transformed into Grievance Redress Management (GRM) system for MC	Obtain from Chief Officer evidence of implementation of system upgrade, including capability of CTS to acknowledge complaint receipt and report complaint resolution to complainant.	2	2
	MC responds to citizens' requests per Right-to-Information Act	Obtain from Chief Officer evidence that MC has responded to requests for access to information for previous FY	2	2
		Γotal	08	07

Findings

i. Evaluation of this performance measure required us to evaluate publicly available information on respective MC websites which included CTS and PMS. Grievance certificate was not available for complete year (i.e., 12 months), accordingly proportionate scores were assigned. GRM system was updated by the MC. We noted that a separate register for citizen request was maintained, but it did not specify requirement to obtain signatures of the citizen who made the information request as an acknowledgement of the receipt of information.





Performance Measure 7: Urban Infrastructure (20 points)

Performance Area	Performance Indicators	Means of Verification	Maximum Score	Assigned Score
7. Urban Infrastructure (20 points)	a) Sub-projects are implemented as per Work plan	Obtain from Chief Officer evidence on work plan; technical design documents; investment contracts awarded; supervision contract (where applicable); payment certificates, estimated, contract, and completion costs, and financial reports capturing receipts and expenditure on PBGs	4	1
	b) Sub-projects are implemented per Technical Sanction		3	3
	c) Infrastructure contracts include gender responsive working conditions for workers		3	3
	d) Adequate construction supervision is undertaken		3	2
	e) All payments are made as per certificates (interim and/or completion)		4	4
	f) Deviations are minimal between estimated, contract, and completion costs (variation under 10%)		3	0
	·	Total	20	13







Findings

- i. Since, the MC undertook more than one project; proportionate scores were awarded for each project.
- ii. It was observed that the following projects were being executed with a lag.

Projects	Time lag
Road work – Marri Road	21 days
Road Work – R.U.P Road i/c Link Road & Aziz Road	21 days
Road work – Eminabad Road & Godwon Road	15 days
Parking Shed	60 days

- iii. Work was performed as per the technical sanctions.
- iv. The gender responsiveness clause was included in all executed infrastructure contracts, as a part of standard Form of Contract. For supervision of projects during the execution phase, independent external consultants were engaged, however latest supervision reports were not provided.
- v. The payments where made were in accordance with the IPCs submitted. The deviation was linked to completion of activities. Therefore, no deviation in the projects in progress was observed.















Comparative Analysis





2023

Co	omparison	with Past Assessment (DLI	Rasis)		1 st APA	2 nd APA	3 rd AF
		William Assessine in (BEI	Dasis		2019	2022	2023
Performance Area		Performance Indicators	Maximum	Scores Assigned (Avg.)			
		renormance malcalors	Score	1st APA	2 nd APA	3 rd AF	PA
	Investment Planning &	O&M budgeting and planning done for major infrastructure services	3	0	0	0	
0-0-0		Infrastructure Maps used as a planning tool	3	3	0	3	
	Budgeting (24 points)	Expenditure control of fuel and energy	10	4	0	8	
) (24 points)	Asset inventory prepared and updated	3	0	0	3	
		Three-year rolling IDAMP prepared and updated	5	0	0	2	
.41	2. Own Source Revenues	Revenue Enhancement Plan prepared	3	3	0	1	
111	(18 points)	Own-source revenue increased	15	15	0	15	
	3. Procurement (08 points)	Adherence to PPRA rules	8	8	0	3	
	4. Financial Management & Audit (12 points)	Functionality of the CFMS	12	12	0	12	
(0) (5. Environment and Social	Annual targets set for incremental application of environmental and social screening on all infrastructure investments	2	1	0	2	
	Management (10 points)	Eligible investments screened for potential environmental and social safeguard impacts	3	3	0	3	
		Environmental and Social Assessments/ Action Plans prepared and implemented	5	0	0	5	
6. Transparency and	Information available to citizens on MC's website	4	4	0	3		
	Accountability (08 points)	CTS transformed into GRMS for MC	2	0	0	2	
		MC responds to citizens' requests per Right-to-Information Act	2	2	0	2	
	7. Urban Infrastructure (20 points)	Urban infrastructure targets achieved	20	10	0	13	
Total Sc	ore		100	65	0	77	





Conclusion







MC	Achieved Score	Weighted Scores	Disbursement Allocation (USD Millions)
Bahawalnagar	79	6.90%	3.10
Burewala	65	5.68%	2.55
Daska	65	5.68%	2.55
Gojra	78	6.81%	3.07
Hafizabad	68	5.94%	2.67
Jaranwala	70	6.11%	2.75
Jhelum	65	5.68%	2.55
Jhang	65	5.68%	2.55
Kamalia	76	6.64%	2.99
Kamoke	77	6.72%	3.03
Khanewal	73	6.38%	2.87
Kot Addu	68	5.94%	2.67
Muridke	80	6.99%	3.14
Okara	83	7.25%	3.26
Vehari	63	5.50%	2.48
Wazirabad	70	6.11%	2.75

The disbursement allocation amongst each MC is based on their respective weighted scores. The computation formulas are as follows:

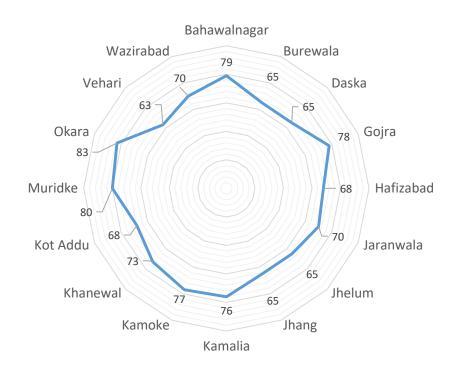
Weighted score =
$$\frac{Achieved\ score}{Total\ Score\ of\ all\ MCs}$$

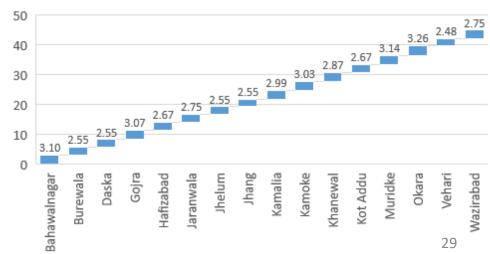
Disbursement allocation =
$$\frac{Achieved\ score}{Total\ Score\ of\ all\ MCs} \times USD\ 45\ Million$$













Appendices



List of Documents Examined







Annexure A: List of Documents

Performance Areas	Documents Examination	
1. Investment Planning and Budgeting (maximum 24 points)	 O&M Manual O&M Plan ADP Approved Budget Expenditure Statement of previous FY – July 2022 to Jan 2023 O&M Budgetary Comparison of previous FY Expenditure detail and selected vouchers for previous year – July 2022 to Jan 2023 Updated Infrastructure related GIS maps PBGs utilization project wise data Evidence of utilization of maps for selection of eligible investments Record of prioritization workshops and approved priority list of infrastructure investments Energy and Fuel Audit Reports of year 2019 and 2023 Energy and fuel utilization/cost saving report (monthly/annually) Updated asset inventory registers Purchase invoices of assets added during the last FY Evidence of stakeholders consultative session and list of participants Integrated Development and Assets Management Plan (IDAMP) IDAMP guidelines Evidence of Capital and O&M Expenditure as per approved IDAMP 	
2. Own Source Revenues (maximum 18 points)	 OSR Enhancement Plan showing revenue performance analysis and OSR Strategy for previous FY Signed Annual Financial statements of previous two FYs with breakup of OSR Working of increase in OSR 	

Annexure A: List of Documents

Performance Areas	Documents Examination	
3. Procurement (Maximum 08 points)	 Procurement Plan of previous FY List of procurements of last FY Complete procurement record of selected sample Bid Documents Notification of GRM committee Evidence of advertisements (newspaper cuttings, PPRA website, MC own website) Bid evaluation report of selected sample Evidence of notification of award correspondence with bidders and uploading on PPRA's and MC's website Record of grievances raised during the previous FY and related documentation 	
4. Financial Management and Audit (maximum 12 points)	 Internal and External Audit reports CFMS generated reports, as mentioned in the PM, of FY 2022-2023 Cash Book Classified Abstract Contingency Check Register Establishment Check Register Water Consumer Demand & Collection Record Shop Demand & Collection Register Bank Reconciliation supported by Bank Statements Water & Shops Arrears List 	
5. Environment and Social Safeguards (maximum 10 points)	 Screening check list for projects Social & Environmental screening check list has defined the E&S categories as per ESSA and ESMF E&S instruments as per the defined categories Documentation of IEE/EIA Environmental approvals from EPA 	

Annexure A: List of Documents

Performance Areas	Documents Examination	
6. Accountability and Transparency (maximum 08 points)	 MC website links Approved summary of Annual Budgets, Approved Sub-Projects, Expenditures on website CTS updates on the website PMS updates on the website for major services of MCs Minutes of Procurement Grievance redressal meetings of last FY Evidence of system upgrade/ system upgradation report from PMDFC List of complaints received post system upgrade Report showing redressal of complaints/ complaints status Evidence of RTI System in place RTI Register Report on trainings/ Refreshers conducted 	
7. Achievement of Urban Infrastructure Targets (maximum 20 points)	 List of projects awarded and in progress Admin approval and technically sanction estimates Infrastructure contracts Approved work plans Revised work plans for awarded contracts Progress reports Technical design documents as per contract, Contract clauses pertaining to gender responsive working conditions Supervision framework for all contracts Supervision contracts (amendments, variations, addendums) Time extension awarded to infrastructure contracts Periodic supervision reports of projects under development Payments vouchers supported by interim/payment certificates List of project payments made Project completion report showing variation of costs 	