Maturity Assessment Framework and Toolkit

Integrated Command and Control Center (ICCC)

Part C- Self Assessment reference frameworks

Ministry of Housing & Urban Affairs (MoHUA)

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Maturity Assessment Framework and Toolkit to unlock the potential of Integrated Command and Control Centers (ICCCs)

Maturity Assessment Framework guidance document is a toolkit to assess the maturity of ICCC as an infrastructure. It aims to help Smart Cities to self-assess their ICCC capabilities and effectiveness.
Disclaimer: This is confidential working paper and hence it represents work in progress concept framework. It is not meant to represent the position or opinion of Ministry of Housing and Urban Affairs, nor the official position of any staff members. Document is circulated only to seek feedback and industry suggestions over the draft concept framework.
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1. Ease of Living Index (EOLI)

The Government of India, with support from various State and Local bodies, is running several flagship programs for urban development. With the purpose of making Indian cities more livable, MoHUA had launched one such initiative called Ease of Living index (EOLI) which assesses Indian cities based on various parameters across urban domains. The aim of this index is to develop competitive spirit among the cities, which will eventually enhance the quality of life for the citizens through improvements across multiple dimensions like housing, transportation, utilities, mobility, ICT, health, education, economy, etc.

Figure 1: Ease of Living Categories
The Ease of Living framework is developed based on 24 elements contained in the Smart City Proposals (SCPs), which have been grouped into 14 categories. These categories are part of three pillars for comprehensive development of cities – Quality of Life, Economic Ability and Sustainability. The framework consists of 50 Indicators across these three pillars with an addition of Citizen Perception Survey which captures satisfaction levels of citizens. For further information on Ease of Living, please visit: https://smartnet.niua.org/eol19/ease-of-living.php

2. Municipal Performance Index (MPI)

The governance of cities is determined by the functioning of Municipalities. They are the key agents that provide the enablers into making a city ‘Smart’. With this view, Ministry of Housing and Urban Affairs has launched the first ever Municipal Performance Index (MPI) to assess and analyze the performance of Municipalities across the country in all 100 Smart Cities and million plus population cities, based on their defined set of functions. This index will act as a guide to evidence-based policy making, catalyze action to achieve broader developmental outcomes including the Sustainable Development Goals, assess and compare the outcomes achieved by municipal bodies, give citizens an insight into the functioning of local bodies and build a dialogue between the stakeholders.

The Municipal Performance Index is an effort to assess and analyze the performance of Indian municipalities based on their defined set of functions. The responsibilities of a municipality span across a range of verticals that include provision of basic public services to more complex domains like urban planning. The Municipal Performance Index is meant to complement the Ease of Living Index, which in turn gives insight into the livability within Indian cities as a result of the services provided by local bodies.

Another reason for measurement of performance of municipalities is that various stakeholders including citizens demand such information. Performance measurements also provide a convenient way to depict and report information as it reduces the complex realities of governance into a few understandable dimensions that can be measured and quantified. Such reports of municipal performance carry the potential to keep citizens informed and build trust and confidence in their local governments.
The Municipal Performance Index examines the sectoral performance of municipalities across a set of five verticals, which encompass its mandated functionalities. The five verticals inculcate a total of 20 sectors and 100 indicators within its fold. The framework has been developed after a rigorous process of discussions and consultations with various experts in the field of local governance.

For further information on Municipal Performance Index, please visit: https://smartnet.niua.org/eolmpi19/
3. *Climate Smart Cities Assessment Framework (CSC)*

Cities while being the engines of growth and centres for economic, social & cultural development are also the biggest consumers of energy, and at risk due to the density of human population and the impacts of Climate Change. Hence, in order to incentivize a holistic, climate responsive development in Indian Cities, Ministry of Housing and Urban Affairs has launched “Climate Smart Cities Assessment Framework” for the 100 smart cities. This is first of its kind Assessment Framework, aimed at creating a green mindset in the cities while they plan and undertake various development projects.

The assessment framework has 30 diverse indicators across five categories namely;

(i) Energy and Green Buildings,
(ii) Urban Planning, Green Cover & Biodiversity,
(iii) Mobility and Air Quality,
(iv) Waste Management and

It hence attempts to address both the mitigation and adaptation sides and evolves the weight of the sectors across both the above in the Indian urban context.
Figure 3: Climate Smart Cities Assessment Framework

Envisaged outcomes of the framework include benchmarking, peer-learning, capacity building, global learning, KPI-driven spending, awareness creation, citizen engagement and promotion of circular economy, among many others. This exercise is also a part of the Ministry’s focus and objective on Ease of Living, clearly involving communities, neighborhoods and citizens, to develop tangible steps.
that lead towards clear impacts. **For further information on Climate Smart Cities, please visit:**
https://smartnet.niua.org/csc/

4. **Data Maturity Assessment Framework (DMAF)**

City Governments deal with a large number of complex issues that require integrated approaches to resolve. To tackle these challenges, Government, citizens, academia and industry work together and play a significant role in the functioning of cities. These organizations are custodians of different types of datasets that hold a part of the solution to urban challenges. In order to leverage data generated by systems and processes deployed in cities the Ministry through its Smart Cities Mission has framed the DataSmart Cities Strategy, which lays down the basic premise, foundational pillars and suggested roadmap for cities to improve their readiness for intelligent use of data in addressing complex urban challenges.

As part of the DataSmart Strategy’s focus on “People, Process and Platform”, Data Maturity Assessment Framework has been prepared to drive effective use of data by our cities, and to help city leaders in structuring their approach to building a collaborative data ecosystem. As India’s cities grow in their ability to leverage data, we will continue to evolve this Assessment Framework through its twin pillars of ‘Systemic’ and ‘Sectoral’ maturity to support cities in the most relevant manner possible in the context of their current maturity levels.

With this framework, we will be able to promote a spirit of competitive benchmarking amongst the 100 Smart Cities that will enable them to assess themselves at varying degrees of data maturity with respect to a standardized framework covering aspects of enabling policies, governance structures, data management, capacity building, and stakeholder engagement. This will also play an enabling role in furthering innovation, collaboration, co-creation and research.
Figure 5: Data Maturity Assessment Framework

For further information on DMAF, please visit: https://smartnet.niua.org/dsc/pdf/dmaf.pdf
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