



professionalising urban management



Fostering excellence in governance through innovative urban management solutions

The Urban Management Centre (UMC) is a not-for-profit organisation which in collaboration with International City/County Management Association (ICMA) works towards professionalising urban management in India and other countries across South Asia. UMC provides technical assistance and support to city governments and facilitates change through peer to peer learning processes.

UMC has been working with city governments in India, Sri Lanka, Afghanistan, Nepal, Indonesia, and several other countries. UMC diagnoses the issues facing cities and helps find innovative solutions to address the same. UMC has set up a strong network of City Manager's Associations (CMAs) across states in India to provide technical assistance to city managers, share their experiences and disseminate information. It has also helped form Good Governance Resource Centres in Sri Lanka aimed towards transparent and accountable local governance.

UMC combines the experience of in-service city management practitioners with that of seasoned national and international consultants to design, implement and evaluate municipal development and urban management projects.

Areas of Core Competence:

- Training and Capacity Building
- City-City Partnerships
- Documentation and Transfer of Leading Practices
- Institutionalising City Networks
- Monitoring and Evaluation of programs
- Performance Measurement
- Public Service Delivery and Environmental Management
- Financial Management
- Policy and Institutional Reform Research
- Heritage Management
- Program Design and Management
- Urban Health Initiatives
- Local Economic Development



Training and Capacity Building

UMC undertakes capacity building programs that range from understanding cities and their dynamics, studying their legal and administrative framework to improving management skills through national and international study tours and training programs. UMC integrates adult learning principles and designs culturally appropriate courses for workshops, seminars and conferences. Seeing is believing! UMC facilitates study tours and ensures that the participants can contextualize the learning and apply them to their environment.

City-City Partnerships

UMC partners city governments with local, regional and international partners. These partnerships are based on the premise that city governments worldwide face similar challenges and can learn from one another to develop solutions. UMC has successfully facilitated partnerships among cities and organizations in India, Afghanistan, US and other South Asian cities.



Public Service Delivery and Environmental Management

UMC works with city governments to determine specific service delivery needs and designs innovative ways to provide quality services to the citizens. UMC conducts local assessments, develops targeted work plans and implements projects in consultation with the stakeholders. UMC provides direct assistance in areas of solid waste management, water, sanitation, urban planning, financial management, resource mobilization, land management and Heritage Management.





Documentation and Transfer of Leading Practices

Urban local governments, anywhere in the world, are challenged with similar issues. They are under tremendous pressure to deliver quality services to its citizens. Many cities have ventured to take innovative steps to find solutions to meet the challenges. These solutions should be discussed and adapted in the local context to enhance the capacities of the city management. UMC believes that it will encourage the local bodies to adapt and evolve new ideas leading to the setting of new paradigms for effective urban governance and efficient urban management. UMC has a database of over 300 innovations and brings out a fortnightly newsletter "innovations" that showcases a leading practice.

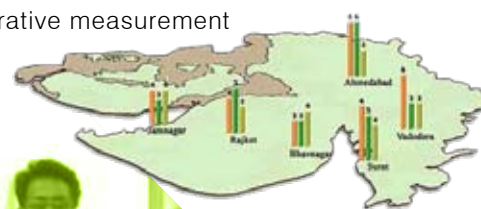
Institutionalising City Networks



Local Government Associations over the world have emerged as important players in responding to municipal mandates effectively and lobbying with single voice for recognition of local government concerns. They have acted as the critical link between members to share experiences and disseminate information. UMC has formed and operationalised City Manager's Associations (CMAs) which provide a platform for city managers to come together to share and learn. UMC has helped the formation of 12 CMAs across India and provided technical assistance in setting up Good Governance Resource Centres in Sri Lanka.

Monitoring and Evaluation and Performance Measurement

UMC understands the need to measure and evaluate the impact of development and that efficacy of programs is critical in improving methods. By using monitoring and evaluation as a tool for better implementation of programs, UMC assists in setting systems for project monitoring. UMC's Centre for Performance Measurement undertakes cross sectoral comparative measurement across cities of India and in the region.



Financial Management

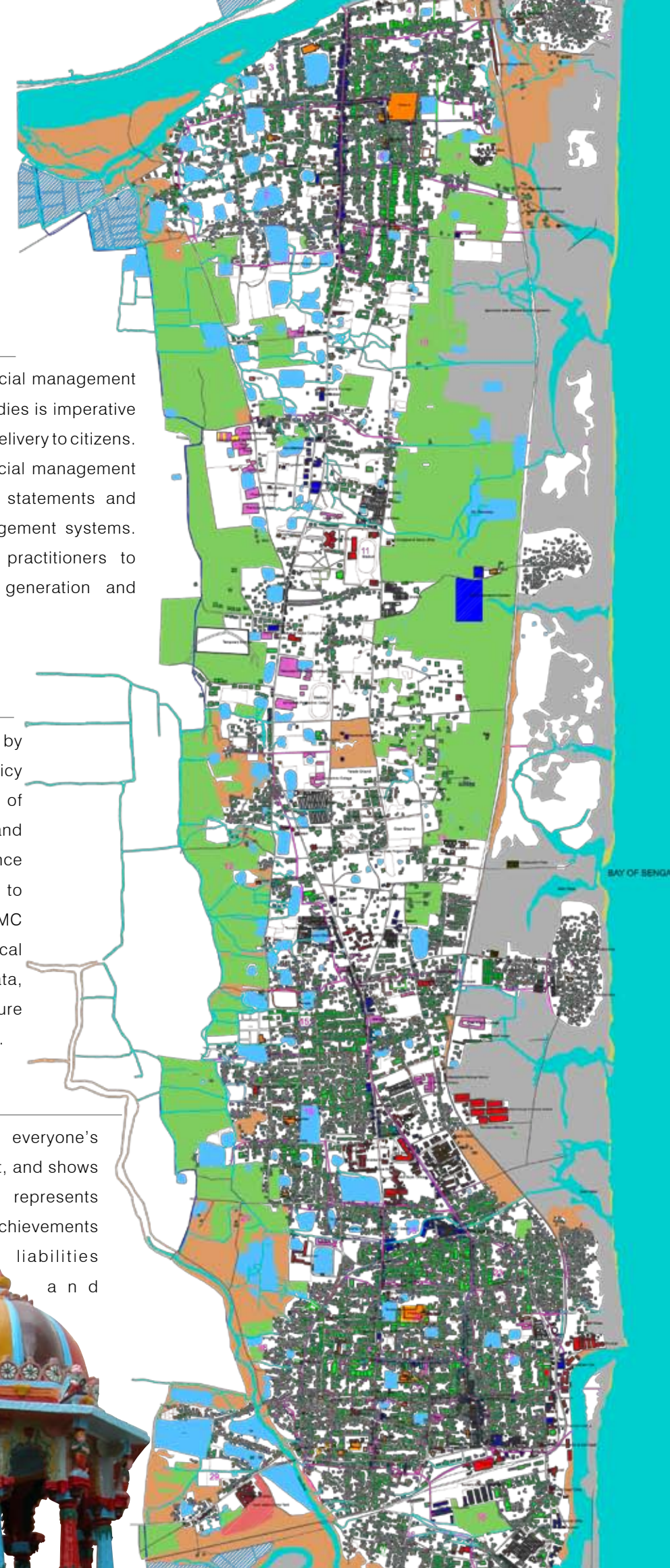
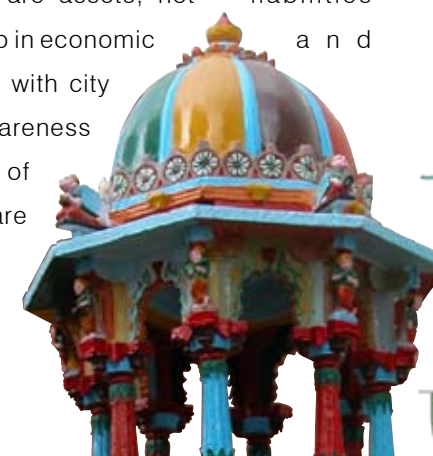
UMC believes that strengthening of the financial management and accountability systems of urban local bodies is imperative for improved urban management and service delivery to citizens. UMC works with cities to improve their financial management through training, reconciliation of financial statements and review of tax collection and financial management systems. UMC provides technical assistance from practitioners to improve municipal revenue mobilization, generation and collection.

Policy and Institutional Reform Research

UMC serves state and city governments by providing research services to support policy and implementation of reforms in terms of institutional, regulatory, operational and financial dimensions, apart from governance and constitutional provisions pertaining to urban sector. To support policy decisions, UMC provides methodological support, statistical analysis of data, analyses of administrative data, institutional and needs assessment, literature reviews, policy analysis and technical writing.

Improved Heritage Management

Conservation of cultural heritage is everyone's responsibility. It is our major link with the past, and shows the process of development of a society and represents a record of many of our historical attempts, achievements and failures. Inner cities are assets, not liabilities and its recognition can help in economic and social revival. UMC works with city governments to build awareness towards conservation of heritage fabric and prepare action plans.



Program Design and Management

UMC understands the problems and issues that cities face for preparation of program proposals, identification of appropriate funding sources and overall program management. UMC offers technical services to cities to assist them in identifying funding agencies, writing proposals, making presentations on the city governments' behalf, program design and management to achieve the desired results.



Urban Health Initiatives

UMC aims at helping city governments provide better health and living conditions to people and to advocate the need for mainstreaming HIV/AIDS response in urban governance. UMC documents leading practices undertaken by cities, facilitates partnerships among cities and helps them prepare action plans, policies for improved health service delivery to citizens.

Local Economic Development

In the globalised world, cities are competing with each other to offer attractive destinations to do business. UMC builds municipal capacity to improve local economies and generate an enabling environment for employment generation. UMC undertakes assessments of economic sectors of cities to prepare local economic development strategies and goals.



UMC



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