

**GOVERNMENT OF INDIA  
MINISTRY OF HOUSING AND URBAN AFFAIRS  
RAJYA SABHA  
UNSTARRED QUESTION NO. 687  
ANSWERED ON 10/02/2025**

**MUNICIPAL PERFORMANCE INDEX 2020**

**687. SHRI AYODHYA RAMI REDDY ALLA:**

**Will the Minister of HOUSING AND URBAN AFFAIRS be pleased to state:**

- (a) the manner in which the rankings under the Municipal Performance Index 2020 inform urban planning strategies, and the measures that will be taken to address the shortcomings in municipalities with lower rankings?
- (b) the initiatives that will be implemented to improve service delivery in municipalities, especially in areas such as education, health and water management, and the manner in which citizen perception surveys will be utilized to enhance citizen engagement; and
- (c) the measures that will be taken to promote technology adoption and digital Governance in municipalities, and the manner in which these initiatives will enhance transparency, accountability, and citizen participation?

**ANSWER**

**THE MINISTER OF STATE IN THE MINISTRY OF HOUSING AND URBAN AFFAIRS  
(SHRI TOKHAN SAHU)**

(a) to (c): As per the provisions of Article 243 W of the Constitution, in conjunction with the Seventh and Twelfth Schedules, matters relating to urban development fall within the purview of States/Urban Local Bodies. In line with 74<sup>th</sup> CAA, Urban Local Bodies undertake those functions listed in the 12<sup>th</sup> Schedule of the Constitution as devolved by respective State Governments. However, Ministry of Housing and Urban Affairs (MoHUA) provides programmatic support to the States/Union Territories (UTs) in their urban development agenda through its various Missions/ Programmes viz. Atal Mission for Rejuvenation & Urban Transformation 2.0 (AMRUT 2.0), Smart Cities Mission (SCM), Swachh Bharat Mission- Urban 2.0 (SBM-U 2.0), Pradhan Mantri Awas Yojana- Urban 2.0 (PMAY-U 2.0), Metro Rail Projects, PM e-Bus Seva Scheme, etc. These missions/ schemes/ projects are implemented by the States/ UTs in accordance with the Mission guidelines to improve the quality of life in cities and towns covered under these missions.

The Municipal Performance Index (MPI) 2020 and Citizen Perception Surveys (CPS) under the Ease of Living (EoL) Index were released by MoHUA. The MPI confers a data-driven approach to verticals that facilitate urban governance in municipalities across India and assist local government authorities, policy makers and urban planners in identifying and tracking gaps in development measures. In order to complement MPI, CPS serve as a crucial tool for enhancing citizen engagement and aligning municipal services with actual needs thus driving cities towards better socio-economic outcomes.

Citizen engagement and participation are key components of digital governance. Cities continue to foster greater transparency, accountability and citizen engagement by adopting technology and digital governance. This Ministry has been playing a pivotal role through National Urban Digital Mission (NUDM) and Integrated Command and Control Centers (ICCCs) set up under Smart Cities Mission. NUDM facilitates electronic delivery of municipal services to citizens across towns and cities of the country through shared digital infrastructure. ICCCs enable data-driven decision-making and rapid response mechanisms, thus improving overall operational efficiency and public service delivery through seamless inter-departmental coordination.

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