INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT



A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories Indexed & Listed at: Ulrich's Periodicals Directory ©, ProQuest, U.S.A., EBSCO Publishing, U.S.A., Cabell's Directories of Publishing Opportunities, U.S.A., Google Scholar,

Indian Citation Index (ICI), I-Gage, India link of the same is duly available at Inflibnet of University Grants Commission (U.G.C.), Index Copernicus Publishers Panel, Poland with IC Value of 5.09 (2012) & number of libraries all around the world. Circulated all over the world & Google has verified that scholars of more than 5943 Cities in 193 countries/territories are visiting our journal on regular basis. Ground Floor, Building No. 1041-C-1, Devi Bhawan Bazar, JAGADHRI – 135 003, Yamunanagar, Haryana, INDIA

CONTENTS

Sr.	TITLE ℓ . NAME OF THE AUTIOD (6)	Page
No.	TITLE & NAME OF THE AUTHOR (S)	No.
1.	LANGUAGES - IMPERATIVE FOR FINAL YEAR DEGREE STUDENTS	1
	Dr. R. PARVATHI & NAZEER PASHA	
2 .	BHIM AADHAAR PAY – SMART WAY TO GO CASHLESS IN INDIA	5
	SRIHARI SUBUDHI	
3.	A STUDY ON LABOR WELFARE PRACTICES (HEALTH AND SAFETY) IN GARMENT	9
	INDUSTRIES, TIRUPUR	
	Dr. S. KALAIYARASI	
4.	FACTORS INFLUENCE CONSUMERS PERCEPTION OF INTERNET BANKING IN BURDWAN	15
	DISTRICT	
	SOUVIK SINGHA & TANMOY DASGUPTA	
5.	INNOVATION AND ENTREPRENEURSHIP – A DEEP CONNECT	20
	Dr. MEENAL SUKHLECHA & Dr. PRITI GUPTA	
6 .	COMPARISON AND MAPPING OF THE UPDATED ACCREDITATION STANDARDS AND	24
	CRITERIONS OF ASSOCIATION TO ADVANCE COLLEGIATE SCHOOLS OF BUSINESS (AACSB),	
	NATIONAL BOARD OF ACCREDITATION (NBA)	
	ASHA MATHEW	
7 .	PROPERTY TAX REFORMS IN MUNICIPAL CORPORATION OF DELHI (MCD) – FISCAL AND	30
	DISTRIBUTIONAL IMPLICATIONS	
	LOVE GOGIA	
8.	THE REPERCSUSSIONS OF THE GLOBAL FINANCIAL CRISIS 2008 ON THE PROFITABILITY OF	39
	ISLAMIC BANK IN JORDAN	
	MADDALLAH SALEEM MUSALAM ALKAAIDI & ASIF AKHTAR	
9.	NON-PERFORMING ASSETS MANAGEMENT IN INDIAN BANKING SECTOR - A CASE STUDY	42
	OF PUBLIC SECTOR BANKS	
	MRITUNJAY MAHATO	
10 .	WORK LIFE BALANCE OF WOMEN BANKERS: A CASE STUDY OF PRIVATE COMMERCIAL	47
	BANKS OF CHITTAGONG METROPOLITAN CITY	
	SAIMUNA TASKIN	
	REQUEST FOR FEEDBACK & DISCLAIMER	52

<u>CHIEF PATRON</u>

Prof. (Dr.) K. K. AGGARWAL

Chairman, Malaviya National Institute of Technology, Jaipur (An institute of National Importance & fully funded by Ministry of Human Resource Development, Government of India) Chancellor, K. R. Mangalam University, Gurgaon Chancellor, Lingaya's University, Faridabad Founder Vice-Chancellor (1998-2008), Guru Gobind Singh Indraprastha University, Delhi Ex. Pro Vice-Chancellor, Guru Jambheshwar University, Hisar

FOUNDER PATRON

Late Sh. RAM BHAJAN AGGARWAL

Former State Minister for Home & Tourism, Government of Haryana Former Vice-President, Dadri Education Society, Charkhi Dadri Former President, Chinar Syntex Ltd. (Textile Mills), Bhiwani

FORMER CO-ORDINATOR

Dr. S. GARG Faculty, Shree Ram Institute of Business & Management, Urjani

<u>ADVISOR</u>

Prof. S. L. MAHANDRU Principal (Retd.), Maharaja Agrasen College, Jagadhri

EDITOR

Dr. A SAJEEVAN RAO

Professor & Director, Accurate Institute of Advanced Management, Greater Noida

CO-EDITOR

Dr. BHAVET

Former Faculty, Shree Ram Institute of Engineering & Technology, Urjani

EDITORIAL ADVISORY BOARD

Dr. S. P. TIWARI

Head, Department of Economics & Rural Development, Dr. Ram Manohar Lohia Avadh University, Faizabad

Dr. CHRISTIAN EHIOBUCHE

Professor of Global Business/Management, Larry L Luing School of Business, Berkeley College, USA

Dr. SIKANDER KUMAR

Chairman, Department of Economics, Himachal Pradesh University, Shimla, Himachal Pradesh Dr. JOSÉ G. VARGAS-HERNÁNDEZ

Research Professor, University Center for Economic & Managerial Sciences, University of Guadalajara, Guadala-

jara, Mexico

Dr. M. N. SHARMA

Chairman, M.B.A., Haryana College of Technology & Management, Kaithal

Dr. TEGUH WIDODO

Dean, Faculty of Applied Science, Telkom University, Bandung Technoplex, Jl. Telekomunikasi, Indonesia

Dr. M. S. SENAM RAJU

Professor, School of Management Studies, I.G.N.O.U., New Delhi

Dr. D. S. CHAUBEY

Professor & Dean (Research & Studies), Uttaranchal University, Dehradun

Dr. CLIFFORD OBIYO OFURUM

Professor of Accounting & Finance, Faculty of Management Sciences, University of Port Harcourt, Nigeria Dr. KAUP MOHAMED

Dean & Managing Director, London American City College/ICBEST, United Arab Emirates

iii

iv

Dr. VIRENDRA KUMAR SHRIVASTAVA

Director, Asia Pacific Institute of Information Technology, Panipat

SUNIL KUMAR KARWASRA

Principal, Aakash College of Education, ChanderKalan, Tohana, Fatehabad

Dr. MIKE AMUHAYA IRAVO

Principal, Jomo Kenyatta University of Agriculture & Tech., Westlands Campus, Nairobi-Kenya

Dr. SYED TABASSUM SULTANA

Principal, Matrusri Institute of Post Graduate Studies, Hyderabad

Dr. BOYINA RUPINI

Director, School of ITS, Indira Gandhi National Open University, New Delhi

Dr. NEPOMUCENO TIU

Chief Librarian & Professor, Lyceum of the Philippines University, Laguna, Philippines

Dr. SANJIV MITTAL

Professor & Dean, University School of Management Studies, GGS Indraprastha University, Delhi

Dr. ANA ŠTAMBUK

Head of Department of Statistics, Faculty of Economics, University of Rijeka, Rijeka, Croatia

Dr. RAJENDER GUPTA

Convener, Board of Studies in Economics, University of Jammu, Jammu

Dr. SHIB SHANKAR ROY

Professor, Department of Marketing, University of Rajshahi, Rajshahi, Bangladesh

Dr. ANIL K. SAINI

Professor, Guru Gobind Singh Indraprastha University, Delhi

Dr. SRINIVAS MADISHETTI

Professor, School of Business, Mzumbe University, Tanzania

Dr. NAWAB ALI KHAN

Professor & Dean, Faculty of Commerce, Aligarh Muslim University, Aligarh, U.P.

MUDENDA COLLINS

Head, Operations & Supply Chain, School of Business, The Copperbelt University, Zambia

Dr. EGWAKHE A. JOHNSON

Professor & Director, Babcock Centre for Executive Development, Babcock University, Nigeria Dr. A. SURYANARAYANA

DI. A. SURTANARATANA

Professor, Department of Business Management, Osmania University, Hyderabad

P. SARVAHARANA

Asst. Registrar, Indian Institute of Technology (IIT), Madras

Dr. MURAT DARÇIN

Associate Dean, Gendarmerie and Coast Guard Academy, Ankara, Turkey

Dr. ABHAY BANSAL

Head, Department of Information Technology, Amity School of Engg. & Tech., Amity University, Noida

Dr. YOUNOS VAKIL ALROAIA

Head of International Center, DOS in Management, Semnan Branch, Islamic Azad University, Semnan, Iran WILLIAM NKOMO

Asst. Head of the Department, Faculty of Computing, Botho University, Francistown, Botswana

Dr. JAYASHREE SHANTARAM PATIL (DAKE)

Faculty in Economics, KPB Hinduja College of Commerce, Mumbai

SHASHI KHURANA

Associate Professor, S. M. S. Khalsa Lubana Girls College, Barara, Ambala

Dr. SEOW TA WEEA

Associate Professor, Universiti Tun Hussein Onn Malaysia, Parit Raja, Malaysia

Dr. OKAN VELI ŞAFAKLI

Professor & Dean, European University of Lefke, Lefke, Cyprus

Dr. MOHENDER KUMAR GUPTA

Associate Professor, Government College, Hodal

Dr. BORIS MILOVIC

Associate Professor, Faculty of Sport, Union Nikola Tesla University, Belgrade, Serbia

Dr. LALIT KUMAR

Faculty, Haryana Institute of Public Administration, Gurugram

Dr. MOHAMMAD TALHA

Associate Professor, Department of Accounting & MIS, College of Industrial Management, King Fahd University of Petroleum & Minerals, Dhahran, Saudi Arabia

Dr. V. SELVAM

Associate Professor, SSL, VIT University, Vellore

Dr. IQBAL THONSE HAWALDAR

Associate Professor, College of Business Administration, Kingdom University, Bahrain

Dr. PARDEEP AHLAWAT

Associate Professor, Institute of Management Studies & Research, Maharshi Dayanand University, Rohtak

Dr. ALEXANDER MOSESOV

Associate Professor, Kazakh-British Technical University (KBTU), Almaty, Kazakhstan

Dr. ASHOK KUMAR CHAUHAN

Reader, Department of Economics, Kurukshetra University, Kurukshetra

YU-BING WANG

Faculty, department of Marketing, Feng Chia University, Taichung, Taiwan

SURJEET SINGH

Faculty, Department of Computer Science, G. M. N. (P.G.) College, Ambala Cantt.

Dr. MELAKE TEWOLDE TECLEGHIORGIS

Faculty, College of Business & Economics, Department of Economics, Asmara, Eritrea

Dr. RAJESH MODI

Faculty, Yanbu Industrial College, Kingdom of Saudi Arabia

Dr. SAMBHAVNA

Faculty, I.I.T.M., Delhi

Dr. THAMPOE MANAGALESWARAN

Faculty, Vavuniya Campus, University of Jaffna, Sri Lanka

Dr. SHIVAKUMAR DEENE

Faculty, Dept. of Commerce, School of Business Studies, Central University of Karnataka, Gulbarga

SURAJ GAUDEL

BBA Program Coordinator, LA GRANDEE International College, Simalchaur - 8, Pokhara, Nepal

FORMER TECHNICAL ADVISOR

AMITA

FINANCIAL ADVISORS

DICKEN GOYAL

Advocate & Tax Adviser, Panchkula

NEENA

Investment Consultant, Chambaghat, Solan, Himachal Pradesh

LEGAL ADVISORS

JITENDER S. CHAHAL Advocate, Punjab & Haryana High Court, Chandigarh U.T. CHANDER BHUSHAN SHARMA

Advocate & Consultant, District Courts, Yamunanagar at Jagadhri

<u>SUPERINTENDENT</u>

SURENDER KUMAR POONIA

CALL FOR MANUSCRIPTS

We invite unpublished novel, original, empirical and high quality research work pertaining to the recent developments & practices in the areas of Computer Science & Applications; Commerce; Business; Finance; Marketing; Human Resource Management; General Management; Banking; Economics; Tourism Administration & Management; Education; Law; Library & Information Science; Defence & Strategic Studies; Electronic Science; Corporate Governance; Industrial Relations; and emerging paradigms in allied subjects like Accounting; Accounting Information Systems; Accounting Theory & Practice; Auditing; Behavioral Accounting; Behavioral Economics; Corporate Finance; Cost Accounting; Econometrics; Economic Development; Economic History; Financial Institutions & Markets; Financial Services; Fiscal Policy; Government & Non Profit Accounting; Industrial Organization; International Economics & Trade; International Finance; Macro Economics; Micro Economics; Rural Economics; Co-operation; Demography: Development Planning; Development Studies; Applied Economics; Development Economics; Business Economics; Monetary Policy; Public Policy Economics; Real Estate; Regional Economics; Political Science; Continuing Education; Labour Welfare; Philosophy; Psychology; Sociology; Tax Accounting; Advertising & Promotion Management; Management Information Systems (MIS); Business Law; Public Responsibility & Ethics; Communication; Direct Marketing; E-Commerce; Global Business; Health Care Administration; Labour Relations & Human Resource Management; Marketing Research; Marketing Theory & Applications; Non-Profit Organizations; Office Administration/Management; Operations Research/Statistics; Organizational Behavior & Theory; Organizational Development; Production/Operations; International Relations; Human Rights & Duties; Public Administration; Population Studies; Purchasing/Materials Management; Retailing; Sales/Selling; Services; Small Business Entrepreneurship; Strategic Management Policy; Technology/Innovation; Tourism & Hospitality; Transportation Distribution; Algorithms; Artificial Intelligence; Compilers & Translation; Computer Aided Design (CAD); Computer Aided Manufacturing; Computer Graphics; Computer Organization & Architecture; Database Structures & Systems; Discrete Structures; Internet; Management Information Systems; Modeling & Simulation; Neural Systems/Neural Networks; Numerical Analysis/Scientific Computing; Object Oriented Programming; Operating Systems; Programming Languages; Robotics; Symbolic & Formal Logic; Web Design and emerging paradigms in allied subjects.

Anybody can submit the **soft copy** of unpublished novel; original; empirical and high quality **research work/manuscript anytime** in <u>M.S. Word format</u> after preparing the same as per our **GUIDELINES FOR SUBMISSION**; at our email address i.e. <u>infoijrcm@gmail.com</u> or online by clicking the link **online submission** as given on our website (*FOR ONLINE SUBMISSION, CLICK HERE*).

GUIDELINES FOR SUBMISSION OF MANUSCRIPT

1. COVERING LETTER FOR SUBMISSION:

DATED: _____

THE EDITOR

IJRCM

Subject: SUBMISSION OF MANUSCRIPT IN THE AREA OF

(e.g. Finance/Mkt./HRM/General Mgt./Engineering/Economics/Computer/IT/ Education/Psychology/Law/Math/other, please specify)

DEAR SIR/MADAM

Please find my submission of manuscript titled '_____' for likely publication in one of your journals.

I hereby affirm that the contents of this manuscript are original. Furthermore, it has neither been published anywhere in any language fully or partly, nor it is under review for publication elsewhere.

I affirm that all the co-authors of this manuscript have seen the submitted version of the manuscript and have agreed to inclusion of their names as co-authors.

Also, if my/our manuscript is accepted, I agree to comply with the formalities as given on the website of the journal. The Journal has discretion to publish our contribution in any of its journals.

NAME OF CORRESPONDING AUTHOR	:
Designation/Post*	:
Institution/College/University with full address & Pin Code	:
Residential address with Pin Code	:
Mobile Number (s) with country ISD code	:
Is WhatsApp or Viber active on your above noted Mobile Number (Yes/No)	:
Landline Number (s) with country ISD code	:
E-mail Address	:
Alternate E-mail Address	:
Nationality	:

* i.e. Alumnus (Male Alumni), Alumna (Female Alumni), Student, Research Scholar (M. Phil), Research Scholar (Ph. D.), JRF, Research Assistant, Assistant Lecturer, Lecturer, Senior Lecturer, Junior Assistant Professor, Assistant Professor, Senior Assistant Professor, Co-ordinator, Reader, Associate Professor, Professor, Head, Vice-Principal, Dy. Director, Principal, Director, Dean, President, Vice Chancellor, Industry Designation etc. <u>The qualification of</u> <u>author is not acceptable for the purpose</u>.

NOTES:

- a) The whole manuscript has to be in **ONE MS WORD FILE** only, which will start from the covering letter, inside the manuscript. <u>**pdf.**</u> <u>**version**</u> is liable to be rejected without any consideration.
- b) The sender is required to mention the following in the SUBJECT COLUMN of the mail:

New Manuscript for Review in the area of (e.g. Finance/Marketing/HRM/General Mgt./Engineering/Economics/Computer/IT/ Education/Psychology/Law/Math/other, please specify)

- c) There is no need to give any text in the body of the mail, except the cases where the author wishes to give any **specific message** w.r.t. to the manuscript.
- d) The total size of the file containing the manuscript is expected to be below 1000 KB.
- e) Only the **Abstract will not be considered for review** and the author is required to submit the **complete manuscript** in the first instance.
- f) The journal gives acknowledgement w.r.t. the receipt of every email within twenty-four hours and in case of non-receipt of acknowledgment from the journal, w.r.t. the submission of the manuscript, within two days of its submission, the corresponding author is required to demand for the same by sending a separate mail to the journal.
- g) The author (s) name or details should not appear anywhere on the body of the manuscript, except on the covering letter and the cover page of the manuscript, in the manner as mentioned in the guidelines.
- 2. MANUSCRIPT TITLE: The title of the paper should be typed in **bold letters**, centered and fully capitalised.
- 3. AUTHOR NAME (S) & AFFILIATIONS: Author (s) name, designation, affiliation (s), address, mobile/landline number (s), and email/alternate email address should be given underneath the title.
- 4. ACKNOWLEDGMENTS: Acknowledgements can be given to reviewers, guides, funding institutions, etc., if any.
- 5. **ABSTRACT**: Abstract should be in **fully Italic printing**, ranging between **150** to **300 words**. The abstract must be informative and elucidating the background, aims, methods, results & conclusion in a **SINGLE PARA**. *Abbreviations must be mentioned in full*.
- 6. **KEYWORDS**: Abstract must be followed by a list of keywords, subject to the maximum of **five**. These should be arranged in alphabetic order separated by commas and full stop at the end. All words of the keywords, including the first one should be in small letters, except special words e.g. name of the Countries, abbreviations etc.
- 7. **JEL CODE**: Provide the appropriate Journal of Economic Literature Classification System code (s). JEL codes are available at www.aea-web.org/econlit/jelCodes.php. However, mentioning of JEL Code is not mandatory.
- 8. **MANUSCRIPT**: Manuscript must be in <u>BRITISH ENGLISH</u> prepared on a standard A4 size <u>PORTRAIT SETTING PAPER</u>. It should be free from any errors i.e. grammatical, spelling or punctuation. It must be thoroughly edited at your end.
- 9. HEADINGS: All the headings must be bold-faced, aligned left and fully capitalised. Leave a blank line before each heading.
- 10. **SUB-HEADINGS**: All the sub-headings must be bold-faced, aligned left and fully capitalised.
- 11. MAIN TEXT:

THE MAIN TEXT SHOULD FOLLOW THE FOLLOWING SEQUENCE:

INTRODUCTION REVIEW OF LITERATURE NEED/IMPORTANCE OF THE STUDY STATEMENT OF THE PROBLEM OBJECTIVES HYPOTHESIS (ES) RESEARCH METHODOLOGY RESULTS & DISCUSSION FINDINGS RECOMMENDATIONS/SUGGESTIONS CONCLUSIONS LIMITATIONS SCOPE FOR FURTHER RESEARCH REFERENCES APPENDIX/ANNEXURE

The manuscript should preferably be in 2000 to 5000 WORDS, But the limits can vary depending on the nature of the manuscript.

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT

A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories http://ijrcm.org.in/

- 12. **FIGURES & TABLES**: These should be simple, crystal **CLEAR**, **centered**, **separately numbered** & self-explained, and the **titles must be above the table/figure**. Sources of data should be mentioned below the table/figure. It should be ensured that the tables/figures are referred to from the main text.
- 13. **EQUATIONS/FORMULAE:** These should be consecutively numbered in parenthesis, left aligned with equation/formulae number placed at the right. The equation editor provided with standard versions of Microsoft Word may be utilised. If any other equation editor is utilised, author must confirm that these equations may be viewed and edited in versions of Microsoft Office that does not have the editor.
- 14. **ACRONYMS:** These should not be used in the abstract. The use of acronyms is elsewhere is acceptable. Acronyms should be defined on its first use in each section e.g. Reserve Bank of India (RBI). Acronyms should be redefined on first use in subsequent sections.
- 15. **REFERENCES**: The list of all references should be alphabetically arranged. *The author (s) should mention only the actually utilised references in the preparation of manuscript* and they may follow Harvard Style of Referencing. Also check to ensure that everything that you are including in the reference section is duly cited in the paper. The author (s) are supposed to follow the references as per the following:
- All works cited in the text (including sources for tables and figures) should be listed alphabetically.
- Use (ed.) for one editor, and (ed.s) for multiple editors.
- When listing two or more works by one author, use --- (20xx), such as after Kohl (1997), use --- (2001), etc., in chronologically ascending order.
- Indicate (opening and closing) page numbers for articles in journals and for chapters in books.
- The title of books and journals should be in italic printing. Double quotation marks are used for titles of journal articles, book chapters, dissertations, reports, working papers, unpublished material, etc.
- For titles in a language other than English, provide an English translation in parenthesis.
- *Headers, footers, endnotes* and *footnotes* should *not be used* in the document. However, you can mention short notes to elucidate some specific point, which may be placed in number orders before the references.

PLEASE USE THE FOLLOWING FOR STYLE AND PUNCTUATION IN REFERENCES:

BOOKS

- Bowersox, Donald J., Closs, David J., (1996), "Logistical Management." Tata McGraw, Hill, New Delhi.
- Hunker, H.L. and A.J. Wright (1963), "Factors of Industrial Location in Ohio" Ohio State University, Nigeria.

CONTRIBUTIONS TO BOOKS

• Sharma T., Kwatra, G. (2008) Effectiveness of Social Advertising: A Study of Selected Campaigns, Corporate Social Responsibility, Edited by David Crowther & Nicholas Capaldi, Ashgate Research Companion to Corporate Social Responsibility, Chapter 15, pp 287-303.

JOURNAL AND OTHER ARTICLES

• Schemenner, R.W., Huber, J.C. and Cook, R.L. (1987), "Geographic Differences and the Location of New Manufacturing Facilities," Journal of Urban Economics, Vol. 21, No. 1, pp. 83-104.

CONFERENCE PAPERS

• Garg, Sambhav (2011): "Business Ethics" Paper presented at the Annual International Conference for the All India Management Association, New Delhi, India, 19–23

UNPUBLISHED DISSERTATIONS

• Kumar S. (2011): "Customer Value: A Comparative Study of Rural and Urban Customers," Thesis, Kurukshetra University, Kurukshetra.

ONLINE RESOURCES

• Always indicate the date that the source was accessed, as online resources are frequently updated or removed.

WEBSITES

Garg, Bhavet (2011): Towards a New Gas Policy, Political Weekly, Viewed on January 01, 2012 http://epw.in/user/viewabstract.jsp

PROPERTY TAX REFORMS IN MUNICIPAL CORPORATION OF DELHI (MCD) – FISCAL AND DISTRIBUTIONAL IMPLICATIONS

LOVE GOGIA ASST. PROFESSOR NON-COLLEGE WOMEN EDUCATION BOARD (NCWEB) BHARTI COLLEGE DELHI UNIVERSITY DELHI

ABSTRACT

Property Tax serves as a major source of revenue generation of urban local bodies and municipalities in order to provide the basic civic services in the city. Out of 3 ways (Annual Rental Value, Capital Value System, Unit Area System), MCD had adopted Unit Area method of property taxation which was recommended by Govt. of India in the year 2003 and was implemented in April 2004. Objective of this study is to assess the fiscal performance of MCD after the implementation of property tax reforms through Unit Area Method (UAM) of valuation and self-assessment scheme. Budget documents of MCD and reports of Delhi Finance Commission & Municipal Valuation Committee along with data from Economic Survey of Delhi & Statistical Abstract of Delhi is taken for analysis of MCD property tax reforms for the period of 2004-05 to 2013-14. Coverage Ratio and Collection Ratio is used to measure implication of property tax reforms undertaken by the MCD while implementing unit area method along with correlation coefficient to assess the trand of property tax collection vis-à-vis MCD's own revenues and with macro-economic data of Delhi state. The past experiences of property tax reforms shows that transition from the annual rental value to area based taxation holds a lot of promises and if properly implemented, can bring in significant additional revenues. The MCD property tax collection declined in Delhi after the introduction of new assessment method along with the decrease in number of assessed properties. Unless the structural issues are resolved, improved administration will do little to make the property tax a viable revenue source for local government. It also requires trained staff, capable of valuing real property.

KEYWORDS

Municipal Corporation of Delhi (MCD), property tax, reforms, revenue, unit area method (UAM).

JEL CODE

H71

INTRODUCTION

J t is well known fact that property tax is the principal source of revenue of local municipal authorities to upkeep the basic civic services in the city. According to 2011 census, In India, there are 37.7 crore people living in 7935 towns which constitutes 31.2% of the total population. As per the report of Twelfth Five Year Plan, it is projected that by 2031 around 60 crore people will find their residence in urban part of the country. Currently, 53 cities and towns have a population of 10 lakh and above. Three of the 10 largest metropolises in the world (Mumbai, Delhi and Kolkata) are in India.

Urban areas generate about 65% of the GDP in India, which is expected to contribute 75% by 2021 (GoI, 2008). Property tax to GDP ratio in any country generally does not goes beyond 3%. For developing countries, the average property tax to GDP ratio is around 0.7%. Though, in India, adequate information on revenue collection from property tax is not available, but it is estimated to about 0.2% of the GDP.

The total revenue can be broadly divided into 'own source' revenues and transfers from upper tiers of the government. The 'own source' component has tax revenues and non-tax revenues. Property tax and octroi are the main components of the tax sources. Transfers are composed of assigned revenues and grants. Assigned /shared revenues generally come from entertainment tax, motor vehicles tax, stamp duty/surcharge and various shared taxes, which may vary across states. Grants mainly are composed of the grants-in-aid component, which is generally on account of education, road maintenance or for any other (specific) purpose.

Property tax is the annual amount paid by a land owner to the local government or the municipal corporation of their area. Although the power of taxing is vested in the hands of state, yet it is delegated to the local bodies like municipalities. The property includes all tangible real estate properties, houses, office buildings and the property rented to others. Central government properties and vacant properties are generally exempted.

In India, the municipal corporation of a particular area assesses and imposes the property tax annually or semi-annually. The value of property forms the basis of this tax. Many local governments calculate the property or house tax not only on the basis of the size of the property but its location, occupancy status, covered area and quality of construction. Property Tax serves to be the major source of revenue generation of urban local bodies (ULBs) and municipalities in order to keep intact the basic civic services in the city. The collected amount is mainly used for financing public services like repairing roads, construction schools, buildings, sanitation etc.

As the Central government had initiated the mission to improve the infrastructure conditions of urban sector of India, it has launched a program in the name of our first Prime Minister of India Shri Jawahar Lal Nehru in 2005. The program named Jawaharlal Nehru National Urban Renewal Mission (JnNURM) provides the funds to the ULBs for improvement of infrastructure facilities in their respective jurisdiction and assigns the target to receive funds from central government under the program. As such, the target set for property tax collection by ULBs is set to improve the collection ratio to 90% and coverage ratio to 85%.

Property tax is one of the relatively less researched areas especially in terms of its design and its implementation issues. Studies shows that the information available to the tax authorities is very limited thus making it more difficult even to design the basic framework of property tax system in India. Most of the municipalities are always remains with a lack of funds to provide the basic services to the citizens. With inadequate service quality, tax compliance always remains low which further leads to low level of local public services. This vicious circle needs to be broken so as to improve the standard of service quality, thus reforms in property tax system becomes imperative. MCD in 2004 by introducing Unit Area Method (UAM) method was considered to increase the overall collection of the corporation by the way of property tax collection. Thus, the objectives of the study are as follows:

1. To assess the fiscal performance of MCD after the implementation of property tax reforms through Unit Area Method of valuation and self-assessment scheme.

2. To examines the reasons for low revenue productivity of MCD property tax after implementation of Unit Area Method.

3. To reviews, the recent reform initiatives.

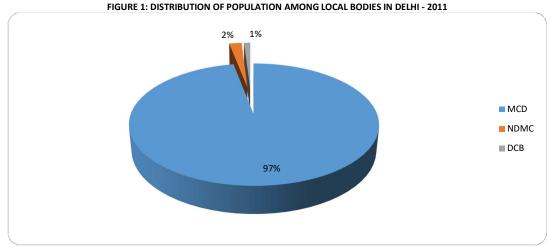
The paper has been organized in six sections. Section 1 being the introduction, Section 2 presented the current scenario of MCD with regard to revenue, expenditure and Section 3 brings brief review or existing literature. Section 4 depicts the methodology along with data sources & description. Section 5 presents the results. Section 6 ends with few concluding remarks with some policy implications.

MUNICIPAL CORPORATION OF DELHI (MCD) - CURRENT SCENARIO

Delhi is governed through three different local bodies having their own geographical demarcation and areas of operation. The three local bodies in Delhi are as:

- a) Municipal Corporation of Delhi (MCD)
- b) New Delhi Municipal Corporation (NDMC)
- c) Delhi Cantonment Board (DCB)

In the capital city of India, Municipal Corporation of Delhi (MCD) is the largest urban local government out of the total three urban governments. This government takes care of around 1398 sq. km (94%) out of a total of 1483 sq. km of the city and about 97% of total population of Delhi which constitutes about 1.64 crore (Population Census, 2011). While the other two local bodies (NDMC and DCB) covers only a small part of about 43 sq. km each (approx 3% of total land area of Delhi). The population in NDMC was 2.58 lakh in 2011 and in DCB it was 1.10 lakh.



Source: Delhi Statistical Abstract 2014

Municipal Corporation of Delhi was established in 1958, under the provision of an Act of Parliament, known as "The Delhi Municipal Corporation Act 1957". It is one of the largest local bodies in the world & is second only to Tokyo in terms of area. Its territorial jurisdiction is almost equivalent with that of the state government. It caters to both the urban and rural sector in Delhi and services a large number of resettlement colonies, JJ squatter settlements, slums etc. **Revenue Sources of MCD**

MCD derives its revenue from many sources. These sources are broadly divided into two categories namely the domestic and the external sources of revenue. The taxes and rates levied by the MCD divided under three categories (obligatory taxes, optional taxes and external sources of revenue of Delhi). Refer box No. 1

BOX 1: OBLIGATORY TAXES, DISCRETIONARY TAXES AND EXTERNAL SOURCES

Obligatory Taxes	Discretionary Taxes	External Source
Property Tax	Education Cess	Global Sharing of Taxes
Tax on Vehicles and Animals	Land Revenue	Terminal tax goods carried by (railways, roads, airport)
Theater tax	Profession Tax	Entertainment and betting tax
Tax on Advertisements	Electricity Tax	
Duty on transfer of property	Betterment Tax	
Tax on building plans	Tax on boats	
	Toll tax	

Source: Section 113, Delhi Municipal Corporation Act, 1957

The most important taxes that MCD imposes are house tax, tax on sale and supply of electricity and toll tax. The important components of non-tax revenues are fines against law, fines from cattle pounds, fees from hospitals, fees from vehicles licenses, process fees, cost of law receipts, rent on lands and buildings, fines for offences undertakings, reimbursement of debt charges, development and transfers from other account, rents on market and slaughter houses, receipts from licensing and removal of encroachment, license for hawking carts and improvement schemes.

MCD Property Tax Reforms

Properties in MCD prior to 2003 were taxed on the basis of annual rent at which properties were expected to be let out. While tenanted properties were assessed for tax based on the rent being paid by them, ratable values of self-occupied properties were assessed on the basis of cost of land and the cost of construction - both of which itself were highly subjective parameters. Rent control laws, which prevent the hike in rent on properties, were also served as a major roadblock to increase revenue base for property tax collection in Delhi. With the rise in demand for public services, corporation left with no other option except to revise tax rates upwards to increase revenues from the property tax.

MCD after a series of deliberations passed a resolution in June 2002 proposing the introduction of the Unit Area Method (UAM) that would reform the rental value-based system of property tax. The entire process of introduction of UAM of property tax by MCD i.e. from setting up of committee to the final implementation of new system is summarized as follows:

	TABLE 1: PROCESS OF IMPLEMENTING UAM OF PROPERTY TAX IN DELHI							
S. No	Date	Status						
1	9th July 2002	uly 2002 Expert Committee on Property Tax Reforms set up.						
2 1st February Submission of Report of Expert Committee along with proposed legislative changes submitted to the Government of National Cap- ital Territory of Delhi								
3 7th April 2003 Amendments to the Delhi Municipal Corporation Act paving the way for introduction of the Unit area Method of property tax assessment approved by Delhi Legislative Assembly								
4	June 2003	Amendments get assent of President of India						
5	September 2003	Amended Act notified to come in force by the Lt. Governor of Delhi						
6	October 2003	First 'Municipal Valuation Committee (MVC)' notified and set up under the amended Act.						
7	February 2004	Report of the Municipal Valuation Committee submitted to the Municipal Corporation of Delhi.						
8	1st April 2004	The new Unit Area System of Property Tax Assessment Comes into force						
		Courses MCD						

Source: MCD

The outgoing rental value system in the MCD was highly subjective and discretionary, whereas, the new Unit Area Method (UAM) ensures complete transparency in the procedure for assessment of property tax. UAM is based on measurable parameters, such as unit area values, multipliers factor for age, structure and use of the property, etc. These parameters are periodically revised by the Municipal Valuation Committee once in every three years.¹

LITERATURE REVIEW

Property tax collections in the MCD area dropped by 16% in 2004-05 compared with that in 2003-04. While analyzing the performance of Delhi and Bangalore in terms of Property Tax to GSDP ratio study finds that the ratio in Bangalore has been more or less steadily increasing over the years and records an increase immediately after the implementation of the unit area method, both between 1999 & 2000; and 2006 & 2007 whereas it declines from 0.89% in 2003 to 0.64% in 2004 in Delhi (Bandyopadhyay S, 2013).

In the old system, i.e. up to 31.03.2004, 9,63,119 bills were being issued to the tax payers. Against this only 6,50,381 tax payers used to make payment of property tax. The total collection during the year 2003-04 was Rs. 920.10 crores (in current prices). After implementation of UAM, in the year 2004-05, up to 31.03.2005, almost 745,850 tax payers filed their returns and the tax collection was Rs. 817.93 crores (again in current prices). Though the overall collection in this year was reduced but roughly 100,000 more tax payers paid the tax on self-assessment basis than the preceding year. So the success of the UAM seems to be one of widening the tax net rather than increasing the revenue per se. During 2005-06 MCD, a sum of Rs 486.43 was collected vide property taxes while 8,24,873 tax payers paid property tax through self assessment returns. In the year 2006-07, MCD collected Rs 358.19 crores of property tax (NIPFP, October 2007).

Most important reason for the low collections is the poor coverage of the tax and its low collection efficiency. Tax base has not been revised from time-to-time to take into account the changes in the status of the properties and improvements to the properties. Also low level of efficiency in revenue collection arises from the actual values of properties assessed are significantly lower than the market values. Assessed values are as low as 8-10% of the market values. Big metropolitan cities also have large unauthorized buildings and properties not included in the municipal register, which, while availing the municipal services do not pay the tax. Apart Article 285 of the Constitution provides exemption to all properties belong to the Union government. The adverse revenue impact of this is particularly severe in capital city like Delhi. (Rao M G - 2013)

Assessment of properties is one of the biggest challenges for the ULBs, which are plagued with issues like unscientific methods, lack of transparency and issues with incomplete records of properties. There are no formal and standard practices for having the property counts. Apart, from these there are also political interests that prevent the collection of the property taxes leading to low collection efficiency (Gnaneswar V 2009).

In a study of 36 large corporations, Mathur et.al. (2009) finds that there are large inter-city variations with the Mumbai municipal corporation having per capita revenue of Rs 1,334 while the municipal corporations of Patna and Dhanbad had only Rs 25 and Rs 40.

The starting point for property tax reform in India was the introduction of area-based assessment to determine the tax base by the Patna Municipal Corporation in 1992-93. Previously, the tax was collected on the basis of the annual rental value, defined as gross annual value rent at which the property may 'reasonably' be expected to be rented out. This system gave enormous discretion to the tax collectors and yielded little in tax revenue. The prescription of unit values (per square foot) based on the area of location and type of construction of the property instead of the annual rental value removed most of the discretion from the tax collectors and resulted in such a large increase in base that the tax rate was reduced from 44 per cent to 9 per cent. Also, the Administrative Reforms Commission has noted that only about 60-70 per cent of the properties in urban areas are actually assessed. A large number of property owners seem to be simply not paying the tax although they benefit from the local public services. (Rao M.G and Bird R. 2010).

METHODOLOGY

For the analysis of property tax reform undertaken by MCD in 2004, we used the data of MCD revenues for ten years preceding the reforms i.e. from 1994-95 till 2003-04 (when the rental value system of property tax was in practice) and ten years after the introduction of new methodology of tax collection i.e. from 2004-05 till 2013-14. Following indicators were taken to assess the performance of property tax:

Coverage Ratio

- 1. Assessed Properties (AP) as a % of Total Properties (TP)
- Coverage Ratio = (Assessed Properties/Total Properties) * 100
- 2. Tax-Paying Properties (TPP) as a % Total Properties (TP)
- Effective Coverage = (Tax-Paying Properties/Total Properties) * 100
- 3. Tax-Paying Properties (TPP) as a % of Assessed Properties (AP) Real Effective Coverage = (Tax-Paying Properties/Assessed Properties) * 100

Collection Ratio

- 1. Property Tax collection (PTC) as a % of Property Tax Demanded (PTD)
- 2. Property Tax collection (PTC) as a % of Total Municipal Revenue (TMR)
- 3. Property Tax collection (PTC) as a % of Own Revenues (OR)
- 4. Property Tax arrears (PT-AR) as a % Property Tax Demanded (PTA)
- **Correlation Coefficient**

Increasing revenues were the central tenant of the reform undertaken by MCD in 2004 thus it become imperative to assess the trend of the property tax collections of MCD with regards to its own revenues. Hence **correlation coefficient** between below mentioned indicators is also assessed.

- 1. Property Tax Collection and Own Revenues of MCD
- 2. Property Tax Collection and Total Receipts of MCD

The study also tried to evaluate the fiscal performance of property tax revenues of MCD with regards to the growth indicators of the state (Delhi). Thus, correlation coefficient between the following indicators will also be evaluated.

1. Property Tax Collections of MCD and GSDP of Delhi

¹ Formula for calculating Property Tax as per MVC 2003 is provided in Annexure

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT

A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories

http://ijrcm.org.in/

32

2. Per Capita Revenues of MCD and Per Capita Income of Delhi

3. Property Tax Collections of MCD and Population of Delhi

DATA SOURCES & DESCRIPTION

As data of MCD is not available in the public domain thus the author has visited MCD headquarter located at Civic Center, New Delhi. Copy of budget document for the year 2011-12 was collected (as there was a trifurcation of MCD in the year 2012) and the copies of budget document of SDMC was collected for the years 2012-13 to 2014-15 (since budget documents of other two municipal corporations – EDMC & NDMC was not available). Data from Third Delhi Finance commission (2004) and from Interim report of Delhi Municipal Valuation Committee-III (2014) is clubbed with the data of budget documents of MCD & SDMC so as to get the resultant data for the analysis of the study.

Data on Gross State Domestic Products (GSDP), Population & Per Capita Income of Delhi and GDP of India is compiled from Economic Survey of Delhi 2005-06, Statistical Abstract of Delhi 2014 and Estimates of State Domestic Product of Delhi 2013-14. Data on property tax arrears is not available for post-reform era thus the average collections of property tax as a percentage of total property tax demand for the three years (2004-05 to 2006-07) is taken from the study done O P Mathur, 2009 as the proxy to conclude our study.

DATA ANALYSIS AND RESULTS

Growth rate of MCD revenues in the pre-reform era shows that Y-o-Y property tax collection has increased from 1995-96 to 1997-98 but then continuously falls till the year 2001-02 with a signs of recovery in the later years. Y-o-Y growth rate in own revenues of MCD has remained in the range of 16 - 17 per cent from 1995-96 to 1998-99 and marks its peak growth of above 31% in the year 1999-2000 in its tenure of pre-reform period of study. Y-o-Y growth rate in total revenue of MCD in pre-reform period remained fluctuating with highest growth registered in the year 1998-99 with more than 28% growth whereas the lowest growth of around 3.2% was registered in the year 2003-04. (**Refer Table No 2**)

	TABLE 2. GROWTH RATE OF MICE REVENUES. 1554-55 TO 2005-04 (Values in RS Crotes)									
Year	Property Tax Col-	Y-o-Y growth% in Property Tax		Y-o-Y growth% in Own	Total Re-	Y-o-Y growth% in Total				
	lection	Collection	MCD	Revenues	ceipts	Receipts				
1994-95	234.25	-	366.50	-	502.05	-				
1995-96	267.14	12.31	425.44	16.08	581.16	13.61				
1996-97	331.86	19.50	493.92	16.10	665.92	12.73				
1997-98	424.80	21.88	577.53	16.93	726.48	8.34				
1998-99	508.09	16.39	675.09	16.89	1011.37	28.17				
1999-00	596.38	14.80	885.54	31.17	1178.87	14.21				
2000-01	676.70	11.87	971.35	9.69	1292.84	8.82				
2001-02	687.45	1.56	1033.80	6.43	1383.25	14.42				
2002-03	704.18	2.38	1081.53	4.62	1495.50	5.55				
2003-04	768.94	8.42	1237.09	14.38	1652.11	3.19				

TABLE 2: GROWTH RATE OF MCD REVENUES: 1994-95 TO 2003-04 (Values in Rs Crores)

Source: 1. Third Delhi Finance Commission (2004); 2. MCD Budget Document (2011-12); 3. Author's Computation

Correlation coefficient between property tax collection and own revenues of MCD as well as between property tax collection and total receipts of MCD was 0.99 in the pre-reform period.

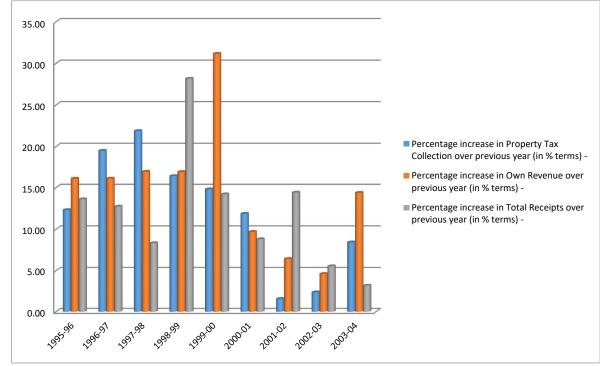


FIGURE 2: GROWTH RATES OF MCD REVENUES: 1994-95 TO 2003-0

Just after the implementation of UAM of property tax system there was a sudden fall in the property tax collections. Data shows that the property tax collection has fallen by around 33% in the year 2004-05 and remained negative in 2005-06. In the year 2006-07, it shows a marginal growth of around 2%. Growth rate in property tax collection was highest in 2008-09 with 18%. Growth rate in own revenue was shown marginal rise of 0.5% in the year following the UAM of property taxation wherein it peaked in the year 2010-11 with a huge 70% growth. Total receipts of MCD were also increased by more than 68% in the year 2010-11. After trifurcation of MCD in the year 2012, data is available for South Delhi Municipal Corporation (SDMC) only. (**Refer Table No 3**)

VOLUME NO. 8 (2018), ISSUE NO. 02 (FEBRUARY)

Year	Property Tax Col-	Y-o-Y growth% in Property	Own Revenues of	Y-o-Y growth% in Own	Total Re-	Y-o-Y growth% in
Tear	lection	Tax Collection	MCD	Revenues	ceipts	Total Receipts
2004-05	575.76	-32.86	1243.05	0.48	1948.48	17.94
2005-06	486.44	-15.51	1460.57	17.50	2134.12	9.53
2006-07	495.69	1.90	1412.40	-3.30	2807.75	31.56
2007-08	513.53	3.60	2179.92	54.34	3285.92	17.03
2008-09	606.10	18.03	2252.31	3.32	3165.97	-3.65
2009-10	697.75	15.12	2666.17	18.37	3638.54	14.93
2010-11	765.34	9.69	4542.68	70.38	6126.48	68.38
2011-12	NA	NA	NA	NA	NA	NA
2012-13#	539.92		1896.73		2718.46	
2013-14#	524.72	-2.82	1949.26	2.77	2672.00	-1.71
Note: 1. NA	- Data not available for	2011-12; 2. # Data pertains to SL	DMC only			

Source: 1. Interim Report of MVC - III (2010); 2. MCD Budget Document 2011-12; 3. Budget Documents of SDMC: 2012-13, 2013-14, and 2014-15; 4. Author's Computation

After the implementation of UAM, correlation coefficient between property tax collection & own revenues of MCD and between property tax collection & total receipts of MCD which was 0.99 in pre-reform era has fallen to 0.86 and 0.82 respectively after the reform period.

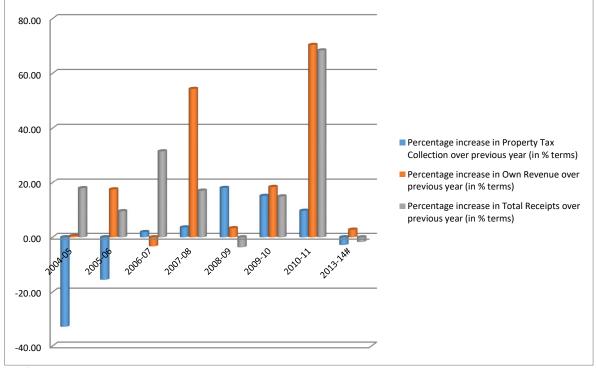


FIGURE 3: GROWTH RATES OF MCD REVENUES: 2004-05 TO 2013-14

Coverage Ratio

No concrete survey has been undertaken by MCD to calculate total number of properties under its jurisdiction neither does it has figures for number of tax-paying properties. With the help of limited information, we draw the following conclusion.

TABLE ALCOVERACE BATIO	
TABLE 4: COVERAGE RATIO	OF MCD PROPERTIES: 1995-96 TO 2003-04

	TABLE 4. COVERAGE RATIO OF MCD PROPERTIES. 1555-50 TO 2005-04									
Year	Total Number of Properties Tax Purpose		Number of Tax Paying Proper- ties	Percentage of Proper- ties Assessed out of To- tal Properties	Tax-Paying Properties as a percentage of Assessed Properties	Tax-Paying Properties as a percentage of To- tal Properties				
1995-96	2568000	776400	214000	30.23	27.56	8.33				
2003-04	3100000	963119	650381	31.07	67.53	20.98				

Source: Author's Compilation from various sources/literature

With the passage of time, only tax-paying properties have increased, as there is hardly any rise in assessed properties out of total properties in percentage terms. It has increased from around 30% in 1995-96 to 31% in 2003-04. This was due to the fact that no efforts were made by MCD to increase the number of assessed properties under property tax net. Tax-paying properties out of assessed properties has shown a massive jump from around 27.5% in 1995-96 to above 67.5% in 2003-04 which shows a improvement in compliance ratio. Tax-paying properties out of total properties in Delhi have also increased in the same time period from above 8.3% to around 21% which also reflects better compliance.

Even in the post-reform era, the data was not available for total number of properties. Number of assessed properties in 2004-05 was 9.46 lakh whereas the taxpaying properties was 7.46 lakh contributing to around 79% out of assessed properties. In the year 2009-10, number of assessed properties was increased to 9.80 lakhs whereas the tax-paying properties were reduced to 6.43 lakh. This means that only 65% of people paid their property tax in 2009-10. As per population census of 2011, the number of properties in Delhi was estimated to about 41 lakh. Taking a approximate figures of 40 lakh properties in 2009-10, number of assessed properties out of total properties of Delhi stood at around 25% whereas the tax-paying properties out of total properties of Delhi was mere 16%. *Collection Efficiency*

Collection Efficiency of property tax is low in Indian cities, which is one of the reasons for low collections of property tax (Mohanty et al 2007, Bandyopadhyay and Rao 2009, Rao and Bird 2011).

VOLUME NO. 8 (2018), ISSUE NO. 02 (FEBRUARY)

The average collection of property tax revenues was declined from 67% to approximately 30% in the own revenues of MCD after the implementation of UAM method whereas out of total receipts of MCD, the average share of property tax revenues has decreased to 20% which was 50% in the pre-reform era.

During the rental value system of property taxation, MCD was able to collect around 73% of property tax out the current targets set as per budget estimates but due to huge amount of arrears, the tax collection out of total demand by MCD is just above 16%. The property tax collection out of current demand has increased to 77% with the introduction of new method of property tax collection. Due to non-availability of data regarding arrears, calculations regarding the contribution of property tax in total demand cannot be computed. However, the study done by OP Mathur, 2009 states that the average collections of property tax as a percentage of total property tax demand for the three years (2004-05 to 2006-07) was 16%.

Population size has a strong impact on property tax collection (with a correlation of $0.82 - \text{'national average'}^2$. The figures for Delhi states that prior to implementation of UAM method the correlation coefficient between *MCD property tax collection* and *population of Delhi* was 0.99 whereas after its implementation it has fallen to 0.81 (due to non-availability of data, correlation is calculated from figures of 2004-05 till 2010-11). This shows that the estimate has fallen just below the national average.

Comparison of MCD Property Tax data with State and Central Government data

Being the capital city of India, Delhi accommodates a large population and, with growing economy, the income levels of people of Delhi are continuously rising. The data reveals that the per capita income of Delhi has increased from Rs 25,400 in 1994-95 to Rs 2,20,000 in 2013-14 (i.e. more than 850% in 20 years) and per capita revenue collection of MCD has increased from Rs 478 in 1994-95 to 2400 (i.e. 500% in 20 years). The basic rule of progressive tax system suggest that higher the level of income of an individual higher is the tax paying capacity thus there must be a positive relation between the per capita income and per capita tax payment.

Correlation Coefficient between *Per Capita Revenue of MCD* and *Per Capita Income of Delhi* shows that before the UAM method the correlation was 0.97 whereas it has declined to 0.92 in the period from 2004-05 till 2010-11 (as the figures for per capita revenue of MCD is not available for last three years of analysis period). On the similar grounds, the relationship between *total property tax collected* and *GSDP of Delhi* has the same story. Correlation coefficient is calculated till 2010-11 in the post-reform period due to non availability of concrete data and is turn out to be 0.86 against the pre-reform figure of 0.98.

Interesting facts been revealed while making a comparative study of Local Government (MCD) with State Government (Delhi Government) and of State Government (Delhi Government) with Central Government (Government of India).

Year	Total MCD Revenues as a per-	GSDP of Delhi as a percent-	Year	Total MCD Revenues as a per-	GSDP of Delhi as a per-	
	centage of GSDP of Delhi	age of GDP of India		centage of GSDP of Delhi	centage of GDP of India	
1994-95	1.98	3.05	2004-05	1.94	3.38	
1995-96	2.19	2.85	2005-06	1.85	3.40	
1996-97	2.20	2.89	2006-07	2.07	3.43	
1997-98	2.06	3.13	2007-08	2.08	3.45	
1998-99	2.52	3.19	2008-09	1.67	3.57	
1999-00	2.74	3.21	2009-10	1.67	3.56	
2000-01	2.86	3.25	2010-11	2.42	3.49	
2001-02	2.89	3.25	2011-12	NA	3.54	
2002-03	2.90	3.31	2012-13	NA	3.71	
2003-04	2.92	3.29	2013-14	NA	3.84	
Average	2.53	3.14	Average	1.96	3.54	
Standard Devi-	0.38	0.16	Standard Devi-	0.26	0.14	
ation			ation			
Note: NA- Data I	not available					

TABLE 5: REVENUE COMPARISON OF LOCAL, STATE & CENTRAL GOVERNMENT

Source: 1. MCD Budget Document (2011-12); 2. Statistical Abstract of Delhi (2014); 3. Author's Computation

The average collection of MCD revenues vis-à-vis with Delhi government revenues has decreased from 2.53% to 1.96% (data taken from 2004-05 till 2010-11) after the implementation for UAM method whereas in the same period the average GSDP of Delhi government has increased from 3.14% to 3.54% with respect to the GDP of India. The standard deviation of MCD revenues with respect to revenues of Delhi government has reduced from 0.38% to 0.26%. The figure for GSDP of Delhi vis-à-vis with GDP of India remains constant throughout the 20 years of analysis period. **(Refer Table No 5)**

REASONS FOR LOW COLLECTION OF PROPERTY TAX BY MCD

There are number of reasons why property tax collection after the introduction of the new assessment method declined in MCD. First and foremost, there was a decline in the number of assessed properties after the implementation of the unit area based system in 2004. Delhi offers an example where the total number of properties is stated to be 25.3 lakh, but only 9.6 lakh properties are on the municipal tax register. From 9.4 lakh returns in 2004-05, the figure fell to 8.2 lakh returns in 2005-06 and till 2009-10, the number of properties filing returns has only gone up only to 9.8 lakh. The introduction of the UAM System led to a large fall in filing of returns and increase in non-compliance. Various reasons have been put forward for this fall including the discontinuing of the system of issuing notices to property owners after the introduction of the UAM System as well as in sending bills on the ground that the new system was a self-compliance based system.

The major reason considered for the unassessed properties in Delhi is large scale unauthorized properties which accounts for 1639 colonies out of 2300 colonies (approx) and large pool of slum area (3.68 slum properties in Delhi as per 2011 census) which largely remains out of the purview of property tax net. It is believed that the people living in the unauthorized colonies are from the poor strata of the society and area of house would not be too large i.e. it would be of one room or two rooms. But as per the report submitted by the Mathur committee (2006), unauthorized colonies were also inhabited by affluent people, which have so far been identified in one of the posh colonies of Delhi - Anant Ram Dairy, Mahendru Enclave and Sainik Farms.

Other reasons behind the failure of the unit area method in MCD were the lack of awareness regarding the unit area method among the public, lack of proper database to check for non-payers, inadequate training of the staff regarding the new method of assessment. The Hardship and Anomaly Committee was set up in 2004 to address the grievances of the people and find solutions. The Hardship and Anomaly Committee (HAC) changed the categories of colonies, the base unit area values of each category, and the multiplicative factors, specially the Age Factor (AF) and the Structure Factor (SF) in such a manner as to make a significant adverse impact on revenue realization.

Trifurcation of MCD in 2012

After trifurcation colonies in Delhi is distributed among three civic bodies. Category wise distribution of such colonies is provided in table below

² Bandyopadhyay S. (July 2014) – Critical Issues in Municipal Finance: A Summary for India

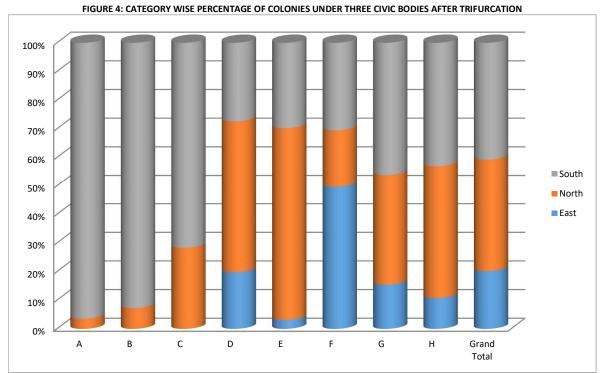
INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories

VOLUME NO. 8 (2018), ISSUE NO. 02 (FEBRUARY) BOX 2: DISTRIBUTION OF COLONII

: DI	DISTRIBUTION OF COLONIES AMONG THREE CIVIC BODIES AFTER TRIFURCATION OF MCD										
	Corporation/Category	А	В	С	D	E	F	G	Н	Grand Total	
	East				52	9	241	140	24	466	
	North	1	4	17	139	194	96	349	103	903	
	South	27	51	43	72	86	148	419	96	942	
	Grand Total	28	55	60	263	289	485	908	223	2311	l

Source: Colonies in different categories (MVC-III Data), 2012

As is visible from the above data, EDMC has majority (87%) of its colonies in the E-H category. It has no colonies in the A, B and C categories while the other two corporations have sizeable number of colonies in these categories. SDMC enjoys the creamy layer of categories of A – C while North Corporation has its maximum share in D & E category. This anomaly was deliberately maintained since the MVC in its draft report had argued that East Delhi post the 2010 Commonwealth Games and other massive infrastructure upgradation projects, has not been able to uplift in its infrastructure which need reflection in the categorization of the EDMC.



REMEDIAL MEASURES TO IMPROVE EFFICIENCY

It is important that the tax officials should not only understand the reform well, but also be prepared to promote it. Apart departments should work with high degree of coordination and exchange of information amongst them as this would ultimately result in improved efficiency. MCD needs to update its property tax register, which clearly states the ownership and tenancy rights so as increase the number of properties under property tax net and to levy the tax as per the use value of the properties. Compulsory formal registration of all new properties would form the first step in beginning the required effort to build- up a proper database of all properties in Delhi. The Expert Committee of MVC III had recommended a complete inventory of properties in Delhi through a field survey on a 100% basis updated in subsequent years through regular periodical surveys and inspection. The database so created was to be linked to a GIS System and a digitized urban map. An Urban Mapping division manned by trained staff needs to be set up.

As far as the definition of property tax base is concerned, the real challenge is to define what will not be included in the tax base (i.e. exemptions) rather than what will be included. Rationalizing exemptions is very important, as they are implicit subsidies, which should be targeted to properties for which these exemptions are justified on efficiency and equity grounds.

Improvement needs to made in GIS technique so that non-paying properties be adequately and accurately mapped with the tax-paying properties. GIS technique should not be limited to non-paying property but the technique should also be utilized to incorporate the value of additions and improvements to the original buildings.

As there are large number of unauthorized colonies and slum clusters are situated in Delhi and the people living in such areas are under the impression that they are exempted from property tax payment even though they are not. Regularizing such colonies along with the provision of public services will definitely result in improvement in property tax collection. But regularizing such colonies is not an easy task as there are various legal and technical aspects associated with it which serves as a major roadblock in this task since couple of decades.

Poor provision of public services is also one of the low collections of property tax as funds collected by the corporation are majorly spent on provision of public services. As stated earlier, there is a vicious circle of low level of tax, which results in low level of public services, and ultimately, with such low level of service, people will restrict themselves in making payment of taxes. Thus, with the help of State and Central government, MCD needs to improve the basic services, so that people will also realize the importance of making tax payments.

CONCLUSION

Property tax is generally considered to be an appropriate source of raising local revenues as there is a direct connection between the services financed by the tax and the benefit to property values. If property taxes are used to fund local services, it establishes a link between the benefits and costs of local services to the residents.

The experience of reform with the property tax shows that transition from the annual rental value to area based taxation holds a lot of promise and if properly done, can bring in significant additional revenues. The main advantages of the unit area based property taxation are objectivity, transparency, fairness and lower compliance cost which benefit both the taxpayers and the government. An immediate consequence expected would be higher tax collections.

As far as Delhi is concerned, the method of valuation of properties and assessment were based on similar principles as those in Bangalore. But the implementation suffered as the above criteria could not be ensured in the process. Both in absolute and per capita terms, property tax collection declined in Delhi after the

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT

A Monthly Double-Blind Peer Reviewed (Refereed/Juried) Open Access International e-Journal - Included in the International Serial Directories

VOLUME NO. 8 (2018), ISSUE NO. 02 (FEBRUARY)

introduction of new assessment and valuation method. This is caused by a decrease in number of assessed properties in Delhi and in turn results in the decline in property tax to GSDP ratio in Delhi.

MCD property tax reform was undertaken to improve the property tax collection but comprehensive correction of the property tax system has been lacking. Thus, growth in property tax revenues has been slow, and unless structural issues are resolved, improved administration will do little to make the property tax a viable revenue source for local government. It will also require trained staff, capable of valuing real property, and perhaps a central valuation unit in the state should be considered. Study concludes that MCD do not have a cadre of trained assessors to evaluate property values and update them on a regular basis.

REFERENCES

- Bandyopadhy S and Rao M.G (2009): 'Fiscal Health of Selected Indian Cities', Policy Research Bandyopadhyay S (2013): 'Property Taxation in Indian Cities: A Comparison of Delhi and Bangalore' International Center for Public Policy, Working Paper 13-21 Andrew Young School of Policy Studies, Georgia State University, Atlanta, USA, October 2013
- 2. Budget Document of MCD (2011-12)
- 3. Budget Document of SDMC (2012-13, 2013-14 & 2014-15)
- 4. Census of India (1991, 2001 and 2011).
- 5. Delhi Municipal Corporation (DMC) Act 1957
- 6. Delhi Statistical Handbook (2014), Directorate of Economics & Statistics Government of National Capital Territory of Delhi
- 7. DMC Amendment Act 2003
- 8. Economic Survey of Delhi 2005-06, New Delhi: Government of the National Capital Territory of Delhi.
- 9. Estimates of State Domestic Products (2013-14), Directorate of Economics & Statistics Government of National Capital Territory of Delhi
- 10. Gnaneshwar V (2009): 'Property Tax Reforms in India', Urban India, Vol. XXIX (Part 2), Journal of National Institute of Urban Affairs, July-December 2009.
- 11. GOI (2008): 'Eleventh Five Year Plan', New Delhi, Planning Commission, Government of India.
- 12. Hardship and Anomaly Committee (HAC) Report 2004
- 13. HPEC (2011) "Report of High Powered Expert Committee on Urban Infrastructure and Services" Ministry of Urban Development and Poverty Alleviation, Government of India.
- 14. Interim Report of Third Municipal Valuation Committee of MCD (2010)
- 15. Lall S.V and Deichmann U (2006): 'Fiscal and Distributional Implications of Property Tax Reforms in Indian Cities', National Institute of Public Finance and Policy, New Delhi, April 2006
- 16. Lall, Somik V. 2003. Property Taxes and Local Government Finances Paper for India: Urban Governance and Finance Review. Washington, DC: The World Bank.
- 17. Mathur O P, D. Thakur, A K Halen, S. Chowdhury, S Mehrotra, R Rakshit and C Sarkar (2011): Municipal Finance Matters: India Municipal Finance Report, National institute of Public Finance and Policy, August 2011
- 18. Mathur O.P, Debdulal T and Nilesh R (2009): 'Urban Property Tax Potential in India', National Institute of Public Finance and Policy, New Delhi, July 2009.
- 19. Municipal Valuation Committee (MVC) Report 2003
- 20. National Institute of Urban Affairs (2010): 'Best Practices on Property Tax Reforms in India'; submitted to the Ministry of Urban Development (GOI), New Delhi; March 2010.
- 21. NIPFP (2007): 'Improving the Fiscal Health of Indian Cities: A Pilot Study of Delhi', NIPFP, New Delhi, Draft Report, Submitted to World Bank.
- 22. Property Tax ULB Level Reform: JnNURM Primer
- 23. Rao M G (2013): 'Property Tax System in India: Problems and Prospects of Reforms in India'; Working Paper No; 2013-14; National Institute of Public Finance and Policy, 2013, New Delhi.
- 24. Rao M.G and Bird R. (2010): Urban Governance and Finance in India, NIPFP, April 2010.
- 25. Report of First State Finance Commission, National Capital Territory of Delhi, April 2002.
- 26. Report of the K.K.Mathur committee of experts (2006), set up by the Government of India to look into the issues with regard to the unauthorized development in the form of 'farm houses' as well as 'unauthorized colonies inhabited by affluent sections' of the society
- 27. Report of the Tejendra Khanna Committee of Experts (2006), set up by Govt. of India to look into various aspects of Unauthorized Constructions & Misuse of Premises in Delhi
- 28. Statistical Abstract of Delhi (2014), Directorate of Economics & Statistics Government of National Capital Territory of Delhi
- 29. Third Delhi State Finance Commission Report 2004

ANNEXURE

FORMULA FOR CALCULATING PROPERTY TAX AS PER MVC 2003

Property tax is levied on the annual value of the building, which is determined by the formula:

Annual Value = Covered Area x Base Unit Area Value x Multiplicative Factors

The multiplicative factors include factors relating to Occupancy, Age, Structure and Use.

The "covered area" was the floor area covered including the thickness of the walls and the verandahs, chajjas, lobbies etc. The "base unit area value" was set using the norms for different categories of properties A to H at Rs 630, 500, 400, 320, 270, 230, 200,100 per sq meters area, respectively.

The Occupancy Factor (OF) is "1" if it is a residential "self occupied unit" and "2" if it is a residential "rented" unit. The factors for age (AF) were set according to the year of completion of the property. The Structure Factor (SF) is set as 1 for pucca and semi pucca properties and 0.5 for kuchcha categories. The basis for Age Factor (AF) and Use factors (UF) are presented in Boxes 1 and 2.

Age Factor (AF)								
Year of Completion	Age Factor (AF)							
Before 1960	0.5							
1960-1969	0.6							
1970-1979	0.7							
1980-1989	0.8							
1990-1999	0.9							

Use Factor (UF)	
Classification of Non-Residential Properties	Use Factor (UF)
Public Purpose	1
Public Utility	2
Industry, Recreation Clubs	3
Business Restaurants/Hotels (upto two star)	4
Towers/Hoardings/Hotels with three star and above	10

The following property categories are entitled for Property Tax Rebate

S No	Category Rebate (in percentage)
1	Senior Citizen – 30%
2	Women Owned – 30%
3	Physically Challenged – 30%
4	Ex-Servicemen – 30%
5	DDA/CGHS Residential – 10%
	Upto 100 sq meters of Covered/ Built up area
6	Group Housing Flats – 20%
	Upto 30 th June of financial year

* The Rebate is automatically calculated for Village Abadi, DDA Residential and Group Housing Properties. Conditions for Rebate entitlements are:

i. Rebate is applied for a maximum of 200 Sq meters of total covered/built-up area 'except in DDA/CGHS Residential Flats'

ii. Occupancy factor/Use should be residential

iii. Use factor should be self-used (non-rented)

iv. In case of joint owners, the rebate will be applied to the property share of owners who are under rebate category

Under section 115 (1) of DMC Amendment Act (2003), the following property categories are entitled for Property Tax Exemption

- i. Agricultural Sec 115 (1) (i)
- ii. Exclusively used for public worship Sec 115 (1) (iii)
- iii. Used for Public Charity Sec. 115 (1) (iv)
- iv. Land and Building exclusively used for burial / cremation ground 115 (1) (v)
- v. Heritage lands and buildings Sec. 115 (1) (vi)

vi. Owned by war widow / Gallantry Award winner being permanently used for self - residence and no portion is let out for any purpose whatsoever

vii. Land and building of Corporation as per section - Sec.115 (1) (viii)

The new system introduced w.e.f. 01.04.2004 has benefited more than 8 lakh property taxpayers, is equitable, corruption free and transparent and has enabled public-private partnership. It is also probably the first urban taxation system to safeguard gender concerns by providingobjectiv a tax rebate of 30% to women owned properties with a view to economically empower women by encouraging transfer of property titles to women.

REQUEST FOR FEEDBACK

Dear Readers

At the very outset, International Journal of Research in Commerce, IT & Management (IJRCM) acknowledges & appreciates your efforts in showing interest in our present issue under your kind perusal.

I would like to request you to supply your critical comments and suggestions about the material published in this issue, as well as on the journal as a whole, on our e-mail <u>infoijrcm@gmail.com</u> for further improvements in the interest of research.

If you have any queries, please feel free to contact us on our e-mail infoijrcm@gmail.com.

I am sure that your feedback and deliberations would make future issues better – a result of our joint effort.

Looking forward to an appropriate consideration.

With sincere regards

Thanking you profoundly

Academically yours

Sd/-Co-ordinator

DISCLAIMER

The information and opinions presented in the Journal reflect the views of the authors and not of the Journal or its Editorial Board or the Publishers/Editors. Publication does not constitute endorsement by the journal. Neither the Journal nor its publishers/Editors/Editorial Board nor anyone else involved in creating, producing or delivering the journal or the materials contained therein, assumes any liability or responsibility for the accuracy, completeness, or usefulness of any information provided in the journal, nor shall they be liable for any direct, indirect, incidental, special, consequential or punitive damages arising out of the use of information/material contained in the journal. The journal, neither its publishers/Editors/ Editorial Board, nor any other party involved in the preparation of material contained in the journal represents or warrants that the information contained herein is in every respect accurate or complete, and they are not responsible for any errors or omissions or for the results obtained from the use of such material. Readers are encouraged to confirm the information contained herein with other sources. The responsibility of the contents and the opinions expressed in this journal are exclusively of the author (s) concerned.

ABOUT THE JOURNAL

In this age of Commerce, Economics, Computer, I.T. & Management and cut throat competition, a group of intellectuals felt the need to have some platform, where young and budding managers and academicians could express their views and discuss the problems among their peers. This journal was conceived with this noble intention in view. This journal has been introduced to give an opportunity for expressing refined and innovative ideas in this field. It is our humble endeavour to provide a springboard to the upcoming specialists and give a chance to know about the latest in the sphere of research and knowledge. We have taken a small step and we hope that with the active cooperation of like-minded scholars, we shall be able to serve the society with our humble efforts.

Our Other Fournals





