Overview of Auroville’s Service Landscape

by Nicole and Isha
What is a Service?

All services are Activities, some services are registered units:

- **Prosperity Services** (serving basic needs of Aurovilians)
- **Municipal Services** (serving needs of emerging township)
- **Administrative Services** (organization & groups)
- **Education & Culture Services** (schools & arts)
- **Outreach Services** (bioregional, guests, visitors, promotional, etc)
What is a Service?

Some services are grant & donation or privately funded.

Some are fully budgeted, or partly self-supporting, or marginally income-generating.

Some are fully income-generating (what the government and auditors call ‘commercial’).

Some ‘fit’ into several categories and many have a combination of these kinds of income sources.
1) **An Auroville service operates under the supervision of the Budget Coordination Committee (BCC) or any other bona-fide supervisory body (such as the Board of Services).** The supervisory body has ultimate authority on the running of the Auroville service.

2) **An Auroville service provides service only within Auroville.** (Exceptions would have to be agreed on a case to case basis by the supervisory body).

3) **An Auroville service does not aim at making profit.**

4) **Since an Auroville service is not profit-oriented it is not expected to make a contribution on net profit.** (Accumulation of surplus in order to expand or improve the service can be considered subject to the supervisory board approval).

5) **An Auroville service will levy or pay taxes if required by Indian law.**

6) **An Auroville service may or may not receive a (CS) budget.** Receiving a budget is not a necessity to be considered as an Auroville service.
Our Auroville Services

- Those addressing **basic needs** (**Prosperity**)  
  *i.e.: PTDC, Solar Kitchen, Nandini/Freestore, Health, Electricity, Water, Housing Repair, Farms*  
  *these services are only for the benefit of Aurovilians / permanent residents*

- Those needed for the growing **township** (**Municipal**)  
  *i.e.: Water, Electricity, Security, Roads, Transport, Waste Management, Park & Public Spaces*  
  *these services benefit all who live in or visit - briefly or longer - Auroville*
Our Auroville Services

Services are created by individuals with an idea or vision

Funds are required for

- Creation
- Daily Running Costs
- Improvements / Development
Funding of Services

In 2012-13 Auroville itself generated 35% of income of Unity Fund. City Services can use only 18% of that income for Service running budgets.

Available for use by City Services:
~ Rs. 9.6 crore
Funding of Services

City Services cannot make capital grants so no major investments made collectively.

New Services means more funds needed.

Funding Options:
- Personal Financial Input
- Fundraising
- Project Funds
- GOI Grants

or much higher monthly contributions???
Funding of Services

Unique to Auroville, some activities get special donor support
Schools, Educational Research, Arts & Culture, Outreach, City Planning, Electricity

While other activities are not very often donor-supported
Food, Clothing, Health, Housing & Housing Repair, Transportation ....

Some ‘commercial’ activities create surpluses and use these to finance service at-cost for Aurovilians. These ‘Hybrid Economics’ make the most of income sources without a lot of administration.
What City Services Finances

Too Many ‘Main Headings’, No Trends, No Priorities, No Collective Objectives

* Data from 2009, monthly
Do we know what we need?

Headings: slice the same ‘budget pie’ but put activities into major groupings, for a better overview.

Each budget Heading becomes an ‘Umbrella’ for sub-activities …

* Data from 2009, monthly

<table>
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Criteria for Quality

How Can We Evaluate a Service or Commercial Activity?

- What kinds of indicators are meaningful?
- Conventional or Inspirational assessment?
- What serves Auroville’s needs?

Audited Accounts: ‘Service’ units keep them as do ‘Commercial’ units. Do accounts check quality?

*Income (Rs) vs. Expenses (Rs)*
Criteria for Quality

- **City Services**: yearly assesses all budgeted activities using a Budget Report & Narrative Report form
  
  * This Year’s Income / Expenses (Rs) vs. Next Year’s Income / Expenses (Rs) *
  * Self-evaluation of activities & aims *

- **ABS**: a quantitative (practical) / qualitative (ideals) approach: self-assessment & assessment by users
  
  * Accounts Responsibility / Self-Organizational Skills *
  * Reliable Management / Motivated Teamwork *
  * Serves a Community Need / Represents Auroville Ideals *
How to Progress into the Future?

**Existing services need to develop as the Community grows**

**......and to increase as the City grows**

**Increase Prosperity Services** *(In-Kind)*:

- Bulk Purchasing Food & Household
- Housing
- Water
- Health
- Transport
- Internet

**Increase Municipal Services** *(Township)*:

- Planning
- Transport
- Waste Management
- Water & Utilities
- Security
- Telecomm
Various Economic Activities:

Zones of Exchange
1. No Exchange of Money (center)
2. FS Acct Payments Only
3. FS Acct & Aurocard Payments
4. Acct & Also Cash Payments
5. Cash Only Transactions (outside)

If we want Auroville to develop as Mother intended, we will need to create areas, dedicated to our aim of no exchange of money.
‘One must progress constantly in the light and the peace, which come from the absence of personal desire.’

*The Mother 14:p.167*