



ರಿಚರ್ಡ್ಸ್ ಟೌನ್ ಸಿಟಿಜನ್ಸ್ ಅಸೋಸಿಯೇಶನ್ (ರ)

RICHARDS TOWN CITIZENS' ASSOCIATION (R)

(Registered under the Karnataka Societies Registration Act 1960)

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Ref :

RTCA/Civic/1

Date :

30-01-2012

CIVIC

Bangalore

Dear Sirs,

Richards Town Citizens' Association is one of the oldest associations in Richards Town. The same was registered under the Karnataka Societies Registration Act during the year 1975-76, which is widely known as RTCA

Our Association is a member of JAGO Federation which is an apex body of 10 Residents' Welfare Associations in the vicinity of Bangalore East and North

Under the initiative of RTCA in association with JAGO Federation conducted several Ward sabha meetings at the ward office of ward no 60 (erstwhile ward 90) to address the civic issues concerning the ward 60

Subsequently the Associations faced several hurdles to maintain the continuity of the Ward Sabha Meetings. At this crucial time Mr. Veeresh of CIVIC approached JAGO Federation to explore the possibility of making Ward 60 as a Model Ward and assured that civic would provide the required help and assistance. There after CIVIC arranged a meeting with a true holistic approach at French Loaf Hotel at Richards Town on 16th Jan. 2010 with the BBMP officials and the members of RWAS namely RTCA, RTRA, SSWA, BEST to work out the modalities concerning citizens charter, proactive grievance redress Mechanism, communities participation in local governance and transparency in budgeting processes of ward 60. Thus a federation called Federation of Civil Societies of Sagayapuram came into existence which is popularly known as FCSS.

There after RTCA and SSWA contacted several local leaders of Urban poor area and nearby slums of sagayapuram ward. The above two associations visited the areas of urban poor and slums along with JAGO and conducted several street meetings under the leadership Of Mr. Sivasankaran, President of JAGO ., Mr. Veeresh and Hareesh of CIVIC. They explained to the locals for coming together in exploring the possibility of participatory planning, budgetary system and redress of grievance systems. Thus helped the urban poor of sagayapuram ward in addressing their minimum requirements. The above process really helped in submitting a draft budget to BBMP authorities.

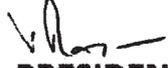
in due course, FCCS under the leadership and guidance of CIVIC conducted Janaspandhana meetings with BBMP BWSSB and BESCO and helped the community members of ward 60 to get some relief from the service providing agencies.

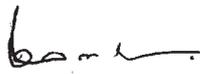
Mr. Veeresh had to face lot of criticism from some of the officials of BBMP while processing applications under right to information act.

RTCA is thankful to the Officials of CIVIC for rendering all sorts of help especially to Mr. Veeresh who is always in close touch with the Secretaries and presidents of welfare Associations of Ward 60 to provide important information concerning developmental activities, It is a true fact that Mr. Veeresh has never turned back from the time of inception of FCSS and he is always available for any help concerning the development of our ward.

Thanking you,
Yours faithfully.

For Richards Town Citizens' Association


PRESIDENT
(V. Rajendra)


SECRETARY
(E.T.Ponnukuttan)

A Guide to Best Practices in Citizen Participation In Urban Governance in Bangalore

Prepared by

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June 2012



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Foreword

This guide documents the experiences of citizens in participatory processes in planning, implementation, monitoring and social auditing of development activities conducted in the following wards of Bruhat Bengaluru Mahanagara Palike:

1. Sagayapuram, Ward No 60
2. Visveshwarapuram, Ward No 50
3. Ejipura, Ward No 68
4. Ganesh Mandir, Ward No 56; and

The experiences gained during this process are collated together to help social activists who wish to do the same kind of activities in other wards or to conduct “Model Ward” activities in their respective wards. In other words this guide hopes to help these activists so that they need not start from scratch or re-invent the wheel. The authors have taken immense pains to simplify and detail each process step by step, so that other citizens' groups or local RWAs would be able to follow the process and utilize their time and enthusiasm in planning and taking up “Model Ward” activities in their respective work areas. A check-list for the activities too has been added to facilitate them in framing step by step action plans.

The Guide Preparation Committee is thankful to Mr. S. Suresh Kumar, Hon'ble Minister for Urban Development, Law & Parliamentary Affairs, Govt. of Karnataka, Hon'ble Justice Mr. Santosh Hegde, Former Lokayukta & Judge of Supreme Court of India, Mr. M. K. Shankaralinge Gowda, IAS, Commissioner, BBMP, for going through the guide and recommending the same to be adopted by interested citizens' organizations. We also hope that BBMP, BDA, BWSSB, BESCO, Police, KSDB, BMTC and other service providers too will find this guide useful for involving citizens in participatory activities in every ward.

The abundance of related literature, circulars, Acts, rules and regulations, etc., available on the subject was too much to add to this guide as it would then become too bulky and create inconvenience for users. Thus, the Committee decided to include very important and relevant circulars only, which are given as annexures to this guide for ready reference by the reader of this guide.

We acknowledge the efforts put in by the FCSS, FORWARD-68, Consumer Care Society and SUPRAJAAA in conducting the “Model Ward” activities and providing inputs while preparing this guide. The Manual Preparation Committee would appreciate feedback from all users for the further improvement of this manual.

**Veerasha, A.M.
& A. Sivasankaran**

Bangalore

Date: June 2012

Acknowledgements

The Guide Preparation Committee thanks the following for their cooperation and assistance:

The following government offices and BBMP officials:

1. Office of the Lokayukta
2. Office of the Commissioner of BBMP
3. Office of the Additional Commissioner of BBMP
4. Mr. Venkataramana Nayak, KAS, Ex-Additional Commissioner, BBMP (East Zone)
5. Mr. Chandrashekar, Horticulture Superintendent, BBMP
6. Mr. Somesh, Ex-Executive Engineer, Pulakeshinagar Division, BBMP
7. Mr. Rachappa and Mr. Maradi Rangappa, Assistant Executive Engineers, K.G.Halli Sub-Division, BBMP
8. Mr. Manjunath and Mr. Ariff, Assistant Engineers, Sagayapuram Ward, BBMP
9. Mr. Kondaiah, Junior Health Inspector, Sagayapuram Ward, BBMP
10. Mr. Venkataraju, Chief Engineer(M), BWSSB
11. Mr. Gopala Gowda, Assistant Executive Engineer, BWSSB
12. Mr. Channabasavaiah, Assistant Engineer, BWSSB
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14. Mr. Shankarappa, Assistant Executive Engineer, BESCO
15. Mr. Puttaswamy, Assistant Engineer, BESCO
16. Mr. Harish, Ex-Chief Coordinator, CIVIC

All office-bearers and members of the following Civil Society Organizations:

1. JAGO
2. Richards Town Citizens' Association (RTCA)
3. Richards Town Residents' Association (RTRA)
4. Sagayapuram Social Workers' Association (SSWA)
5. Hennur Road Pillanna Garden Association (HRPG)
6. Gospel Street Welfare Association (GSWA)
7. Consumer Care Society - Ward 56
8. Federation of Residents' Welfare Associations of Ward 68 (FORWARD-68)
9. Federation of Associations of Visveshwarapuram - Ward.No.50 (SUPRAJAA)
10. APSA (Association for Promotion of Social Action)
11. MSSS (Mythri Sarva Seva Samiti)
12. GRACE (Grassroots Action on Community Empowerment)
13. B.Narayanpura Welfare Association, Devsandra ward

ABBREVIATIONS	
BBMP- Bruhat Bangalore Mahanagara Palike	MB- Measurement Book
BESCOM Bangalore Electrical Supply Company	MLA- Member of the Legislative Assembly
BEST- Bangalore East Swabhimana Trust	MP - Member of the Parliament
BPC- BESCOM Participatory Council	MSSS- MYTHRI Sarva Seva Samithi
BWSSB Bangalore Water Supply and Sewerage Board	M.S.SLUM Multi-Storied slum
CIVIG Citizens' Voluntary Initiative for the City	NGOs- Non-Governmental Organizations
CCS- Consumer Care Society	PB- Participatory budgeting
DBM- Dalit Bahujan Movement	POW - Programme of works
DSS - Dalit Sangharsha Samithi	RTCA Richards Town Citizens' Association
EBKSQ Eshanya Bengaluru Kalyana Sanghagala Okkuta	RTI- Right to Information
EWS- Economically Weaker Sections	RTRA - Richards Town Residents' Association
FCSS- Federation of Civil Societies of Sagayapuram	RWA-Residents' Welfare Association
FORWARD –68 - Federation of Residents' Welfare Associations of Ward 68.	RWHRain water Harvesting
GRACE - Grassroots Action on Community Empowerment	Schedule-B-Detailed lists with description of the work, dimensions, quantity and rate, etc.
GRM- Grievance Redressal Mela/Mechanism	SHGs– SelfHelp Groups
GSWA- Gospel Street Welfare Association	Sq km - Square Kilometer
HRPGA- Hennur Road-Pillanna Garden Association	SSWA- Sagayapuram Social Workers Association
KERC Karnataka Electricity Regulatory Commission	SUPRAJAA- Federation of Associations of Visveshwarapuram, Ward.No.50.
KSDB Karnataka Slum Development Board	UDD- Urban Development Department

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Executive summary

Background

Decentralization of administration and governance is the key for uniform development of all the areas within the country, state, districts, panchayat raj institutions and urban local bodies. People's participation in planning, budgeting, execution, monitoring and auditing is essential to evolve a proper mechanism for decentralized governance. In Karnataka, Panchayat Raj Institutions (PRI) and urban local self-governing bodies such as municipalities and corporations are in existence for more than 30 years. Mr. Abdul Nazeer Saab was a pioneer in this respect and had established many institutions to achieve this goal.

Present Situation

Despite existence of above-mentioned institutions and practices, self-governance and people's participation were very rare in practice. Several experiments such as those in Kerala (Kudumbashree) have shown that people's participation provides meaningful development planning and execution. However, people's participation in urban governance has been lacking for a long time. Now the nexus between government officials, elected representatives and business have resulted in wastage of public money and shoddy implementation of public works.

Bruhat Bangalore Mahanagara Palike (BBMP) activities have been criticized by all concerned citizens' groups for bad planning and worse implementation. Mr. S.R. Venkatram of SUPRAJAA federation took up this matter with BBMP and then the Lokayukta, pointing out various anomalies in public works. It was agreed by all that four out of 198 wards of Bangalore would adopt better practices involving people's participation and consultation by BBMP, BWSSB, etc., with local citizens' organizations in the form of 'Model Ward' activity.

The methodology of developing the 'Model Ward' activity in Sagayapuram (Ward 60) was formulated and distributed for public opinion jointly by CIVIC and FCSS to implement the 'Model Ward' activities. Hectic activity took place from October 2009 to December 2010. The milestone of planning and budgeting for area development with the inclusion of all, EWSs, NGOs, movements, RWAs and officials was demonstrated in a public meeting conducted for the purpose of officially handing over the budget proposals by the people to BBMP through the elected councilor on 7th May 2010.

Members of FCSS and the local citizens decided the type of development works required, prioritized them and estimated the approximate cost involved. This was next handed over to the elected councillor and through her to the engineers of BBMP for inclusion in the Programme of Works. Later, two of the works were taken up for social audit. This was an attempt to bring in people's participatory planning, budgeting and auditing of works for the ward. But this is yet to be institutionalized within BBMP as a mandatory requirement.

Works already implemented by BBMP were analyzed and sample social auditing was conducted to gauge the success or lacunae in the implementation. It was found that there was room for improvement and in course of time the implementation improved. This proved that close association between civil society and officials results in better delivery of services.

Janaspandana

Model Ward activities and implementation of suggested ward works in Sagayapuram were reviewed and corrective actions were taken during Janaspandana meetings, as mandated by the letter from Commissioner to all officials vide order no ac(a)/f/5355/08, date:26.12.2008 and date 21.4.2010. Janaspandana meetings resulted in better involvement of various local units of civil society and officials thereby reducing complaints from the public. This needs to be recognized and mandated for all wards by the local administration from UDD to ward administrative bodies.

Conclusion

Involvement of civil society in decision-making, planning, implementation, monitoring and communicating with each other and officials as well as elected representatives is necessary for uniform area development. This Guide details the necessary steps to implement the above concept.

Civil society groups in general and the FCSS in particular wish to place on record their appreciation of the involvement, complete co-operation and guidance of officials, elected representatives, NGOs and the people in general.

The Guide Preparation Committee would like to hear the comments, suggestions and criticisms from all concerned on this Guide, to make it even more useful as reference material for adoption by other wards in Bangalore.

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Devsandra ward	B.Narayanpura Welfare Association	Mr.Madhu Sudhan	asso.bnnpura@gmail.com

1 Introduction

1.1 Background

Decentralization and participatory governance have been recognized as the most effective ways to improve local administration and thereby deepen democracy. This is equally applicable to state and local administration. Decentralization of administration and governance is the key for uniform development of all the areas within the country, state, districts, panchayat raj institutions and urban local bodies. People's participation in planning, execution, monitoring and auditing is essential to evolve a proper mechanism for decentralized governance. In Karnataka, Panchayat Raj Institutions (PRI) and urban local self-governing bodies such as municipalities and corporations are in existence for more than 30 years. Mr. Abdul Nazeer Saab was a pioneer in this respect and had established many institutions to achieve this goal.

Despite existence of such institutions and practices, self-governance and people's participation were very rare in practice. Experiments such as those in Kerala (Kudumbashree) have shown that people's participation provides meaningful development planning and execution. However, people's participation in urban governance has been lacking for a long time in Karnataka.

1.2 Abstract of the 74th Constitutional Amendment Act (Nagarapalika Act)

Mahatma Gandhiji's idea of 'gram swaraj' or 'village republics' was to make the Panchayaths genuine, self-reliant, self-governing institutions of the villages that take care of governance at that level itself.

Specifically, the idea was to give back the control over the local planning and development to the local community themselves. With this in view, the Central government passed the 73rd and 74th Constitutional Amendment Acts (CAA), better known as the Panchayat Raj and the Nagarapalika Acts respectively, in 1992. The 74th CAA was enacted parallel to the 73rd CAA to deal with decentralization to urban local bodies to ensure their self-governance.

The 74th Constitutional Amendment Act of India, or Nagarapalika Act, envisaged "Power to the People", i.e., the institutionalisation of people's participation in urban governance by ensuring transparency and downward accountability of officials and elected representatives to the local community and citizens' participation in the planning, implementation, monitoring and auditing of works in their areas. To enable this, it also suggested greater decentralization of State-level functions to urban local bodies, namely, to corporations, municipalities, etc., through the transfer of 18 functions to them. The suggested 18 functions, which are listed in the XII Schedule of the Constitution, are:

1. Urban planning, including town planning
2. Regulation of land-use and construction of buildings
3. Planning for economic and social development
4. Roads and bridges
5. Water supply for domestic, industrial and commercial purposes
6. Public health, sanitation, conservancy and solid waste management.
7. Fire services
8. Urban forestry, protection of the environment and promotion of ecological aspects.
9. Safeguarding the interests of weaker sections of society, including the handicapped and the mentally retarded
10. Slum improvement and up gradation
11. Urban poverty alleviation
12. Provision of urban amenities and facilities such as parks, gardens, playgrounds
13. Promotion of cultural, educational and aesthetic aspects
14. Burials and burial ground; cremations, cremation grounds and electrical crematoria
15. Cattle pounds; prevention of cruelty to animals
16. Vital statistics including registration of births and deaths
17. Public amenities including street lighting, parking lots, bus-stops and public conveniences
18. Regulation of slaughterhouses and tanneries.

It was hoped that decentralization of decision-making would give back to the community its control over local decision-making that ensured proximity, transparency and accountability of the local government to its citizens. Implementation

of the Nagarapalika Act in the right spirit would give the city dweller a sense of community and identity with his area and motivate him, and provide him a platform, to participate actively in local governance and development. However, it was found that the 74th CAA lacked the features to ensure genuine community participation.

1.3 Abstract of Community Participation Law

To overcome the weaknesses of the 74th CAA and institutionalize people's participation in urban governance, Section 13A of Karnataka Municipal Corporations Act was amended as CHAPTER-III A on Area Sabhas and Ward Committees to facilitate people's participation at grassroots level. This Act was passed in the Assembly on 13th January 2011 and also got the assent of the Governor. Its main features are the creation of Area Sabhas comprising voters of up to five contiguous Polling Booth Areas, the nomination of an Area Sabha Representative and the formation of ward committees for each ward with 10 nominated members and the area councilor as chairperson.

The spirit of the Model Community Participation Law suggested by the Centre is to institutionalize citizen participation in urban governance, to provide a formal platform for citizens to participate, plan, prioritize and decide for themselves on what they need from the urban local body, which operates on their money – in other words, to decide how their money should be spent by their local government, monitor and audit the developmental works and prevent corruption. However, the current law passed in the Assembly falls short of these ideals and requires many amendments to make it truly participatory. As this is being written, the Rules of the Act are being framed.

1.4 Abstract of the Karnataka Guarantee of Services to Citizens Act

The greatest bane suffered by citizens is that they do not receive public services within specified or reasonable time-frames. All the running from pillar to post suffered by citizens may become a thing of the past once the Karnataka Guarantee of Services to Citizens Act, 2012, is implemented. As many as 11 departments will render 151 services under the Bill, which has come into effect from 2nd April 2012.

The aim is to bring transparency in administration by stipulating time-bound services to the citizens. The Act fixes responsibility on officers at various levels to deliver the goods/services to the people failing which penalty will be levied on them. Officials against whom there are no complaints (zero default officials) will be given incentives. A minimum of Rs 20 to a maximum of Rs 250 will be the compensatory cost to be collected as penalty from officials who fail to comply with the rules.

1.5 Present situation

In Bangalore, the Bruhat Bengaluru Mahanagara Palike (BBMP) is spread across 800 sq km and consists of 198 administrative units called wards. Each of these wards is represented by an elected representative. [Apart from this, Bangalore has 3 parliamentary constituencies and 27 Assembly constituencies (*Annexure 9.1*)]. As per requirements of the 74th CA, BBMP has introduced citizens' participation in some of their functions (*Annexure 9.2*). Other service agencies such as BESCO, BMTCL, Bangalore Police (Traffic and Law and Order) have also done so. State-level departments, such as those of Education and Food and Civil Supplies have already institutionalized public participation in decision making and implementation through the formation of School Development & Monitoring Committees (SDMCs) in schools and vigilance committees for every ration shop.

The Bruhat Bangalore Mahanagara Palike (BBMP) activities have been criticized by all concerned citizens' groups for bad planning and worse implementation. Now the nexus between government officials, elected representatives and business have resulted in wastage of public money and shoddy implementation of public works. Mr. S.R. Venkatram of SUPRAJAA federation took up this matter with BBMP and then the Lokayukta, pointing out various anomalies in public works. It was agreed by all that four out of 198 wards of Bangalore would adopt better practices involving people's participation and consultation by BBMP, BWSSB, etc., with local citizens' organizations in the form of 'Model Ward' activity.

This Guide details the activities done in four wards, mainly emphasizing the participatory activities in Sagayapuram (Ward 60/90). It is hoped that this Guide will be useful as a record of activities undertaken and as reference material to benefit those who want to introduce similar "Model Ward" activities in their respective wards. It will also hopefully serve as a model for policy-makers for institutionalizing participatory planning, budgeting and social audit within BBMP.

2 Using RTI and approaching Lokayukta for bringing systemic change in BBMP -

Case Study of Visveswarapuram (Ward No. 50)

By S.R. Venkatram, President, Suprajaa (Federation of Associations of Visveswarapuram)

2.1 Introduction

In 2008, a complaint was filed by Suprajaa with the Lokayukta regarding the unaccountable and non-transparent manner in which ward works were being carried out in Visveswarapuram ward. Non-maintenance of road registers giving a history of the works carried out on a road, carrying out works on roads other than those for which sanctions have been obtained, absence of clear sketches for road works carried out, double payments for the same works were some of the lacunae observed. Much of this unaccountability could be attributed to the absence of local citizens' participation in the planning, implementation, monitoring and social auditing of the ward works.

The Lokayukta, after several discussions with BBMP officials, directed them to implement the suggestions made by Suprajaa to set right the lacunae with the help of civil society groups and thus create "Model Wards". It was decided to introduce a pilot system of planning and implementing developmental activities in four wards on a trial basis.

2.2 Methodology

RTI was used to unearth documents hitherto unavailable to public from the BBMP. Two sample works were verified (from Ward 50).

1. Asphaltting of Ramaiyengar Road
2. Providing covering slabs and construction of flagging course to six road-side drains at Basavanagudi

2.3 Documents that were accessed

- Technically and administratively sanctioned estimates
- Related sketches
- Orders released to contractors
- Measurement book (MB)
- Detailed list of works
- POW works for 2005-06 and
- Spill-over works for 2005-06
- Paid bills of Basavanagudi for the period 2005-2007
- Paid bill copies for the above works for the period 2005

2.4 Observations

Upon scrutiny the following facts came to light:

In the case of asphaltting of Ramaiyengar Road, the road was not asphalted at all, yet the estimated cost of Rs.3,60,650 was paid to the contractor

In the case of 6 road-side drains, the actual work done in accordance with the sanctioned estimate was only for Rs.6.55 lakhs, whereas an amount of Rs.16.48 lakhs was paid to the contractor. There were no documents to support the alleged work done to the extent of Rs.9.93 lakhs.

This information led to addressing this malpractice in BBMP systemically.

2.5 Action taken

Two separate complaints were lodged with the Lokayukta. After investigation, the Lokayukta directed the Government to take action against the culprits. Incidentally, the time taken by the Lokayukta was a little over two years. More than a dozen similar cases in Ward 50 alone were found.

Approaching the Lokayukta on an individual basis was found to be cumbersome and time-consuming. It did not also address the inadequacies in the system. After a detailed study, a system that would promote transparency and accountability was evolved by Suprajaa and submitted to the Commissioner, BBMP. There was however no response in 10 months from the Commissioner.

A request was hence made to the Lokayukta to convene a meeting with the BBMP Commissioner and his colleagues which was agreed to and arranged at the Lokayukta's office. The following issues and suggestions were presented by Suprajaa at the meeting.

2.6 Existing system of record-keeping on road-works

- Suprajaa found that history sheets of roads, footpaths and drains of Bangalore which are basic requirements DID NOT exist.
- Without history sheets, it was not possible to identify the works carried out and also the dates and details of the works executed.
- Works carried on each road were not recorded for that particular road.
- There was no way to check what work was carried on a particular road in a particular year.

2.7 Suggestions of Suprajaa on record-keeping on road-works

- Maintain a 'Road Register' for every road.
- Classify roads based on scientific and technical parameters and divide into arterial roads, sub-arterial roads, residential roads, lanes etc.
- It shall contain specifications of the road, its length and width of each road, footpaths and drains with detailed dimensional sketches.
- Details of each and every work done on that road should be registered, such as location of work, dimensional sketches of all works carried out with work order reference, estimated cost, date of commencement of work, date of completion, actual cost incurred, name of contractor, etc.

2.8 Existing system for work orders

- The present system of placing orders with contractors was found to be very vague. It was a mere consolidated "quantity-cum-rate" order, instead of being the replica of the detailed sanctioned estimates.
- Detailed sketches were not prepared for individual works. Works were being carried out with a rough jurisdiction map of the ward with no dimensions. Even the names of the roads were not legible.
- Sketches accompanying the work order showed the whole ward map and did not indicate the actual lengths and widths of particular roads to be asphalted.
- This gave the freedom to the ward engineer and contractor to deviate from the work order and asphalt any road for which there was a demand from the elected representative or people.
- There was thus no sanctity for the sanctioned work order giving rise to all kinds of misuse and abuse.

2.9 Suprajaa's suggestions on work orders

- Issue detailed work order to the contractor identical to the technically and administratively sanctioned estimates along with dimensional sketches of the particular roads.
- Maintain/execute works strictly in accordance with the technically and administratively sanctioned estimates and work orders.
- Additional works or changes, if any, which are not included in the original sanctioned estimates, must have separate technical and administrative sanctions with dimensional sketches and a new work order.
- The site supervisor should always carry a copy of the work order with details of the work that he executes at site.

- It should be made available for information to any citizen who evinces interest in knowing about the work.

2.10 Existing system for payments on bills and audits

- Suprajaa found that the Measurement Book records, which are the only source for payment of bills, were anything but satisfactory. It found that it was a BUNDLE of ILLEGIBLE SCRIBBLED SHEETS which could not be verified against the technically and administratively sanctioned estimates.
- Often, duplicate orders existed, one as “Spillover” order and the other as “POW” order. Payments are being made on duplicate orders.
- Apparently, the audit system was either non-existent or overlooking the process as the 'administrative approval' and 'technical sanctions' by the designated authorities remained only on paper and payments were made solely based on MB records.
- The actual work executed on Ramaiyengar Road was NIL. In another case it was only 40% of the sanctioned work but the bill was prepared and paid for 100 to 110% as per MB records.
- One example of poor auditing was that while replacing covering slabs of drains with new slabs, old slabs were never accounted. It was not shown where those slabs were disposed of. This raised the question whether those old slabs were not salvaged at all. If salvaged, it was not clear what the details were. The cost probably ran into lakhs of rupees.

2.11 Suprajaa's suggestions on payments of bills and audits

- Discontinue the present system of MB recordings.
- All recordings in the MB should all be in the same manner as the item-wise sanctioned estimates, clearly mentioning the actual quantity of work done against each item.
- Duplicate orders and double payments can thus be avoided by following above suggestions.
- While replacing old covering slabs, old slabs must be accounted for, mentioning the quantity replaced in the road register.

2.12 Result of the meeting with Lokayukta

The Lokayukta endorsed the suggestions and wrote to the Commissioner, BBMP, asking him to implement the suggestions (Annexure-9.3). The following comments were made in writing by the Upa Lokayukta on the complaint:

- that it was established prima facie that engineers, without any reasonable grounds, had not asphalted Ramaiyengar Road although needful sanction was accorded;
- that no records were placed to justify why the decision not to asphalt Ramaiyengar Road had been taken;
- that a letter from the corporator was later inserted into the inward register by changing the serial number;
- that in order to asphalt other cross-roads instead of Ramaiyengar Road, no records for having prepared alternative estimates or for having obtained prior sanctions were placed;
- that the act of not asphalted Ramaiyengar Road but asphalted other cross-roads was a deliberate and arbitrary act and the officials were guilty of official misconduct;
- that disciplinary proceedings should be taken against the offending officials;
- that action taken on the recommendations should be reported to the Lokayukta within three months.

The BBMP Commissioner agreed with the views/suggestions presented. He wrote to the Lokayukta that suitable instructions had been given to all the chief engineers to implement most of the recommendations. He assured the Lokayukta that he would implement the suggestions immediately in four wards to begin with (one ward in each zone) on an experimental basis and make them MODEL WARDS, and later extend the idea to entire Bangalore city. Suprajaa informed BBMP on 19.12.2009 that Wards 58 and 60 would be taking up 'Model Ward' activities. Currently the process is on in these 2 wards.

3 Participatory Planning, Budgeting, Monitoring & Social Auditing -

Case Study of Sagayapuram (Old Ward 90, New Ward 60.) and Devasandra (Old Ward 50, New Ward 55.)

by A.M.Veerasha, CIVIC, & A. Sivasankaran, FCSS

3.1 Participatory Planning, Budgeting and Monitoring in Sagayapuram

3.1.1 Introduction:

Participatory Planning and Budgeting (PB) programmes are innovative processes where citizens are directly involved in taking policy decisions. Forums are held throughout the year so that citizens have the opportunity to allocate resources, prioritize broad social policies, and monitor public spending. These programmes are designed to incorporate citizens in policy-making process, spur administrative reform, and distribute public resources to low-income neighborhoods equitably. Social and political exclusion is challenged as low-income and traditionally excluded political actors are given the opportunity to take policy decisions. Governments and citizens initiated these programmes to:

- Promote public learning and active citizenship
- Achieve social justice through improved policies and resources allocation
- Reform the administrative apparatus.

In spite of several Acts and related instructions from the Government, nothing worthwhile with regard to transparency of the planning process, accountability of officials and people's participation was happening in Ward 60 in an organized manner. BBMP and other agencies were taking advantage of the different priorities given by various civil society organizations in the past. Hence it was decided that by means of organizing 'Model Ward' activities in Ward 60, the spirit of the 74th CA and various laws and rules, etc., could be implemented as best as possible. Therefore the Federation of Civil Society Organisations of Sagayapuram Ward and CIVIC Bangalore initiated participatory governance in Sagayapuram (Ward 60) Bangalore as a model for local governance.

The following lines give the details of activities concerned with preparation, participation and implementation of Participatory Governance in Sagayapuram Ward 60. This may be taken as a reference guide for similar activities elsewhere in Bangalore or other administrative units.

3.1.2 Beginnings of 'Model Ward' activities in Sagayapuram Ward

CIVIC sent a note on the creation of a "Model Ward" to JAGO which is a federation of many Residents' Welfare Associations in Sagayapuram and neighbouring wards. CIVIC and JAGO were to work towards establishing full contact with the association members of Sagayapuram and involve them in the "Model Ward" activities in a sustained manner (Annexure- 9.4).

The methodology of developing 'Model Ward' activities in Sagayapuram (Ward 60) was formulated and distributed for public opinion jointly by CIVIC and FCSS. Hectic activity took place from October 2009 to December 2010. Further CIVIC met Mr. Venkataramana Nayak, Additional Commissioner of BBMP (East), on 12.01.2010 and requested him to instruct the officials to organize a strategy meeting for kick-starting the 'Model Ward' activity in Ward 60 (Annexure-9.5).

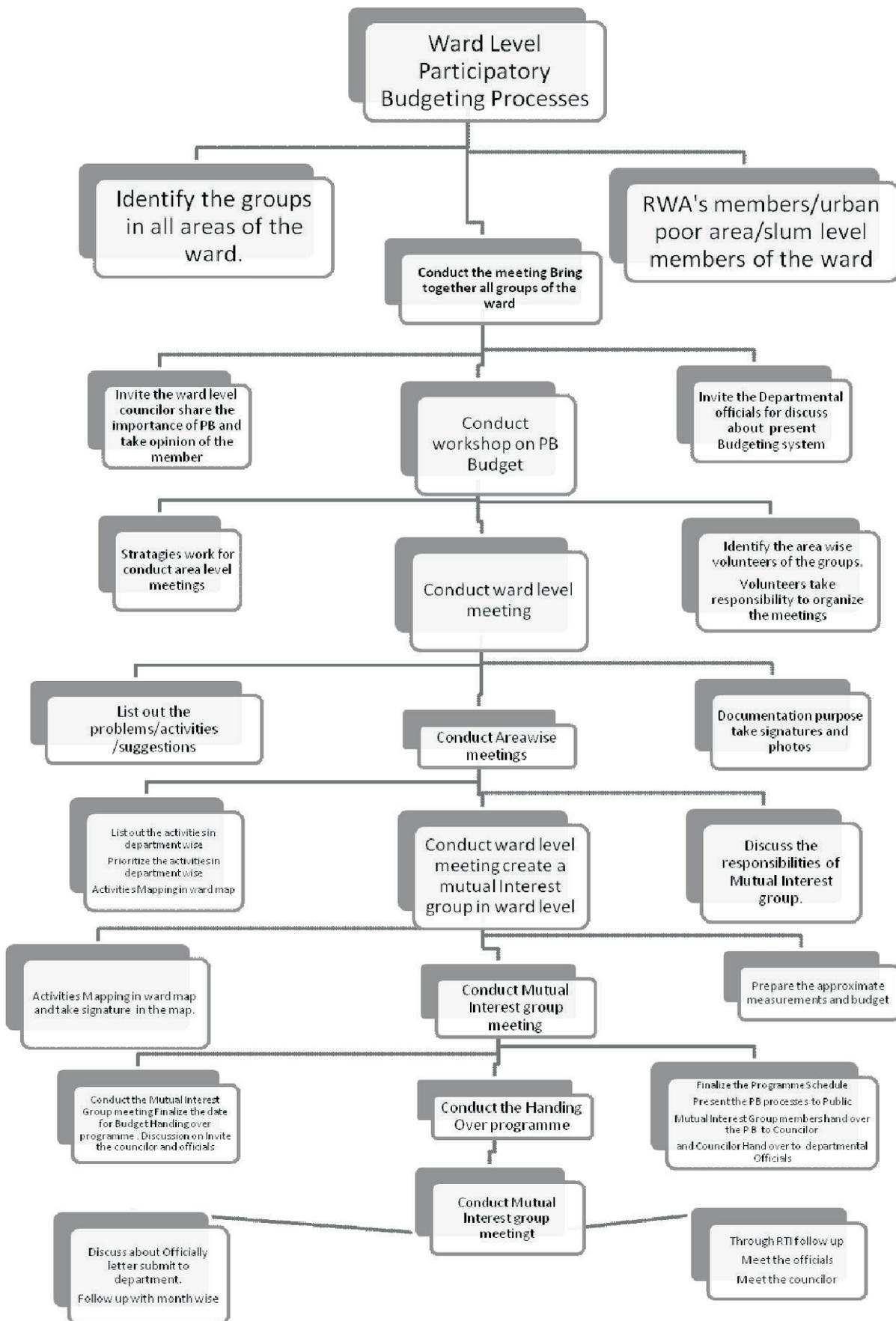
Accordingly, a strategy meeting took place on 16.01.2010 at French Loaf hotel, Richards Town, in which Mr. Somesh, Executive Engineer, Pulakeshinagar Division, and his officials met local Residents' Welfare Association representatives and CIVIC. It was decided to form a federation called Federation of Civil Society groups of Sagayapuram (FCSS) and start planning for 'Model Ward' activity in Ward 60 with a meeting in the BBMP Assistant Engineer's office, Sagayapuram.

The following associations, which are members of JAGO federation working in Sagayapuram, were inducted into this activity.

1. Hennur Road Pillanna Garden Welfare Association
2. Richards Town Citizens' Association
3. Richards Town Residents' Association
4. Sagayapuram Social Workers' Association
5. Bangalore East Swabhimana Trust

Individuals who were not members of the above associations were also inducted to be part of the 'Model Ward' activities. Many office-bearers of the above associations and other individuals worked in cooperation throughout the period in which the 'Model Ward' activities took shape. (Annexure 9.6).

Participatory planning and Budgeting frame work



3.1.3 Planning

Each ward spreads over around 4 sq km with an approximate population of 40,000. This makes it obvious that the local administration cannot be effective unless each ward has maximum involvement of groups such as RWAs, traders' associations, professional associations, SHGs, etc., apart from NGOs working in the area of local governance. 'Model Ward' activity in Sagayapuram (Ward 60) took consideration of all the above factors and formed a committee involving local RWAs and SHGs which worked under the aegis of CIVIC Bangalore (Annexure 9.7).

The above steps are required to be followed by RWAs, federations, SHGs, etc., in order to seamlessly incorporate all 'Model Ward' activities with proper foundation.

3.1.4 Strategy Formulation

Strategy meetings were conducted in the office premises of JAGO Federation and BBMP ward office and offices of RWAs. Three meetings were held on 23.01.2010, 02.02.2010 and 05.02.2010 in the BBMP Assistant Engineer's office, Sagayapuram, and the following decisions were taken:

- Till then, the above said organizations were working independently except while organizing ward meetings in Sagayapuram in which most of the ward RWAs were involved. However, involvement of economically weaker sections (EWS), SHGs and NGOs was minimal due to lack of volunteers and organizational drawbacks. CIVIC provided the organizational support and hence commendable involvement of these groups was made possible.



FCSS will include all possible sections of people in Ward 60, developed area representatives, BBMP officials, and especially the EWS in the areas of old and new Bagalur Layouts, Giddappa Block, BSA Lane, M.S. Slum, etc., as the first step to ensure success of the Model Ward activity.

- The ward map was studied to identify well-developed areas and areas lacking developmental activities. It was decided that priority would be given for the requirements of the Economically Weaker Sections' (EWS) areas since the remaining areas of Sagayapuram were reasonably developed. Maximum financial allocation would be made to such areas as an effort to bring them on par with developed areas in future.

In order to understand and note the above requirements, street meetings were planned in all the areas to inform everyone concerned and to obtain their opinions and suggestions.



The developed areas were to be given second priority and only maintenance and improvement works were

planned as a strategy for inclusive planning for holistic development.

3.1.5 Process and challenges faced

The team visited poorly developed areas and conducted street meetings involving local volunteers, SHGs and other activists (*Annexure-9.8*). In all, 14 street meetings were conducted in localities such as old and new Bagalur, Giddappa Block, BSA Lane, and M.S. Slum. There were many challenges which had to be overcome before such meetings were even called.

- Local citizens were not used to freely interacting with anybody outside their own circle and the agents of the local corporator. This was overcome by explaining in language which they could easily understand. Slowly their confidence in expressing their needs became stronger.
- The agents of the local corporator were hostile to the idea of their captive groups interacting with anybody else. This was overcome by making them a part of the organizing committee for each meeting. While discussing the problems and priorities of the area, the people slowly started taking charge of the deliberations and the local agents of the corporator had to fall in line gradually.
- Even within the small group of citizens in each locality there were conflicting priorities for development work. However, with proper discussions and analysis, items were prioritized which were acceptable to most of them.
- The initial suspicion and distrust which was apparent in the street meetings slowly turned into enthusiastic participation in a short time. The development of local leadership from these communities and group activities was a major achievement of the 'Model Ward' activities.
- Suggestions were to be compiled as a wish-list and the committee was to decide on priority cost estimates and the specific area for such developmental activities.

The above list was to be divided into two sections:

- (a) Maintenance and improvement of existing facilities
- (b) Creation of new facilities

- After tabulating the above list, the approximate cost estimate would be prepared.
- The location of each development activity would be indicated on the ward map.
- Combining all the above, a ward development budget would be prepared and presented to the elected representatives and BBMP officials in a public function.

3.1.6 Participatory Planning

During preparatory meetings as well as street meetings there was full involvement of all stakeholders such as EWSs, local RWAs, CIVIC and others. Information received from the local citizens at street meetings was tabulated into the following categories:

- Roadside drains and culverts
- Water supply, drainage, leakage and storm-water drain
- Schools, library, reading room, public toilets, etc.
- Horticulture issues such as maintenance of parks, etc.

Final list of requirements was split into following groups:

- Maintenance and improvements of existing facilities and
- new facilities required

Requirements were identified and the locations of the area were marked on the ward map. Signatures of representatives of EWS and RWAs were put on the maps in order to confirm ownership of the information by the residents in each case.



The cost of each priority list was as follows:

- Cost of Priority list A: Rs.1,09,30,000.00
- Cost of Priority list B: Rs. 15,68,00,000.00
- Cost of Priority list C: Rs. 2,46,50,000.00

3.1.7 Handing over of participatory plan

A public meeting was organized inviting all the elected representatives of the area, namely, MLA and councillor, BBMP officials - from the Commissioner to local engineer, social activists of all shades of opinion, including minority groups. A list of organizations invited and attended is given in (Annexure- 9.10).

The meeting was held on 07th May 2010 at 3.00 pm at St. Alphons' School, Davis Road, Sagayapuram. Each and every person from the above list voluntarily contributed and helped in arranging for smooth functioning of the event. During the meeting Mr. Somesh, Executive Engineer of Pulakeshi Nagar Division, outlined the on-going BBMP activities in Ward 60 during the current year.



The list of requirements indicating approximate cost of each item prioritised, as per A, B and C lists, was handed over to the councillor by the Federation members and the councillor handed over the same to Mr. Somesh, Executive Engineer, during the event.

The councillor promised to incorporate the given suggestions in the up-coming budget for the area. Apart from the above, the demands were officially handed over to the Additional Commissioner of BBMP requesting to include them in the budget for the following year.

3.1.8 Follow-up of Participatory Budgeting through RTI

A follow-up meeting was conducted with the Executive Engineer of Pulakeshi Nagar Division on 23rd September 2010. At this meeting the representatives of EWS and RWAs along with CIVIC explained the importance of development works as per the list of works prepared by the BBMP. After a period of three months the matter was followed up again by an enquiry under RTI seeking the action taken information from each department. The replies and copies of answers to the RTI were received.

3.1.9 Comparative Analysis of People's Budget and BBMP Budget of 2010-2011.

From the information received on the RTI application on ward works for 2010-2011, it was found that only 30% of the lists of requirements from the budget given by the citizens were incorporated in the BBMP ward work list. Further, it was found that the money already spent was not spent properly. (Annexure-9.11).

3.1.10 Preparation of Second Year's Priority list of 2011-2012

After one year, again the status of the budget requests were discussed with FCSS members and the priority lists as A, B, and C were prepared and submitted to the concerned departments.

3.2 Social Audit in Sagayapuram Ward

3.2.1 Introduction

Financial audit verifies how money is being/was spent. A social audit verifies how programmes and services are being/were carried out, with the goal of making them better and more reflective of social, environmental, and community objectives. A social audit aims to bring about improvements in a programme or a public service by undertaking a systematic evaluation of public records and user feedback. It is intended to help users understand and assess the strengths and weaknesses, successes and failures of a programme or a public service. Social audit is a way of increasing community participation, strengthening links with government and/or service providers, promoting transparency and public accountability, and instilling a sense of responsibility among all those involved.

With this in view, a social audit of selected BBMP ward works in Sagayapuram ward was organized by FCSS. A series of meetings and studies were conducted between September-December 2010.3.2.2 Steps followed for Social Audit

- CIVIC conducted a workshop on Social Auditing for FCSS members and presented the importance and process of social audit. Copies of the Programme of Works (POW) of 2009-2010 were also distributed.
- Discussions were held with FCSS members to finalize the activities to be undertaken for social auditing.



- The information received through RTI as listed below was presented to FCSS members :

1	Programme of works copy	7	Copies of paid bills
2	Work order copy	8	Copies of pending bills
3	Technical and Administrative Sanction copy	9	Work completion report
4	Schedule B	10	Test reports and photos of the work
5	Copies of Measurement Book	11	Beneficiaries' list and addresses
6	Drawings of the work	12	Contractual agreement copy.

- FCSS members held a meeting and randomly selected a few works. Richards Town Park and housing project of 9th Main of New Bagalur layout were selected for the social audit.
- FCSS members took a decision to give responsibility for spot inspection and first hand observation of the works to concerned area residents' welfare associations, namely, to office-bearers of RTCA, RTRA, HRPG and SSWA.
- Concerned association members met to share the first round of auditing and presented the details of the area and status of the activities.
- The written POW vs. field implementation of programmes were analysed.
- The gaps were identified, findings listed and suggestions made.
- A report of the social audit was prepared.
- The results were reported to the BBMP Horticulture and Engineering Departments. (Annexure-9.12, 9.13, 9.14)

3.2.3 Social audit of a housing project under the SC Sub-Plan (22.75%) in BBMP: Experience in New Bagalur Layout of Sagayapuram ward (Ward-60);

Under the Sub-Plan for SC/STs, a housing project was being implemented by BBMP in New Bagalur layout of Sagayapuram Ward. 547 houses were sanctioned under the project during 2009-10. The information on the housing project was obtained by CIVIC through RTI. 9th Main of New Bagalur Layout was selected for conducting the social audit. Sagayapuram Workers' Welfare Association (SWWA) was assigned the responsibility of spot verification and first-hand observation.

Social audit was conducted in three stages, namely:

- spot inspection and listing of houses under construction in the street with photo documentation;
- verification of ground-level data with agreement copy and work order copy and
- Interaction with beneficiaries, the Assistant Engineer (Civil Works) and contractors. The exercise illustrated differences between ground realities and work order provided by the department.

3.2.4 Differences between work order and ground data

The work order stated that 30 houses were sanctioned in the street. However, from the list of 30 beneficiaries provided by the department, only two were found on the street. As per the work order, work should have been started by January 2010 and completed within 120 days. But on the ground, work was started only in June 2010 and was still under progress in December 2010. Not even a single house was completed in the stipulated time.

Only 6 beneficiaries were available for interaction and only a few of them were aware that the houses were being constructed under a government scheme; but they did not know even the name of the scheme. Four out of the six beneficiaries thought that the houses were being constructed by the councillor. Only two

beneficiaries had filed applications for a house out of whom one had submitted it to the ward office and the other to the councillor. None of them had received an acknowledgement. They were unaware of the timeline for completion of the project, the name of the monitoring officer and the details of beneficiary contribution.

Discussions with the Assistant Engineer revealed that the beneficiary list had been prepared by the elected representatives, namely, MLAs and councillors of the area, which BBMP had accepted after verification of beneficiary records. He said that delay in the work was due to the beneficiaries lacking proper documents and non-clearance of the site by the community. Since officials themselves did not have clarity on how the beneficiary contribution was to be collected, they had stopped asking the beneficiaries for it. There has been no information provided to the beneficiaries on the manner of selection of beneficiaries, the facilities provided under the project, conditionalities for availing the benefits, procedure for clearing and handing over the land for construction, etc. When questioned, the contractor said that the delay in construction work is due to non-clearance of sites in time by the beneficiaries.

3.2.5 From the observations on site, the team made the following suggestions:

- Community should be given awareness on the scheme.
- One person should be designated in the ward office to receive applications from beneficiaries and for officially communicating with the community regarding details of the projects.
- The specific terms and conditions and procedure for site clearance should be communicated to beneficiaries at least three months before site clearance date.
- A proper mechanism should be evolved to identify beneficiaries and collect beneficiary contribution from them and to issue them receipts.
- The housing project should be integrated with the provision of basic amenities such as bathrooms, toilets, water, power, etc.
- BBMP should make arrangements for transit stay of beneficiaries and should adhere to time-lines in construction to complete the work in the stipulated time.
- Quality of the materials and work should be tested by BBMP on the spot.

3.2.6 Social audit of Richards Park (Ward 60)

Richard's Park is one of the bigger parks in Ward 60. The spillover works 2010-11 documents related to Richard's Park was accessed through RTI and a small group undertook the exercise of verifying the works planned.

- Social audit of Richard's Town Park was given to Richard's Town Citizens' Association and Richards Town Residents' Association.
- Members of Richard's Town Association visited the work area thrice and observed works against the specifications listed under the POW.
- In the first round they listed and analyzed the present facilities qualitatively and quantitatively with photo documentation.
- In the second round, they focused intensely on each play equipment that was fitted in the park and prepared a report on that.
- In the third round, the inspection was conducted based on technical specifications that were listed in the POW of the department.



Status of decorative benches and play equipment of Richards Town Park during social audit

3.2.7 Findings of audit on spillover works 2009-10

Social Audit of the works undertaken in the park revealed that:

- Work code 050-10-NGHP-M1-00: New dust bins to be provided – The work code had no mention of the number of dust bins that should be provided. The spot inspections revealed that no new dust bins were fitted. Only twenty six old bins were found with corroded and hanging bottom. We submit that no new dust bins are fitted.
- Work code 050-1-N-G-H-P-MI-003: New ornamental benches to be provided - No mention of the numbers. Estimated cost was Rs. two lakh, while the amount paid was Rs 2.1 lakh. No new ornamental benches were found in the park. The old concrete/stone benches existing were 53, ornamental benches were 12 and 3 were damaged.
- Work code 050-10-M-G-H-P-MN-004: Repair and painting of chain-link fence - Estimated cost was Rs. three lakh, while the payment was Rs. 3.23 lakh. Only a part of the work was complete.
- Work code 050-10 NGHP-MI-004: Provision of children's play equipment with estimated budget of Rs 6.00 lakh. But Rs 6.47 lakh has been paid to the contractor. On verification it was observed that the quality of equipment and work were not as per the specifications laid down in the work order. The play equipment was worn out within a year posing dangers to children. Thus it could be assumed that this equipment was not part of the work done in that year.
- Work code 050-10-M-G-H-P-MN-003 - Rs 2.95 lakh was budgeted for the maintenance of the park while the amount paid was Rs 3.17 lakh. The overall condition revealed that there was no proper maintenance of the park.

3.2.8 Conclusions

- This spillover works list had only been filled up and hardly any of the works had been executed in toto.
- Work which needed to be done had not been budgeted.

These works were identified and a letter to the EE-Pulakeshinagar and Horticulture Superintendent was submitted. The findings were recorded through photographs as well as written reports.

- It was found that the money for works had not been properly spent and nor was it properly monitored by BBMP.
- Records were not clear as to how money had been spent especially in the case of housing and maintenance and renovation of Richard's Park; and
- There was no participatory process in finalizing POW at ward level in BBMP.

3.2.9 Public meeting to present social audit findings

A public meeting was conducted to present the findings of the social audit on 23rd December 2010.



Apart from concerned RWAs, EWS representatives and CIVIC, other ward representatives from Ejipura, Kumara Park West, and Dalit Bahujan Movement were also invited as jury members for the meeting. Jury members provided valuable inputs on more effective spending of budget on different works of BBMP to improve budget utilization.

The BBMP officials also appreciated the efforts of FCSS in monitoring, analyzing and for producing a quality report on work done by various departments of BBMP. They also promised to conduct an enquiry and set right anomalies pointed out by the social auditing by FCSS.

It is heartening note that some activities such as maintenance of Richards Park improved considerably through the social auditing report and follow-up work with BBMP officials.

It was also established that BBMP officials and contractors communicated with local RWAs during maintenance activities in Richards's Park area and Ward 60 in general.

3.3 Participatory Planning, Budgeting and Social Audit in Devasandra Ward

by A.M.Veerasha, Divya N., Ramanji K. of CIVIC

3.3.1 Introduction

CIVIC Bangalore and APSA conducted a Participatory Planning and Budgeting workshop for local citizens of Devasandra ward on 21.07.2011 to convey the importance of people's participation at the planning stage itself. CIVIC shared its experiences in Participatory Planning and Budgeting in Sagayapuram and the impact of the exercise. At the end of this programme, local persons of Devasandra ward agreed to conduct the exercise in their ward. Nine volunteers come forward to conduct the area-wise Focus Group Discussions (FGDs) in the ward. The volunteers organized the FGDs and conducted them in nine areas. like Adi Mazid, Achari Bande, Rajiv Gandhi Nagar, Sanjay Nagar, Netravathi Badavane, Thriveni Nagar, JC Layout, Singayyanpalya and B.Narayanapura.



During the FGDs, data on the maintenance and development works (new works) required in the areas was

collected and the communities were asked to decide the works priority-wise, based on the people's requirement. Totally, lists of works under 10 departments were prepared, including line departments of the State government.

Sl.No	Name of the Dept.	Issues	Present Status
1	Women & Child Development Department	Need for Anganavadi centre	Anganavadi has been sanctioned but the rent permitted for it by the Department is so low that it is not possible to find a place for that amount. We met the local councilor and MLA and requested them to supplement the amount. They are considering it positively.
2	Dept. of Libraries	Need for library	Library has been sanctioned but the dept. has requested us to identify a suitable community building for running it.
3	BESCOM	Shift some dangerous poles and transformer	Not shifted yet but safety measures undertaken.
4	BBMP- Engineering, Electrical, Revenue, Environment & Lakes departments, KSDB	Roads and footpaths, street lights, slums survey, land title, slum declaration, housing issue, garbage issue and lake encroachment/development	30% of the works has been done. Slum has been declared, survey has been done, KSDB has selected slum for construction of houses under JNNURM-BSUP programme. Lake encroachment survey done and BDA plans to invest Rs.30 crore for development.
5	Taluk Office	Old-age and widow pensions to be sanctioned and distributed	Beneficiaries were identified and list submitted to department. But Dept. has now called for applications and hence applications have also been submitted.
6	BWSSB	Controller for street taps, SWD.	SWD work completed in some areas and in some areas work is still going on.
7	Food & Civil Supplies Dept.	Ration cards	Beneficiaries were identified and list submitted to department. But the department has now called for applications and hence applications have also been submitted.
8	Hospital	Awareness programme	No positive response by the dept. yet.

After the FGDs, the priority-wise lists were prepared and consolidated. In a public meeting on 22.09.2011, local citizens explained their requirements and handed over the prioritized lists to officials and the ward councilor. An attempt was made to create a monitoring committee. After the programme formal written

requests were submitted to all the concerned Departments.

The programme was followed up a month later by meeting officials and by filing RTI applications asking for action taken reports on the requests. Most of the departments appreciated the work done by citizens and provided action taken reports.

3.3.2 CIVIC's experiences with Social Audits in Devasandra

CIVIC conducted a workshop on Social Audits on 04.12.2011 with the support of B.Narayanapura Residents' Welfare Association to community members of B.Narayanapura. CIVIC presented the detailed Programme of Works (POW) for 2009-2010 and the importance of conducting Social Audits, and shared the experiences and outcomes of the Sagayapuram ward social audits. Association members appreciated the presentations. From the POW, they identified some works that they felt had not been done. Finally they selected a few of those works for social auditing and collected information on them through RTI.



After the technical awareness programme, association members became more active. They started asking the BBMP Assistant Engineer detailed information on works and drawings, copies of contracts, etc. They wanted him to share details of the work quality and how they could monitor the works.

Association members took up the monitoring of works seriously and two volunteers on each road started monitoring the asphaltting work. They were able to identify the low quality work in 5th Main where the

Sl.No	Selected works for social audit	Reply from the department
01	Subject: Construction of 15 individual toilets for SC/ST beneficiaries in Devasandra Ward.	This work has been stopped by the department due to non-availability of suitable beneficiaries.
02	Subject: Construction of 30 individual toilets for SC/ST beneficiaries in Devasandra Ward.	This work has been stopped by the department due to non-availability of suitable beneficiaries.
03	Construction of Anganawadi building in Badavara Colony, B.Narayanapura of K.R Puram sub-division Ref: 22.75% spill -over work details 2010-2011 Work Code: 074-10-N-W-E-B-FO-004	CIVIC asked information through RTI on this work. The department replied that the Anganawadi has been constructed in Badavara colony. After a workshop on social auditing was conducted for the community by CIVIC, the community took up this issue for a detailed study as no anganawadi had been constructed. When detailed information was asked from the department, they again gave false information. Again when asked for a clarification, they gave the answer that due to a land dispute they had not been able to construct the Anganawadi and hence had used the money to fence a lake instead.

contractor was mixing more sand in the mix than specified. They informed the AEE of BBMP. The AEE came and inspected the work. He agreed that there was low quality work and directed the contractor to work properly with the support of association members.



In 3rd Main, women volunteers of the association monitored the work. They also identified the low quality work, such as the reduced thickness of the asphaltting work done. As per the estimate, the contractor was supposed to put nine inches of asphalt; instead, he was putting only four inches. Again, women volunteers informed key leaders of the association and the AEE. The AEE inspected the work and promised the members that he would instruct the contractor to set right the work.

4 Ward visioning exercise and follow-up - Case Study of Ejipura (Ward 68, now 148)

Contributed by Mr.M.V.K. Anil Kumar, Secretary, FORWARD 68 (Federation of Residents' Welfare Associations of Ejipura Ward)

4.1 Profile

Ejipura is a 'New Ward', formed in 1996 by merging many old revenue pockets with some of the developed areas of Koramangala. To start with, therefore, it comprised some well-developed pockets at one end and some slums at the other end with varying degrees of civic facilities. Some of the newly added revenue pockets presented a picture of neglect with narrow mud roads and overflowing and stinking side drains till a concerted effort was made in 2001 by the RWAs and concerned citizens to initiate developmental works through Janaagraha.

Residents' associations used to seek redress in individual capacity restricted to their respective areas, and often were in conflict or competition with each other. Anyway most of their pleas fell on deaf ears. A system of patronage prevailed. Participatory budgeting process initiated by Janaagraha ushered in a new era, so to say. This showed a way to improve matters by working within the existing system, without any radical restructuring of the institutions and through united community action. Fortunately a large number of residents of this ward grasped this point quickly and extended enthusiastic support.

4.2 Initiatives undertaken

The various initiatives taken at the instance of Janaagraha at the beginning and pursued on our own later are as follows:

- Annual prioritized plan under POWs for roads in the first year was the first exercise. The plan (costing Rs. 18 lakhs within the annual allocation of Rs. 50 lakhs for ward works) was implemented by the BMP. This meant that some of the old revenue pockets at last saw some good roads. Monitoring by citizens reduced collusion between the corporator and the contractor and thereby ensured better quality work. Ward 68's Prioritized Citizen's Work List was notable even among successful wards for fulfilling the stated campaign goals, according to a study undertaken by a scholar from MIT (USA).

- Although this annual exercise could not be continued in its original form for various reasons, in subsequent years the corporator was willing to accept and incorporate some of our suggestions in regard to annual POWs.
- Representatives from the ward actively participated in the PROOF campaign which was aimed at financial transparency at the city level through scrutiny of the quarterly financial statements furnished by the BMP, followed by questioning at a public forum.
- Formation of a federation of RWAs of the ward called FORWARD 68 was the next important event. The Federation brought together RWAs which proved to be a very effective vehicle for dealing with common problems of the ward. It took up many issues affecting large parts of the ward with the authorities concerned (like BESCOM, BMTC, BWSSB, Traffic Police, besides BMP) with varying degrees of success.
- Under the auspices of Janaagraha, a 'ward vision' exercise was also undertaken in 2003. This was participatory planning at the ward level with the Ward Vision campaign which was a more intense campaign with only ten wards that chose to participate in the multi-workshop visioning, costing and prioritizing sessions that ended in complex vision documents spanning 25 issues.
- Ward 68 was one of the ten wards chosen for this exercise. The vision document (containing a detailed plan for a three-year period) was very comprehensive and came in for high praise. The ward vision documents were presented to the Mayor in a public function but these never saw the light of the day. Efforts of the citizens however did not entirely go waste as excerpts of the document were sent to the departments concerned for action and this did produce some positive response. Besides, the document served as a guide and blueprint for RWAs and the Federation in pursuing issues with various authorities.
- Forward 68 also sponsored monthly (now quarterly) meetings of RWA representatives/residents and officials of various departments. The departments and their officials were quite cooperative and attended the meetings. Residents could present their suggestions/complaints and have discussions on various issues. Proper minutes of the meeting were drawn up and excerpts were sent to departments concerned for action, followed by reminders. These were also reviewed in subsequent meetings. It is gratifying to note that this single initiative perhaps produced the best outcomes in our ward.

4.3 Assessment and Lessons

- It must be confessed that all these attempts at participatory governance were not an unalloyed success. The results were mixed. But overall the ward and its several components benefited immensely, even if the RWAs and Federation could not carry on the work unitedly. The experience in this ward holds many lessons which could be profitably used for any future campaigns/plans for participatory governance. These are summarized below.
- It is vital to formalize and institutionalize the participatory budget procedures. The ward works budgeting faced resistance from BMP and most of the corporators as there was nothing in the rules of BMP providing for such citizen participation and citizens rushed into preparation of ward plans without the consent and agreement of the local corporators.
- It is imperative to have a broad base and to bring into the fold large numbers. Sensitizing the citizens and mobilizing them should be the first task before any major programmes are initiated.
- Core groups should be well represented.
- Plans should be inclusive in the sense that equal importance, if not priority, should be accorded to less developed areas and poorer sections.
- Practical barriers to universal participation should be reduced. If possible, meetings should be multi-lingual so that most people are able to follow the proceedings and give their opinions. These are a “must” particularly in a city like ours with large populations from almost all parts of the country.
- Location of the meetings is also important; these must be easily accessible. They should be at a central

place or rotated among places like a government school rather than a club or religious institution.

- Awareness campaigns and capacity-building exercises should become a normal part of citizen activism.
- Citizens should be encouraged to exercise their voting rights in every election. This is the only way to ensure some kind of accountability in a parliamentary system like ours.
- The ward federations should establish rapport with the elected corporators and treat them as partners rather than adversaries.
- The same applies to relationship with officials; build up mutual trust and respect.
- An atmosphere of trust and friendship among representatives of RWAs has to be built up through continuous interaction and perhaps common cultural activities.
- The aim of the associations should not be limited to merely getting civic facilities; improving the quality of life should be the ultimate objective. To this end, once the basic facilities are in place they should move into areas of sports, educational and cultural infrastructure, including sports facilities, public libraries and community halls, for providing platforms for cultural activities, etc., by various linguistic and ethnic groups to foster national integration and friendship among all residents.
- Campaigns could be undertaken to instill civic sense, road manners, etc., among the citizens to make life better for everyone.

Conclusion: These lessons/requirements hold good for all areas and as such could be included in any manual for participatory democracy.

5. Monitoring the Programme of Works - Case study of Ganesh Mandir (Ward 56)

by Mr. Ravindranath Guru of Consumer Care Society

In Ward 56, the Consumer Care Society has been long involved in local governance, monitoring the Programme of Works. They collected the statement showing the details of works proposed for the year 2009-2010 using RTI and analysed the data.

5.1 Case of Banashankari Kreedha Kendra

The Consumer Care Society was able to identify two identical works entered under two different headings. Development works to playground (Banashankari Kreedha Kendra) at 27th cross, BSK 2nd Stage was listed under 'Capital Works' for an amount of Rs. 50 lakh. The same playground (Banashankari Kreedha Kendra) at 27th Cross, BSK 2nd Stage, was also listed under 'Maintenance Works' for an amount of Rs. 20 lakhs. When they next asked for the estimate, the approval of estimate from the competent authority and the work order for each of the works under RTI, the engineers replied that both the works had been dropped based on the letter from the MLA to the Commissioner, BBMP

5.2 Case of maintenance of toilets

The Programme of Works listed the following three toilets under maintenance works for an amount of Rs. 15 lakh. This amounted to Rs. 5 lakhs per annum per toilet for mere maintenance.

1. 27th Cross near Sevakshetra Hospital
2. 24th Cross opposite park
3. 9th Main near post office

The maintenance of the first toilet had been outsourced under public-private-partnership. The other two

toilets had to be maintained by the SWM contractor as per the contract issued in March 2007. Despite this, work codes had been given and tenders notified for all the THREE toilets, but work orders had not yet been issued. When the society started collecting the detailed estimation copies of the proposed maintenance works, BBMP officials replied that the works had been dropped as the toilets were in good condition and the money had been shifted to the 'Construction of R.C.C deck-slab culverts and SW drain along 17th Main and 27th Cross Road of BSK 2nd Stage in Ward No.56. This too has not been taken up and the amount earmarked for this development work in the ward has lapsed.

1.3 Case of construction of 'Contact Point'

“Providing and constructing two 'contact points' at 27th Cross BSK 2nd Stage (2 Nos.)” had been budgeted in the POW for an amount of Rs. 30 lakh and work code also given. But when Consumer Care Society asked for the details of the works, engineers replied that the work had been shifted to the 'Restoration of the Referral Hospital in BSK 2nd Stage'. The local MLA had requested the work be shifted as he wrote that there was neither space available for the intended construction and nor any need for the same as a 'contact point' had been recently constructed at BSK 2nd Stage. One wonders why the item was included at all in the POW if there was no need for it and no space available for it. This work also has not been taken up and the money has lapsed. (Annexure 9.15)

5.4 Case of 'Additional building to Banashankari Maternity Hospital'

An 'Additional building to Banashankari Maternity Hospital' at 27th Cross, BSK 2nd Stage was proposed in the POW as the space in the existing building was insufficient to handle the heavy rush of in-patients and out-patients. An amount of Rs. 25 lakh was quoted in the tender document. But the local MLA felt that the work required more funds. The letter of the MLA received by the Consumer Care Society stated that Rs. 25 lakh was not sufficient for this activity and hence Rs. 35 lakh was being diverted from the money budgeted for the 'Construction of additional building for the IPP hospital' at 9th Main, Yarabnagar, and another Rs. 20 lakh foreseen for its maintenance. Hence a sum of Rs. 80 lakh (25+35+20) was being allocated for the additional building for the maternity hospital.

Such ad hoc changes to works budgeted and tendered ruins the sanctity of the planning process. As per the policy /circular issued by the Commissioner, BBMP, once the work code has been issued, the amount cannot be diverted to other works. Hence diversion of the above amounts meant for development works could not be utilized in that year. It may not be out of place to mention that the proposal of the Programme of Works had been signed by the MLA (since at that point of time the state government had not held elections to the BBMP Council and hence there was no ward corporator). It meant that the MLA was very well aware of the works proposed since these had been finalized ONLY AFTER CONSULTATION WITH HIM. But the NGO believes that once it started asking questions, he claimed that there was no need for those works, that the money was insufficient, or that there was no land available, etc.

Details of works dropped

Sl.No	Activity		Status	Activity		Status
	Capital work	Amount in Lakhs		Maintenance work	Amount in Lakhs	
1	Development works to playground (Banashankari Kreedha Kendra) at 27 th cross, BSK 2 nd stage	50.00	Work dropped	Maintenance of play ground (Banashankari Kreedha Kendra) at 27 th cross, BSK 2 nd stage	20.00	Work dropped

Details of works given up and shifted

Sl.No	Name of the Activity Maintenance /Construction work	Amount in Lakhs	Reasons for Shifting/ Additional amount for the work	Change of the work
1	Maintenance of toilets 1. 27 th Cross near Sevakshetra Hospital 2. 24 th Cross opposite park 3. 9 th Main near post office	15.00	Toilets are in good condition therefore shifting the work	Construction of R.C.C deck- slab culverts and SWM Drain along 17 th Main and 27 th Cross Road of BSK 2 nd Stage in Ward No.56.
2	Providing and constructing 'contact point' at 27 th Cross BSK 2 nd Stage (2 Nos.)	30.00	1. There is no place to construct 'contact point'. 2. Recently one contact point was constructed in 2 nd Stage	Restoration and strengthening of Referral Hospital
3	Additional building to Banashankari Maternity hospital at 27 th Cross, BSK 2 nd stage	40	In the tender document they had quoted Rs. 25 lakh. As the work required more funds, they increased the funds. The letter of ML A received by Consumer Care Society states that Rs. 25 lakh is not sufficient for this activity. In the letter it gives the statistics - 25+35+20=80 lakhs. (diverted the money from construction of additional building and maintenance of IPP hospital)	

5.5 Conclusion

The above cases highlight the absence of transparency, accountability and people's participation in the planning, prioritizing and budgeting of the local works to be undertaken in the ward and in any changes made thereto. The Consumer Care Society believes that many of these works were included merely for the purpose of creating bogus bills and were never meant to be implemented. They were dropped or the money was shifted to other works out of the fear of being found out when citizens began monitoring the implementation of the POW.

6. Other citizen-friendly measures initiated in Sagayapuram Ward 60 by CIVIC & FCSS

6.1 Awareness programmes

6.1.1 74th Constitutional Amendment Act and RTI awareness campaign

For citizens to be able to participate knowledgeably in participatory planning, budgeting and auditing activities, it was necessary to conduct awareness on the importance of decentralized governance as per the 74th CA. To participate effectively in urban governance, information about the municipality's activities is essential as 'information is power'. Hence awareness of the Right to Information Act is essential. CIVIC explained the 74th CA and utility of the RTI Act in expediting area improvement work to the FCSS. Case



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od of applying for information as per RTI Act were also provided in January & August 2010 to FCSS members and ward SHG members.

6.1.2 Rain-Water Harvesting

To enable citizens to develop a sense of ownership of their areas and city and learn to contribute solutions to problems in their wards through active citizenship, an awareness programme was conducted on 24.10.2010 on rain-water harvesting. A number of companies exhibited their rain- water harvesting products during the meeting. BWSSB volunteers organized a dramatic representation of RWH. BWSSB officials explained the necessity and advantages of RWH in houses over a ground area of 60*40. A number of houses have taken up RWH after the meeting.

6.2 Electoral Reforms

The foundation for democracy is the electoral system. If it has to function effectively, the electoral process should be free, fair, and transparent. Majorly, citizens should get an opportunity to meet the candidates, understand their manifestos, and question them on their plans and priorities for the ward. CIVIC and FCSS hence facilitated a “Meet the Candidates” programme on 24.3.2010 for citizens of Ward 60 before the municipal elections for BBMP. A number of aspiring candidates attended and explained their plans for area improvement to the citizens.

6.3 Pushing for Citizens' Charters in all BBMP departments

In order that citizens get the services they are entitled to within specific time-frames in the quality and quantity the organization has committed itself to provide, CIVIC Bangalore tried to bring Citizens' Charters in all the departments of BBMP. Initially, a letter was written to all departments of BBMP, dated 26.11.10, asking for copies of their Citizens' Charters. When no replies were received, an RTI application was filed on 1.2.11 asking for an Action Taken Report on the letter seeking formation of Citizens' Charters. At that time most of the officers replied that they did not have Citizens' Charters. Based on these replies, CIVIC gave suggestions / recommendations to the BBMP Commissioner on the need for Citizens' Charters and their possible content. CIVIC in its letter dated 26.11.2010 (Annexure 9.16) suggested that the Citizens' Charters should contain the following for every service offered by each of the departments:

1. Services available
2. Quality of service
3. Quantity of service
4. Frequency of service
5. Personnel responsible for providing the service
6. Cost of the service

In response, the BBMP Commissioner issued a circular on 15.12.2011 (Annexure 9.17.) to all the Joint Commissioners and heads of departments directing them to prepare Citizens' Charters and make soft and hard copies of these available to the Commissioner immediately. He also directed them to display the Citizens' Charters and make them available to citizens in adequate quantities at all BBMP offices and all ward offices. On 16.3.2012, CIVIC filed an RTI application to the Additional Commissioner–Admin 1 asking for copies of Citizens' Charters of various departments with reference to the Commissioner's circular dated 15.12.2011 (Annexure 9.18). As a result, several departments have thus prepared their Citizens' Charters and sent the copies to CIVIC.

6.4 Organized interactions between service agencies and citizens' organizations

As mentioned earlier, most of the associations and individuals in Sagayapuram were contacting service

agencies such as BBMP, BWSSB, BESCOM etc, in a piece-meal fashion according to their own priorities. This helped the agencies to pick and choose development activities which pleased no one and increased the dissatisfaction among the local citizenry. This was the background in which the 'Model Ward' activities took place. Gradually, interaction between service agencies and citizens' organizations became more organized and focused. There has been considerable improvement as mentioned above.

The following are details of various activities already undertaken by service agencies some of which were the result of interactions between citizens' organizations and service agencies under the 'Model Ward' activity.

There are many initiatives taken by service agencies for involving the general public in disseminating information and lodging complaints and suggestions.

6.4.1 BBMP

- BBMP website includes an interactive system for feedback, queries and complaints. The following link may be used for this purpose <http://sasbbmp.com/spandana/>
- BBMP has taken the initiative to provide information on all civil engineering works in processes through-out the city during the period 2009-2010. Partial information of around 33,000 works are available on BBMP Global Project Management System Status (GPMSS) the same is available on-line through the following link: <http://www.vigeygpms.in/BBMP/>
- BBMP Control Room Number:22660000/22221188

CIVIC and FCSS have taken the initiative to examine the information available at above links and have found that many improvements are required to make the information useful (Annexure 9.19).

6.4.2 BESCOM

BESCOM has already initiated monthly interactive meetings with consumers at each sub-division in order to involve them in BESCOM's activities. The schedule of Customer Interactive Meetings (CIM) is attached for reference (Annexure 9.20). Each CIM is video graphed and the information is made available on you tube for public scrutiny.

Please follow the link CIME1 bescom3 02-01-2010 AVI and CIME1 bescom3 02-01-201:

Link: <http://www.bescom.org/en/consumers/bescom-grievance.asp0AVI>.

BESCOM is also planning to involve elected representatives at each sub-division and then at each division. Further an Apex Body to interact with BESCOM Corporate Management level is foreseen. The co-author of this Guide, Mr. Sivasankaran, is the chairman of the ad hoc committee which is implementing these processes.

BESCOM Complaint Number: 22873333

6.4.3 BWSSB

- The general opinion of the public is that neither the on-line complaint management system nor the Water Adalat system of BWSSB is functioning satisfactorily. Therefore CIVIC and FCSS took the initiative to apprise BWSSB officials on the necessity to form committees at each sub-division level as a consumer interaction system for involvement of consumers with BWSSB.
- BWSSB Chief Engineer Mr. Venkataraju has promised to adopt the formation of such committees and as the first step has asked CIVIC and FCSS to form booth-level committees involving maximum consumers of that area and to select consumer representatives for these committees. This work is in progress and one or two wards have taken initial steps for organizing the selection process (Annexure 9.21.).

BWSSB activities are published on their website as per the link: www.bwssb.org/consumersurveyform.html.
BWSSB Complaint Number: 22238888

6.4.4 BMTC

The BMTC already has a Consumer Consultative Council for the interaction of BMTC management with commuters to improve BMTC services. It is also suggested that the system may be escalated to cover KSRTC too.

Link: <http://www.bmtcinfo.com/site/BSComplaints.jsp>

BMTC Toll free Number: 18004251663

6.4.5 Bangalore Traffic Police

Traffic police inspectors have been instructed to hold interactive meetings with citizens' representatives in their respective area on every 3rd Saturday between 10.30 to 11.30 AM. For eg., Mr. Kasim, Sub-Inspector, Frazer Town Police Station, Traffic, is holding public meetings in Frazer Town Traffic Police Station.

Link: <http://www.bangaloretrafficpolice.gov.in/Complaints.htm>

Bangalore Traffic Police Toll-free Number: 103

6.4.6 Bangalore Police - Law and Order

Many police officers are holding quarterly Peace Committee meetings at various localities to involve citizens in maintaining law and order in their respective areas. The Police Commissioner's office has made arrangements for receiving complaints in writing, telephone and online. The office also exhibits the duration of time for attending to each complaint in general. It is proposed by CIVIC and FCSS to monitor this system and suggest improvements wherever possible. The website of Bangalore Police (Law and Order) is being uploaded and hopefully it will contain Public Grievance Redressal Mechanism.

6.4.7 Janaspandana Meetings

'Janaspandana' or grievance redressal meetings are held regularly in rural areas by the District Administration. However, there was no corresponding system in BBMP's jurisdiction. To set right this anomaly, the Commissioner BBMP had issued a circular, No: ac(a)f/5355/08, dated 26.12.2008, directing that Janaspandana programmes should be held in every ward on the first and third Saturday of every month under the chairmanship of the councilor, with officials of all departments, including, BWSSB, BESCOM, traffic police, etc. present. (Annexure 9.22). However, these were not being conducted anywhere in Bangalore, as was revealed by an RTI application. CIVIC and FCSS members took the initiative to persuade BBMP officials to conduct Janaspandana programmes as per the BBMP circular in Sagayapuram ward. CIVIC also conducted Grievance Redressal Melas (GRM) with the support of FCSS with BWSSB and BESCOM in the ward office and at other wards. (Annexure 9.23.).



The Engineering works undertaken by BBMP in Ward 60 were analyzed and suggestions for improvements were given by the citizens at these meeting.

6.5 Achievements

- Cohesion between various associations, federations, activists and groups was created due to the Model Ward Activities in Ward 60.
- Cooperation from NGOs and other interested organizations were channelled, which helped in Model Ward activities.

6.5.1 BBMP

The following are some of the examples where monitoring and suggested improvements have been accepted and carried out by BBMP.

- Complaints were received from EWSs that the allottees for 32 houses as per BBMP list in M.S. Slum area were not given official information about their eligibility and selection. They were apprehensive that the houses will be allotted to other people after construction. The matter was discussed with Mr. Manjunath, AE, BBMP, Sagayapuram, the local councillor and MLA. The intervention of the MLA helped in settling this problem amicably. Allocation and confirmation of occupancy by EWS in buildings under construction were thus assured. (Annexure 9.24)
- Swift progress in the construction work of housing under JnNURM for slum-dwellers in Lazar Road, Deshyanagar slum, was achieved as a result of a meeting of RWA members, CIVIC and , Mr. Mohan Kumar, AEE, KSCB, on 03.12.2010.



- Renovation of storm-water drains on Pottery Road.
- Construction and brick-laying work for footpaths in Richards Town area.
- Maintenance and renovation activities in Richards Park.

6.5.2 BWSSB

The following BWSSB activities were also recorded as improvements which were achieved through analysis and suggestions by citizens in the Janaspandana meetings.

- Leakage of drinking water in Giddappa lane which was seeping under 11 houses and making the life of occupants very hazardous. This was shown to AEE and followed up with RTI application for expediting the repair work.
- Finally the leakage was stopped after 6 months and the matter was satisfactorily resolved. Huge quantity of drinking water leakage which was happening from nearly 6 years was saved.



- Sewage water was flowing in reverse and flooding all over the place in BSA Road and Giddappa Lane for over 6 months. This issue was taken up in Janaspandana and was resolved within 2 months by following it up with RTI.
- Drinking water leakage in Pottery Road has been a constant problem for over 6 months. This reduced the quantity of available drinking water of other areas. This matter too was discussed and action was taken to stop the leakage after 2 months. This helped in increasing the availability of drinking water in the area.

6.5.3 BESCOM

The following BESCOM problems were also analyzed and suggestions for improvements were made by citizens at Janaspandana meetings.

- A number of connections for the EWS quarters in Deshyanagar are under process and as soon as the ownership of the concerned houses is finalized, connections have been promised by BESCOM.
- Some of the dilapidated poles in Giddappa Block have been replaced as a result of action taken on grievances submitted during Janaspandana. Some more poles are yet to be replaced.



- FCSS and EBKSO had nominated the President of JAGO Federation to represent them in the BESCOM Participatory Council (BPC) and the following activities have been organized through BPC:
- An average of 35 paisa/unit tariff increase has been finalized against 70 paisa demanded by BESCOM,

through representations by BPC to KERC.

- Grievance Redressal Meetings (GRM) have been initiated on a monthly basis at each sub-division office in BESCO.
- Formation of citizens' committees at each sub-division is under process.

7 Conclusions

7.1 Lessons Learnt

- Involvement of all sections of people including RWAs, SHGs, EWS representatives NGOs and officials is very necessary for any meaningful action in area development.
- Co-operation and flexibility in deciding expenditure allotment and priority between all stakeholders are absolutely necessary for success of strategy planning and implementation.
- Consistent involvement of volunteers supported by organizational arrangements is the only way for the success such activities.
- EWS representatives require a certain amount of training for directing their energy towards constructive activism rather than agitational activities.
- Direct involvement by RWAs, NGOs and others with local people of EWS is essential to bring out the actual requirement for development of the area.
- It was found that systematic engagement with officers and appreciation of their work resulted in better performance and job satisfaction by officials. It also saved time of officials in listening to and taking action on complaints and officers were able to devote their time for planned activities on their part.
- Usage of RTI as a tool for obtaining information and persuading officials to expedite work was found to be very successful.
- The results obtained in the above activities such as Participatory Budgeting preparation and Janaspandana meeting encouraged volunteers from EWS to openly come out in support of planned development activities. Though some amount of hand-holding was required in the beginning, the EWS representatives quickly developed leadership skills.
- Due to 'Model Ward' Activities it was observed that there was considerable improvement in transparency, accountability and citizen participation in BBMP activities.

7.2 Challenges

- Presently most of the citizens' organizations work in isolation. In 'Model Ward' activity the challenge is to bring all such organizations to co-operate, support and participate as a cohesive unit. When 'Model Ward' activity extends to various other wards, this cooperation, support and participation are likely to grow in size and diversity. This will immensely improve the effectiveness of various actions taken by civil society organizations.
- Meaningful involvement of citizens on a sustained basis is the biggest challenge faced by FCSS, in spite of continuous interaction and periodical gatherings to share information and practices. Involvement by every type of citizens' group is very limited. The total workload gravitates towards a few sincere individuals, while others tend to become mere observers. The EWS people are influenced by the local leaders not to be part of any organized developmental activity, as this will reduce their stranglehold on such volunteers and others.
- Apathy of educated citizens is another drawback in participatory planning activities. Most of them are in the working age-group; hence have no time to take part in any organized development activities. The

non-working group such as elderly retired males and housewives are also uninterested due to there being no culture of involvement in their area's problems.

- The culture of the officers and officials in government and other service delivery agencies is based on the Mai-baap-sarkar attitude. They do not encourage meaningful involvement by citizens and provide excuses for not delivering services in time and quality.
- Government officials feel citizens' involvement is a threat to their sphere of influence and extra income from developmental activities. This becomes a serious problem because a section of the citizens' groups are also involved in this arrangement.
- Elected representatives feel they have become kings by winning the election, and their attitude of doling out patronage and favoritism instead of discharging their duty is one of the biggest challenges in the area developmental activities. Some representatives do not even meet citizens after elections as they are dummies controlled by their relatives. Therefore there is a serious disconnect between citizens and elected representatives.
- Citizens' groups are mainly initiated and controlled by strong-willed individuals. They tend to look at associations and federations as personal fields of influence rather than as platforms for general development of the area. This slowly reduces the sincere involvement of members of the associations; hence involvement by associations in development activities also suffers.
- Many NGOs have agendas of their own such as influencing specific activities of the government or influencing specific religious groups and directing their resources for successful implementation of their agendas. In such circumstances, the area's development becomes a tool rather than the goal in the activities of the NGOs.
- Lopsided planning for development: For city planning, Bangalore was limited to about 250 sq km divided into 100 Wards until 2007. This was expanded to 800 sq km with 198 wards when Greater Bangalore was constituted. This has resulted in a clear-cut disparity in development and administrative activities. This expansion of the city was influenced more by the builder lobby and real estate speculators, than by a sincere intent for development of the areas. The local bodies such as City Municipal Councils and village Panchayats which merged into Greater Bangalore have been neglected deliberately by reducing their developmental activities and funding. Their self-governance which was encouraged by decentralization since 1994 has resulted in centralization again with their merger into Greater Bangalore. Centralization of developmental activities and the resultant lop-sided development in various parts of the locality is the biggest challenge.

7.3 Recommendations

- Associations with sufficient number of volunteers who are prepared to work for Model Ward activities need to be identified.
- Awareness programme for such volunteers, associations, and federations must be conducted in a regular manner.
- Resource materials / documents for educating the volunteers through slideshows, photographs, and power point presentation must be organized.
- Associations from the same ward must be encouraged to contact one another and secure involvement of other citizens' organizations of the same ward in order to have cohesive and inclusive development activities.
- A check list needs to be prepared for Model Ward activity and distributed to the concerned associations.
- A monitoring team consisting of volunteers from established Model Wards needs to be formed to keep in touch with new wards that are preparing to adopt Model Ward activity.

- Interactions with service agencies and volunteers from Model Wards need to be organized.
- Work-flow chart for Participatory Budgeting Processes needs to be developed.
- Quarterly report on the following is to be designed and organized:
- Number of Janaspandana meetings organized in the ward and other details.
- Details of street meeting, such as number of meetings held, number of people, volunteers from associations and other organizations, etc., who attended.
- Type of complaints and feedback received to be listed and circulated.
- Report on success or drawbacks on issues discussed in Janaspandana and street meetings to be made.
- Half-yearly interactive meetings of all the wards working on Model Ward activities needs to be organized.
- Leadership development programmes need to be arranged.
- Yearly public meetings with the heads of departments of all service agencies, concerned associations, federations, etc., along with wards which are interested in involving in Model Ward activity need to be organized.
- A review committee consisting of leaders from all concerned associations in each wards needs to be formed which will review and recommend actions for best practices sharing and innovative programme for popularizing Model Ward activity.
- A resource centre with all relevant information, data and details is to be established and all leaders are to be encouraged to meet in the resource centre for upgrading their knowledge on Model Ward activities.
- A budget for Model Ward activity to be earmarked and a project report involving financial and manpower requirements to be prepared, and funding to be organized as per project report.
- If the funding is sufficient, local associations are also to be supported by providing the following facilities:
- Office with minimum amenities such as furniture, computer, printer, telephone, etc.
- One or two permanent staff members on payment for taking up routine jobs such as organizing meetings, communication, correspondence, maintaining records, etc.
- Regional conferences and public workshops for expanding inter-city Model Ward activities need to be planned and organized.

7.4 Checklist for 'Model Ward' Activity Plan

- Details of the ward
- List of active RWAs and other organizations in the ward.
- List of officials of all service agencies
- Exchange of letter/MOU between CIVIC and local citizens' associations
- List of dedicated volunteers with addresses, telephone numbers, email and other details (minimum 10 volunteers) including CIVIC Programme Coordinator and volunteers.
- Public awareness programme for induction of temporary volunteers from different associations for vocational activity.
- Strategy planning meeting with permanent and temporary volunteers along with CIVIC.
- Official letter from CIVIC and RWA/federation to BBMP, BWSSB and other service agencies on

'Model Ward' Activity

- Collection of related literature, ward map, road register, property register and POW list.
- Workshop on strategy planning, street meetings and awareness programme.
- Fixing up interactive meetings between CIVIC, permanent volunteers and service agency officials.
- Scheduling of local meetings with CIVIC and permanent volunteers.
- Data collection for sectoral developmental activities
- Compiling data into priority lists - A, B and C
- Preparation of cost estimates as per BBMP standards
- Finalizing participatory budget with all details including signatures on location maps by volunteers
- Official letter and arrangement for presentation of budget through elected representatives to BBMP, BWSSB, etc.
- Follow-up through RTI
- Public meeting to apprise citizens on BBMP ward works and follow-up on the action taken measures and results
- Communication between service agencies, CIVIC and Federation of Civil Society organisations
- Periodical meetings for action plan on quality of life work being done and social auditing work already done
- Reports on social audit
- Public meeting to inform progress on participatory budgeting and social auditing

8. References

8.1 “Power to the People” – CIVIC

8.2 The Karnataka Municipal Corporations (Ward Committee) Rules, 1997

8.3 74th Constitutional Amendment Act and Urban Local Self-Governance in Karnataka- Equations

8.4 Local Governance in India –Decentralization and Beyond –OXFORD University

8.5 Participatory Urban Planning: A Resource Kit - PRIA

8.6 Participatory Planning: A Citizens' Handbook - Ramanathan Foundation, 2003

9 Annexure

9.1 Comparison between Participatory Budget and Programme of Works by BBMP

COMPARITIVE STATEMENT OF THE PARTICIPATORY PROPOSED BUDGET AND THE COUNCILOR & E.E OF WARD 60 FOR THE YEAR 2010-11								
	BBMP Executive Engineer Pulikeshinagar Division, Tender call for			Proposed by the people/organizations of Ward 60-	Proposed by RWAS			
Sl.No	NAME OF THE WORK	ESTIMATE IN LAKHS	Sl.No	Name of work	LOCATION	App. Measurem ent/Units	Estimate in lakhs	Remarks (Priority List)
1	Providing Asphaltting to Pillanna Garden Roads and Richards Town Roads	19.92	19	Asphalting	CharlesSchool to to Pillana Garden	1 km	5	1st
			20	Asphalting	Charles School to level	0.5 km	3	1st
			17	Asphalting	Clarke School to Rly.UB	2Km	10	2nd
			10	Asphalting	Paezold Rd.to Hutchins Rd.Jn	0.8km	3	3rd
					KMR Rd.to clarke Rd.	0.8km	3	3rd
					Clarke Rd Church to over bridge	0.8Km	3	3rd
					cookson Rd to cooks in Rd	0.8Km	3	3rd
					Davis Rd Alphons School to Lazar rd	1.5 km	6	3rd
					Viviyani Rd to Viviani road	2 km	7	3rd
2	Providing Fencing and Removal of debris for the corporation Property and Clearing the vacant site	10	4	Renovation 15*20 vacant hall	Hall Road	1	5	1st
			4	Construtively use open space near Alphanso School	Davis Road			2nd
3	Desalting of drains at devis road and Hall road	2	1	2 sides of road drainage and cement slab	Hall Road	2 km	2	1st
			5	2 sides of road drainage and cement slab	Davis Road	3 km	3	1st
4	Desilting of drains at Pottary road	2	13	Clear Garbage, allocation more labour	Pottery road			1st
5	Desilting of drains at New Bagalur Layout , Tannry Road	2	9	drains cleaning and renovation	New and Old Bagalur Layout	4 km	4	1st
6	Desilting of drains at New Bagalur Layout	2	9	drains cleaning and renovation	New and Old Bagalur Layout	4 km	4	1st
7	Odur Remover by spraying on garbage	1	8	Bleach drains	Sagayapurm BSA Road		4	1st
			3	Bleaching Drainages	Sagayapurm			2nd
8	Improvements to drain and footpath at slaughter house of Tanarry road	2	15	Laying new Foot path	Slaughther House	1.5 km	4	1st
9	Improvements to drain & Footpath of clark road in ward	10	17	Laying new Foot path	Clarck Road	0.5 km	0.8	1st
10	Construction of RCC Drain at Right side of Devis road from Tannery road to Alphans school in ward no 60	10	5	2 Sides of road drainage and cement slab	Davis Road	3 km	3	1st
11	Construction of RCC Drain at left side of Devis road from Tannery road to Alphans school in ward no 60	10	5	2 Sides of road drainage and cement slab	Davis Road	3 km	3	1st
12	Providing Asphaltting to roads of Richards town and Pillanna Garden	10	19	Asphalting	Pillanna Garden	1 km	5	1st
13	Improvements to drain and footpath in Davis road from Lingarajapuram main road to Richards park (Sagayamma church) in ward no 60	19.99	5	2 Sides of road drainage and cement slab	Davis Road	3 km	3	1st

14	Construction of RCC drain and covering slab from 25 th cross to 20 th cross of old Bagalur Layout towards 3 rd stage of Pillanna Garden in ward	14	9	Drains Cleaning and Renovation	New and Old Bagalur Layout	4 km	4	1st
15	Operation and Maintain ace of Street Light System in Ward No.60 &61,Package E7 of East Zone	17.52	2	Street Light replacement,	Hall Road to all the cross of the area	5	0.1	1st
			6	Street Light,	Davis Road	5	0.1	1st
			23	High mast lights at all junctions	Sagayapurm	6	18	1st
			24	Street lighting with SV lamps	Richards Town	100	30	1st
			7	Street Lighting	Pottery Road	5 km	70	3rd
			14	Street Lighting	Richards Park others	15	5	3rd
16	Providing cement concrete roads at Pillanna Garden	15	19	Asphalting	Pillanna Garden	1 km	5	1st
17	Construction of RCC drains in Right side of 8th cross of new Bagalur layout (Mosque Road)	19.93	8	2 sides of road drainage and cement slab	New Bagalur layout	30*.5 km, 15 km	10	2nd
18	Construction of RCC drains in Left side of 8th cross of new Bagalur layout (Mosque Road)	19.93	8	2 sides of road drainage and cement slab	New Bagalur layout	30*.5 km, 15 km	10	2nd
19	Desilting of drains at Clark road, cockson road, Viviyani road	2	13	Side drains clening and closing	Viviyani road	0.5 km	1	2nd
			14	Side drains clening and closing	Clarck Road	0.5 km	1	2nd
20	Providing chain link fencing to SWD drain and removal of debris in Viviyani Road	1	13	Side drains clening and closing	Viviyani Road	0.5 km	1	2nd
21	Removal Debris in ward 60	2	4	Construvtively use open space near Alphanso School	Davis Road			2nd
22	Construction of Individual SC / ST Houses in 8th to 14th Main New Bagalur Layout in Ward	9	9	New houses to urban poor under SCP	New and Old Bagalur Layout	400	120	2nd
23	Construction of Individual SC / ST Houses in 15th Main New Bagalur Layout in Ward No.60.	9	9	New houses to urban poor under SCP	New and Old Bagalur Layout	400	120	2nd
24	Construction of Individual SC / ST Houses in 16th Main New Bagalur Layout in Ward No.60.	9	9	New houses to urban poor under SCP	New and Old Bagalur Layout	400	120	2nd
25	Construction of Individual SC / ST Houses in 17th Main New Bagalur Layout in Ward No.60.	9	9	New houses to urban poor under SCP	New and Old Bagalur Layout	400	120	2nd
26	Construction of Individual SC / ST Houses in 18th Main New Bagalur Layout in Ward No.60.	9	9	New houses to urban poor under SCP	New and Old Bagalur Layout	400	120	2nd
27	Construction of Individual SC / ST Houses in 19th Main New Bagalur Layout in Ward No.60.	9	9	New houses to urban poor under SCP	New and Old Bagalur Layout	400	120	2nd
28	Construction of Individual SC / ST Houses in 20th Main New Bagalur Layout in Ward No.60.	9	9	New houses to urban poor under SCP	New and Old Bagalur Layout	400	120	2nd
29	Construction of Individual SC / ST Houses in 1st to 8th cross in Old Bagalur Layout in Ward	9	9	New houses to urban poor under SCP	New and Old Bagalur Layout	400	120	2nd
30	Construction of Individual SC / ST Houses in 9th cross in Old Bagalur Layout in Ward No.60.	9	9	New houses to urban poor under SCP	New and Old Bagalur Layout	400	120	2nd
31	Construction of Individual SC / ST Houses in 10th cross in Old Bagalur Layout in Ward No.60.	9	9	New houses to urban poor under SCP	New and Old Bagalur Layout	400	120	2nd
32	Construction of Individual SC / ST Houses in 11th cross in Old Bagalur Layout in Ward No.60.	3.33	9	New houses to urban poor under SCP	New and Old Bagalur Layout	400	120	2nd
33	Construction of Individual SC / ST Houses in 17th to 25th cross in Old Bagalur Layout	9	9	New houses to urban poor under SCP	New and Old Bagalur Layout	400	120	2nd
34	Construction of Individual SC / ST Houses in 26th to 29th cross in Old Bagalur Layout	9	9	New houses to urban poor under SCP	New and Old Bagalur Layout	400	120	2nd

35	Construction of Individual SC/ST Houses in 19 th Main New Bagalur Layout (2 nd call)	9	9	New houses to urban poor under SCP	New and Old Bagalur Layout	400	120	2nd
36	Construction of RCC drain at left side of old bagalur layout	19.9	7	2 side of road drainage and cement slab	Old Bagalur Area	30*.5 km, 15 km	18	2nd
37	Improvements to drain and foot path in pottery road	10	8	Culvert Modification	Pottery road	50 Nos	50	3rd
			12	Pedestrian walk ways	Pottery road	1	0.5	3rd
38	Providing Path to Trees	2	18	Tree Maint	Rich.Town	50	2.5	3rd
			19	Samplings	Richards Town	20	5	3rd
				Works Not matched				
39	Improvements to foot path in front of samaja kalyana Building in old Bagaalur Layout in ward No 60	2	3	Cement Road	Hall road extension to 18th cross dead end, Giddappa line 18th cross	1 km	2	1st
40	Improvements to footpath in front of park in old Bagalur layout	2	7	Clear garnage regularly	Sagayapurm BSA Road			1st
41	Improvements to footpath in pillannagarden 3rd stage from 25th to 30th cross of old Bagalur layout	2	10	Construction of community toilets	Old Bagalur-2 units to New Bagalur-2 units, New and Old Bagalur	2+2 toilets in each units	4	1st
42	Improvements to footpath in pillannagarden 3rd stage from 19th to 25th cross of old Bagalur layout	2	11	Nursery school renovation	26th cross, Old bagalur	1	5	1st
43	Improvements of footpath in front foot ball stakium at Pillanna Garden	2	12	Community Toilets	Pottery road to Slaughter house, MS Slum	4	8	1st
44	Providing Name Boards To Main & Cross Roads of Richards town and surroundings	2	14	Cover storm water drain with slabs	Pottery road to Slaughter house, MS Slum	100 feet	2	1st
45	Desalting of drains at P.K Colony Modaliar road , Rozar road and surroundings	2	16	Laying new foot path	Convent to Lazar road, Davis road	1.5 km	2	1st
46	Desalting of drains at Pottary road, Henur main road and surroundings	2	18	Laying new foot path	Holy Ghost Church to Park, Clark road	0.4 km	0.8	1st
47	Providing Cement Concrete to cross roads if pillanna garden	10	21	New Road	Connecting road to HM Road 1st cross,	0.25 km	10	1st
48	Improvements to water supply and sanitary in SC\ ST area	11.75	22	Construction of circle	Connecting road to HM Road 1st cross		0.5	1st
49	Improvements to drain and footpath at Sundar hospital road in ward no 60	9	1	Garbage collection-Labour allocation	Giddappa line-18th cross all dumping sites,			2nd
50	Construction of compound wall at Charles play ground	10	2	Cleaning Drainage-Labour allocation	Davis road to all crosses of the area, BSA road			2nd
51	Improvements to footpath in Pottery road near East Railway Station.	7	5	New houses to urban poor under SCP	MS Slum		120	2nd
52	Construction of RCC drain and covering slab in P.K.Colony	10	6	Clear garnage	Pottery road			2nd
53	Construction of Individual SC / ST Houses at 28th cross in Ramabai Colony	9	10	Library	New Bagalur layout, New and Old bagalur area		5	2nd
54	Construction of Individual SC / ST Houses at 29th cross in Ramabai Colony	9	11	Shoulder drains	Clarke Road over bridge to Holu ghost church, Clarke road	1.0 km	3	2nd
55	Construction of Individual SC / ST Houses at 30th cross in Ramabai Colony	9	12	Shoulder drains	Paezold road to Netaji road, Viviyani road	2.0 km	6	2nd
56	Construction of Dry Solid Waste Segregation Point	5.5	15	New Drain	Hall road to Paezold road, Hall road	3 km	3	2nd
57	Engaging Tractor & Labour for Ward Maintenance	10	16	Road Markings	Richards park	0.5 km	1	2nd
58	Providing water supply works at old Bagalur layout and Ghaspal street	8	18	Concreting	Davis road to Viviyani road, Richards Town	1 km	20	2nd
59	Providing water supply works at New Bagalur layout and Pillanna Garden	8	19	Street And R.S.D	Richards town to Gospel street, Richards Town	10 km	100	2nd
60	Providing water supply works at Richards Park and Giddappa Block	6	20	Covering of SWD	Baglour layout to ward 94 border, Bagalur Layout	0.5 km	5	2nd

61	Providing water supply through tankers for the month of March, April, May in ward	3	21	Garbage lorry	Ward-60	1 No	10	2nd
62	Improvements to roads at M.S.Building, Pottary road	15	22	Garbage bags etc	Ward-60	500 Nos	5	2nd
63	Construction of RCC drain at Ghaspal Street in Ward No.60.	15	23	Public Toilets	Ward-60	5 sets	50	2nd
64	Providing Grill and Improvements tofootpath at Pottary road	10	1	Conereting	1st main 17th cross, New Bagalur Layout	0.3 km	2	3rd
65	Improvements to footpath at Devis road in Ward No.60.	15	2	Regular clearing of garbage	Old and New Bagalur area	Labour Allocation		3rd
66	Providing Asphaltng to main and cross roads of Sagaya puram	10	3	Place for Govt Urdu School and Anganawadi	8th cross Old Bagalur layout	1	Check place	3rd
67	Improvements to footpath at Tannery road in Ward No.60.	10	4	Renovation of old building and start nursery school	MS Slum	1	2	3rd
68	Removing silt and debris at old bagalur and Ghaspal street	5	5	Road Markings	Pottery road to RBO, Richards Town	5 km	3	3rd
69	Removing silt and debris at new bagalur layout and Pillanna	2	6	Road Widening	Mosque road to Pottery road, Richards town	0.10 km	40	3rd
70	Removing silt and debris at Pottery road, P.K.Colony, M.S.Building	3	9	Children park equipments	Richards Town Park	15 lacs	15	3rd
71	Removing silt and debris in Richards Town Giddappa Block	3	11	Pedestrian walkways	Clarck road	1	0.5	3rd
72	Improvements to roads at P.K.Colony in Ward No.60	15	13	Sky walk	Paezold Rd (Hennur main road)	1	5	3rd
73	Providing rain water harvesting	5	15	Park modifications	Richards Park		10	3rd
74	Providing Cement Concrete pot holes filling in Ward No.60	5	16	Public toilets	Richards Town	2	25	3rd
			17	Road Dividers	Park, Hall road	1	1	3rd
		Lakh		BBMP Proposed additional list		Lakh		
75	Construction of RC Drains in Pillanna Garden	10	88	Providing Name Boards To Main and Cross Road of Richards town and Surroundings	2			
76	Providing cement concrete to 8th, 9th and 10th cross of Gosphal stree	10	89	Providing Name Boards to main and cross roads of New Bagalur Layout and surroundings	2			
77	Providing cement concrete to 5th, 7th cross of Gosphal stree	10	90	Providing Name Boards to main and cross roads of Old Bagalur Layout and surroundings	2			
78	Providing cement concrete to 5th, 7th cross of Gosphal stree	10	91	Providing Name Boards to main and cross roads of Ramabai colony and surroundings	2			
79	Construction of RCC drains in 28th cross of Ramabai colony (OHT Road)	10	92	Providing Name Boards to main and cross roads of Ghasphal Street, Lazar Layout and surroundings	1.5			
80	Providing Pot hole filling at devis Road and hall road	2	93	Providing Name Boards to main and cross roads of Viviyani Road and surroundings	1.5			
81	Providing Pot hole filling at Ghasphal street Armstrong Road and Old and New bagalur layout	2	94	Engaging Tractor & Labour for Ward Maintenance	8			
82	Providing Pot hole filling at Pillanna Garden and Lazar Road	2	95	Providing Pot hole filling to concrete road in ward no 60	2			
83	Providing Pot hole filling at Pottary Road	2	96	Painting and figuring on compoid walls in ward n0 60	2			
84	Providing Pot hole filling at Clark Road, Cockson road, Viviyani road	2	97	Providing pipe Line for water supply near Church compound	2			
85	Desilting of drains at Ghasphal street, Hennur main Road	2	98	Providing pipe Line for water supply near Church	2			
86	Desilting of drains at Pillana Gardan and Lazar road	2	99	Providing pipe Line for water supply in Ghaspal Street	2			
87	Providing Name Boards To Main and Cross Road of Pillanna Gardan and Surroundings	2						

9.2 Names and contact numbers of BBMP Councillors, Bangalore MLAs and MPs

Ward No	Name of the ward	Name of the Councilor	Contact Number
1	Kempegowda ward	Y.N.Ashwath	9980326668
2	Chowdeswari ward	K.V.Yashoda	9448508430
3	Attur	K.N.Geeta Shashikumar	9845338873,9883334964
4	Yelahanka Satelite	M.Muniraju	9845151979
5	Jakkur	Munendra Kumar K.M.	9845752211
6	Thanisandra	Lalitha Bai	9343753664
7	Bytarayanpura	Indira	9243110161
8	Kodigehalli	Ashwath Narayan Gowda	9448078232
9	Vidyaranyapura	Nandini K	9243430694,336499155
10	D. Bommasandra	M.E.Pillappa	9845168272,28301299
11	Kuvempu Nagar	Yashodamma K.R.	944902996,9481906179
12	Shettihalli	Sharadamma	9008889667,9888889667
13	Mallasandra	R.P.Shashi	9880173757,9845080475
14	Bagalakunte	B.R.Chandarshekar	9342954041,23724851
15	T.Dasarahalli	Puttamma	9845839544,9448234101
16	Jalahalli	R.Narayan Swamy	9844017010
17	JP Park	B.R.Nanjundappa	9845056540,23375852
18	Radhakrishna Temple	D.Venkatesh	9243446179
19	Sanjay Nagar	N.M.Krishna Murthy	9480454138
20	Ganga Nagar	Ananda V	9880888077
21	Hebbala	Jayappa Reddy C.R.	9243100746
22	V. Nagenahalli	Muniratnamma	9341442274,22333337
23	Nagavara	Irshad Begum	9491538890
24	HBR Layout	Govinda Raju	9845169809
25	Horamavu	Tejashwini N Raju	9448386816
26	Ramamurthy Nagar	Revanna	9448080231
27	Banasawadi	Kodanda Reddy	9845021879,9448271100
28	Kammanahalli	M.C.Srinivas	9844081236
29	Kacharkanahalli	Padmanabh Reddy	9341225174
30	Kadugondanahalli	Shaheen Taj	9343730468,9343777153
31	Kushal Nagar	Noor Jahan	9986431786
32	Kaval Bairsandra	Y.R.Gowramma	9845013553
33	Manorayanapalya	Fouzia Begum	9448455538,23535538
34	Ganganahalli	Nagaraju	9449646246
35	Aramane Nagar	M.S.Shiva Prasd	9845544166
36	Mattikere	Muniswamy Gowda	9448643811
37	Yeshwanthpura	Muniratna	9844400831
38	HMT Ward	Asha Suresh	9845711899
39	Chokkasandra	Muniswamy	9448087651
40	Dodda Bidrakallu	T.A.Gayathri	9341236279,9731165077
41	Peenya Industrial Area	K.L.Timmananjaya	9845403533,9900118099
42	Lakshmi Devi Nagar	Thimmaraju	9900171286
43	Nandini Layout	M.Nagaraj	9448370141
44	Marappana Palya	Lakshmi	9980875542
45	Malleswaram	N.Jayapal	9379799099,23470263
46	J.C. Nagar	Govinda Raju N	9845133943,23548511
47	Devara Jeevanahalli	Sampath Raj	25484020,9845207879
48	Muneshwara Nagar	S.Kriya Shylaja	9845307991
49	Lingarajpuram	Lavanya Ganesh Reddy	9980165668

50	Benniganahalli	Dayand M	9886785719,25453861
51	Vijnanpura	P.Sugumaran	9886634076
52	KR Pura	N.Veeranna	9341262299
53	Basavanpura	K.Poornima	9886468169
54	Hudi	B.A.Basavaraju	9844029229
55	Devsandra	R.Manjula Devi	9980096006
56	A.Narayanpura	S.S.Prasad	9342529020
57	CV Raman Nagar	M.Krishnappa	9341242523,25242766
58	New Tippasandra	Sumitra	9886763819
59	Maruthi Seva Nagar	R.Rajendran	9886536901
60	Sagayapuram	Palaniyammal. V	9980591064
61	SK Garden	Devikarani Sridhar	9845843173,9740070686
62	Ramswamy Palya	Chandra N	9980088207
63	Jayamahar	M.K.Gunashekar	9844131760
64	Rajmahal Guttahalli	M.Vijay Kumari	9611702188,9845844828
65	Kadu Malleshwara	Manjunath Raju	9972000168
66	Subramanya Nagar	Shashikala Kiran S	9741116189,948734991
67	Nagapura	S.Harish	9845088052
68	Mahalakshampuram	S.Keshva Murthy	9844208489,9844208489
69	Laggere	Lakshmi Kanth Reddy	9900868399
70	Rajgopal Nagar	Gangadhar H.N.	9845183229
71	Hegganahalli	Govinde Gowda M.B.	9341221678,990092499
72	Herohalli	A.M.Hanumanthe Gowda	9845375494,9482604669
73	Kottege Palya	S.Venkat Raju	9902029845
74	Shakthi Ganapathi Nagar	Padmavathi Srinivas	9980906228,9980725228
75	Shankar Mutt	A.M.Shivraju	9880092283
76	Gayithri Nagar	Chetan Gowda	9844560585
77	Dattatreya Temple	R.S.Satyanarayana	9845006104
78	Pulikeshinagar	Abdul Rakheeb Zakir	9845028127,9844390647
79	Sarvagna Nagar	J.Bhuvaneshwari	9945630799,25294479
80	Hoysala Nagar	Savitha Ramesh	9448840709,25297020
81	Vijnana Nagar	Geetha Vivekananda	9986777728
82	Garudachar Palya	N.Pillappa	9845545538
83	Kadugodi	K.N.Anjeneya Reddy	9845008072
84	Hagadur	H.A.Srinivas	9900093299
85	Dodda Nekkundi	N.R.Sridhar Reddy	9845382347
86	Marathahalli	Varalakshmi J	9845273261
87	HAL Airport ward	Siddalingaiah	9845102742
88	Jeevanbhima Nagar	K.Chandrashekar	9845351544,25214223
89	Jogupalya	M.Goutham Kumar	9845035510,25306640
90	Halsoor	Udaya Kumar R	9844245333
91	Bharathi Nagar	Shakeel Ahamad	9844036811
92	Shivaji Nagar	Parid	9980927939
93	Vasanth Nagar	Katta Jagadish	9980777777
94	Gandhinagar	T.Gopal Krishna	9845003668
95	Subhash Nagar	Mallesh	9611234449,9845882492
96	Okalipuram	Queen Elizabeth	9845440678
97	Dayanda Nagar	Shakila M	9008841122,23132313
98	Prakash Nagar	K.Ravindran	9448079309
99	Rajaji Nagar	H.R.Krishnappa	9341233383

100	Basveshwara Nagar	S.H.Padmaraj	23231363,9980404392
101	Kamakshipalya	K.Ranjanna	9341236103
102	Vrushabhavathi	L.Nagaratna Lokesh	9964349538
103	Kaveripura	R.Prakash	9845078058
104	Govindraja Nagar	Mohan Kumar	9945567767
105	Agrahara Dasarahalli	Roopa Devi	9480417646
106	Dr.Rajkumar Road	Gangabairaiiah	9844153004
107	Shivajinagar	Manjunath	9343735201
108	Sri Rammandira	M.G.Jayaratna	9731585627
109	Chickpet	A.L.Shivkumar	9844005002,9141578793
110	Sampangiram Nagar	M.Gopi	9880083660
111	Shanthala Nagar	Shivkumar K	9845055477
112	Domlur	Geetha Srinivas Reddy	9880083660
113	Konen Agrahara	M.Chandrappa Reddy	9845273901
114	Agaram	Sarala	9845027393
115	Vannarpet	Vijayan. S	9343743297
116	Nilasandra	Lokesh	9980085252
117	Shanthi Nagar	P.Sowmya	9448329350
118	Sudham Nagar	Kumari.Avvai	9448718631,2246109
119	Dharmaraya Swamy Temple	P.Dhanraj	9448384014
120	Cottonpete	Vasanth Kumari	9845797560
121	Binnipet	Vidya N	9886075414
122	Kempapura Agrahara	Nirmala	9448616483,8951158886
123	Vijayanagar	Ravindra H	9845346899
124	Hoshhalli	Dr.S.Raju	9448357402
125	Marenahalli	N.Shakunthala	9844278849
126	Maruthi Mandir	V.Vag eesh	9845165479
127	Mudalapalya	N.Shantha Kumari	9590327055
128	Nagara Bhavi	K.Umesh Shetty	9845844447
129	Jnana Bharathi	Govindraju	9900864093,9740658692
130	Ullalu	Rajanna	9741335250
131	Nayandahalli	H.S.Rajeshwari	9900105157
132	Attiguppe	K.Doddanna	9880311900
133	Hampi Nagar	R.Chandrashekariah	9480090678
134	Bapuji Nagar	Krishna V	9448281405
135	Padarayanpura	Najini Begum	9886653915
136	Jagajivanramnagar	Seema Khanum	9945974514
137	Rayapuram	C.S.Radhakrishna	9980851981
138	Chalavadi palya	Rekha	9880073342
139	KR Market	G.A.Ashwath Narayan	9900087578
140	Chamrajpet	B.V.Ganesh	9448107286
141	Azad Nagar	Gowamma	9449815395,26670195
142	Sukenhalli	P.Sadhashiva	9845194642
143	Vishveshwarapuram	Anil Kumar S	9448062778
144	Siddapura	M.Uday shankar	9845154158
145	Hombegowda Nagar	D.Chandrappa	9845196410
146	Lakka sandra	K.Mahesh Babu	9980567137
147	Adugodi	Murugesw Modaliyar	9844020565
148	Ejipura	P.M.Saroja	9845002781

149	Varthuru	S.Udaya Kumar	9845453328
150	Bellandur	Babu Reddy B.P.	9880701567
151	Koramangala	B.N.Kokila	9980902274
152	Suddgunte Palya	G.Manjunath	9845174796
153	Jayanagar	Gangambike	9448063498
154	Basavanagudi	B.S.Satyanarayana	9341220836
155	Hanumanthanagar	K.Chandrashekar	9243100567
156	Srinagar	T.Thimmegowda	9945500408
157	Gali Anjaneya Temple	B.S.Anand	9341242377
158	Deepanjali Nagar	Malathi	9880711117
159	Kengeri	R.Anjanappa	9845280828
160	Rajarajeshwari Nagar	J.H.Ramchandra	9845205376,9845181794
161	Hosakerehalli	H.Narayana	9972587779
162	Girinagar	Lalitha H.S.	-
163	Katriguppe	D.Venkatesh Murthy	9448053899
164	Vidyapeeta	M.Venkatesh	9845041067
165	Ganesh Mandir	L.Govind Raj	9880480920
166	Karisandra	Jyothisri Hari Reddy	9448451080
167	Yediyur	Ramesh N.R.	9880011999
168	Pattabhiram Nagar	C.K.Rammurthy	9845000683
169	Byrasandra	M.Nagaraju	9448480777
170	Jayanagar East	Muni Sanjeevaiah	9900196934
171	Gurappanapalya	M.Rijvan Navabh	9845333786
172	Madivala	B.N.Manjunath Reddy	9341216636
173	Jakkasandra	Sarswatamma	9448660567
174	HSR Layout	Latha K	9900263242
175	Bommanahalli	Manjunath Reddy B.S.	9448082908
176	BTM Layout	G.N.R.Babu	9845042998
177	JP Nagar	N.Chandrashekar Raju	9880185530
178	Sarakki	S.K.Nataraj	9845013157
179	Shakambari Nagar	B.Somshekar	9845155479
180	Banashankari Temple	A.H.Basavaraju	9845061887
181	Kumarswamy Layout	Suresh H	9686269623
182	Padmanabha Nagar	L.Srinivas	9243101474
183	Chikka kallasandra	B.S.Venkataswamy Naidu	9448080435
184	Uttarahalli	Ramesh Raju K	9448614472
185	Yelchenahalli	Manjunath	9901051546
186	Jaraganahalli	Sugun Balkrishna	9845679995
187	Puttenhalli	L.Ramesh	9980002259
188	Bilekhalli	M.Rupa Ramesh	9732233432
189	Hongasandra	Sukanda	9751339907
190	Mangamma Palya	Syed Hasina Taj	9448084140
191	Singasandra	Kavita Baburaj	9901202137
192	Begur	M.Srinivas	9880290051
193	Arakere	A.N.Purushotham	9243125778
194	Gottikere	S.K.Pushpa	9845010836
195	Konankunte	S.Shashirekha Jayaram	9980050216,9900150216
196	Anjanapura	S.Gangadhar	9845550808
197	Vasanthapura	Vijiya M	9448768596
198	Hemmigepura	Veena Nagaraju	9845706821

Bangalore MLA's Names and Contact Numbers

Sl.No.	Name of the Member	Constituency& Number	Telephone No
1	S.R. Vishwanath	Yelahanka	28468272(R)41674940(O) 9845017811,9449857611'
2	N.S.Nandish Reddy	K.R. Pura	080-25220313/-28511719(R)9844044077
3	Krishna Byregowda	Byatarayanapura	9448277977
4	Kum.Shoba Karandlaje	Yeshvanthapura	9448087039
5	M. Srinivas	Rajarajeshwarinagar	080-26769908/ 268(R)9448044077
6	S. Muniraju	Dasarahalli	08028393576/2689343772488, 9845093325
7	N.L. Narendra Babu	Mahalakshmi Layout	9845186673
8	Dr. C.N.Ashwath Narayan	Malleswaram	080-23563944(R), 9845179709,9964911111
9	Katta Subramanya Naidu	Hebbal	080-25511802(R)/25483355/ 9845073508
10	B. Prasanna Kumar	Pulakeshinagar (SC)	9845206323
11	K.J. George	Sarvagnanagar	9845067437
12	S. Raghu	C.V. Raman Nagar (SC)	080-25280858(R)/080- 25256464(O)9880080088
13	R. Rhoshan Baig	Shivajinagar	9845183423
14	N.A. Haris	Shanti Nagar	9845009232/9880743450(P.A)
15	Dinesh Gundu Rao	Gandhi Nagar	9448463648
16	Suresh Kumar S.	Rajaji Nagar	080-23322032(R)/9844031940
17	Priya Krishna	Govindaraj Nagar	9448049279
18	M. Krishnappa	Vijay Nagar	9845025556
19	Zameer Ahmed Khan	Chamrajpet	9844500001
20	DR. D. Hemachandra Sagar	Chickpet	080-26536700/2660012(R) 9845041104,9945031311
21	Ravisubramanya L.A.	Basavanagudi	080-26723030 (R) 65310874 (O) 9845395380
22	R. Ashoka	Padmanaba Nagar	080-28382335 (R) 28386998 (O) 9844044123
23	Ramalinga Reddy	B.T.M. Layout	080-22237240
24	B.N. Vijaya Kumar	Jayanagar	08026630680(O)9448075433,9448284601
25	Arvind Limbavali	Mahadevapura (SC)	080-25290215(R), 23380283 (O) 9844076283,9980076283
26	Satish Reddy M	Bommanahalli	080-25731986 (r) 25726775(O) 9448051616
27	M. Krishnappa	Bangalore South	080-26712006,9844014777

Bangalore MP's Names and Contact Numbers

Sl.No	Name of the Member	Constituency	Telephone No
1	Ananth Kumar	Bangalore-South	080-26568483,26568484, 011-23794754,23012791
2	D.B.Chandre Gowda	Bangalore-North	080-22862961,9900421045 011-23782454
3	P.C.Mohan	Bangalore-Central	080-26760450,22865454 9845003600

ಬೃಹತ್ ಬೆಂಗಳೂರು ಮಹಾನಗರ ಪಾಲಿಕೆ

ಸಂಖ್ಯೆ: ಬೃ.ಪಾಲ./ಜಿ.ಎಲ್/210/10-11

ಆಯುಕ್ತರವರ ಕಛೇರಿ,
ಬೃಹತ್ ಮಹಾನಗರ ಪಾಲಿಕೆ ಕಛೇರಿಗಳು,
ಬೆಂಗಳೂರು, ದಿನಾಂಕ: 16.04.2010

ಸುತ್ತೋಲೆ

ವಿಷಯ : ಬೃಹತ್ ಬೆಂಗಳೂರು ಮಹಾನಗರ ಪಾಲಿಕೆ ಹಾಗೂ ನಾಗರಿಕ ಕ್ಷೇಮಾಭಿವೃದ್ಧಿ ಸಂಘಗಳ ಜೊತೆಗೂಡಿ ಸಮುದಾಯ ಸಹಭಾಗಿತ್ವದ ಆಧಾರದ ಮೇಲೆ ಅಭಿವೃದ್ಧಿ ಕಾರ್ಯಗಳನ್ನು ಕೈಗೊಳ್ಳುವ ಬಗ್ಗೆ.

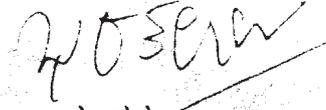
ಉಲ್ಲೇಖ : ಹಿಆರ್&/ಜಿ.ಎಲ್/ಹಿಆರ್/2933/08-09, ದಿನಾಂಕ: 01.01.2009.

ಮೇಲ್ಕಂಡ ವಿಷಯ ಹಾಗೂ ಉಲ್ಲೇಖಕ್ಕೆ ಸಂಬಂಧಿಸಿದಂತೆ, ವಾರ್ಡ್ ಮಟ್ಟದಲ್ಲಿ ಆಗಾಗ್ಗೆ ಉದ್ಭವಿಸುವ ತುರ್ತು ಸಮಸ್ಯೆಗಳಿಗೆ ಸ್ಥಳೀಯ ಮಟ್ಟದಲ್ಲಿಯೇ ತಕ್ಷಣವೇ ಪರಿಹಾರ ಕಂಡುಕೊಳ್ಳುವ ಉದ್ದೇಶದಿಂದ ನಾಗರಿಕ ಕ್ಷೇಮಾಭಿವೃದ್ಧಿ ಸಂಘಗಳೊಂದಿಗೆ ಒಡಗೂಡಿ (ಕೆಟಿಪಿಪಿ ಕಾಯ್ದೆ) ಕರ್ನಾಟಕ ಸಾರ್ವಜನಿಕ ಸಂಗ್ರಹಣೆಗಳ ಪಾರದರ್ಶಕತೆ ಅಧಿನಿಯಮ 1999ರ ಅಡಿಯಲ್ಲಿ ಕಾಮಗಾರಿಗಳನ್ನು ಕೈಗೊಳ್ಳಲು ಹಲವಾರು ಸೂಚನೆಗಳನ್ನು ನೀಡಲಾಗಿತ್ತು.

ಉಲ್ಲೇಖಿತ ಸುತ್ತೋಲೆಯ ಅಂಶಗಳನ್ನು ಪಾಲಿಸುವುದರ ಜೊತೆಗೆ ಈ ಯೋಜನೆಯನ್ನು ಇನ್ನು ಪರಿಣಾಮಕಾರಿಯಾಗಿ ಅನುಷ್ಠಾನಗೊಳಿಸಲು ಒಂದು ಲಕ್ಷ ರೂಪಾಯಿಗಳಿಗೆ ಮೀರದಂತೆ ಈ ಕೆಳಕಂಡ ಕಾಮಗಾರಿಗಳನ್ನು ಸಮುದಾಯದ ಸಹಭಾಗಿತ್ವದ ಆಧಾರದ ಮೇಲೆ ಕೈಗೊಳ್ಳಲು ಸೂಚಿಸಿದೆ.

- 1) ಪಾದಚಾರಿ ಮಾರ್ಗದ ಮೇಲೆ ಹಾಕಿದ ಚಪ್ಪಡಿ ಕಲ್ಲು ಮುರಿದು ಹೋದಲ್ಲಿ / ಬಿದ್ದು ಹೋಗಿದ್ದಲ್ಲಿ ಅದನ್ನು ದುರಸ್ತಿಪಡಿಸುವುದು.
- 2) ಪಾದಚಾರಿ ಮಾರ್ಗದ ಮೇಲೆ ಕಲ್ಲು / ಮಣ್ಣಿನ ರಾಶಿ ಇದ್ದಲ್ಲಿ ಅದನ್ನು ವಿಲೇವಾರಿ ಮಾಡುವುದು.
- 3) ಮಳೆ ಬಂದಾಗ ರಸ್ತೆ ಮೇಲೆ ನೀರು ನಿಂತು ಸಾರ್ವಜನಿಕ ಓಡಾಟಕ್ಕೆ ತೊಂದರೆಯಾಗುವ ಸ್ಥಳದಲ್ಲಿ ದುರಸ್ತಿ ಕಾರ್ಯ ಮಾಡುವುದು.
- 4) ಪಾದಚಾರಿ ಮಾರ್ಗದ ಮೇಲೆ ಮರದ ಬುಡ ಉಳಿದು ಕೊಂಡಿದ್ದು ಪಾದಚಾರಿಗಳ ಓಡಾಟಕ್ಕೆ ತೊಂದರೆಯಾಗುತ್ತಿದ್ದರೆ ಅದನ್ನು ತೆರವುಗೊಳಿಸುವುದು.
- 5) ಉದ್ಯಾನವನಗಳಲ್ಲಿರುವ ಆಸನಗಳ ದುರಸ್ತಿ / ಹೊಸದಾಗಿ ಅವಶ್ಯಕತೆ ಇದ್ದಲ್ಲಿ ಅವುಗಳನ್ನು ಒದಗಿಸುವುದು.
- 6) ಖಾಲಿ ನಿವೇಶನಗಳ ಸ್ವಚ್ಛತೆ ಕಾರ್ಯ ಕೈಗೊಳ್ಳುವುದು.
- 7) ರಸ್ತೆ ಬದಿ ತೆರೆದ ಮೋರಿಗಳಿಂದ ಸಾರ್ವಜನಿಕರ ಓಡಾಟಕ್ಕೆ ತೊಂದರೆಯಾಗುವಂತಿದ್ದರೆ ಅಲ್ಲಿ ಸುರಕ್ಷತೆ ಕ್ರಮ ಕೈಗೊಳ್ಳುವುದು.
- 8) ಮಳೆಯಿಂದ ಅಪಾಯ ಸಂಭವಿಸುವ ಸ್ಥಳಗಳಲ್ಲಿ ಸೈನೇಜ್ ಬೋರ್ಡ್‌ಗಳನ್ನು ಹಾಕಿಸುವುದು.
- 9) ರಸ್ತೆ ಬದಿ ಮೋರಿಯಲ್ಲಿ ಹೂಳು ಸಂಗ್ರಹವಾಗಿದ್ದಲ್ಲಿ ಅದನ್ನು ತೆಗೆಯಿಸುವುದು.

ಸಂಬಂಧಪಟ್ಟ ಸಹಾಯಕ ಕಾರ್ಯಪಾಲಕ ಅಭಿಯಂತರರುಗಳು ತಮ್ಮ ವಿಭಾಗದ ವ್ಯಾಪ್ತಿಯಲ್ಲಿ ಬರುವ ನಾಗರಿಕ ಕ್ಷೇಮಾಭಿವೃದ್ಧಿ ಸಂಘಗಳ (ಚಟುವಟಿಕೆಯಿಂದ ಕಾರ್ಯನಿರ್ವಹಿಸುವ) ಹೆಸರು, ವಿಳಾಸ ಹಾಗೂ ಪದಾಧಿಕಾರಿಗಳ ವಿವರಗಳನ್ನು ಪಡೆದು ವಾರ್ಡ್ ಕಛೇರಿಗಳಲ್ಲಿ ಪ್ರದರ್ಶಿಸಲು ಕೂಡಾ ಸೂಚಿಸಲಾಗಿತ್ತು. ಆದರೂ ಹಲವಾರು ಸಹಾಯಕ ಕಾರ್ಯಪಾಲಕ ಅಭಿಯಂತರರುಗಳು ಈ ಅಂಶದ ಕಡೆ ಗಮನ ಹರಿಸದೇ ಇರುವುದು ಮತ್ತು ನಾಗರಿಕ ಕ್ಷೇಮಾಭಿವೃದ್ಧಿ ಸಂಘಗಳಿಗೆ ಸಹಕಾರ ನೀಡದೇ ಇರುವುದರಿಂದ ಈ ಯೋಜನೆ ಪೂರ್ಣ ರೂಪದಲ್ಲಿ ಅನುಷ್ಠಾನಗೊಂಡಿರುವುದಿಲ್ಲ. ಆದ್ದರಿಂದ ಎಲ್ಲಾ ಸಹಾಯಕ ಕಾರ್ಯಪಾಲಕ ಅಭಿಯಂತರರು ಇದನ್ನು ಗಂಭೀರವಾಗಿ ಪರಿಗಣಿಸಿ ಸ್ಥಳೀಯ ನಗರ ಪಾಲಿಕೆ ಸದಸ್ಯರ ಸಹಯೋಗದೊಂದಿಗೆ ಹೆಚ್ಚು ಪರಿಣಾಮಕಾರಿಯಾಗುವಂತೆ ಕಾರ್ಯನಿರ್ವಹಿಸಲು ಸೂಚಿಸಿದೆ. ಈ ಕುರಿತು ಕೈಗೊಂಡ ಕ್ರಮದ ಮಾಸಿಕ ವರದಿಯನ್ನು ವಲಯ ಅಪರ / ಜಂಟಿ ಆಯುಕ್ತರುಗಳಿಗೆ ಕಳುಹಿಸಲು ಸೂಚಿಸಿದೆ.



ಆಯುಕ್ತರು

ಶ್ರೀಬ್ರಹ್ಮತ್ ಬೆಂಗಳೂರು ಮಹಾನಗರ ಪಾಲಿಕೆ

- ಪ್ರತಿಯನ್ನು:-**
- : ವಿಶೇಷ ಆಯುಕ್ತರು (ಯೋಜನೆ) ರವರ ಅವಗಾಹನೆಗೆ ಸಲ್ಲಿಸಿದೆ.
 - : ಅಪರ ಆಯುಕ್ತರು (ಆಡಳಿತ) ರವರಿಗೆ ಮಾಹಿತಿಗಾಗಿ ಕಳುಹಿಸಿದೆ.
 - : ಎಲ್ಲಾ ವಲಯ ಅಪರ / ಜಂಟಿ ಆಯುಕ್ತರುಗಳಿಗೆ ಕಳುಹಿಸಿದೆ.
 - : ವಲಯ ಮುಖ್ಯ ಅಭಿಯಂತರರುಗಳಿಗೆ ಕಳುಹಿಸಿದೆ.
 - : ಎಲ್ಲಾ ಕಾರ್ಯಪಾಲಕ ಅಭಿಯಂತರರುಗಳಿಗೆ ಕಳುಹಿಸಿದೆ.
 - : ಎಲ್ಲಾ ಸಹಾಯಕ ಕಾರ್ಯಪಾಲಕ ಅಭಿಯಂತರರುಗಳಿಗೆ ಕಳುಹಿಸಿದೆ.
 - : ಎಲ್ಲಾ ಇಲಾಖಾ ಮುಖ್ಯಸ್ಥರುಗಳಿಗೆ ಕಳುಹಿಸಿದೆ.
 - : ಕಛೇರಿ ಕಡತಕ್ಕೆ.

9.4 Lokayukta report and BBMP action taken circular

SUPRAJAA

Federation of Associations of Visveswarapuram Ward No. 50.

Residents Welfare Association of B.P.Wadia Road, Womens Wing of Crescent Association of Mohammaden Block, V.V.Puram Residents Welfare Association, Residents Association of Ramaiyengar Road, M.M.V.Road Residents Welfare Association and Lalbagh West Residents Association.

301, Brigade Parkview, B.P.Wadia Road, Basavanagudi, Bangalore – 560 004.

Phone: 26506261, 22424826 9448002524. E-mail srvenkatram@yahoo.com

06.11.2008

13.11.08

The Commssioner,
Bruhat Bangalore Mahanagara Palike
N R Square
Bangalore – 560 002.

20.11.2008
13/11/08

Dear Sir,

**BBMP - Road, Foot paths and Drain works.
Mal-Administration, large scale false recording and billing.**

Every year BBMP spends several hundreds of crores of rupees towards laying and maintenance of Roads, Foot paths and Drains under various categories of works.

The present system of recording and billing by BBMP which is in practice for decades, is far from satisfactory and has loopholes leading to large scale corruption. Malpractices are going on for decades in BBMP with utter disregard for the Sanctioned Estimates. This needs immediate attention. All loopholes should be plugged in, and completely transparent system should be introduced in public interest. With this in view, Suprajaa members studied in detail a few sample cases of Road, Footpaths and Drain works executed by BBMP in the recent past in Ward 50 and found that:

1. History sheets of roads, footpaths and drains of Bangalore which are BASIC requirements DO NOT exist. Without history sheets, it is not possible to identify the works carried out and also the dates and details of works executed.

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2. Detailed sketches are not prepared for individual works. Works are being carried out with rough jurisdiction map of the ward with no dimensions and even the names of roads are not legible. ANNEXURE – 1A and 1B.

3. The present system of placing orders(Schedule-B) on contractors are very vague. It is a mere consolidated quantity-cum rate order instead of being the replica of the detailed sanctioned estimate. ANNEXURE – 2.

4. Measurement Book records, which are the only source for payment of bills is anything but satisfactory. It is a bundle of illegible scribbled sheets which cannot be checked alongwith Technically and Administratively Sanctioned Estimates. ANNEXURE - 3A and 3B.

5. Duplicate orders exist, one as “Spillover” order and the other as “POW” order. ANNEXURE – 4A and 4B.

6. Payments are being made on duplicate orders. ANNEXURE – 5.

7. Approval and Sanctions by the designated Authorities remain only on paper and has no relation to MB recordings based on which payments are made to contractors. ANNEXURE – 6.

8. The actual work executed in case of Ramaiyengar road was NIL and in another case it was only 40% of the sanctioned work, and the bill was prepared and paid for 100 to 110% as per MB records. ANNEXURE – 7.

9. Drain Works: While replacing old covering slabs with new slabs, old slabs have never been accounted. Where have they been disposed? Are they not salvaged? If salvaged, where have they used? ANNEXURE – 8.

SUGGESTIONS.

1. Prepare Ward wise detailed dimensional sketches of each Road and its Footpaths and Drains.

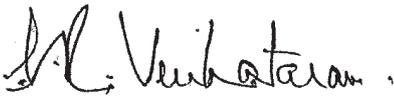
2. Maintain history sheets of each Road, Footpath and Drain with details of location and dimensional sketches of all works carried out with work order reference, contractors name, total estimated cost and actual cost incurred and amount paid to the contractor.

3. Issue detailed work order to the contractor(Schedule –B) similar to the sanctioned detailed estimates.

4. Execute works strictly in accordance with the Technically and Administratively Sanctioned Estimates and Work orders. Additional works if any which are not included in the original sanctioned estimates must have separate Technical and Administrative sanctioned estimates with dimensional sketches and a new work order.
5. The present system of MB recordings should be discontinued and all recordings should be in the same manner as the sanctioned estimates clearly mentioning the actual quantity of work executed.
6. Old slabs should be accounted for mentioning the quantity replaced and should be recorded in the History sheet of each road.
7. The site supervisor should always carry a copy of the work order with details of the work that he executes at site, and the same should be made available for information to any citizen who evinces interest in knowing about the work.
8. Classify all existing roads based on scientific and technical parameters and divide into arterial roads, sub-arterial roads, city bus routes, residential roads, lanes etc. and arrive at suitable asphaltting specifications to each category of road and avoid wasteful practices.

In public interest, Suprajaa members earnestly request you sir, to kindly look into this and streamline the recording, billing and audit system of BBMP and plug all the loopholes and save tax payers money that is going down the drains.

Thank you.



S.R. Venkataram
President-SUPRAJAA.

BRUHAT BANGALORE MAHANAGARA PALIKE

No. BBMP/Comr/PR/ /10-11

82/P/1011/10

Office of the
Commissioner,
BBMP Office
N.R. Square, Bangalore - 02,
Dated: 10-08-2010.

To,
The Additional Registrar
Enquiry - 1
Karnataka Lokayukta
Bangalore

Sir,

Sub:- Complaint of Sri. S.R. Venkataram - reg.

Ref:- ಕಂ.ಲೋಕ್.ಐಸಿಡಿ-224/2010/ಎಆರ್‌ಇ, ದಿನಾಂಕ: 08-07-2010.

As suggested in the complaint by Sri. S.R. Venkataram action has already been taken to implement. The details are as follows:

SI No.	Queiry	Reply
1	Maintain Road Register. It shall contain Length and width of each road, footpaths like work order reference, estimated cost, date of commencement of work, date of completion, actual cost incurred, name of contractor etc.;	It has been instructed to all the Chief Engineer to maintain the road history book and also to enclose the copy of the particular road history to the concerned estimate proposed for approval. Road history contains the name of road, crosses, mains, details of footpath and drains & culvers and details of work carried out during the preceding days. (copy enclosed).
2	Prepare detailed sketches of each sanctioned work;	The detailed sketch and drawing are made mandatory for the estimates proposed.
3	Issue detailed work order to the contractor (Schedule -B) identical to the Technically & Administratively sanctioned estimates along with dimensional sketches;	Instructions have been issued to all the Chief Engineers to follow the procedure as prescribed in as per standard tender documents.

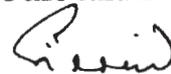
4	Execute works strictly in accordance with the Technically & Administratively sanctioned estimates and work orders. Additional works if any which are not included in the original sanctioned estimates must have separate Technical & Administrative sanctions with dimensional sketches and a new work order;	Instructions have already been issued to all the Chief Engineers not to entertain work slip and EIRL further instructed to stick to the provisions made in the sanctioned estimate.
5	Discontinue the present system of MB recordings. All recordings shall be in the same manner as the item-wise sanctioned estimates, clearly mentioning the actual quantity of work done against each item;	For the record purpose recording measurements in the measurement book is mandatory. The items made in the estimates are recorded as per the actuals and as per the sequence of construction.
6	Duplicate orders and double payments can thus be avoided by following our suggestions of items 1 to 5;	Issue of code for each and individual works are in practice thereby duplication of works is avoided (copy enclosed).
7	Classify roads based on scientific and technical parameters and divide into arterial roads, sub-arterial roads, residential roads, lanes etc., and arrive at a suitable asphaltting specification to each category of road and avoid wasteful practices. At present no such classifications exist;	Based on the parameters the roads are classified as Arterial and Sub-Arterial roads (copy enclosed).
8	Drain Works: While replacing old covering slabs, old slabs must be accounted for, mentioning the quantity replaced in the road register stated in item 1 above;	Instructions have been issued.
9	The site supervisor should always carry a copy of the work order with details of the work the he executes at site, and the same should be made available for information to any citizen who evinces interest in knowing about the work;	Instructions have been issued.

This is for your kind information.

Thanking you,

End: 10 Sheets in
Duplicate.

Yours faithfully,



Commissioner

Bruhat Bangalore Mahanagara Palike

KARNATAKA LOKAYUKTA

No:- Comp: UPlok: BCD/304/2006

M.S.Building,
Dr.B.R.Ambedkar Veedhi,
Bangalore, dated: 12 /06/2008

REPORT UNDER SECTION 12(3) OF THE KARNATAKA LOKAYUKTA
ACT, 1984.

Sub: Complaint of M/S.Supraja, Federation of
Association of Vishweshwarapurm Ward No.50,
Bangalore, against Sri.N.Krishna, former
Executive Engineer, (2) Sri.H.D.Mohandas, former
Asst.Executive Engineer and (3) Sri. H.Honnegowda
Former Asst.Engineer of BBMP, Bangalore-reg.

That the complainant M/S.Supraja, Federation of Association
of Vishweshwarapuram, Ward No.50, Bangalore (hereinafter referred
to as the Complainant) on 7.06.2006 submitted this complaint
against Bangalore Mahanagara Palike Engineers alleging that
asphalting of Ramaiyengar Road was included in the estimate by
Bangalore Mahanagara Palike but without asphalting that Road
falsely recorded and payment made to the Contractor to the tune of
Rs.3,50,650-00.

The complaint of the Complainant was taken up for
investigation under Section 9 of the Karnataka Lokayukta Act 1984,
and the matter was investigated by the Technical Wing of Karnataka
Lokayukta, Bangalore, after receipt of the comments of the
Respondents on the complaint of the complainant and also after
receipt of the rejoinder from the Complainant submitted the report



by Sri.Thimmappa, EE-II, TAC, Karnataka Lokayukta on 27.04.2007 holding that (1)Sri.M.N.Krishna, former Executive Engineer, (2)Sri.H.D.Mohandas former, Asst. Executive Engineer and (3)Sri.Honnegowda, former Assistant Engineer of BBMP, Bangalore (herein after referred to as Respondents) committed irregularities in executing and asphaltting to other roads in lieu of Ramaiyengar Road in 2004-2005.

3. The materials on record prima facie establishes that although needful sanction was accorded to asphalt the Ramaiyengar Road during the year 2004-05, but the Respondents without any reasonable grounds have not asphalted the said Ramaiyengar Road. The contention of the Respondents that they have executed asphaltting of cross roads to an area of 4,582 Sq.mtrs as against asphaltting of 4,284 Sq.mtrs of Ramaiyengar Road on the ground that the residents of Ramaiyengar Road insisted to asphalt the said road after BWSSB completed underground drainage work and Area Corporator has issued letter to take other damaged road instead of Ramaiyengar Road. However, the Respondents have not produced any materials to substantiate that the residents of Ramaiyengar Road insisted to asphalt Ramaiyengar Road after BWSSB completed underground drainage. Even, no materials on record produced by the Respondents, that BWSSB was supposed to undertake underground drainage work at Ramaiyengar Road. However, the Investigation report reveals that the Corporator's letter was inserted

9.5 Letter to BBMP about proposed "Model Wards"

SUPRAJAA

Federation of Associations of Visveswarapuram Ward No. 50.
Residents Welfare Association of B.P.Wadia Road, Womens Wing of Crescent Association
of Mohammaden Block, V.V.Puram Residents Welfare Association, Residents Association
of Ramaiyengar Road, M.M.V.Road Residents Welfare Association and Lalbagh West
Residents Association.

301, Brigade Parkview, B.P.Wadia Road, Basavanagudi, Bangalore – 560 004.
Phone: 26506261, 9341240751 E-mail

19.12.2009

Sri Bharatlal Meena,
Commissioner,
BBMP, N R Square
Bangalore – 560 002.

Copy to: Hon'ble Lokayukta for kind
information.

Dear Sir,

Proposed Model Wards

Kindly refer to our letters dated 5.8.09, 10.8.09 and 2.11.09(copies attached) and
the detailed discussions we had with you in the presence of Hon'ble Lokayukta on
5.8.2009 regarding development of 4 Wards as "Model Wards" incorporating
various suggestions given by us to enhance transparency and good governance.

Unfortunately nothing much has happened till now in this regard excepting for one
preliminary meeting convened by the Additional Commissioner(south) in
September 09.

On our part, as you will see in our letter dated 2.11.09, 4 NGO's have offered to
cooperate and work with you **in this prestigious programme** and have also
identified the Wards in their respective zones.

Following are the Wards to be developed as Model

भारतीय डाक
BASAVANAGUDI, <560004>
SP.EK3221673991IN
Counter No:8, OP-Code:1900
To:HON BLE JUSTICE,N , SANTOSH HEDGE
Bangalore, PIN:560001
From:S . R. VENKATESH , BG
Wt:45grams,
Amt:12.00 , 19/12/2009 , 16:59
Taxes:Rs.1.32<<Track on www.indiapost.gov.in>>

Ward 50 – Represented by Sri S.R. Venkataram of Suprajaa.

Ward 56 – Represented by Sri Ravindranath Guru of Consumer Care Society.

Ward 68 – Represented by Sri M.V.K. Anil Kumar of Forward 68.

Ward 90 - Represented by Sri Harish Poovaiah of CIVIC.

All of us are very keen indeed to **kick start this “Project Model Ward”** with a meeting with you and all the Zonal Commissioners **at an early date** and take up item no.1 of our suggestion **for immediate implementation** namely “Road Register” to be followed by other suggestions subsequently.

We look forward to your response soon.

Yours Sincerely,



S.R. Venkataram.

CC: Sri Ravindranath Guru
Sri M.V.K. Anil Kumar
Sri Harish Poovaiah

9.6 JAGO and CIVIC letter



Ref

Date

CIVIC Bangalore,
6, Kasturi Aps, 2nd Floor,
No: 35/23 Langford Road Cross,
Shanthi Nagar, Bangalore-560025.

5-10-2009.

Kind Attention: Kathyayini Chamaraj, Executive Trustee.

Sub: Working Together.

Ref: 1. Our Meeting on 26-08-09 and your letter dt:3-9-09.

Dear Kathyayini,

Kindly excuse us for the delay in replying to your letter as most of our members were observing the Ramzan fasting, as explained. We appreciate your wish to work together in promoting participatory process in civic administration.

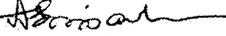
We have pleasure in recommending the following members who will liaison between our organisations:

1. Mr Javed Azam, Tel No: 25469474 & 944812947

2. Dr. Aftab Ahmed.

This matter has already been informed to your Office and please keep in contact with the abovementioned members with information to the undersigned.

We look forward to a fruitful engagement, beginning at the earliest.


Yours truly,
A. Sivasankaran,
President



Date: 12-10-2009

Dear Mr. Sivasankaran,

Subject: CIVIC and JAGO Federation to work together in Ward No 90

Reference: Your letter Dated 05-10-2009

Thank you for confirming your wish to work with us. We will be most happy to engage with your organization. Our project coordinator Mr. Veeresh will be in touch with the members you have indicated as liaison persons to fix dates for interactions. They can be in touch with CIVIC through e-mail at info@civicspace.in, with Mr. Veeresh at [<veereshrohini@gmail.com>](mailto:veereshrohini@gmail.com) or with me at kchamaraj@gmail.com. My mobile number is 97318 17177. Kindly give us an e-mail id at which we can reach your federation.

Let me also clarify that CIVIC would be focusing its field/research/action work with JAGO in one ward - Ward No 90, as we are restricted with budget/staff under the current project. Our endeavor shall be to develop a model in this ward. Hence would like to work with all the RWAs under JAGO in this ward. The process and outcomes would be shared with the rest of the RWAs from other wards in JAGO as and when needed.

We look forward to hear from you/JAGO and RWAs of Ward No 90

Yours sincerely,

Kathyayini Chamaraj

Kathyayini Chamaraj

Executive Trustee

97318 17177

CIVIC Bangalore®

6, Kasturi Apts, 2nd floor, No.35/23, Langford Road Cross, Shanthi Nagar, Bangalore-560025
Ph: 91- 80 - 22110584, 22711001 Web: www.civicspace.in E-mail: info@civicspace.in

9.7 “Model Ward” activity committee

The Model ward activity committee consisted of the following members

Institutions	Name of the Member	Contact Number	Institutions	Name of the Member	Contact Number
Citizens' Voluntary Initiative for the City (CIVIC)	Ms.Kathyayini Chamaraj	9731817177	Bangalore East Swabhimana Trust (BEST)	Mr. Madan Gopal	25476884
	Ms Manjulika Vaz	9845727821		Mrs. Nirmala Govindaraj	9740232354
	Harish Kumar	9739439220	Sagayapuram Social Workers' Association (SSWA)	Mr.Philip	9019950233
	Veerasha, A.M.	9901120761		Mr.Arul	9845282744
	Mr. Ramanji	9964901494		Mr.Yesudas	9035782388
	Ms. Divya	9902344821		Mr.Murali	8147301811
				Jaya Prakash	9743821681
Richards Town Citizen's Association (RTCA)	Mr.Ponnukuttan	9886310934	Hennur Road Pillanna Garden Association(HR PG)	Mr.Sugumaran	9448895329
	Mrs.Sita	9844175419		Mr.Azam	9448129474
	Mr.Rajendra	9886205804		Mr.S.Rishidali Ali	25468394
Richards Town Residents' Association (RTRA)	Mr.Shashidhar	9845003126	JAGO	Mr.Sivasankaran	9845948988
	Mr.J. Meneaud	9886054817		Mr.Amalnathan	9916277637
	Mr.Pinto	25488351		Mr.Tony Swamy	9845529412
	Mr.Shetty	9738870033		Mr.K.L.Jairaj	9886054703
	Mr.Jaffer Sait	9632176226			
Gospel Street Welfare Association(GSWA)			Mr.Edwin	9141441890	
			Mr. Alexander	9916473072	

9.8 Details of preliminary, street, and planning meetings

Preliminary Meetings

Sl.No	Date	Place	Details of Meeting
1	12-01-2010	BBMP East Commissioner Office	Meeting with Commissioner
2	16-01-2010	French Loof Hotel	Meeting with BBMP EE and RWA and urban poor area members
3	23-01-2010	BBMP Ward Office	Meeting with BBMP EE and RWA and urban poor area members
4	31-01-2010	RWA's premises	RWA and urban poor area members
5	02-02-2010	BBMP Ward Office	Meeting with BBMP EE and RWA and urban poor area members
6	05-02-2010	BBMP Ward Office	Meeting with BBM P EE and RWA and urban poor area members

Street Meetings

SI.No	Date	Place	Details of Meeting
1	06-02-2010	New Bagalur layout	Meeting with local residents with support of RTCA,JAGO and SSWA
2	12-02-2010	Old Bagalur layout	Meeting with local residents with support of RTCA,JAGO and SSWA
3	17.02.2010	Sagayapuram area	Meeting with local residents with support of RTCA,JAGO and SSWA
4	18.02.2010	Giddappa Block	Meeting with local residents with support of RTCA,JAGO and SSWA
5	20-02-2010	BSA Road	Meeting with local residents with support of RTCA,JAGO and SSWA
6	25.02-2010	M.S.Slum	Meeting with local residents with support of RTCA,JAGO and SSWA
7	01-03-2010	Richards Town	Meeting with local residents with support of RTCA and RTRA
8	05-03-2010	Pillanna Garden 3 rd Stage	Meeting with local residents with support of JAGO and RTCA

Planning Meetings

SI.No	Date	Place	Details of Meeting
1	08-03-2010	RWA Premises	Form a committee called FCSS with all members' opinion.
2	14-03-2010	RWA Premises	Consolidated all area suggestions/problems
3	18-03-2010	RWA Premises	Prioritize the works
4	21-03-2010	RWA Premises	Approximate cost estimation
5	20-04-2010	RWA Premises	Mapping the activities in Ward map
6	29.04.2010	RWA Premises	Date finalize for the handing over programme.
7	02-05-2010	RWA Premises	Discuss and prepare the Programme Schedule
8	04-05-2010	RWA Premises	Invite the councilor and MLA

9.9 Comparison between Participatory Budget and Programme of Works by BBMP

Citizens' PoW		BBMP's PoW	
Community toilets	12 lakhs	Pothole Filling	18 lakhs
Housing for the poor	13.2 crores	Name Boards	27 lakhs
Nursery school renovation	5 lakhs	Desilting of Drains	18 lakhs
Public library	5 lakhs	Asphalting of Roads	60 lakhs
Renovation of building for nursery school	2 lakhs	Housing for the poor	80 lakhs
Roads, drainage, cement slabs	43 lakhs		
Footpaths	7.16 lakhs		
Total	87.36		203 Lakhs

9.10 Participants list

List of organizations invited and attended is given below:

Sl.No	Department officials	RWA and EWS members	Corporation	Social Activists, NGO's	Other Ward RWA members
1	2	85	1	CIVIC, Mythri and Grace	10

9.11 Comparative Analysis of People's Budget and BBMP Budget of 2010-2011.

Citizens' PoW		BBMP's PoW	
Community toilets	12 lakhs	Pothole Filling	18 lakhs
Housing for the poor	13.2 crores	Name Boards	27 lakhs
Nursery school renovation	5 lakhs	Desilting of Drains	18 lakhs
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Renovation of building for nursery school	2 lakhs	Housing for the poor	80 lakhs
Roads, drainage, cement slabs	43 lakhs		
Footpaths	7.16 lakhs		
Total	87.36		203 Lakhs

9.12 Corruption in POW 2009-2010 implementation in Richards Park - Ward 60



**FEDERATION of CIVIL SOCIETIES
Of SAGAYAPURAM WARD 60
FCSS-WARD 60**

15th March 2011

✓ Commissioner

BBMP

NR Square

Bengaluru 560002

Handwritten signature and stamp
13
ಶ್ರೀ. ಎಸ್. ಎಸ್. ()
ಅಧ್ಯಕ್ಷರು, ಸಾಗಯಾಪುರಂ ವಾರ್ಡ್ 60
ಫೆಡರೇಷನ್ ಆಫ್ ಸಿವಿಲ್ ಸೊಸೈಟೀಸ್

Copy to:

- Worshipful Mayor
- Deputy Mayor
- Chairman-Horticulture standing committee
- Chairman-Appeal Standing Committee
- Chairman-Finance and Taxation Standing Committee
- Chief Engineer
- Chief Accounts Officer

Sir,

Subject: Corruption in POW 2009-2010 implementation in Richards Park – ward 60

Background: The concept of a “model ward” was proposed by CIVIC to the then BBMP Commissioner with the objective to promote transparency and accountability in BBMP. The suggestion was accepted by the Commissioner in 2009 and CIVIC has facilitated this

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Tel : 91 - 80 - 2211 0584, 42114571 E-mail: civicblore@gmail.com Web: www.civicspace.in

project in ward 60. A "model ward" is expected among other objectives to have a transparent, participative and accountable process. The first step was awareness programme by CIVIC to RWA's in ward 60. This was then followed by a participatory planning and budgeting exercise for the POW in ward 60 for the year 2010-11. This prioritized plan was submitted by the corporator to the BBMP/EE of Pulikeshinagar on May 7th 2010 who accepted that the suggestions will be part of the planning for POW 2010-11.

The core committee of the Federation of Civil Societies in ward 60 took up a couple of pilot projects to further deepen the "model ward" process. Richards Park is one of the bigger parks in ward 60. The spillover works 2010-11 documents related to Richards Park was accessed through RTI and a small group consisting of Mr Ponnukuttan of RTCA and Shashidhar of RTRA undertook the exercise of verifying the works planned.

Methodology

We collected the information on Programme of Works (POW) List of Horticulture, Engineering works, beneficiary list of housing project, contractual agreement copy and work order copy of the implementing agencies through RTI.

Procedure followed for Social audit and Public hearing:

To conduct a social audit on the received documents that was taken under RTI, FCSS members held meeting and randomly selected few works. Richard Town Park and housing project of 9th Main of New Bagalur layout were selected for social audit on budget.

1. FCSS members took decision to give responsibility for spot inspection and first hand observation of the works to concerned area Residential welfare associations:
 - a. Social audit of Richards's Town Park was given to Richards's Town Citizen's Association and Richards's Town Residents Association.
 - b. Members of Richards' town association members visited the work area thrice and observed against the specifications listed under the POW.
 - c. In the first round they listed and analyzed the present facilities qualitatively and quantitatively with photo documentation. In second round, they focused intensely on each play equipments that were fitted in the park and prepared report on that. In third round, the inspection was conducted based on technical specifications that were listed in the POW of the department.

Findings:

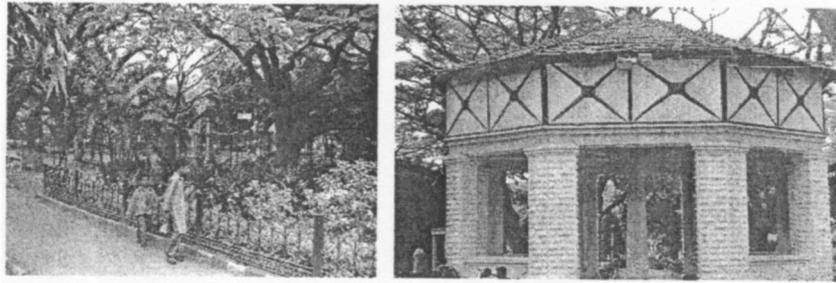
1. As per work code 050-10-NGHP-M1-001, new dust bins are to be provided. The numbers of dustbins are not mentioned. But a sum of Rs 1 lakh was paid to the agent.
 - a. We submit that there are no new dust bins are fitted in the park.
 - b. The condition of 6 of the existing 26 dust bins are as shown in the photo-corroded and bottom hanging.



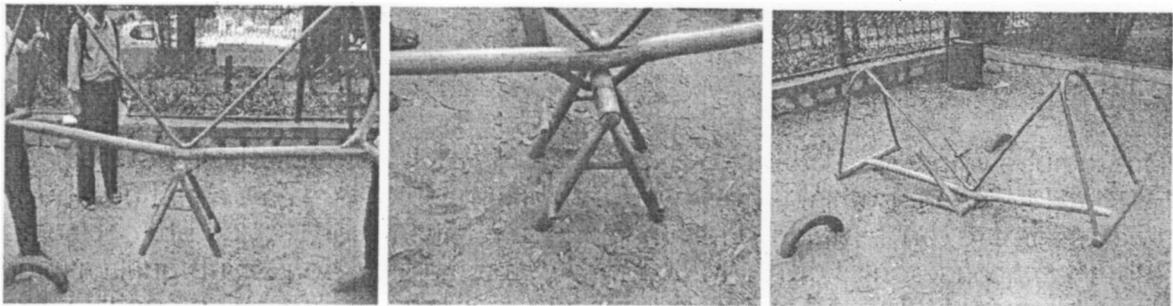
- a. As per work code 050-1—N-G-H-P-MI-003, new ornamental benches are to be provided. Again, no mention of numbers. The cost estimate is 2 lakhs. But Rs.2.19 laks was paid to the party!
- b. We observe that there are no new ornamental benches in the park.
- c. The condition of existing old benches are shown below.



- d. As per work code 050-10-M-G-H-P-MN-004, there was to be repair and painting of chain link fence. The work does not give any dimensions without which making a cost estimate is difficult. The cost estimate is 3 lakhs. But Rs.3.23 laks was paid to the party!
- e. We observe that the work is only partly done.



2. As per work code 050-10-NGHP-MI-004, provision of children's play equipment is shown 6.00 lakhs was budgeted for Richard Town Park-Maintenance. But Rs.6.47 lacs was paid to the party! The amount is spent for a) Play venture-1 no. b) trapeze swing-1no c) rocking duck-2nos d) fulcrum see saw-1 no and also filling sand in the area. We find that these equipments except the rocking duck are provided but the quality of equipment and execution of work is not done as per specification laid down in the order. Example: Fulcrum see saw with no seasoned wood seats and NOT fixed in cement concrete foundation. In addition, no sand has been provided in the play area too-see photos. The play equipment (slide) if provided in this year is already worn out!! – see photo above Thus it can be assumed that this equipment was not part of the work done in the current year.



The play equipment (FRP portion) has also been worn out within a year leading to a unsafe situation. The 4 seater swing has only two swings working! The seat is anchored by only 3 hooks. See photos.



3. As per work code 050-10—M-G-H-P-MN-003, 2.95 lakhs was budgeted for Richard Town Park-Maintenance. But Rs.3.17 lakhs was paid to the party! But the condition of the park shows its total lack of maintenance. The condition of the park is not well maintained.

9.13 Opaqueness and maladministration in implementation of SCP housing programme

**FEDERATION of CIVIL SOCIETIES
OF SAGAYAPURAM WARD 60
FCSS-WARD 60**



15th March 2011

Commissioner
RBMP
NR Square
Bengaluru 560002

Copy to:

- Worshipful Mayor
- Deputy Mayor
- Chairman-Social Justice standing committee
- ✓ Chairman-Appeal Standing Committee
- Chairman-Finance and Taxation Standing Committee
- Joint Commissioner-BBMP Welfare
- Chief Engineer
- Chief Accounts Officer

15/3
ಆಪ್ತ ಸಮಿತಿ
ಮಾಲೀಕರ ಸ್ವಾಧೀನ ಪಡೆದ
ಬೃಹತ್ ಬೆಂಗಳೂರು ಮಹಾನಗರ ಪಾಲಿಕೆ

Sir,

Reference: BBMP is constructing 547 houses in Sagayapuram (Ward no 60) ward under Special Component Plan (SCP) to SC/ST community in 2009-2010.

Subject: Opaqueness and mal administration in implementation

We collected the information on Programme of Works (POW), beneficiary list of housing project, contractual agreement copy and work order copy of the implementing agencies through RTI. Housing project of 9th Main of New Bagalur layout were selected for social audition on budget (Work implement agency is M/S R.N.H.Constructions to given to work ordrer on 06.01.2010 and work code number is

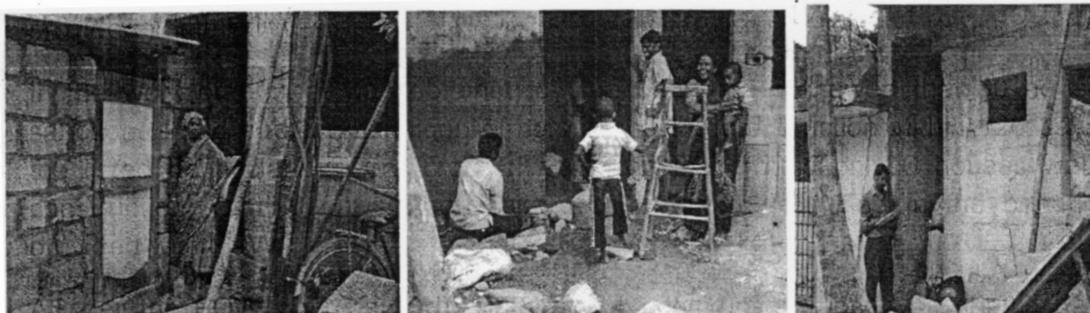
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CODE NO: 050-10-N-W-B-B-FO-040,050-10-N-W-B-B-FO-041,050-10-N-W-B-B-FO-042,050-10-N-W-B-B-FO-043,050-10-N-W-B-B-FO-044,050-10-N-W-B-B-FO-045,050-10-N-W-B-B-FO-046,050-10-N-W-B-B-FO-047,050-10-N-W-B-B-FO-048,050-10-N-W-B-B-FO-049

- FCSS members took decision to give responsibility for spot inspection and first hand observation of the works to concerned area Residential welfare associations.
- Social audit of housing project of New Bagalur layout was assigned to Sagayapuram Social work association (SSWA).
 - a. They conducted the spot inspection in 9th main of New Bagalur layout. At first they listed the number of houses that were under construction in the street and the stage of the construction with photo documentation. In the second round cross checking of the data of the agreement copy and work order copy of houses was done. In the third round they interacted with beneficiaries, AE (civil works) and contractor to get minute details.
 - b. The cross verification showed that there was vast differences in the ground and the list provided in the POW.
 - c. In the work order that was obtained by the department showed that 30 houses were sanctioned and had the condition of completing the construction within 120 days. When the listed beneficiaries were cross-checked on the ground only 6 houses were under construction. Of this only 2 beneficiaries name were identified in the beneficiary list provided with POW.
 - d. AS per the POW document, the initiation of construction work was should have been started in January 2010 and completed by 120 days from the starting date. But the work on ground started by June 2010 and none of the houses were completed within the stipulated time till date (December-2010).

Beneficiary Analysis report



The beneficiaries were contacted and interviewed to know how they have understood the project on specific parameters. The responses are listed below as per those parameters. Out of 6 beneficiaries, only 5 were available for interactions.

1. Only 2 of them knew that it was government scheme but no clarity on which government. Other three said that it was councilor project.

2. When asked under which scheme they are getting the houses, except one others said they don't know. But one of them said it was under Vajapayee scheme.
3. When asked whether they applied with formal application, three of them said they have not given application and one said he has given application to ward office and another said he has given application to councilor. But all of them said that they have not received any kind of letter from the department.
4. When asked on the time of project period 2 replied it was 3 months and three of them were not aware. None of them knew the rules and conditionalities of the project.
5. When asked about monitoring officer, they replied either MLA or councilor along with KIRAN(Construction person). When asked on the facilities provided under the scheme all of them knew.
6. Regarding transit stay arrangement none of them are getting rental allowance, they are currently spending around Rs. 2750 on house rent per month. But they are not aware beneficiary contribution. With regard to departmental contribution only two of them knew.
7. Two of them have paid extra money for extra area construction to the contractor.
8. For site clearance one of them has said he has not spent any amount. But other 4 have said they have spent around Rs. 3000 and have spent 3-4 working days without pay.
9. When asked about the suggestions, they said water and toilet facilities should be provided and the constructions should be completed within stipulated time.

Response of the Officials:

1. Assistant Engineer, BBMP informed that the identification and listing beneficiaries was done by the MLA and councilors and was provided to Engineering Department. Based on this list AE conducted the spot inspection and verified the beneficiary records. Again this was revisited by MLA and then given approval for site clearance.
2. As per the AE, due to lack of proper documents with the beneficiaries and non clearance of the site by the community in time were the delaying factors in the working.
3. Department has no clarity on the 10% beneficiary contribution on how to collect this amount from the beneficiaries. Thus till date there is no discussion on beneficiary contribution.
4. There is no clarity till now on how the department is compensating the amount on beneficiary contribution or does it affecting in quality of construction.
5. There is no oral or written correspondence from the Department with the beneficiaries regarding selection of beneficiaries, facilities provided under the project, conditions to avail the project, procedure to hand over land to construction, when to clear site etc.

Contractor Response

According to Contractor the delaying factor in housing is non clearance of sites in time by the community.

Observations and Suggestions

Sl.No	Current System	Observations	Suggestions
1.	No awareness	Community have no clarity on project thus face problem	Need awareness programme
2.	No proper system to give application	Community approach local leaders	In ward office one person should be assigned the responsibility
3.	No correspondence with Identified and selected beneficiaries	Community knows only through local leader/without departmental interactions	Need official correspondence with beneficiaries.
4.	No proper instruction on site clearance.	Before clearance identify the rented house/ adjust amount for advance and rent	Need to have correspondence on site clearance at least 3 months earlier with terms and conditions.
5.	Work order v/s beneficiary selection	In 9 th main New Bagalur layout work order given to construct the 30 houses. Only 2 beneficiaries are identified in the list whereas 6 houses are under construction in the field.	Requires regular mechanism for identification of beneficiaries.
6.	No clarity on beneficiary contribution	Department has not informed or collected beneficiary contribution till date.	Need proper rules on collections of this amount with receipts
7.	Basic facilities	No bathroom and toilets.	Need integrated housing plan like bathroom, toilet with water facilities, power connection, etc.
8.	Work order v/s beneficiary list	Work order issued without proper beneficiary identification	Needs proper mechanism for beneficiary selection
9.	In New Bagalur layout 9 th main Work order is given block wise A to J for constructing 30 houses	Beneficiaries are not selected block wise	Beneficiaries should be identified by the BBMP welfare department with proper verification of documents and then should be handed over to

			Engineering department.
10.	No Transit Arrangement	Beneficiaries are not economically stronger to pay advance and rent amount.	BBMP make facility for transit stay.
11.	Construction work is not keeping the time.	In 9 th main New Bagalur layout work initiated 5 months ago.	Need to keep up time during construction.
12.	Quality Checking	Now Quality checking is out side agency	Materials testing should be in on spot and with in BBMP
13.	Payment Schedule	Payment procedure is verification of MB book and EE approval.	-

These findings were discussed on 23.12.2010 at a public hearing organised and attended by the JC East. The JC listened to the findings presented and said he would look into it.

We look forward to your necessary action.

Faithfully

For 

FSS - Ward 60


ANIL

9.14 Establishing a participatory process in finalizing POW works at ward level in BBMP

FCSS – WARD 60
Federation of Civil Societies
of Sagayapuram (Ward 60)



15th January 2011

The Commissioner

BBMP

NR Square

Bengaluru 560002

ಬಿ.ಬಿ.ಸಿ.ಸಿ. (ವಾರ್ಡ್ 60) ಸಾಗಯಪುರಮ
ಸಂಸ್ಥೆ, ನರ.ಸು. ಚೌಕ
ಬೆಂಗಳೂರು

Copy to:

The worshipful Mayor

Chairman-Finance and Taxation Committee

Chairman-Appeal Standing Committee

Sir,

Subject: Establishing a participatory process in finalizing Programme of Works (POW) at ward level in BBMP.

Background:

The concept of a "model ward" was proposed by CIVIC to the then BBMP Commissioner with the objective to promote transparency and accountability in BBMP. The suggestion was accepted by the Commissioner in 2009 and CIVIC has facilitated this project in ward 60. A "model ward" is expected among other objectives to have a transparent, participative and accountable process. The first step was awareness programme by CIVIC to RWA's in ward 60. This was then followed by a participatory planning and budgeting exercise for the POW in ward 60 for the year 2010-11. This prioritized plan was submitted by the corporator to the BBMP/EE of Pulikeshinagar on May 7th 2010 who accepted that the suggestions will be part of the planning for POW 2010-11.

Now:

We learn from the sanctioned PoW (Reference: Job generation report of the year 2010-2011, Committee Approval Number.WPRKCODECOM-01/10-11, Date: 22-Nov-2010) of Ward 60, that very few works as required by the people and communities are included.

CIVIC Bangalore®

#6, II Floor, Kasturi Apartments, 35/23, Langford Road Cross, Shanthinagar, Bengaluru - 560025.
Tel : 91 - 80 - 2211 0584, 42114571 E-mail: civicblore@gmail.com Web: www.civicspace.in

The table below shows a sample of kinds of works demanded by the people and the kind of works sanctioned.

PoW drawn with participation *PoW drawn on the desk*

<ul style="list-style-type: none">• Community toilets: 12 lakhs• Housing for the poor : 13.2 crores• Nursery school renovation: 5 lakhs• Public library: 5 lakhs• Roads, drainage, cement slabs: 43 lakhs• Footpaths: 7.16 lakhs	<ul style="list-style-type: none">• Pothole Filling: 18 lakhs• Name Boards: 27 lakhs• Desilting of Drains: 18 lakhs• Asphaltting of Roads: 60 lakhs• Housing for the poor: 80 lakhs
---	---

We met with JC BBMP EAST on 23rd December 2010 to discuss how the demands of the people – like the community toilets and schools which are critical for their survival - are preceded by items like pothole filling and name boards.

We learn that there are no set procedures in BBMP to list, prioritize and sanction the works in a ward as required by the people and communities of that Ward with their participation, though it is the people's money that is being spent.

We request that a procedure be laid in the BBMP to:

1. List the requirements of the people with the participation of the people from each area. An area is not more than five contiguous polling booth areas put together in a ward – as described in the Community Participation Bill that was assented by the Governor recently. The responsible officer along with the elected representative of that Ward should do this exercise in the month of January of each year.
2. Prioritize the list, in the same meeting.
3. This should be applicable to all the departments of the BBMP, where ever there is possibility of people deciding, like in Engineering, Welfare, Horticulture, etc.,
4. At the ward level there needs to be a decision made as to how much of money should be spent in which Area. Ideally the amount budgeted to the ward be distributed to the Areas as per the population percentage of that Area OR suitable method needs to be devised.
5. Immediately after the BBMP Budget, the final list of sanctioned works be shared with the people of the Area and the Ward in the month of March.

We look forward to a favourable response towards this request.

Faithfully

For 

FCSS – Ward 60


CIVIC

9.15 POW Contact point letter by BBMP



ಆರ್. ಅಶೋಕ
ಸಾರಿಗೆ ಸಚಿವರು

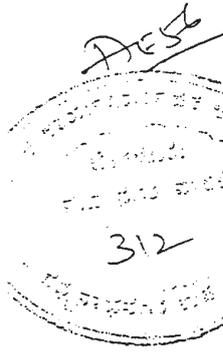
ದೂರವಾಣಿ : ಕಛೇರಿ : 22253835
22033234

ಕೊಠಡಿ ಸಂಖ್ಯೆ 317, 3ನೇ ಮಹಡಿ
ವಿಧಾನ ಸೌಧ, ಬೆಂಗಳೂರು

ಸಂ. ಸಾ.ಸಿ/ಬಿ/ಬಿ/6LS/09

ದಿನಾಂಕ 12/10/09

ಅಪ್ಪಣೆ



ನನ್ನ ಮತ ಕ್ಷೇತ್ರ ವ್ಯಾಪ್ತಿಗೆ ಬರುವ (ಗಣೇಶ ಮಂದಿರ) ವಾರ್ಡ್.ನಂ.56 ರಲ್ಲಿ 2009-10ನೇ ಸಾಲಿನ ಕಾರ್ಯಕ್ರಮ ಪಟ್ಟಿಯಲ್ಲಿ ಬನಶಂಕರಿಯ 27ನೇ ಅಡ್ಡ ರಸ್ತೆಯಲ್ಲಿ 2 ಸಂಖ್ಯೆ ಸಹಾಯಕ ಕೇಂದ್ರ (Contact Point) ನಿರ್ಮಾಣಕ್ಕೆ ರೂ.30.00 ಲಕ್ಷಗಳು ಅನುಮೋದನೆಯಾಗಿದ್ದು ಹಾಗೂ ಕಾಮಗಾರಿ ಸಂಖ್ಯೆಯನ್ನು ಸಹ ನೀಡಲಾಗಿದೆ. ಈ 27ನೇ ಅಡ್ಡ ರಸ್ತೆಯಲ್ಲಿ ಸಹಾಯಕ ಕೇಂದ್ರ ನಿರ್ಮಾಣ ಮಾಡಲು ಸ್ಥಳ ಅವಕಾಶ ಇರುವುದಿಲ್ಲ. ಅಲ್ಲದೇ ಇತ್ತೀಚ್ಚಿಗೆ ಆಷ್ಟೇ ಬನಶಂಕರಿ 2ನೇ ಹಂತದಲ್ಲಿ ಹೊಸದಾದ ಸಹಾಯಕ ಕೇಂದ್ರ ಕಟ್ಟಡ ನಿರ್ಮಾಣವಾಗಿದ್ದು ಉದ್ಘಾಟನೆಯನ್ನು ನಾನೇ ಮಾಡಿದ್ದು, ಈ ಸಹಾಯಕ ಕೇಂದ್ರದ ಹೆಚ್ಚುವರಿ ಇನ್ನು 2 ಕಟ್ಟಡವು ಅಗತ್ಯವಿರುವುದಿಲ್ಲ. ಆದುದರಿಂದ ಈ ಕಾಮಗಾರಿಯನ್ನು ಕೈಬಿಟ್ಟು ಇದರ ಬದಲಾಗಿ ಬನಶಂಕರಿ 2ನೇ ಹಂತದ ರೆಫರಲ್ ಆಸ್ಪತ್ರೆಯ ಯಾಥಸ್ಥಾಪನೆ (Restroation) ಮತ್ತು ಬಲಪಡಿಸುವುದು (Strengthening) ಕಾಮಗಾರಿಯ ಆಂದಾಜು ಮೂತ್ರ ರೂ 30.00ಲಕ್ಷ ಕಾಮಗಾರಿಯನ್ನು ಕೈಗೊಳ್ಳಬೇಕಾಗಿ ಸೂಚಿಸಲಾಗಿದೆ.

ಆರ್.ಅ. (ಸ.ಸ.)
21/10/09
ಆಯುಕ್ತರು
ಬೃಹತ್ ಬೆಂಗಳೂರು ಮಹಾನಗರ ಪಾಲಿಕೆ

ಈ ರೆಫರಲ್ ಆಸ್ಪತ್ರೆಯ ಯಾಥಸ್ಥಾಪನೆ (Restroation) ಮತ್ತು ಬಲಪಡಿಸುವುದು (Strengthening) ಕಾಮಗಾರಿಯು ಅತಿ ತುರ್ತಾಗಿದ್ದು ಹಾಗೂ ಕಟ್ಟಡದ ಸುರಕ್ಷತೆ ಮತ್ತು ಸಾರ್ವಜನಿಕರ ಹಿತದೃಷ್ಟಿಯಿಂದ ಈ ಕಾಮಗಾರಿಯನ್ನು ಶೀಘ್ರವಾಗಿ ಕೈಗೊಳ್ಳಲು ಸಂಬಂಧಪಟ್ಟ ಅಧಿಕಾರಿಗಳಿಗೆ ಈ ಕೃತಜ್ಞತೆ ಸೂಚನೆ ನೀಡಲು ಸೂಚಿಸಿದೆ.

ಆರ್.ಅಶೋಕ

ಆಯುಕ್ತರು,
ಬೃಹತ್ ಬೆಂಗಳೂರು ಮಹಾನಗರ ಪಾಲಿಕೆ,
ಬೆಂಗಳೂರು.

11/6/09
13/10/09

ಬೆಂಗಳೂರು ಮಹಾನಗರ ಪಾಲಿಕೆ
ಆವರಣ ಅಭಿವೃದ್ಧಿ (ರಸ್ತೆ) ವಿಭಾಗ
ಕಛೇರಿ 2ನೇ ಮಹಡಿ,
ಸಂಖ್ಯೆ: 5973/09-10
ದಿನಾಂಕ: 10/10/09

A.E.K.

ಕರ್ನಾಟಕ ಮಾಹಿತಿ ಕಾರ್ಯ ನಿಯಮ 2005ರ
ಅಡಿಯಲ್ಲಿ ನಕಲು ಪ್ರತಿಗಳನ್ನು ದೀಕರಿಸಿದೆ

ಕಾರ್ಯಪಾಲಕ ಅಭಿಯಂತರರು
ಪದ್ಮನಾಭನಗರ ವಿಭಾಗ
ಬೃಹತ್ ಬೆಂಗಳೂರು ಮಹಾನಗರ ಪಾಲಿಕೆ

9.16 Civic write a letter to BBMP commissioner on Citizen Charter

26th October 2010

The Commissioner
Bruhath Bengaluru Mahanagara Palike
NR Square, Bengaluru 560001

Sir,

REQUEST: To create BBMP's Citizen's Charter.

We are a non-profit organization working with citizens of Bangalore since 1992 on issues of urban governance. CIVIC provides a platform to government and citizen to interact and find solutions through positive dialogue.

Keeping in mind, the importance of citizen charter vis a vis service delivery of BBMP to its citizen and its availability in BBMP, we asked under the Right to Information Act for certified copies of them from various departments in BBMP on 22.6.2010. We received the following replies.

Sl. No	Name of the BBMP office	Reply received on	Replies received
1	Additional Commissioner (East) Mayo Hall	16-08-2010	See the website and ask PIO
2	AEE Banashankari Sub Division	20-08-2010	Gave Organogram of his office
3	AEE Koramangala Sub Division	23.09.10	Gave information on sanctioned posts and vacant posts
4	Executive Engineer Mahadevpur Division	16.09.10	Asked to collect in BBMP head office
5	Additional commissioner (Admin) Head office	05-08-2010	Given information on public grievance cells and he requested to give 60 days' time for zone wise officers information
6	Assistant Revenue Officer Citizen service center (South)	17-08-2010	General information given on roles of the department
7	Assistant Revenue Officer Kempegowdanagar sub division	13-08-2010	Given details of Samparka Kendra
8	Assistant Revenue Officer BTM sub division	17-08-2010	Given details on civil service centers chart.
9	Joint Commissioner (west)Office	18-08-2010	Given BBMP Website Address And All the PIO's of west division list.
10	Health Officer (South) Office,	16-08-2010	Given organogram chart
11	Joint commissioner Office Mahadevapura division	17-08-2010	Asked to refer BBMP web site
12	Assistant Revenue Officer And PIO office (Girinagara) sub division	21-08-2010	Given organogram chart
13	Assistant Revenue Officers office Hombegouda nagara division	18-08-2010	Given help line centers addresses and telephone no's
14	Health Officers Office (vijayanagara) division	17-02-2007	Given section 4(1) b information
15	Revenue Officer (south)PIO's office	17-08-2010	Given section 4(1) b information

16	Assistant Revenue Officer PIO's office (Basavanagudi sub division)	18-08-2010	Given section 4(1) b information
17	Assistant Revenue Officers office Koramangala sub division	12-08-2010	Given office address and ward names
18	Executive Engineers office Padmanabanagara division	23-08-2010	Given organogram chart
19	Assistant Revenue Officers office (Galianjaneya temple) division	19-08-2010	Given organogram chart
20	Assistant Revenue Officers office (Vijayanagara) division	19-08-2010	Officers name and responsibilities
21	Commissioner office BBMP	05-08-2010	Require time to give information.
22	Health Officers' office Jayanagara division	31-08-2010	Officers name and responsibilities
23	Health Officers' office Padmanabanagara division	12-08-2010	Asked to visit office and collect the details by paying required amount
24	Assistant Executive Engineers (Jayanagara/ JP nagara) sub division	24.08.2010	Forwarded applications to others
25	Assistant Revenue Officers K R pura sub division office.	09-09-2010	Details on population of ward
26	Assistant Executive Engineer (Padmanabanagara) sub division		Action taken report on Spandana
27	Additional Commissioner Office, Rajrajeshwari nagar	03-09-2010	Roles of the department
28	Assistant Revenue Officers' office Jayanagara sub division	28-08-2010	Three communication centers address
29	Horticulture Superintendent office BBMP 9 th cross 9 th main jayanagara 2 nd block	31.08.2010	Donot have separate citizen charter
30	BBMP Mahadevapura division	06-09-2010	Details on Assistant controller roles
31	Assistant Revenue Officers Marattalli sub division	17-09-2010	Information is not available
32	Assistant Executive Engineers (Padmanaba nagara) sub division	13-09-2010	Organogram chart

We draw your attention to the above replies and thus absence of a Citizen Charter in any of the departments in BBMP. A citizen charter being an essential necessity of the service delivery department and integral part of its delivery mechanism paving way for a citizen to know what is available, norms of delivery and hence better service delivery to its people, we request you to:

1. Issue an order to all the BBMP departments to formulate their respective Citizen Charter comprising:
 - a. Services available
 - b. Quality of the service
 - c. Quantity of the service
 - d. Frequency of the service
 - e. Personnel responsible for the service
 - f. Cost of the service
 - g. Service without cost
 - h. Process of availing the service (Ex: How to apply for a service, where to apply, when to apply, how to pay the fees, to whom and where, etc.,)
 - i. Timelines in availing service (Ex: In how many days the service will be provided, if the application is not in order by how many days the applicant would get a reply from the concerned officer, etc.,)
 - j. Grievance redressal mechanism adopted, kinds of grievances and timelines for solving them, responsible officers etc.,
2. Instruct the BBMP head office to compile all the departmental charters and produce a compiled BBMP Citizen Charter. They be made available at all Ward offices in enough numbers.

We look forward to your cooperation and necessary action.

Faithfully

ಬೃಹತ್ ಬೆಂಗಳೂರು ಮಹಾನಗರ ಪಾಲಿಕೆ

ಸಂಖ್ಯೆ:ಬಿಬಿಎಂಪಿ/ಅಮಾಹಾ/ಅ/ಪಿಆರ್/53/ಅಮಾನೇ/10-11.

ಆಯುಕ್ತರವರ ಕಛೇರಿ,
ಮಹಾನಗರ ಪಾಲಿಕೆ ಕಛೇರಿಗಳು,
ಬೆಂಗಳೂರು, ದಿನಾಂಕ:15-12-2010

ಜನರಿಗೆ

ಸುತ್ತೋಲೆ

ವಿಷಯ: ಬೃಹತ್ ಬೆಂಗಳೂರು ಮಹಾನಗರ ಪಾಲಿಕೆಯ ಎಲ್ಲಾ ವಲಯ ಅವರ / ಜಂಟಿ ಆಯುಕ್ತರು, ಎಲ್ಲಾ ಇಲಾಖಾ ಮುಖ್ಯಸ್ಥರು ಮತ್ತು ಎಲ್ಲಾ ಬಟವಾಡೆ ಅಧಿಕಾರಿಗಳು ತಮ್ಮ ಕಛೇರಿಗಳಲ್ಲಿ ಲಭ್ಯವಿರುವ ಸೇವೆಗಳ ಮತ್ತು ಸಾರ್ವಜನಿಕರಿಗೆ ನೀಡಲಾಗುವ ಸೇವೆಗಳ ಕುರಿತು Citizen Charter ಹೊರಡಿಸುವ ಬಗ್ಗೆ.

ಉಲ್ಲೇಖ: ಸಿವಿಕ್ ಸಂಸ್ಥೆಯ ಮುಖ್ಯಸ್ಥರು ನಂ. 06, 2ನೇ ಮಹಡಿ, ಕಸ್ತೂರಿ ಅಪಾರ್ಟ್‌ಮೆಂಟ್, 35/22, ಲಾಂಗ್‌ಪೋರ್ಟ್ ರಸ್ತೆ ಕ್ರಾಸ್, ಶಾಂತಿನಗರ, ಬೆಂಗಳೂರು-25ರವರು ಮಾಹಿತಿ ಪಡೆಯುವ ಹಕ್ಕು ಅಧಿನಿಯಮ 2005ರಡಿ ಮಾಹಿತಿಗಳನ್ನು ಕೋರಿ ಸಲ್ಲಿಸಿರುವ ಅರ್ಜಿ ದಿನಾಂಕ: 09-11-2010

ಸಿವಿಕ್ ಸಂಸ್ಥೆಯ ಮುಖ್ಯಸ್ಥರು ನಂ. 06, 2ನೇ ಮಹಡಿ, ಕಸ್ತೂರಿ ಅಪಾರ್ಟ್‌ಮೆಂಟ್, 35/22, ಲಾಂಗ್‌ಪೋರ್ಟ್ ರಸ್ತೆ ಕ್ರಾಸ್, ಶಾಂತಿನಗರ, ಬೆಂಗಳೂರು-25ರವರು ಮಾಹಿತಿ ಪಡೆಯುವ ಹಕ್ಕು ಅಧಿನಿಯಮ 2005ರಡಿ ಉಲ್ಲೇಖಿತದಂತೆ ಅರ್ಜಿ ಸಲ್ಲಿಸಿ, ಬೃಹತ್ ಬೆಂಗಳೂರು ಮಹಾನಗರ ಪಾಲಿಕೆಯ ಎಲ್ಲಾ ಕಛೇರಿಗಳಲ್ಲಿ ಸಾರ್ವಜನಿಕರಿಗೆ ಲಭ್ಯವಿರುವ ಸೇವೆಗಳು, ಸಾರ್ವಜನಿಕರಿಗೆ ಒದಗಿಸಲಾಗುವ ಸೇವೆಗಳು ಮತ್ತು ಸಾರ್ವಜನಿಕರಿಗೆ ಒದಗಿಸಲಾಗುವ ಗುಣಮಟ್ಟದ ಸೇವೆಗಳ ಬಗ್ಗೆ Citizen Charter ಹೊರಡಿಸಲು ಪಾಲಿಕೆಯ ಎಲ್ಲಾ ಇಲಾಖಾ ಮುಖ್ಯಸ್ಥರುಗಳಿಗೆ ಸೂಚಿಸಿ, ಹೊರಡಿಸಲಾಗುವ Citizen Charter ಗಳು ಎಲ್ಲಾ ಕಛೇರಿಗಳಲ್ಲಿ ಮತ್ತು ಎಲ್ಲಾ ವಾರ್ಡ್ ಕಛೇರಿಗಳಲ್ಲಿ ಸಾಕಷ್ಟು ಸಂಖ್ಯೆಯಲ್ಲಿ ಲಭ್ಯವಾಗುವಂತೆ ನೋಡಿಕೊಳ್ಳುವುದು ಮತ್ತು ಕಛೇರಿಗಳಲ್ಲಿ ಮತ್ತು ವಾರ್ಡ್ ಕಛೇರಿಗಳಲ್ಲಿ Citizen Charter ಗಳನ್ನು ಪ್ರಕಟಿಸಲು ಕೋರಿಯುತ್ತಾರೆ.

ಈ ಹಿನ್ನೆಲೆಯಲ್ಲಿ ಎಲ್ಲಾ ವಲಯ ಅವರ / ಜಂಟಿ ಆಯುಕ್ತರು, ಎಲ್ಲಾ ಇಲಾಖಾ ಮುಖ್ಯಸ್ಥರು ಮತ್ತು ಎಲ್ಲಾ ಬಟವಾಡೆ ಅಧಿಕಾರಿಗಳು ತಮ್ಮ ಕಛೇರಿಗಳಲ್ಲಿ ಸಾರ್ವಜನಿಕರಿಗೆ ಲಭ್ಯವಿರುವ ಸೇವೆಗಳು, ಸಾರ್ವಜನಿಕರಿಗೆ ನೀಡಲಾಗುವ ಸೇವೆಗಳು ಮತ್ತು ಸಾರ್ವಜನಿಕರಿಗೆ ಒದಗಿಸಲಾಗುವ ಗುಣಮಟ್ಟದ ಸೇವೆಗಳು ಮತ್ತು ಈ ಕೆಳಕಂಡ ಇತರೇ ಸೇವೆಗಳ ಕುರಿತು Citizen Charterನ್ನು ತಯಾರಿಸಿ, ಕಛೇರಿಗಳಲ್ಲಿ ಮತ್ತು ವಾರ್ಡ್ ಕಛೇರಿಗಳಲ್ಲಿ ಪ್ರಕಟಿಸಿ, Citizen Charterಗಳು ಕಛೇರಿಗಳಲ್ಲಿ ಮತ್ತು ವಾರ್ಡ್ ಕಛೇರಿಗಳಲ್ಲಿ ಸಾಕಷ್ಟು ಸಂಖ್ಯೆಯಲ್ಲಿ ಸಾರ್ವಜನಿಕರಿಗೆ ಲಭ್ಯವಿರುವಂತೆ ನೋಡಿಕೊಳ್ಳುವುದು. ಹಾಗೂ Citizen Charterನ್ನು ಸಾಫ್ಟ್ ಕಾಪಿ ಮತ್ತು ಹಾರ್ಡ್ ಕಾಪಿಯಲ್ಲಿ ತಯಾರಿಸಿ, ಕೂಡಲೇ ಆಯುಕ್ತರ ಕಛೇರಿ ಆಡಳಿತ ಶಾಖೆಗೆ ಕಳುಹಿಸಿಕೊಡಲು ಸೂಚಿಸಿದೆ.

1. Services available
2. Quality of the service
3. Quantity of the service
4. Frequency of the service
5. Personnel responsible for the service
6. Cost of the service

ಆರ್.ಎ. ಕ್ರಿಯಾಪತ್ರ ಸಂಖ್ಯೆ: P/3269/10
ದಿನಾಂಕ: 15/12/10

7. Service without cost
8. Process of availing the service (Ex. How to apply for a service, where to apply, when to apply, how to pay the fees, to whom and where. Etc.)
9. Timelines in availing service (Ex. In how many days the service will be provided. If the application is not in order by how many days the applicant would get a reply from the concerned officer. etc..)
10. Grievance redressal mechanism adopted. Kinds of grievances and timelines for solving them, responsible officers etc.
11. Concern officers contact list with phone numbers.

15/12
ಉಪ ಆಯುಕ್ತರು (ಆಡಳಿತ)

ಬೃಹತ್ ಬೆಂಗಳೂರು ಮಹಾನಗರ ಪಾಲಿಕೆ

ಪ್ರತಿಯನ್ನು : ಪೂಜ್ಯ ಮಹಾಪೌರರು ರವರ ಅವಗಾಹನೆಗೆ ತರಲು ಆಪ್ತ ಕಾರ್ಯದರ್ಶಿಯರಿಗೆ ಕಳುಹಿಸಿದೆ.

: ಮಾನ್ಯ ಉಪ ಮಹಾಪೌರರು ರವರ ಅವಗಾಹನೆಗೆ ತರಲು ಆಪ್ತ ಕಾರ್ಯದರ್ಶಿಯವರಿಗೆ ಕಳುಹಿಸಿದೆ.

: ಮಾನ್ಯ ಆಯುಕ್ತರು ರವರ ಅವಗಾಹನೆಗೆ ತರಲು ಆಪ್ತ ಕಾರ್ಯದರ್ಶಿಯವರಿಗೆ ಕಳುಹಿಸಿದೆ.

: ಅಪರ ಆಯುಕ್ತರು (ಆಡಳಿತ) ರವರ ಅವಗಾಹನೆಗೆ ತರಲು ಆಪ್ತ ಕಾರ್ಯದರ್ಶಿಯವರಿಗೆ ಕಳುಹಿಸಿದೆ.

: ಕೌನ್ಸಿಲ್ ಕಾರ್ಯದರ್ಶಿಯವರಿಗೆ ಕಳುಹಿಸುತ್ತಾ, ಎಲ್ಲಾ ಸ್ಥಾಯಿ ಸಮಿತಿಯ ಅಧ್ಯಕ್ಷರು, ಮಾನ್ಯ ಆಡಳಿತ ಪಕ್ಷದ ನಾಯಕರು ಮತ್ತು ವಿರೋಧ ಪಕ್ಷದ ನಾಯಕರುಗಳ ಅವಗಾಹನೆಗೆ ತರಲು ಕೋರಿದೆ.

: ಎಲ್ಲಾ ವಲಯ ಅಪರ / ಜಂಟಿ ಆಯುಕ್ತರು ರವರುಗಳಿಗೆ ಅಗತ್ಯ ಕ್ರಮಕ್ಕೆ ಕಳುಹಿಸಿದೆ.

: ಎಲ್ಲಾ ಇಲಾಖಾ ಮುಖ್ಯಸ್ಥರುಗಳಿಗೆ ಅಗತ್ಯ ಕ್ರಮಕ್ಕೆ ಕಳುಹಿಸಿದೆ.

: ಎಲ್ಲಾ ವಲಯ ಬಟವಾಡೆ ಅಧಿಕಾರಿಗಳಿಗೆ ಮಾಹಿತಿಗೆ ಮತ್ತು ಅಗತ್ಯ ಕ್ರಮಕ್ಕೆ ಕಳುಹಿಸಿದೆ.

: ಕಛೇರಿ ಪ್ರತಿ.

9.18 CIVIC put RTI application about status of the circular

To,
The public Information officer
BBMP
NR Square
Bangalore-02

Applicant	Veeresha .A.M
Address	#6,Kasturi Apts, 2 nd floor, No.35/23, Langford Road Cross, Shanthy Nagar Bangalore 560025
Subject	Action taken report on create Citizen charter in BBMP
Reference	To create BBMP's citizen charter letter dated ²⁶ 05 th November 2010
Request Information	Certified copy of 1.Date wise action taken report on submitted letter 2. Name and designation of the officer responsible for addressing the letter 3. Number of days in which report submitted should be solved as per departmental rules. 4. Action to be taken against the officer-in report-if not solved the prescribed time-as per departmental rules. 5. Number of days required for complete the work
Fees details	IPo - 90 E 899971

Date: 01.09.2011
Place: B'lore




Signature

**9.19 Feedback on Web-Based Project Management System in
Bruhat Bangalore Mahanagara Palike**



FEDERATION of CIVIL SOCIETIES
of SAGAYAPURAM WARD 60
FCSS-WARD 60

August 4, 2011

Commissioner

BBMP

NR Square

Bengaluru 560002

Dear Sir,

Subject: Analysis and Suggestions of BBMP Web Based Project Management System of two wards Sagayapuram (ward No.60) and Devasandra ward (ward No 55)

CIVIC is an not-for-profit non-governmental organization since 1992 working on issues of urban governance in Bengaluru. From last two and a half years CIVIC is working in Sagayapuram and Devasandra ward with different agencies like BBMP, BWSSB, Education Department, Health Department, Department of Food and Civil Supplies. Civic creates Platforms to give information about citizens' rights with regard to various departments, resolve grievances, find solutions and discuss the policy level issues

We have analyzed the concern two wards project details there is the more data not filled in the work It shows work may not be started on time and contractor also not finished with in time.

Sagayapuram ward		Mentioned	Not Mentioned
Total 510	Entries		
	Approved cost	4	506
	Work Order date	44	466
	Work Commencement date	0	510
	Name of the Contractor	0	510
	Work status -File processes	233	277
	Work Status-Completed	29	481
	Work Progress	8	508
	Work Status-Yet to Start	240	270
	Work code	504	6
	Name of the AE	505	5
	Name of the AEE	506	4
Name of the EE	509	1	

CIVIC Bangalore®

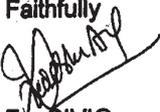
#6, II Floor, Kasturi Apartments, 35/23, Langford Road Cross, Shanthinagar, Bengaluru - 560025.
Tel : 91 - 80 - 2211 0584, 41144126 E-mail: info@civicspace.in Web: www.civicspace.in

In Devasandra ward most of the data entered here also Contractor name also most the works not mentioned and File processes mentioned still file processes on going or work start or work completed not given any clarity.

Devasandra ward		Mentioned	Not Mentioned
Total Entries 30	Approved cost	30	0
	Work Order date	27	3
	Work Commencement date	21	9
	Name of the Contractor	13	17
	Work status –File processes	4	26
	Work Status-Completed	21	9
	Work Progress	4	26
	Work Status-Work Approval	1	29
	Work code	29	1

Recommendations:

1. In projects list we saw only Engineering, Electrical, Horticulture department programme of works mentioned, other departments like welfare, Health, Education, Electrical, Solid Waste Management issues not mentioned.
At present in BBMP no body knows about each ward total budget of the year and there is no system also to collect the information.
2. Should mention work started date.
3. Should mention the work completed date.
4. Should mention the Administrative approval and Technical Work plans date and designation of the officer.
5. Should up load the details of Schedule B.
6. Should up load the details sketches of the work.
7. Should up load the pre and post measurement.
8. Should mention EMI amount of the contractor.
9. Should up load Quality checking reports.
10. Should up load photos of different stage of each work.
11. Should up load the agreement copies of each work.
12. Should up load the TVCC reports.
13. Should up load the estimated amount and final paid amount.
14. Should up load the completion work certified copies EE, AEE, AE.
15. Should up load the road register sheet and mention the detail of the work.

Faithfully

 For CIVIC


 For FOSS-Ward 60

Copy to:

1. IT Advisor-BBMP

9.21 Request letter to bring participatory committees in Bangalore Water Supply and Sewerage Board.



June 27, 2011

Chairman

BWSSB

Cauvery Bhavan

Bangalore-02

Dear Sir,

Subject: Bring Participatory Council in BWSSB.

CIVIC is an not for profit, non governmental organization, working on issues of urba governance in Bengaluru, since 1992.

BWSSB is one of the Public service agency in Bangalore, but in the organization there is no platform to peoples participation in decision making processes, bring more transparency issues and there is no proximity for the people.

This system works on the top down approach and centralized, and managed by only the officials. This system brings gap between officials and public and Department looks a public as a consumer and not as a stake holder. Please refer to the attached copy of BBMP circular, asking BWSSB to attend the Janaspandana meetings.

Finally the Question raises who is the ultimate user and who is important to department to achieve the goal of the department.

We can also see in all Government bodies have public participation platforms like

1. Schools-School Development and Management committee (SDMC), in each school
2. Hospitals-Rogi Kalyan Samities in each hospital
3. Food and Civil Supplies Department - Vigilance Committee for each shop
4. Bescom- Bescom.Participatory Council- in each sub division level, Divisional level and corporate level
5. BBMP-Ward committees -each ward

In BWSSB, participatory issues is very much important for equal distribution and bring more transparency in department, people's friendly approach and bottom to top approach, to solve grievances in sustainable manner and effective function of the department.

27/06/11
ಅಧಿಕಾರಿಗಳ ಸಹಾಯಕ ವಿಭಾಗ
#6, 100, Kasturi Apartments, 35/23, Langford Road Cross, Shanthinagar, Bengaluru - 560025.
Tel: 91 - 80 - 2211 0584, 42114571 E-mail: civicblre@gmail.com Web: www.civicspace.in

CIVIC Bangalore®

#6, 100, Kasturi Apartments, 35/23, Langford Road Cross, Shanthinagar, Bengaluru - 560025.
Tel: 91 - 80 - 2211 0584, 42114571 E-mail: civicblre@gmail.com Web: www.civicspace.in

We request you to Establishing a participatory process in BWSSB.CIVIC would assist BWSSB in this respect as much as feasible. (Encloses the details of other department)

Your's faithfully

Coordinator

Copy to: PRO BWSSB

Chief Secretary Government of Karnataka,

Minister-in -charge BWSSB.

9.22 BBMP Commissioner issued circular on Janaspandana Meeting

ಬೃಹತ್ ಬೆಂಗಳೂರು ಮಹಾನಗರ ಪಾಲಿಕೆ

ಸಂಖ್ಯೆ:

ಆಯುಕ್ತರವರ ಕಛೇರಿ,
ಬೃಹತ್ ಮಹಾನಗರ ಪಾಲಿಕೆ ಕಛೇರಿಗಳು,
ಬೆಂಗಳೂರು, ದಿನಾಂಕ: 21.04.2010

ಸುತ್ತೋಲೆ

ವಿಷಯ : ಸಾರ್ವಜನಿಕರ ಕುಂದುಕೊರತೆಗಳನ್ನು ನಿವಾರಿಸಲು ವಾರ್ಡ್ ಮಟ್ಟದಲ್ಲಿ ಜನಸ್ಪಂದನಾ ಸಭೆಗಳನ್ನು ಆಯೋಜಿಸುವ ಬಗ್ಗೆ.

ಉಲ್ಲೇಖ : ಕಛೇರಿ ಸುತ್ತೋಲೆ ಸಂಖ್ಯೆ: ಎಸಿ(ಎ)/ಎಫ್/5355/08, ದಿನಾಂಕ: 26.12.2008.

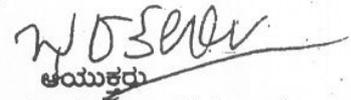
ಮೇಲ್ಕಂಡ ವಿಷಯಕ್ಕೆ ಸಂಬಂಧಿಸಿದಂತೆ, ಬೃಹತ್ ಬೆಂಗಳೂರು ಮಹಾನಗರ ಪಾಲಿಕೆ ವ್ಯಾಪ್ತಿಯಲ್ಲಿ ಬರುವ ವಾರ್ಡ್‌ಗಳಲ್ಲಿ ಪ್ರತಿನಿತ್ಯ ನಗರ ಸ್ವಚ್ಛತೆ, ನೈರ್ಮಲ್ಯ, ಬೀದಿ ದೀಪ, ರಸ್ತೆ ಗುಂಡಿ, ಪಾದಚಾರಿ ಮಾರ್ಗ ದುರಸ್ತಿ, ರಸ್ತೆ ಬದಿ ಮೋರಿಯಲ್ಲಿ ಹೂಳು ತುಂಬಿರುವುದು, ಖಾತಾ ಸಂಬಂಧಿಸಿದಂತೆ, ಆಸ್ತಿ ತೆರಿಗೆ ಪಾವತಿಸುವ ಸಂಬಂಧ, ಹೀಗೆ ಪ್ರತಿನಿತ್ಯ ಹಲವಾರು ಸಮಸ್ಯೆಗಳು ಉದ್ಭವಿಸುತ್ತವೆ.

ಈ ಸಮಸ್ಯೆಗಳನ್ನು ಸ್ಥಳೀಯ ವಾರ್ಡ್ ಮಟ್ಟದಲ್ಲಿ ನಿವಾರಿಸಿ ಸಾರ್ವಜನಿಕರಿಗೆ ಪರಿಹಾರ ನೀಡಲು ಈ ಹಿಂದೆ ಕೂಡಾ ಸುತ್ತೋಲೆಯನ್ನು ಹೊರಡಿಸಿ, ಪ್ರತಿ ವಾರ ಜನಸ್ಪಂದನಾ ಸಭೆಗಳನ್ನು ಆಯೋಜಿಸಿ, ಸಾರ್ವಜನಿಕರ ಕುಂದು ಕೊರತೆಗಳನ್ನು ಅಲಿಸಿ ಸೂಕ್ತ ಕ್ರಮ ಕೈಗೊಳ್ಳಲು ಉಲ್ಲೇಖ ಪತ್ರದಂತೆ ಸೂಚಿಸಲಾಗಿತ್ತು.

ಇಂತಹ ಸಭೆಗಳನ್ನು ಇನ್ನು ಮುಂದೆಯೂ ಕೂಡಾ ನಿರಂತರವಾಗಿ ನಡೆಸಲು ವಾರ್ಡಿನ ಪಾಲಿಕೆ ಸದಸ್ಯರ ಅಧ್ಯಕ್ಷತೆಯಲ್ಲಿ ಸಂಬಂಧಪಟ್ಟ ಸಹಾಯಕ ಕಾರ್ಯನಿರ್ವಾಹಕ ಅಭಿಯಂತರರು, ಬೆಂಗಳೂರು ಜಲಮಂಡಳಿ ಅಭಿಯಂತರರು, ಬೆಸ್ಕಾಂ ಅಭಿಯಂತರರು, ವಾರ್ಡಿನ ಕಿರಿಯ / ಸಹಾಯಕ ಅಭಿಯಂತರರು ಅಗತ್ಯವಿರುವ ಇತರ ಇಲಾಖೆಗಳ ಅಧಿಕಾರಿಗಳನ್ನೊಳಗೊಂಡಂತೆ ಸಮಿತಿಯನ್ನು ರಚಿಸಿ, ಕುಂದುಕೊರತೆಗಳಿಗೆ ಪರಿಹಾರ ಕೈಗೊಳ್ಳಲು ಸೂಚಿಸಿದೆ.

ಜನಸ್ಪಂದನಾ ಸಭೆಯನ್ನು ಆಯೋಜಿಸುವಾಗ ಈ ಕೆಳಕಂಡ ಸೂಚನೆಗಳನ್ನು ಅನುಸರಿಸಬೇಕೆಂದು ಸೂಚಿಸಿದೆ.

- 1) ಸಭೆಯ ದಿನಾಂಕ, ಸ್ಥಳ ಮತ್ತು ಸಮಯವನ್ನು ಮುಂಚಿತವಾಗಿ ಮಾಧ್ಯಮಗಳ ಮುಖಾಂತರ ಹಾಗೂ ಸ್ಥಳೀಯ ಮಟ್ಟದಲ್ಲಿ ಕರಪತ್ರಗಳನ್ನು ಹಂಚುವ ಮೂಲಕ ಪ್ರಚಾರಪಡಿಸುವುದು.
- 2) ಸಭೆಯನ್ನು ಪ್ರತಿ ತಿಂಗಳ ಮೊದಲನೇ ಹಾಗೂ ಮೂರನೇ ಶನಿವಾರ ಬೆಳಿಗ್ಗೆ 9.00 ಗಂಟೆಯಿಂದ 11.00 ಗಂಟೆಯವರೆಗೆ ಆಯೋಜಿಸುವುದು.
- 3) ಸಹಾಯಕ ಕಾರ್ಯಪಾಲಕ ಅಭಿಯಂತರರು ಸರದಿಯಂತೆ ತಮ್ಮ ವಿಭಾಗದ ವಾರ್ಡ್ ಮಟ್ಟದಲ್ಲಿ ನಡೆಯುವ ಜನಸ್ಪಂದನಾ ಸಭೆಗೆ ಹಾಜರಾಗುವುದು.
- 4) ವಲಯ ಅಪರ/ಜಂಟಿ ಆಯುಕ್ತರು, ಮುಖ್ಯ ಅಭಿಯಂತರರು, ಕಾರ್ಯಪಾಲಕ ಅಭಿಯಂತರರು ಜನಸ್ಪಂದನಾ ಕಾರ್ಯಕ್ರಮದ ದಿನದಂದು ಪ್ರತ್ಯೇಕವಾಗಿ ಒಂದೊಂದು ಸಭೆಗೆ ಹಾಜರಾಗುವುದು.
- 5) ಜನಸ್ಪಂದನಾ ಸಭೆಯಲ್ಲಿ ಸ್ವೀಕರಿಸಿದ ದೂರುಗಳನ್ನು ತಕ್ಷಣವೇ ವಿಲೇವಾರಿ ಮಾಡಿ ವರದಿಯನ್ನು ವಲಯ ಅಪರ / ಜಂಟಿ ಆಯುಕ್ತರಿಗೆ ಸಲ್ಲಿಸುವುದು.
- 6) ಅವಶ್ಯಕತೆ ಇದ್ದಲ್ಲಿ ಹೆಚ್ಚುವರಿ ಸಭೆಗಳನ್ನು ಸಹ ಆಯೋಜಿಸಬಹುದಾಗಿದೆ.


ಆಯುಕ್ತರು

ಬೃಹತ್ ಬೆಂಗಳೂರು ಮಹಾನಗರ ಪಾಲಿಕೆ

- ಪ್ರತಿಯನ್ನು:-**
- : ವಿಶೇಷ ಆಯುಕ್ತರು (ಯೋಜನೆ) ರವರ ಅವಗಾಹನೆಗೆ ಸಲ್ಲಿಸಿದೆ.
 - : ಅಪರ ಆಯುಕ್ತರು (ಆಡಳಿತ) ರವರಿಗೆ ಮಾಹಿತಿಗಾಗಿ ಕಳುಹಿಸಿದೆ.
 - : ಎಲ್ಲಾ ವಲಯ ಅಪರ / ಜಂಟಿ ಆಯುಕ್ತರುಗಳಿಗೆ ಕಳುಹಿಸಿದೆ.
 - : ವಲಯ ಮುಖ್ಯ ಅಭಿಯಂತರರುಗಳಿಗೆ ಕಳುಹಿಸಿದೆ.
 - : ಎಲ್ಲಾ ಕಾರ್ಯಪಾಲಕ ಅಭಿಯಂತರರುಗಳಿಗೆ ಕಳುಹಿಸಿದೆ.
 - : ಎಲ್ಲಾ ಸಹಾಯಕ ಕಾರ್ಯಪಾಲಕ ಅಭಿಯಂತರರುಗಳಿಗೆ ಕಳುಹಿಸಿದೆ.
 - : ಎಲ್ಲಾ ಇಲಾಖಾ ಮುಖ್ಯಸ್ಥರುಗಳಿಗೆ ಕಳುಹಿಸಿದೆ.
 - : ಕಛೇರಿ ಕಡತಕ್ಕೆ.

9.23 List of GRMs conducted with support of FCSS and service agencies

List of GRM's conduct with support of FCSS and Service Agencies

Sl. No	Department	Date	Venue	Names of the officials who participated
1	BWSSB &BESCOM	12.03.2010	SERVITE CRECHE,	Mr. Shankrappa, EE, BESCOM; Mr. Nagendra, AE, BWSSB (East Subdivision3)
2	BBMP &BWSSB	05.06.2010	Anbillam training centre Sagayapuram	Mr. Manjunath Assistant Engineer, BBMP Mr. Ravindra- Junior Engineer, BWSSB Mr. Kondaiah Junior Health Inspector, BBMP
3	BBMP	18.12.2010	BBMP Ward Office	Mr. Maradi Rangappa Asst Executive Eng, Mr.Manjunath Assistant Engineer, Mr.Kondaiah Junior Health Inspector, Mrs.Tulasi Horticulture Inspector, Mr.S.Abdul Sattar, Assistant Revenue Officer, Councillor's brother
4	BBMP	26.02.2011	BBMP Ward Office	Mr .Manjunath, Asst Eng, Mr.Kondaiah, Junior Health Inspector, Mrs.R.Tulasi, Horticulture Inspector, Mr.S.Abdul Sattar, ARO, Mr.Seenaiah, ARO, Mr.Anil Kumar, Tax Inspector.
5	BWSSB	21.04.2011	Parish Hall	Mr. Channabasavaiah A.E.BWSSB
6	BBMP &BWSSB	16.07.2011	BBMP Ward Office	Mr. Maradi Rangappa, Asst Executive Eng, Mr.Manjunath, Assistant Engineer, Mr.Manishankar, Senior Health Inspector, Mr.Kondaiah, Junior Health Inspector, Mrs.Tulasi, Horticulture Inspector, Mr. Kiran, Electrical dept. Mr. Gopal Gowda, Assistant Executive Engineer, BWSSB
7	BBMP	23.12.2011	BBMP Ward Office	Mr. Manjunath, Assistant Engineer, Mr. Manishankar, Senior Health Inspector, Mrs. Tulasi, Horticulture Inspector, Mr. Kiran, Electrical dept Mr. Mruthunjaya, Field Officer Animal Husbandry

9.24 Request letter on declaration of a slum

**FCSS – WARD 60
Federation of Civil Societies
of Sagayapuram (Ward 60)**



09th November 2010

To
The District Commissioner,
Bangalore Urban DC Office,
Bangalore

Dear Sir,

Subject: Request for letter on Declaration of the Slum.

Reference:No:kscb:km:ko.pra.go.bbmp:2010-11/597,Dated.23.10.2010(copy attached).

CIVIC Bangalore and Members of FCSS-Ward-60 (Federation of Civil Societies of Sagayapuram) had prepared a Programme of Works list through participatory budgeting and submitted the same to BBMP Officials on 7-5-2010. During this process, it was found that the families living in the slum near the Slaughter house on Pottery Road are in need of proper housing. These families are residing in slums which are in very poor condition and all these 36 families belong to SC category.

BBMP has selected these 36 slums for a housing project under 22.75% SCP. But this project has been withheld as this is not declared as Slum by your Department. Thus, though the Housing project has been sanctioned, the people of this slum are deprived of the project till date.

Therefore, we request you to provide the Letter declaring the slum as early as possible so that people will be benefited by the schemes and their living condition will be improved.

We look forward for your quick action.

Faithfully

ಅಧಿಕಾರಿಗಳ ಕಛೇರಿ
Authorised Signature
11 NOV 2010
DEPUTY COMMISSIONER OFFICE
BANGALORE, DIST. BANGALORE

CIVIC Bangalore®
#6, II Floor, Kasturi Apartments, 35/23, Langford Road Cross, Shanthinagar, Bengaluru - 560025.
Tel : 91 - 80 - 2211 0584, 42114571 E-mail: civicblore@gmail.com Web: www.civicspace.in



ಕರ್ನಾಟಕ ಕೊಳಚೆ ನಿರ್ಮೂಲನ ಮಂಡಳಿ

ನಂ. 55, ರಿಸಲ್ವಾರ್ ರಸ್ತೆ, ಶೇಷಾದ್ರಿಪುರಂ, ಬೆಂಗಳೂರು - 560 020.

ದೂರವಾಣಿ : 23563506, 23460085, 23464023, 23460930

ಇ-ಮೈಲ್ : ksccb_blr@rediffmail.com ವೆಬ್‌ಸೈಟ್ : www.ksccb.org.in

ಸಂಖ್ಯೆ:ಕಕೊನಿಮ:ಕಂ:ಕೊ.ಪ್ರ.ಫೋ:ಬಿಬಿಎಂಪಿ:2010-11

1597

ದಿನಾಂಕ 12-10-2010

ರಿಗೆ:

5

ಜಿಲ್ಲಾಧಿಕಾರಿಗಳು,
ಬೆಂಗಳೂರು ನಗರ ಜಿಲ್ಲೆ,
ಬೆಂಗಳೂರು.

ಮಾನ್ಯರ,

ವಿಷಯ: ಬೃಹತ್ ಬೆಂಗಳೂರು ಮಹಾನಗರ ಪಾಲಿಕೆ ವ್ಯಾಪ್ತಿಯಲ್ಲಿ
ಬರುವ ಪಾಟಿರಿ ರಸ್ತೆ, ಸ್ಲಾಟರ್ ಹೌಸ್ ಕೊಳಚೆ ಪ್ರದೇಶವನ್ನು
ಮಂಡಳಿ ಕಾಯಿದೆಯಡಿ ಫೋಷನ್ ಮಾಡುವ ಬಗ್ಗೆ.

- ಉಲ್ಲೇಖ: 1) ದಿನಾಂಕ 24-11-2009, 23-11-2009 ಹಾಗೂ
2-1-2010 ರಂದು ಮಾನ್ಯ ಅಬಕಾರಿ ವಾರ್ತಾ ಮಾಹಿತಿ
ಮತ್ತು ಜೈವಿಕ ತಂತ್ರಜ್ಞಾನ ಹಾಗೂ ಬೆಂಗಳೂರು ಜಲ
ಮಂಡಳಿ ಸಚಿವರು ಇವರ ಅಧ್ಯಕ್ಷತೆಯಲ್ಲಿ ನಡೆದ
ಸಭೆಯ ನಡವಳಿಗಳು.
- 2) ಮಾನ್ಯ ಆಯುಕ್ತರು, ಬಿಬಿಎಂಪಿ ರವರ ಸುತ್ತೋಲೆ ಪತ್ರದ
ಸಂಖ್ಯೆ:ಸಆ(ಆಸ್ತಿಗಳು):ಎಸ್ಆರ್:1:37:2009-10 ದಿನಾಂಕ
2-1-2010
- 3) ಬಿಬಿಎಂಪಿ ಕಛೇರಿ ಪತ್ರ ಸಂಖ್ಯೆ:ಅ.ಆ/ಪೂ/ಪಿಆರ್/340/10-11
ದಿನಾಂಕ:28-9-2010

ಮೇಲ್ಕಂಡ ವಿಷಯಕ್ಕೆ ಸಂಬಂಧಿಸಿದಂತೆ ಉಲ್ಲೇಖಿತ ಪತ್ರಗಳನ್ವಯ ಬೃಹತ್ ಬೆಂಗಳೂರು
ಮಹಾನಗರ ಪಾಲಿಕೆ ವ್ಯಾಪ್ತಿಯಲ್ಲಿ ಬರುವ ಪಾಟಿರಿ ರಸ್ತೆ, ಸ್ಲಾಟರ್ ಹೌಸ್ ಕೊಳಚೆ ಪ್ರದೇಶವನ್ನು
ಮಂಡಳಿ ಕಾಯಿದೆಯಡಿ ಫೋಷನ್ ಮಾಡುವ ಬಗ್ಗೆ ಪ್ರಸ್ತಾವನೆಯನ್ನು ಕಳುಹಿಸಿರುತ್ತಾರೆ. ಈ
ಪ್ರದೇಶವು - ಗ್ರಾಮ ಸರ್ವೆ ನಂ. - ರಲ್ಲಿದ್ದು ಇದರ ವಿಸ್ತೀರ್ಣ 0.8 ಗುಂಟೆ ಇರುತ್ತದೆ. ಈ
ಪ್ರದೇಶದಲ್ಲಿ 36 ಕುಟುಂಬಗಳು ವಾಸಿಸುತ್ತಿರುವುದಾಗಿ ಅಂದಾಜಿಸಲಾಗಿದೆ. ಈ ಪ್ರದೇಶವು
ಬಿಬಿಎಂಪಿ ಭೂಮಾಲೀಕತ್ವಕ್ಕೆ ಸೇರಿರುತ್ತದೆ. ಈ ಪ್ರದೇಶವನ್ನು ಬಿ ಬಿ ಎಂ ಪಿ ಅಧಿಕಾರಿಗಳು
ಸ್ಥಳ ತನಿಖೆ ಮಾಡಿ ಇದು ಫೋಷನ್ಗೆ ಸೂಕ್ತವೆಂದು ಅಭಿಪ್ರಾಯ ನೀಡಿರುತ್ತಾರೆ. ಈ ಕೊಳಚೆ
ಪ್ರದೇಶದಲ್ಲಿನ ನಿವಾಸಿಗಳಿಗೆ ಹಕ್ಕು ಪತ್ರಗಳನ್ನು ನೀಡಲು ಸರ್ಕಾರ ತೀರ್ಮಾನಿಸಲಾಗಿರುತ್ತದೆ.

ಆದಕಾರಣ ಮೇಲ್ಕಂಡ ಕೊಳಚೆ ಪ್ರದೇಶವನ್ನು ಮಂಡಳಿ ಕಾಯಿದೆ ಕರ್ನಾಟಕ ಕೊಳಚೆ
ಪ್ರದೇಶಗಳು (ಅಭಿವೃದ್ಧಿ ಮತ್ತು ನಿರ್ಮೂಲನಾ) ಕಾಯಿದೆ 1973 ಅಧಿನಿಯಮ 3 ರ ಪ್ರಕಾರ
ಮಂಡಳಿ ಕಾಯಿದೆಯಡಿ ಫೋಷನ್ ಮಾಡಿ ಅಧಿಸೂಚನೆ ಹೊರಡಿಸಲು ಕೋರಲಾಗಿದೆ. ಈ
ಪ್ರದೇಶದ ಫೋಷನ್ಗೆ ಸಂಬಂಧಪಟ್ಟಂತೆ ಬೃಹತ್ ಬೆಂಗಳೂರು ಮಹಾನಗರ ಪಾಲಿಕೆಯವರು

27 OCT 2010

DEPUTY COMMISSIONER OFFICE
BANGALORE DIST. BANGALORE



ಸಗಾಯಪುರ ಸಮಾಜ ಸೇವಾ ಸಂಘ SAGAYAPURAM SOCIAL WORKS ASSOCIATION

#1. 15th Cross, Davis Road, Near St. Alphonsus School, Sagaya Puram.
St. Thomas Town Post, Bangalore - 560 084.

Ph : 080-69906748 Mob : 0-90199 50233 / 0-92434 71221 E-mail : philip_marian@yahoo.co.in

Ref:

Date: 30-01-2012



Shri. Philip M L

Sagayapuram Social Works Association. (SSWA) Through the Association we are helping for the needy community people in different level. Target of Community Development of key areas, Education Support, Medical Support, Health, Widow Pension, Old Age Pension, Social Services on Advocacy issues, Environment Sanitation & Draining Maintenance. It has been functioning for the last 5 years.

Sagayapuram Social Work Association (SSWA) and CIVIC joined hands to organize Model Ward activities in **Sagayapuram Ward – 60** to implement development activities from a holistic approach, we visited 5 different areas for different problem mentioned below.

AREA	PROBLEMS SOLVED
1. New Baglur Layout	Road Side Drainage
2. Old Baglur Layout	Sanitary Road side Drainage
3. Sagayapuram Area	Street Light on Footbath
4. Giddappa Block	Sanitation & water leakages (Contaminate water) & KEB Problem
5. BSA Road	Street Light & Road Side Drainage

We are regularly attending Area level Janaspandana meeting and discussing further future Development of the **Sagayapuram Ward 60**.

Yours Truly
For Sagayapuram Social work Association


Shri. Philip M. L
National Vice-President.
All India Sathya Marg Party (AISMP) India.
Mob: 9019950233

Target of Community Development Key areas :

- To Develop Sagayapuram area
- Education support to all needy Children
- Medical Support to needy people
- Old Age Pension & Widow Pension
- Social Services on advocacy issues
- Environment Sanitation & Drainage maintenance

RICHARD'S TOWN RESIDENTS ASSOCIATION

Regd. Office 8, Clarke Road, Richards Town, Bangalore 560005
Regd under Karnataka Society's Registration Act 1960 Sl.No. 340/98-99

Correspondence address: C-3, Live in Style Apt, 12 Pottery Road, Richards Town, Bangalore 560005

Jan 2012

Civic has been very helpful and supportive to RTRA during the "model ward" project in ward 60. They have provided resources and support for the past two years and still continue their support. Thank you Civic team!

K.G. Shashidhar
Vice President
RTRA.

JOHN PINTO
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Ref :

Date : 30-01-2012

JAGO Federation is the apex body of nearly 10 Residents' Welfare Associations From Bangalore East and North. It has been functioning for the last 8 years, channelising the energy and enterprise of the Member Associations to Regional Development activities. JAGO Newsletter, the monthly publication of the Federation, distributed free, informs the Public as the level of activities and Service Deliveries by the Agencies.

JAGO and CIVIC joined hands to organize Model Ward activities in Ward 90 (erstwhile Ward-60, Sagayapuram to implement developmental activities from a holistic approach, instead of a middle class point of view and metamorphasised into an organization with the name Federation of Civil Societies of Sagayapuram (FCSS).

The approach, Methodology and the results are put down in this Manual to offer help to similar organisations in other areas of Bangalore City. The learnings, limitations and the recommendations would be of use to all concerned including the service agencies to integrate the best practices to all the other Wards and areas.

A.Sivasankaran,
President.