

Report

Councillors' Consultation on Urban Services

'My City Project Phase II'

'Improving service delivery by urban local government in the city of Jaipur through enhanced civic engagement'

February 17, 2014

In the series of consultations under phase II of My City project, a consultation was organised with the councillors of Jaipur Municipal Corporation (JMC) at Jaipur on February 17, 2014. This consultation was attended by 10 councillors from different wards of Jaipur city and representatives of partner civil society organisations (CSOs). The meeting was aimed to share the objectives and activities of MyCity intervention and build the rapport with JMC councillors for the effective implementation as well as to understand the problems, shortcoming in delivery of services by JMC.

Amar Deep Singh, CUTS welcomed all the participants and shared the objective of the consultation. He said that this consultation is organised for sharing the experience from the first phase of the project, which was implemented in eight wards of city and to get the



feedback on the same from councillors. It is also aimed to seek suggestions for next round of the project which is being implemented in another eight new wards. There will be total 16 wards under the project.

Om Prakash Arya, CUTS mentioned that MyCity project is aimed to improve urban local service delivery in the Jaipur city through enhanced civic engagement. He said that successful implementation of phase-I is being replicated in the second phase of project. Total 16 wards will be targeted and activities be implemented with the support of ward councillor and officials.

Abhimanyu Singh, CUTS through a power point presentation explained activities of the project. He mentioned that under this intervention, local CSOs are involved as partner organisations for engaging community in the process. In the second phase, total 16 wards are targeted. Specific activities will be conducted in these targeted wards. Feedback of citizens also will be collected through citizen report card (CRC) which will provide opportunity to engage and make citizens more aware about local government processes. Citizens Action Groups (CAGs) will be formed in all wards to provide continuous feedback about the quality of services at ward level for the improvement during and beyond the intervention period. Assessment of the delivery of key services of JMC will be done through generating Public Services Index (PSI) in each of the identified wards based on some indicators. Key findings of the project will be used for advocacy with target stakeholders for improving the services. Support is required from councillors for the successful implementation of the project.



Manish Pareek, Deputy Mayor of the Jaipur City, as chief guest of the programme addressed the participants. He applauded the MyCity project and efforts made by CUTS in partnership with The Asia Foundation to improve the services of JMC through citizen's participation. He shared his experience of phase-I and said that MyCity has increased awareness among common citizen. Councillors are benefited from this intervention by taking part in the meetings organised at ward

level. They are getting a platform to share their problems and issues faced by them. It is increasing the engagement between citizen and public representatives.

He said that to increase awareness of activities, pamphlets can be distributed and social media be used for reaching to more number of people. Though the project reached a huge number of people in the city, but percentage is very less as compared to ratio of the population. He assured to extend all necessary support for project activities

Councillors took active part in the discussion and shared their views about the intervention. They spoke about issues faced by them. Key issues and suggestions mentioned by them are as follows:

- Since awareness is very low among citizens, it creates problem. Such interventions where citizens are actively involved is helping increasing the civic sense
- Execution of services is poor, hence, orientation of officials from municipality is also important
- Issues of different wards may be different from each other, which need to be addressed as per the requirement
- Some of the bigger wards are facing more problems than smaller wards of city
- Issues of slum area are very huge which need to be looked at by higher authorities of the government. Local representatives are unable to address issues of slums. State government need to look into the matter
- Some wards are very big but budget is not in that proportion
- New wards included in the JMC jurisdiction having less facilities
- Citizens always blame public representative but never come to support them for their rights. They alone have to fight with the system



Representatives of partner CSOs also raised ward-specific issues and shared experiences from phase-I. Concerned councillors addressed these issues and assured to provide better support during phase-II of the project.

Project team members responded on the feedback and suggestions provided by councillors and CSO representatives and assured to consider these points for finalising the strategy for the next phase. The consultation was very helpful to understand the issues of JMC, especially from the side of public representatives.
