



## **Report of Councillor's Consultation**

### **MyCity**

#### ***'A project for Improving Service Delivery by Urban Local Government in the City of Jaipur through Enhanced Civic Engagement'***

Hotel Jaipur Palace, Jaipur, December 30, 2014

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### **Background**

CUTS International in partnership with The Asia Foundation implemented 'MyCity' project to improve governance and service delivery through enhanced civic engagement in city of Jaipur by using social accountability tools. Public Service Index (PSI) was used to generate ward-level report cards of urban services provided by the Jaipur Municipal Corporation (JMC) in eight wards of Jaipur city.

The essential municipal services provided by JMC include: roads, water supply, public health and sanitation, solid waste management, provision of urban amenities and facilities, such as parks, gardens, playgrounds, street lighting, parking etc. were considered for developing PSI. A tool of Citizen Report Card (CRC) was also utilised for gathering feedback of citizens on the status of services and engaging them in demanding better delivery of services. Various community meetings and interfaces with service providers were organised for resolving specific issues in various service delivery. To advocate improving services emphasising the need for strengthening mechanisms of citizen participation and provisions of 74<sup>th</sup> Constitutional Amendment (CA) is essential.

### **Objectives**

The objectives of the consultation were to share objectives and activities of MyCity intervention and build the rapport with JMC councillors for the effective implementation; understand problems, shortcomings in the delivery of services by JMC; and discuss the role of CSOs to improve the quality of services and expectations from ward councillors.

### **Participation**

More than 45 participants attended the consultation. 10 councillors from different wards participated and shared their views. Nine partners from 16 wards were also present who exchanged their opinion in making the project successful.

### **Proceedings**

#### ***Welcome and Introductory Remarks***

**Amrat Singh**, Assistant Director, CUTS welcomed the participants and briefly mentioned about the background and activities of MyCity project and objective of the meeting.

## Overview of the Intervention

**Amar Deep Singh**, Project Coordinator, CUTS provided a brief overview of the project. He mentioned that its objective is to improve the service delivery by urban local bodies (ULBs) in the city of Jaipur through enhanced civic engagement. Third phase of the project commenced successfully after completing the first and second one. He shared that growing urbanisation and implementation of 74<sup>th</sup> CA are two important aspects behind initiating MyCity intervention in the city.

Further, he explained that country is growing and urbanisation is rapidly increasing. Rural to urban migration is major factor due to attraction of better employment opportunities, infrastructure, communication, and medical facilities, etc. It is resulting in challenges, such as pollution, increasing slums, rising crimes, shortage of infrastructure and unequal distributions. Jaipur is also a victim of growing urbanisation. It is 24<sup>th</sup> fastest growing city of the world. By 2030, Jaipur's population will be 5 million.

He added that 74<sup>th</sup> CA Act (1992) was a land mark amendment aimed at decentralisation in urban governance and providing political, functional and financial powers to ULBs. But, at present, the Act is poorly implemented at the ground due to absence of many provisions. One of the major factors is the absence of ward committees. There is no space for citizens to engage themselves in urban governance. While highlighting specific issues of ULBs, he mentioned that these are struggling to get powers for its proper execution of services. There are severe resource crunches. Parallel departments have been bestowed with development work. Management of revenue earning assets is given to ULBs. State government and elected members of the State Assembly are involved in the local development work. He emphasised on the role of CSOs in present context of ULBs. MyCity project has created space for CSOs to come forward to raise the issue of ULBs and get involved in urban governance issues.



Under the project, local issues can be highlighted at different levels from wards to city. He also presented an overview of the project during Phase I and II. He briefly mentioned about the intervention, project activities, area and findings that emerged out of the project. He also discussed in brief about the community and interface meetings, CRC and PSI findings that were conducted during Phase II of the project.

## Key Address



**Ramesh Kumar Bairwa Councillor, Ward no 69:** He mentioned that JMC zone officials should briefly explain about the number of ward level workers and working schedule to local CSOs and councillors. Further, he confessed that JMC should buy small garbage boxes and garbage collection vehicles for city wards. He requested the project team member that school children could also be involved in project activities.

**Councillor Geeta Sharma Ward no 37:** She mentioned that the local community member do not help councillors, rather create problems and blame JMC. Later, she added that local people should monitor the JMC workers and their working schedule and update JMC one officials and ward councillors accordingly. Residence Welfare Society (RWA) is also helpful in the development of society. She stated that JMC did not give ward-wise budget. External wards require more budgets for their development because of big size as compared to city wards. Therefore, JMC should give separate budget for the advertisement of JMC.

**Councillor Vikram Singh Tawar Ward Number 88:** He confessed that public awareness is low. The public should know about their duties and responsibilities for wards' development. Further, he mentioned that local community member do not extend support to ward councillors. He requested that local community members and CSOs could provide support to ward councillors and JMC zone officials.



**Councillor Rajesh Biwal Ward Number, 71:** He stated that local community members should be aware of JMC services and ward-level employees. Further, he requested project partners to help JMC officials in ward-level activities.

**Councillor Koshal Kishor Sharma Ward Number, 6:** He said that councillors do not have sufficient powers as per the ward-level position and not get sufficient budget for the ward development. JMC should strictly collect revenue and other taxes from each household of Jaipur city. He shared that local people have posted their complaints on to JMC's official website but their problems have not been resolved. JMC should seriously take the ward-level complaints and forward it to corresponding officials.

**Councillor Bhawat Singh Devel Ward Number 8:** He said that they do not have any information of working schedule of ward-level JMC and associated employees.



**Councillor Hukam Singh Tanwar Ward Number 44:** She reported about the low coordination among JMC officials, councillors and local people. The local community member should visit ward level JMC zone office to meet with the officials and make them aware about ward-level problems. She showed keen interest in working with CSOs and RWAs for the ward development.

**Councillor Rani Lubana Ward number 70:** She shared that JMC officials do not support ward councillors. JMC should be provided a list of the ward-level contract base employees.

**Councillor Kajod Mal Sani Ward Number 91:** He mentioned that local community members should support JMC officials and councilors. Further he told that JMC should make ward committee in each ward of Jaipur city as ward committee is essential for the ward development.

Later he confessed that, JMC can be visit slums areas of Jaipur city, they are not getting sufficient facilities as per the requirements.

During the meeting, ward-specific issues were raised and project partners shared experiences of MyCity project. Councillors answered to queries raised by partners and team members. The meeting was very helpful in understanding issues of JMC services from ward councillors.

**Vote of Thanks**

Vipin Chawla gave formal vote of thanks towards the end of the consultation.