

**Report of Inception Meeting**

**MyCity II**  
**‘A Project for Improving Service Delivery by**  
**Urban Local Government in the City of Jaipur**  
**through Enhanced Civic Engagement’**

**December 19, 2013, Hotel Jaipur Palace**



## **‘MyCity’ Project: An Overview**

CUTS International in partnership with The Asia Foundation implemented ‘MyCity’ project in Jaipur city 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 JMC in 8 selected 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 interface 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> amendment is essential.

### **Objectives of the Meeting**

The main objective of the inception meeting was to discuss the goal and objectives of the project among more than 50 relevant stakeholders including ward members, government officials, CSOs representatives from eight new and eight existing wards, as well as other CSOs working on issues from all of the eight zones of the JMC. The meeting also provided the opportunity to understand the proposed intervention and provide the participants an opportunity to ensure their active participation during execution of the project in a better way.

### **Participation**

In the meeting, partner CSOs along with a few CAG members (which were formed in the earlier phase) from all the eight wards, JMC officials, representatives from other CSOs working in Jaipur, media representatives from both print and electronic participated. More than 50 participants including Jyoti Khandelwal, Mayor, Jaipur, Maneesh Parik, Deputy Mayor, Jaipur; Justice V. S. Dave, Chairman, Supreme Court Empowered Committee on Jaipur World Class City; Reecha Upadhyay, Programme Officer, The Asia Foundation; Ashish Rao Ghorpade, Senior Executive Manager, ICLEI- Local Governments for Sustainability; Rajendra Bora, Senior Journalist and officials from Jaipur Municipal Corporation (JMC) and four ward councilors were present during the Launch Meeting and shared their valuable views.

### **Lack of Public Amenities – A Major Concern**

Om Prakash Arya, Senior Project Coordinator, CUTS welcomed the participants and briefly mentioned about background of MyCity project Phase II, its activities and the objective of meeting.

George Cheriyan, Director, CUTS also joined in welcoming the dignitaries at dais and also welcome the participants and spoke about CUTS partnership with Asia Foundation, which came in to being for Improving Service Delivery by Urban Local Government in the City of Jaipur through Enhanced Civic Engagement. He also mentioned that this is the second phase of the project after successfully completing the first phase. Speaking about the rapid urbanisation he

mentioned that nearly 31.6 per cent of people live in the urban area. Mentioning about the historic background of Jaipur, he added that that from the time of its establishment the picture of the city has totally changed, with multifold increase in population, demand of services increasing day by day, and Jaipur Municipal Corporation with its limited resources had failed in giving proper services.



Further, he added about the 74<sup>th</sup> Constitutional Amendment Act, one such landmark initiative, which recognised urban local bodies (ULBs) as the third tier of urban government by assigning them specific civic functions. He said that the civic engagement was the main essence of

this Act, which is completely eloped in practice, due to negligible devolution of power to the ULBs poor people participation and absence of ward committees. He also mentioned that even while drafting Vision 2025 the people participation was totally absent.

Focusing on the major findings, which came out in the first phase he illustrated that only one per cent of the people say that the conditions of roads are good, 52 per cent people throw garbage in the open. Nearly 34 per cent of the people did not have the access to safe and sufficient drinking water. Nearly 45 per cent of the people said the condition of roads is either miserable or there are no roads at all, 36 per cent of the people said that they have to walk in dark due to absence of street lights, 34 per cent of the people complained about insufficient supply of water and 14 per cent people reported about its poor quality. The major concern, which has brought JMC into the news, is that of garbage assortment, 52 per cent people dispose their garbage in open, due to absence of depots, and more than 80 per cent of the people are harassed by the stray animals. Further, he added that at majority of the places there were no community halls and parks.

### **Project Intervention**

Amar Deep Singh, Senior Project Officer, CUTS briefly presented the overview of the project in the first phase. From the perspective of the objective of the project he briefly mentioned about its intervention, activities, area and findings that emerged from of the project. He also



discussed in brief about the Community Meetings, Interface Meetings, Citizen Report Card and Public Service Index findings that were conducted during the first phase of the project.

Abhimanyu Singh, Project Officer, CUTS shared about the objective, intervention and activities to commence in the second phase.

### **An Incredible Initiative**

Ashish Rao Ghorpade in his statement said that CUTS should be appreciated for taking up such an initiative. In his presentation, he elaborated the work carried by ICLEI and mentioned that it started as a powerful movement of 12 mega cities, 100 super cities and urban regions, 450 large cities, 450 small and medium sized cities and towns in 86 countries dedicated to sustainable development. He also wished to see the project having deep impact for the betterment of the city. He also expressed his desire and wished to work in collaboration with CUTS in future and to

extend all possible help to support such kind of project.



Reecha Upadhyay in her remarks also commended the work done by CUTS and thanked for inviting her for being part of such a platform. Mentioning about the work done by The Asia Foundation, she said that the Foundation is working in 18 countries

across Asia. About India office she said that it was opened in 2009 and is mainly focusing on good governance. She said that there are multiple issues to address relating to the governance. She focused on services, which should be provided to the citizens to ensure safety and peace in the city. Appreciating the concept of the project, she said that such commendable work can build the bridges between demands (public) and supply (service providers). Talking about the initiatives, she said that it should be effective without being much expensive.

Appreciating the project, she mentioned that project created a platform where people can extend their support and engage themselves for the betterment of the society. It will also allow people to participate in the problem solving approach. She also insisted on learnings that came in first phase of the project and hoped to look forward to see the learnings in second phase.





Jyoti Khandelwal in her speech congratulated CUTS for doing such a wonderful work and said that it is very tough to connect representatives, masses, service providers and officials to come under the same platform and solve common man's problems. She appreciated the strategy adopted by CUTS by taking less number of wards and working as the pilot project and then carrying it forward to other wards of Jaipur in the second phase. She assured that the support of JMC officials would be more during this phase as compared to the first phase.



Speaking high of the people of Jaipur and its heritage, she said that the city is very live, with rich culture and heritage and Jaipurites are always willing to provide adequate support to any intervention with noble intention. She also said that Jaipur ranks 5<sup>th</sup> in terms of growing population and developing city in India. Discussing about the efforts of Municipal Corporation with the help of state government,

she mentioned that 12,000 houses acquiring all requisite facilities will be constructed in Sanjay Nagar and Bhatta Bast area, out of which one block has already been constructed. Eight new fire stations have been built in the city and the number of fire fighting vehicles has been increased to three times, so that they can render a prompt help within in the affected areas.

Speaking on the outcomes of the first phase, she said that it is really amazing to discover that ward no. 64 condition is fairly good, whereas in reality the area comes under the wall city and is considered to be as the worst area. There is a need to work more in making the city clean. She also insisted to advocate people to maintain proper hygiene and maintain cleanliness. She suggested people to throw their household garbage at the garbage accumulation zones and the time of JMC collection of the same should also be fixed and be followed.

### **Making Pink City a Clean City**

Lack of synchronisation among various departments, such as JMC, JDA, PHED, PWD etc. those which are responsible for delivery of public services and amenities is a major cause for poor services. She also said that these departments do not lack resources but the efficient utilisation of resources is a major concern.

Justice V. S. Dave in his speech urged the people to develop the sense of patriotism and consider themselves as the proud citizen of India. He insisted upon people's empowerment, so that society can replicate the good practices. Pointing out the schools under JMC, he said that the situation is very pathetic as there are only four schools left and this is very unfortunate. People want their children to study in private schools, which are expensive and they have to travel far away from their homes to reach schools. On the contrary, the situation in USA and Russia is quite different and there is a provision of not sending their wards to schools beyond the distance of 2.5 kms.

Insisting upon moral education he said that every school must have the provision of imparting patriotic lessons and to follow their duties and rights and thereby grow into responsible citizens.

Comparing Jaipur to Europe, he said that the pink city is constructed on the pattern of European country where one can find straight roads with no turns. There is lack of proper parking facilities in the city and it is very filthy with hazardous traffic. Talking about the duties of JMC, he said that it is the duty of JMC to maintain proper cleanliness, health and inculcate sense of ownership amongst the people to take appropriate care of the city.



Manish Pareek appreciated the project implemented by CUTS and assured that as in the earlier phase of the project he will provide all support and offer proper guidance to the team during the current phase. He also recommended developing a video of the programme and forming a delegation of Citizens Action Groups (CAGs) members who can hand over the CD to the Chief Minister of Rajasthan, so that proper actions can be taken to maintain the cleanliness of the pink city. He mentioned about the various challenges in the pertinent delivery of various services by JMC, but he assured that presently the government has changed, so one can think of proper functioning of JMC and also be hopeful for proper coordination between the officials of JDA and JMC.

### **Urge for Civic Awareness and Adequate Funds**

Kailas Nawaria, Councilor, Ward No. 56 thanked CUTS for implementing the project in his ward and said that the project has such a deep impact that at present their area is much clean and people have become proactive in filing complaints and sorting out the issues. He suggested that there should be proper bid for disposing solid wastes and develops proper garbage collecting points, so that people can throw their daily household garbage at the respective places.



Kavita Mishra, Councilor, Ward No. 75 shared her experiences and mentioned about the difficulties they are facing as public representative and convinced to deliver better services for the betterment of the people. Each ward of Jaipur city has different circumstances, according to size of ward, available

facilities, public amenities, green area, geographical conditions etc. Some wards were already in good shape. Some are newly added in JMC jurisdiction. Newly added wards are very large in dimensions but facilities are quite inadequate as per the requirement. Despite this the government is not allocating additional funds to these wards.

Even the Budget allocations are not in proportion with the requirements. There are many unapproved colonies, *kachchi basttis*, land encroachment problems and many other issues in some of the wards. These wards need extra finance. She also insisted upon developing a sound civic sense amongst the people.



P. N. Mendola of *Lok Sampatti Sanrakshan Samiti* suggested proper parking space in multistoried apartments as the owners are bound to park their cars outside the building and this hinders the traffic on roads. He also said that there should be formation of cooperative society in each ward which can take the current issues forward. Few other participants also shared their views about the interventions of the project and expressed their concern towards the boosting urban governance.

The meeting was concluded by vote of thanks and by summarising the key points emerging in the discussion and all the participants and delegates were thanked for their valuable participation in the meeting.