

Report

Consultation with JMC Officials

Jaipur, Rajasthan, April 09, 2014

MyCity – Phase-II

'A project for improving Services Delivery by Urban Local Government in the City of Jaipur through Enhanced Civic Engagement'

A Consultation meeting was held with Jaipur Municipal Corporation (JMC) officials at Jaipur on April 09, 2014 which was attended by 25 JMC officials from different zones of Jaipur city. The meeting discussed objectives of the project and also provided an opportunity to understand phase- II of MyCity project and participants to share work process and problems faced by JMC officials at different wards, while delivering the services. It was also discussed that how CSOs can be benefited for the JMC at ward level in improving the service delivery.



Amar Deep Singh, CUTS while welcoming the participants, provided a brief overview of the project, its activities and objective of the meeting. He mentioned that this is the second phase of the project after successfully completing the first one. He also shared



activities of phase-1 of MyCity. While speaking about the second phase, he briefed about Citizen Report Card (CRC), Public Service Index (PSI), interface meetings, community meetings, formation of citizen action groups etc.

Om Prakash Arya, CUTS presented an overview and the objective of the project. He mentioned about the intervention, project activities, area and findings that emerged out of the project. He also

discussed the community meetings, interface meetings, CRC and PSI findings that were conducted during the first phase of the project.

JMC officials applauded the project and stated that it had created a platform where people can extend their support and engage themselves for the betterment of society. It also allows people to participate in problems solving process. They also said that this is

the first time they are getting a platform where they can share their problems in service deliveries with the public.

JMC officials were asked to share their experiences related to issues they are facing while delivering services. Highlights of their responses:

- Awareness regarding services is very low among citizens. JMC is providing facilities related to garbage collection to all wards but people are still throwing it in the open
- JMC is facing problem in collecting garbage from every household and single road due to scarcity of resources
- Conditions of all 77 wards are different from each other. Some wards are very big which are facing problems, such as shortage of manpower, transportation for lifting garbage, garbage depot and lack of budget etc.
- JMC provided low budget for wards. Some wards are very big but the budget for these is very low
- Community face problems but do not compliant at the call centre of JMC. On the issue of stray animals, they said that the community need to support officials when they go to field to catch stray animals.
- At times, ward councillors do not support officials and try to blame them for all poor services.

Highlights of the responses on the questions how CSOs can be benefited at ward level in improving the service delivery:

- CSOs can provide ward-specific issues related to JMC
- Ward-level activities can be monitored by CSOs on a daily basis and updated to the JMC
- More people could be made aware about JMC helpline and other important complaint numbers
- CSOs can play important role in sensitising the community about the disposal of garbage
- Active members of the community can be identified to help JMC.



The consultation was very helpful to understand issues of JMC services from the side of JMC officials.