Public Affairs Centre
Annual Report 2004-2005

Commitment to Good Governance

http://www.pacindia.org
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PAC - Annual Report 2004-2005
Chairman’s Message

It’s with great pleasure that I present this Annual Report for the year 2004-2005. PAC has entered its second decade. The commitment to good governance continues with even greater dedication, undimmed hope and renewed strength and vigour. The work of the Centre has expanded in all areas of its activities.

With a view to helping interested citizens and other civil society organizations to learn report card methodology through the web, the Centre created a web based tool called www.citizenreportcard.com during the year. The Centre also extended its research to grassroots level to help improve service delivery in Panchayats. In keeping with the mission of the Centre to strengthen civil society in its interface with the state, the Centre conducted capacity building programmes both within and outside the State of Karnataka. Significant efforts were also made in energizing the Right to Information and initiate a survey of citizen charters. Civic clubs for children were started in Mumbai.

The Centre continues to bear testimony to the fact that a small organization can bring about a great deal of transformation of the society through a network of committed individuals and groups. The vision of the Centre is happily shared by partner organizations in various parts of the country while the global demand for the tools designed by the Centre is ever on the increase. A happy note is that various grassroots level groups and other civil society organizations have been empowered as they have taken inspiration from the Centre and have started demanding improvement in service delivery at the local level.

The new decade will bring fresh challenges to PAC’s management and staff. I do hope that the seeds sown by the Centre will continue to sprout and grow on good and harsh soil alike.

Samuel Paul
Overview

The year 2004-05 marks a milestone in the history of Public Affairs Centre which has completed a decade of service. The Centre continued its work in the areas of research, advocacy creating civic awareness among children and supporting various citizen oriented activities. The Centre has embarked on a series of initiatives with the Right to Information. While part of the effort was on strengthening the network “KRIA Katte” to establish itself as a platform for civic engagement, the Centre also devoted substantial effort to capacity building in districts of Karnataka and linking up with national networks. This forum has also played an important role in initiating an audit of Citizen Charters.

The collaborative effort with Centre for Youth and Social Development, to carry out the Citizen Report Card on public services in Bhubaneswar, was part of the Centre’s strategy to shift from directly conducting such projects to facilitating the same through capacity building in partner institutions. A similar initiative is in progress in Bangalore, where the Centre is collaborating with APSA, an NGO which works with the urban poor, to conduct an assessment of water and sanitation services in the outskirts of the city, with the support of WaterAid. However, pilot projects, such as the Panchayat Report Card, continue to be directly implemented by PAC.

The campaign to motivate citizens to participate in elections for the Lok Sabha elections in 2004 turned out to be a major nation wide effort. The campaign was facilitated by media channels such as Sony Entertainment and Eenadu Television, radio channels such as Radio Mirchi, and web based networks of MSN, Yahoo and Indiatimes. The campaign received call-ins from various parts of the country. This campaign was also noteworthy in that it was completely supported by contributions from leading corporate groups, including HDFC and the Tata’s. Similar efforts were also taken up by civil society networks in five districts of Karnataka, with PAC’s support. This was followed up with a new campaign to strengthen participation in Gram Panchayat elections in early 2005.

The Centre’s research on the assessment of affidavits filed by candidates contesting the Lok Sabha elections provided valuable insights into the backgrounds of representatives, including that of money power and criminality. The findings have been widely circulated and the Chief Election Commissioner met with the Chairman of the Centre to discuss steps that could be initiated to deal with these issues. The findings were shared with social scientists and administrators through an article in a premier journal, the Economic & Political Weekly.

PAC’s work with school children, through the Children’s Movement for Civic Awareness, has grown in strength during the year. The program has expanded into Mumbai, and six schools have joined the network. The Movement has completed five years, and an evaluation is in progress. This initiative has also caught the attention of the Hubli-Dharwad Municipal Corporation, where the Commissioner has sought a pilot project.
The Centre’s sister institution, the Public Affairs Foundation, has carried the approaches developed here to several countries during the year. Citizen Report Cards have been conducted in Ethiopia with support of the Foundation, and capacity building in Ghana, Gambia and Nairobi.

Several capacity building initiatives took place during the year. While the focus of many of these programs was on smaller district level NGOs in Karnataka, the Centre also conducted a state level training program in Orissa.

Plans have been prepared for constructing PAC’s permanent campus in the outskirts of Bangalore. The first phase of construction is expected to be completed by March 2006.

Projects completed during the year or in progress now, are listed below, and described in the following sections.

**Research Projects**
- a. Citizen Report Card on Public Services in Bhubaneswar
- b. Decentralized governance: Report Card on service delivery by panchayats
- c. Web based Learning product on Citizen Report Cards
- d. Web based Citizen Report Card tool
- e. Emerging patterns of representation in the 10th Lok Sabha

**Advocacy and Citizen Action Support**
- a. Quit Corruption Contest
- b. Right to Information Campaign
- c. National Campaign for Electoral Awareness
- d. Campaign for Free, Fair and Informed Elections in Karnataka
- e. Campaign for participation in summary revision of rolls
- f. Audit on Citizen Charters in Karnataka
- g. Improving the quality of health services for the Urban Poor in Bangalore

**Children’s Movement for Civic Awareness**
- a. Civic clubs in 50 private schools and 15 aided schools in Bangalore
- b. Film on Active Citizenship
- c. Events: INSPIRATION 2004 and Jaathre 04-05
- d. Children’s Report Card in Bangalore 2004
- e. Induction programme on civic clubs in Mumbai

**Capacity Building & Training**
- a. Follow up National Workshop on Good Governance Initiatives Conference
- b. District level capacity building workshops for civil society initiatives in Karnataka
- c. Regional workshop on good governance initiatives for civil society groups in Orissa

**Dissemination**
- a. Public Eye
- b. Publications
- c. Web Site
- d. Best practices in good governance initiatives of civil society

**Networking and Fund Raising**
- a. Open Houses in Bangalore
- b. Public Affairs Lecture

**Ford Public Affairs Fellowship**
Citizens Report Card on Public Services in Bhubaneswar

The project was a collaborative effort with the Centre for Youth and Social Development, to carry out the Citizen Report Card (CRC) on public services in Bhubaneswar. The instruments for the survey were designed after systematic capacity building for the CYSD team, and the fieldwork managed by the local institution with PAC's support. The draft report and main findings were released at a public function at Bhubaneswar on 22nd November, 2004, which was well attended by the media. Another workshop to discuss the reform agenda emerging from this study will be carried out in June 2005.

Decentralized governance: Citizen Report Card on service delivery by panchayats

Following the 73rd Amendment of the Indian Constitution, panchayats have been given important responsibilities in delivering basic services to rural communities. Hence, the Centre has initiated a pilot Citizen Report Card to help generate citizen perspectives and voice, on how panchayats deliver services. The project first reviewed the range of services being provided by panchayats, gathered insights into the mode of operations and issues that users face, and then proceeded to develop tools and data collection approaches that best suit this effort. The pilot project and fieldwork were carried out in Tumkur district, immediately north of Bangalore. Fieldwork had to be suspended for a short period on account of Gram Panchayat elections. The pilot project and report will be completed in July 2005.
Web based Learning product on Citizen Report Card methodology

There is world wide interest among a wide range of institutions, within and outside government, in learning about Citizen Report Cards. The Centre, with assistance from the Asian Development Bank and Asian Development Bank Institute, has created a web based tool to help interested persons use a web based learning course on this theme. The course is now available for learners at www.citizenreportcard.com. This learning product was field tested in the course of the collaborative project with APSA in Bangalore and CYSD in Bhubaneswar.

Web based Citizen Report Card tool

Local initiatives for carrying out Citizen Report Cards have often run into the constraint of expertise in designing the project and tools for analysis. Hence, the Centre has prepared a simple web based tool through which interested institutions could develop questionnaires and analyze data. The prototype has been completed by INAPP a Trivandrum based Software Company and is being refined. This tool too was field tested in the course of the collaborative project with APSA in Bangalore.

Patterns of representation in the 10th Lok Sabha

The Lok Sabha election in 2004 was the first one where citizens had full access to background information on elected candidates. This became possible because details from the affidavits filed by candidates were placed on the web by the Election Commission. This project first developed a framework for systematic analysis of disclosed information, and proceeded to analyze the data to derive lessons. The findings were published in Economic and Political Weekly, and widely circulated among political parties and elected representatives, in both English and Hindi.

CRC on Public Services to the Poor in Peri-urban Areas of Bangalore

APSA with support from PAC carried out a CRC on water and sanitation in four slums located in two City Municipal Corporations (KR Puram and Mahadevapura) of Bangalore. APSA used the INAPP software to develop the data collection tool and also carried out the fieldwork through their field workers. In addition to Focussed Group Discussions (FGDs) as per the CRC methodology, a social mapping exercise was also conducted in the four slums to understand the presence and distribution of water & sanitation related facilities.
Citizen Action Support

The Quit Corruption Contest

Over the years, the Centre has made several attempts to address corruption in public services and governance. While systemic reforms have probably led to some decline in corruption, other steps which involved the wider population were viewed as opportune to tackle this widespread problem. The Centre aimed to take the opportunity of a new government taking up office in Karnataka to draw wider public awareness and participation to tackle this problem, through a Quit Corruption Contest. The contest evinced 423 entries, which were judged by an eminent panel headed by Justice M.F. Saldhana. The awards were presented by Hon’ble Justice N. Venkatachala, Karnataka Lok Ayukta on 10th August 2004.

The Right to Information Campaign

The Centre made significant progress in increasing awareness about the Right to Information in civil society and state institutions during the previous year. This year’s activities build on this previous work, to facilitate legal action to ensure implementation and share the learning widely in Karnataka. It commenced with consultations with local NGOs to prepare for legal action against non-supply of information under the Karnataka Right to Information Act (KRIA) and led to the formation of KRIA Katte (Forum) with PAC as Secretariat. Monthly Katte meetings have been held in Bangalore from July and a Symposium on “Making the Right to Information Act work in Karnataka” was conducted. The Karnataka High Court gave a favourable verdict delivered on Right to Information with respect to a writ petition supported by PAC. A memorandum on “Recommendations to strengthen the Karnataka Right to Information Act” was submitted to the Chief Secretary, Government of Karnataka on International Right To Know Day. The Centre’s experience was shared at the 2nd Annual National Convention organised by the National Campaign for People’s Right to Information at New Delhi. An effort to popularise this approach was facilitated through workshops in Bangalore and Budhikote panchayat.
National Campaign for Electoral Awareness

The Centre had initiated a major campaign for motivating voters to participate in the 2004 Lok Sabha elections. The campaign was implemented through cable TV channels and FM radio stations, with promos in English, Hindi, Kannada and Tamil urging citizens to “Vote Today. Don’t Curse Tomorrow”. The promos featured Rahul Dravid, Aamir Khan and Kannada cine star Ramesh Aravind, and were aired on 20 National TV channels and in 6 languages in 8 cities over radio. Advertisements, editorials, banners, opinion polls and pop-ups on popular websites such as MSN were part of this campaign, which also involved mass email sent through corporate networks such as CII and NASSCOM. An advertisement acknowledging support was published in The New Indian Express, Bangalore & Mumbai editions. All these activities were carried out with corporate support.

Campaign for Fair and Informed Elections in Karnataka

The Centre organized a campaign across different districts of Karnataka and Bangalore in relation to the Lok Sabha election, 2004. This involved analysis of affidavits filed by candidates and sharing the information with voters in partnership with local NGOs. This effort took place in partnership with civil society organisations in 10 Lok Sabha constituencies across Karnataka and 18 Residents Welfare Associations in 8 Vidhan Sabha constituencies in and around Bangalore. Partnerships with 9 neighbourhood newspapers facilitated wider dissemination. The details of candidates contesting from Bangalore were made available on the PAC website. The Centre ran a helpline to help voters to register their names on the voter’s list. The campaign was assisted by partners from different districts. The findings from the helpline were presented to the Chief Electoral Officer Karnataka.

Campaign during summary revision of rolls in Bangalore

The campaign continued PAC’s effort during the annual summary revision of electoral rolls. The innovative tools introduced this year were street plays, which complemented the efforts through radio promos, cable TV and mass mails through corporate networks. In addition, the Centre conducted an Implementation Audit of Summary Revision process in 101 centres in 11 constituencies. A local NGO conducted an extensive verification of voter’s list in K.R. Puram Municipal Council with PAC’s support. The Centre organized an Open House to felicitate BMP on its proactive efforts during the summary revision.

Parinamakari Panchayati – strengthening participation in gram panchayat elections

Gram Panchayat Elections were held in Karnataka during February 2005. It was an opportunity for PAC to take its good governance programs to the panchayat level. PAC with its partners, embarked on a pilot project in 20 panchayats spread over 8 districts in Karnataka, to strengthen community participation in rural governance. The activities included - training for the women candidates to file their nomination; verification of the electoral roll; scrutiny of the affidavits of the contesting candidates and organizing Mukha-mukhi, a public meeting with the candidates to know their plans and priorities for the panchayat. Recommendations based on the experience of the campaign were presented to the State Election Commission.
Audit of Citizen Charters

The Centre initiated a survey of citizen charters prepared by agencies providing public services in Bangalore. In a follow up meeting with the Chief Secretary and senior Secretaries to the Govt. of Karnataka, the Centre with the KRIA Katte took up an audit of select Citizen Charters. In the course of this audit, the charter documents and institutional arrangements for implementing the charters have been audited by members of the group. An interim report will be presented to the Chief Secretary in May 2005, and will provide the basis for civic engagement on this theme.

Improving the quality of health services for the Urban Poor in Bangalore

The Centre identified the Board of Visitors of Maternity homes run by the City Corporation as a point for strategic intervention to improve the health services for the urban poor in Bangalore. PAC initiated efforts with the BMP on a series of inputs and events to strengthen the Board of Visitors. The main inputs were provided through a workshop for the new members of the reconstituted Boards and follow up meetings.

Bangalore’s Audit of Road Quality (BARQ): A Citizen Initiative

The substantial deterioration of roads in Bangalore provided the impetus for the Centre to initiate a campaign to urge the State Government and City Corporation to address this issue. The Centre and the network of civil society organizations in Bangalore submitted a Memorandum to the Chief Minister on poor conditions of roads and traffic management in Bangalore, following which a program of works was announced. Thereafter, the Centre organized a series of training workshops to launch a campaign “Bangalore’s Audit of Road Quality” (BARQ) to prepare resident welfare associations in different parts of the city to take up audit of road works during implementation. The audit is ongoing and the findings will be presented to the Bangalore Mahanagara Palike (BMP).
Swabhimana Support

1. Pilot programme of Integrated Solid Waste Management in Ward 49 with special emphasis on segregation of waste completed and report prepared
2. Translation and publication of Civic Guide in Kannada

Citizen’s Campaign for Better Infrastructure

Memorandum was submitted to the Hon’ble Chief Minister of Karnataka on October 27, 2004 regarding the poor condition of roads and traffic management in Bangalore. The Memorandum was supported by signature campaign.

Follow up to Parinamakari Panchayati programme during Gram Panchayat elections

PAC, in association with partner groups in Mangalore and Udupi, has conducted training programmes to newly elected Gram Panchayat members in a few Gram Panchayats on issues like their powers, duties, etc. PAC’s resource persons have been providing technical inputs in such training programmes.

Strengthening Community participation in Zilla and Taluk Panchayat elections

PAC has conducted training programmes for its partner groups in 9 districts in view of the Zilla and Taluk Panchayat elections. The training has enabled the partner groups to carry out activities like mobilizing eligible voters to enrol themselves on the voters list to be able to vote during the elections; training women candidates in filing their nomination; scrutiny of the affidavits of the contesting candidates and organizing Mukha-Mukhi, a public meeting with the candidates to know their plans and priorities for the panchayat.
Children’s Movement for Civic Awareness

Civic clubs in 40 private schools and 15 aided schools in Bangalore

This year saw the launch of 55 Civic Clubs, across 40 private schools and 15 government aided schools. In addition to regular activities of the clubs, there were special events. They included the Kathalaya workshop to enhance communication skills, a CMCA Alumni meet, a Campaign during the Ganesha festival for environment friendly immersion of idols, Bala Sabha programme, Photography competition, Investigative Brigade workshop on investigative journalism, and camp to enhance leadership and communication skills.

Film on Active Citizenship

The need to communicate about abstract themes, like Active Citizenship, in a manner that captured the imagination of children, was a long felt need of the CMCA. The completion and launch of the film titled “Of Course I want to be An Active Citizen” written and directed by and starring Ramesh Aravind, along with Rahul Dravid, has addressed this need. The film has been dubbed into Kannada.

Events with Civic Clubs

Open events involving all civic clubs are high points of the CMCA each year. They serve to help children learn from each other, urging them to excel in the pursuit of the goals of CMCA. Participation in these events also increases the visibility and interest in these goals among other students as well as key institutions in the city. Two such events were organized this year: INSPIRATION 2004 and Jaathre 2004-05. As in the past, these events helped widen the base of corporate support for CMCA.

Children’s Report Card in Bangalore 2004

The annual Children’s Report Card has become an integral feature of CMCA’s calendar. This year’s Children’s Report Card was “Greening in the City”. This was well received by a wide range of advocacy groups in the city, and the agencies in the City who are charged with maintaining greenery.

Civic clubs in Mumbai

Civic clubs were introduced in Mumbai towards the later part of the academic year in five schools. The effort was launched with an Induction Programme for the core team of volunteers in Mumbai. A small set of activities were introduced in the schools, and campaigns on segregation and recycling of garbage successfully launched in one school. Corporate groups in Mumbai have shown interest in supporting this initiative, which is expected to gather momentum in the year ahead.
Capacity Building

District level capacity building workshops for civil society in Karnataka

The Centre has pursued the plans to extend awareness and participation in good governance initiatives across the state of Karnataka. Workshops were conducted in Udupi, Mangalore and Bidar for civil society groups in these districts. Shorter workshops on the Right to Information were conducted in Dharwad, Shimoga, Udupi, Mangalore, Davangere, Bijapur and Bidar districts.

Regional Workshop on Good Governance initiatives for civil society in Orissa

The Centre conducted a four day regional workshop on good governance for civil society groups in Orissa with the support of the National Foundation for India. The workshop concluded with several groups making plans to pilot some of these initiatives over the next few months, before the review workshop after six months. A portfolio of reading materials on various good governance initiatives was developed for this workshop. The groups were encouraged to seek seed money to embark on these pilots.
Open House Meetings and public events

Two open house events were organized during the year. They were:

• Open House with civil society on quality of power supply in collaboration with Bangalore Electricity supply Company Ltd.
• “Traffic management: moving from chaos to order” in collaboration with the members of the Task Force on Traffic constituted by the Chief Minister of Karnataka.
• A workshop organised for the new members of the Board of Visitors of Maternity Homes of City Corporation.

Dissemination

Public Eye
Three issues of Public Eye were published during the year. Several steps were taken to increase reader interest in this publication.

Publications
Four publications were brought out during the period. They are:
- A Report Card on Bhoomi Kiosks – A user assessment of the computerized land records system in Karnataka
- Towards User Report Cards on Irrigation Services: Learning from a pilot project in India
- Civic Engagement for Better Public Governance – a Guide to Good Practices from India

Web Site
The Centre’s website has been redesigned this year. Several new features have been added, including a search facility. The content of the site has been updated.

Public Affairs Fellowship

The Centre invited Mr. L.C. Jain, eminent Gandhian and former member of the Planning Commission to become the Second Ford Public Affairs Fellowship. His theme of research is on “Deepening Internal Democracy in Political Parties”. His first seminar in July 2004 was well attended. Several eminent persons prepared papers for his research, including Smt. Rama Devi, former Governor of Karnataka. His work will be completed by December 2005.

The Centre has invited Dr. S.S. Meenakshisundaram to be the Third Ford Public Affairs Fellow. Dr. Meenakshisundaram is former Secretary to the Government of India, and an authority on Panchayati Raj. He made a preliminary presentation on monitoring schemes implemented through Panchayati Raj institutions, and will commence his research in July 2005.

Dr. S.L. Rao’s work in the course of the First Ford Public Affairs Fellowship has been published by TERI Press. The volume is titled Governing Power: A new institution of governance the experience with independent regulation of electricity.
Annual Retreat

The Annual Staff Retreat was held at Vistaar on 11th May 2004, away from the hustle and bustle of the city. The serene environment was conducive to the introspection and discussions on work plans that followed. Group Heads also made presentations on the Work Plans for the year. The day's programme was interspersed with several games and icebreakers to invigorate the participants and build bonds amongst the staff.
Financial Performance in Summary

The Centre received a sum of Rs. 74.69 Lakhs during the current year from grants, professional fees, interest, profit on investments, etc. In addition the Centre had grants received in advance from the Ford Foundation from the previous year. These funds were applied towards the activities of the Centre.

The Centre received financial contributions for its services during the year from
• Asian Development Bank Institute, Manila, Philippines
• The World Bank, Washington D.C, USA

The activities of the Centre were supported by grants from the following during the year:
• Brigade Enterprises
• Ford Foundation
• Henkel Loctite India Ltd.
• Jhunjhunwala Foundation
• National Foundation for India
• Incowax Pvt. Ltd
• Sun Microsystems India Pvt. Ltd
• Titan Industries Ltd
• Tata Sons Ltd.
• HDFC Bank Ltd
• Mc Dowell & Co. Ltd
• Public Affairs Foundation

Alongside, individual contributions by well wishers of the Centre have served to provide a personal note of support and encouragement to the staff. Substantial contributions were received from Mr. Bhaskar Bhat, Managing Director, Titan Industries Ltd., Dr. P.V. Shenoi, formerly Director of Institute for Social and Economic Change, and Dr. Y. Raghunathan.
# Consolidated Income and Expenditure Account for the year ended 31st March 2005

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## Consolidated Balance Sheet as at 31st March 2005

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PAC - Annual Report 2004-2005
Staff of the Centre

Prof. Suresh Balakrishnan, Fellow, Indian Institute of Management, Ahmedabad, Executive Director

Mr. S Manjunath, MA Psychology, PGD Urban Management (Netherlands), PGD Regional Development, Planning and Management (Germany), Chief Programme Officer (Currently on study leave)

Dr. Sita Sekhar, PhD in Economics, Senior Research Officer

Ms. Shanthi S. Shetty, Senior Administrative Officer

Ms. Sheila Premkumar, MBA, Programme Officer

Ms. Vrunda Bhaskar, BCom, Programme Officer

Mr. Cyril Vas, MA Sociology, Programme Associate

Dr. Meena Nair, PhD in Geography, Research Officer

Mr. A. Venugopala Reddy, MA Economics, M.Phil, Research Associate

Ms. Anuradha Rao, MA Political Science, Programme Associate

Mr. Guruprasad Rao, MSW, Programme Associate

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