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(Upto January 2006)

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Chairman's Message

This year saw a major expansion of the Centre's activities on all fronts. Our work in rural India increased both in terms of research, citizen action support, capacity building and electoral interventions. PAC initiated a pilot Citizen Report Card (CRC) to help generate citizen feedback on how Gram Panchayats, constituting the lowest tier of the Panchayathi Raj Institutions, were delivering services. CRCs were also carried out in the city of Bhubaneshwar and in the peri-urban areas of Bangalore in partnership with two NGOs - Centre for Youth and Social Development (CYSD) and Association for Promotion of Social Action (APSA) respectively.

For the first time, PAC took its electoral interventions to the Gram Panchayat elections held in Karnataka in February 2005. In August, an observation study of the Jamabandhi process, a social audit by citizens, was carried out in 60 Grama Panchayats across 8 districts in Karnataka. Several capacity building workshops for newly elected Grama panchayat members, citizens and youth were organised in various districts of Karnataka.

PAC along with four other city based NGOs launched the 'Coalition Against Corruption' in December 2005. This campaign provides citizens with a Help line to fight corruption while trying to access public services in Bangalore. The Children's Movement for Civic Awareness (CMCA) forged ahead in other cities. The Commissioner of Hubli-Dharwad took personal interest in starting civic clubs in 120 schools in the Hubli-Dharwad Municipal Corporation. The Mumbai chapter of CMCA also grew from 3 to 13 schools.

PAC lost a dear friend, guide and supporter with the sad demise of Dr. Kamla Chowdhry. She was a founder director of the Centre since its inception in 1994, and an active participant in many of our activities. We gratefully recall her valuable services.

In the course of the year, Dr. A. Ravindra, assumed charge as Director in April 2005. His guidance and support to the staff and work of the Centre during the year was invaluable.

Samuel Paul
Overview

Public Affairs Centre's portfolio of research, citizen action support and outreach activities continued to expand and diversify during the year under review. Among the new initiatives were a pilot project to prepare a citizen report card on rural public services with the gram panchayat as the focal point, a national review of Citizen Charters initiated by both central and state governments, the launch of the Coalition Against Corruption (CAC) that offers help to individual citizens to fight the demand for bribes in public agencies, the development of the citizen report card e-learning tool kit, and the extension of the civic club movement under CMCA auspices to Mumbai, Bidar, and Hubli-Dharwad.

Construction of PAC's office building in the new campus commenced in the early part of the year; it is expected that the new premises will be ready for operations by November 2006. Public Affairs Foundation's financial contribution to PAC increased significantly compared to the last year. PAC's Board has taken steps to further diversify the sources of funds of PAC as the institutional grant of the Ford Foundation came to an end during the year.

Research

The Research Team at PAC completed a variety of assignments during this year. Citizen Report Cards (CRCs) were tested in new settings and innovative measures were used to enhance and refine the CRC process and methodology.

Building onto the earlier experiences and learnings from Citizen Report Card (CRC) projects a pilot study was carried out in the rural areas of Tumkur district in Karnataka. The Research Team carried out the fieldwork directly instead of the usual practice of outsourcing it to professional agencies, in order to have a closer supervision and control of the survey process in a rural setting. In the Hubli-Dharwad cities' project, the CRC questionnaire was improved to enable more efficient fieldwork.

Advocacy & Citizen Action Support

Moving beyond the urban focus of PAC's electoral interventions, the year under review saw PAC extending its election support activities to elections in rural decentralized institutions at the Gram (Village), Taluk (Block) and Zilla (District) Panchayats. These interventions were done in partnership with other civil society organizations. PAC in association with its partner groups also assessed the quality/conduct of Jamabandi (a citizens' audit) in 60 Gram Panchayats spread across 8 districts in Karnataka.

A pioneering intervention initiated during the year under review was the launch of the 'Coalition Against Corruption (CAC)' on December 22, 2005, a help line to fight corruption faced by citizens trying to access public services in Bangalore; this coalition consists of, apart from PAC, four other Bangalore-based NGOs - Swabhimana, AVAS, CREAT, & Consumer Care Society. PAC also led a silent protest by concerned citizens of Bangalore against the inordinate delay in the completion of the Airport Road.
Flyover. This resulted in the BDA resuming work and announcing revised dates for completion of the project.

PAC's major outreach intervention – Capacity Building Workshops, was scaled up considerably this year. Nearly 450 people participated in the various capacity building workshops organised this year as compared to 100 participants during the previous year. More important, about 170 youth participants were specifically covered through three workshops on governance.

**Children's Movement for Civic Awareness**

The Children's Movement for Civic Awareness (CMCA), a collaborative creation of PAC and SWABHIMANA, entered the sixth year of its activities in June 2005. The year saw the introduction of awareness campaigns in the school and its neighbourhood on road safety and solid waste management. A Traffic Police Day was organized to celebrate the efforts of Traffic Police to maintain order and discipline in public roads and ensure safety of commuters and pedestrians. Jaathre 2006 – the annual civic club fair & exhibition, supported by R. Jhunjhunwala Foundation, Mumbai, Sunfeast, Titan Industries Ltd., Karnataka State Road Transport Corporation and Bangalore Metropolitan Transport Corporation, was organised at St. Joseph's Indian High School grounds.

In a significant widening of the scope of this novel intervention, the CMCA was initiated in the cities of Hubli-Dharwad and Bidar. The Hubli Dharwad Municipal Corporation and CMCA entered into a partnership to start civic clubs in 120 schools across the twin cities.

CMCA's activities firmed up in Mumbai; CMCA Mumbai consolidated its activities in 13 schools of Mumbai this year with the support of Sophia College Ex Students Association (SCESA). The focal theme of the year was “Water” and over 800 children were involved in various activities and programmes related to this theme.
1.0 RESEARCH PROJECTS

1.1 The Third Citizen Report Card (CRC) on Bangalore’s Public Services

Three CRCs were carried out in Bangalore over a period of 10 years (1994, 1999 and 2003), providing diagnostic information and benchmarks, to help service providers improve themselves and stimulating civil society actions from outside. While the first CRC presented a picture of highly unsatisfactory and non-responsive service providers, the third CRC showed much higher levels of satisfaction for all the major service providers along with positive changes regarding quality of services and lower corruption levels. This points towards the important role that the CRCs played in providing focused information on the performance of service providers from the users' perspective, and by acting as an aid to those agency heads who used them to reform their agencies internally. The third citizen report card, however, clearly indicates that the service providers should not rest on their laurels. Instead, they need to undertake measures to sustain and also improve the quality of their services. While the major findings of the third CRC were made public immediately thereafter, the full report was published during the year by PAC (Benchmarking Bangalore’s Public Services – What the Third Citizen Report Card Reveals).

1.2 Citizen Report Card (CRC) on Public Services in Bhubaneswar

This project was a collaborative effort with the Centre for Youth and Social Development (CYSD), to carry out a CRC on public services in Bhubaneswar, the capital of the state of Orissa. Nine public services were covered among slum and non-slum areas of the city. The approach and methodology for the survey were designed after a series of systematic capacity building support inputs provided for the CYSD team. The fieldwork was conducted and managed by CYSD with PAC's support. The study findings were released in November 2004. The final report, jointly published by CYSD and PAC, was formally released in a workshop held in Bhubaneswar on 17th June 2005. CYSD continues to interact with the service providers to help them initiate reform measures to improve services.

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

The Association for Promotion of Social Action (APSA), a Bangalore-based NGO, with support from PAC carried out a CRC on Water and Sanitation Services in four slums located in the two CMCs (City Municipal Councils) of KR Puram and Mahadevapura in Bangalore. APSA used the e-learning CRC tool developed by PAC to develop the data collection protocols and also carried out the fieldwork through their field workers. A social mapping exercise was also conducted in the four slums to understand the presence and distribution of water and sanitation related facilities. APSA and PAC made a presentation of findings at the office of the Bangalore Water Supply &
Sanitation Board (BWSSB) on 7th May 2005. The final report, titled 'Are they being served? Citizen Report Card on Public Services for the Poor in Peri-Urban Areas of Bangalore', was released at a public function in Bangalore on 22nd September 2005, with participation from PAC, APSA as well as WaterAid, an international NGO that funded this study for APSA. In order to initiate community level discussions and strategize for local advocacy, APSA has widely disseminated the findings within the community using participatory approaches.

1.4 Citizen Report Card on Gram Panchayat Services

Following the 73rd Amendment of the Indian Constitution, the Panchayati Raj (rural local governance) Institutions have been given increased responsibilities in delivering basic services to rural communities. Though significant funds have been utilized in this regard, very little is known about how the services are actually being delivered to rural communities. In this context, PAC initiated a pilot Citizen Report Card to generate citizen perspectives and voices on how Gram Panchayats (GPs), constituting the lowest tier of the PRI, are delivering services. The project first reviewed the range of services provided by Panchayats, gathered insights into 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 was carried out in the district of Tumkur, immediately north of Bangalore. Findings for four GP services (drinking water, sanitation, streetlights and roads) indicated high dissatisfaction levels among all the services except for drinking water. Dissemination of findings was carried out at the district level, in the four talukas (comprising of the study areas) as well as at the State government level during August-October 2005. The report, to be published by PAC, is planned to be released in a public function. Participatory exercises are also planned for the community to be informed of the findings and to motivate them to demand better services.

1.5 Web based Self-Learning course on Citizen Report Card – Phase I

There is a global interest among a wide range of institutions, within and outside government, to learn about Citizen Report Cards (CRCs). In this regard, PAC, with
assistance from the Asian Development Bank (ADB) and the Asian Development Bank Institute (ADBI), has created a web-based course called 'Improving Local Governance and Service Delivery: Citizen Report Card Learning Tool Kit'. The main objective of this course is to help users develop the basic knowledge and skills to implement CRCs in their localities. The content comprising of 10 modules takes the user through the steps necessary to complete the report card exercise and advocacy. The course is now available online at www.citizenreportcard.com. The CD version of the tool was released by ADB in a conference in Beijing held in December 5-6 2005. A more formal release of the CD is planned within the first half of 2006-2007. Information on the course, as well as a direct link to the site is provided on PAC's website.

1.6 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 developing tools for analysis. Hence, PAC with support from World Bank has prepared a simple web based tool through which interested institutions could develop questionnaires and also analyse data once fieldwork has been carried out in their localities. This innovative tool titled 'Learning Tool on Citizen Report Card on Drinking Water and Sanitation Services' is now available at www.watsan-crc.org, the software of which was developed by INAPP, Thiruvananthapuram. Future plans include expansion of this toolkit to cover all public services.

1.7 Citizen Report Card on Public Services in Hubli-Dharwad

The twin cities of Hubli-Dharwad, located in one of the northern districts of Karnataka and falling under the Hubli-Dharwad Municipal Corporation (HDMC), have in the past two years reportedly witnessed rapid changes due to the strong reform measures initiated by the HDMC Commissioner. PAC carried out a Citizen Report Card for select services provided by HDMC, HESCOM (electricity services) and NWKRTC (public transport) to measure user feedback and satisfaction. The findings were disseminated to the three service providers separately on 24th March 2006, followed by a public release of the findings on 25th March 2006 in Hubli with civic groups and media present. The Commissioner, HOMC, responds to CRC findings is currently under preparation and would be sent to HDMC, HESCOM and NWKRTC some time in July 2006. A second CRC is expected to be carried out to measure the impact of reform measures next year.
1.8 National Review of Citizen Charters

Since the late 90s, the Government of India and various State Governments have issued in excess of 600 Citizen Charters for a variety of public agencies and departments. This project entails a systematic and independent review of these charters with a view to assessing their progress and performance. After an initial desk review of the entire set of charters, a more detailed assessment of the design of the charters was taken up. Field visits and interviews are currently being planned to understand how well these Charters have been implemented. User feedback and meetings with the concerned officials will provide the required information and insights on the effectiveness of the Charters. Findings and recommendations of the study will be communicated to the Government of India. This project is supported by a grant from Partnership for Transparency Fund, Washington DC.

1.9 Web based Self-Learning course on Citizen Report Card – Phase II

PAC with assistance from the Asian Development Bank (ADB) is now into Phase II of the Web Based Self Learning Course (please refer to Pt no 1.5), which comprises of training of stakeholders in CRC through the e-learning tool kit, monitoring the implementation of CRCs in different settings and finally revising the course on the basis of these field experiences and learnings. The project is scheduled to commence from June 2006 and is expected to conclude in November 2007.
2.0 ADVOCACY AND CITIZEN ACTION SUPPORT

2.1 Electoral Interventions

Parinamakari Panchayati: Strengthening Community Participation in Rural Governance

In a major departure from its earlier focus on urban areas, PAC has begun to extend its election support activity to rural Panchayat, Taluk and Zilla elections in Karnataka. This work was taken up initially in partnership with other NGOs in the context of the elections to 20 Gram Panchayats spread over eight districts, and in 14 Taluk and 9 Zilla Panchayats spread over 10 districts. A major learning from this intervention was that contrary to expectations that the voter lists would be more accurate than in urban areas, it was found that rural voter lists were also subject to major errors, such as non-updating of moving communities. Further, obtaining copies of affidavits of candidates from the Returning Officers, which provide the information on the candidates, also turned out to be difficult, perhaps due to lack of knowledge, or lack of experience in working with NGOs.

➢ PAC's recommendations to the Election Commission, based on its election work in rural areas, led to a satellite-based (distance education) training programme organized by the Election Commission for the Returning Officers of the Taluk and Zilla elections that was held after the Gram Panchayat elections.

➢ PAC also organized training programmes for women candidates to assist them in filing nomination papers, in order to reduce the chances of rejection due to errors.

Follow up to Parinamakari Panchayati programme during Gram Panchayat elections:

PAC, in association with partner groups in Mangalore and Udupi conducted training programmes to the 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. Almost all the participants felt that the training has helped them in understanding their functions and powers and there was a demand from the neighbouring Panchayats for the conduct of similar training programmes.

2.2 Information Dissemination Campaign in Bangalore during EPIC

The Election Commission of India organized the issue of Electors' Photo Identity Card Campaign for about three months from June to August 2005. PAC used this opportunity to step up its campaign to enable the voters to get their photo identity cards. PAC's publicity campaign resulted in an increased turnout of citizens for the photo identity cards, according to Macro Infotech, the agency responsible for issue of the
photo identity cards. Information regarding EPIC schedules was also put up on the PAC website till the end of August 2005. Further, PAC's campaign was widely publicized using various media such as Radio and cable TV networks.

2.3 Parinamakari Jamabandi: Citizen's assessment of Jamabandi program in Karnataka

Panchayat Jamabandi is an innovative administrative mechanism to bring about transparency and accountability in administration at the Gram Panchayat (GP) level. Panchayat Jamabandi is an annual inspection of accounts and registers maintained by the GPs and works executed by them. The Panchayat Jamabandi in Karnataka held between 16th August 2005 and 15th September 2005 was an opportunity for PAC to intervene and make an assessment of its effectiveness in association with its partner groups. PAC in association with its partner groups assessed the quality /conduct of Jamabandi in 60 Gram Panchayats spread across 18 Taluks in 8 districts of Karnataka. The findings of the same have been forwarded to the department of RDPR along with the suggestions for improvement in the process.

2.4 Parinamakari Panchayati: Strengthening Community Participation during Zilla And Taluk Panchayat Elections

Elections to the Zilla and Taluk Panchayats (ZP & TP), the upper two tiers of governance in Panchayati Raj system, held in Karnataka during December 2005 were yet another opportunity for PAC to expand its informed choices campaign partnering with local civil society groups.

PAC conducted training programmes for its partner groups in 9 districts prior to the Zilla and Taluk Panchayat elections. The training inputs enabled the partner groups to carry out activities like mobilizing eligible voters to enrol themselves on the voters list so as to be eligible to vote during the elections; scrutiny of the affidavits of the contesting candidates and organizing Mukha-Mukhi (Face-to-Face) - a public meeting with the candidates to know their plans and priorities for their respective Panchayats.

Mukha-Mukhi programmes were conducted in 10 districts of Karnataka (Dakshina Kannada, Udupi, Bidar, Bangalore South, Shimoga, Kolar, Davanagere, Bellary, Bagalkot and Chitradurga) in association with local partners. All the groups mentioned that the Mukha-Mukhi has resulted in useful debates and also, succeeded in highlighting the community problems and bringing them to the attention of the candidates.
Obtaining the affidavits of the candidates during the GP and ZP-TP elections continued to be a tough task, despite the fact that there were clear instructions to the Returning Officers and specific instructions from the State Election Commissioner (SEC) to the Deputy Commissioners of all the Districts (upon PAC's request) to provide the copies of the affidavits to public interest groups on payment of a nominal fee. The highly motivated partner groups succeeded in obtaining the affidavits of their candidates and disseminating the information to the voters.

2.5 Open House Meetings & Workshops

Transfer of Development Rights (TDR) – is a scheme introduced by the Government of Karnataka making available certain amount of additional built up area in lieu of the area relinquished or surrendered by the owner of the land, which would enable the owner to use the extra built up area for himself or transfer it to someone else in need of the extra built up area for an agreed sum of money. This has already been introduced in neighbouring cities like Chennai, Mumbai and Hyderabad. Media reports had mentioned that very few citizens had responded to the Bangalore Mahanagara Palike's (Bangalore City Corporation) offer for TDRs. In order to educate citizens on the concept and effective use of TDR, Public Affairs Centre organised a symposium on 18 May 2005 titled: “Transfer of Development Rights (TDR): Understanding the Concept”. The symposium brought to light the background for this legislation and the actual process of implementation. Panellists comprising senior officials from the Urban Development Department and the Bangalore Mahanagara Palike explained the concept threadbare and also participated in an interactive session to answer questions. As a result of the newspaper coverage that followed, several affected parties contacted PAC and sought the Centre's help on this issue.

A workshop on “Corruption in Karnataka: How to bell the cat?” was held in July 2005. The follow up to this event led to the launch of the “Coalition Against Corruption” by PAC and four other NGOs.

'Open House' programmes initially commenced as information dissemination efforts by bringing public service providers and citizens (represented by Resident Welfare Associations) together in face-to-face interactions. Over the past few years this process has changed with PAC initiating follow up action on the ideas and suggestions that emerged from these interactions. The open house on “Building Violations: Is Demolition the Answer?” organised in November 2005 thus resulted in PAC interacting closely with the BMP and the Urban Development Department. PAC forwarded the suggestions that emerged from the discussions to the Government for their consideration and implementation.
2.6 Campaign for Better Infrastructure in Bangalore

The delays and the suspension of work on the airport road flyover project were causing great inconvenience to the citizens of Bangalore and the many visitors who use the road. In June 2005, PAC networked with resident welfare associations, school children and citizens, to organize a silent protest of citizens and mount public pressure on the authorities. Within a week of this protest, the Karnataka High Court directed the Bangalore Development Authority (BDA) to resume the work with the original contractors and to announce revised completion dates. The contractors, when contacted by PAC, acknowledged the fact that this public protest had indeed prodded the judiciary and government to take immediate action.

2.7 Coalition Against Corruption

Public Affairs Centre (PAC), Swabhimana, AVAS, CREAT, & Consumer Care Society have formed a platform called the 'Coalition Against Corruption' (CAC) or Brashtaachara Virudha Sanghatane. It was launched by former Chief Justice of India Mr. M.N. Venkatachalaiah on 22nd December 2005 and the first Help line was functional at PAC from 23rd December 2005. Any citizen facing a demand for a bribe can call the CAC for help. CAC follows the lead with the authorities not only at the individual level but also in a systemic way.

The Coalition Against Corruption Campaign launched in December 2005 is the direct result of a workshop: “Corruption in Karnataka: How to bell the cat?” held earlier in July 2005. This Workshop was followed by several brainstorming sessions with NGOs, eminent citizens and a cross section of society on how to tackle corruption and resulted in five NGOs launching this campaign.
2.8 Other Meetings

- Presentation of a Desk Review of 8 Citizen Charters to senior officials of the Government of Karnataka
- Talk on "Decentralization and Service Delivery" on Wednesday, July 20, 2005 by Dr. Shanta Devarajan, World Bank economist
- Preliminary meetings to draft the Model Citizen's Charter for Police Department.

2.9 Right to Information

As an active member of the Kria Katte (a forum of Right to Information activists), the Centre took the initiative to lobby for the implementation of the Right to Information Act and the formulation of citizen friendly rules at the State level. All our capacity building workshops in the districts include a session on RTI and how to access information.

2.10 Support to Swabhimaana

PAC continues to work with and support Swabhimaana in its activities.
3.0 CAPACITY BUILDING & TRAINING

3.1 Training programme for the newly elected Grama panchayat members

One-day training programmes for Grama panchayat members were held at Mangalore, Bagalkot and Bidar districts in Karnataka to enable them to understand their roles and perform their duties in accordance with the Panchayati Raj Act.

3.2 District level capacity building workshops for civil society in Karnataka

PAC carried out a series of “Good Governance Workshops” in Bellary, Jamkhandi, (Bagalkot), Gulbarga, Bidar, Udupi and Davangere districts of Karnataka for diverse constituencies like Civil society organizations, Youth groups, and the newly elected members of Gram Panchayats. The objective was to build local capacity for good governance.

3.2.1 Content of Workshops

➢ Understanding the concept of good governance
➢ Role of civil society in good governance
➢ Sharing PAC experience in use of Right to Information
➢ Strengthening local demand for better public services
➢ Enhancing people’s participation in municipal budgets
➢ Motivating people to demand citizen charters
➢ Assessing the performance of government schemes
➢ People’s participation in electoral reforms

3.2.2 Impact

The workshops had a good impact on the NGOs, Youth, and the newly elected Gram Panchayat members. They were not only instrumental in creating awareness on governance issues but also empowered the participants to use the tools learnt from the workshops in their local contexts. For example, an NGO in Gulbarga started giving training to Village Education Committee (VEC) members of the GP and also, other Community Based

The Youth of Udupi taking the ‘No - Bribe’ oath
Organizations on good governance.

In Jamkhandi of Bagalkot district, the NGOs used the Right to information Act 2005 to stop malpractices in the management of the special schools run by the government for working children. Instances of discretionary abuses were rampant with the officials awarding the contract to NGOs who paid the highest amount of speed money. Use of RTI enabled concerned civil society groups to bring the matter to the notice of the higher authorities and resulted in the resignation of the corrupt officer in charge.

In the same district, as an offshoot of the PAC workshop, NGOs formed a federation and have decided to meet every month to discuss improvement of local governance.

All the NGOs that participated in the workshops took active part in local elections and supported the PAC-led campaigns to bring in greater transparency in local elections.

The coordinating NGO in Bagalkot has adopted a Gram Panchayat to monitor all its activities and to offer required assistance to the newly elected members of Gram Panchayat.

The Youth have benefited much from the workshops and subsequently, have taken active part in using the Right to Information Act, advocating for election reforms etc. In Udupi district, the Youth made use of the Right to Information Act and got a road neglected for years quickly repaired. The Youth also collected information on irrigation projects in Panchayat areas.

Furthermore, the youth in Udupi district also demanded Citizen Charters from the Regional Transport Officer (RTO) in Udupi.

3.3 Follow up workshop for civil society organizations in Orissa

With the support from National Foundation for India a one-day follow up workshop on good governance was organised for the civil society groups in Orissa; this was a sequel to a Workshop held in March 2005. The workshop was instrumental in reviewing the various civic engagements initiated by the local groups, sharing emergent experiences and planning future activities in the region.
4.0 DISSEMINATION

4.1 New Publications


- Paul, Samuel & M. Vivekananda, 2005, *Holding a Mirror to the New Lok Sabha*, Public Affairs Centre, Bangalore

- Rao, Anuradha, 2005, *Karnataka's Citizen Charters – A Preliminary Assessment*, Public Affairs Centre, Bangalore


- Paul, Samuel, Suresh Balakrishnan, K. Gopakumar, Sita Sekhar & M. Vivekananda, 2005, *Benchmarking India's Public Services – A comparison across the states*, Public Affairs Centre, Bangalore

- Paul, Samuel, 2006, *Holding the State to Account: Lessons of Bangalore's Citizen Report Cards*, Public Affairs Centre, Bangalore


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4.2 Public Eye

Two issues were released in April 2005 & February 2006.

4.3 PAC Website

The PAC website saw several improvements during the year. A new design with many user friendly features, including a daily count of visitors was added. It was very encouraging to note that the number of visitors has steadily increased over the year.
A 'news flash' on the home page now attracts visitors to current events and programmes in PAC. Other new features include a news archives, a new catalogue for the Publications, a Book cart and an improved guest log-in book. A dynamic animation space in the home page is now reserved for upcoming events.

5.0 SIXTH PUBLIC AFFAIRS LECTURE

On 24th February 2006, Smt. Sheila Dikshit, Chief Minister of Delhi, delivered the Sixth Public Affairs Lecture on “Citizenship and Good Governance”. The lecture was followed by a short period of discussion from the floor.

6.0 FORD PUBLIC AFFAIRS FELLOWSHIP

The Centre has invited Dr. S.S. Meenakshisundaram, former Secretary to Government of India, and an authority on Panchayati Raj to become the Third Ford Public Affairs Fellow. His theme of research is “Effective implementation and monitoring of Employment Programmes through Community Participation”.

Shri. L.C. Jain completed the Second Ford Public Affairs Fellowship on “Deepening Internal Democracy in Political Parties” during the year; the Fellowship resulted in a monograph - “Political Parties as Cornerstones of Democratic Governance” and was presented at a seminar held at PAC premises during the year.
7.0 CHILDREN'S MOVEMENT FOR CIVIC AWARENESS

7.1 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.

The curriculum for private schools focused on Democracy and active citizenship, Road Safety and Solid waste management. The curriculum for Government, Corporation & Aided schools in addition to the above, included Health and Bal Panchayat (Children's Parliament). Volunteers were equipped with information kits consisting of resource material and aids such as documentary films, multimedia presentations, flash cards / slides, etc to conduct civic club sessions.

The year's activities started with an orientation programme for volunteers. Twenty eight volunteers from the previous year and 10 new volunteers participated in the programme. They were introduced to the methodology to be used for conducting civic club sessions and to the theme for the year – Active Citizenship with emphasis on Road Safety. Monthly volunteer meetings were also conducted to get an update on civic club activities and exchange relevant information.

Civic Clubs were launched in the schools through school assembly addresses, skits and songs. The CMCA oath was an integral part of the launch. Over two thousand children became part of the CMCA family and proudly sported their CMCA badges.

7.2 Activities of Civic Clubs

In addition to regular activities of the clubs, there were special events. They included a series of workshops to enhance communication skills, leadership qualities, understanding of children and developing critical thinking skills for volunteers by Oscar Murphy International; a CMCA Alumni meet; campaigns during the Ganesha festival for environment friendly immersion of idols; Bala Sabha programme; workshop on investigative journalism; and a camp to enhance leadership and communication skills. The Ripple of Awareness, a pledge campaign to “be traffic disciplined” was initiated by civic club
members in their schools. Junior school members were educated on road safety and instructed to take information leaflets home and get their parents to pledge that they would be road disciplined. The Ripples of Awareness reached more than 19,000 households.

Open events involving all civic clubs are high points of the CMCA each year. They serve to help children learn from each other alongside 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. One such event was organized this year: Jaathre 2005-06. As in the past, this event helped widen the base of corporate support for CMCA.

7.3 Newsletter

Expressions@CMCA was redesigned this year. Three issues of the newsletter in both English and Kannada were published and distributed to the Civic Club members and several groups. Expressions@cmca serves as an information booth and is a medium of interaction between CMCA and Civic Club members.

7.4 Traffic Police Day

CMCA mooted a novel concept - the Traffic Police Day, to celebrate the untiring efforts of the Traffic Police to maintain road discipline and ensure public safety. On 29th October, civic club members from various schools assembled on Cunningham Road and marched to the Police Commissioner's office with banners and placards on road user responsibilities and the role of the constable. Traffic Police Day was launched by the Police Commissioner and an awareness van was flagged off. Across the city members carried out processions to junctions around their school and presented the constables with “Thank You” cards. Policemen were visibly touched by the gesture and the Commissioner appreciated members of CMCA for their thoughtfulness.
7.5 Children's Report Card in Bangalore 2005

The annual Children's Report Card has become an integral feature of CMCA's calendar. Over 2000 children from Private, Government, Municipal & Government aided high schools took part in the survey on Public Awareness and Opinion on Traffic and Road Safety in Bangalore. They covered 2776 households from different areas spread across the city. This was well received by a wide range of advocacy groups in the city, and the agencies in the City who are responsible for road safety and traffic in the city.

7.6 Civic clubs in Mumbai

CMCA consolidated its activities in 13 schools of Mumbai this year with the support of Sophia College Ex Students Association (SCESA). The focal theme of the year was Water and over 800 children were involved in the activities. The floods that destroyed life and property in Mumbai, on July 26, 2005, moved CMCA members to make a petition to the Governor of Maharashtra, to save the city for the future citizens. The petition, which was supported by a total of 50 schools, was presented to the Governor, Shri. S. M. Krishna, by some of the students, in December, 2005. Utsav 2006, an exhibition by children on the wonders of water and the threats it faces today was organised by CMCA in association with SCESA. Corporate groups in Mumbai supported the initiative.

7.7 CMCA-Hubli Dharwad

The Hubli Dharwad Municipal Corporation (HDMC) and CMCA partnered to start civic clubs in 120 schools across the twin cities. Civic club members of various schools also had the opportunity to visit HDMC and visit elected representatives and officials during “Meet the Mayor” programme. A two day rally was among the highlights of CMCA activities in the twin cities. The rally flagged off by Mr S D Ishan, National Athlete and Arjuna Awardee witnessed more than 2000 children, the Mayor and HDMC officials participate with banners spreading the message of civic consciousness. On the second day a similar rally was jointly flagged off by the popular movie star Mr. Ramesh Arvind, the mayor of Hubli-Dharwad and the Commissioner of HDMC; more than 5000 students participated in the rally to create awareness among the public.

7.8 CMCA Bidar

CMCA partnered with Prag Jothi, an NGO in Bidar and began activities in two schools this year. In addition to the regular sessions many activities were conducted within the school and in the community. Members met the Commissioner and discussed issues on cleanliness and environmental awareness.
8.0 AN ASSESSMENT

The Centre’s advocacy activities at the national level, in relation to the Right to Information and Electoral interventions were continued. The request to an audit of Citizen Charters by the Government of Karnataka has led to collaboration with the Bangalore City Police Commissioners office to develop a Bangalore City Police Citizen Charter. On the other hand, the Centre has also begun to play the role of a resource centre for other organizations in different parts of India. This has important implications on balancing the portfolio of activities and its internal resources, both financial and personnel, in the decade ahead.

The Centre’s steps to establish a campus, will address the growing requirements for space and infrastructure in the years ahead. This will also enable the Centre to provide longer duration capacity building programmes and internships.

9.0 BOARD AND MANAGEMENT

The Board of the Centre met twice during the year. The untimely demise of Dr. Kamla Chowdhry on January 4, 2006, is an irreparable loss for PAC. Her contribution and support were critical to the Centre's development and growth.

The Board's Executive Committee met three times during the year. A major role of the Committee was in monitoring investments and financial performance at regular intervals.

During the year, Suresh Balakrishnan, Executive Director, proceeded on leave for two years for a personal assignment abroad. Dr. A. Ravindra was subsequently appointed as Director by the Board.

10.0 FINANCIAL PERFORMANCE IN SUMMARY

The Centre received a sum of Rs. 7.3 million during the current year from grants, professional fees, interest, profit on investments, etc. The final grant from the Ford Foundation came to an end during the year. The Centre and its Board are grateful to the Ford Foundation for its support and advice during these formative years.

The Centre received project support during the year from:

- Asian Development Bank Institute, Manila, The Philippines
- Department for International Development, New Delhi, India
- Department of Planning & Statistics, Government of Karnataka
- Hubli-Dharwad Municipal Corporation, Hubli
- Partnership for Transparency Fund, Washington D.C., USA
- WaterAid India Country Office, New Delhi
- The World Bank, Washington D.C., USA

A major donor of funds to the Centre during this year was the Public Affairs Foundation. Others who contributed funds to PAC for different projects are:

- Baldwin Boys High School, Bangalore
- Bangalore Metropolitan Transport Corporation
- Brigade Enterprises
- Diksha, Bangalore
- HDFC Bank Ltd
- Henkel Loctite India Ltd.
- Incowax Pvt. Ltd Jhunjhunwala Foundation
- ITC Limited-Foods Business, Bangalore
- Kanchee Co-Kuberan Silks
- Kuberan Silk International
- Lotus Labs Pvt. Ltd., Bangalore
- National Foundation for India
- Ranjini Dwarkanath Reddy Charitable Trust, Bangalore
- Santech Engineers, Bangalore
- Swabhimana Trust, Bangalore
- Titan Industries Ltd
- Videsh Sanchar Nigam Limited, Mumbai

Alongside, individual contributions by well wishers of the Centre have served to provide a personal gesture of support and encouragement to the staff. A substantial contribution was received from Mr. Vasu Krishnamurthy. PAC is grateful to all these organisations and individuals for their magnanimous and timely support.
## Financial Statements

### Consolidated Income and Expenditure Account for the period from 01.04.05 to 31.3.06

<table>
<thead>
<tr>
<th>Date</th>
<th>EXPENDITURE</th>
<th>31.03.2005</th>
<th>31.03.2006</th>
<th>INCOME</th>
<th>31.03.2006</th>
</tr>
</thead>
<tbody>
<tr>
<td>31.03.2005</td>
<td>To Administraion Expenses</td>
<td>1,914,405.51</td>
<td>1,914,405.51</td>
<td>By Grants</td>
<td>4,377,400.00</td>
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<td></td>
<td>To Dissemination and Publications</td>
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<td>By Profit on Investments</td>
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<td>To Professional and Consultancy Charges</td>
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<td>498,348.00</td>
<td>By Interest on Deposits</td>
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<td>To Salaries and Benefits</td>
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<td>By Bank Interest</td>
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<td>To Project Expenses</td>
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<td>By Advisory Fee</td>
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<td>To Membership, Subscription and Library</td>
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<td>32,924.00</td>
<td>By Income from Corpus Fund Investments</td>
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<td>To Purchase of Assets</td>
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<td>By Other Income</td>
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<tr>
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<td>To Honorarium</td>
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<td>By Donations</td>
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<td>To Excess of Income over expenditure carried down</td>
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<td>By Voluntary Contributions</td>
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<td>To Amount Transferred to Balance Sheet</td>
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<td>By Citizen Action Support Contributions</td>
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<td>-</td>
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<td>31.03.2006</td>
<td>To Honorarium</td>
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<td>46,621.27</td>
<td>By Excess of Income over Expenditure brought down</td>
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<td>376,126.10</td>
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<td>480,097.37</td>
<td>Income and Expenditure A/C</td>
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<td>480,097.37</td>
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<td>Notes forming part of the accounts are an integral part of the financial statements</td>
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### Consolidated Balance Sheet as at 31st March 2006

<table>
<thead>
<tr>
<th>Date</th>
<th>LIABILITIES</th>
<th>31.03.2005</th>
<th>31.03.2006</th>
<th>ASSETS</th>
<th>31.03.2006</th>
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<tbody>
<tr>
<td>31.03.2005</td>
<td>Donor's Account</td>
<td>3369236.72</td>
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<td>Fixed Assets Reserve Fund Account (as per contra)</td>
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<td>Income and Expenditure A/C</td>
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<td>Notes forming part of the accounts are an integral part of the financial statements</td>
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<tr>
<td></td>
<td>Total</td>
<td>37179172.63</td>
<td>410,245.87</td>
<td>Total</td>
<td>37179172.63</td>
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</tbody>
</table>
Staff of the Centre

Dr. A. Ravindra, Director
Dr. Sita Sekhar, Chief Research Officer
Mr. S. Manjunath, Chief Programme Officer (Currently on study leave)
Ms. Shanthi S. Shetty, Senior Administrative Officer
Ms. Sheila Premkumar, Senior Programme Officer
Ms. Vrunda Bhaskar, Programme Officer
Mr. Cyril Vas, Programme Associate
Dr. Meena Nair, Research Officer
Mr. A. Venugopala Reddy, Research Associate
Ms. Anuradha Rao, Programme Associate
Mr. Guruprasad Rao, Programme Associate
Mr. Wilson Pais, Programme Assistant
Ms. Josephine Joseph, Programme Associate
Ms. N. Nagaveni, Programme Assistant
Ms. Shylaja Prabhakar, Executive Assistant
Ms. N. Santhalakshmi, Accountant
Ms. Shoba M. Receptionist
Mr. Raghavendra, Programme Assistant
Ms. Shruthi Jayaram, Librarian Cum Programme Assistant
Mr. Gopal B, Accountant
Mr. B. Kanthappa, Ms. Manjula, Office Assistants

Consultants

Prof. M. Vivekananda.
Ms. Poornima D.G.
Ms. Sohini Bagchi