PUBLIC AFFAIRS CENTRE
ANNUAL REPORT
2006-2007
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CHAIRMAN’S MESSAGE

Public Affairs Centre is now in its second decade of operations. While the first decade was marked by a series of small but significant innovations and experiments, the challenge before us now is of scaling up these tested concepts and practices nationally, alongside our emphasis on generating new ideas and knowledge. We have also moved to a permanent and a larger campus; we are hopeful that it will provide the perfect setting for our staff to be more creative and focused in their work.

A key strategy in the coming years will be to work through partners in different parts of India; we are already witnessing evidence of this in Bangalore, where today there are many new and active networks building on the initial work carried out by the Centre. We strongly believe that our pioneering ideas like citizen report cards, electoral probity approaches and civic clubs are slowly but surely finding moorings in civil society initiatives across the country.

We are also grateful to our funding partners and associates for continuing to support us in our endeavours to improve the quality of governance in India.
PAC IN BRIEF
The Year in Perspective

The financial year 2006-2007 marked a significant development for the Centre's future. The shift to the new campus opens up many possibilities to widen and deepen PAC's current portfolio of activities. In-house facilities for hosting training programmes and workshops, better infrastructure and support systems for staff and the possibility to expand staff size combine together to present an inspiring vision of new opportunities and prospects.

On the research and programme fronts, the Centre continued its strategy of consolidating the core approaches and activities alongside exploring new concepts and ideas. On the research front, a wide range of activities were carried out by the team. Four themes stand out as major highlights for the year: (a) Increasing applications of Citizen Report Card (CRC) in rural contexts and smaller towns; (b) Building capacity of partner NGOs in other parts of the country to design and implement CRCs – a major initiative is an exercise underway in Berhampore, one of the poorest districts in India; (c) Innovating and piloting the scaling-up of CRCs through an eLearning module and (d) carrying out independent audits. The citizen action and advocacy activities of PAC continued its focus on elections, enhancing accountability of the state and empowering ordinary citizens to fight corruption. Of particular importance were the efforts to stimulate and facilitate an informed debate on "Panchayat Jamabandi (Social Audit of rural local governance institutions)" in Karnataka and sustaining and consolidating the 'Coalition Against Corruption' in Bangalore. The Centre also responded to topical events and developments like the decision of the Government of Karnataka (GoK) to create a Greater Bangalore Corporation by drafting a position paper and disseminating the same at various public fora. The Centre's capacity building interventions focused on two major areas during the year: (a) Organizing sensitization workshops on concepts and practices of good governance in various districts in Karnataka (with a special focus on the youth) and (b) the implementation of a Right to Information Empowerment Programme that covers south Asia. The Children's Movement for Civic Awareness (CMCA) continued its excellent work in Bangalore. The movement is all poised to become more national in character with the two regional chapters in Hubli-Dharward and Mumbai setting highly inspiring examples and models. The unique partnership in Hubli-Dharward between CMCA and the Hubli Dharward Municipal Corporation (HDMC) was a major highlight and points to new directions and possibilities.
Research Projects

Citizen Report Card (CRC) on Gram Panchayat Services

Background & Objectives

- An exploratory study to help generate citizen perspectives and voice, on how Gram Panchayats, constituting the lowest tier of governance in India, deliver services was carried out in Tumkur district, immediately north of Bangalore during January to March 2005.
- Contrary to the usual practice of outsourcing the field survey to professional agencies, in this study survey enumerators were hired and trained directly by PAC.
- Findings for the 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 widely carried out at the district level, in the four talukas (comprising of the study areas) as well with the State government (at the Rural Development and Panchayati Raj – RDPR department), during late 2005.

Outcome & Current Status

- During May-June 2006, the findings from the CRCs were disseminated among the local communities and follow-up advocacy measures initiated through participatory exercises in two Gram Panchayats (selected on the basis of a ranking exercise carried out by PAC). Some community members in Nyayadhagunte GP presented two written complaints (use of Gram Panchayat funds for personal purposes) to the PAC Research Team. These were passed on to the RDPR officials, and they have subsequently taken action on the same.
- As a reaction to these complaints, a memo was sent to all the EOs in Tumkur district instructing them to visit all GPs in their jurisdiction and investigate any such complaints in the presence of the complainants, the GP members and the taluka officials.

- The report currently titled ‘Taking the Citizen Report Card to Gram Panchayat Services’ has been circulated widely internally as well as among rural governance experts for comments and suggestions, and would be brought out in the next financial year. An article on the CRC has also been brought out in Karnataka Vikasa, the monthly magazine brought out by RDPR, in its December 2006 issue.

Citizen Report Card (CRC) on Public Services in Hubli-Dharwad

Background & Objectives

- A CRC on services provided by Hubli-Dharwad Municipal Corporation (HDMC), Hubli Electricity Supply Company (HESCOM) and North West Karnataka Road Transport Corporation (NWKRTC) was carried out by PAC during November 2005 to March 2006.
- The objectives were to measure user feedback and satisfaction as well as to assess the impact of some of the reform measures that have been carried out by HDMC, across general and slum households.
- The Survey was carried out by Market Probe India, a research organization under PAC’s close supervision.
- The findings showed high satisfaction levels among HESCOM users while HDMC services needed to improve their drainage, garbage clearance, road and public toilet services.
- The findings were disseminated to the three service providers separately on 24th March 2006, followed by a public release on March 25, 2006 in Hubli in the presence of civic groups and the media.

Outcome & Current Status

- The report has been reviewed both internally within PAC, as well by the Commissioner of HDMC and has subsequently been brought out as a PAC publication with funding from HDMC, in March 2007.
- A follow-up meeting with the service providers is to take place in the beginning of the next financial year to assess their latest reform measures.
Preparatory discussions are also underway for carrying out the second CRC in the next financial year to measure the impact of the reform measures undertaken so far.

Web based Citizen Report Card (CRC) Tool

Background

- A critical aspect of a CRC is the survey, which needs proper tools for investigation and analysis.
- PAC with support from the World Bank has prepared a simple interactive web-based tool through which interested institutions could develop questionnaires and also analyse data once fieldwork has been carried out in their localities.
- The 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.

Current Status

- A few corrections in the CD version are being carried out to make it more user-friendly for wider dissemination.
- Future plans include expansion of this toolkit to cover all public services, which may be taken up as a separate project.
- Discussions are also on to see whether the toolkit can be incorporated into the PAC website.

Web based Self-Learning course on Citizen Report Card (CRC) – Phase I

Background & Objectives

- In response to a global interest to learn more about CRCs, PAC, with assistance from the Asian Development Bank (ADB) and Asian Development Bank Institute (ADBI), has created a web-based learning course called ‘Improving Local Governance and Service Delivery: Citizen Report Card Learning Tool Kit’.

Outcome & Current Status

- Phase I of the project came to an end with the formal release of the CD version in Manila on July 13, 2006, which was followed by a workshop on its use for carrying out CRCs.

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

Background & Objectives

- PAC with assistance from Asian Development Bank (ADB) is now into Phase II of the Web based Self-Learning Course (see above).
- The activities envisaged mainly comprise of training stakeholders (mainly Public Administration Training Institutes) on the design and
implementation of CRCs through the e-learning tool kit, monitoring the implementation of CRCs in two diverse contexts (two sites in the Philippines and two in Pakistan) and finally revising the existing e-learning course on the basis of these field experiences and learnings.

- Another activity is to incorporate the CRC in the curriculums of the Training Institutes by helping them to develop short-term and long-term courses.

- The agreement for carrying out Phase II was signed between PAC and ADB in June 2006 and will conclude in November 2007 on completion of the above tasks.

**Outcome & Current Status**

- A pilot CRC was carried out in Nawaan, a municipality in the Mindanao Province of the Philippines; visits were made by the PAC Research Team to carry out initiation workshops, initiate and monitor fieldwork and carry out advocacy-related activities subsequently.

- Preparatory activities (draft questionnaires for the CRC survey and sampling design) are now on for the second CRC to take place in Quezon City in Manila, the Philippines. The Research Team would be visiting Manila in the first week of April 2007 to provide support during the training programme and initiation of fieldwork.

- With regard to carrying out CRCs in Pakistan, orientation workshops were conducted in the cities of Karachi and Lahore in February 2007. Duniyapur in the Punjab province and Hala in Sindh province were subsequently identified for conducting CRCs on drinking water and sanitation as well as education (only for Hala). ..

**National Review of Citizen Charters**

**Background & Objectives**

- Since the late 1990s, the Government of India and various State Governments have issued in excess of 600 Citizen Charters (CCs) for their respective public agencies and departments.

- PAC with support from the Partnership for Transparency Fund, Washington DC, is carrying out a systematic and independent review of these charters with a view to assess their progress and performance.

- Phase I of the exercise comprised of two levels of desk reviews. After an initial desk review of more than 550 charters based on their availability (through websites or received after communicating with the state Chief Secretaries), 202 Charters were further reviewed in a more detailed manner.

- Phase II included field-testing of 80 charters on their efficacy and impact on public service delivery through structured interviews with users and officials.

**Outcome & Current Status**

- Data collected from the field has been analysed and the first draft report has been circulated internally for comments and suggestions.

**Citizen Report Card (CRC) on Gram Panchayat Services in Chattisgarh**

**Background**

- Samarthan - Centre for Development Support, a Bhopal-based NGO working in the field of participatory governance and development, with
support from PAC, is carrying out a CRC on Gram Panchayat services in two districts of Chattisgarh – Rajnandgaon and Bastar.

- Research team representatives from PAC visited the two districts for an initial understanding of the area as well as to select and train investigators for fieldwork.
- The questionnaire used by PAC for carrying out a CRC on Gram Panchayat services in Tumkur district was adapted to suit the needs of the study area.

**Outcome & Current Status**

- Fieldwork has been completed, data entered and first level tables have been brought out for analysis.
- The PAC Research Team in consultation with Samarthan are in the process of preparing the report.
- There was a delay in data collection and data entry in Chattisgarh. The sent database, when analysed by the Research Team was also found to be faulty in some cases, and the field team from Samarthan was asked to go back to the field to collect the missing data. This has caused a delay in the release of the report, which is now planned to take place in the beginning of the next financial year.

**An Assessment of Citizen Centres funded by the Catalyst Trust, Chennai**

**Background & Objectives**

- Catalyst Trust is an NGO actively engaged in improving governance in Tamil Nadu. PAC had earlier provided support to the Catalyst Trust to carry out a Citizen’s Audit of Public Services in Rural Tamil Nadu in 2000.
- In an effort to empower ordinary citizens with information pertaining to public services, Catalyst Trust has set up an innovative institutional network of Citizen Centres in all the districts of Tamil Nadu.
- Having run these Citizen Centres for the past four years, Catalyst Trust intended to undertake an assessment of the Citizen Centres to assess their performance and overall utility to the users.

- Catalyst Trust approached PAC to gather feedback from the Coordinators as well as users of the Citizen Centres on various aspects of the services provided, in the three clusters comprising of various districts in Tamil Nadu.

**Outcome & Current Status**

- Fieldwork, mainly comprising of semi-structured interviews and observations has been completed.
- The PAC Research Team in consultation with Catalyst Trust will prepare the report and release the published version in the beginning of the next financial year.

**Citizen Report Card of Public Services in Berhampur, Orissa**

**Background**

- Youth for Social Development (YSD) is an NGO, which has recently started working in the field of governance through research and advocacy.
- YSD chanced to view the web-based self-learning course on Citizen Report Cards, and subsequently, they contacted PAC and expressed an interest to carry out a CRC of public services in Berhampur (Bramhapur), a town located in the Ganjam district of Orissa.
Focused

Field survey in Brahmapur, Orissa

- Financial support for this exercise was provided by the Public Affairs Foundation (PAF); all technical inputs are being provided by PAC.

Outcome & Current Status

- Two members from YSD visited PAC during the second week of January 2007 for a 5-day training programme on all aspects of carrying out a CRC.
- PAC would provide further offsite support at each stage of the CRC, the completion of which is expected to take place by September 2007.

Advocacy & Citizen Action Support

- PAC’s publication “Deepening Democracy”, which consolidates and discusses the Centre’s decade-long engagement in the electoral arena, was circulated to the Chief Electoral Officers and Commissioners of various State Election Commissions in India. In addition, copies were also sent to many NGOs, institutions, individuals working on this issue.
- In light of the (previously) scheduled elections in November 2006 to the Bangalore Mahanagara Palike (Bangalore City Corporation), PAC conducted brain storming sessions with partners on strategies for enhancing participation and probity in elections. A plan of action for enhancing voter awareness was also presented to the various Resident Welfare Associations in a workshop organized by Swabhimana during May 2006. The elections to BMP have since then been postponed owing to the greater Bangalore notification.
- PAC also sent a communiqué to the Commissioner, State Election Commission during August 2006 advocating for suitable changes to the affidavits filed by the candidates contesting in the forthcoming elections to Bangalore Mahanagara Palike to make it more user friendly and also, suggested for more publicity during elections. In light of the revised schedules for elections, PAC is planning for a follow up on this.

Intensive Revision of the Voters list in Karnataka, 2006-07 – PAC’s Information Dissemination efforts

- The Election Commission of India ordered for an intensive revision of electoral rolls in 46 assembly constituencies of Karnataka. The voters’ lists were revised through house-to-house verification by enumerators from 01.01.2007 to 31.01.2007 (with reference to 01.01.2007 as the qualifying date). Since there was not enough publicity for the event, a need for promoting the event was felt by the PAC as well as the public.
- PAC quickly put together information regarding the schedule of the event, procedures for inclusions/deletions/corrections etc and contacts of the concerned offices and their helpline numbers. This information was disseminated to hundreds of people through mass emails. The message was also forwarded to many email-groups, which in turn has sent it to their other contacts. A couple of IT professionals also volunteered to send the information to various other corporate.
- PAC’s efforts of reaching out to people with information on revision seems to have worked as it received queries and responses from the citizens from various sources, almost on everyday during the revisions.
Panchayat Jamabandi

Background

- Panchayat jamabandi is an innovative administrative mechanism to bring about transparency and accountability in administration at the Gram Panchayat (GP) level through an open audit and annual inspection of accounts and registers maintained by the GPs and works executed by them.
- The Government of Karnataka in 2001 initiated this process of social auditing to examine the working of GPs in the state. Though jamabandi as a process of maintaining revenue records exists in many states in India, perhaps Karnataka is the only state, which has taken it further to make it a true social audit process for panchayats.
- With the objective of understanding the conduct and implementation of the jamabandi process, PAC carried out an observation study involving rural civic groups and NGOs in 60 gram panchayats belonging to 16 Taluks of 8 districts in Karnataka in 2005.
- PAC's study revealed lots of anomalies in the Jamabandi process and highlighted areas for specific improvements and reforms.
- Findings from this study and actionable recommendations were presented to the Rural Development and Panchayat Raj Department.

Follow up Observation Study in 2006

- PAC had approached the RDPR to reiterate its suggestions to improve the quality of the process by ensuring important criteria such as publicity to the event, information dissemination regarding the works in panchayats, jamabandi officials to make use of the jamabandi kit while carrying out field inspections etc.
- RDPR invited PAC for a discussion and informed that the points of recommendation will be circulated to all the concerned officials in the entire state. The department also suggested to the PAC to carry out a similar study covering the same set of grama panchayats to see any improvement.

Research & Action Proposal on Jamabandi

- In view of the many shortcomings observed during the conduct of jamabandi, PAC compared the Karnataka Panchayat Raj (Conduct of Panchayat Jamabandi) Rules, 2001 and the guidelines issued by the RDPR with its field observations for the clear understanding of the extent of deviation.
- PAC is currently preparing a proposal to strengthen this unique process of social audit with a focus on capacity building of the gram panchayat members and secretaries of the panchayat; empowering people with information and encouraging them to participate in jamabandi and independent audit of the programs/works of the GPs by an expert.
- The proposal has been submitted to the RDPR. In the light of the PAC's proposal and also with the broader objective of taking the RDPR towards more responsive administration, RDPR had organized a brainstorming meeting on 15th June 2007 inviting PAC and other concerned organizations and institutions. The discussions are on at various levels.

Coalition Against Corruption (CAC)

Background

- Public Affairs Centre (PAC), Swabhimana, AVAS, CREAT, & Consumer Care Society has formed a platform called the 'Coalition Against Corruption' (CAC) or Brashtachara Virudha Sanghatane to promote good governance by tackling the menace of corruption. CAC operates a Helpline in Bangalore City for aggrieved citizens to seek redress.
- Citizens who have faced demands for bribes/illegal gratification are encouraged to approach these Centres and register their complaints
on a specified format in person or online. The CAC will forward these complaints to the agencies concerned for remedial action. The CAC has contacted nine public service providers like Bangalore Development Authority (BDA), Bangalore Mahanagara Palike (BMP), Bangalore Electricity Supply Company (BESCOM), Bangalore Water Supply and Sewerage Board (BWSSB) etc. to appoint Nodal officers in their organizations to investigate these complaints and take suitable action. In case complaints are not addressed within the stipulated time or the agency response is unsatisfactory, members of the Coalition will contact the Agency/Dept. to sort out issues.

**Current Status**

- Though limited in number, CAC has had some success stories. In a major victory to the fledgling movement, the sub registrar in Gandhinagar area who had served illegal notices to the Mantri classic apartment owners to pay additional stamp duty long after they had registered their properties was suspended. It was also made clear from the revenue department later that the owners may ignore such notices. Many owners of the apartments were highly enthused by CAC’s action and subsequently came forward and contributed Rs. 26,000/- for CAC’s activities.

- On 4th August 2006, an open house meeting on CAC was organized in which three successful case studies were presented and individuals who fought these cases were felicitated by CAC. A brief presentation on ways in which the BMP can be more transparent was also made. The event got good press coverage.

- In response to PAC’s proposal on a publicity campaign for CAC, the BASF Group has committed Rs. 1,80,000.00 for publicizing the CAC helpline; 10 hoardings were subsequently put up at important locations in the city displaying the CAC help line and this has encouraged hundreds of people to call up CAC helpline. A couple articles were also written in the major dailies following this publicity.

- Following the shift of the PAC office to its new campus in Bommasandra, the helpline has been shifted to the premises of one of the CAC partners - the Consumer Care Society in Banashankari. A person has been employed to coordinate the helpline activities.

- Many likeminded groups have approached CAC to know more about its activities and expressed a desire to associate with CAC.

- Karuna Trust headed by Dr. Sudarshan, Former Director of Vigilance, Lokayuktha has joined CAC as the new partner group; this move is expected to raise CAC’s profile and work in other districts of Karnataka.

- In order to step up the publicity and create awareness among citizens, CAC has launched a badge with the message – “I will not take/give bribe”, both in English and Kannada. The badges were released on the occasion of PAC’s Annual Lecture delivered on 30th March by Justice Mr. Santhosh Hegde. The badges can be purchased from the CAC office for Rs. 10/-.  

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**Greater Bangalore – Governance Options**

Following the decision of the Government of Karnataka (GoK) to constitute Bruhat Bangalore Mahanagara Palike (BBMP) for Greater Bangalore (GB) by merging Bangalore Mahanagara Palike (BMP) with the local bodies of 8 outlying cities/towns and 111 adjacent villages, PAC has been active in promoting an informed debate among the citizens in Bangalore. A position paper to this effect was drafted by Mr. Mr. Krishna Kumar, former Urban Development Secretary of Karnataka. After a series of internal meetings and consultations, the position paper was discussed at a public function on November 6, 2006. The event was covered extensively in the local media.

**Drafting of a Model Citizen Charter for the Bangalore Police**

**Background**

- PAC’s desk review of Citizen Charters in Karnataka in early 2005
Discussion of findings with agencies in late 2005 results in an expression of interest from the Police Department to seek PAC's assistance to develop a Model Charter.

The Department of Planning commissions PAC to undertake this assignment.

Current Status

- A number of meetings were held with senior police officials during the year and a draft charter has been prepared.
- Final discussions are on to finalize the draft.

An Open House on RTI

- PAC in association with KRIA KATTE and CIVIC, Bangalore had organized an open house in March 2007. Mr. P B Mahishi, Chief Secretary to the Government of Karnataka, Mr. K K Misra, former Chief Secretary and Chief Information Commissioner, Karnataka and Mr. K A Thippeswamy, State Information Commissioner were the Chief Guests. Dr. Samuel Paul, Chairman, PAC presided over the programme. A number of activist, members of RWAs and NGOs actively participated in the programme.
- The main objective of the open house was to highlight and resolve the problems citizens were facing in accessing information under RTI 2005 especially with regard to the Appeals and Complaints processes.

Capacity Building Programme

Impact of PAC's Capacity Building Workshops: A Stocktaking Exercise

Background

- Over the last five years, PAC has been focusing to enhance the spread and application of the Centre's various tools and approaches on good governance to smaller towns and cities in Karnataka and elsewhere by conducting capacity building workshops. Over 20 workshops have been organized for different stakeholders on various themes.

PAC has conducted twenty workshops between 2002 and 2006.

| For NGOs | 11 |
| Youth | 03 |
| Gram Panchayat members | 04 |
| On Right to Information | 02 |

Participants in PAC workshops

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- In an effort to evaluate the impact of these interventions, PAC sought feedback from the various organizations that had participated in the capacity building workshops. The following is a summary of their comments:
- The workshops have been instrumental in creating awareness on governance issues. The participants perceived many of these issues as totally new and very useful.
- The workshops have empowered the participants to use the tools learnt from the workshops in a variety of ways as the examples below show.
- An NGO in Gulbarga started imparting training to Village Education Committee (VEC) members and other community based organisations (CBOs) on good governance.
- In Jamkhandi of Bagalkot district, the NGOs used the Right to information Act to stop malpractices in the management of the special schools run by the government for children in 6-14 age group who are working in various factories, hotels, etc. The contracts to run these special schools were awarded to NGOs who paid the highest amount of speed money to the official in charge. No norms were followed by the concerned authorities in awarding the contracts to NGOS. The
Strength of Spirit

matter was brought to the notice of the higher authorities and finally it resulted in the resignation of the corrupt officer in charge.

- In Udupi district, the Youth made use of the Right to Information Act and quickly repaired a road, which had been neglected for years. The youth also collected information on irrigation projects in the panchayat areas. Furthermore, the youth in Udupi district also demanded citizen charters from the Regional Transport Officer (RTO) in Udupi.

- The youth of Bidar district very enthusiastically collected signatures and forwarding them to the Chief Secretary as a mark of protest against the application fee of Rs. 100, which had been initially fixed by the Government of Karnataka. The reduction of the fee to Rs. 10 was a great success to the united efforts of civil society. The Youth also joined the Election Watch Committee in Bidar formed under PAC's initiative.

- In Mangalore, Dakshina Kannada district, NGOs have formed an election Watch Committee as an offshoot of PAC's capacity building workshop. The Committee succeeded in putting a stop to the violation of election code of conduct during the 2004 General Elections.

- In Bidar and Gulbarga districts the participants who attended PAC’s workshop formed election committees. They have been actively co-operating in all the PAC-led election campaigns.

- In sum, PAC has the support of the partner NGOs in the districts which participated in PAC’s capacity building workshops. They have been greatly co-operative in other PAC-led programmes and campaigns. In the Quit Corruption Contest organised by PAC, the highest number of entries were from those districts where PAC had strong partner support thanks to the workshops.

The Right to Information Empowerment Programme

Background

The Right to Information Empowerment Programme intends to facilitate the effective engagement of active citizens, civil society organisations, human rights activists and development experts in the field of right to information, through awareness raising and capacity building activities. The Programme is supported by HiVOS.

The following activities will be implemented to achieve the project objectives:

Capacity Building of Civil Society Organization in Hubli and Dharwad

- The Hubli Dharwad Municipal Corporation (HDMC) invited Public Affairs Centre (PAC) to conduct a capacity building workshop on Good Governance for civil society organizations in the twin cities Hubli and Dharwad. The workshop, held during September 24-25, 2006 was attended by people from all walks of life such as doctors, engineers, professors, lecturers, lawyers, industrialists, businessmen, and the religious most of whom were senior citizens representing several non-governmental organizations.

- Key themes discussed during the workshop included Right to Information; Awareness on election campaigns and importance of voting; Information on public services and how to improve them; Role of civil society in improving governance; and Information on rights and duties of citizens.

- The workshop facilitated an enabling opportunity for learning new concepts and practices and also, to share experiences and vision. A major outcome of the workshop was the design of an action plan detailing out key improvements required to improve infrastructure provision in Hubli and Dharwad.

RTI Workshop in progress
• Designing a right to information website containing information on international and national right to information standards, procedural aspects of the right to information, best practice examples, non-governmental organisations active in the field of right to information and training programmes.

• establishing a “Anti-corruption and Right to Right to Information Helpline”, which citizens can use to complain about illegal gratification, bribes or speed money demands by public authorities in Bangalore; as well as to ask questions on right to information application procedures and to report problems in respect to this new legal instrument.

• conducting and publishing a comparative study on best practice examples in developing countries, including elaborate right to information legislation and litigation, effective implementation strategies, and successful activities of civil society organisations in the field of right to information;

• developing and publishing a compilation of instruments to strengthen right to information legislation and its implementation. This compilation will include a whistle blower protection model for South Asian right to information legislation and citizen charter models, which focus on the promotion of right to information implementation;

• conducting an implementation audit on right to information provisions in the public sector in Karnataka with the help of volunteers - this audit will focus to 75% on the urban sector (Bangalore) and to 25% on rural districts (Bellary Town Municipality);

• undertaking a field assessment on civic action, which aims at ascertaining the capacity building needs in the field of right to information.

• designing, organising and conducting 4 workshops for participants from India, Sri Lanka, Bangladesh, Pakistan and Nepal.

• supporting citizen action and raising capacity of civil society in the field of right to information in Karnataka through two 2-day district level workshops for 40 participants and an orientation session for the 15 implementation-audit volunteers;

Outcome & Current Status

• Programme has been launched in October 2006.

• An initial field visit was made by the Project Coordinator, Ms. Sabine Benzing Balzer to the two leading RTI activists groups in the field of right to information – Parivartan & MKSS Movement - in order to discuss the challenges, opportunities and experiences of their current right to information activities and to clarify the needs and the focus of the planned right to information training activities. The field visit helped to design the right to information training for Indian NGOs, in addition it gave the impetus to invite a member of Parivartan as a trainer to the right to information training for Indian NGOs in Bangalore.

• A three day training programme for Indian NGOs/Activists was held at Bangalore from January 22-24, 2007 for 15 selected participants. Feedback to this programme was quite positive. Almost all of the 15 participating NGOs started or about to start right to information activities. For example the Right to Food Campaign Orissa undertook an extensive advocacy campaign for the improvement of the right to information rules and their implementation in Orissa; some participants filed right to information applications in their area of work in order to improve the situation of tribal peoples in Andhra Pradesh or the environmental and social situation of displaced people in Gujarat; the Youth for Social Development NGO in Orissa is planning an extensive capacity building programme in the field of right to information for which they approached several donor organisations with their project proposal for funding.

• A three day training programme on right to information for 17 participants from Sri Lankan and Pakistani civil society organisations was held from March 11-14, 2007 in Colombo with the main focus on advocacy and strategic litigation for the adoption of procedural right to information and for the improvement and implementation of the Pakistani Right to Information Ordinance of 2002 and the Sri Lankan Draft Freedom of Information Act of 2004. The participating civil society organisations were selected jointly with Transparency International Sri Lanka, whom the Public Affairs Centre selected as the lead partner organisations for the Right to Information Empowerment Programme. In the aftermath of this programme the participating Sri Lankan NGOs established on April 1, 2007 a right to information advocacy campaign aiming at putting an effective procedural right to information into the hands of the common people in Sri Lanka and this group of NGOs agreed in the first meeting on a right to information
Reach out

The participating Consumer Rights Commission of Pakistan is planning strategic litigation activities in the field of right to information and SPADO from Pakistan is planning capacity building training programmes on right to information in Pakistan.

- A three day training programme on right to information for 18 participants from selected Bangladeshi and Nepali civil society organisations was held from March 18-21, 2007 in Kathmandu. The training programme's focus was on advocacy and strategic litigation for the adoption of procedural right to information laws in Bangladesh and Nepal. The participating civil society organisations were selected jointly with Transparency International Nepal, whom the Public Affairs Centre selected as the lead partner organisations for the Right to Information Empowerment Programme. In the aftermath of this programme the participating NGO activists from Bangladesh meet on May 17, 2007 in Dhaka and agreed to organise four training courses on right to information at divisional level and one at national level of Bangladesh.

- An Open House Meeting with the Karnataka Information Commission was held on March 17, 2007 in Bangalore. Approximately 100 NGO activists attended this meeting.

- The existing Anti-corruption Helpline was extended to an “Anti-corruption and Right to Right to Information Helpline”, which citizens can use to complain about illegal gratification, bribes or speed money demands by public authorities in Bangalore; as well as to ask questions on right to information application procedures and to report problems in respect to this new legal instrument.

Children’s Movement for Civic Awareness

- Civic clubs in 37 private schools and 12 aided schools in Bangalore
  - Focus issue was Local Urban Government in Bangalore city.
  - Campaigns in schools for Ganesha festival, Diwali, Road Safety, e waste collection, etc
  - Survey by civic clubs on awareness and practices with respect to local government
  - Leadership camp to enhance leadership and communication skills for government and aided schools

Traffic Police Day

- Traffic Police Day was held on 28th October to sensitize children and adults to issues related to traffic and road safety and to acknowledge the contribution of the traffic police to the safety of the general public.

Events with Civic Clubs

- Zonal campaigns were held where schools of the 4 zones came together in their respective zones and conducted campaigns on road safety
- The film Chakachak, made by Sai Paranjpye on civic and environmental issues was screened for the civic club members.
- An essay competition on fighting corruption was held in 11 schools with BASF. The competition was preceded by interactive sessions with the high school students of these schools.

Children’s Investigation Report on Local government in Bangalore

- Release of Children’s Investigation Report in December 2006, findings of the survey were presented to government representatives and members of the bureaucracy.

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Children’s Investigation Report on Local government in Bangalore

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Civic clubs in Mumbai

- Partnership with Sophia School Ex Students Association (SCESA)
- 30 civic clubs
- Focus issue - solid waste management
- Induction Programme for core team of volunteers
- Survey with respect to waste practices and awareness of people
- Diwali campaign by civic club members
- Volunteer Retreat and evaluation

Civic clubs in Hubli Dharwad

- Financed by HDMC
- 120 schools
- Induction Programme for NGOs and their volunteers
- Focus issue - solid waste management
- Civic rally with brand ambassadors
- Survey with respect to waste practices and awareness of people

PAC’s Annual Public Lecture

Justice Santhosh Hegde delivering the Seventh Annual Public Affairs Lecture

Accomplishment

- The Honorable Lok Ayuktha of Karnataka State, Justice N Santhosh Hegde delivered the seventh Annual Public Affairs lecture on “Lokayuktha & Good Governance” on 30th March 2007.
- The thrust of the lecture was a call for more active participation from the civil society. Justice Santhosh Hegde stressed that citizens need to be vigilant on issues of corruption and they need to complain to the office about the corrupt officials so that suitable punitive action can be taken against them.
- Following the public lecture, Mr. Prasad Chandran of BASF Group of Companies made a brief presentation on the initiatives taken by his organization to fight corruption in the corporate sector.

Publications


2. Greater Bangalore Governance Options, S. Krishna Kumar

3. Assessment of Citizen Centres in Tamil Nadu, Sita Sekhar, Meena Nair, A. Venugopala Reddy and K. Prabhakar
Financial Performance in Summary

A) The Centre received a sum of Rs. 141 lakhs during the current year from Grants, Professional Fees, Interest, Profit on Investments, Donations etc.

B) The Centre received project support during the year from:

- Asian Development Bank, Manila, The Philippines
- Asian Development Bank Institute, Tokyo, Japan
- Hubli-Dharwad Municipal Corporation, Hubli
- Partnership for Transparency Fund, Washington D.C., USA
- The World Bank, Washington D.C., USA
- HIVOS, Netherlands
- National Rural Roads Development Agency (NRRDA), Government of India
- Samarthan, Bhopal, Madhya Pradesh
- The Catalyst Trust, Chennai

Donors

The major donor of funds to the Centre during this year was the PUBLIC AFFAIRS FOUNDATION. Other who contributed funds to PAC for different projects are:

- R. Jhunjhunwala Foundation
- Chartered Housing Pvt. Ltd.
- Royal Orchid Hotels Limited
- BASF India Limited
- Tega Industries Limited
- Sophia College Ex-students Association, Mumbai
- Swabhimana Trust
- National Foundation for India

- Mc. Dowel & Co. Ltd.
- CREAT
- St. John’s High School

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:

- S. Premkumar
- Dr. Rajram
- V. Raghunathan
- Veera Valayaputhur
- Vidyut Kapoor
- Gayithri Rao
- Jayashree V. Ramaiyer
- Shanthala Rajgopal
- Muralidhar Rao
- Shalini V. Shenoi & Dr. P.V. Shenoi
# FINANCIAL STATEMENTS

## Consolidated Balance Sheet as at 31st March 2007

<table>
<thead>
<tr>
<th>31.3.2006</th>
<th>LIABILITIES</th>
<th>31.3.2007</th>
<th>31.3.2006</th>
<th>ASSETS</th>
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<td>Fixed Assets (as per contra)</td>
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<td>3,774,628.10</td>
<td>Fixed Assets Reserve Fund Account (as per contra)</td>
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<td>Income and Expenditure Account</td>
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<td>Current Assets, Advances</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>41,024,548.87</td>
<td>Total</td>
<td>44,683,415.36</td>
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<td>Total</td>
<td>44,683,415.36</td>
</tr>
</tbody>
</table>

## Name & Address of the Auditor

**N. SURESH**, B.Com., F.C.A.
Chartered Accountant

Nandhini Associates,
No. 504, 5th Floor, Commerce House,
9/1, Cunningham Road,
Bangalore – 560 052
STAFF OF THE CENTRE

Director
Dr. A. Ravindra (till April 31, 2006)
Dr. K.R.S Murthy (from May 1, 2006)

Research & Analysis
Dr. Sita Sekhar, Chief Research Officer
Dr. Meena Nair, Research Officer
Dr. A. Venugopala Reddy, Research Associate

Citizen Action Support & Programmes
Mr. S. Manjunath, Chief Programme Officer (on Sabbatical Leave)
Ms. Sheila Premkumar, Senior Programme Officer
Mr. Cyril Vas, Programme Associate
Mr. Wilson Pais, Programme Assistant
Ms. Sabine Benzing Balzar, Project Coordinator
Ms. Poornima, DG, Consultant
Ms. Geetha Lakshmy, Project Assistant/Helpline Coordinator, Coalition Against Corruption

Children's Movement for Civic Awareness
Ms. Vrunda Bhaskar, Coordinator CMCA
Ms. Geetha.S, Coordinator CMCA Hubli-Dharwad
Ms. Priya Krishnamurty, Programme Consultant
Ms. N. Nagaveni, Programme Associate
Ms. Josephine Joseph, Programme Associate
Ms. S. Rashmi, Programme Associate
Mr. H. Raghavendra, Programme Assistant

Administration & Accounts
Ms. Shanthi Shetty, Senior Administrative Officer
Mr. Gopal B, Accounts Officer
Ms. Shylaja Prabhar, Executive Assistant
Ms. Shruti Jayaram, Library Assistant
Mr. B. Kanthappa, Office Support
Ms. Manjula, Office Support
Ms. Shoba M. Receptionist

Project Consultants
Mr. T. Sethumadhavan
Prof. KNM Raju
Mr. Mathew Thomas
Prof. Sudarshan
Mr. Vinay Prabhakar (Intern)