Disasters often tell a tale; albeit a little late. We are still groping in the penumbra of one of the most traumatic disasters in recorded history. The devastating earthquake in Gujarat narrates a script-line that tells more about man’s greed and disdain for the law than nature’s fury. It is now quite evident that more than the violent tectonic shifts it was the unholy nexus of greedy landsharks, erring officials and corrupt politicians that spewed much of the destruction. The epicentre of the current disaster can easily be located along the glaring faultlines of bad governance where mal-practices take precedence over good policies and weak oversight results in concrete wrecks. What is now looming apocalyptically on the horizon is the spectre of many more Gujarats waiting to happen.

As usual, snapshots of human courage and sacrifices are fast emerging from the disaster zones. Disregarding personal priorities and cutting across religious and communal barriers people have come together in a rare show of civic virtue and social harmony. This in a sense is what is expected out of an ideal civil society. And now as the daunting task of rebuilding shattered livelihoods gets going perhaps it is the right time to build bridges across a splintered civic space. Perhaps, this is one rare nugget which could be salvaged from the debris.

This issue of the Public Eye explores some interesting themes. We begin with a short report on the quality of governance in the state of Karnataka (p.2). In a pioneering endeavour of it’s kind, the power of citizen feedback has been used to make a strong statement on the way the government functions as perceived by various strata of the society. We move on to Tamil Nadu where a similar exercise conducted in association with The Catalyst Trust, Chennai resulted in a Citizen’s Audit of three public services (p.5). When we started out our tentative initiative of tapping the potency of citizen feedback as a powerful ‘voice’ to trigger off changes, it was a sheer ‘leap of faith’.

Events since then have reaffirmed our faith in the small step we took.

Another tentative but committed step we took was to reach out to school children; starting with organising a cycle rally, following that with a series of summer camps and finally with the creation of Civic Clubs. In an effort to bring together different civic clubs functioning in various schools in Bangalore, PAC in association with Swabhiman, Bangalore organised a Civic Fest aptly titled ‘Inspirations 2001’ (p.9). The meet provided ample opportunities to witness unlimited supply of bonhomie, exuberance and creativity!!

Reforming the electoral process is something high on PAC’s agenda. Our efforts over the past four years, though limited in scale and application, is beginning to show promises of wider replication. As a run-up to the scheduled Urban Local Body elections in Karnataka, we organised some initial interventions (p.10). We would welcome suggestions from interested groups on how to carry forward this initial momentum to a clear set of actions.

Gopakumar

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A Citizen’s Report Card on Karnataka’s Governance
Special Feature
Citizens’ Audit of Public Services in Rural Tamil Nadu
Theme Article
Response to Report Cards
Campaign
Urban Local Body Elections 2001
Wide Angle
Inspiration 2001
The newly elected Government of Karnataka completed one year in office in October 2000. Has the government performed well in the eyes of the citizens? Though some reports of an evaluative nature have already appeared in the media, it is not an easy task to assess how well the Government has done in the short period of a year. One source that can provide useful information on how well the policies and actions of a government are affecting society is the people themselves. Based on their experience and observation over a year, citizens of the state from different walks of life can convey a sense of how the Government has impacted on their lives during this period.

It is against this background that the Public Affairs Centre (PAC) has prepared a report card on the status of governance in Karnataka at the end of the first year of the Government. This report card addressed three guiding questions:

- How do the people of Karnataka rate the Government’s performance in areas that matter most to them?
- What are the positive features and directional changes in governance that are appreciated by the people?
- What are the negative or neglected aspects of governance that need prompt attention?

The study was based on a random sample survey covering the entire state. In order to ensure representativeness, two districts each from the four regions of the state (selected along distinct socio-economic patterns) have been included in the survey. Within each district, a sample of large and small villages and towns were selected. The resulting sample therefore has a reasonable mix of all household income levels and the different productive sectors. Secondary data also have been used as a cross check wherever available.

The whole exercise was divided into two parts. The first part deals with the basic services that citizens use such as electricity, drinking water, street lighting, public distribution of food (PDS), roads, public transport, healthcare, primary education, and law and order (security), along with selected specialised public offices such as revenue offices, police stations, Taluk administration offices, etc.

### Change Indicators: Have Conditions Improved in Selected Public Offices

<table>
<thead>
<tr>
<th>Public Offices</th>
<th>No Change</th>
<th>Improved</th>
<th>Deteriorated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue Inspector's office</td>
<td>64</td>
<td>13</td>
<td>9</td>
</tr>
<tr>
<td>BDO</td>
<td>37</td>
<td>16</td>
<td>7</td>
</tr>
<tr>
<td>Sub Registrar’s office</td>
<td>63</td>
<td>17</td>
<td>-</td>
</tr>
<tr>
<td>Agriculture depot</td>
<td>67</td>
<td>13</td>
<td>2</td>
</tr>
<tr>
<td>Commercial tax office</td>
<td>53</td>
<td>22</td>
<td>5</td>
</tr>
<tr>
<td>Food &amp; civil supplies</td>
<td>67</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Overall</strong></td>
<td><strong>57</strong></td>
<td><strong>15</strong></td>
<td><strong>5</strong></td>
</tr>
</tbody>
</table>
CITIZEN FEEDBACK ON ESSENTIAL PUBLIC SERVICES: HAVE THINGS CHANGED OVER THE LAST ONE YEAR?

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>NO IMPROVEMENT</th>
<th>IMPROVEMENT</th>
<th>DETERIORATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>ELECTRICITY</td>
<td>48</td>
<td>34</td>
<td>11</td>
</tr>
<tr>
<td>Status of Power supply</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WATER SUPPLY</td>
<td>46</td>
<td>52</td>
<td>1</td>
</tr>
<tr>
<td>Availability of water</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ROADS</td>
<td>58</td>
<td>41</td>
<td>1</td>
</tr>
<tr>
<td>Overall condition of roads</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PUBLIC BUS TRANSPORT</td>
<td>49</td>
<td>47</td>
<td>-</td>
</tr>
<tr>
<td>Improvement in public transport</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PUBLIC DISTRIBUTION SYSTEM (FAIR PRICE SHOPS)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of supplies &amp; Quality of foodgrains</td>
<td>61</td>
<td>34</td>
<td>6</td>
</tr>
<tr>
<td>GOVERNMENT HEALTH SERVICES</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of doctors, availability of medicines and Hygiene &amp; cleanliness</td>
<td>52</td>
<td>28</td>
<td>15</td>
</tr>
<tr>
<td>GOVERNMENT SCHOOLS</td>
<td>57</td>
<td>29</td>
<td>6</td>
</tr>
<tr>
<td>Quality of infrastructure like benches, blackboards, textbooks, drinking water &amp; toilets</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality of education</td>
<td>51</td>
<td>40</td>
<td>2</td>
</tr>
<tr>
<td>SAFETY &amp; SECURITY</td>
<td>67</td>
<td>18</td>
<td>5</td>
</tr>
<tr>
<td>Perceptions on safety &amp; security at the village/town level</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Salient findings from the survey are discussed below:

- Citizens in Karnataka have given a mixed verdict on the performance of the State Government during 2000. Though most citizens have not reported any deterioration in governance, only a small segment reports of improvements in their interactions with the government.

- In respect of essential services, there is wide variation in the performance of the agencies. Security and healthcare have received the worst ratings from the people. Drinking water, education and public transport seem have improved somewhat more relative to these services.
On the issue of governance, probes on selected indicators reveal that progress has been quite slow. Corruption is identified as a major area of concern, especially in electricity and health services. Overall, it is interesting to note that improvements in the supply of services is more notable than improvements in aspects of governance such as ease of transactions and corruption control. A good majority of the people in all regions are yet to experience a significant improvement in most of the essential services.

Exit polls conducted at various public offices in the state reveal that improvements in the working of these public offices are less impressive than in the essential services discussed earlier. Not much seems to have changed in the way these offices conduct their business. Frequency of visits, corruption and delays are major reasons why the public is giving a negative rating to these offices. A silver lining in the cloud is the observation that a little more transparency seems to be evident in their working. Random checks of offices confirm that many of them have begun to provide information on their procedures to their customers.

The feedback from agricultural sector and the rural population are the most negative among all sectors. Nearly three fourths of the industrialists and entrepreneurs felt positive about the actions of the Government this year in relation to their sector.

Urban Karnataka seems to be more upbeat about the current government’s performance than the rural population.

Overall, the Report Card highlights some improvements in public services and regulatory activities, but of a limited nature. The vast majority of the people, however, are yet to feel the impact of these improvements. The continued prevalence of corruption and delays in public offices are a matter of concern. Whether all these signal a phenomenon of rural alienation in the making remains to be seen.

This report card does not claim to be comprehensive in terms of covering all aspects of the state’s governance. But it does provide valuable end-user or citizen feedback and insights on key dimensions of governance that deserve the attention of policy makers and all other concerned stakeholders in the state.

(The study was conducted by Samuel Paul and K. Gopakumar of PAC)

HAS THE GOVERNMENT SERVED ITS' CITIZENS BETTER THIS YEAR AS COMPARED TO LAST? WHAT DIFFERENT VOICES NARRATE!

<table>
<thead>
<tr>
<th>Sector</th>
<th>YES</th>
<th>NO</th>
<th>CANNOT COMMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Farmers/Cultivators</td>
<td>19</td>
<td>64</td>
<td>17</td>
</tr>
<tr>
<td>Labourers</td>
<td>14</td>
<td>47</td>
<td>39</td>
</tr>
<tr>
<td>White collar workers</td>
<td>40</td>
<td>50</td>
<td>10</td>
</tr>
<tr>
<td>Traders</td>
<td>25</td>
<td>39</td>
<td>36</td>
</tr>
<tr>
<td>Entrepreneurs/Industrialists#</td>
<td>74</td>
<td>19</td>
<td>07</td>
</tr>
<tr>
<td>RURAL respondents</td>
<td>20</td>
<td>60</td>
<td>20</td>
</tr>
<tr>
<td>URBAN respondents</td>
<td>28</td>
<td>45</td>
<td>27</td>
</tr>
<tr>
<td>OVERALL</td>
<td>24</td>
<td>52</td>
<td>24</td>
</tr>
</tbody>
</table>

# The figures are deduced from a different survey of 54 respondents.

* Public Eye * Vol. 5 No. 4 * Oct - Dec 2000
CITIZENS' AUDIT OF PUBLIC SERVICES IN RURAL TAMIL NADU

In recent times most state governments in India have become responsive to the needs of citizens and have created policy documents for the development of the state. The state government of Tamil Nadu has made an early start in this direction. Many of the departments of the state government have brought out policy documents and are making efforts to adhere to them.

The Catalyst Trust, in association with Public Affairs Centre, undertook a study to find the extent of public awareness of the policy documents, the extent of their implementation, and to explore whether improvements have taken place as a result of the introduction of these documents. The study covered the three most essential services provided by the state government in the rural areas namely, Primary Health Care, Basic Education and Public Distribution System.

METHODOLOGY

The study was carried out in two phases. The first phase involved a survey to gather feedback from users of three basic services provided by the government. The second phase consisted of verification of the availability of the services and related aspects by volunteers from FEDCOT and Makkal Shakti Iyakkam, two NGOs in the state. Gallup India Private Limited carried out the survey and preliminary analyses.

Major findings from the survey are discussed below.

- Awareness among users about the existence of policy documents and the entitlements listed in them is very low for two of the three services covered in the study - Basic Education and Public Distribution System. Awareness is higher for Primary Health Care, but awareness on the contents of the document is low.
- People have faced difficulties due to elaborate procedures involved in various stages of dealing with any of the three services covered in this study.

- Corruption is most severe in Primary Health Care and least in Public Distribution. Corrupt practices vary across services. Schools use devices like building fund to collect money from parents, health centres charge money for almost all services they provide. In the Public Distribution System, under weighing of commodities, not giving the quota at the specified time, etc., are common practices.

- There are issues specific to each service. In education, the lack of basic facilities such as drinking water and toilets, and the high drop out rates need immediate attention. In health care it is the insufficiency of supplies, and the shortage of staff that are of concern. Lack of strict monitoring and poor grievance redressal are the problems in the PDS.

- Lack of adherence to the policy document, even if it is in the form of citizens’ charter, is observed in the study through both phases.

The study report was coordinated and prepared by Dr. Sita Sekhar, Public Affairs Centre, with advice and support from Mr. A.K. Venkatasubramaniam of Catalyst Trust. Gallup India Ltd, Chennai carried out the fieldwork for the first phase and the preliminary analysis for both phases.

**RESPONSE TO REPORT CARDS: SERVICE MONITORING SYSTEMS IN PUBLIC AGENCIES**

Suresh Balakrishnan & Arunaselam Rasappan

The last decade of the twentieth century witnessed systematic changes in the content of public sector reform. Simple frameworks of modernization and process improvement are no longer acceptable models of development. Today, public sector reform demands results oriented management and public accountability. In operational terms, public agencies (like Water Supply Boards) can no longer limit their content to increasing supply (water) and improved Return on Investment. They now have to defend their performance on demand-side indicators such as service quality, grievance redressal, cost recovery, and effectiveness targeting low cost public services.

An integral part of this shift has been the extensive use of evaluation tools, particularly external evaluation mechanisms like Service Delivery Surveys, Report Cards on Public Services, and the like. These tools have shifted the focus of evaluation towards results and impact achieved by public agencies (instead of conventional reports that describe resources utilized and outputs delivered). However, the impact of these tools is much wider. They serve to:

a. reinforce demand for public accountability and performance

b. act as parallel to conventional political checks on administrative performance, and

c. stimulate policy makers to be more responsive to priorities of citizens.

The rest of the discussions will focus on experiences with Report Cards.

**Impact of Report Cards on Public Agencies:** These evaluations assess performance on indicators such as user satisfaction, reduction in public grievances, etc., which were not conventional performance parameters or priorities of senior management. Since public agencies do not internally monitor these aspects of service and are unprepared to respond with hard data, they try to cope with criticism using a good public relations exercise.
This exercise often serves the immediate purpose of defending weakness in performance, and is seen as an adequate response because external evaluations are not frequent or regular.

Public agencies, including the Office of the Mayor in the city of New York, have initiated their own evaluations and opinion surveys. But these exercises are, for needs of validity, insulated from the core operations of the agencies. Nor are they on-going activities that provide managers with data at short enough intervals that would enable them to effectively intervene and improve performance. It is also evident that good public relations effort is useful only as far as it is a first step; and is no substitute for long term change of institutionalizing the emerging parameters of performance into the routinized management.

**Strategic Response to Report Cards:** Given the paradigm shift that has taken place, public agencies need to strategically reorient their performance parameters to include the aspects that citizens and external stakeholders use to evaluate performance. More important, they need to systematically track performance on these parameters and use the feedback for result oriented management of public agencies.

The first step in this direction is the use of Logical Frameworks for strategic planning, whereby desired “outcomes” and “impact” at the level of citizens get defined, and means of measurement identified. This step would have taken place in public agencies that have used Logical Frameworks for systematic planning while preparing proposals to seek multilateral assistance.

The second step is to establish a mechanism to link these desired outcomes with specific elements of routine operations, and define responsibilities for the same. Agencies which seek to implement TQM, determine the chain of events that link “client requirements” starting from the external boundary, and then proceed to assess the sequence of internal tasks and relevant work groups who contribute to different aspects of quality of final product. This assessment is then used to assign related responsibilities and performance standards to work groups.

Both of the above have taken place in countries which have initiated detailed performance management system (such as the Modified Budgeting System in Malaysia). However, these efforts take place during the planning process and are used to define governance performance parameters, but have generally ignored putting into place systematic and integrated performance tracking and monitoring systems. As a result, performance on these good governance parameters is not systematically assessed.

It is a third step that is required to align the operating mechanisms and work culture of public agencies to this paradigm shift, and help them develop effective internal mechanisms to help periodically assess the performance. This mechanism would build on the parameters addressed by “Report Cards” to prepare internal performance indicators (including survey feedback from clients), and integrate them into the monitoring system of public agencies. This would enable public agencies to

a. concurrently assess and manage internal performance, and

b. ensure successful compliance with external standards of accountability and evaluation.

The concept has been tested out, partially, in the course of a UNDP pilot project in Quang Binh, Vietnam.

**Experience in Vietnam:** UNDP’s Pilot Public Administration Reform (PAR) Project in Quang Binh, Vietnam was the first provincial PAR project in the country. The main objective of the project was to improve service delivery by select public agencies of the province. To this end, the project carried out substantial investment in capacity building and then followed it up with carefully planned reforms. The project worked with the Land Administration Department, Business Registration...
Division, Notary Office and Citizen Complaint Handling Departments at the Provincial level, and with the Bo-Trach District to set up a one-stop service centre for the same services. The reforms attempted to

a. simplify procedures
b. improve information storage and retrieval
c. provide convenient service counter facilities and
d. reduce the time required for service completion.

The project also used independent user feedback surveys periodically, to benchmark and measure changes in service quality. These independent external surveys were also instrumental in creating wider awareness of the performance of these agencies and improving public accountability in a tangible manner.

After the first survey, which was a diagnostic and benchmarking exercise, it became evident that periodic surveys would have a limited immediate impact on routine operations of these public agencies. Hence, the project re-alignment included an internal monitoring & evaluation system into the design of reforms.

Since the internal monitoring system was a secondary objective, its content had to be built around the process being reformed without significantly expanding the scope of work required. The internal monitoring system, therefore, had two parts:

a. monitoring of work flow (built around on-going registers and ledgers)
b. across-the-counter sample survey on service quality

The system was implemented as follows:

a. Registers, which recorded receipt of applications, were minimally modified to capture key points of information regarding completion of main steps of service.
b. A simple user feedback form was designed, which counter staff requested users to complete and deposit in special boxes in the waiting area.

c. Simple forms for reporting workflow and user satisfaction were designed for the agencies.
d. The Dept. of Statistics of the province provided back stopping support to the agencies for a period of four weeks to implement the system.

e. Thereafter, the agency staff took over the collection and processing of information for the internal monitoring system.

f. As a follow up, the Dept. of Land Administration set up a simple spreadsheet based tracking system.

Weekly reports were generated by the internal monitoring system for weekly review meetings, and a monthly report generated for senior management and the project. The reports identified the following:

a. volume of applications received
b. extent applications handled according to service standards
c. volume of delayed applications carried forward
d. satisfaction with service

e. Provincial leadership could assess the performance of agencies on results achieved without going into activity details

Wide ranging benefits were observed to emerge from the internal monitoring system:

a. It enabled the project to have continuous feedback on changes in performance, which it made it possible for project advisors to fine-tune the reforms
b. It provided the leadership of public agencies with immediate assessments of their achievements vis a vis targets set in plans
It provided agency leadership with clear picture of where bottle necks in performance were occurring, which was useful for re-organizing staff allocation
d. Agency staff knew that shortfalls in performance would be immediately noticed and action initiated
e. Provincial leadership could assess the performance of agencies on results achieved without going into activity details

The results from the independent user feedback survey carried out at the end of the project corroborated the assessments from the internal monitoring system. The provincial leadership now intends to replicate this internal monitoring system in other service agencies.
Conclusion: The long term impact of stakeholder evaluations as well as civil society feedback would depend on the extent to which public agencies recognize the high priority issues and act on them on a continuous and consistent basis. Changes in procedure or work content are easy to design, but are always confronted with resistance and inertia in the work force. The internal monitoring system is a useful tool to strengthen the hands of leadership of public agencies who seek to bring about sustainable improvements in service quality that are highlighted in external evaluations and Report Cards. The tools required to set up this system are relatively simple, and the scope of the system can be expanded after the concept has been accepted and implemented.

(Dr. Suresh Balakrishnan is Associate Director, Public Affairs Centre and Dr. Arunaselam Rasappan is Executive Director, ARTD - Malaysia and President of the Malaysian Evaluation Society. Some of the conclusions drawn by the authors are based on their experience with the UNDP Projects in Quang-Binh, Vietnam; however, all views and opinions expressed are those of the authors and do not represent those of any organisation)

WIDE ANGLE

Inspiration 2001

In an attempt to take civic consciousness to schoolchildren in Bangalore, PAC in association with Swabhimaan organised a unique interschool festival called ‘Inspiration 2001’; the event was sponsored by Dash - Titan’s range of children’s watches. The festival marked the culmination of a year-long effort to sensitise school children to civic issues and themes, commencing with a series of summer camps during April-May, 2000 and the subsequent campaign to form Civic Clubs in schools. The enthusiastic response among the students and teachers prompted the organisers to design a wider forum to share and exchange new ideas and Yes! INSPIRATIONS!

The festival brought together nearly 350 students from 30 schools in Bangalore; the events included quizzes, debates, creative writing and skits - all with a focus on civic consciousness. A prominent eye-catcher at the festival were the stalls run by participating schools; these stalls show-cased charts, models and collages made by the members of the school civic clubs. A major theme running through was the anti-plastic campaign - most stalls campaigned actively for banning the use of plastics. Environment was also prominently highlighted with many schools designing models on rain water harvesting and utilisation.

Prizes were distributed to various winners by prominent personalities. (For further information, contact: Ms. Vrunda Bhasker, PAC)
CAMPAIGNS

URBAN LOCAL BODY ELECTIONS 2001

Since 1996, PAC has been actively working with partner groups to make the electoral process more transparent and participatory. Campaigns on voter awareness, innovative experiments like the Choose the Right Councillor Programme and running helplines to assist all eligible voters to enrol themselves in the voter’s list are some of the major initiatives carried out in the past. As a preparatory run up to the scheduled elections to all Urban local Bodies in Karnataka, PAC has designed a series of interventions to facilitate a more participatory and better informed electoral process in the state. As a starting point, the focus was on the Summary Revision of the Voter’s List for the year 2000-2001. The State Election Commission working on a campaign mode earmarked two weekends in November (11th & 12th; 25th & 26th) to enable all eligible voters to enlist themselves; it was widely disseminated that all necessary and relevant forms would be made available in all designated polling booths. Dove-tailing with this effort, PAC initiated a series of focussed interventions to make this process more effective:

Information dissemination

Press releases were issued to eleven major dailies in Karnataka: nine of them carried the brief as a news item. Advertisements were issued in two leading Kannada magazines, each of them having a circulation exceeding 1 million. In addition to this, posters with catchy slogans and messages were prepared and displayed in 26 institutions across Bangalore. About 20,000 pamphlets (12,000 in English and 8,000 in Kannada) were printed; the pamphlets contained information about the forms to be fitted up, important dates and the list of administrative offices. These pamphlets were distributed through the Civic Club network in Bangalore; the students were asked to carry the leaflet carefully back home and show the same to their parents and neighbours. Targeting the wide network of corporate houses in Bangalore, PAC sent the campaign note through email to about 15

KUDOS FOR THE HELPLINE...

I am very happy that you informed me about the special dates for verifying my name in the voter’s list. I never knew about this. Thanks
- Wing Commr. Kulkarni,
Basaveswara Nagar

Though I had seen Election Commission’s advertisements in the papers, the whole process became clear to me only when I saw PAC’s advertisements in TARANGA.
- Ahalya, Kodigehalli

I just don’t say only thanks... I want to do something more. I can send your message to 2000 people through email... kindly forward the message to me.
- Ganesh, Indiranagar

My questions were answered clearly and carefully. I appreciate the patience shown in patience understanding my questions and the short but clear directions on how to get the mistakes rectified. Please keep up your good and much needed work.
- Ian Correia, National Director,
HOPE Foundation
organisations. There were also queries over email addressed to PAC’s website.

**Helpline**

The efficacy of running telephone helplines to assist voters was amply demonstrated during the 1998 Assembly elections. As a scale up to this initiative, PAC organised helplines in 9 cities in Karnataka. Volunteers identified for this purpose were supplied with an information kit that contained all essential details; PAC manned the helpline in Bangalore. Though the helplines were initially designed to run for a week, in many places it was extended to five more days as a response to public demand; around 1000 calls were attended across all centres.

**Open House**

In April 2000, PAC carried out a pilot survey on voter’s feedback in a prominent area in Bangalore Jayanagar. The survey revealed that about 14% of residents who were enrolled in the list were no longer living in that area. To sensitize residents on this and other related issues, PAC organised an Open House in association with a Resident Welfare Association; the Joint Chief Electoral Officer, the Assistant Revenue Officer of the area and the Deputy Commissioner were present to answer all queries.

*(For further information on the campaigns, please contact Ms. Smita Bidarkar or Ms. Poornima at PAC)*

**KNOW YOUR CANDIDATE PROGRAMME PLANNED IN MYSORE**

An exercise to familiarise the voters with candidates contesting the Mysore City Corporation elections has been planned in select wards of the city. The idea was mooted by the Bangalore based Public Affairs Centre (PAC) which has undertaken similar exercises in Bangalore and Dharwad. The objective of the exercise popularly known as ‘Know your candidate’ is to educate the voters about the calibre and commitment of the candidates before they exercise their franchise. The exercise will be launched soon in some of the wards in the city. A detailed questionnaire will be circulated to the candidates who will furnish information on their background, their vision for the wards they choose to represent, their educational background and other information.

The Mysore Grahakara Parishad (MGP) will undertake this exercise in conjunction with PAC.

*(Source: The Hindu, January 4, 2001)*

**Roving Eye**

**ONLINE WARD**

Nagpura, a ward in the north of Bangalore has successfully generated a Geographical Information System (GIS) to showcase the layout in every minute detail. The rationale is well explained in the words of the Area Corporator N.L. Narendra Babu: “We started this as a theme – a community friendly exercise to explain to the residents what is happening here”. Hospitals, playhomes, religious and cultural centres are all illustrated. Borewell points have been marked as too roads. All this costing a little over Rs. 6500 and about 6 months of work by a group of committed engineers! The programme can be downloaded by interested persons and used as a map too.
Public Eye aims to stimulate creative interactions and lively debates on various themes related to good governance. We welcome like-minded individuals, public interest groups and citizen associations to share information and perspectives through this forum. Please send your contributions to:

The Editor
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Koramangala, Bangalore 560 034, India.
E-mail: gopa66@yahoo.com

New Release from PAC!

CITIZENS’ AUDIT OF PUBLIC SERVICES IN RURAL TAMILNADU
Catalyst Trust, Chennai and Public Affairs Centre, Bangalore. Rs.80/- or US $ 15.

For ordering this publication, write to:

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Koramangala, Bangalore 560034.
Telefax: 5537260, 5520246.
Email: pacindia@vsnl.com

Public Affairs Centre (PAC) is a non profit non-governmental organisation committed to improving the quality of Governance in India. Towards this end, PAC undertakes research studies, provides citizen action support and advisory services, and facilitates networking for the creation of sustainable fora.

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