We provide an annual, data-driven evaluation of the Quality of City-Systems in India’s leading cities. City-Systems refers to the complex factors such as laws, policies, institutions, processes, and accountability mechanisms that go into the functioning of a city. We believe that fixing City-Systems is the key to transforming our cities and providing a higher Quality of Life to citizens.

ASICS is complemented by one of the nation’s largest urban surveys – Voice of India’s Citizens (VOICE) – which captures the experiences of citizens across 21 cities on Quality of Life, Quality of City-Systems, service delivery and civic participation in their cities.

Why that’s important...

City-Systems, while largely invisible, are key determinants of the Quality of Life we experience as citizens. ASICS provides an objective diagnosis of the deficiencies of cities and aims to provide administrators and policymakers with a diagnosis of systemic reforms needed in their respective areas. It also seeks to provide valuable peer learning.

Programme Mission

We aim to catalyze policy change at all three levels of government (city, state, union). Gaps in policy, laws, institutions and frameworks highlighted in ASICS will be used to initiate sustained reforms.

Programme Achievements at a Glance

The programme has produced two ASICS reports. While the inaugural Edition covered 11 cities, the 2nd Edition of ASICS 2014 covered 21 cities. These were assessed against 83 questions covering 115 parameters, belonging to the four key dimensions of the City-Systems framework.

We have also organized two high-profile National Events in New Delhi – convening senior stakeholders from government, elected representatives, corporate leaders, global speakers and Indian urban experts.

Our Vision

We envision a future in which we reach a consensus with key urban stakeholders on the need for a City-Systems approach to urban change. It is our hope that such an approach will inform the design, implementation, and measurement of more urban development initiatives in India. To realise this vision, we aim to partner with governments (national, state, city) as well as institutions and stakeholders that work on urban issues.

Which of the ‘3 Ps’ (policies, partnerships, platforms) do we use to create scale?

Policies

We aim to catalyze policy change at all three levels of government (city, state, union). Gaps in policy, laws, institutions and frameworks highlighted in ASICS will be used to initiate sustained reforms.

Partnerships

We partner with TNS to complete the multi-city VOICE survey on an annual basis. This is a critical component of the ASICS agenda, and is rapidly growing into one of the largest urban surveys in India.

We partner with IDFC Foundation for financial support to roll out the VOICE survey – a relationship that is almost certain to grow as we expand our survey size across more Indian cities.

ASICS Report 2014

In its Second Edition in 2014, the Annual Survey of India’s City-Systems (ASICS) evaluated 21 Indian cities spread across 16 states and used London and New York as benchmarks. The assessment was based on 83 questions covering 115 parameters across the City-Systems framework dimensions: Urban Planning and Design; Urban Capacities and Resources; Empowered and Legitimate Political Representation; and Transparency, Accountability and Participation.

ASICS 2014 found that Indian cities are grossly underprepared to deliver a high Quality of Life that is sustainable in the long term. This is particularly worrisome given the rapid pace of urbanisation in India coupled with the huge backlog in public service delivery. The 21 Indian cities scored in a range of 2.5 to 4.0 on a scale of 6.0 to 8.8, indicating overall poor health of City-Systems.

The performance of Indian cities is equally poor across all four aspects of the City-Systems framework: Urban Planning and Design; Urban Capacities and Resources; Empowered and Legitimate Political Representation; and Transparency, Accountability and Participation.

The Annual Survey of India’s City-Systems (ASICS) provides annual, data-driven evaluation of the Quality of City-Systems in India’s leading cities. Like a health check-up, ASICS shows us the deep systemic flaws we have in our cities, and highlights the corrective actions to be taken. We capture here in a dashboard format some key findings from ASICS 2014.

- All Indian cities score dismal across all four city-system components averaging 3.3 compared to London and New York who score 9.6 and 9.3 respectively.
- Chandigarh scoring to its weak legislation scores the lowest with 2.5.
- Of all Indian cities, Kolkata has sprung up as the city with highest scores, thanks to its robust electoral process, high voter turnouts and relatively better planning.
- Relatively smaller cities such as Thiruvananthapuram and Bhopal finished 2nd and 3rd as a result of the string of new legislations passed in recent year when compared to mega cities like Bangalore and Hyderabad.

Key trends:

1. ASICS found that 16 of the 21 ASICS cities have passed the Community Participation Law but no city except Hyderabad has enacted this in true spirit.
2. With the exception of Pune, no Indian city has any semblance of participation in the budgeting process.
3. Also, while 15 of the 21 cities are covered by a Public Disclosure Law, rules have been notified only in eight, and the rules are compliant with the Model POA only in four cities. Moreover, only three out of the 21 cities have disclosed their internal audits in the public domain and none have disclosed their audited annual accounts.

ASICS RESULTS 2013-14
Thus, we observe that lack of participatory mechanisms cuts across sectors. All the above highlight the need to move from opacity to Open Cities.

Other Observations:

1. We also observed an asymmetry in cities in respect of the position of Mayors and the institutional capacities of cities. Only eight of the 21 cities in India have directly elected Mayors with a five year term.

2. Cities also suffer from huge gap in financial management and staffing. There is a need to strengthen our audit mechanisms which are clearly a prerequisite for accountability.

3. Urban Planning remains a cause of concern with all Indian cities scoring zero on implementation of spatial development plans. The National Urban Spatial Planning & Development guidelines 2013 hold out hope that cities will make up for lost time by undertaking systematic spatial development planning.

Conclusions:

ASICS has brought to the fore the fact that Indian cities are lagging behind in basic elements of the City-Systems framework. The report also highlights the interconnected nature of the City-Systems framework and underlines the need for progress on multiple fronts by cities to be able to deliver high Quality of Life to citizens.

ASICS National Event Report

The ASICS National Event held in New Delhi on June 7th, 2014 witnessed a stellar turnout with leading Parliamentarians, government officials, corporate leaders, global speakers and prominent urban stakeholders coming together for a host of rich conversations on shaping India’s urban agenda. The lack of an integrated and systemic approach towards our cities was highlighted in the ASICS 2014 report that was released on the occasion and emerged a recurrent theme in panel discussions and speaker interactions. The audience was held captive by global speakers and the insights they provided on the four components of the City-Systems framework. These speakers included:

1. Urban Planning and Design – Liu Thai Ker, Former CEO, Singapore Urban Redevelopment Authority

2. Urban Capacities and Resources – Mohd Azhar Mat Sah, Director, PEMANDU, Malaysia

3. Empowered and Legitimate Political Representation – Michael Cauldwell-Fraagen, Vice President, The Pew Charitable Trusts

4. Transparency, Accountability and Participation – Swati Ramanathan and Liu Thai Ker

On individual aspects of the City-Systems Framework, Liu Thai Ker drew from his years of experience and expertise on urban planning. He held that political will, legitimacy and good character among government authorities were the prime steps towards achieving capacities and creating a master plan. The most important goal, he elaborated, was to create qualified good cities to earn the respect of people. “It is important for authorities to convince its citizens and then legislate. Technology will support infrastructure as well as the city plan and thus facilitate what you can create. If you can get all this done, you enjoy good education, good economic prosperity”, he said.

Michael Cauldwell-Fraagen elaborated on increasing legitimacy of democratically elected institutions through clean voter lists. “Cleaning voter lists depends on the systems which run the elections. There are no norms or standards. Bring election officials together to facilitate will”, he suggested.

On the theme of connecting citizens and cities, Biou Kerina Wang cited a World Bank study to show how India does well on open data when it comes to the private sector but not with regard to the government. According to her, citizen-centric governance could be achieved, if institutions and organizations aimed at a three-step approach of “inform, consult and empower”.

Conclusions:

There was overwhelming consensus among those gathered that the components of the City-Systems framework were interwoven and an integrated approach towards urban transformation was the need of the hour. Ramesh Ramanathan encapsulated this aptly in his inaugural speech referring to it as, “a hard-systems approach – like the pieces of a bike. All the pieces come together to create the value of the bike. This is the approach that Janaagraha considers for improving urban life.”
URBAN PLANNING AND DESIGN

CITY SYSTEMS FRAMEWORK

- Urban Planning and Design
- Urban Governance and Resources
- Transparency, Accountability, and Participation
- Empowered and Legitimate Political Representation
**Programme Mission**

We lay the foundation for sustainable urban development through robust planning and design policies that respond to contemporary demands and aspirations, respecting federal structures and democratic principles.

*Why that’s important…*

Better urban planning and design policies mean better road infrastructure, better inter-modal connectivity, and organised and equitable growth that respects the environment. In the end that means better cities for a sustainable urban future.

**Programme Achievements at a Glance**

Produced draft National Urban Spatial Planning and Development (NUSPD) Guidelines for adoption by Ministry of Urban Development (MoUD) as a world-class blueprint for Spatial Planning India-wide.

Produced two-volume TenderSURE (Specifications for Urban Road Execution) document as the benchmark for urban road procurement and execution in India.

*Which of the ‘3 Ps’ (policies, partnerships, platforms) do we use to create scale?*

**Policies**

Producing National Urban Spatial Planning and Development (NUSPD) Guidelines for adoption by Ministry of Urban Development (MoUD) as a world-class blueprint for Spatial Planning India-wide.

Advocating for policy-level adoption of the TenderSURE (Specifications for Urban Road Execution) document as the benchmark for urban road procurement and execution in India.

**Partnerships**

Partnership with MoUD to develop and implement NUSPD Guidelines India-wide.

Partnership with Karnataka State Government on executing 45 pilot TenderSURE roads in Bangalore.

**Our Vision**

We hope that by setting robust benchmarks and standards for urban planning and design at a policy level, India attains national clarity on property rights, heritage protection, spatial planning, and procurement processes for urban roads – leading to better cities and a higher quality of life for urban residents.

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**The Rajasthan Heritage Conservation Act Draft**

In her ongoing role as Member, State Planning Board Government of Rajasthan, Swati Ramanathan - Chairperson of JanaUSP - has been requested to anchor the formulation of The Rajasthan Heritage Conservation Act 2014, and also the preparation of an Act for Town and Country Planning for Rajasthan. The State is the only one that does not have such an Act. However, this is an advantage that allows leaving behind poor legacy thinking to create a progressive model that actually shapes successful urban regional planning. The Rajasthan Spatial Planning and Development Bill 2014 draft has been submitted to the Government of Rajasthan (GoR), and will now go through the legal due diligence before placing it for consideration in the State Assembly session. The Rajasthan Heritage Conservation Act Draft has also been completed, submitted, reviewed by the GoR. It awaits approval from the Legal and Finance Departments, and a discussion and decision on the institutional ownership for implementation.

**The Rajasthan Spatial Planning and Development Bill 2014**

The Rajasthan Spatial Planning and Development Bill, has been a collaborative exercise with the Rajasthan State Town Planning Department. Swati introduces the preparation and implementation of Spatial Development Plans (SDP) at Regional/Metropolitan, District and Ward levels. It also includes Clauses that identify the institutional frameworks that support the preparation of these SDPs. Currently also under consideration by the Rajasthan Legislative Assembly, the Bill if approved will be the first Act in India which provides for SDPs being employed as way of planning our cities and urban areas. It will also be amongst the first planning Acts in India, which pay emphasis to the involvement of all three levels of governance – Regional, District and Ward – in the preparation of development plans and in doing so it will conform to the provisions of decentralisation as noted in the 74th Amendment of the Constitution of India.

Both Acts are transformational policies if passed, and will transform the shape of urbanising Rajasthan, protecting its rich cultural assets and environment.
**Programme Mission**

We develop spatial plans that anchor the long-term political, social, economic, and environmental vision for cities and regions in India, and guide all public agencies towards delivering on that vision.

Why that’s important...

Getting the planning right at three critical levels – Regional, City, Ward – will mean a higher quality of life for citizens from the broadest regional perspective, right down to the road outside their doorstep.

**Programme Achievements at a Glance**

Chhindwarra District – Madhya Pradesh.

SDP produced for Jaipur.
Pilots underway or under consideration for Valluvanad/Perinthalmanna, Rajam, Bhubaneswar.

**Which of the ‘3 Ps’ (policies, partnerships, platforms) do we use to create scale?**

**Partnerships**

Tripartite partnership with TATA group & Government of Orissa on spatial planning for Bhubaneswar/Cuttack region.

**Our Vision**

We hope to see robust spatial plans developed across multiple localities in India (based on the three priorities of Environment, Equity, and Economy) establishing a tangible ‘proof of concept’ for the JanaUSP-drafted National Urban Spatial Planning and Development (NUSPD) Guidelines.

**JanaUSP proposes rejuvenation of Shivajinagar Bus Depot**

Shivajinagar Bus Depot is one of the three bus hubs servicing Central Bangalore. JanaUSP in its role, has undertaken a mobility study of the larger Shivajinagar area so as to ascertain the context of the existing bus depot, and accordingly, proposed improvements to the overall amenity and functionality of the area surrounding it. Its proximity to the Cantonment Railway Station to its north, and the metro running along M.G. Road to its south, implies that the Shivajinagar Bus Depot serves the function of a mobility hub that helps connect the eastern part of the city to the west.

However, the effectiveness of the depot is impaired by a number of factors such as heavy traffic inflow in and around the depot, caused as a result of the Bizzarro Hospital, Poison Market, St. Mary’s Chemist, and the Sultan Shah Mosque in the immediate vicinity of the site. The congested traffic conditions are compounded by varying travel lanes around and within the enclosure of the depot. All of this has resulted in a depot which, despite having adequate public facilities such as waiting areas, platforms, bus bays, and parking for approximately 500 cars and 300 two-wheelers, remains largely underutilized with people tending to congregate, wait for and board buses from outside the depot.

As part of a proposed rejuvenation scheme for the depot, JanaUSP has proposed streamlining the bus flow in and out of the depot through the rationalization of design of travel lanes, and improvement of the overall geometry of the space clearly demarcating bus maintenance bays and pick up bays and identification and provision of pedestrian movement areas and public waiting areas in and around the depot.

The proposal also seeks to improve the amenity of the area by introducing greenery and hardscape around the depot which will also double up as waiting areas.

Another imperative part of this scheme involves the park adjoining the depot, which is currently enveloped by commercial establishments on all sides, which tend to obliterate the park from public view and use. It is proposed that the commercial activity be relocalized elsewhere which will help reduce traffic around the depot, and will also enable the park to be integrated as part of the depot redevelopment, thereby improving the larger area around this hub of activity.
URBAN DESIGN PRACTICE

Programme Mission

We for India’s urban roads network – the lifeblood of the city and pillar of growth – to win back trust in our civic spaces through urban rejuvenation projects.

Why that’s important...

By adding standardisation and specifications to the urban road procurement, design and execution process, we can transform our roads, pedestrianisation of road construction and ensure the residents, how world-class roads – based on the principle of equity for all road users. This means less congestion, less environmental impact, and a more even balance between motorised and non-motorised transport.

Programme Achievements at a Glance

Two world-class pilot roads executed in Bangalore (Vittal Mallya Road and Walton Road)

Rs. 500 Cr Allocated by Government of Karnataka (GoK) to executing 45 roads in Bangalore as per TenderSURE (specifications for Urban Road Execution) design standards.

7 Phase 01 roads designed by the team and under construction by contractors in Bangalore with 115 Cr (USD 20 million) of government support – to create a showpiece central road network in the city.

Which of the ‘3 Ps’ (policies, partnerships, platforms) do we use to create scale?

Policies

Working towards adoption of TenderSURE standards by State and Union governments as road procurement and execution blueprint.

Partnerships

Lodha Group – To execute ‘Mumbai Mile’ project on Senapati Bhapat Marg, Mumbai.

Electronic City Industry Association (ELCIA) – To execute Electronics City Traffic Management project.

Partnersing with other corporations and philanthropists through our ‘Adopt a Road’ initiative.

Our Vision

We hope that TenderSURE roads designed and executed in multiple states, across India, establish a viable ‘proof of concept’ for our procurement and design standards. We then hope to see TenderSURE standards accepted as a blueprint for urban road execution by state and union governments, improving urban quality of life for all road users, regardless of their mode of transport.

Q1 2014-15 ACHIEVEMENTS

Executing TenderSURE Phase 01 and engaging citizens

Mumbai Mile – bringing design options to life

7 roads in central Bangalore, are under construction in accordance with TenderSURE design standards. New underground services have been laid for large portions of St. Marks Road, Cunningham Road and Vittal Mallya Road under the proposed footpath, making sure that the road will not have to be dug in the future. Excavation has begun in Museum Road and Commissariat Road to lay the services. Great effort has gone into facilitating coordination between the various government agencies to remove the existing services that were delaying the construction progress.

To increase awareness and engage citizens living and working along these 7 roads, the Jana Roots team conducted door-to-door campaigns explaining project TenderSURE, distributing pamphlets and inviting them to join the residents groups on IchangemyCity.com. These online communities offer the residents a forum where they can air their grievances and raise concerns.

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Background - Lower Parel in Mumbai was once desolate with abandoned industrial estates, but with the advent of mill redevelopment projects it is fast growing into a vibrant urban neighbourhood with a mixed land-use and a variety of activity. At the heart of this transformation is Mumbai Mile, a new vision for a 1.9 KM stretch of Senapati Bapat Marg, stretching from Mahalaxmi Racecourse to Deepak Cinema Junction. The redesign of the Mile includes the redesign of the street, rejuvenation of the flyover under-spaces and the design of a 1 acre park. It is a partnership between JanaUSP and Lodha Group.

In Q1 2014, the schematic design for the ‘temporal mile’ was elaborated further. The Temporal Mile is a design option that celebrates the ephemeral nature of public space. It allows for the same space to be used differently at different times of the day. On a business as usual scenario, there are 18 lanes of traffic and public space is contained under the flyover. On weekends and designated days the public space spills over to one at grade (ground level) travel lane, allowing for pop-up stalls and side walk cafes. One Sunday every month the public space takes over both at grade lanes allowing for festivities, farmers markets etc. Once a year, the entire Mumbai Mile including the flyover become pedestrian and public to celebrate a ‘Mumbai Mile day’.

Background – Electronic City, Phase 01 and 02 – an industrial estate which houses some of the top IT companies in Bangalore – is plagued with increasing congestion, traffic mess, and long travel times which reduce the quality of life for commuters. Electronic City Industries Association (ELCIA) has signed an MoU with Jana USP, wherein Jana USP will provide a Mobility Master Plan for the Estate with recommendations and solutions.

In Q1 2014, the JanaUSP team submitted conceptual design solutions to ELCIA on the five chosen mobility issues such as the entrance plaza redesign, traffic management plans, intersection redesign and pedestrian connectivity. Two chosen alternatives will be further explored by all stakeholders in schematic alternatives, with a final decision to be made by September.

Electronics City – Closing in on finalised design
Programme Mission

We facilitate better training of Bureaucrats/Administrators to strengthen local government in India, and undertake advocacy to ensure Urban Local Bodies (ULBs) are adequately resourced.

Why that’s important...

ULBs are the last mile connection between citizens and government, and they deliver the infrastructure and services that affect our quality of life as city residents. When this arm of government functions well, so do our cities.

Programme Achievements at a Glance

MoU with Lal Bahadur Shastri National Academy of Administration (LBSNAA) – apex Institute for training government administrators nationally.

Aon Hewitt – HR consultant for ‘Destination Organisation Charts’ project with Urban Local Bodies.

Government order passed by government of Andhra Pradesh (Dr. Sameer Sharma) to support the ‘Destination Organisation Charts’ project in the Greater Hyderabad Municipal Corporation (GHMC).

Our Vision

We hope to see all future urban administrators adequately trained to meet the demands of running India’s cities. We also envision Urban Local Bodies being adequately staffed, resourced, and organised in accordance with the world’s best practice standards.

Which of the ‘3 Ps’ (policies, partnerships, platforms) do we use to create scale?

Policies

Pushing for adoption of Destination Organisation Charts as a blueprint for achieving staff adequacy of Urban Local Bodies.

Partnerships

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The urban capacities challenge and our approach to addressing it.

Urban Capacity Building focuses on training bureaucrats/administrators with a view to strengthen local government in India. Urban Local Bodies (ULBs) deliver the infrastructure and services that affect our daily quality of life as citizens and it is crucial that they are adequately resourced to meet the demands of India’s urbanisation. ULBs are currently understaffed and devoid of skilled manpower. Both lacunae were reiterated by Janaagraha’s Annual Survey of India’s City-Systems 2014.

Janaagraha approaches the issue of urban capacity management by addressing the issue of shortage of manpower and lack of specialisation of staff through its program on Destination Organisation Charts (DOCs). By identifying ULBs staffing needs and mapping skill sets at each level of the ULB’s organisational structure, the DOC aims to ensure optimisation of staff resources.

Leading to a consensus: DOCs a need of the hour

In a significant milestone in Q1, a national level closed-door discussion on DOCs was held as part of Janaagraha’s Annual National Event – Annual Survey of India’s City-Systems (ASICS) in Agra Delhi on June 6 & 7, 2014. A presentation of Janaagraha’s work on BMNP and GHMC DOCs was used as a prototype to deliberate upon the role of DOCs towards staffing India’s Municipal Corporations and Municipalities with adequate number of appropriately qualified and skilled manpower. The meeting that was well attended by senior government administrators, policymakers and leading urban stakeholders helped reach a consensus that DOCs were the need of the hour. It was felt that DOCs along with adequate political accountability to facilitate empowered local government, specialisation of workforce through Municipal Cadres, prioritisation and clearly defined performance measurement yardsticks could transform the performance of ULBs in India.

In its build up to the workshop, the UCB team also developed substantial content focused on identifying the best practices in staffing across global benchmarks and understanding the rationalisation of staffing exercises undertaken by states such as Madhya Pradesh, Assam and Andhra Pradesh. Work is underway to procure and analyse the Cadre and Recruitment rules for Indian states to evaluate the validity of these rules in the present context.
EMPOWERED AND LEGITIMATE POLITICAL REPRESENTATION

CITY-SYSTEMS FRAMEWORK

- Empowered and legitimate political representation
- Transparency, accountability, and participation
- Urban planning and design
- Urban governance and resources
Programme Mission

We empower urban voters with cleaner voter lists, leading to higher voter turnout and higher quality of elected representatives.

Why that’s important…

The ability to vote is the most fundamental right a democratic state grants to its citizens, and it is critical to a society’s healthy functioning. Citizens must be able to elect political leaders that reflect their hopes and desires if we are to achieve a better quality of life in our cities and towns. Inaccurate voter lists are a crucial and under recognized barrier to this.

Programme Achievements at a Glance

MoU with Election Commission of India (ECI) on implementation of Janaagraha-designed Proper Urban Electoral (PURE) Lists Management Process in Bangalore.

Now operational in all 27 Assembly constituencies of Bangalore.

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Now operational in all 27 Assembly constituencies of Bangalore.

Pilot project in Delhi to determine accuracy of voter lists and advocate for improvements to electoral roll maintenance processes.

Which of the ‘3 Ps’ (policies, partnerships, platforms) do we use to create scale?

Policies

Pushing for adoption of PURE List Management process by ECI for maintenance of electoral rolls throughout the country.

Partnerships

MoU with Election Commission of India (ECI) on PURE Lists Management for clean voter lists.

Partnerships with Tata Tea on ‘Jaago Re!’ voter registration campaign, 2014, and with Times of India and a group of other NGOs on ‘Rise Up: Register to Vote’ (voter registration campaign, 2014).

Our Vision

We hope to see the PURE Roll Management Process adopted across cities and states, providing a permanent solution to inaccurate voter lists, we believe this will lead to greater voter turnout, less urban voter apathy, and better and more legitimate elected representatives that, in turn, help us achieve a better quality of life.

Expansion to 27 constituencies for 100% voter registration campaign

Over 1.3 lakh forms collected and submitted for verification and further action

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‘Rise up and Register to Vote’ follows on with appreciation and inquiries
TRANSPARENCY, ACCOUNTABILITY AND PARTICIPATION
Programme Mission

We build tomorrow’s active citizens through local level civic education.

Why that’s important...

Current civic education modules don’t adequately empower students to address issues at the local or neighborhood level. We fill this gap through our ‘I Change My City’ curriculum – an relevant and engaging example of practical local civic. The goal of Bala Janaagraha is to transform the youth of urban India into informed, responsible, and active citizens, and to enable critical thinking when it comes to addressing local civic problems. Through this, we hope the youth will be emboldened to take first steps towards active citizenry.

Programme Achievements at a Glance

From humble beginnings in 5 Bangalore schools eleven years ago, in 2013-14 the programme reached out to:

- 233 Schools
- Across 11 Cities
- Encompassing 16,000+ Students

Our Vision

We envision Bala Janaagraha as a truly pan-India programme by 2020. We hope to see its acceptance in State and Union Syllabi throughout India. This would give Bala Janaagraha the scale and sustainability needed to achieve impact on a national scale.

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Policies

Our long term vision is to have the Bala Janaagraha programme adopted as a module in the union and state syllabi throughout India. This would give Bala Janaagraha the scale and sustainability needed to achieve impact on a national scale.

Partnerships

To help us scale, we partner with Education Partners and city specific donors. Currently Bala Janaagraha enjoys support from seven separate corporate donors and 2 major education partners.

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In the new academic year, the programme plans to scale up to 14 new cities, taking the total number of cities where the program will be administered to 25, with 34,000 students from 481 schools across the country integrated into the programme. Bangalore will see an increase in the number of schools from 175 to 200. Similarly, cities like Hyderabad, Mumbai, Nagpur, Chennai, Patna, and Pune will see an increase in the number of schools in comparison to last year.

In order to enable seamless expansion, the team has been augmented with two new Managers – Manager (North and East zones) and Manager (South and West zones), two Associates, and 21 facilitators who will deliver the curriculum in the classrooms.

Training our trainers

Our facilitators and Bala Janaagraha Mitras, both existing and the new recruits, across the country underwent a training program’s refresher course in preparation for the new programme year. Apart from Bangalore, we had facilitators from Patna and Ludhiana (facilitators for our delivery partner Takshila Educational society), Jaipur, Indore, Nagpur and Mumbai (ACCD Facilitations) as well as facilitators for our other delivery partner Edubird also attended.

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Helping from near and afar

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- On the 10th of June, 29 eager students from MMET school, a Bala Janaagraha partner school supported by Dell, went on a field visit to the Dell offices in Whitefield.
- As a curtain raiser to an event that will take place in the next quarter, in collaboration with American Indian Foundation (AIF) and Infosys, three Clinton Fellows from AIF addressed the students and apprised them on the key aspects of American history.

Initial brainstorming session with Dell volunteers for development of teaching aids for the Bala Janaagraha program
Media Presence

While in Trivandrum to bring on board new schools, our Associate (South & West zones) was interviewed by the Mathrubhumi News Channel. She spoke on the importance of contemporizing and updating civic education in schools, so as to include and educate our citizens of tomorrow on the everyday challenges in local governance and solutions therefor.

Later a mass tree plantation drive was organized within the Plant premises for the students, teachers and every member of the visiting team.

https://www.youtube.com/watch?v=tJpWxGq4U9P
&feature=youtu.be
CommUNITY
Policing

Programme Mission

We aim to improve the safety of our neighbourhoods through citizen-led community policing, and to bridge the gap between citizens and police through closer collaboration.

Why that’s important...

Involving citizens in the safety of their own neighbourhoods, and ensuring police are responsive to the needs of communities, are key ingredients in creating a more integrated society—one which is based on trust.

Programme Achievements at a Glance

Partnership with Government of Karnataka (GoK) Bangalore City Police.

276 voluntary citizens called Area Suraksha Mitras (ASMs) operating in 7 Police Stations across all 7 Police Divisions of Bangalore.

517 beat level awareness programmes and 78 awareness sessions at colleges and other community centers held in inaugural year for community building in Bangalore.

Which of the ‘3 Ps’ (policies, partnerships, platforms) do we use to create scale?

Policies

Pushing for adoption of model Community Policing Clause in Karnataka state Police Act (as already achieved in Kerala).


Partnerships

Partnership with Bangalore City Police to implement the programme.

Awareness sessions by various rights, and advisory groups such as Karnataka State Commission for Protection of Child Rights (KSCPCR), Child Welfare Committee (CWC), District Legal Services Authority, Karnataka State Commission for Women (KSCW) and Centre for Addiction Medicine (CAD), NIMHANS at monthly Area Suraksha Samithi meetings.

Our Vision

We hope to see Community Policing accepted and institutionalised pan-India as an effective neighbourhood safety and community integration tool, as well as the institution of community policing within various state Police Acts. We also want to see a rise in the standard of functioning and resourcing of police stations to meet world-class benchmarks.

Expanding Beat Level and Community Awareness programmes Bangalore-wide

Beat level awareness programmes help advocate safety and security at the beat level. The community awareness programmes provide focused education on various issues such as safety & security, women safety, child trafficking, elder abuse etc.

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<tr>
<th>Activities</th>
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<tr>
<td>Community Awareness Programmes</td>
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<td>Q1</td>
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<td>517</td>
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Significant achievements:

- Reached out to 4200 citizens in public spaces like parks, lakes, play grounds, residential areas, slums, market areas etc.
- Conducted Awareness programmes for 6200 people, which included women groups, senior citizen forums, schools, factories, resident welfare associations etc. In addition Beat Constables & Area Suraksha Mitra held 8 video screenings on crime prevention and 2 bike rallies, which reached out to an additional 2000 people.
- Representatives from Nightingales Medical Trust (Elders Helpline) educated the Jana Suraksha Samithi in Yelahanka on the issue of ‘Elder abuse’.

Q also saw the programme forge associations with three new organisations - ECHO Center for Juvenile Justice, Mahila Dakshana Samithi & Vanitha Sahayavani - to deliver Community Awareness Programmes in Bangalore.

Video screening on Crime Prevention

Jana Suraksha Samithi meetings

The Community Policing team facilitated 9 JSS meetings in Q1. All meetings were conducted as per schedule, with the meeting agenda being decided by the Area Suraksha Mitra themselves. Citizens voiced their opinions and discussed possible solutions for better safety and security in their areas.

As a solution to continuous harassment by sex traffickers, one Area Suraksha Mitra installed a CCTV in an area.
Meetings at Spandana Centres: A public space for Community Policing

Meetings were held at both the Spandana Centres — in Malleshwaram and Basavanagudi — to enable exchange of ideas, to make the Spandana Centers more vibrant and effective.

Mr. Revanna - DCPBangalore South, himself attended the meeting at Basavanagudi. During the meetings representatives from Nightingale, Vanitha Sahayawani and Makkale Sahayawani, exchanged ideas and success stories in an environment that facilitated peer learning.

Community Policing Advisory Group

The Community Policing Advisory Group met with the objective of discussing ideas to expand the Community Policing project in Bangalore.

Dr. S T Ramesh, Former DG & IGP Karnataka and Member of the Community Policing Advisory Group, held trainings for our Field Associates. Such trainings/refresher sessions are held to equip our field team with better understanding on the objectives of Community Policing, challenges faced on the ground and effective ways to overcome them.

During the Q&A session, Dr. ST Ramesh answered questions regarding the functioning of the police and the engagement of Area Surfakola Mitras with the citizens as well as the police force.

Meeting held at Spandan Centre, Basavanagudi

Training held for Field Associates on Community Policing

Meeting held at Spandan Centre, Malleshwaram
Programme Mission

We create transparent and accountable Urban Local Government by encouraging reporting, disclosure and open budgeting. We also aim to foster a growing constituency of citizens who are engaged in the same.

Why that’s important...

The ‘transparency gap’ at the last mile of government prevents urban residents knowing where their taxes are spent in the most important area of all – their own neighbourhood. We believe this translates directly to a poor quality of infrastructure and services that negatively impacts our quality of life. Transparency and accountability (exercised by government and demanded by citizens) can plug the leaks in the budget of municipal finances, and give urban residents the quality of life they deserve.

Programme Achievements at a Glance

Working Relationship with office of Comptroller Auditor General (CAG) – the first for any NGO in India.

Ward Works – Participatory Budgeting Exercise to launch Janaagraha in 2001 (the first participatory budgeting exercise in India and still the only non-government-aided one).

Path-breaking Ward Quality Score and Budget Briefs produced for 118 Wards of Bangalore to inform budgetary allocations through rigorous data and objective-quality life metrics.

Which of the ‘3 Ps’ (policies, partnerships, platforms) do we use to create scale?

Policies

Pushing for Union Government adoption of a Performance Reporting Framework (PRF) for urban local bodies, based around quarterly reports of operations and finance.

Partnerships

Partnership through Government Order (Government of Andhra Pradesh) to implement Janaagraha’s Ward Quality Score, Budget Briefs and OpenWorks Projects (issued by Dr. Sameer Sharma, Principal Secretary).

Our Vision

We hope to see transparent and accountable Urban Local Government, which produces suo moto (unprompted/voluntary) quarterly disclosures of operations and finance, across India. We also hope to see the creation of a robust, enforceable, Performance Reporting Framework for Urban Local Bodies at the national level, as well as acceptance and institution of open and participatory budgeting concepts across state governments.

In Q1 2015, PROOF team consolidated the efforts on Open Works and Budget Briefs, and also laid the groundwork for strengthening its advocacy on performance reporting for urban local bodies.

Budget Briefs

The second edition of the Budget Briefs (2014-15) produced for all wards of Bangalore - which analyses budgetary allocations, linking it to infrastructural adequacy, service delivery and quality of life indicators - has been completed and will be rolled out in July 2014 and shared with municipal councillors and stakeholders.

Engagement with the Fourteenth Finance Commission

During Q1 2014-15, PROOF has laid the groundwork for engagement and advocacy with the Fourteenth Finance Commission for transforming the accounting, audit and reporting functions of urban local bodies in India.

Other initiatives

- The engagements with Governments of Odisha and Andhra Pradesh have been delayed on account of elections as well as state reorganisation. We hope to resume work on PROOF in both these states during Q2.
- The collaboration with students from Harvard LIDS (Law and International Development Society) has resulted in a research deliverable focused on global best practices in financial transparency and accountability, which is proposed to be leveraged in PROOF’s national advocacy efforts.
**Programme Mission**

We use the voice of citizens to tackle transactional or 'retail' corruption in government services.

*Why that’s important…*

By allowing citizens to voice their corruption experiences, we can confront this endemic problem – one that costs citizens thousands of rupees every lifetime, erodes confidence in government, and undermines quality of life (especially for the most vulnerable).

**Programme Achievements at a Glance**

- Over 4.5 million visitors
- 26,500 reports
- 680 cities
- Over 59 Cr. Rupees in bribes reported

www.ipaidabribe.com replicated in 10 Partner Countries

**Our Vision**

Our vision is that citizens help reduce corruption related to government services India-wide by reporting on their complaints and mobile devices. We also hope to see a worldwide network of crowdsourced IPaidABribe.com websites that help harness the power of citizen voices and reduce retail corruption globally.

**Which of the ‘3 Ps’ (policies, partnerships, platforms) do we use to create scale?**

**Platforms**

- Online platforms in Hindi and English backed by mobile apps and voice portal, allowing wide reach and crowd sourcing of data, India-wide.

**Partnerships**

- IPaidABribe replicated in 10 partner countries (as of June’14) as part of move to building a global platform.
- Coalition Against Corruption (CoCo) Network with Sunlight Foundation, and CDDRL at Stanford University, based around biennial summits and a networking website.

**Key Milestones Achieved**

With the development of SaaS platform which provides partners with a web based software which they can customize to their own requirements, IPaidABribe is becoming more global by the day. The team is currently in talks with 10 more countries to onboard them to the platform and help them develop their own local version of IPaidABribe.

IPaidABribe.com has managed to garner around 5.1 million visits and over 26 thousand bribe reports.

**The IBribe Hotline**

In Q4 of last year, IPaidABribe launched its Hotline feature, where people could call in to report a bribe on-the-go. This feature helped many people in reporting bribe instances from their phones. Based on the positive response the hotline received, we have planned to expand its usage and application.

080 88 88 77 66

iBribe Hotline
Programme Mission

We give citizens a platform to connect with one another, and with their civic agencies / local governments, to make a real difference in their own neighbourhoods.

Why that's important...

When citizens are empowered to change their neighbourhoods through active participation, they become engaged stakeholders of a city rather than passive bystanders. When governments are accessible to their constituencies, they become more transparent, accountable, and responsive, and deliver the quality of life citizens deserve.

Programme Achievements at a Glance

- 30,000+ Registered Users
- 10,000+ Complaints submitted by citizens to their elected representatives and civic agencies
- 50% Resolution rate of complaints posted on IChangeMyCity.com by civic agencies
- Tie-Ups with Municipal Bodies – BBMP, BWSSB, BESCOM – to get complaints resolved at the local level.
- IChangeMyCity SaaS Platform

As of now IChangeMyCity is Bangalore centric. However, based on a large number of requests from citizens demanding a similar platform in other cities, we are looking to take IChangeMyCity to other cities in India. In order to facilitate this, IChangeMyCity is being rebuilt into a Software-as-a-Service (SaaS) platform.

On the new platform we intend to build additional capabilities to make complaint management more robust and intuitive. We are also building a Podcast Newsfeed feature for users which will serve as the base for them to explore the site.

With the city of Bhubaneshwar already on board, the IChangeMyCity team has collected data pertaining to different neighbourhoods and agencies which will help us in the process of getting IChangeMyCity – Bhubaneshwar LIVE!

Key Milestones achieved

IChangeMyCity reached the milestone of 10k complaints on June 10th, 2014. Over 50% of those 10,000 complaints were already or have since been resolved.

In this Quarter, ICMyc has also managed to achieve a 10% rise in registered users as compared to the previous Quarter.

Which of the ‘3 Ps' (policies, partnerships, platforms) do we use to create scale?

Policies

Online platform developed for Bangalore. To be replicated by Janasehat in two other cities by end 2016.

Partnerships

Tie ups with local municipal bodies in Bangalore – BBMP, BWSSB, BESCOM, Bangalore Traffic Police (STP), Karnataka Fire and Emergency Services (KFSES) – to provide nodal touch-points with engaged citizens.

Our Vision

We hope that IChangeMyCity.com becomes the ‘one-stop-shop’ for civic networking in Bangalore and beyond. We hope it empowers citizens to engage and make a difference in their local communities – fostering a sense of ownership and civic pride from the grassroots up.

By achieving these goals, we can improve ‘Status of Citizenship’ in urban India, bringing a richer, fairer democracy in which citizens are active stakeholders rather than passive bystanders.

Launch of IChangeMyCity - Fire Champ App

Q1 saw the launch of IChangeMyCity’s sub-app ‘IChangeMyCity – Fire Champ’, in collaboration with Beyond Carlton. The app primarily focuses on registering and addressing complaints posted on Fire Safety violations. The intent of the app is to encourage proactive action to avoid fire hazards and accidents. IChangeMyCity – Fire Champ was launched for both Android and iOS operating systems.

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SUPPORT PROGRAMMES

- Urban Planning and Design
- Urban Capabilities and Resources
- Women, Equity, Accountability and Participation
- Empowered and Legitimate Political Representation

CITY-SYSTEMS FRAMEWORK
HRVM
HUMAN RESOURCE VOLUNTEER MANAGEMENT

Programme Mission
Ensuring Janaagraha is the workplace of choice for professionals interested in contributing to urban change. Equipping the organisation with world-class staff, aligned to the organisation’s vision and passionate about civic change.

Programme Achievements at a Glance
120+ Volunteers Engaged annually, clocking over 25,000 volunteer hours
World Class leadership team built including Management Committee and stellar Governing Board.
Streamlined and effective internal HR Processes in place, including Human Resource Information System / Employee Information Hub (Peopleworks), Talent acquisition and management strategies, learning and development plans.

Which of the ’3 Ps’ (policies, partnerships, platforms) do we use to create scale?

As an enterprise support programme, HRVM does not leverage any of the traditional Janaagraha 3Ps to scale impact and improve quality of life.

Our Vision
Janaagraha is established as a world-class institution through recruitment and volunteering. Through harnessing technology platforms it expands and deepens its connection / embeddedness within society, and attracts / retains engaged staff, volunteers and alumni. Janaagraha has the Human Resources to launch in new cities throughout India.

Volunteer Management
On the volunteer management front, the last quarter has been spent assessing our large database of grassroots citizen volunteers to assess their interest in supporting institutional requirements in a voluntary capacity. Given the large numbers, this exercise was completed by mid-June. The first meeting to assess ability and interest from the grassroots volunteers has shown a fair response. If we continue to have good responses from volunteers, tapping this large volunteer resource is likely to be taken up as a core activity for FY 2014-15. At the institutional level, apart from the experts and senior professionals that choose to engage with us, we have had around 40 student volunteers contribute over 5000 hours of time in the first quarter. They have primarily worked in JanaOnline, Advocacy & Research, JanaRoots programs and in Jana Urban Space Foundation.

Critical Positions
Critical positions are those designated by program heads in the overall hiring plan. On the critical positions hiring, we have an achievement of 46% as against the target of 60%. Positions in the Advocacy and Planning & Development programs would close by mid-July and this would help us move closer to our targets. On the overall budget vs actuals on headcount we are at 87% against a 100% target at 147. Recent discussions with the Management Committee on team sizes indicate further hiring to be undertaken bearing in mind optimisation of resources and to this extent the targets for Q2 would see a revision in the month of July.

Planning for Q2
The coming quarter will focus on closing out leadership positions, deeper understanding and implementation of the grassroots volunteer absorption program and the rolling out of technical training programs as requested by program heads. To ensure clear and transparent measurement of the HR departments activities the process timelines would be measured on a monthly basis.

A new year - a renewed focus
With the advent of the new year, the first few months have seen consolidation of indicators and metrics for the current fiscal. The overarching measures for this year for the HR and Volunteering program are stability in leadership teams, talent development and volunteer absorption.

Critical Achievements for Q1
Volunteer hours
World Class leadership team built including Management Committee and stellar Governing Board.
Streamlined and effective internal HR Processes in place, including Human Resource Information System / Employee Information Hub (Peopleworks), Talent acquisition and management strategies, learning and development plans.
Programme Mission
Attracting the financial support for Janaagraha to function as a not-for-profit based on a donation model. Positioning Janaagraha as India’s leading Urban Change organisation, and the logical choice for any donor wishing to make an impactful difference in that field. Building internal processes of planning and review that grow Janaagraha as an institution.

Programme Achievements at a Glance
More than 14 Cr Raised – FY 2013-14
11 new donors – FY 2013-14
20 total donors – FY 2013-14
2 institutional donors committed via multi-year partnerships – Omidyar Network and Tata Sons.
Quarterly and Annual Reporting institutionalised across the institution

Which of the ‘3 Ps’ (policies, partnerships, platforms) do we use to create scale?
As an enterprise support programme, P&D does not leverage any of the traditional Janaagraha 3Ps to scale impact and improve quality of life.

Our Vision
The organisation meets its increasing budget year-on-year, through a consistent and diversified donation stream. The organisation is perceived by its donors and ecosystem as a best-in-class institution. The organisation has strong internal planning and review processes that allow it to grow and flourish.

Existing Donors
The P&D Team successfully received grants from existing donor’s Tata Sons, British High Commission and Omidyar Network India Advisors, in Q1.

New Donors
The P&D Team also successfully brought on board IDFC, one of India’s leading finance companies and a new donor for the Janaagraha. The grant from IDFC was for the Annual Survey of India’s City-Systems (ASICS) Report, 2014.

Donor Portal
The highlight of this quarter is the development of the donor engagement site that will aim to nurture and solidify the engagement level with our donors based on a ten pronged strategy of donor engagement.

Salesforce
The Salesforce MIS reports play a pivotal role in organisational management, and aid strategic and tactical planning. These reports are reviewed on a weekly basis by the Management Committee, and assist in informed decision making. Significant effort was put in this quarter to sanitize the data on Salesforce and add several features and applications to make it a more robust platform.
TECHNOLOGY

Programme Mission

Providing back-end support for Janaagraha’s online platforms, and acting as custodians of the organisation’s IT infrastructure.

Programme Achievements at a Glance

- 2 dedicated teams established – Development team and Tech Team.
- Which of the ‘3 Ps’ (policies, partnerships, platforms) do we use to create scale?

Our Vision

Janaagraha’s online platforms are built on a cutting-edge IT architecture, resulting in maximum utility and user-friendliness for citizens, and an ability to scale within India and beyond as required. Janaagraha’s internal IT infrastructure is first rate – helping the organisation and its staff stay at the forefront of the development field.

ACHIEVEMENTS

Q1 2014-15

Programme Mission

Which of the ‘3 Ps’ (policies, partnerships, platforms) do we use to create scale?

As an enterprise support programme, Tech does not leverage any of the traditional Janaagraha 3Ps to scale impact and improve quality of life.

Our Vision

Janaagraha’s online platforms are built on a cutting-edge IT architecture, resulting in maximum utility and user-friendliness for citizens, and an ability to scale within India and beyond as required. Janaagraha’s internal IT infrastructure is first rate – helping the organisation and its staff stay at the forefront of the development field.

Equipping Janaagraha and JanaUSP for growth

In Q1, the IT Team was able to get one of the Internet Leased Lines upgraded to 10 Mbps from 5 Mbps by paying just Rs. 25000/- as one-time payment. We also secured an in-kind donation of 50 licences for JanaUSP from NASSCOM Foundation’s Big Tech programme to the value of Rs. 1100000/-. This will help the organisation continue to be Microsoft licence compliant.

iPaidaBribe and IChangeMyCity coming alive on SaaS platform

Q1 2014 saw iPaidaBribe SaaS environment coming live on Amazon Cloud. This helped the team to experience and understand the deployment and functioning of the site on a production environment. The team started discussions with some of the International Partners regarding the migration of their local websites on to the SaaS Platform.

During this quarter, the technology team also worked on building the IChangeMyCity SaaS platform which aimed at supporting multiple city websites. Several innovations in terms of design, user experience, functionality, search, APIs etc. were brought into the product. During this period, the GIS Team successfully migrated all the spatial data onto the PostGIS database, resulting in high-performance of the IChangeMyCity SaaS Website Maps.

PostGIS is a spatial database extender for PostgreSQL object-relational database. It adds support for geographic objects allowing location queries to be run in SQL.
Proper URban Electoral (PURE) List Study - Now pan-India

This quarter, Janaagraha’s Applied Research Program scaled up the PURE List Study to 21 cities across the country just before the 2014 Lok Sabha Election. PURE is Janaagraha’s flagship study which measures the health of India’s Urban Electoral Lists. In the largest democracy in the world, where voting is widely considered one of the most important responsibilities of a citizen and an equalizing force in a society with so many divisions, the accuracy and maintenance of the voter list plays a vital role. A PURE List Study was conducted in New Delhi before the 2013 Assembly Election. The Delhi study showed that close to 20% of the names that appear on Delhi’s voter lists had serious errors—implying 23 lakh of the 1.23 crore registered voters needed to be removed. This year, PURE was scaled up to the 21 cities across the country where ASICS was also conducted, with a national sample size of 25,997 citizens. Field work in all 21 cities (executed by local research firms) as well as analysis of the data were completed this quarter. JRA’s analysis provides an empirical basis to measure indicators over time to find out how cities across the country are performing. This year’s VOICE results were released at the ASICS event in Delhi on 7-8th June. Thrissurathypuram, Surat, and Hyderabad received awards as this year’s top performing cities for the perception of both, quality of life and city systems.

Voice Of India’s Citizens survey (VOICE survey) - Capturing the pulse of urban residents

Designed by Janaagraha’s Research team, the VOICE survey takes the pulse of citizens to get their perspectives on their city’s quality of life and quality of City-Systems. This year, VOICE was scaled up to the 21 cities across the country where ASICS was also conducted, with a national sample size of 25,997 citizens. Field work in all 21 cities (executed by local research firms) as well as analysis of the data were completed this quarter. JRA’s analysis provides an empirical basis to measure indicators over time to find out how cities across the country are performing. This year’s VOICE results were released at the ASICS event in Delhi on 7-8th June. Thrissurathypuram, Surat, and Hyderabad received awards as this year’s top performing cities for the perception of both, quality of life and city systems.

Janaagraha’s applied research team plans on conducting a more in-depth analysis of the VOICE data by comparing it with the data collected for PURE Lists, Retail Bribery Index (RBI), and Security Perception Index (SPI). Three separate surveys that were carried out in the 21 cities.

Janaagraha Brown India Initiative Citizenship Index (JB-CI) nears completion

Our Vision

We aim to incorporate and use evidence from our work along with input from all stakeholders to identify, track and highlight issues related to urban development in India. Furthermore, it is our vision that this evidence is used to demonstrate success as well as advocate for improvement, where appropriate, this applies to both Janaagraha’s own programs as well as informing and shaping wider debates about improving urban quality of life in India.

Programme Mission

We conduct world-class applied research on urban development in India. This is done two-fold: Firstly, by undertaking research on issues affecting the quality of life of citizens in urban India. Secondly, the Applied Research program provides horizontal support to Janaagraha programmes.

Why that’s important...

By doing robust research we aim to represent the views and experiences of citizens from all corners of urban India. By providing horizontal support we aim to monitor, inform, sharpen and validate data from Janaagraha’s programmes and targeted interventions.

Programme Achievements at a Glance

Partnership with Brown University for path-breaking Citizenship Index (CI) Study

Horizontal support to focus Janaagraha programmes through impact evaluation and data-driven studies — Community Policing (Security Perception Index), Bala Janaagraha (Civic Literacy Study), IPaidaBribe.com (Crowd-sourced Retail Bribery Index).

Which of the ‘3 Ps’ (policies, partnerships, platforms) do we use to create scale?

Partnerships

Partnership with Brown University, USA on path-breaking Citizenship Index — to evaluate the provision of civil, political, and social rights to citizens, and reasons for exclusion.

Janaagraha’s applied research team plans on conducting a more in-depth analysis of the VOICE data by comparing it with the data collected for three separate surveys that were carried out in the 21 cities.

Winners of both VOICE Awards 2014 - Thiruvananthapuram, Surat, and Hyderabad received awards as this year’s top performing cities for the perception of both, quality of life and city systems.

Post the release of the working report of the Janaagraha Brown India Initiative Citizenship Index (JB-CI), the research team, in collaboration with Dr Ashothosh Varshney and Dr Patrick Heller from Brown University and Dr Siddarth Swaminathan, has further analyzed the data collected based on inputs given during the event in March 2014. The final report will be released at the end of the second quarter of 2014.
Security Perception Index - annual performance measurement for the Community Policing Programme

As Janaagraha’s Community Policing Programme has now been running for approximately one year in seven police stations in Bangalore, the JARP team have begun preparations for the first follow-up surveys with citizens and police. The team aim to assess the impact of the programme in its first year, considering the views of both police involved in the program and citizens from the beats associated with the respective police stations. The JARP team have been engaging with the Community Policing Advisory Group (CPAG) to finalize the content of the surveys. Fieldwork is due to start in the next quarter.

Ultimately, we hope to see an improvement in the Security Perception of citizens to provide a strong indication of the programme’s impact.

Crowd-Sourced Retail Bribery Index (C-RBI)

Following the release of the first crowd-sourced and ground-sourced retail bribery indices (C-RBI and RBI) at the Coalition against Corruption (CoCo) Summit in January 2014, work has continued on utilizing data from the IPAB website, while the RBI has been scaled up to 21 cities. The data for the latter is expected imminently, allowing for the creation of retail corruption indices in 21 cities across India and comparisons to crowd-sourced data through IPAB.

During this quarter, a group of interns from across the world have been working with the JARP team to update and verify information about transactions occurring at government departments across 21 Indian cities. This will ensure data mined by the JARP team from IPAB will be associated to the correct government departments. This process is imperative for members from Janaagraha’s Jana Ayuktta initiative who will be taking bribe reports (where citizens have authorized for this to be done) to government departments to highlight incidences of corruption and advocating for change. In time it is hoped the typologies for different cities will be made available to citizens to facilitate their engagement with government departments as well as allow for bribe reports to be mapped directly to the departments responsible.