

JANAAGRAHA CENTRE FOR CITIZENSHIP & DEMOCRACY

ANNUAL REPORT

2015-16

Message From Our Founders

We began 15 years back with a firm belief in the 'power of people' to steer sustainable change in India's cities. Since then, Janaagraha has worked with the people to improve Quality of Life in urban India. We owe our successes and learnings to the scores of people we have engaged with till date- From raising awareness about their roles as citizens and catalyzing citizen participation to advocating for policy reforms to enhance local governance.

The year 2015-16 has come around as one of the most fulfilling years as all our efforts have finally started showing success. It invigorates us to see a nation-wide resonance of the work we began 15 years ago.

The Swachh Bharat Abhiyaan by the Government of India reinstates the much needed faith in citizen participation to create sustainable change in cities. We are glad to have contributed to this movement by developing mobile and web based application to serve as an interface for citizens to reach out to the local government body to fix a civic issue.

It gives us immense happiness to see our efforts to establish participatory budgeting in Bengaluru gaining popularity among citizens and acknowledgement from the Municipal Commissioner.

Each and every effort we made this year has perfectly fallen in place to create a kaleidoscope of our work in the urban landscape.

We acknowledge our donors and well-wishers with gratitude – we could not have done what we did, without their continuing faith and support. We are proud of the unwavering support and spirit of our passionate team, whose presence behind the scenes and on ground makes all the difference.



Swati Ramanathan

Ramesh Ramanathan

OUR PROGRAMMES



CIVIC LEARNING

BALA JANAAGRAHA

IMATTER



CIVIC PARTICIPATION

COMMUNITY POLICING

MY CITY MY BUDGET

OPEN WORKS

I CHANGE MY CITY

I PAID A BRIBE



ADVOCACY & RESEARCH

ASICS

Bengaluru Blueprint

Municipal Finance

Research and Insights

Meet our Governing Board Members [click here](#)

IN THE NEWS

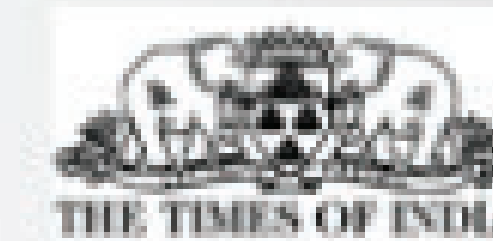
December 9, 2015

Business Standard

City based non-profit organisation **Janaagraha Centre for Citizenship and Democracy** today said its platform 'I Paid A Bribe' will be launched in Sri Lanka to fight corruption. The Sri Lankan Government along with I Paid A Bribe Sri Lanka is launching the first of its kind anti-corruption website in the island nation - www.ipaidabribe.lk to crowd source reports on corruption from across the country, **Janaagraha** said in a release.

Ipaidabribe.Com an online initiative of **Janaagraha** claims itself to be the largest online crowd-sourced anti-corruption platform in the world today. It uses a crowd-sourcing model to collect bribe reports and to build a repository of corruption-related data across government departments.

Feb 6, 2016



Janaagraha's Bala **Janaagraha** National Civic Fest saw students from 531 schools in 25 cities work for four months on the project, **Our Road, wherein they got local area corporators, MLAs and municipal commissioners to meet the basic civic needs of their locality.** Some 40,000 class 8 students got down to the act, driving civic authorities to improve roads, conditions of slum dwellers and effectively manage garbage and sewage in their respective cities.

Four schools which emerged winners at the zonal-level were in Bengaluru on Friday to share their ideas and bring about a positive change with their efforts. **DPS Patna** was declared winners, followed by **DPS Pune**, **DPS Coimbatore** and **Cambridge Court High School, Jaipur**.

Nov 12, 2015



BENGALURU: One lakh download app which helps citizens report traffic violations.

As many as **one lakh tech-savvy Bengalureans** have downloaded **Public Eye**, the app launched by the city police and civic watchdog **Janaagraha** to photograph and report traffic violations.

The police introduced the app two months ago in partnership with **Janaagraha** to rein in the increasing instances of traffic violations, most of which were going unreported.

Oct 28, 2015

DECCAN Chronicle

City-based non-profit organisation **Janaagraha** has received a boost to its initiative 'Blueprint for Bengaluru' with district-in-charge minister **Ramalinga Reddy** giving his nod to the initiative. The organisation is extensively holding interviews and collating information to draw a road map for city's development.

AUGUST 26, 2015

THE HINDU

As many as 41 per cent of entries of voter details in the electoral roll of Delhi has some error, according to a study carried out by **Janaagraha**, a not-for-profit organisation.

The quality of lists study (QoL), part of the efforts by **Janaagraha** to improve the accuracy of voters' lists in India's urban centres, was conducted in Delhi just before the 2015 Assembly elections. The study throws light on some startling facts that question the authenticity of the voters' list of Delhi.

05 February 2016

Gadgets 360
AN NDTV venture

Named 'Swachh City Solutions', the proposed **mobile and Web-based application** will be developed in partnership with **Bengaluru-based NGO 'Janaagraha' Centre for Citizenship and Democracy**, to ensure timely and effective implementation of the Swachh Bharat Mission objectives in 4,041 statutory towns in the country.

A Memorandum of Understanding to the effect was signed between the Ministry and **Janaagraha**. The application is likely to become operational by April and will give citizens access to apps to lodge their complaint and actively participate in keeping their cities clean.

OUR TEAM



OUR WORK

CIVIC LEARNING



BalaJanaagraha

TODAY'S CHILDREN. TOMORROW'S ACTIVE CITIZENS.

◀ [Click here to go back to programmes](#)



BalaJanaagraha

TODAY'S CHILDREN. TOMORROW'S ACTIVE CITIZENS.

Bala Janaagraha is our civic learning program. It aims to transform today's children into informed, responsible, and active citizens with focus on addressing local civic issues. The program is conducted for Grade 8 students across government, private-aided and private schools across India.

REACH



25
Cities



4,000
Civic Projects



527
Schools



40,000
Students

GROWTH



Bala Janaagraha has reached 527 schools in 2015/16 as compared to 484 schools in 2014/15 .

2015/16 has been year of consolidation to ensure improved quality of outcomes to back the scale witnessed by the program. Coimbatore is newly added to the list of cities ventured by Bala Janaagraha. The Programme is implemented in DPS Coimbatore in partnership with Takshila Education Society (TES).

HIGHLIGHTS



National Civic Fest 2015-16

The year saw a total of 69 Civic Fests conducted across the country, culminating into the National Civic Fest 2015-16 held in Bengaluru. The top four schools shared their experience of addressing civic issues in their locality by reaching out to municipal bodies. Students of Delhi Public School (DPS), Patna were adjudged the National Champions among the other very commendable teams from Cambridge Court, Jaipur, DPS Patna, DPS Pune and DPS Coimbatore.

HIGHLIGHTS



A centralized training session

A centralized training session was held for Facilitators from 25 cities. The objective of the training was to orient facilitators with the revised content of the Resource Book, create a platform for them to share challenges and also brainstorm ideas for the following year.

HIGHLIGHTS



Young Champions of Change

Like every year, Young Champions of Change (YCOCs) were honored at the National Civic Fest. YCOCs are students (either from the current batch of Bala Janaagraha or from earlier batches) who have shown extraordinary initiative and have effected change in their neighbourhood by taking ownership to address civic issues. Also, these students have catalyzed a change of behaviour in their family and friends, and influenced them to be better citizens. We are proud of this growing tribe of champions. We believe they will continue to lead the neighbourhood, city and nation by example.

[Click here](#) to see the work done by a few such champions.

HIGHLIGHTS



Bala Janaagraha Alumni Award

The Bala Janaagraha Alumni Award (BJAA) was launched for the first time this year with an intent to build a strong network of alumni. This happened through an essay writing competition which was open to all alumni of the program, inviting them to write about their continued engagement with civic issues even after completion Bala Janaagraha program. We have had an encouraging number of 130 entries from alumni.



HIGHLIGHTS



Internal Audits

Internal Audits are conducted for Bala Janaagraha since the last three years with the objective to understand the effectiveness and efficiency of delivery of the curriculum, both in terms of content and the extent to which it engages students. The process involves visit to network schools across all 25 cities to interact with primary beneficiaries of the program.

- Meeting students is a crucial aspect of the process. Students get to talk about their perception of the program, what they like about it and share their suggestions for improvement.
- Interaction with Principals to explore ways to leverage their support and involvement with Bala Janaagraha

HIGHLIGHTS



Annual Bala Janaagraha Principals' Meet

The Annual Bala Janaagraha Principals' Meet was held in Bengaluru. Over a hundred Principals and Teachers from both partner and non- partner schools came together to engage with the Bala Janaagraha team and understand it better.

CHALLENGES & SOLUTIONS

Language of curriculum delivery

Based on request from certain schools, the curriculum is now being delivered in vernacular languages as well. The program resource book has been introduced in Hindi, Telugu, and Malayalam & Marathi this year..

Standardization of the program across cities

All the 527 Bala Janaagraha network schools differ in terms of infrastructure and technology that is required to ensure standard delivery of the program. To overcome this, all the program facilitators are provided with laptops & projectors and use standardized PowerPoint Presentations for curriculum delivery

OUR WORK

CIVIC PARTICIPATION



◀ Click here to go back to programmes



Imatter is our civic learning initiative designed for corporate employees. It aims to build active citizenship values among them and trigger their participation in urban local governance.

REACH



4
Corporates



7
Sessions



120
Employees

GROWTH



In the pilot stage, imatter sessions were conducted only for donor organizations. We are now attempting to step beyond that to reach a greater number of corporate citizens in Bengaluru to spread the values of citizenship.

To make modules of the session more relatable and engaging for employees the content has been revised to include current examples and neighbourhood level information.

We are also gradually venturing into colleges with the imatter module.

HIGHLIGHTS



imatter session at Manipal Integrated Services

An imatter session was held for 20 employees from Manipal Integrated Services. The session evolved into meaningful interactions on active citizenship and the importance of civic participation. The audience wanted to know more about the concepts covered some of them showed interest in becoming an 'imatter facilitator'.

HIGHLIGHTS



imatter session at Tata Volunteering Week

As part of Tata Volunteering Week, the Tata Sustainability Group invited Janaagraha to conduct an imatter session at the Tata House in Mumbai for a select audience from various Tata group companies- Tata Motors, Tata Steel, Tata Sons, Tata Technologies, CMC Ltd., Indian Hotels, Tata Power, and Tata Services.

CHALLENGES & SOLUTIONS

Language of curriculum delivery

Based on request from certain schools, the curriculum is now being delivered in vernacular languages as well. The program resource book has been introduced in Hindi, Telugu, and Malayalam & Marathi this year..

Standardization of the program across cities

All the 527 Bala Janaagraha network schools differ in terms of infrastructure and technology that is required to ensure standard delivery of the program. To overcome this, all the program facilitators are provided with laptops & projectors and use standardized PowerPoint Presentations for curriculum delivery

OUR WORK

CIVIC LEARNING



◀ Click here to go back to programmes



Community Policing was launched in Bengaluru by the Bengaluru City Police in partnership with Janaagraha. The program was piloted in 2013 as a strategy to leverage police- public relationship to combat rampant increase in crime.

REACH



18

Police Stations
In The city



330

Success stories



2, 36, 882

Citizens Reached



523

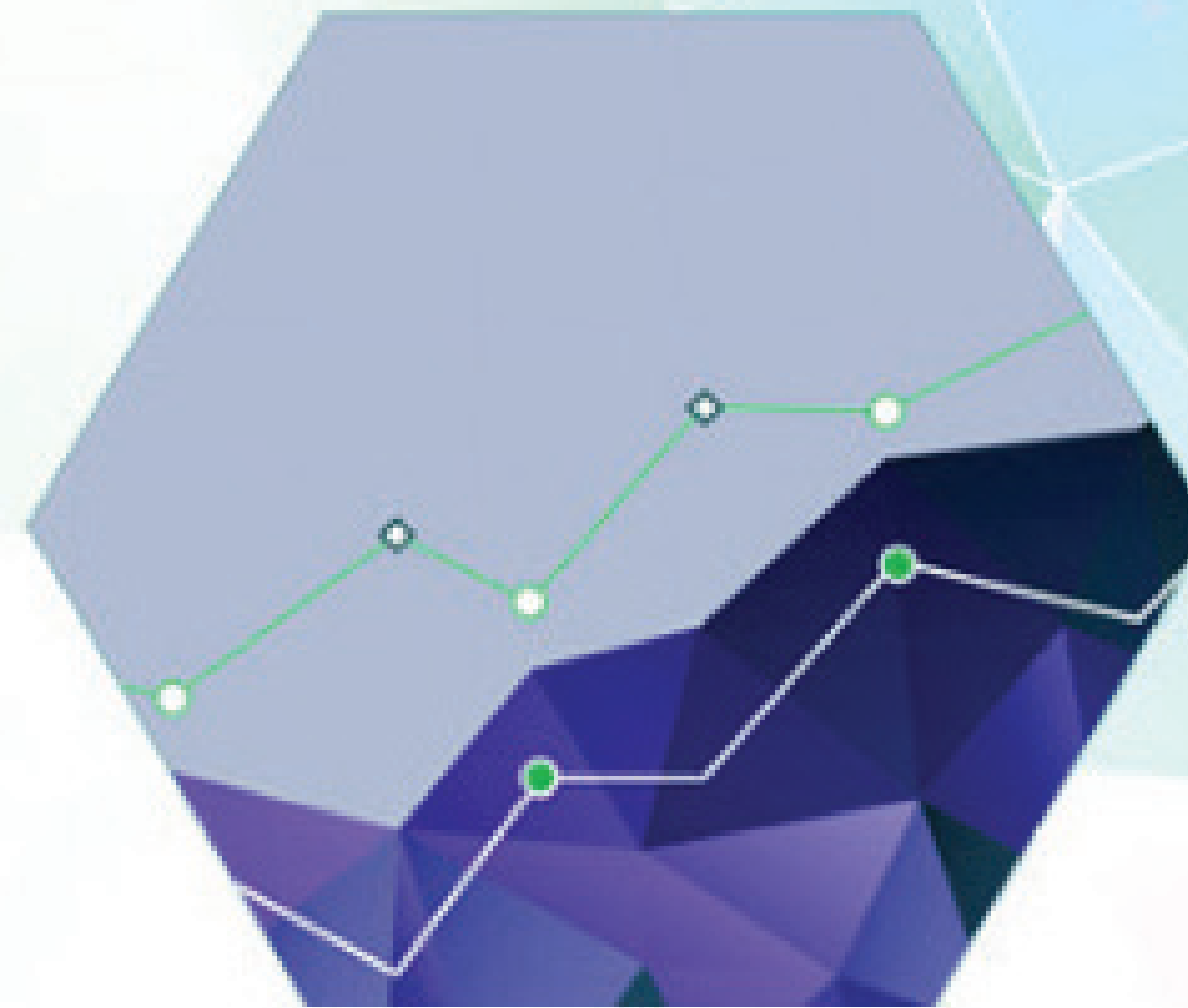
Area Suraksha
Mitras



9838

Community Awareness
Programs

GROWTH



Starting with 7 police stations in 2013, community policing scaled to 7 more police stations in 2015 and 4 more by March 2016.

Use of Mobile Technology and Social media to share community policing initiatives and related successes are posted on Facebook and Twitter on a regular basis. Every Police station has a WhatsApp group with the ASMs and Police personnel, including the SHO, ACP and DCP of the zone, in the group. This makes flow of information and reporting of activities easy for all.

HIGHLIGHTS



Kaapi with a Cop

Community Policing in Bengaluru has launched a new initiative called 'Kaapi with a Cop' to foster better understanding between the Police and Public.

It is a series of informal, interactive sessions that help people understand how the police department functions, the challenges faced by them and the importance of their work. This realization in turn, is seen to motivate citizens to play a more active role in managing the security of their neighborhood and has also enhanced their willingness to cooperate with the Police.

We have had four 'Kaapi with a Cop' sessions with Dr. Rohini Katoch Sepat, DCP-South East Division, Bengaluru, P.Harishekaran (IPS), Sateesh Kumar (IPS) East Division, Dr. P S Harsha - IPS, DCP - North-East Division.

HIGHLIGHTS



Awareness Programmes

Spreading awareness about safety and security forms the core of community policing in Bengaluru. The year has seen different forms of awareness drives conducted at public spaces like schools, colleges, factories, residents' associations on security and safety precautions, type of crimes and how they can be prevented. From conducting rallies, street plays, environment drives, health camps, door to door awareness in residential areas to focused interactions with auto-rickshaw drivers, hotel staff Area Suraksha Mitras along with Beat Officers from local police stations reached to citizens across the city to promote neighbourhood safety and security through meaningful direct interaction.

CHALLENGES & SOLUTIONS

Shortage of man power in the Police Department

Frequent transfers of police personnel across different ranks-DCPs, ACPs, Inspectors, PSIs, ASIs and Constables have lead to shortage of staff/ a fixed Beat constable needed to ensure effective implementation of the program on ground.

To address this challenge, we have proposed to the Department to assign a beat constable for each beat/ area.

OUR WORK

CIVIC PARTICIPATION

MyCityMyBudget

Powered by **ichangemycity**

◀ [Click here to go back to programmes](#)



MyCityMyBudget is a campaign built on the idea of participatory budgeting. It works to give citizens an opportunity to participate in the local municipal budgeting process. The campaign is a part of our sustained efforts to change the average citizen's attitude towards the problems that affect our lives in cities.

REACH



198
Wards
Reached



74.371
Citizens
Represented



6037
citizens' budgets
inputs submitted
to BBMP

HIGHLIGHTS



First online participatory budgeting platform

The inputs you shared with us through MyCityMyBudget on civic issues in your neighbourhood will be submitted to the BBMP Mayor, BBMP Commissioner and other Civic Agency Heads on 14th December 2016, at Town Hall.

The MyCityMyBudget module, hosted on ichangemycity.com is the first online Participatory Budgeting input collection initiative in Bangalore. The module functions through an input generation form, using an interface that is Geographic Information System (GIS) enabled (to capture the ward accurately). It also provides as a means for the citizens to focus on issues in their neighbourhood, by not only posting their individual input but also voting up inputs posted by others to prioritize those issues as well.

HIGHLIGHTS



Workshops for Resident Welfare Associations

As part of the community outreach plan for MyCityMyBudget, 71 workshops have been conducted for resident welfare associations. RWAs were approached to trigger participation from a civic body that represents the interests of the residents of a specific urban or suburban locality.

HIGHLIGHTS



Citizens' budget inputs submitted to the BBMP Commissioner

On 5 March, 2016, the campaign reached an important milestone, when the consolidated report of citizens' inputs was submitted to the Commissioner of BBMP. The report was handed over to the Commissioner by representatives of three Residents Welfare Associations at an event held at the Rotary Hall of Friendship, Bengaluru. Subsequent to the event, the MyCityMyBudget team made a presentation on the campaign to the Standing Committee on Taxation and Finance of BBMP.

CHALLENGES & SOLUTIONS



**Restricted reach
to all the
citizens of Bangalore**

In the first year of MyCityMyBudget, we reached out to the citizens only through lchangemycity.com and the Resident Welfare Associations (as a part of community outreach).

To address this, we have added a third outreach dimension- the Budget bus for the 2016-17 campaign the Budget Bus, which aims to reach out to citizens who may not be part of the organised workshops.

OUR WORK

CIVIC PARTICIPATION

ichangemycity

◀ [Click here to go back to programmes](#)



iChangemycity

IChangeMyCity is a local social network created to help citizen communities who are keen on solving civic issues in the city. The platform enables citizens to post a complaint pertaining to a civic issue, interact and join with communities facing the same issue, connect with various civic agencies and track the progress till the complaint is resolved.

REACH



3,91,272
Users

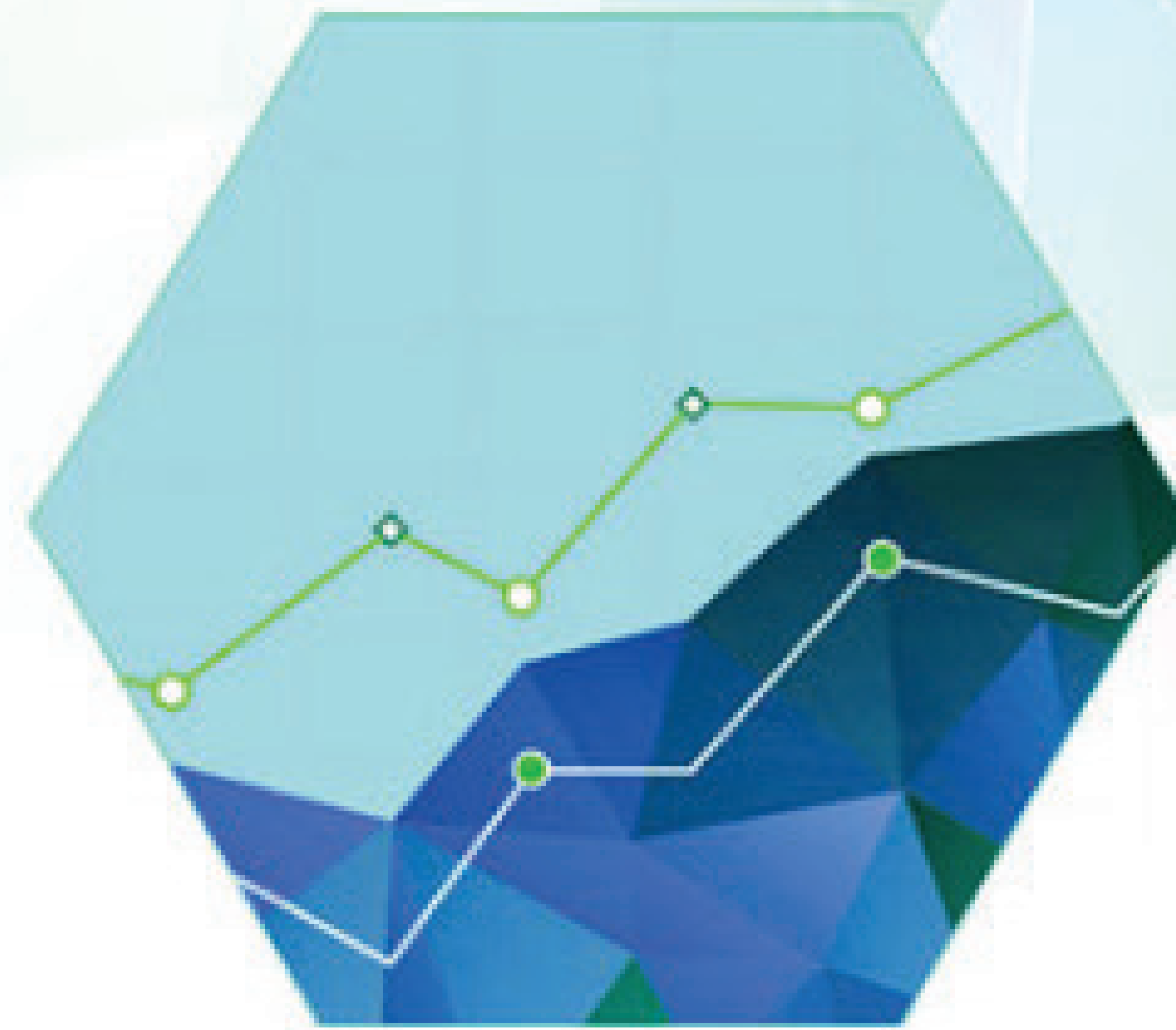


1,62,517
Complaints Posted



1,14,943
Complaints Resolved

GROWTH



IChangeMyCity has witnessed a progressive growth. The number of registered users tripled, the complaints posted and resolutions have crossed over a lakh, which is a 100 per cent increase when compared to 2015.

The hyper-local social change network that has created communities of citizens in Bengaluru is now uniting citizens in Delhi and Nellore against civic issues with the launch of Swachh Delhi and Swachh Nellore App.

HIGHLIGHTS



Memorandum of Understanding with Ministry of Urban Development

I Change My City will develop the Swachhata for the Swachh Bharat Mission. This will be a fourth generation complaint redressal mobile and web platform. It is a quantum leap in how complaints and grievances are being redressed by municipal corporations in India.

The core of the Swachhata application is to use the knowledge about citizen participation and citizen engagement gained through more than a decade of work done on the ground by Janaagraha to help resolve the Swachh Bharat complaints.

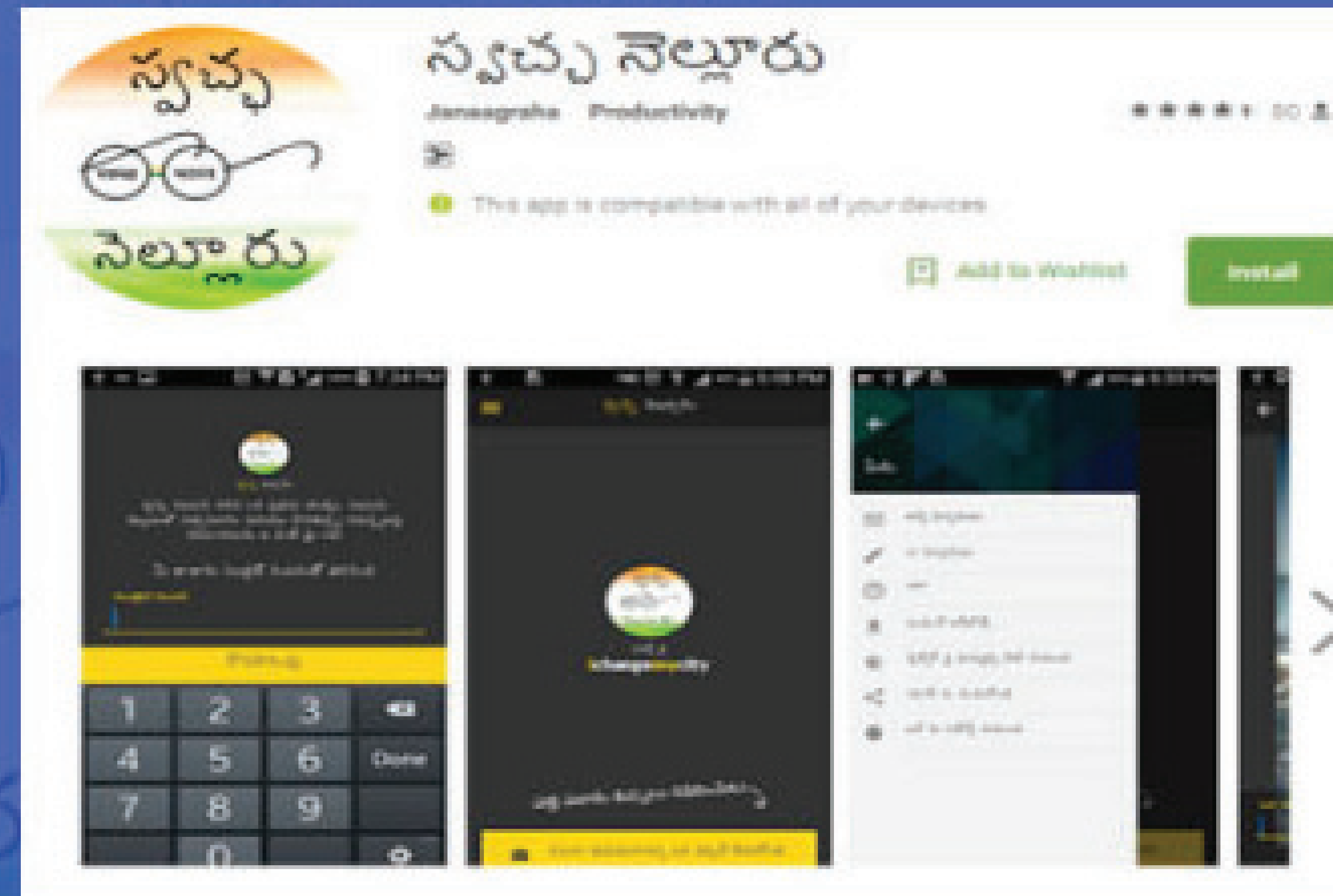
HIGHLIGHTS



Collaboration with Bangalore Traffic Police to create “Public Eye” app

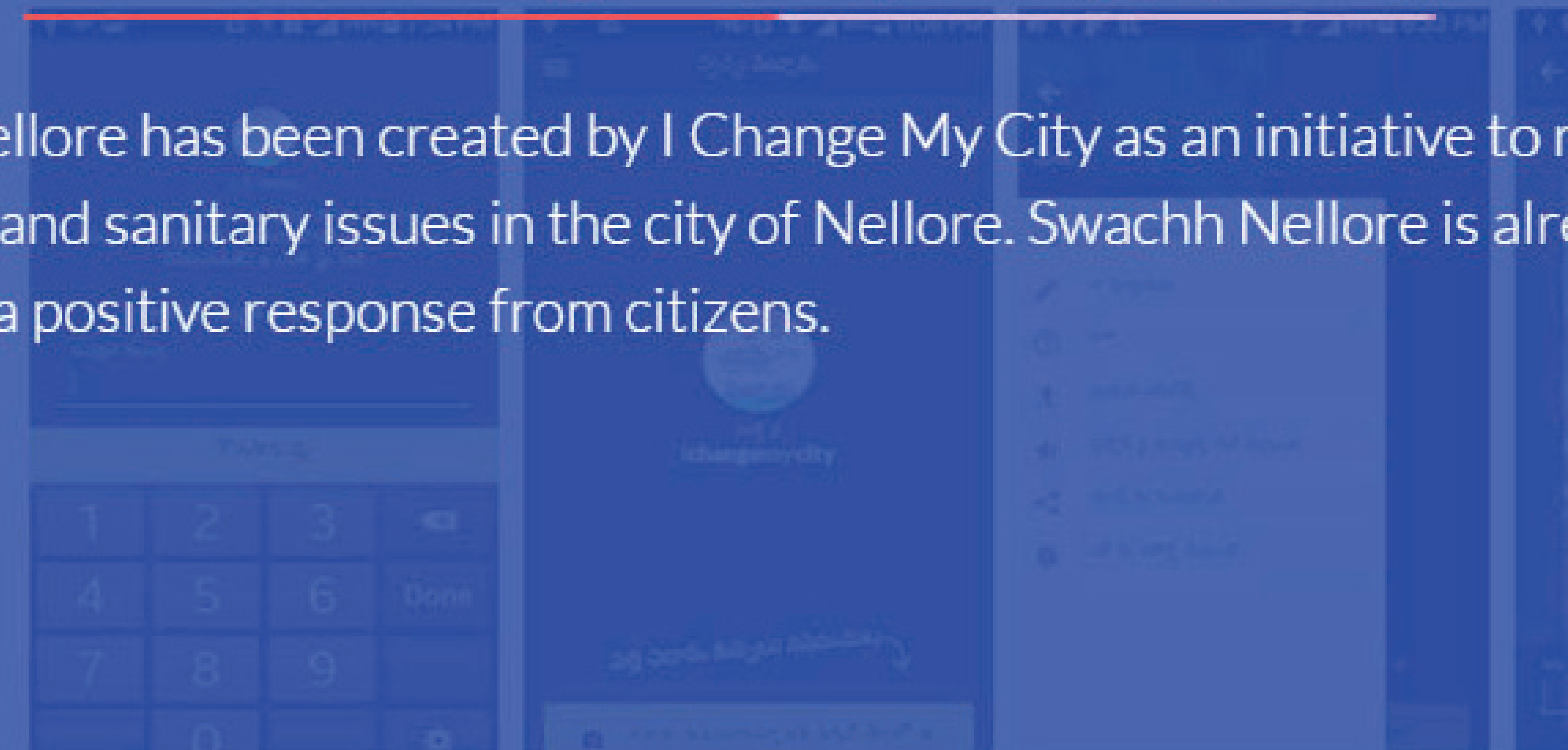
IChangeMyCity has collaborated with the Bangalore Traffic Police to create “Public Eye” application. This app allows anyone who has the app to report traffic violations in the city. More than 42500 complaints have been reported so far and 23800 violators have been booked.

HIGHLIGHTS



Swachh Nellore App and its growing popularity

Swaccha Nellore has been created by I Change My City as an initiative to report on garbage and sanitary issues in the city of Nellore. Swachh Nellore is already active with a positive response from citizens.



Swachh Nellore is an initiative I change my city to report on garbage and sanitary issues in the city of Nellore

HIGHLIGHTS



Swacchata Application for Delhi

In collaboration with the Delhi Government, IChangeMyCity has created the Swachh Delhi Application. This app enables citizens to click pictures of garbage and apprise a centralized control room that will direct the concerned government body to attend the complaint.

Swachh Delhi is an initiative by Government of Delhi and MCD to report Malba and Garbage Dumps across the city.

CHALLENGES & SOLUTIONS

Status mismatch of “resolved” or “on the job” complaints

Complaint status remains open or on-the-job even after it being resolved as complainants failed to update the resolution. There was also an issue of the agency marking the complaint as resolved, even though it was not

To tackle the issue, a call-center Transact Global was brought on board. The complainants received calls from Transact Global, who enquired about the status of the complaint and marked them as resolved after the complainant gave consent. The call-center also spoke to the officials concerned, with regard to pending complaints. With this mechanism, resolutions drastically increased. The citizens also felt reassured that IChangeMyCity is a platform through which they can easily connect with civic agencies.

OUR WORK

CIVIC PARTICIPATION

**I PAID A
BRIBE**

AN INITIATIVE BY JANAAGRAHA

◀ [Click here to go back to programmes](#)



Paid a Bribe (IPAB) is an online initiative that focuses on Retail Corruption. It is the largest online crowd-sourced anti-corruption platform in the world today. IPAB uses a crowd-sourcing model to collect bribe reports, and to build a repository of corruption-related data across government departments. It empowers citizens, governments, and advocacy organizations to tackle retail corruption both within India and increasingly throughout the world.

REACH



3, 91,272
Total Number of
Bribes Reported

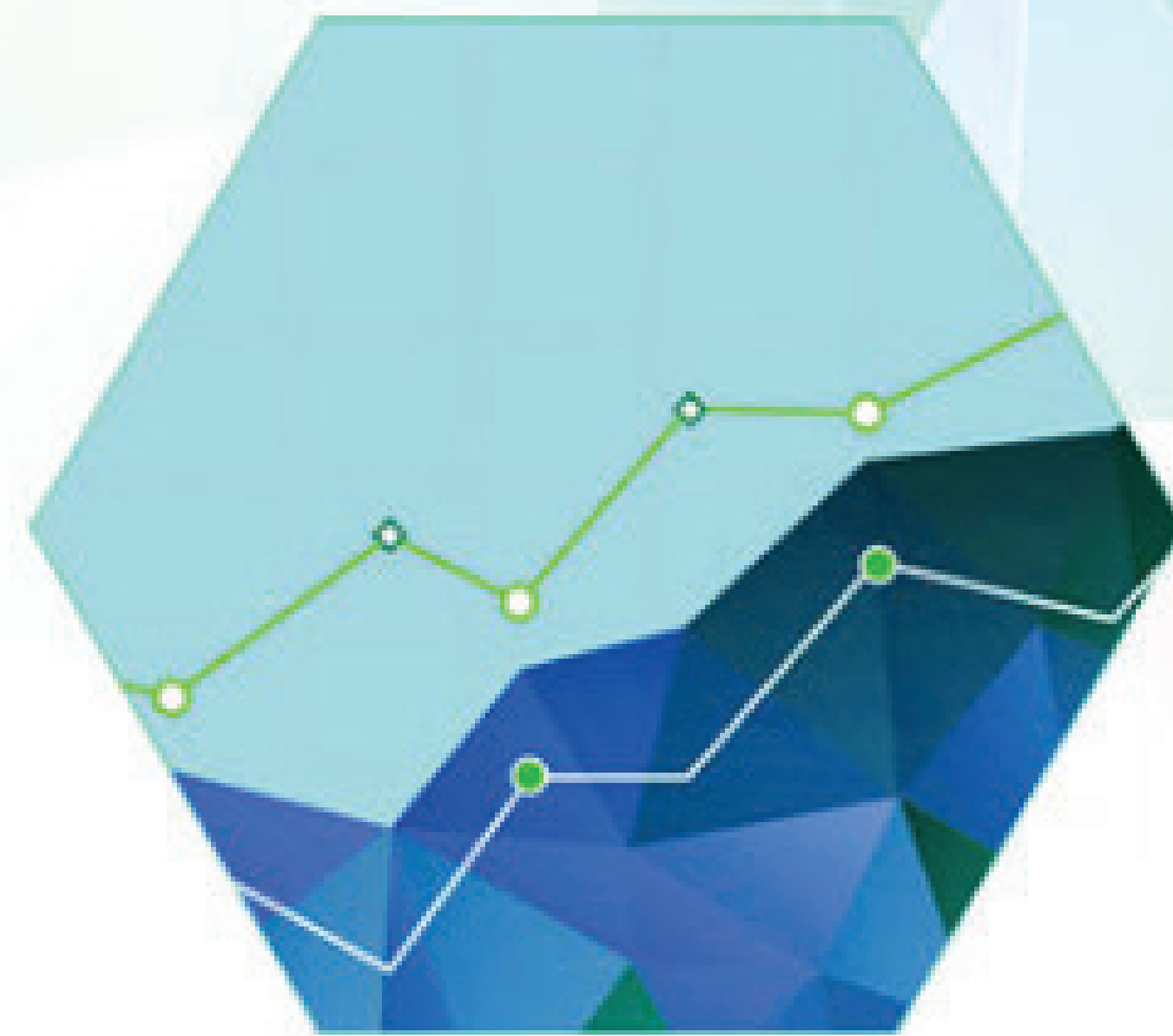


1, 62,517
Number of
Bribe Fighters



1, 14,943
Honest Officers
Reported

GROWTH



Since its launch in 2010, I Paid A Bribe (IPAB) has received around 10 million visits, recorded over 47,000 bribe reports amounting to over Rs 280 crores from more than 600 cities and towns in India. It has also been scaled to 25 countries, with 12 more in the process of launching their own IPAB sites.

HIGHLIGHTS



Jana Ayukta

Jana Ayukta initiative under IPAB grew manifolds to take up a three-pronged approach towards tackling retail corruption. IPAB and Jana Ayukta initiative engaged with 34 volunteers and interns since January 2015 till June 2016 and they have worked on communicating with departments, stakeholders, institutes for the outreach program, generation of content, providing support in logistics, and research.

HIGHLIGHTS



Anti- Corruption Outreach

The expertise of Dr Malati Das (Retd. IAS, former Chief Secretary of Karnataka) and Dr ST Ramesh (Retd. IPS, former DG & IG of Karnataka) is consistently helping us seek redressal on grievances posted on IPAB. They have also been instrumental in designing process reforms and initiatives for anti-corruption outreach. Under their guidance and support, IPAB has reached 23 government departments and offices.

HIGHLIGHTS



Jana Mahiti Report

Jana Mahiti report brought out by Janaagraha Centre for Citizenship and Democracy on April 25, 2016 calls for doing away with the existing practice of police verification during the issuance of passports. The report has been prepared by Dr. S.T. Ramesh, former Director General & Inspector General of Police, and Karnataka. It was officially released by Justice N. Santosh Hegde. The report suggests that police verification is painstaking and breeds corruption. It adds that scrapping this practice will not only reduce the corruption in the Police Department, but also make the process of obtaining a passport more seamless.

JANA MAHITI REPORT

2016

CHALLENGES & SOLUTIONS

**Lack of response
from the government
departments
and officials**

To address this, we have started approaching other medium of communication and laid ground to build a robust outreach programme that has helped us to spread the gospel of Anti-Corruption better and people have responded to our approaches. With reports provided by us and seminars conducted, government offices and officials have begun responding to our cause. The IPAB blog has given us voice across social media.

OUR WORK

CIVIC PARTICIPATION

OPEN WORKS

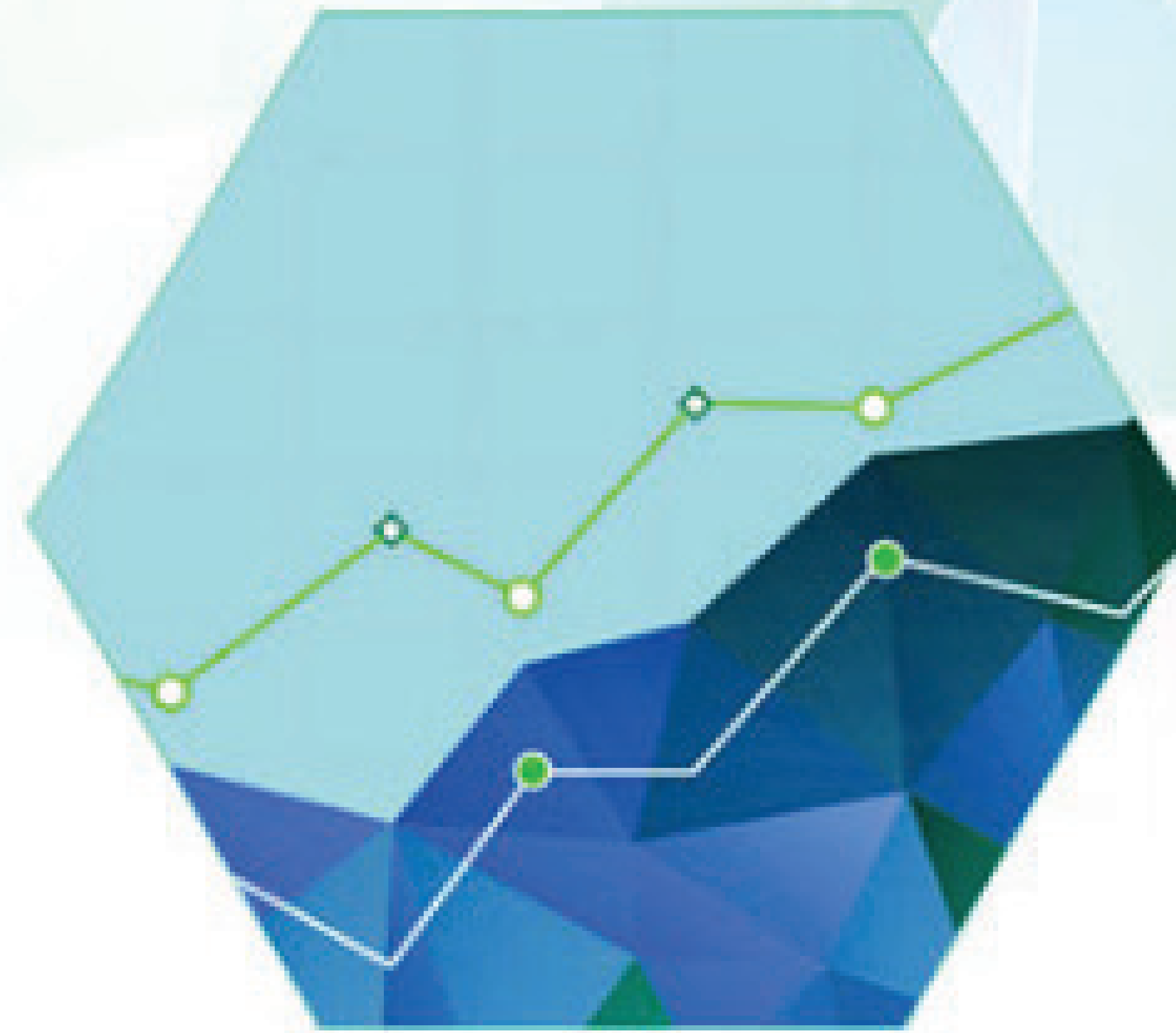
◀ [Click here to go back to programmes](#)



OPEN WORKS

Open Works aims at being a real-time platform for opening up data on the operations and finance of a City. It creates municipal data sets to empower communities with actionable data and provides a data portal that is customizable to suit the requirements of a city and its civic works. The goal is to encourage citizens to engage with elected representatives and municipal officials to demand rational allocation of funds and better provision of infrastructure and services based on fully transparent governance.

GROWTH



Our work this year has been focused towards creating reports and products, such as the Street Quality Score, Budget Briefs and Ward and Street Performance Reports to provide insights and data on quality of life and budgetary allocations across different sectors and neighborhoods in the city, which would serve as tools for fostering data-driven decision making in the city.

We have now started working with MyCityMyBudget team. The idea is to make share these reports and datasets with citizens helping them to engage with elected representatives and municipal corporation officials urging better infrastructure and services in neighborhoods across the city.

HIGHLIGHTS



Workshop on Making Municipal Budgets Meaningful and Release of Street Quality Score (SQS) 2015

SQS is an objective measure of street-level quality of life in Bengaluru that is made available to city administrators and the public. ([Click here](#) to view the report.)

The 'Making Municipal Budgets Meaningful' workshop was hosted by Janaagraha on 11th December 2015, which saw the release of the SQS 2015 scores and publication, had MLAs from different states and senior management and elected representatives from the BBMP come together to discuss the significance of data in the budgeting process. The senior management of the Bengaluru Municipal Corporation i.e. BBMP (Bruhat Bengaluru Mahanagara Palike), and elected representatives in the city have expressed keenness in taking the engagement with Janaagraha forward and using available datasets where ever possible, to inform civic works.

Understand your city/ward through the use of objective data. Choose a category from the list below and use the interactive map to view data for the areas you care about.

QUALITY OF LIFE DATASETS

Parks

Playgrounds

Bus Stops

LOAD MORE

OPEN CIVIC DATASETS

Traffic Police Stations

City Police Stations

Fire Stations

HIGHLIGHTS



Open Data Repository

An Open Data Repository has been created for over 20 municipal datasets. All municipal datasets collected, have been mapped geo-spatially, in order to allow citizens to view, interact with and download datasets from an interactive microsite. Since most municipal data in India exists in separate systems it calls for tools to help collate, sift and analyze the data before it can be utilized in predictive problem-solving and better decision-making for the government. The open data repository is easier to understand, usable in form and is sharable.

CHALLENGES & SOLUTIONS

Monsoons came in the way of field surveys

The survey was planned in a manner that it was scheduled to begin after monsoons. An android application was coded to collect data offline, while still recording geographic coordinates of location of data collection. This made the process much less cumbersome, while still allowing validation of the data.

Technical issues with the Data SIMs and physical maps used on the field

To combat this, a more robust method for the collection of data was put together. The survey team was provided with dynamic maps which showed them directions to the areas that need surveying, and which could also work offline.

Advocacy and Reforms

◀ [Click here to go back to programmes](#)



Advocacy and Reforms

The Advocacy and Reforms team at Janaagraha reaches out to and engages with elected representatives, city administrators, bureaucrats and other key stakeholders in the urban realm with specific policy recommendations that will improve quality of life in cities.

REACH



21
Total Number
of Cities



4000+
Number of
Stakeholders Reached



95
Number of
Stakeholders Engaged

Government Engagement

Annual Survey of India's City-Systems (ASICS) 2015 Report

ASICS is an objective evaluation of Indian cities based on Janaagraha's City-systems framework. It is a tool that helps diagnose the health of our cities in a holistic manner. In its third edition, Annual Survey of India's City Systems (ASICS) 2015 evaluated 21 major cities spread across 18 states on 83 parameters related to urban governance. The report was released at a press conference held in New Delhi on the 14th of March 2016. The higher a city's score, the higher the likelihood that it will be able to deliver a better quality of life to citizens over the medium and long-term. ASICS, with its rich data and insights on city-systems is designed to aid elected representatives and administrative leaders to identify specific reform agendas for India's cities.

For further details on the ASICS 2015 report, refer to the link <http://janaagraha.org/asics>



Annual Conclave: Shaping India's Urban Agenda

At our annual conclave in Delhi on 16th March, Mr. Venkaiah Naidu, Hon'ble Union Minister for Urban Development was the Chief Guest. Mr. N R Narayana Murthy, Founder, Infosys delivered the inaugural address. The key note address was delivered by Mr. Jayant Sinha, Hon'ble Minister of State for Finance, Government of India. In addition to this, the conclave was attended by MPs, MLAs, Elected representatives of Cities, Municipal Commissioners, Corporate leaders etc. There were four panel discussions at the conclave under the themes –

1. **Smart Streets: Leveraging PPPs in urban roads**
2. **Cities as growth engines: building institutional capacities**
3. **Making Participatory Budget Work: What will it take?**
4. **Who speaks for our cities? Role of elected representatives in city governance.**

Dr. Shashi Tharoor, Hon'ble Member of Parliament, announced his intention to introduce a private member bill to empower the cities at the conclave. This resulted in Janaagraha working closely with Dr Tharoor's office for the introduction of provisions that mandate directly elected mayors with a five year term. We also recommended provisions to augment the financial, functional and staffing powers of Mayors, besides strengthening the city council and the municipality. The set of our recommendations can be accessed at <http://janaagraha.org/files/74th-CAA-recommendations.pdf>.

To access the Private member bill as introduced by Dr Shashi Tharoor in the Parliament, [click here](#)

City Economy, Infrastructure and Planning – Roundtable Conference

Janaagraha, in association with The British Deputy High Commission Bengaluru, hosted a roundtable conversation on City Economy, Infrastructure and Planning. Mrs. Fiona Fletcher-Smith, Executive Director of Development, Enterprise and Environment from the Office of Mayor – Greater London Authority shared her experiences and insights with other attendees at the roundtable. The roundtable hosted key Government officials from Bangalore including Heads of Civic agencies and key urban departments.

City Blueprint

Bengaluru Blueprint Exercise

This multi-stakeholder city visioning exercise, taken up in collaboration with Bain and Company, featured one on one interviews with elected representatives, eminent personalities, key government officials and urban experts to collect inputs. An online survey was also conducted to get inputs from the public on visions and solutions for the city of Bengaluru.

Blueprint Synthesis Workshop

To synthesize the expansive set of suggestions collected during the Bengaluru Blueprint exercise, a workshop was organised. Participants at the workshop included all key city leaders including Ministers, MLAs, the Mayor, Senior Bureaucrats and CSOs who strongly endorsed the effort and committed their support to the vision. The workshop is an intermediate step after which we intend to work with the participants to create a well-defined road map for the priority areas for Bengaluru and engage the Chief Minister and the Government to adopt the same.

Constitution of Vision Group

The Government of Karnataka constituted a Bengaluru Blueprint Action Group (BBAG) chaired by the Chief Minister Siddaramaiah, in early May 2015. The constitution of BBAG followed from the extensive exercise of preparing a blueprint for Bengaluru taken up by Ja-naagraha in association with Bain & Company.

Reforms

Municipal Reforms Rajasthan

Janaagraha signed an MoU with the Department of Local Self-Government, Government of Rajasthan to collaborate on Accounting and Auditing reforms as well as Municipal Staffing reforms. The MoU includes establishing a performance MIS framework at the state level, clearing the backlog of accounts and audits in ULBs, and a pilot DOC (which assesses staffing and skill requirements) for the Jaipur Municipal Corporation. The Accounting and Auditing Reforms will result in better financial management in ULBs, including better monitoring of financial and operational performance and eventually, decision-making based on financial statements and performance MIS.

BBMP Recommendations and submission

We submitted a set of recommendations on Resource Mobilisation for the Bruhat Bangalore Mahanagara Palike to the Special Commissioner Finance. The detailed set of recommendations can be accessed at <http://janaagraha.org/files/Letter-Recommendations-for-BBMP-17-Aug-15.pdf>

CHALLENGES & SOLUTIONS

Evangelising the concept of City Systems

Towards this, the team is identifying potential platforms to evangelise the idea of systemic view in solving urban problems so that, over time it gets embedded in the urban strategic vision of the country.

Agenda of decentralisation in Urban Local Bodies

Since the realisation of 74th amendment is far from its intent, it is difficult to decide which agency is to be approached, for advocating on improving the quality of life in cities. This is because there are a myriad of institutions with splintered mandates. To overcome this, the team plans to intensify its advocacy for legal reforms to enable the municipality to steer the voice of the city.



Research and Insights

Our Research and Insights (R&I) team works to primarily aid and inform program design, monitor, evaluate and also, explore avenues where the organization can extend its work in order to move towards its ultimate objective of transforming quality of life in urban India. This strand operates across all verticals and programs within the organization.

◀ [Click here to go back to programmes](#)

GROWTH



Research and Insights work has evolved in scope and dimension in the last one year.

To establish better understanding of issues and to add value to the system of internal monitoring and evaluation, Research and Insights team is working with an increased focus on the use of qualitative techniques and mixed methods. An improved framework is underway for one of Janaagraha's flagship programs- Bala-Janaagraha .

The scope of our work on Voter List Management has been widened to include the study of underlying processes, particularly about the role of Booth Level Officers.

HIGHLIGHTS



Key Stakeholder Interaction

- Meeting with the Chief Electoral Officer of Delhi to discuss our findings and present Janaagraha's reforms roadmap on Voter List Management
- Meeting with Additional Chief Electoral Officer, Bihar and members of his office to discuss research collaboration and gather insights into how electoral systems work
- Meeting with the Director, India International Institute of Democracy & Election Management (IIDEM), Election Commission of India to discuss potential collaboration on research
- We were invited to present on Voter List Management- at a conference on 'Electoral Reforms' hosted jointly by State Election Commissioner of Maharashtra and Association for Democratic Reform in Mumbai.

HIGHLIGHTS

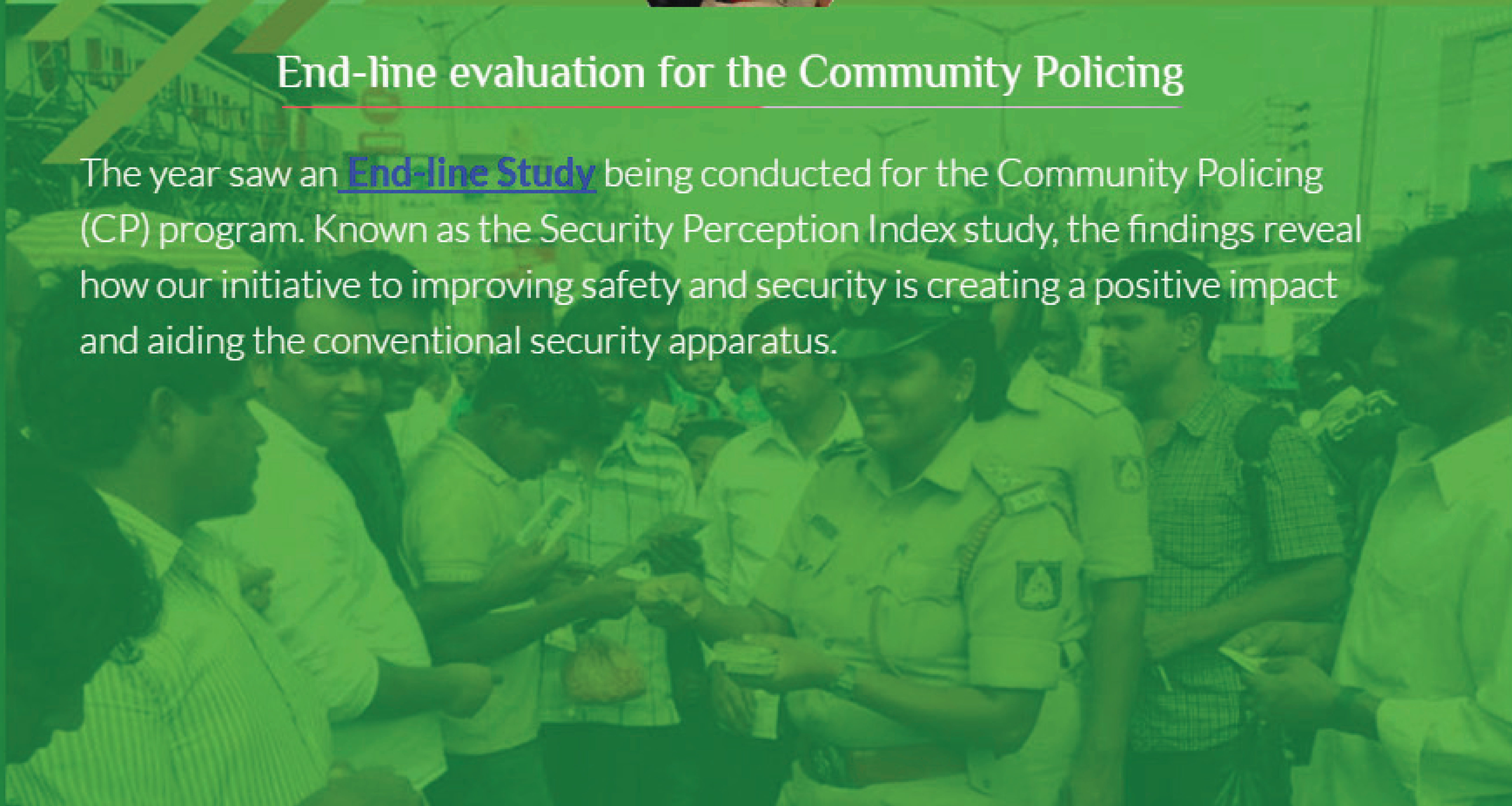


Security Perception Index 2015

Months Follow-up Study

End-line evaluation for the Community Policing

The year saw an [End-line Study](#) being conducted for the Community Policing (CP) program. Known as the Security Perception Index study, the findings reveal how our initiative to improving safety and security is creating a positive impact and aiding the conventional security apparatus.



HIGHLIGHTS



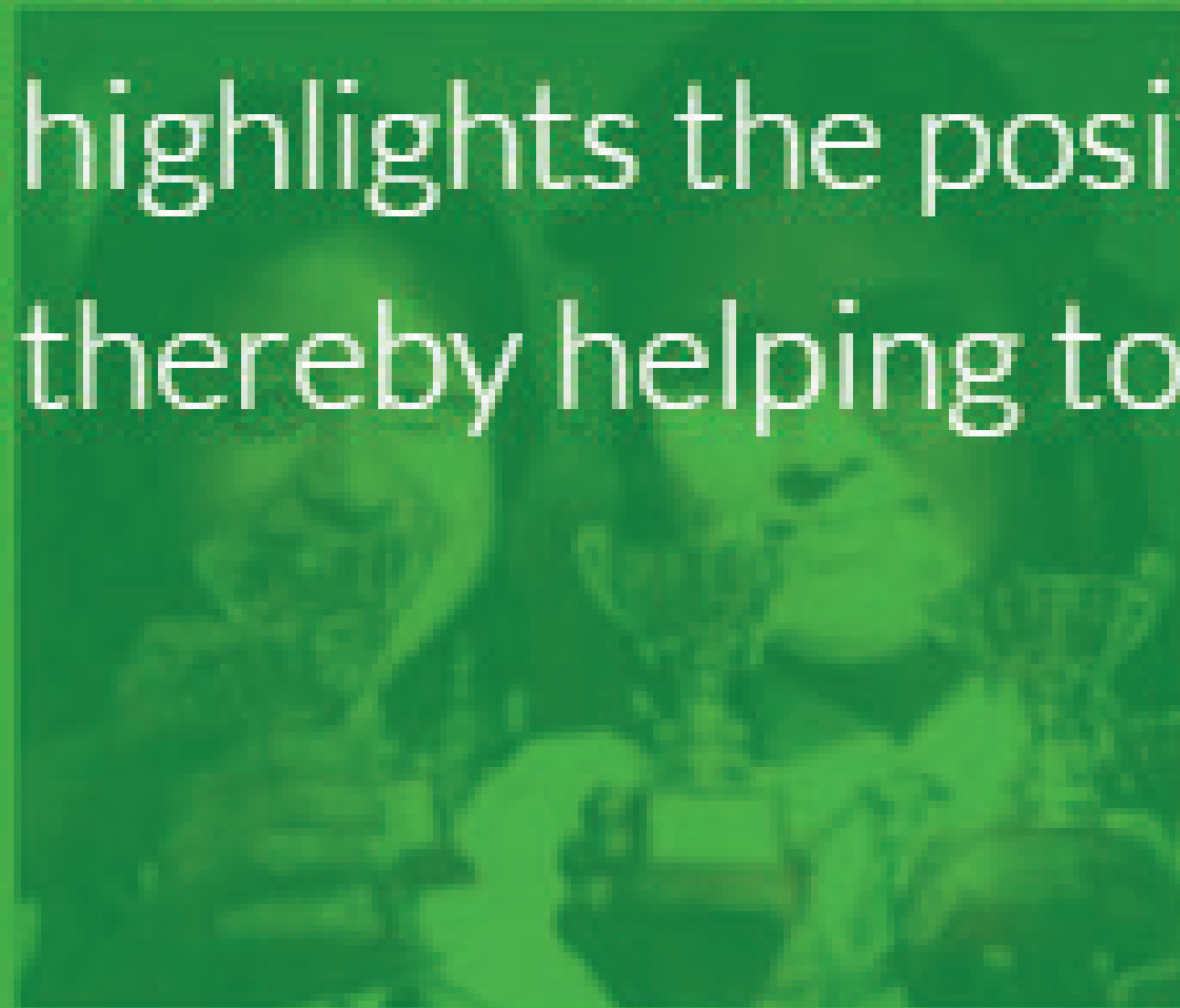
BalaJanaagraha

TODAY'S CHILDREN. TOMORROW'S ACTIVE CITIZENS.

Impact Assessment Report 2015-16

Impact Assessment for Bala-Janaagraha

An [evaluation study](#) has been conducted for the students of Bala Janaagraha for the year 2014-15 in 24 cities with over 20,000 students. The evaluation highlights the positive change that Janaagraha's civic education program creates thereby helping today's children become active citizens of tomorrow.



HIGHLIGHTS



Voter List Management

Quality of Voter List Study (QoL) and Booth Level Officer (BLO) Study has been extended to the city of Patna – leading to findings that there are significant systematic lapses in the way BLOs function, which result in errors on the voter list. These reports have been widely circulated among key stakeholders such as the Election Commission of India (ECI), all Chief Electoral Officers (CEOs) and academia. In 2015, we released the following reports:

- [Survey](#) on Quality of Delhi's voter lists
- [Report](#) on the survey conducted in the city of Patna on quantifying the errors on the city's voter lists
- [Report](#) on the role of Booth Level Officers (BLOs) in Voter List Management, more specifically on how addresses are captured and stored by them.

CHALLENGES & SOLUTIONS

Language and format of voter lists

As part of our voter list management program, we undertake extensive analysis of voter lists. The format and language of the lists is not standardized across India which means the mining of data from the lists has to be re-configured for each new list. Where full download of data from the list is not possible without lengthy manual intervention, samples of citizens have been taken from the voter list for analysis instead.

High quality interviewers for field research

Finding high-quality, experienced interviewers for field research has proven to be a challenge. To address this, extra trainings, extensive mock-interviews and additional quality assurance activities of field staff are now incorporated in every new project plan and timetable.

Partnerships and Associations

◀ [Click here to go back to programmes](#)

PARTNERSHIP AND ASSOCIATIONS

CORPORATE CITIZEN ENGAEMENT



Charities Aid Foundation, India in partnership with Accenture has been implementing a project on skill building known as "Skills to Succeed" for the underprivileged at the grass root level through NGOs. Janaagraha was a part of this project along with 24 other NGOs.

CORPORATE CITIZEN ENGAEMENT



Janaagraha in association with British Deputy High Commission Bengaluru organized a roundtable conversation on 'City Economy, Infrastructure and Planning' with Fiona Fletcher-Smith Executive Director of Development, Enterprise and Environment office of Mayor-Greater London Authority. The event was attended by K J George, Hon'ble Minister for Bengaluru, MLAs and key Government officials from Bangalore, including Heads of Civic agencies and urban departments.



Volunteers from Dell along with Bala Janaagraha students participated in an activity called "Growing Saplings in bottles". It is a Do It Yourself (DIY) activity focusing on the concept of re-use.



Janaagraha was invited at the NGO Partners' Meet hosted by Mindtree. Like-minded organizations came together on a common platform to form synergies and reach out to many more people in need.



Janwani collaborated with Janaagraha for a comparative analysis of Pune with other Indian cities. The findings were presented at an event at the Maharashtra Chamber of Commerce, Industries and Agriculture, Pune

Collaborations



Bala Janaagraha collaboration with AIF

Bala Janaagraha collaborated with the American Indian Foundation (AIF) for the second consecutive year to provide a fun-filled knowledge platform for 40 students from India and the USA.

Collaborations



MyCityMyBudget collaboration with Jana Pragati Centres

MyCityMyBudget collaborated with Jana Pragati Centres (Janalakshmi) to reach out to the urban poor groups. Most of the urban poor in the city do not have access to platforms or channels for participation in local governance. The partnership with Jana Pragati Centre has given the campaign an opportunity to reach out to this section of the citizenry.

Collaborations



MoU with Department of Local Self Government, Rajasthan

A Memorandum of Understanding has been signed between Janaagraha with the Department of Local Self-Government, Government of Rajasthan to collaborate on Accounting and Auditing Reforms and Municipal Staffing reforms.

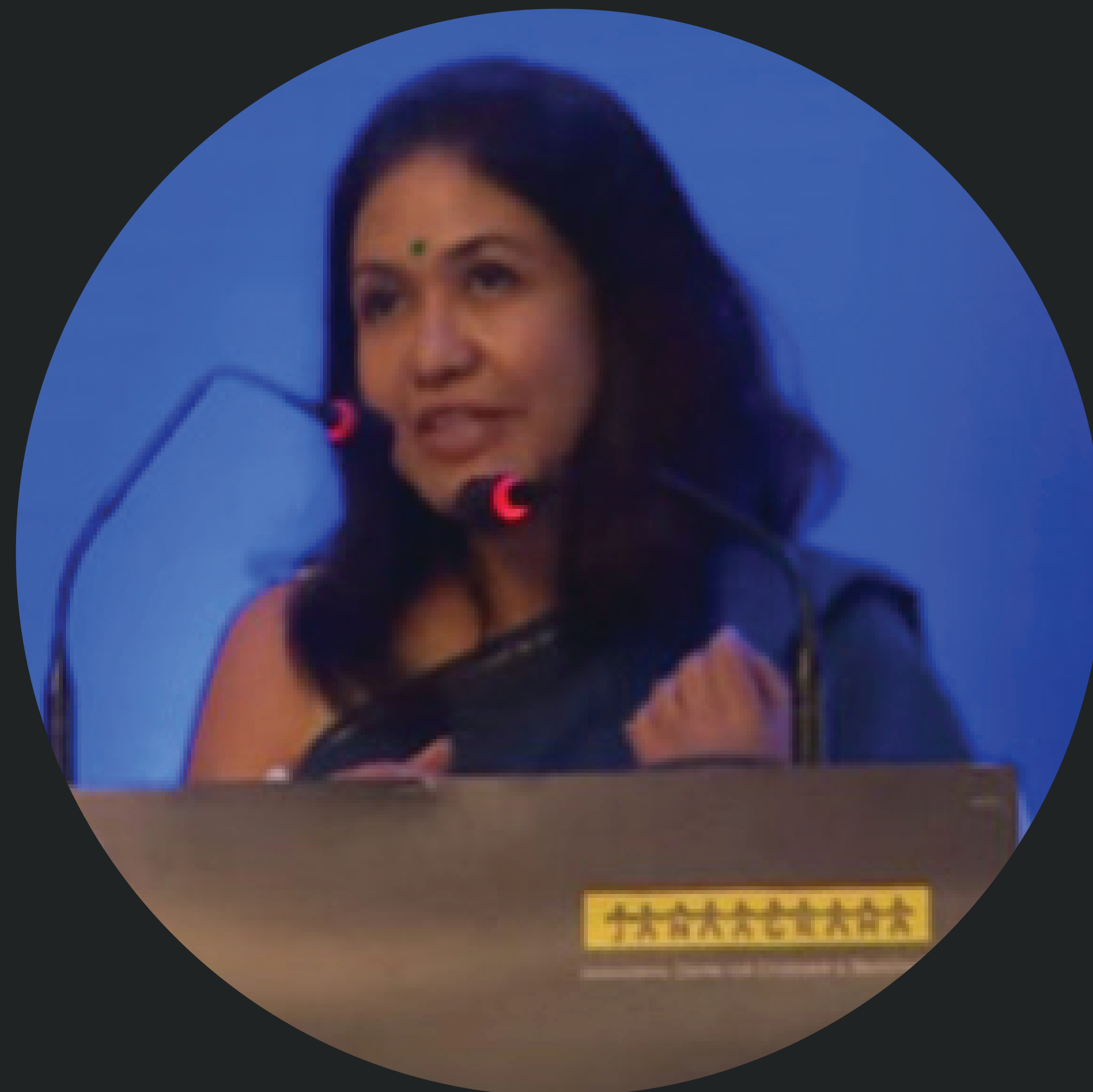
Collaborations



MoU with Government of Delhi

A Memorandum of Understanding has been signed between Janaagraha and the Government of Delhi for implementation of participatory budgeting through 3000 Mohalla Sabhas to catalyze citizen participation on neighbourhood issues.

VOICES OF SUPPORT



Vidya Shah
CEO- EdelGIVE Foundation



Amitabh Kant
CEO- NITI Aayog



N.R. Narayana Murthy
Founder, INFOSYS

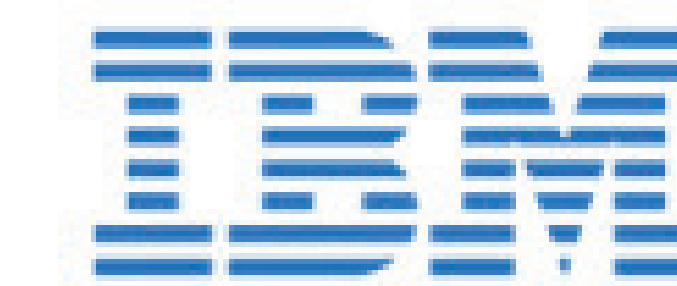


Vanitha Narayanan
Managing Director,
IBM India Private Limited



Roland Meinardus
Regional Director(South Asia),
Friedrich Naumann Foundation for
Freedom(FNF)

OUR DONORS





THE WAY FORWARD

Janaagraha has adopted the Learning Organization framework to create a seamless integrated system that brings together our virtues of shared vision, systemic thinking and team learning as core behavioural attributes for the organization. This will reflect through a slew of projects that would accelerate the embedding of these attributes into the thinking and work culture. We are glad that much of this work is underway and is setting us up well to leap into the coming year with greater clarity and purpose.

Each of our programs is seeing growth in small and big ways. Some are patiently chipping away at reintroducing new ways of thinking and working in government while others are leveraging opportunities in the ecosystem to drive greater impact. Across the three clusters of Civic Learning, Civic Participation and Advocacy there are key milestones that will be the drivers for greater impact in the coming year.

Bala Janaagraha will look to stabilize its operations by focusing on process and quality, but importantly by initiating work to include the civic learning curriculum into the national syllabus. I Change My City our online civic participation platform has witnessed critical milestones this year. Janaagraha signed a Memorandum of Understanding with the Ministry of Urban Development to create the 'Swacchata' application for the Swachh Bharat Mission. The app IChangeMyCity will empower citizens to report complaints, track the time taken for redressal towards holding city government to account. We are also looking to launch ICMYC in Mumbai.

The Community Policing program has created a new way of engaging citizens in neighborhood security and is right now looking at another 7 new police station under its total ambit of 18. MyCityMyBudget will ride on its pilot run to scale citizen engagement in the city budget through increased social media and on ground community mobilization by holding Ward Sabhas and running a city wide budget campaign.

The A & R team is excited to be working closely with the NITI Aayog, the premier policy 'Think Tank' of the Government of India, in drafting a 15 year Vision Document for Urban Transformation, to be accompanied by a 7 year Strategy and a 3 year Action Plan. It is a great opportunity to advocate the City Systems Reforms at a level that would potentially impact the entire country in real and tangible ways.

All in all we are set to take big strides in the coming year across all our initiatives. It also happens to be the 15th year of Janaagraha and we look forward to re-igniting the cause of active citizenship that has brought us all together on this mission.

AUDIT REPORT

**Deloitte
Haskins & Sells LLP**

Chartered Accountants
Deloitte Centre
Anchorage II
100/2 Richmond Road
Bengaluru - 560 025
India

Tel: +91 (080) 6627 6000
Fax: +91 (080) 6627 6013

FORM NO. 10B
[See Rule 17B]

**Audit Report under section 12A(1)(b) of the Income-tax Act, 1961 in the case of
charitable or religious trusts or institutions**

We have examined the Balance sheet of **Janaagraha Centre for Citizenship and Democracy** ("the trust") as at **March 31, 2016** and the Income and Expenditure Account for the year ended on that date which are in agreement with the books of account maintained by the said trust. These financial statements are the responsibility of the Trust's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with the auditing standards generally accepted in India. Those Standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audit provides a reasonable basis for our opinion.

We have obtained all the information and explanations, which to the best of our knowledge and belief were necessary for the purposes of the audit. In our opinion, proper books of account have been kept by the head office ~~and the branches~~ of the trust visited by us so far as appears from our examination of the books and proper returns adequate for the purposes of audit have been received ~~from branches not visited by us~~ subject to the comments given below :- **NIL**

We conducted our audit in accordance with the auditing standards generally accepted in India. Those Standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audit provides a reasonable basis for our opinion.

We have obtained all the information and explanations, which to the best of our knowledge and belief were necessary for the purposes of the audit. In our opinion, proper books of account have been kept by the head office ~~and the branches~~ of the trust visited by us so far as appears from our examination of the books and proper returns adequate for the purposes of audit have been received ~~from branches not visited by us~~ subject to the comments given below :- **NIL**

In our opinion and to the best of our information, and according to information given to us, the said accounts give a true and fair view:-

- in the case of the balance sheet of the state of affairs of the trust as at March 31, 2016.
- in the case of the income and expenditure account, of the excess of income over expenditure of its accounting year ended on March 31, 2016.

The prescribed particulars are annexed hereto.

For **Deloitte Haskins & Sells LLP**
Chartered Accountants
Firm's Registration No. 117366W/W-100018

S. Ganesh
Partner
Membership No. 204108



Place : Bengaluru
Date : September 23, 2016

Receipts & Expenditure Account

(For the period ended 31st March 2016)

**Janaagraha receives very valuable in-kind contributions from various donors. However, for the purposes of financial reporting, we have included only software and hardware receipts, whose values have been fully certified by our auditors. For specific details of our contributions, kindly refer to ‘Notes to Accounts’ in the audited financial statements.*

Receipts	Amount in Rs.
Donations	70,245
Project Specific Donations	11,519
Other Income	12,882
Certified In kind	51,365
Total	146,011

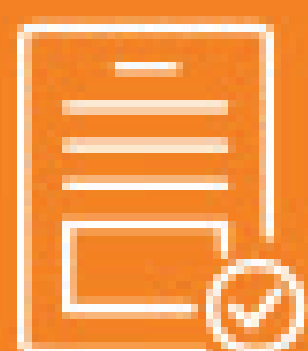
Expenditure	Amount in Rs.
Civic Learning:	
Bala Janaagraha	50,365
Civic Participation:	
Community Policing	10,753
Jan Sabhas/Participatory Budget	9,248
ichangemycity.com	35,726
ipaidabribe.com	5,642
Janayukta	2,667
Advocacy & Reforms	
Advocacy	10,592
Reforms	268
Research & Insights	
Research	7,308
Proof	4,563
Open Works	7,517
Planning & Development	
Development	13,410
Marketing & Communications	
M & C	7,459
Depreciation	2,209
Certified In kind	59,134
Excess of Receipts over expenditure	12,106
Total	238,966



Audit report - Form 10



Notes and balance sheet



Balance Sheet



Receipt & Payment Account



Income and Expenditure Account



JANAAGRAHA CENTRE FOR CITIZENSHIP & DEMOCRACY

UNI Building, 4th Floor, Thimmaiah Road, Vasanth Nagar,
Bengaluru-560052, Karnataka, India

Phone: +91-80-4079-0400 Fax: +91-80-4127-7104

CONNECT WITH US

