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16th September 2020

Sri B. S. Yediyurappa
Hon'ble Chief Minister
& Minister in charge of Bengaluru Development
Vidhana Soudha
Bengaluru 560001

Dear Sir,

Subject: Our Updated Suggestions for Governance & Community Participation aspects for consideration in New BBMP Bill/or as Amendments to KMC Act

Greetings from CIVIC Bangalore! We hope you will consider the following comments/suggestions favourably and get them included in the New BBMP Bill or, preferably, as Amendments to the KMC Act itself:

I Specific recommendations on the New BBMP Bill

1. The government should get new BBMP Bill published on Law Dept., UDD and BBMP Websites. The Government should conduct wide public consultations before finalising the New BBMP Bill.
2. Amendments should be made to KMC Act itself rather than bringing new Bill for BBMP alone. Instead of cutting and pasting so many provisions from the KMC Act 'as is where is' and also causing so much of dilution by omitting so many sections in the new BBMP Bill, only the good provisions that are needed should be brought in through an Amendment to the KMC Act itself, and make them applicable to all municipal corporations that cross a population of, say, 10 lakhs, such as Mysuru and Hubballi-Dharwad, so that all municipal corporations benefit from the good provisions.
3. Whatever new provisions are brought in should help to solve Bengaluru's following problems; otherwise there is no need for a Bill for Bengaluru
 - a. Reduce increasing inequality between the rich and poor; provide decent employment and housing to all;

- b. Make Bengaluru's and all other municipal corporations' development ecologically sustainable; reduce pollution of air, water and soil; make Bengaluru/all municipal corporations garden cities;
 - c. Allow BBMP/all municipal corporations to be truly local self-governments without control and taking over of municipal council's functions by the State government, MLAs and MPs;
 - d. The Constitutionally-mandated Metropolitan Planning Committee should be made truly functional and be the true planning body for BBMP and all municipal corporations which cross 10 lakh population;
 - e. All functions necessary to ensure "Planning for Economic Development & Social Justice" which is the chief function of municipalities as per the Nagarapalika Act to be devolved to BBMP/ULBs;
 - f. Bring all multiple parastatals/agencies which are answerable to the State government, such as BWSSB, BMTC, BESCOM and BDA under the MPC /BBMP;
 - g. Curb multiple agencies handling same functions, like those for preservation of lakes; Create umbrella bodies under the MPC, such as an Urban Poverty Management Cell, Integrated Water Management Authority and Urban Mass Transport Authority to oversee and coordinate functions of current multiple agencies;
 - h. Bring in provisions to prevent corruption in BBMP/all municipal corporations by having a Municipal Regulatory Authority and Municipal Ombudsman/Municipal Vigilance Authority;
 - i. Bring in Single-Window Information, Grievance and Service Centre in every ward with weekly Janaspandana to get citizens their entitlements and their grievances resolved at their door-step.
4. MLAs and MPs should not be members of the BBMP Council and anyway should not have voting rights.
 5. Coherence needs to be brought between Bills drafted by National Law School and the New BBMP Bill.
 6. Implementation of KLFAFR Act is desirable for all municipal corporations and not just Bengaluru.
 7. Colonial powers of Chief Commissioner should be discontinued and Mayor given executive powers along with Mayor-in-Council system.
 8. An elected representative should be chosen to head Zonal Committees and not Zonal Commissioners
 9. Recommendations of Ward Committees should be compulsorily implemented and should not be treated as merely advisory.
 10. Every Polling Booth Area should be notified as 'Area' for Area Sabha.
 11. Provisions of Street Vendors' Act should be included in the Bill.
 12. Solid Waste Management should not be outsourced to contractors.
 13. Guidelines for constitution of Ward Committees needed.
 14. Limiting total number of wards to 225 is a hurdle. Instead, the maximum area and the maximum population of a ward should be fixed.

II. Our General Recommendations for legislation for better governance and citizen participation in BBMP/ULBs (in addition to what is there already in the KMC Act/new BBMP Bill

1. Devolve 3Fs – funds, functions and functionaries – dealing with Urban Planning, Water Supply & Sewerage, Food Security, Early Childhood Care & Education (ECCD) of 0-6 year-old children, primary health, primary education, slum development, poverty alleviation and labour law implementation to BBMP/ULBs.
2. Evolve formula for sharing of taxes between the State and BBMP/ULBs commensurate with functions devolved to ULBs.
3. Transfer powers from State government to the State Election Commission to determine ward boundaries, rotation of reservations and to notify regular elections.
4. The Metropolitan Planning Committee should be the body to prepare the Master Plan for Bengaluru. BDA should be the technical wing of the MPC.
5. Regular trainings need to be given to all Corporators, Ward Committee and Area Sabha representatives, civil society organisations and also to members of the public on the letter and spirit of the 74th Constitutional Amdt. (74th CA), Ward Committee and Area Sabha Rules and other emerging issues on local self-government to enable them to function effectively.
6. There needs to be an Information & Statistics Committee at ward-level which will collect the necessary data and create a:
 - a. Ward Human Development Index with information on life expectancy, literacy, income levels; IMR, MMR, malnourishment and nutrition status, out-of-school children, number of employed & unemployed persons, BPL lists, eligibility lists for old-age, widow, physically-challenged pensions, etc.
 - b. Ward Social Infrastructure Index to indicate number of PHCs, schools, anganwadis, day-care centres for 0-6 children per population and their status, workers' facilitation and service centres, workers' and migrants' social rental housing, community kitchens, night shelters for the homeless, etc.
 - c. There also need to be:
 - a. Ward Physical Infrastructure Index
 - b. Ward Assets & Resources Register
7. The Ward Committees should prepare a 5-year ward vision plan as per a Performance Management System (PMS) **based on human development and social infrastructure outcomes at ward level to meet the Sustainable Development Goals (SDGs)**. Targets need to be set and outcome indicators developed for measuring these. Monitoring and review need to be based on

performance on those indicators. The Area Sabhas need to be involved in setting targets and reviewing municipal performance.

8. A Ward Finance Committee should look after ward-level finances.

Ward Committee constitution and functions

9. Ward Committees should be constituted in all municipal corporations within one month of announcement of results of ULB elections.
10. All Area Sabha Representatives should be members of the ward committee representing their areas.
11. 10 nominated ward committee members shall be selected by various interest groups themselves.
12. The following persons representing civil society who are registered as voters in the electoral roll of the ward concerned should be eligible for selection as the other 10 members of the Ward Committee. Each group shall decide amongst themselves who will represent them on the ward committee, unless it is an ex-officio position for President/Secretary of an organisation.
 - a. A president / secretary representing a registered Residents' Welfare Association in the ward;
 - b. A member of a registered Tax Payers' Association / Rate Payers' Association in the ward;
 - c. A president / secretary of a slum-level federation of a slum;
 - d. A representative of a women's self-help group/federation in the ward;
 - e. A member of a registered association / institution / institute / body or organization / Non-Governmental Organization (NGO) / Mahila Mandali / Trade Union / Chamber of Commerce / Trade association / Vendors' association / housing cooperative / apartment-owners' association / etc. in the ward;
 - f. A representative of the Bal Vikas Samitis of anganwadis / the School Development & Monitoring Committees of government schools/ Arogya Raksha Samitis of the PHCs/hospitals in the ward / Neighbourhood Committee or Community Development Society under SJSRY / vigilance committees of ration shops;
 - g. Any other distinguished citizens from the ward with a record of service.
13. Note: Persons representing the associations, organizations, institutions etc. mentioned in this rule are eligible for election / nomination as members of a Ward Committee, provided the said bodies are registered one year prior to the date of nomination.
14. All ward-level officials of the municipal corporation shall be ex-officio members of the ward committee and attend all meetings mandatorily.
15. The concerned jurisdictional officials of the water board, ESCOM, city bus transport corporation, city police, slum board, social welfare dept., food inspector, labour inspector and HMs of primary schools, anganwadi workers and PHC doctor should attend the ward committee meetings whenever they are called upon to do so.

16. Appointment letters and ID Cards should be given to all ward committee members and Area Sabha representatives.
17. Permanent meeting place with appropriate infrastructure, secretarial support and adequate budget should be provided for conducting Ward Committee and Area Sabha meetings.
18. Each member of the ward committee can be allocated different portfolios depending on his expertise and interest.
19. Ward committee members holding particular portfolios, such as for solid waste, roads and drains, education, health, etc. could be federated at the city level to constitute a city-level forum on that particular subject and have consultative status at city-level on that subject before policy decisions regarding that domain are taken.
20. Sub-committees can be formed under each of these ward committee members with a particular portfolio. Interested citizens can be co-opted to serve on these sub-committees under each ward committee member, for instance on:
 - a) PDS
 - b) Labour, skill training, livelihood and social security
 - c) Water, sewerage and solid waste management
 - d) transport, roads and drains
 - e) health, education, ECCD
 - f) poverty alleviation and housing
21. An exclusive officer called Ward Chief Executive Officer (Ward CEO) should be appointed as Ward Secretary dedicated to the Ward, who is higher in the hierarchy than the ward-level officers of health, revenue, engineering and other departments he has to direct. He shall be entrusted with the responsibility for conducting all Ward Committee meetings and coordinating Area Sabha meetings and ensure follow up action.
- 22. Develop a Citizen Information System at Ward Committee level.**
- 23. Set up **Information and Facilitation Centres** in every ward for providing information and registering and handling grievances (*Details given below under Suggested Rules*)**
24. Ward committees should make available at ward level all items of information about the ward, minutes of ward committee meetings, details of properties, revenues collected, ward budgets, accounts, programme of works, work orders, bills, vouchers, muster rolls, etc., at a Digital Information Kiosk, or be either available for scrutiny at ward office or displayed on notice board.
25. All suo motu [RTI 4(1)(b)] information to be available in the form of booklet/pamphlet, etc. at ward office.

26. An inventory of municipal/government assets/properties to be available at ward office and marked on ward map at ward office.
27. Information on and application forms of all government schemes should be available at the Information & Service Centres at ward level and given to Area Sabha and Ward Committee Members to enable them to share them with the people.
- 28. Janaspandana or Grievance Redressal** meetings by the Ward Committee members to be held monthly for hearing grievances and following up on the status of their redressal. ***(Details given below on Suggested Rules)***
29. Ward committees and Area Sabhas need to be given powers to get all information on projects planned for their areas as per Section 4 of the RTI Act, take decisions regarding the use of ward's properties and resources, give consent to projects planned in their ward, plan, prioritise and budget for their Areas/Wards, hold officials accountable and monitor all works.
30. The Area Sabhas and Ward Committees should serve as platforms and conduits for providing an opportunity to every citizen to participate in discussions on issues before the municipal council, the CDP of the city and the city's budgets and fiscal plans under the Karnataka Local Fund Authorities' Fiscal Responsibility Act. The opinions gathered from the Area Sabhas should be collated at Ward Committee level and sent to the Council, where the opinions from all the wards are collated.
31. The Area Sabhas and Ward Committees need to discuss and give their opinions on decisions being taken at city level, for instance on mega-infrastructure projects, loans from IFIs, global tenders being floated, privatization policies, etc.
32. For those projects, which require environmental clearances, public hearings, land acquisition, privatization of services, displacement of residents, zoning changes, the ward committee and area sabhas shall receive detailed project reports, including their cost-benefit analyses, environment and social impact assessment reports, survey details of affected persons from the neighbourhood, etc. The ward committee/area sabhas shall be given one to 3 months' time to give their opinion.
33. Supervision and monitoring of poverty alleviation schemes, slum development and rehabilitation schemes, ration shops, anganwadis, primary health centres, primary schools, welfare department activities, to be devolved to Ward Committees.
34. On urban poverty alleviation, the ward committee shall ensure: that there are no homeless persons, that all eligible are provided social security, that there are adequate skill training

facilities and credit facilities at low interest rates, wage-employment on municipal works for all those unemployed; implementation of all labour laws.

Ward committee finances

35. Funds to Wards shall be released in a financial year only when the mandated number of statutory meetings of Area Sabhas and Ward Committees have been duly held in the previous financial year and after receiving recommendations for development works from respective Area Sabha and Ward Committees as per stipulations.
36. The Corporation shall allocate forty percent of the amount earmarked in the annual budget as untied funds to the ward committee for works of its choice for urban services namely, sanitation, drainage, water supply, roads, street lighting, parks and markets, schools, anganwadis, hospitals, etc.
37. The Corporation shall allocate funds to the Ward Committees for every quarter to enable them to take up maintenance works in respect of the functions entrusted to them.
38. 0.5% of the budget allocated to the Ward can be used for conducting meetings and facilitating greater transparency and accountability in the implementation of public programmes implemented in the Area/Ward.

Preparation of Annual Report

39. The Ward Committee shall prepare an annual report on the functions, powers and activities performed by it by the end of June of the succeeding year.

No confidence motion

40. Chairmen/ward councillors not conducting mandatory monthly ward committee meetings or violating any other laws shall be removed/disqualified from holding office by a vote of "no confidence" by a majority of the ward committee members or by "no confidence" vote of 51% area sabhas.
41. Members of the Ward Committees and Area Sabha Representatives who do not attend three consecutive meetings without prior notice and valid reasons shall be disqualified from the membership. Commissioner of the municipal corporation shall fill such vacancies immediately following due process from among residents from the respective ward who have displayed service-mindedness and have clean image and reputation.

Area Sabhas

Population criteria for division of ward into areas

42. Every Polling Booth Area with a maximum of 1,000 to 1,200 voters shall be declared an Area for the purpose of notifying Area Sabhas.
43. There shall be a committee consisting of Area Sabha Representative, a secretary and a treasurer to carry out the functions of the Area Sabha and be accountable to the Area Sabha.

Selection of Area Sabha Representative

44. The Area Sabha Representative (ASR) should be elected by the Area Sabha, as suggested in the Model Nagararaj Bill (Model Community Participation Law circulated by the Union Ministry of Urban Development) to make him accountable to the people. Being nominated by the councilor or officials, the ASR will not be accountable to the people of the area but only to those who nominated him.
45. As noted in the Model Community Participation Law circulated by the Union Ministry of Urban Development, ASR should be a member of the ward committee and represent his area and have voting rights.
46. The ASR should be a non-political person elected on non-party basis as in Gram Panchayat elections. The candidates should not be former councilors or defeated candidates and not belong to any political party but should be a citizen with a record of service-mindedness.
47. If ASR is to be nominated, there should be a selection committee consisting of councillor, women, and SC/STs to recommend the name of the Area Sabha Representative to the Corporation.

Functions of Area Sabha:

48. Area Sabha to be entrusted with the following functions:-
 - a. Area sabhas shall plan, prioritise, monitor, and social audit all works.
 - b. To generate proposals and determine the priority of developmental programmes to be implemented in the area and forward the same to the Ward Committee;
 - c. To identify the most eligible persons for beneficiary oriented schemes as per guidelines of the Government and prepare a list of beneficiaries in the order of priority and forward the same to the Ward Committee. Their decisions shall be final.
49. The Area Sabha shall be consulted on: allowing/disallowing any commercial or industrial activity or any land use conversion or acquisition of any land, and if yes, on what terms and conditions; on deciding the public purpose for which land is being acquired; on allowing/disallowing removal of a slum /displacement until those being removed are resettled; on getting all encroachments removed from public land; on the use of all natural resources in its jurisdiction, such as land, CA sites, water, lakes, etc.

Meetings of the Area Sabha

50. All proceedings of the Area Sabha must be entered on to a web portal developed by the State Government at the end of the Area Sabha and no later than 48 hours. All proceedings must be drafted in the local language and must be available in the Ward Office for open and free public access.

Social Audit by Area Sabha

51. All elected members of the Ward, staff involved in implementing the schemes operational in the Area, staff of NGOs, SHGs and disbursing agencies shall be present at the Area Sabha and respond to queries during social audit of schemes (Audit of Scheme Rules, 2011).

52. Area Sabha shall provide a platform to all to seek and obtain further information and responses from all entities and functionaries involved in the implementation of public programmes in the Area. It will also provide a platform to any person who has any contribution to make and relevant information to present (Audit of Scheme Rules, 2011).

53. Agenda of the Area Sabha should include review and compliance on transparency and accountability, fulfilment of rights and entitlements of residents and proper utilization of funds (Audit of Scheme Rules, 2011)

Functions of the Secretary:

54. Prepare the Citizens Charter of the Ward Committee which will include parameters and standards for delivery of entitlements and shall enlist the entitlements to be delivered by the Ward Committee, definitive standards for their delivery, qualitative and quantitative parameters including time limits and other aspects, in a manner that the beneficiary is made known all aspects relevant to the enforcement of the entitlement.

55. Shall be responsible for mandatorily disclosing all information related to the ward committee, and its decisions and implementation of public programmes in the Area, in the public domain, as is mandated under Section 4, RTI Act.

56. Facilitate Social Audit of all schemes implemented in the Area/Ward such that no entity / functionary involved in the implementation of the programme is a part of the social audit.

57. There need to be secretariats for each Ward Committee and Area Sabha providing computer and secretarial support.

III. Suggestions on Rules for Citizen Participation Aspects

Procedure for election / nomination as a member of the Ward Committee:

1. If election procedure is adopted for Area Sabha Representatives (ASRs) to sit as members of the ward committee, they shall be elected along with the councillor of the ward following the same procedures as for election of the councillor.
2. If nomination procedure is adopted for ASRs, the Commissioner or an officer authorized by the Commissioner shall, within thirty days from the date as may be notified by the Government in the Karnataka Gazette, issue a notice calling for applications from the eligible persons duly furnishing the eligibility criteria, qualifications, disqualifications and method of nomination etc. for nomination as members of the Ward Committee by giving wide publicity in the newspapers, through auto-rickshaw announcements and notices at ward offices giving fifteen days' time for submission of applications;
3. After receipt of applications for nomination, they shall be scrutinized for eligibility by the Commissioner or an officer authorized by the Commissioner within seven days from the last date of receipt of applications, who shall prepare a list of eligible applicants;
4. The list of eligible persons shall be displayed on the notice board of the ward office and objections to the names called for from the public within seven days.
5. The list of eligible applicants and the objections received shall be placed before a Selection Committee consisting of distinguished citizens of the city who shall select the names of the ward committee members from the list.
6. The approved list of nominated members shall be gazetted within next seven days.

Publicity for spreading awareness about the AS and WCs

7. Ward-wise publicity shall be given about the constitution and working of the Area Sabhas and Ward Committees in the following manner within one month of their constitution:
 - a) Mobile audio publicity using autos
 - b) Posters, slides, booklets and handbills in different languages
 - c) Newspaper advertisements and notifications.
 - d) Door-to-door campaigns
 - e) Public meetings & awareness sessions.
 - f) Announcements in masjids, temples and other places of worship
 - g) Wall paintings
 - h) Local TV channels
 - i) Weekly updation of the municipal corporation website
 - j) Monthly newsletter of the municipal corporation giving updates of all meetings conducted, development work initiated and meetings and plans for the coming months.
 - k) List of committee members, duties and functions of Area Sabhas and Ward Committees should be displayed in ward offices and other public places.

Development of a Citizen Information System for Ward Committee

8. The State Government shall establish a public, multi-tiered, end to end information system, to be known as the Citizen Information System, consisting of web and offline mechanisms of mandatory collection and disclosure of information applicable to all aspects of the implementation of these Rules. Different aspects of these rules shall be administered in real time through a web-portal as a part of this information system. The state government shall by Rules prescribe detailed guidelines regulating the information sharing and management.
9. The Municipal Corporation shall notify and give wide publicity to its Citizen's Charter through its official website, media, printed booklets and prominent displays in the offices concerned and place before the Municipal Corporation Council for its information.
10. Ward committees shall notify and give wide publicity to Municipal Corporation services coming under SAKALA scheme and Municipal Corporation Citizens' Charter through their official ward website, e-information kiosks, media, booklets to be available at ward offices and prominent displays in the ward offices concerned.
11. Every Ward Committee shall provide the following information:
 - a) The Citizens Charter, the Job Chart and the Expenditure and other statements under Section 4 of the RTI Act, shall be widely disseminated to the public, including through public announcements, print and electronic media, radio, internet and any other means of communication.
 - b) a convenient and real-time facility for any individual to file any application, complaint or appeal under this Act, tracking of proceedings, obtain access to reports, orders and such information relating to redress of grievance; and
 - c) a repository on Social Audits.

Setting up of Single-Window Information and Facilitation Centres in every ward

12. The State Government shall establish a Centre in every Municipal Ward to be known as the Information and Facilitation Centre.
13. The State Government shall ensure that every Centre-
 - a. is adequately equipped with electricity, computers, internet connectivity and such utilities and amenities as may be necessary;
 - b. is well connected to network of emergency helplines, call centres and such other tracking platforms; and
 - c. has information desks and kiosks to provide reasonable assistance for the public.
14. Every Centre shall serve as a repository for obtaining any information and facilities under this Act.

15. The Centre shall not charge any fee for the services provided by it.
16. The State Government shall, on the recommendations of the Ward Committee, appoint a functionary, to be called Information and Assistance Provider, and notify such number of officers and staff to render services and assistance to be provided at the Centre under this Act. Provided that at least half the officers attached to a Centre shall be women. Provided further that at least half the officers belong to Scheduled Caste and Scheduled Tribe.
17. The Information and Assistance Provider, subject to any regulations as may be specified in this regard, shall-
 - a. accept applications for various schemes of various departments, register complaints and appeals relating to any grievance under this Act received in writing, by post, through email, telephone or any other means as may be specified, within 24 hours from the date of receipt;
 - b. accept requests for accessing information under this Act received in writing, by post, through email, telephone or any other means as may be specified;
 - c. acknowledge by receipt any application, complaint, appeal or request made under this Act, by post, email, telephone or any other means as may be specified;
 - d. transmit the application, complaint, appeal or request to the appropriate functionary under this Act, electronically or any other means as may be specified;
 - e. provide all necessary assistance to a person for filing an application, complaint, appeal or request under this Act;
 - f. render assistance in tracking applications and grievances under this Act; and
 - g. maintain and furnish copies of the Social Audit Reports.

Meetings of ward committees

18. All ward committee meetings shall be held on the first Saturday of every month barring any holidays that may fall on the first Saturday in which case, they shall be held on the third Saturday of the month.
19. Notices of the ward committee meetings shall be sent to each committee member seven days in advance and his/her acknowledgement obtained in writing.
20. The notice shall be displayed prominently in front of the ward office through a banner and also affixed on the notice board of the ward office and all other government offices in the ward. Publicity through mobile auto-rickshaw with loudspeaker shall be given.
21. No business shall be transacted at a meeting unless there be present at least one-half of the total members then on the Ward Committee.
22. If within half an hour after the time appointed for a meeting a quorum is not present, the meeting shall stand adjourned, unless all the members present agree to wait longer.
23. If chairperson of the ward committee is absent, any other member of the ward committee shall be selected to chair the meeting so that the meeting is not adjourned due to absence of chairperson.

24. The entire proceedings of the Area Sabhas and Ward Committees should be videographed / photographed to show attendance and resolutions passed.
25. Invitation to media should be extended to cover meetings. Local TV Channels can be approached to give coverage of meetings.
26. The Secretary of the Ward Committee shall attend all meetings of the Ward Committee.
27. All ward-level officials of revenue, health, engineering, solid waste, town planning, welfare, horticulture, etc. and of BWSSB to attend the meetings of the Ward Committee mandatorily. Disciplinary action shall be taken against officials absenting themselves without reasonable excuse.

Procedure for transaction of business of the Ward Committee

28. All elected members of the Ward, staff involved in implementing the schemes operational in the Area, staff of NGOs, SHGs and disbursing agencies shall be present at the Ward Committee meeting and respond to queries (Audit of Scheme Rules, 2011).
29. Ward Committee meeting shall provide a platform to all to seek and obtain further information and responses from all entities and functionaries involved in the implementation of public programmes in the Area. It will also provide a platform to any person who has any contribution to make and relevant information to present (Audit of Scheme Rules, 2011).
30. Agenda of the Ward Committee meeting should include review and compliance on transparency and accountability, fulfilment of rights and entitlements of residents and proper utilization of funds (Audit of Scheme Rules, 2011).
31. The Ward Committee Meeting must be held in a public place of the area with adequate space to seat all those who want to participate.
32. It shall be the responsibility of chair of the Ward Committee to ensure that all requirements for the smooth functioning of the hearing such as shade, water, recording, mike, stationary, desks etc., are met. Everyone wishing to attend the Ward Committee Meeting should be welcome and be able to speak free of intimidation during the time assigned to the public.
33. The Ward Committee Meeting will be open to the public and all proceedings will take place on the mike so that all present can observe and participate.
34. Provided that the Chairperson may, and at the request of the Ward Committee shall, in any particular case, for reasons to be recorded in minutes book kept under Rule 22 direct that any person shall withdraw from the meeting.

'Janaspandana' or Grievance redressal by the Ward Committee

35. Citizens whose applications under various schemes have not been processed within time-frames and citizens with any other grievances shall be enabled to submit their grievances at the Information and Facilitation Centres daily between 9AM and 11AM. They shall receive an e-acknowledgement with unique tracking number and be asked to appear for a hearing on the next Ward Committee meeting day.

36. The ward committee shall review during its monthly meeting all grievances registered at the Information & Service Centre and the delivery of services within the time limit and as per the standards stipulated under SAKALA and in the Citizens' Charter giving the complainant citizen or applicant a Right to be Heard.
37. If the stipulated timeframes for service delivery or redressal of grievance is not adhered to, compensation would be paid to the applicant at Rs.50/- per day in case of services of Revenue, Engineering and Health Sections, and Rs.100/- per day in case of services of Town Planning Section by the Municipal Corporation towards loss of valuable time of the applicant. This compensation will be recovered from the person who delayed the service delivery.
38. The Ward Committee meeting will serve as a forum for registering fresh grievances and following up on the status of its redressal on a monthly basis.
39. Citizens willing to register grievances in writing shall be given an opportunity to do so on the day of the Ward Committee Meeting at a designated time prior to the meeting. Each grievance submitted on the day of the Ward Committee Meeting will be acknowledged with a dated acknowledgement receipt. The implementing agency will present the status of redress of the grievance in the next Ward Committee Meeting.
40. For grievances registered in the previous Ward Committee Meeting, the implementing agency shall give their preliminary response and statement on the status of the grievance.
41. For those matters where a final decision has been taken, the Department concerned will announce the decision publicly. The complainant will be provided an opportunity to respond. The proceedings will be recorded in the minutes. An Action Taken Report will be provided in writing to the applicant.
42. Complainants may choose not to attend the Ward Committee Meeting. However all applications will come up for consideration in the meeting. In such a situation where the complaint is not present, the complaint will be read out and addressed by the department concerned. The meeting will take into account material presented with the complaint and information available with the department and ensure that the matter is publicly discussed.

Ward Planning, budgeting and social audit by Ward Committees

43. The Ward Committee must specify a Plan of Expenditure at the first Ward Committee Meeting for approval in respect of the financial year which shall include—
 - a) sanctioned budget and actual amount received in the previous financial year;
 - b) sanctioned budget for the present financial year;

c) the breakup of allocations made to functions and activities of the public authority, including programs, schemes and policies.

44. The Ward Committee will consolidate the works to be taken up as per prioritised plans submitted by Area Sabhas, approve it and forward the list of works to the Commissioner for his information. The works taken up by the Ward Committee shall not exceed the budget allocation made by the Corporation to the ward.

45. Ward Committee meeting will conduct a social audit of all expenses incurred in the Ward in the previous financial year. The norms of the social audit will be as per the Auditing Standards of Social Audit laid down by the Comptroller and Auditor General of India.

Record of proceedings of ward committees

46. The minutes of the proceedings at the meeting of the Ward Committee shall be drawn up and entered in a book kept for that purpose and shall be signed by the Chairperson. The said minutes shall, at all reasonable times and without charge, be open for open and free public access at the Ward Committee office for the inspection of any person in the area of the Ward Committee.

47. All proceedings must be entered on to a web portal developed by the municipality and State Government at the end of the Ward Committee meeting and no later than 48 hours with a link to the ward. All proceedings must be drafted in the local language

48. Resolutions of the ward committee should be uploaded on the website, pasted on notice boards as well as copies given to members who often claim ignorance about minutes and decisions.

49. Date of next meet should be announced before concluding any meeting.

Modification of Resolution:

50. No resolution of a Ward Committee shall be modified or cancelled within three months after the passing thereof except at a meeting specially convened in that behalf and by a resolution of the Ward Committee supported by not less than one-half of the members then on the Ward Committee.

Requisition for calling emergency ward committee meeting

51. The Chairperson shall, on the requisition in writing of not less than one half of the members on the Ward Committee, convene an emergency meeting of the Ward Committee within 48 hours provided the requisition specifies the day, other than a public holiday, the time and the purpose for which the meeting is to be held. The requisition shall be delivered at the office of the Ward Committee during office hours, to the Chairperson, Secretary or any other person who may then be in charge of that office at least seven clear days before the day of the meeting.

52. The Chairperson shall within forty-eight hours from the delivery of such requisition call a meeting on the day specified therein.

53. Where the Chairperson fails within forty-eight hours from the delivery of such requisition to call a meeting on the day specified therein, such meeting may be called by the members who signed the requisition on giving the notice of three clear days to the other members.

Monitoring of works

54. The works sanctioned on the recommendations of the Ward Committee shall be executed by the ward officials as per the existing rules in force. In case of any complaint by the Ward Committee regarding any substandard work, the concerned official shall inspect the work within a week and take up rectification and submit action taken report in the next meeting of the Ward Committee.

55. The Ward Committee shall inspect the works sanctioned from time to time, and review the progress in the execution of the said works.

56. Ward committees shall have the power to impose financial penalties on such government officials who report to ward committee and with whose functioning the ward committee is dissatisfied. They should also have the power to terminate contracts, such as garbage and road contracts, if the contractors fail to perform properly.

57. Disciplinary action would be initiated against the defaulting officers who have paid fine at least 3 times in a year by the ward committee. Similar disciplinary action would be initiated against the persons responsible who failed to pay fines imposed.

Custody of Records:

58. The Secretary shall have the custody of the proceedings and records of the Ward Committee and may grant copies of any such proceedings and records on payment of such fees as the Corporation may, by general or special order determine. Copies shall be certified by the Secretary and copies so certified may be used to prove the records of the Ward Committee in the same manner as they may be used to prove the proceedings of that body.

The particulars of information to be provided by the Secretary shall include:

- a) the entitlements and public services to be delivered by the Ward Committee under any law, rule, regulation, policy or guidelines;
- b) the standards of quality, measure and method for delivery of entitlements and public services;
- c) the procedure for securing access to entitlements and public services, including a schematic representation of processes involved;
- d) the conditions, documents, forms, and such other requirements for receiving entitlements or public services;
- e) the time limits for assured delivery of entitlements and public services;

- f) the role and responsibility of Ward Committee and all other persons responsible for delivery of entitlements or public services, including their name, designation and contact information;
- g) the procedure for filing complaints and redress of grievances, including the details of concerned Grievance Redressal Officer;
- h) the time limits for action, enquiry, redress and disposal of such complaints; and any other information necessary for efficient and time bound delivery of entitlements and public services, as may be prescribed.

Meetings of Area Sabha:-

- 59. The Area Sabha shall meet once in three months and also at other times as often as a meeting is called by the Area Sabha Representative in a premises identified by the Commissioner or an officer authorized by the Commissioner.
- 60. No meeting of the Area Sabha shall be held on the day on which a meeting of the Corporation or Ward Committee is scheduled to be held.
- 61. The Area Sabha Representative shall preside over the meetings of the Area Sabha.
- 62. The Area Sabha Representative shall fix the date and time of meeting and inform it to all the electors in the area through the Secretary of the Ward Committee.
- 63. The ward committee secretary shall ensure that the area sabha meetings are conducted regularly and the public is well informed in advance about the conduct of the said meetings through news paper advertisements, notices in ward office, community halls, notice boards / banners at traffic junctions in the ward and mobile publicity through auto-rickshaws fitted with loudspeakers, etc.
- 64. At least fifty voters shall be present at the meeting of the Area Sabha.
- 65. The agenda for the meeting of Area Sabha shall be prepared by the Secretary of the Ward Committee concerned in consultation with Area Sabha Representative. The discussions in the Area Sabha shall be confined to the functions entrusted to it. After necessary discussions, the Area Sabha shall pass resolutions in respect of the items placed in the agenda.
- 66. The concerned officials in the Corporation shall furnish information regarding services they render and the list of works proposed to be executed in the area to the Area Sabha after the meeting of the Ward Committee.
- 67. The Secretary of the Ward Committee shall communicate the minutes of the meeting of the Ward Committee and every decision taken relating to the jurisdiction of the area to the Area Sabha Representative.
- 68. The Secretary of the Ward Committee shall inform the follow-up action taken on the decisions concerning the area to the Area Sabha Representative.
- 69. The minutes of the proceedings at the meeting of Area Sabha shall be drawn up and entered in a book to be kept for the purpose and shall be signed by the Area Sabha Representative.
- 70. The Area Sabha Representative shall forward a copy of the minutes of the meeting of Area Sabha to the Ward Committee for taking further action in the matter.
- 71. Minutes of meetings of the Area Sabha to be displayed on the website of the ward and available for scrutiny or on notice board of the ward office.

72. Municipal Corporation should recognize one NGO in each ward and authorize it to monitor functioning of the ward. This NGO shall be accountable to give periodical performance reports to the Ward Committee. NGOs should be involved in orienting and supporting the Area Sabha in conducting social audit of works.

Supervision of ward committee and area sabha functioning

73. Various Deputy Commissioners in each zone shall be appointed as supervisory officers of the ward committees and area sabhas. They shall ensure that the meetings are conducted regularly, that officials attend the meetings, that minutes are recorded precisely in the minutes book, the resolutions passed by the ward committees and area sabhas and the action taken on the resolutions by officials are publicised on the ward and municipal corporation website.

74. All Zonal Commissioners of the municipal corporation should monitor the Deputy Commissioners appointed as supervisory officers of the ward committees and area sabhas and guide them in regulating the proceedings and conduct of business of the ward committees and area sabhas.

75. The Commissioner of the municipal corporation shall conduct surprise inspections every month of at least 10 ward committee meetings to study the mode of regulation of proceedings and conduct of business of the meetings of ward committees and area sabhas.

76. The Deputy Commissioners of the Municipal Corporation shall review on a fortnightly basis, any escalated grievances or grievances about the delivery of services which are not redressed by the ward committee.

77. The Zonal Commissioners of the Municipal Corporation shall review the grievances escalated by the Deputy Commissioners on the implementation of the Citizens' Charter once in a month and submit a report to the Commissioner, Municipal Corporation.

78. The Commissioner of the Municipal Corporation will review the implementation of Citizens' Charter in zones once in a quarter and submit a report to Government.

Hoping you will consider our suggestions favourably.

Yours sincerely,

Kathyayini Chamaraj

Executive Trustee

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Copy to: (1) Hon'ble Law Minister
(2) Hon'ble Chief Secretary
(3) Secretary, Law Dept.
(4) ACS –UDD
(5) Commissioner, BBMP