

# Annual Report January 2011 to December 2011

## Praja Foundation



*Simplifying peoples' lives*

[www.praja.org](http://www.praja.org)

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## **Praja Report – January 2011 to December 2011**

### **I. Executive Summary**

In year 2011, Praja released three white papers and two report cards in the last year that provided rich analysis on citizen issues and workings of elected representatives. All of them were widely covered by print and electronic media.

We have been interacting and lot of cross sharing of best practices/learnings has happened with several liberal organisations and civic groups such as PCGT, AGNI, Loksatta Party, Janaagraha, UDRI and CHRI.

We also received seed funding for two years from Ford foundation covering the period January 2011 to December 2012.

This year's highlight has been our Report Cards (MLA and Councillor, both). The matrix that we have designed has been widely accepted and talked about by the political parties, elected representatives, civic groups, media and citizens at large. In the places where we have presented this concept outside Mumbai, people have recognised and appreciated the uniqueness and comprehensive judging mechanisms, and have approached us for replicating it in other parts of the country.

Overall the year has seen Praja gaining a lot of recognition for its approach in all the forums where we have been projected.

### **II. Data Collection and Data Management**

As always Data Collection and Management remains the backbone of our project. We have been looking to improve richness of the data that we collect. This year we have added data such as: Causes of Death, Police Personnel Data and so on.

**Attached Annexure 1 – Data Cycle, Current Praja Team**

### **III. Data Analysis – White Paper**

- 1. Report on Working of Ward Committees in the City of Mumbai and Civic Problems Registered by Citizens (Years 2008 to 2010):** This white paper presented an analysis on the number of questions and types of questions being asked by Municipal Councillors in the Municipal Corporation of Greater Mumbai (MCGM) in the last three years and the ward-wise citizen's civic complaints.

Date: April 2011

2. **Report on the Sensitive Disease/Ailments cases registered in the State Hospitals, Municipal Hospitals and Municipal Dispensaries across Mumbai (April 2008 to March 2011):** This white paper collected and analysed data on cases registered of sensitive diseases in the 158 municipal dispensaries under the MCGM, the number of meetings attended by the health committee members, and the number and type of questions asked by the health committee members in the last three years.

Date: June 2011

3. **Report on Crime and Police Personnel Across Mumbai (April 2008 to March 2011):** This white paper showed data on FIRs registered in the city of Mumbai in the last three years. Rank-wise data on police personnel across all the departments and police stations in Mumbai was also shared in the white paper. It also had data on number and types of questions asked by Mumbai MLAs in the state legislative assembly.

Date: December 2011

**Attached as Annexure 2 – White Papers released in 2011**

#### **IV. Dissemination and Outreach**

##### **1. Website and SMO**

- a. New features (such as report card tab) have been integrated into the website.
- b. A search engine is being developed where the citizens can view the functions of elected representative, compare details, view averages, etc.
- c. Praja page and group on Facebook are actively accessed by netizens.
- d. Praja website ([www.praja.org](http://www.praja.org)) had 81,434 page views in the year, 17,877 visitors, of which 13,140 were unique visitors. This was increase of 64.02% in the number of page views (49,650 previous year), 98% in visitors (9,037 previously) and 88% in unique visitors (6,986 previously).
- e. On Facebook, Praja as 957 likes and 295 monthly active users.

##### **2. Newsletter**

Praja's monthly newsletter has become very successful with the team getting positive feedback from bureaucrats, media and the elected representatives. The Media has started referring to our data analysis regularly for various articles (they download our data and print directly while attributing data to Praja). Civil society organizations and activists are also referring to our analysis and are constantly in touch with us for latest analysis or a request for specific analysis. Our printed monthly newsletter in Marathi reaches out to about 900 people and the e-copy in English is sent to 11,560 people.

**Attached Annexure 3 – Newsletters for Jan'11 to Dec'11**

### 3. Praja's Campaign on Crime

After the release of the Crime white paper we ran Praja's Signature Campaign on CRIME for two weeks during 29th November, 2010 to 10th December, 2010. The campaign generated over 17,000 signatures on the petition for police reforms. Praja Team later in Jan'11 met with and presented the appeal to the Mr. R. R. Patil, Home Minister of Maharashtra. The appeal demanded actions in the State to be taken as per the supreme court directives on Police Reforms, and also to correct Police Personnel staffing and implement safety measures for citizens especially women and children.

### 4. Elected Representative Meetings

Praja has increased its direct communication with the elected representatives. Apart from our monthly newsletters, specific white papers and the report cards, the team has met or is in direct communication with 61 councillors and 6 MLA and one MP. The 61 Councillors belonged to 15 Wards and included two party heads, the standing committee chairperson, the mayor and several other committee chairpersons.

### 5. Interaction with the Administration

The team had meetings on several occasions with different key officials to share Praja analysis including the Chief Secretary, Police Commissioner, Principal Secretary to the CM and many other officials. Our analysis that we presented to the Municipal Commissioner on the gaps in the Civic Complaint Management System has led to preparation of a draft Standard Operating Procedure (SOP) based on our suggestion that should be cleared and adopted by BMC in the next few months.

### 6. Some key highlights of the year:

**'Malaria' as a notifiable disease:** In a press briefing we had released a data on deaths due to Malaria and Diarrhoea in different wards in the city. Our data had shown that 1190 people died of malaria, which was eight times more than the BMC Data as presented by the Additional Municipal Commissioner (AMC) in the house. Although initially the AMC refuted Praja data in the media, she later had to make Malaria a Notifiable disease and an article in Maharashtra Times clearly documents the step as fallout of Praja Report.

**Report Cards on MLAs and Councillors:** Praja has devised a unique comprehensive way to rank performance of elected representatives based on parameters derived from the Constitution of India and the Mumbai Municipal Act. Based on the parameters report cards on the performance of MLAs and Municipal Councillors were released. They have been widely accepted by the ER, Political Parties, Civic Groups and Media has also given it a very good coverage. The success of the matrix was really tasted when the MLA who was ranked last came to meet the team and went back satisfied with the matrix and made a statement that he would improve his ranking in the next report card. On a whole both the report cards were a success as we have started getting many phone calls from ERs, Citizens and Civil society Groups. Many ERs, representative of political parties visited our office too. Many

MLAs and Councillors have also put hoardings of their Ranks they received in the report card.

**SOP on Municipal Complaint Management System:** Our analysis that we presented to the Municipal Commissioner on the gaps in the Civic Complaint Management System has led to preparation of a draft Standard Operating Procedure (SOP) based on our suggestion that should be cleared and adopted by BMC in the next few months.

**Success of 'Praja Dialogue' Newsletter:** During all our interactions with the elected representatives, they have appreciated the analysis given by Praja and also officers in the administration have shared the same. Also whenever our Newsletters are delayed, we have received calls from elected representatives and officers enquiring about the reasons for the delay. The media has started referring to our data analysis regularly for various articles (as a fact they download our data and print directly while attributing data to Praja – we are aware of four such incidents).

The key stakeholder to ensure deliverance of effective and efficient governance in an indirect democracy is the **elected representative**. The Praja Dialogue project identifies this stakeholders the key towards achieving effective governance through increased accountability and transparency. We have noticed that during the last year, Praja has been able to get a key section of media to focus on this aspect of governance through our regular analysis. Also post the launch of our report cards a large section of the elected representatives have accepted and appreciated the fact that transparency and accountability are key determining factors of governance, democracy and electoral process. This fact can be corroborated by the positive response that our analysis of the performances of our elected representatives has received, particularly from those representatives who were ranked last (the last ranking MLA did come to meet us with documents to show that he has been a effective legislator, but after understanding our scale of ranking, he left satisfied while letting us know that he will improve his working so that he does get a positive ranking in the next years report card).

Our work during the year has increased Praja's credibility for our approach/efforts towards improving governance. This has built a strong foundation towards achieving our Project's mission. We intend to maintain the pace at which the project's outreach and impact is increasing and to build upon the foundation's and achievements of the project till now.