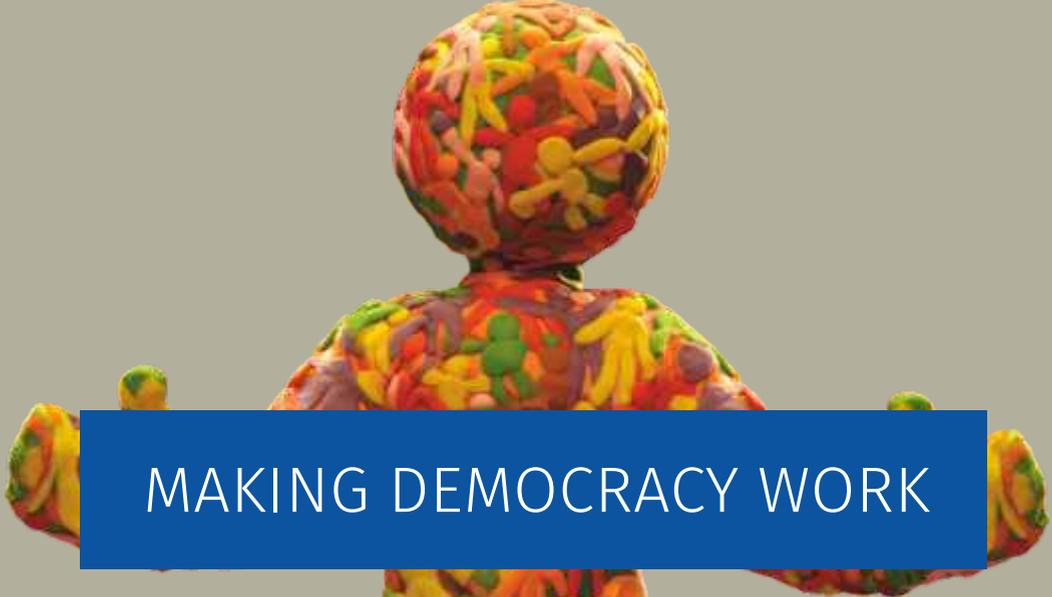




ANNUAL REPORT 2016



MAKING DEMOCRACY WORK

The figure is a stylized, colorful human form composed of numerous small, irregular shapes in various colors like red, yellow, green, and purple. It has its arms outstretched, holding a solid blue rectangular banner. The figure is positioned in the center of the page, standing behind a stylized illustration of a building.



ANNUAL REPORT 2016

I. EXECUTIVE SUMMARY

Praja has achieved many things throughout this year. Our first highlight for this year is that now we have properly established ourselves in the new geographical area of Delhi. Last year in Delhi we released our first thematic reports on the State of civic issues and the State of Policing & Safety in Delhi. Following that, this year we have launched another thematic report on the State of Public (School) Education in Delhi, while continuing our earlier two reports for the year, too. Looking at the growing problems of governance and the ever increasing needs of the citizens there is a need of a continuous dialogue and appraisal of the working of the elected representatives (ERs). It is this need of continuous dialogue and appraisal that made Praja develop Report Cards for analysing annual performance of our ERs. We released our first MLA and councillors' report cards in Delhi. These report cards were very well received by both the media and the ERs. We had constructive interaction with the ERs, political parties and also with civil society organisations (CSOs) after the release of our report cards. CSOs, citizens, journalists of Delhi have reached out to us and are using our reports in their spheres of work.

We also moved into a new office in Delhi located near Connaught Place. Our team of seven people and our numerous interns/volunteers in Delhi use this office to carry forward our work in Delhi.

The second highlight of this year is about Praja's website being updated. If we look back at our journey from 2008 (when the 'Praja Dialogue' platform was first launched), apart from adding verticals and amplifying the amount of data, we have enlarged the geographical area of our work. Thus we revisited and restructured our entire website to accommodate all the updated information regarding Praja's work. Our website's backend has now been updated and by early 2017 our frontend would also be completely updated. We are planning to use a lot of digital tools through our new website and through the internet to make our website more user friendly.

In May, Praja has relocated its Mumbai office to accommodate the expanding Praja team, interns and volunteers. By the end of December 2016, Praja's Mumbai team has expanded and now has 22 members with 162 interns and volunteers working with us throughout the year. The relocation has made it possible to accommodate the growing number of people coming and working with Praja. The new office has two conference rooms which are being used for various purposes like meetings with resource persons', program management team meetings, interactions with media, etc. We have used these conference rooms for our first media workshop on Health, which was a huge success.

Praja was able to accomplish all of this because of the continuous support provided by existing funders namely European Union Fund, Friedrich Naumann Foundation for Freedom (FNF), Dasra, TATA Trusts, Narotam Sekhsaria Foundation (NSF), Madhu Mehta Foundation and numerous other individual supporters. We have received a generous support from the European Union Fund for the next four years – a project jointly being taken up with our long term funder partner, FNF.

Our White Papers and report cards have been greatly appreciated by various stakeholders. Our data has been used by various administrators (like Deputy Education Officer, Additional Commissioner, etc.) and CSOs/NGOs for reference. Even ERs have mentioned us while asking questions during their committee meetings.

Praja has been trying to push many reforms for a long time and was able to get some of them successfully implemented. One of the reforms which we would like to highlight is of the implementation of the 'escalation' module in Mumbai's citizen grievance system. This will not only increase the transparency and accountability but also improve the efficiency of the corporation and make democracy work. We invite you to read the report further to know more of our several initiatives and impacts of 2016...

- **Escalation Module:** After Praja's constant follow ups, the Mumbai Corporation started an 'Escalation Module' to speed up the process of addressing civic complaints received through their citizen redressal mechanism.
- **Illegal political banners:** Recommended by the Asst. Com B Ward office to include in report cards ratings on aspects like displaying banners giving accolades to politicians for winning elections which, though a common practice is banned by law. This is indicative of Praja's increased traction and credibility amongst ERs and citizens.
- **PIL on implementing Model Nagar Raj Bill and strengthening 74th Amendment of the Constitution:** Praja data was used in Public interest litigation (PIL) on implementing Model Nagar Raj Bill and strengthening the ward committees and implementing 74th Amendment in spirit. The petitioners state that people suffered from diseases due to inability of ward committees to provide proper sanitation and primary preventative and curative health services to people through primary health centres.
- **Consultation on Housing policies with a senior cabinet minister:** Praja conducted a consultation on 'Inclusive and Affordable Housing in Mumbai Region' to discuss and review the Maharashtra Housing Policy 2015 and Maharashtra Rent Estate Bill in September 2015. After this symposium, the Cabinet Minister for Industries, Maharashtra, Mr. Subhash Desai invited Praja for a meeting to discuss a project on 'affordable housing in Mumbai', financial models, taxation, tenancy act, etc.
- **Consultations ongoing with the SDMC (South Delhi Municipal Commissioner) on reviewing and re-engineering their existing citizen complaint grievance mechanism:** After the release of Delhi civic White Paper in the month of December 2015, SDMC Commissioner Mr. Puneet Goel invited Praja for a meeting and later on after several consultations with his team it was decided that a proposal letter from IC Center for Governance would be sent to SDMC introducing and proposing a revamp of the existing Citizen Complaint mechanism. Thereafter a memorandum of understanding (MoU) is to be signed and process document prepared with the help of different departments so that a detailed and robust grievance redressal mechanism can be put in place. A note on the existing complaint mechanism was prepared by Praja and shared with the commissioner and his office.

ACKNOWLEDGEMENT

We would like to appreciate our stakeholders; particularly, our ERs & government officials, the Civil Society Organisations (CSOs) and the journalists who utilize and publicize our data and, by doing so, ensure that awareness regarding various issues we discuss is distributed to a wide-ranging population.

Praja Foundation also appreciates the support given by our supporters and donors, namely Dasra, TATA Trusts, Friedrich Naumann Foundation, Narotam Sekhsaria Foundation and Madhu Mehta Foundation.

We would like to thank our group of Advisors & Trustees. Last but not the least, we would like to acknowledge the contributions of all members of Praja's team, who worked to make Praja's goals a reality.



European Union

Friedrich Naumann
STIFTUNG **FÜR DIE FREIHEIT**

Narotam Sekhsaria Foundation

Ford Foundation



TATA TRUSTS

SIR DORABJI TATA TRUST • SIR RATAN TATA TRUST
JAMSETJI TATA TRUST • N.R. TATA TRUST • J.R.D. TATA TRUST

Tata Trusts have supported Praja Foundation in this project. The Trusts believe in a society of well-informed citizens and it is to this effect that Tata Trusts supports Praja's efforts to communicate with and enable citizens to interact with their administration through innovative and effective methods.

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ABOUT PRAJA



Praja is a non-partisan organisation working towards enabling accountable governance since 1999. Praja empowers citizens to participate in governance by providing knowledge and perspective so that they can become politically active and involved beyond the ballot box. It undertakes extensive research and highlights civic issues to build the awareness of, and mobilize action by the government and ERs.

THE PROBLEM

Praja believes that uninformed and disengaged ERs and administration, rather than existing systems or policies, are responsible for the lack of good governance. There is a paucity of tools to facilitate effective interaction between citizens and the local government.

PRAJA'S RESPONSE

Praja conducts data driven research and provides information on civic issues to citizens, media, and government administration and works with ERs to identify and address inefficiencies in their work processes, bridge the information gaps, and help them in taking corrective measures.



HOW DID IT EVOLVE?

1999
Praja, along with the Brihanmumbai Municipal Corporation (BMC), created Mumbai's first Citizen Charter

2003
Published Mumbai Citizen's Handbook to demystify governance in Mumbai; About 2 lakh copies distributed

2005
Conducted workshops with ERs, educating them on policies and roles; started the Delhi Chapter to replicate the model developed in Mumbai

2008

2014

Teamed up with BMC and built its citizens' grievance redressal mechanism, the Online Complaint and Management System (OCMS), and conducted complaint audits in the ensuing years

2016

Initiated Praja Dialogue; launched CityScan, an online collation of extensive data on civic and security issues in Mumbai; Published councillor handbook; and annual report cards on MLAs, and councillors

2016

Launched MLA and Councillor Report Cards in Delhi

TESTIMONIALS



"I had joined Praja with the motive of exploring the concept of good governance in practice. Interning at Praja gave me hands on experience with large data sets I thought I wouldn't ever be able to handle or analyse. Field experiences were insightful in allowing the intern to watch the system from close quarters, Praja gave the opportunity to interact with the bureaucracy and practice connect theory especially in the light of good governance. Being data driven in orientation, Praja allowed me to get comfortable with quantitative analysis, which I consider an achievement!"

**Kala Bada, 2nd year, Development Studies,
The Energy and Resource Institute, Delhi**



"Praja Foundation is working with ERs & Government Officials Works and evaluated their work. Because of this evaluation process ERs get into action and have healthy competition among themselves which results in good work for people. Praja data is being used by them for daily references in their work and if they found government is not working properly they use this data in committee meetings and get the work done. He suggested that we should start working on police department evaluation, especially of IAS officers and government officers as it will be helpful to poor people & make transparency work better."

Gyanmurti Sharma, Corporator, P - North Ward



"I got to know about Praja only after becoming corporator in 2012. After seeing my poor marking in Praja's councillor report card, I started giving my 100% in work and reached in top 10 position. Praja's report cards enable people to know about their councillors and how they are working which is a great help during elections. I have used civic complaints to ask a Point of Order question in committee."

Sanjay Pawar, Corporator, K - West Ward



"Being a believer in the strength of civil society and NGOs, interning at Praja let me explore the space between the government system and Non-Governmental Organisations (NGOs). By working at Praja I got to know about the working of various government offices in detail and filing of Right to Information (RTI) applications. For a person with no work experience, Praja has provided me with the best platform. It has made me a better citizen. Looking forward to working with Praja once again!"

Shabbir Shamim, 1st year, Pravin Gandhi College of Law, Mumbai

VITAL STATISTICS 2016

Press Coverage



439



In Mumbai

299



In Delhi

140

Number of RTI applications filed



1683



In Mumbai

928



In Delhi

755

Media attendance at events



741



In Mumbai

441



In Delhi

300



Meeting with Elected Representatives	192	
Media Workshop	1	
Interns & Volunteers	162	
www.praja.org users	9731	
Unique page view	33718	
Downloads from www.praja.org	20874	
Page Views	55449	

IMPACT 2016

DATA MANAGEMENT

Data



RTIs: 928 in Mumbai and 755 in Delhi

Awareness



The Education, Health and Crime Departments have started giving data in soft copy. This includes ER RTIs as well

Dialogue



Mumbai: 928 (14-Civic, 156-Crime, 289- Health, 280-ER & 189- Education)
Delhi: RTIs-761 (Civic-106, Crime-76, Education-87, Health-244, and ER-248)

Influence



Praja won the state appeal regarding data on Public Prosecutors (PP) and the department had to disclose the Appraisal of the PPs.
Praja won an Appeal on the data for top 10 diseases in G South Ward Mumbai.
Praja won all 9 appeals and got data from Education Department on multiple data points (wards A, B, K/West).

CIVIC (Mumbai)

Data



14 RTIs

Awareness



Media attendance 58, Media coverage 47

Dialogue



11 Ward Committee Chair persons

Influence



Centralization of MCGM Complaint System and Question asked by ERs have increased overall in all forums

EDUCATION (Mumbai)

Data



189 RTIs

Awareness



Media attendance 92, Media coverage 45

Dialogue



Spoke with 19 Education Committee members

Influence



Education Round Table conference with Education chairperson and Education Officer

CRIME (Mumbai)

Data



156 RTIs

Awareness



Media attendance 57, Media coverage 56

Dialogue



Communication with ERs, Administration 8 MLAs reached.

Influence



Praja won the crime Statistic Appeal in 2 mins with promise of data being made available in 3 days.

HOUSING & TRANSPORT (Mumbai)

Dialogue



After a symposium Cabinet Minister of Industries Maharashtra, Mr. Subhash Desai invited Praja for a meeting to discuss a project on 'affordable housing in Mumbai' on 21st April

HEALTH (Mumbai)

Data		289 RTI	Awareness		Media attendance 58, Media coverage 32
Dialogue		Meeting with 22 ERs after Health White Paper 16. Workshop on cause of Death data attended by CSOs and ERs.			
Influence		Junior Engineer from water department of K/East ward called up Praja requesting for statistics related to cause of death due to Typhoid and Diarrhoea.			

ER (Mumbai)

Data		RTIs: 280 New: MCGM- NOM, Statements and 66 A outstanding			
Awareness		MLA: Media attendance 68; Media coverage 25 councillor: Media attendance 98; Media coverage 34			
Dialogue		councillor: 144 ERs MLA: 8 ERs Repeated meeting : 8 ER Other meeting (Nominated/MLC) : 32 ER			
Influence		Water department called for death cause data due to water contamination, as an ER raised question in the committee			

MEDIA AND COMMUNICATION (Mumbai)

Data		Mumbai/Delhi 250+ invites	Awareness		Print, Digital, Electronic and Media
Dialogue		Total Media Attendance 700 (Delhi + Mumbai)	Influence		Citation in Media other than Press coverage of conference

CITIZEN (Mumbai and Delhi)

Data		College Approached 2	Awareness		Workshop 1
Dialogue		Total Volunteers/ Interns 34	Influence		Pravin Gandhi College of Law (PGCL) wants to involve students with Praja on official basis and presently doing the crime case study

CIVIC (Delhi)

Data		106 RTIs	Awareness		Media attendance 56, Media coverage 11
Dialogue		Met one councillor	Influence		Memorandum of Understanding has been signed between Praja and South Delhi Municipal Corporation to create a centralized complaint mechanism

CRIME (Delhi)

Data



76 RTIs

Awareness



Media attendance: 70, Media coverage 25

Dialogue



2 (Meetings with North-west Delhi constituency Mr. Udit Raj and DCP South East)

Influence



Praja won appeals for crime statistics and crime in India data, M.P Mr. Udit Raj asked one question using Praja's White Paper.

EDUCATION (Delhi)

Data



87 RTIs

Awareness



Media attendance 82, Media coverage 25

HEALTH (Delhi)

Data



244 RTIs

Awareness



White Paper will be launched for the first time in 2017

ER (Delhi)

Data



248 RTIs

Awareness



councillor Report Card : Attendance: 84; Coverage : 28; (Print: 23, Electronic: 2 and web link: 3)
MLA Report Card : Attendance: 125; Coverage : 48; Print: 21, Electronic: 3 and digital: 24

Dialogue



Met 4 councillors, 1 MP and 2 Others.

Influence



Udit Raj (MP) asked questions given by Praja.

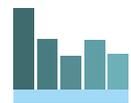
II. PRAJA'S BACKBONE

Data Management:

The organisation's work is based on data which is used for the creation of Praja's various reports and White Papers. Thus data collection has become an important undergird of our work. Through our data management exercise, we seek to guarantee the quality and integrity of the database. We also upgraded the backend of our website to simplify our data management and easy access to our increased data since the last launch.

As Praja has been working since 1998, we have been in contact with various administrative, ERs, NGOs and CSOs. This has helped us in forming a good rapport with them and in turn made data collection easier. Sometimes, we get the data in a particular required format. This year, our Data Collection Officers were able to collect data on 'MCD and State run schools for our Education White Paper', making it possible for us to launch three White Papers in Delhi (civic, crime and education) along with MLAs and councillors report cards. Just like last year, data collection and collation through RTI applications is done by Delhi Team, the subsequent operations such as entry, translation and analysis is still being done through Mumbai Team. Together both the teams have launched four report cards and seven White Papers.

PLANNING
ANALYSIS
RESEARCH
MANAGEMENT
PROCESS
STRATEGY
INNOVATION



III. BETTER QUALITY OF CIVIC LIFE¹

A. White Paper on Working of Ward Committees and Civic Issues in Mumbai

Civic White Paper

Praja's first White Paper in 2016 was about 'Report on Working of Ward Committees in the City of Mumbai and civic Problems Registered by Citizens' which was launched on 19th April, 2016. Every year, Praja Foundation releases a report on the working of Ward Committees and civic Problems in Mumbai. However, the report shows that with every passing year the condition of the administration of MCGM is deteriorating. Every elected representative in the city represents approximately eighty thousand people on an average. The responsibility of this elected representative is then to represent her or his ward problems and citizen grievances in the ward committee meeting. However, the sad truth is, grievances and core issues are often sidelined because representatives are not doing their jobs.

Highlights of the Report:

- 91% of the councillors have asked less than 10 questions across the last four years.
- 71 councillors have asked less than 10 questions in the last four years.
- Agenda Raised (Letter) device used by councillors increased from 227 in 2014 to 244 in 2015.
- In 2015 (like in 2014), not even a single councillor used Amendment Proposed device.

Media Response: Press Attendance: 63, Press Coverage: 37

1: Annexure 1: Ward Committees White Paper + Highlights



प्रजा फाउंडेशनचा लाल शेरा:
तब्बल ९१ टक्के नगरसेवकांनी
विचारले दहापेक्षा कमी प्रश्न

लोकमत

'BMC inefficient and lax in
resolving civic issue' says Praja
report

Afternoon
DESPATCH & COURIER

B. Health

Health White Paper

Praja's latest White Paper on the State of Health of Mumbai which was released on 7th July, 2016, reveals many startling facts regarding the current status of public health and the healthcare system in the city. The Municipal Corporation of Mumbai spends nearly 218 crores every year in health. But it has very little to show for this. The report showed that there were four councillors who have been members of the Public Health Committee but have never asked a single question on health in 2015-16. If ERs are not serious enough about the city's health issues then how are we going to fight with these problems? Praja suggested that Cause of Death data needs to be refined through tools like Verbal Autopsy (VA) for more authenticity. Also, if our authorities are really serious about controlling Tuberculosis (TB) and other diseases as targeted in the Sustainable Development Goals, we urgently need to acknowledge the real problems to find out solutions.

Highlights of the Report:

- In the last 5 years 33,442 people have died due to TB, a total of 19 fatalities daily in Mumbai.
- Dengue cases have gone up 8 times in last five years, currently the total number of cases are 15,244.
- From 2014-15 to 2015-16, the number of cholera cases registered has increased 7 times with 31 in 2014-15 to 207 in 2015-16 respectively.
- Verbal Autopsy report of MCGM had reported 7090 people died of TB in 2014, while its TB control unit reported 1351.
- Four councillors who have been members of the Public Health Committee have never asked a single question on health in 2015-16.
- Only two questions asked on TB in Public Health Committee in last four years.

Impact

- Praja won Health Appeal on the Data for top 10 diseases in G/South Ward Mumbai.
- Junior Engineer from water department of K/East ward called up Praja requesting for statistics related to Cause of Death due to Typhoid and Diarrhoea.
- Two questions were raised by councillor on Health during committee meeting.

Media Response: Press Attendance: 58, Press Coverage: 32



19 die of TB in Mumbai daily, says Praja study 

C. Working of Elected Representatives (ERs)

Concerned about the lack of awareness and apathy of the local government among citizens, and hence the disinterest in its functioning, Praja seeks change. Praja tries to simplify governance, and build tools with the objective of creating awareness about the ERs and their constituencies. While doing this Praja aims to encourage the citizen to raise his/ her voice and influence the policy and working of the ER. This will eventually lead to efforts being directed by the ERs towards the specified causes of public interest.

I. Meetings with councillors and MLAs:

We extensively use the analyzed data provided by RTIs and offer suggestions to ERs to empower them so that they know better about the tools for governance. As these representatives are responsible for deliberation, debate, question, bringing forth the proposal of new laws, pass new laws and govern the nation at all levels using the mechanisms given to them by the Constitution of India. This year, from 1st January, to 31st December we had 152 ER interactions with 144 councillors and 8 MLAs in Mumbai and 32 other ERs. In Delhi, we had interactions with 4 councillors, 1 MLA and 2 Other ERs.

II. MLA report card 2016

Representative democracy is often presented as the only form of governance possible in populous societies like ours. One Mumbai MLA represents approximately 340,000 people. In this case evaluation of their performance is very important. ERs truly serve the front lines of our democracy. Our 5th Annual MLA report card was released on 2nd August, 2016. The Report Card is a performance appraisal of all MLAs elected from Mumbai (except ministers) based on a very detailed, objective ranking matrix developed by us. This time our report has shown a better performance as compared to the previous years. Praja has released four MLA report cards so far, but this is the first time when two MLAs [Amin Patel (84.33%) and Sunil Prabhu (80.97%)] have scored above 80% in terms of performance.

Highlights of the Report Card:

- The top three performers: Amin Patel, Indian National Congress (84.33%); Sunil Prabhu, Shiv Sena (80.97%); and Varsha Gaikwad, Indian National Congress (79.40%).
- The bottom three performers: Ram Kadam, Bharatiya Janta Party (49.55%); Mangesh Kudalkar, Shiv Sena (53.96%); and Ramesh Latke, Shiv Sena (54.39%).
- The top three overall performing parties: Indian National Congress (76.83), Shiv Sena (63.25), and Samajwadi Party (63.04).
- Overall average score of male MLAs (28/31) is 64.76% and the overall average score of female MLAs (3/31) is 68.42%.

Media Response: Press Attendance: 67, Press Coverage: 25



अमीन पटेल,
सुनील प्रभूचा
सर्वोत्कृष्ट
प्रदर्शनकारी
आमदारांमध्ये
समावेश -
प्रजा अहवाल

पुढाची

III. Councillor report card 2016

Praja released the last report card for this assembly’s municipal councillors on 30th August, 2016 and showcased that the current state of our BMC is in complete disarray. Before every election, promises are made with magnificent manifestos that claim of transforming Mumbai into Singapore, Shanghai, etc. However, post elections, the same story continues – a bare minimum is done to minimum the ‘status quo’. Look at the Deonar disaster for instance. Nine questions were asked over a period of four years before the incident had happened, but in the two months right after the incident – ERs had raised another nine questions. Thus the point is extremely clear - the administration is only raising questions after the incident. Good governance is basically an engaged, accountable, transparent government which employs all devices and tools at its disposal to best address citizen concerns proactively. So the question that arises is, doesn’t Mumbai deserve this kind of leadership?

Highlights of the Report Card:

- 28 councillors have had fresh First Information Reports (FIRs) registered against them since they were elected in 2012.
- Top 3 performers are Santosh Dhuri (83.47%), Hemangi Chemburkar (81.27%), and Prajakta Vishwasrao (81.17%) in 2015-2016.
- Bottom 3 performers are Rahul Shevale (24.46%), Changez Multani (25.78%), and Dnyanraj Nikam (30.72%) in 2015-2016.
- Overall average score of male councillors is 61.11% and the overall average score of female councillors is 62.80% in 2015-2016.
- 7 of the top 10 councillors are Female in 2015-2016.

Media Response: Press Attendance: 107, Press Coverage: 34



माल खाए मनपा, बीमारी से मरे
मुंबई की जनता



City corporates are most worried
about road names



D. Education

Education White Paper

Praja's Annual Education White Paper 'State of Municipal Education in Mumbai' was launched at a press conference on 7th December, 2016. Our Education White Paper is a comprehensive report on various inputs and outcome indicators of the working of the public education system in Mumbai. In this year's report, we have included new data regarding semi-English schools' total and standard-wise enrolment and dropouts in our White Paper along with the regular data points. The report showed an alarming drop in enrolment and increase in dropout number and if this trend continues, in the next ten years we will see only a Municipal Education Budget for teachers and establishment, but no students.

Highlights of the Report:

- Students in Marathi medium schools down from 1,16,086 in 2011-12 to 71,454 in 2015-16.
- Dropout rate – 15 per 100 in the academic year 2015-2016.
- Enrolment in Class I was 63,392 children (2008-09), down to 34,549 in 2015-16.
- Municipal budget tripled from 2008-09 to 2016-17, from 911 crores to 2,567 crores.
- Mumbai Corporation's per capita expenditure behind every student 49,835 rupees in 2016-2017.

Impact:

- Mr. Mahendra Sawant, Deputy Education Officer, Teacher Training has asked for our education data to use it for a presentation.

Media Response: Press Attendance: 78, Press Coverage: 45



बढ़ता बजट, घटते स्टूडेंट्स

NBT
नवभारत टाइम्स

Municipal school enrolment drops
by 45% in seven years

THE HINDU

E. Crime

Crime White Paper

Praja's White Paper on "The State of Law and Order and Policing in Mumbai", was released on 14th November, 2016 along with the interim report on "Study on the movement of serious offence cases in the Sessions court in Mumbai". Praja's consistent reports from the past few years have led to a positive change in the levels of understaffing in the police force. The report analyses the data gathered under RTI and has observed that Mumbai is increasingly becoming more unsafe for women and children. Even then there were three MLAs who have not raised even a single issue on crime during Monsoon'15 & Winter'15 Session. In the same period, through Praja's annual survey of over 25000 households, it was found that people's concern for safety of women and children has also been correspondingly increasing. The report also shows that no further work has been done for the formation of Police Reforms, State Security Commission till date.

Highlights of the Report:

- Reported rape cases have increased by 289% & molestation by 287% during FY 2011-12 & FY 2015-16.
- Average time taken for rape cases from FIR to Chargesheet is 9.2 months .
- North Central Mumbai has highest (9286) occurrences of crime; while the MLA representing this area has asked 60 questions on crime in 2015-16.
- 3 MLAs (Bharati Lavekar, Ramchandra Kadam and Selvan Tamil) have not raised even a single issue on crime during Monsoon'15 & Winter'15 Session.
- 11% shortage of Investigation Officers (IOs).
- Control room short staffed by 57%.

Impact:

- Praja won the Crime Statistic Appeal with promise of data being made available in 3 days and won the State appeal regarding appraisal of public prosecutors.

Media Response: Press Attendance: 53, Press Coverage: 56



मुंबईत महिला असुरक्षित, महिलांवरील गुन्ह्यांमध्ये वाढ



IV. NEW FRONTIERS

Praja Dialogue – Delhi Chapter

Crime White Paper

Praja was invited in 2013, by the Initiatives for Change Centre for Governance, to explore the possibility of replicating Praja's work in Delhi. A feasibility study was conducted to explore the idea and first develop an understanding of the workings of governance in Delhi. The feasibility study showed that the state of governance in the National Capital Territory Delhi is in complete disarray and pointed towards the need for replicating the 'Praja Dialogue' model there. With this proposal, Praja aims to improve the governance structures in Delhi by making them more accountable, transparent and inclusive by bridging information gaps and improving work processes.

- In 2015, we have launched our first civic White Paper with which we tried to bring all the stakeholders (ERs, government administration, media, CSOs and citizens) together on one platform so that dialogue based on facts of government indicators, which can ultimately overhaul the governance system of the city.
- Last year, we have also launched our Crime White Paper for the first time in December. For this White Paper we have worked together with Commonwealth Human Rights Initiative (CHRI). This report was launched to make government realize that it should focus more on addressing the law and order issues more rapidly.
- In 2016, for the first time we have released both MLAs and councillors Report Cards in October. We also released our Education White Paper in December.



A. Working of ERs of Delhi:

ERs are at the centre of Praja's work on enabling accountable governance and making the government more responsive to citizen's needs. The end goal of our activities and programs is to encourage ERs to represent the issues faced by citizens in their forums, by deliberating on them. For this we have met four councillors, one MP and two other ERs.

I. Delhi MLA report card 2016

Praja Foundation has released its first annual report card of the performance of MLAs' (Members of Legislative Assembly) of the Delhi State Assembly on 6th October, 2016. As far as Praja is concerned, it was the first time that we replicated our work in Delhi. Delhi in itself has a rather complex, multi-layered governance system – consisting of three Municipal Corporations, the State Assembly, DDA (Delhi Development Authority) and the Central Government – all playing important and often overlapping roles in the governing of Delhi. The cornerstone on which the new government was elected by the citizens of Delhi was transparency and accountability in governance; unfortunately this is not being reflected in the current state of governance in the city. For example, 20 out of 58 MLAs ranked (in this report card) have criminal records. The report card talks about ranking of the MLAs based on various data collected on them.

Highlights of the Report Card:

- Top three rankers: #1: S K Bagga, AAP (72.86%), #2: Jagdish Pradhan, BJP (71.87%), and #3: Nitin Tyagi, AAP (71.30%).
- Bottom three rankers: #58: Sahi Ram, AAP (40.29%), #57: Raghuwinder Shokeen, AAP (41.96%), and #56: Prakash, AAP (43.04%).
- Overall party scores for AAP is 58.44%, while BJP is 66.04%.
- Criminal record: 20 out of 58 MLAs ranked (excluding minister, speaker & deputy speaker, and MLA from cantonment constituency).
- Overall average score of women MLAs (5/58) is 59.71% and male MLAs (53/58) is 58.75%.
- Delhi assembly met for just 26 days in 2015 (24th February to 22nd December), in which only 951 issues were raised by 58 MLAs in the assembly.

Media Response: Press Attendance: 119, Press Coverage: 48



दिल्ली में 58 विधायकों में से 20 पर आपराधिक मामले - प्रजा

नवोदय टाइम्स

II. Delhi councillors report card 2016

Praja Foundation has released its first annual report card of the performance of councillors' (Members of Delhi Municipal Corporation) on 24th October, 2016. With this Report Card, the Praja aims to create awareness and mobilize action by the government and ERs, specifically with regard to increasing accountability in governance. Praja's report card paradigms are based on an objective and comprehensive scale, which includes parameters like: attendance in the Corporation and the committee meetings, the number of questions (issues) that she/he has raised in all legislative forums, utilization of budget, educational qualification, criminal records, income tax reports, and the perception/impression of the people in her/his constituency. Ward Committees are the most immediate link of the Public Grievance Redressal System where in the councillors can find effective solutions for local issues. However, the report showed that this forum was widely neglected as the average attendance in Ward Committees was low and data regarding issues raised by the Municipal councillors were not relevant to people's issues and complaints.

Highlights of the Report Card:

- Top 3 performers are Rajni Mamtani (72.41%) from South Delhi Municipal Corporation, Seema Taihra (69.78%) from North Delhi Municipal Corporation and Simmi Jain (69.46%) from South Delhi Municipal Corporation in 2015-2016.
- Bottom 3 performers are Kamal (21.55%) from East Delhi Municipal Corporation, Parveen (26.97%) from East Delhi Municipal Corporation and Satwinder Kaur Sirsa (31.86%) from South Delhi Municipal Corporation in 2015-2016.
- Top 3 performing political parties (with at least five members in MCDs) are Nationalist Congress Party at (57.18%) followed by Bharatiya Janta Party at (57.05%) and Indian National Congress (55.48%) 2015-2016.
- Overall average score of male councillors is 56.85% and the overall average score of female councillors is 54.87% in 2015-2016.
- Total Number of Issues Raised 18,055 but eight councillors have not raised a single issue in 2015-2016.

Media Response: Press Attendance: 82, Press Coverage: 28



सवाल पूछने में उत्तरी दिल्ली निगम के पार्षद आगे- प्रजा रिपोर्ट


दैनिक जागरण

B. Civic

Civic White Paper

Praja Foundation has released its report on “State of Civic Services provided by Municipal Corporation of Delhi and State Government of Delhi through the Delhi Jal (Water) Board” on 16th September, 2016. Three Municipal Corporations, State government, Delhi Jal Board, Central Government, LG (Lieutenant Governor), DDA (Delhi Development Authority) etc. are all responsible for the smooth functioning of Delhi. But the report showed that this multiplicity of organisations and authorities added fuel to the already prevailing bitter political rivalry which has proven a complete disaster as far as the governance of this city is concerned. We see today is a growing need to seriously consider a complete restructuring of the governance infrastructure in the city. To put it simply, Delhi today needs citizen-centric simplified governance that is capable of addressing citizens’ concerns responsibly, transparently and efficiently. It would be in the best interest of the citizens if its custodians start taking a collaborative effort in addressing the many issues relating to urban governance and proactively trying to simplify the citizens’ lives.

Highlights of the Report:

- 464,967 civic complaints were registered by Delhiites during January 2014 to December 2015.
- In the three MCDs (Municipal Corporation of Delhi), 17,287 issues were raised by Municipal councillors in the Ward Committee meetings during January 2014 to December 2015.
- 320 issues were raised by Delhi MLAs on civic issues during 24th February 2015 to 22nd December 2015
- 28 councillors in 2014 and 26 councillors in 2015 have not raised a single issue in the Ward Committee; while, 9 MLAs have not raised a single civic issue.
- Highest number of (151,118) complaints were registered on water issues while only 33 issues were raised by MLAs and 146 issues were raised by councillors.

Impact:

- MoU is being signed between Praja and SDMC to create a centralised complaint mechanism.

Media Response: Press Attendance: 41, Press Coverage: 11



काॅर्पोरेशन और असेम्बली में आवामी नुमाइंदों ने दिल्ली के मसलों के तरफ संजीदगी नहीं दिखाई।



C. Crime

Crime White Paper

Praja Foundation has released its Annual Report on the “State of Policing and Law & Order in Delhi” on 23rd November, 2016. This annual report on crime in Delhi is a reflection of all that has gone wrong in Delhi. The Central Government which is in charge of policing in Delhi had promised along with state government to take steps to protect the citizens of Delhi but most of the promises are not fulfilled. The recommended State Security Commission (SSC) mechanism, which would consist of the Lt. Governor, Chief Minister of Delhi, Commissioner of Police, Leader of Opposition and other functionaries, for the smooth functioning of the Delhi Police, is yet to be formed. People are losing faith in the ability of the State to give them protection as 60% people feel insecure. There are 67% of people who do not feel secure for women, children and senior citizens in one's locality. Even then only 10 questions were asked on crime by MPs during Monsoon 2015 to Budget 2016.

Highlights of the Report:

- 25% citizens who faced crime have not reported it.
- Only 29 % who had witnessed crime and informed police, were satisfied with their response.
- Six rapes, two murders, 215 burglary/theft & robbery a day.
- 40% of total reported rape case victims were below 18 years in 2015.
- North East Delhi has the highest reported occurrences (743) of molestation of women.

Impact:

- Praja won appeals for crime statistics and crime in India data.
- M.P Mr. Udit Raj asked one question using Praja's White Paper.

Media Response: Press Attendance: 76, Press Coverage: 25



67% DELHI'ITES FEEL UNSAFE IN CITY: PRAJA REPORT

The Statesman

D. Education

Education White Paper

Praja Foundation has released its First Annual Report on the “State of Public (School) Education in Delhi” on 15th December, 2016. From 2011 till 2013, State Government School students performed slightly better than their Private School counterparts; however, in the last three years they are gradually falling behind. The report is a study of the reasons of why this decline has started and where this may lead. The Government School systems are not benefitting their end users (students); while, the monitoring mechanisms are not reflecting up the reality. This trend can be still arrested if we bring back focus to tracking and improving learning outcomes, increasing teacher and administrative accountability and empowering local communities to participate through SMC (School Management Committees) to run/manage their schools.

Highlights of the Report:

- Between 2013-14 and 2015-16 enrolment fell down by 1,51,514 students in Municipal Corporation of Delhi (MCD) and Delhi Government Schools.
- During 2015-16 academic year 1,45,161 students dropped out in MCD and Delhi Government Schools.
- In State Government Schools, out of 2,59,705 students in 9th standard (academic year 2014-15) only 1,42,618 went to 10th standard (academic year 2015-16); similarly, out of 2,04,051 students in 11th standard only 1,33,411 went to 12th standard.

Media Response: Press Attendance: 82, Press Coverage: 25



HUGE DROPOUTS IN CLASS IX, XI IN GOVT, MCD SCHOOLS



V. STAYING CONNECTED

V.1 Praja's Media Interactions: Press and Social Media

Praja has been working for the last 18 years for better governance. We are a data driven organisation which collects data through RTIs from the concerned department and prepares report solely based on those numbers obtained through RTIs without putting our perception into it. This is what has made our reports authentic and objective, our data is now regularly cited by the media. This year we have come out with four report cards and seven White Papers with several other activities and they all received huge media attention. Through an informed media, we would be able to better convey our vision of accountable governance to the society. We even get calls from journalists to check authenticity of statements made by the administration on various issues, and to understand the opinion of Praja on that particular issue. Praja covers a wide range of issues like civic problems, crime and policing, public health, municipal education, affordable housing and public transport and information regarding our ERs and the media approach us for this data in order to produce better researched content. This year we have total media attendance of 741 and total 439 media coverage.

Apart from interactions with the press, Praja has Facebook and Twitter handles.. We have 1894 likes on Facebook for the year 2016.

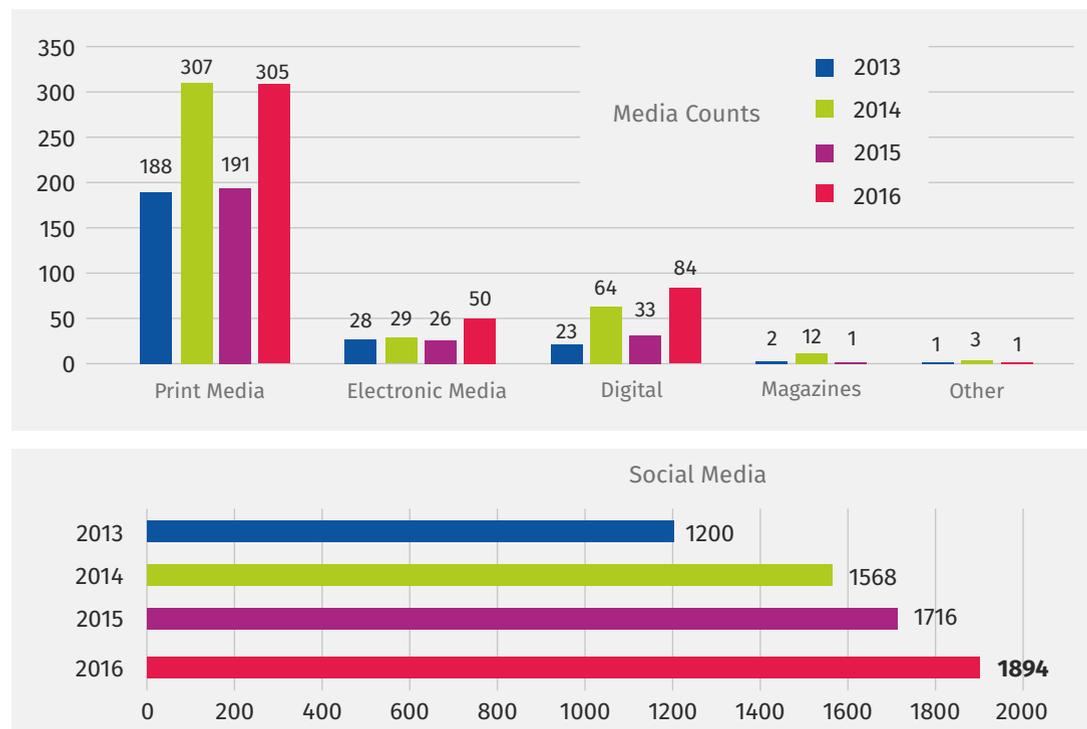
Our performance since 2013 is as follows:

Year	Print	Electronic	Internet	Magazine	Other
2013	188	28	23	2	1
2014	307	29	64	12	3
2015	191	26	33	1	1
2016	305	50	84	-	-

Number of likes on Facebook since 2013 is as follows:

Year	Facebook Likes
2013	1200
2014	1568
2015	1716
2016	1894

Figure 1: The chart shows the bifurcation of press coverage since 2013.



V.2 Website

Praja launched its website in 2008. Earlier the website was solely data base which got updated at regular intervals and this year in January 2016 we have strengthened our backend to the maximum as we wanted to have a place where all data points can be mapped. Our website has information related to both Delhi and Mumbai offices' work. All our data, publications and media coverage are accessible through our website along with information on ERs. All this data and information gets updated regularly specially the ward level details as it could become a resource for anyone who needs information on the administrative wards.

Earlier the only information visitors could access were reports published by Praja. But now all the data is available to them along with all White Papers, newsletters, report cards, our press coverage and information on civic complaints on the website in a very structured form. This data can be accessed by visitors anytime and anywhere. They can even register themselves with us on the website and extract detailed data related to education, crime, health, civic and our ERs leading to better dissemination of the work done by Praja.. Visitors become shareholders of our report and can get information through it. They can help in building the report by adding data and issues going on in the city.

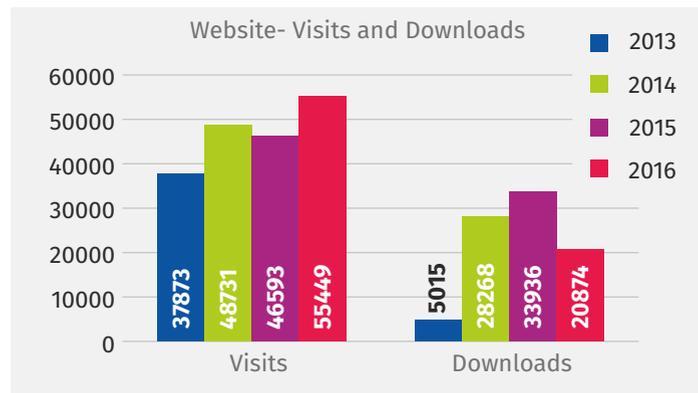
Our forefront which is running on BETA version will also get updated in 2017. Currently we are in the process of structuring it in such a way that visitors can also add their stories on Praja's website. As of now our webpage shows only Mumbai's map as a background image but after our forefront get updated it will show images of both Delhi and Mumbai to make people who access the website aware about our work areas.



Number of visitors and downloads since 2013 is as follows:

Year	Visitors	Downloads
2013	37873	5015
2014	48731	28268
2015	46593	33936
2016	55,449	20,874

Figure 3: Praja's website visits and downloads count since 2013.



V.3 Newsletters

Every year Praja publishes report cards for ranking MLAs and councillors plus White Papers based on pre fixed topics. So Praja needed something which would connect it with the stakeholders every month. Thus we started monthly newsletters which are based on various topics including the ones in White Paper. These newsletters are based on specific issues for which they provide us detailed information. This increases our outreach and keeps our stakeholders updated on the variety of work which is happening in Praja. The primary target audience of our newsletters comprises of 1) The Government (Municipal and State), 2) ERs – Mumbai's 227 councillors, MLAs and MPs from Mumbai, 3) Administration – includes MCGM officials, Police administration in Mumbai and key officials in the state administration, 4) Praja Members (registered on the website), 5) Volunteers and 6) A select database of NGOs, civil society activists and researchers.

Even though we make slight changes in our newsletter layout every year, this year we have done some major changes in our newsletter layout to make it more user friendly and interesting. We have come out with 11 newsletters (as we have one combined newsletter for February and March) for Mumbai and these newsletters were printed both in English and Marathi language. We have quarterly newsletters printed and distributed for Delhi. Every year hard copies of 1054 newsletters reach people, while the soft copies of it get uploaded on our website.

Online Subscriber
15000
As on December 31st, 2016

Total Printed Copies
3000
Per Month for both the Delhi and Mumbai



या अंकाविषयी
भाजपाल
कायदा क्षेत्रातील
सुधारणा



२०१६ ऑग ६७

लक्षणेची

मुंबई नगर, विकासाचे, सार्वजनिक सुविधांचे व इतर... अशीच नवीन कायदा हे शहर कायदा क्षेत्रातील सुधारणा प्रदान करणारे, तर कायदा क्षेत्राच्या सार्वजनिक सुविधांचे सुधारणेची ही सार्वजनिक, या सार्वजनिक प्रत्येक एक समान स्वतंत्र म्हणून स्वतंत्र परंतु मुंबई ही अधिकृत राजधानी आहे, इथे मोठ्या प्रमाणावर उद्योगधंदे आहेत. मुंबईच्या सार्वजनिक सुविधांचे इथे सार्वजनिक सुविधांचे सुधारणे हीच सार्वजनिक आहे. प्रत्येक सार्वजनिक सुविधांचे सुधारणे हीच सार्वजनिक आहे. प्रत्येक सार्वजनिक सुविधांचे सुधारणे हीच सार्वजनिक आहे. प्रत्येक सार्वजनिक सुविधांचे सुधारणे हीच सार्वजनिक आहे.

सुधारणेची

मुंबईमध्ये सार्वजनिक सुविधांचे सुधारणे हीच सार्वजनिक आहे. प्रत्येक सार्वजनिक सुविधांचे सुधारणे हीच सार्वजनिक आहे. प्रत्येक सार्वजनिक सुविधांचे सुधारणे हीच सार्वजनिक आहे. प्रत्येक सार्वजनिक सुविधांचे सुधारणे हीच सार्वजनिक आहे.

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www.praja.org Prajafoundation praja.org

PRAJA aims at enabling accountable governance.

In This Issue

Report on Civic Services Provided by Municipal Corporation of Delhi (MCD) and Government of NCT of Delhi (January 2014 to December 2015)



Oct-Dec 2016 Issue 4

Big Story

The Delhi Municipal Corporation is not the sole authority in carrying out all Civic duties. In fact, there are certain duties which don't fall within the ambit of the Municipal Corporation. Water, Sewage, and Electricity, for example, come under the responsibility of the State. Similarly the issues relating to the Big Roads/Highways are the responsibility of the Central/State Government, while the issue of small roads only comes under the Municipal Corporation. Similar is the case with Education and Health. Primary Education and Public Health & Primary Health come under the Jurisdiction of the Municipal Corporation and Secondary Education and rest come under the Centre/State.

Because of this multiple centers of power, and the mind-boggling multiplicity of authorities, which in turn report to different departments and Ministries, it is very difficult to identify and fix accountability for many of the civic services rendered in the region. There is passing of the buck and ultimately, the citizens suffer. In such cases it is extremely difficult for citizens to understand which agency to approach for which service. Hence, Delhi should have only one gateway for citizens to request or complain related to any civic service.

KEY HIGHLIGHTS

- 464,967 civic complaints were registered by Delites during January 2014 to December 2015
- In the three MCDs (Municipal Corporation of Delhi), 17,287 issues were raised by municipal councillors in the ward committees meetings during January 2014 to December 2015
- 320 issues raised by Delhi MLAs on civic issues during 24th February 2015 to 22nd December 2015
- 28 councillors in 2014 and 26 councillors in 2015 have not raised a single issue in the ward committees; while, 9 MLAs have not raised a single civic issue
- Highest number of (151,118) complaints were registered on water issues while only 33 issues were raised by MLAs and 146 issues were raised by councillors

Why is a Grievance or Complaint Redressal System necessary?

Grievance or Complaint Redressal Mechanism is a feature, which has to be provided by all forms of government or administration to ensure accountability. The state acts as the largest agency or service provider to its citizens through bureaucratic institutions or agencies; hence, the need for such redressal mechanisms is all the more important to guarantee efficiency. Corrective measures should be taken while redressing the grievances and actions initiated to remove inefficiencies in the delivery of the services and/or against officials for their dereliction of duty. This will strengthen governance at the cutting-edge level.



The flowchart shows the process of complaint redressal. It starts with 'Single Phone Number', 'Website', 'Write Application', 'SMS', and 'Fax' leading to 'Online Complaint Form'. From there, it branches into 'Flagged and escalated to heads' and 'Goes directly to Complainant Officer and the Department/Heads (in Zones)'. The latter leads to 'Citizen can trace their complaint. It is closed or at which stage'.

सुधारणेची

मुंबईमध्ये सार्वजनिक सुविधांचे सुधारणे हीच सार्वजनिक आहे. प्रत्येक सार्वजनिक सुविधांचे सुधारणे हीच सार्वजनिक आहे. प्रत्येक सार्वजनिक सुविधांचे सुधारणे हीच सार्वजनिक आहे. प्रत्येक सार्वजनिक सुविधांचे सुधारणे हीच सार्वजनिक आहे.

सुधारणेची

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सुधारणेची

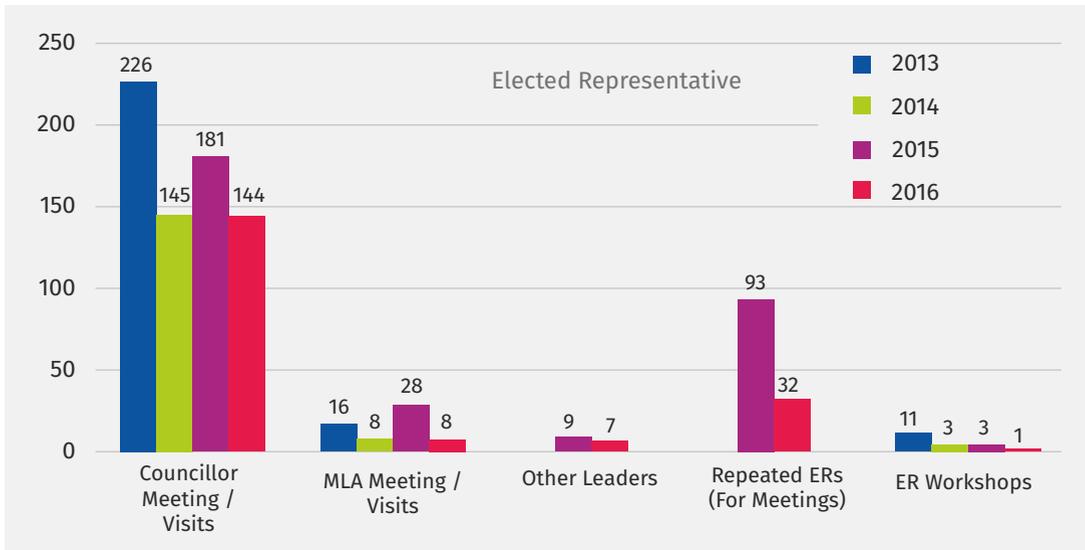
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In Mumbai, the newsletters are printed in English and Marathi. In Delhi, the newsletters are printed in English and Hindi.

In Mumbai, 1000 copies were printed in Marathi, while 500 copies in English. In Delhi, 1000 copies were printed in Hindi, while 500 copies in English.

V.4 Elected Representative Meetings

Praja's mission is simplifying people's lives, creating tools for better governance and making democracy work. Our mission is directly affected by the nature of work ER is doing in his/her ward. If ER is listening and solving people's issues then it will help in simplifying those people's lives. Praja creates tools which help ERs perform their duties efficiently while ensuring respect for democracy. Thus Praja stays in regular contact with ERs through both publications and by meeting them personally. We even arrange workshops with ERs to share with them the data and findings from that data and encourage our representatives to raise these issues in their particular forums. This year number of ER dialogues were comparatively low in comparison to other years.



V.5 Praja Desk Calendar

In 2016, Praja's theme for the calendar was that of services offered by government authorities and ways for citizens to access them. We largely focused on services offered by civic bodies, but also included other services which affect the daily lives of common citizens.

We have an overview of the helplines 1916 (MCGM), 100 (Police), 108 (Emergency medical services) and other helplines for anti-corruption, education, water, etc. The calendar also gave an overview of the websites of the civic bodies of Mumbai (mcmgm.gov.in) and Delhi (mcdonline.gov.in) and listed the issues which the websites deal with. It also mentioned state government websites (delhi.gov.in and aaplesarkar.maharashtra.gov.in) and their broad contents.

The objective of the theme of the calendar was to encourage citizens to actively participate in governance and not restrict themselves to voting every five years. As part of our outreach efforts, the calendar was sent to ERs and also shared on social media.

Calendar 2016

JAN 16	S	M	T	W	T	F	S	S	M	T	W	T	F	S	Makar Sankranti / Pongal
	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Guru Govind Singh Jayanti
	24	25	26	27	28	29	30	31							Republic Day

- Right to Services
- Grievances Redressal
- Right to Information
- Collaboration
- Citizen Services
- Complaints
- Right To Information
- MCGM Initiatives

I am an active participant for better governance

FEB 16	S	M	T	W	T	F	S	S	M	T	W	T	F	S	World Cancer Day
	1	2	3	4	5	6	7	8	9	10	11	12	13	Vasant Panchami	
	14	15	16	17	18	19	20	21	22	23	24	25	26	27	Shivaji Jayanti
	28	29													World Day of Social Justice

- Law & Order
- Senior Citizen Corner
- Anti Corruption
- Home and Community
- Disease Surveillance
- JOBs
- Online Building Plan
- Key Contacts

I am an active participant for better governance

MAY 16	S	M	T	W	T	F	S	S	M	T	W	T	F	S	Maharashtra Day
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	Press Freedom Day
	15	16	17	18	19	20	21	22	23	24	25	26	27	28	Mother's Day
	29	30	31												Buddha Purnima

Dial 108 for Emergency Medical Services

I learned how to access Government services

NOV 16	S	M	T	W	T	F	S	S	M	T	W	T	F	S	Chhath Puja
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	Children's Day
	13	14	15	16	17	18	19	20	21	22	23	24	25	26	International Day for the Elimination of Violence against Women
	27	28	29	30											

Hello 100

I believe that constant vigilance helps prevent crime

DEC 16	S	M	T	W	T	F	S	S	M	T	W	T	F	S	World AIDS Day
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	International Volunteer Day
	11	12	13	14	15	16	17	18	19	20	21	22	23	24	International Anti-Corruption Day
	25	26	27	28	29	30	31								Human Rights Day

data.gov.in

Sector wise distribution of datasets

- Agriculture
- Health
- Education
- Finance
- Energy
- Environment
- Transport
- Public Works
- Urban
- Water and Sanitation
- Information and Communication
- Industry
- Labour and Employment
- Science and Technology
- Space
- Disaster Management
- Food
- Health and Family Welfare
- Police
- Justice
- Labour
- Public Works
- Urban
- Water and Sanitation
- Information and Communication
- Industry
- Labour and Employment
- Science and Technology

#OpenData #OpenGovernance #AccountableGovernance #GoodGovernance

VI. PROMOTING ACTIVE CITIZENSHIP

Citizen Engagement

To increase our outreach with citizens, CSOs and NGOs, we have started Citizen Engagement as our youth engagement programme in 2013. Under Citizen Engagement, we organize projects, workshops and discussions which facilitate young adults for better understanding of the Right to Information Act, functioning of the Municipal Corporation of Mumbai and roles of different ERs. These discussions make them aware about governance.

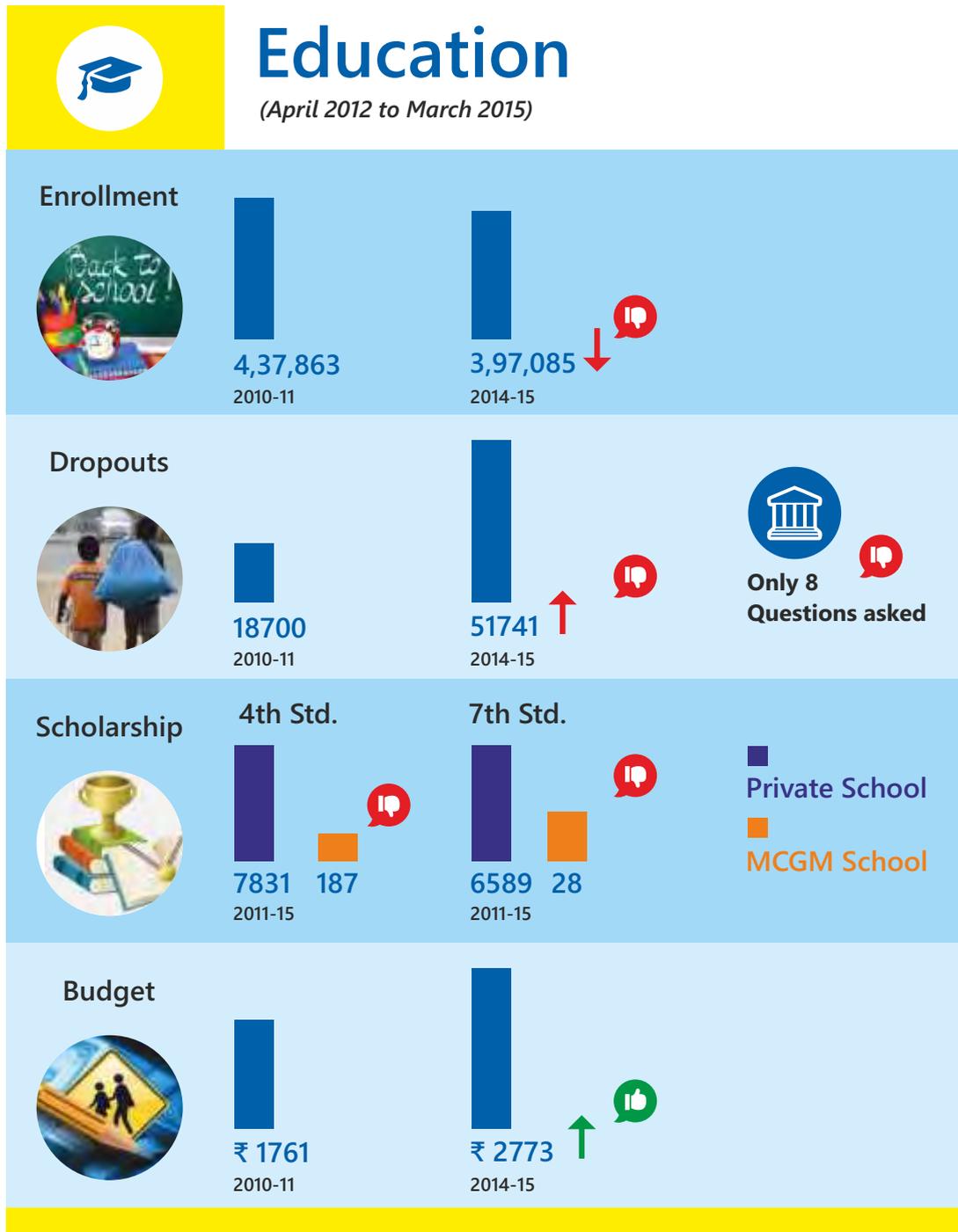
Through this program we are able to connect with different people, educational institutes and organisations. The reach of our program has kept expanding over the years leading us to us to connect with and build relationships with many new educational institutions, which help us reach young and older citizens through our training sessions and projects. The sessions and projects have helped us to foster greater awareness about governance in citizens and elicit their participation in the process of governance.

This year, Praja has got a total of 162 interns and volunteers. We have got students from both India as well as abroad who worked either from our office or from their campus. Even working professionals have joined us to enhance their knowledge in governance and also to contribute their skills in Praja's work.



B. Roundtable to understand Education White Paper

Smt. Hemangi Worlikar, Education Committee Chairperson, MCGM asked Praja to attend an education roundtable on 3rd September, 2016. The roundtable was conducted to understand Praja's reports and how changes can be brought in current education system of BMC. A presentation was given on total number of enrolment, drop-out, scholarship, education budget, etc. Education committee members said Praja should include success stories of BMC students in their reports as Praja's reports lead to a negative public opinion about the BMC. We also discussed SARAL reports and SDPs.



VIII. STRENGTHENING OUR ROOTS

Capacity Building for the Team

A. Management Training:

'Rekindle the fire in you' was chosen as the theme of Praja's Annual Management Training Program-2016. The idea was to re-discover the craze towards the work they perform daily and to understand individualistic approach towards life. Praja organizes training programs for staff which will benefit them and others in general, not from the organizational point of view. This year, the scenic, enamoring and idyllic village of Nere at Atasa, nestled between a river and farmland in Panvel, was chosen as the spot for training. The resource person for this year was Mr. Arun Wagchoure, an expert on management techniques and a motivational speaker, who conducted the sessions.

The training has seven sessions to help team members in their personal development –on creative thought processes, skill building, and goal setting. Our daily schedule was packed with activities, the energizers and games that kept everyone's spirits high. It was also an excellent opportunity for new and old staff members to interact, connect and get to know each other better.



B. Strategy Planning

Praja organises a Strategy Planning workshop every year in order to build team spirit along with demonstrating their plans for the year ahead. The entire Program Management Team comes together for an exciting blend of intense strategizing and fun team building games, which in turn leads to a fully formed personal and team roadmap for the next few years.

For the year 2015, we had our Strategy Planning in January 2016. During this, we discussed the values that Praja works according to, issues that we work on and creating a coherent strategy for 2016. We also talked about strengthening Praja by adding working staff.

Planning workshop for 2017, Praja Strategy Planning workshop took place from 20th to 22nd December, 2016. The major objectives which came out from this Strategy workshop were Strategy notes for 2017, an understanding on effective leadership for Praja, and an aligned Praja's ethos and liberal values and their connection with the Strategy. We had a total of 6 sessions in this workshop which were organised in a pattern which helped the whole team to reflect on what needs to be improved, taking it as constructive criticism.



IX. SUCCESS STORIES 2016

Mumbai

- Praja released its White Papers and Annual Report Cards for Mumbai. Media Coverage: 441 attendees with 299 news coverage for all publications combined.
- Praja had 192 meetings with ERs.
- Number of RTI applications filed in Mumbai was 928.
- After Praja's constant follow ups, MCGM started an 'Escalation Model' to speed up the process of addressing complaints received through 1916 helpline and CCRS.
- In crime sub group: Project of 'Life Cycle of Criminal Cases in Mumbai' has started with PGCL students in collaboration with PGCT.
- Praja received a referral letter from Asst. Com B Ward office appreciating our swift response in banner defacement. They have asked us to help them in this process and specifically asked us to negatively mark councillors in our annual reports.
- Praja data was used in a PIL in September. The PIL on implementing Model Nagar Raj Bill and strengthening the ward committees and implementing 74th Amendment in spirit.
- In Housing sub group: Praja conducted a consultation on 'Inclusive and Affordable Housing in Mumbai Region' to discuss and review the Maharashtra Housing Policy 2015 and Maharashtra Rent Estate Bill. After this symposium Cabinet Minister of Industries Maharashtra, Mr. Subhash Desai invited Praja for a meeting to discuss a project on 'affordable housing in Mumbai' on 21st April.

Delhi

- Praja has established a partnership with Delhi based NGO URJA based on knowledge sharing – especially for data on councillors. Praja gave presentation to URJA's Residence Welfare Association (RWA) in Delhi. Meetings for the same took place in the month of June.
- Praja interacted with many other partner NGOs in the open house conducted by FNF.
- IC Centre for Governance and Praja had a meeting with SDMC Commissioner to improve the Online Complaint Management System.
- MP, Mr. Udit Raj prepared starred questions to be raised in Parliament after seeing the findings in Praja's Crime White Paper and also arranged a meeting with Vigilance Cell Commissioner to discuss the issue of complaints against Delhi police officers.
- Released of first Education White Paper along with our first MLA and first councillors report card successfully.
- For all our White Papers and report cards we have received huge response from media. In total, 300 media personnel attended the events and 140.
- Number of RTI applications filed in Delhi was 755.
- Way ahead: Planning reports all through the year, and launching the first Annual Health Report in Delhi.

X. PROPOSED ACTIVITY PLAN FOR NEXT YEAR

PRAJA ANNUAL PLAN 2017: For Mumbai



Month	Report	NL
January		
February		Manifesto
March		Budget
April	11th - Civic	Crime - Session Court
May		Civic
June		Health
July	12th - Health	Role of councillors
August	8th - MLA Report Card	MLA Report Card
September	26th - Housing & Transport	Housing & Transport Eco Survey
October		Annual Environment Status Report
November	01st - Crime	Crime
December	05th - Education	Education
		Jan - ERW-Education

PRAJA ANNUAL PLAN 2017: For Delhi



Month	Report	NL
January		
February		Crime'16
March		
April		
May	23rd - Civic	Civic
June		
July	18th - Health	
August	22th - MLA Report Card	Health
September		
October		
November	16th - Crime	Crime'17
December	14th - Education	
		Jan Month - Edu NL

PRAJA ANNUAL PLAN 2017: Common

Month	Other
February	10 Feb - Donor & Supporter Dinner Meeting 7, 8, 9 Feb - 5 Years Strategy
March	3rd - 4th Mar - Team Retreat
April	ER Workshop - Device
May	Delhi website launch
September	14th Sep - Governance Workshop
December	Strategy - 19th, 20th, 21st

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TEAM PRAJA

Milind Mhaske
Project Director

Priyanka Sharma
Project Manager

Anjali Srivastava
Senior Project Officer-Delhi

Anubhav Jain
Data Collection Officer-Delhi

Anubhooti
Project Officer

Bhumika Makwana
Data Entry Operator

Dakshata Bhosale
Data Entry Operator

Eknath Pawar
Senior Data Collection officer

Ganesh Jadhav
Office Assistant

Ganesh Phulsundar
Data Checker

Himanshi Singh
Project Officer-Delhi

Mahesh Bhaskar
Data checker

Namrata Kamath
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Nilam Mirashi
Junior Data Analyst

Pooja Verma
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Pradeep Agrahari
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Pradeep Shinde
Senior Accountant

Pragati Watve
Data Entry Officer

Puneet Kaur
Documentation & Communication Officer

Rakesh Gaikwad
Project Coordinator

Rakesh Pote
Data Collection Officer

Rashmi Kapoor
Assistant Manager (Admin & Accts)

Rohit Jadhav
Data Entry Officer

Ruchita Bait
Data Entry Operator

Rupesh Kumar
Office Assistant-Delhi

Shivali Bagayatkar
Project Officer

Swapneel Thakur
Data Checker

Tanuj Atwal
Data Collection Officer-Delhi

Vipul Gharat
Data Administrator



At Praja, we seek to represent all of us-citizens, netas, civil servants, the young and the old, the women and the men. Statistical data is the most effective tool to hold our ERs responsible. At Praja, we seek to use this tool to the fullest.





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