

MAKING DEMOCRACY WORK



2017

ANNUAL REPORT

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Executive Summary

2017 has been an eventful year at Praja Foundation. The organization conscientiously continued to work at strengthening its dialogue with its key stakeholders- elected representatives and administration in the government, media and citizens.

The verticals of civic, health, crime and education have been working in their respective fields providing annual data performance of the cities of Mumbai and Delhi. We have undertaken various new initiatives for better networking of the organization to expand its outreach.

A major success has been the start of an Elected Representatives Fellowship Programme, where fellows were selected for a 6-month fellowship to exclusively work in assisting the Councillors of MCGM. The Fellowship programme seeks to facilitate the work of the newly elected councillors while simultaneously allowing the participating fellows to understand urban local governance and the powers and functions of a Councillor while working alongside them. 19 fellows were allotted specific areas within the three zones of Mumbai- City, Western Suburbs and Eastern suburbs wherein they had to engage with councillors from those specific wards.

To improve direct association with newly elected councillors and build their capacities, several workshops were organised on the topics of Municipal Acts and Devices, and Municipal Budget. We received positive feedback with regard to these workshops, and would continue conducting them on various other topics as well. Further, our Delhi chapter was launched on the Praja Website, and the website was rehailed to operate as a search engine for all data collected by Praja.

Praja being a data driven organisation, firmly believes in the concept of 'Open Government Data' a philosophy- and increasingly a set of policies - that promotes transparency, accountability and value creation by making government data available to all. In furtherance of this a symposium titled 'Enhancing Democracy Through Access to Open Data: What Are the Roles of Government and Civil Society?' was organised to deliberate upon the need for government data to be easily accessible and available to the citizen through technology. We have since then been persuading the MCGM to publish their data and information on their website, these efforts have borne fruit by some of the health data being published by the MCGM.

Praja Dialogue has been working in various areas of urban governance to reflect upon the performance of the local government. It seeks to provide a mirror to the administration on civic, health, crime and education issues of the city to make the administration accountable and improve service delivery. However certain fundamental governance structures often act as a hindrance to effective city

governance. With a view to work upon this, a new project was initiated by us in 2017- 'Transforming Urban Governance' (TUG), that aims to work towards transforming the way our cities are governed and managed to make them more sustainable, dynamic and livable. Its focus is on four pillars, namely democratizing ULBs, increasing citizen participation, improving local Finances, and creating smartly governed cities; that will have a transformative impact on the functioning of city governments. We plan to do this through evidence gathered from primary and secondary research from 6 cities- Mumbai, Delhi, Kolkata, Bhopal, Udaipur and Kochi.

As a part of The Annual Strategy conducted with the aim of assessing the performance of the previous year and making a comprehensive plan for the following year, the tone 2018 was set through a change in the strategy of the organization and key organizational plans including increasing human resources of the organization. The verticals would henceforth work together in Mumbai and Delhi, and would be active the year round in outreach, organizing events, new research and data. A core group consisting of experts in the respective fields would be made for each vertical to increase networking and for greater issue specific expertise for the organization. The cycle of publication would be renewed, after completion of the white paper, the draft would be first shared with core group (external stakeholders), whose suggestions would be taken into consideration within two months, and the paper would be launched thereafter. This it is hoped, would enable active engagement and rapport building with our stakeholders.

The outreach of the organization would be re-hauled in terms of increasing the quality of interactions with elected representatives, for example providing them more focused questions to raise issues on; greater citizen participation, for instance, by introducing ER fellowship in Delhi and expanding the Mumbai ER fellowship, having vertical assigned interns for better capacity building; and improving media and communication through various initiatives such as more media briefings on specific issues. The strategy also clarified that TUG and Praja Dialogue would work in co-ordination with each other and act as complements.

We would therefore act as a governance organization offering a 'nudge and shock theory' whereby the Dialogue- verticals such as civic, education, health, crime, housing & transport acting as symptoms of a 'disease' would continuously nudge the administration and ERs to work on specific issues whereas TUG would provide a shock factor by working to restructure and renew that which ails the structure of city governance.

Acknowledgements

We would like to appreciate our stakeholders; particularly, our Elected Representatives & government officials, the Civil Society Organizations (CSOs) and the journalists who utilize and publicize our data and, by doing so, ensure that awareness regarding various issues that we discuss is distributed to a wide-ranging population. We would like to take this opportunity to specifically extend our gratitude to all government officials for their continuous cooperation and support.

Praja Foundation appreciates the support given by our supporters and donors, namely European Union Fund, Friedrich Naumann Foundation, Ford Foundation, Dasra, Narotam Sekhsaria Foundation and Madhu Mehta Foundation and numerous other individual supporters.

We would also like to thank our group of Advisors & Trustees and lastly but not the least, we would like to acknowledge the contributions of all members of Praja's team.



European Union

Friedrich Naumann
STIFTUNG **FÜR DIE FREIHEIT**

Ford Foundation



Narotam Sekhsaria Foundation

**Madhu Mehta
Foundation**

Contents

About Praja	1
Impact 2017	2
Testimonials	3
Praja Dialogue	4
CIVIC	5
• Mumbai	5
• Delhi	7
HEALTH	9
• Mumbai	9
• Delhi	11
CRIME	13
• Mumbai	13
• Delhi	15
EDUCATION	17
• Mumbai	17
• Delhi	19
HOUSING AND TRANSPORT	21
• Praja's backbone: DATA MANAGEMENT	22
ENGAGING WITH STAKEHOLDERS	23
Elected Representatives	23
• Mumbai	23
• Delhi	25
CITIZEN ENGAGEMENT	27
• Mumbai	27
• Delhi	30
MEDIA AND COMMUNICATION	31
TRANSFORMING URBAN GOVERNANCE (TUG)	33
ACTIVITIES CONDUCTED IN 2017	35
• Reaching out	35
• Capacity building for the team	37
PRAJA TEAM	38
• Board of Trustees and Advisors	38
• Team Praja	39

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.

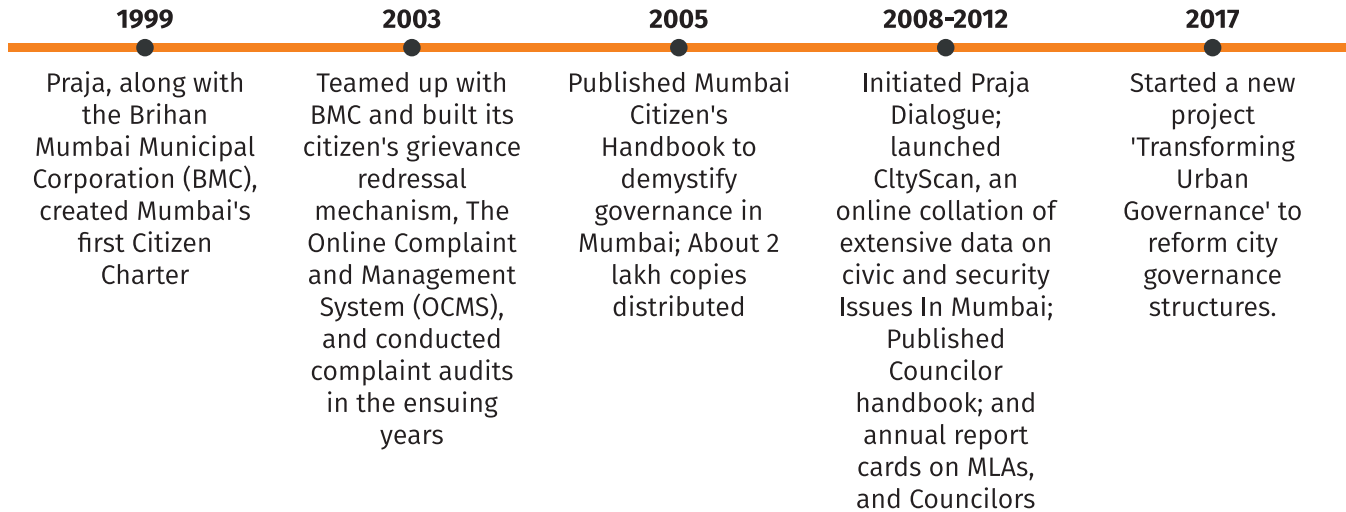
The Problem

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?



Impact 2017



RTIs

1934



Press coverage

343



Media attendance at events

688



Total website views

52526



Meetings with ERs

829



Total Elected Representatives
Workshops

28



Total College Workshops

29



Total Civil Society Organisation
Workshops

12



Interns and volunteers

256

Testimonials

Elected Representatives

Praja Foundation, is an organisation which is very helpful to the people and definitely I know Praja since when it was founded. I go through all the reports published by Praja. The reports are very useful to us. As an elected representative it helps us a lot to understand how the department is working. We really appreciate the effort taken by Praja in various fields. We come to know in fact what our shortcomings are, when Praja rates the MLAs or the corporators. There is a parameter from which we can see for example Praja rates me and says that something is missing in my area so I can directly connect with my voter, go to them and solve their problem. I thank Praja for what they are doing.

Amin Patel, MLA

Praja Foundation is working since 1999 and is doing good work. Analysing the actual figures of the Government and bringing them in front of the citizens is necessary because citizens have expectations from their elected representatives. Are these representatives fulfilling their expectations and to fulfil these expectations do they pressurise the administration? Also whether the work is done properly or are there any deficiencies. These deficiencies are put forth by Praja Foundation in a very good way. I congratulate Praja for the work they are doing and Praja should continue doing such work. Whenever a new Councillor is elected and they do not know about the working of the MCGM, Praja helps them understand how should they speak in the House, which issues should be raised in the house, what are their rights, their devices, what are their duties. Praja Foundation being an NGO and taking into consideration social commitment also organises workshops for this which are helpful to the ERs.

Snehal Ambekar, Ex-Mayor, MCGM

Interns

My month long experience at Praja Foundation was a very unique. Being a very uninformed citizen, I got to learn so much about the governance on ground level, the functioning of the municipal corporation and about what I can do as a citizen. Through the workshops I attended, I got first hand understanding of how citizens can help the government officials through the ER fellowships and volunteer programs. Overall, the experience here was different – I learnt a lot and I shall become a more involved and aware citizen henceforth.

**Pari Tavate,
Symbiosis Centre for Media and
Communication (SCMC)**

In the short time that I have been a part of Praja, I have gained an experience unparalleled. Being a law student, I firmly believe that accountability and transparency is the soul of a democracy, the concept of which is lost in this country riddled with corruption at every level. At Praja I learned how this can be tackled at a grass root level. By filing RTIs, attending press conferences, researching on Urban Local Bodies, visiting ward offices, I experienced first-hand how the government functions at the local level and how making the citizens aware of the work done by their local bodies can have a huge impact.

**Prachi Rungta, Law student at Hidayatullah
National Law University, Raipur**



CIVIC Mumbai

17



RTIs

117



Dialogue

Highlights

Approximately 1 out of every 6 questions asked by Councillors from March 2012 to December 2016 were on naming/renaming of roads and squares.

88 Councillors have asked up to 5 questions every year from March 2012 to December 2016 in ward committees.

The first white paper released by Praja in the year 2017 was on 'Report on Working of Ward Committees in the City of Mumbai and civic Problems Registered by Citizens', launched on 11th April, 2017. The report addressed the various civic problems and the working of Ward Committees in Mumbai. The report shows that with each passing year the responsiveness and accountability of the MCGM is deteriorating. Further, questions asked by elected representatives in ward committee and general body meetings indicate that there is a gaping disparity in issues faced by citizens and the priorities of elected representatives.

Impact

The MCGM, in consultation with Praja Foundation, started the escalation matrix. This matrix tracks the number of complaints escalated to the next level in the bureaucratic hierarchy. It was interesting to track this data since it was found that a large number of complaints were being escalated to higher levels unnecessarily, which showed inefficiency at the lower levels of the bureaucracy.

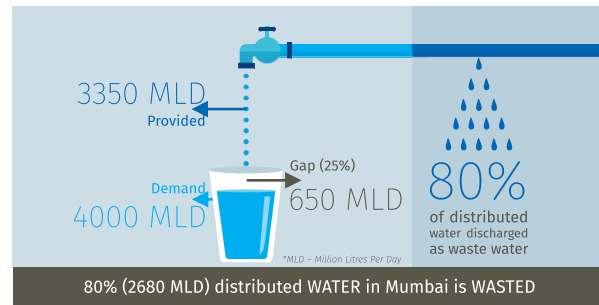
The information technology department of the civic body will introduce an online platform for over a hundred services in the coming financial year. The general public will also be able to apply for renewal of licences, tree cutting permissions, hoardings and other permissions online (including death and birth certificates). This will enable the citizen to be independent and bring better access to citizens' life.

55

Press Coverage

41

Press Attendance



39% complaints were pending at the end of 2016.

In 2016, out of 351 questions under Agenda Raised Letter, 263 questions were asked on naming/renaming of roads or squares.

दबाव दुनिया मुंबई/उपनगर

प्रजा फाउंडेशन का रिपोर्ट कार्ड: जुमलेबाज नगरसेवक! क्या हुआ तेरा वादा?

दबाव रिपोर्टर मुंबई

चुनावी मौसम में जुमलेबाजी से मतदाताओं को अपनी ओर आकर्षित करना हर पार्टी की प्राथमिकता होती है। चुनाव में उम्मीदवार मतदाताओं से वादे-वादे करते हैं, लेकिन चुनाव जीतने के बाद अधिकतर वादे या तो नगर सेवकों के पास ही रह जाते हैं। प्रजा फाउंडेशन ने इसी तरह के कई खुलासे अपनी रिपोर्ट में की है। इस रिपोर्ट के मुताबिक मम्बई में नगर सेवकों ने प्रति वर्ष सिर्फ पांच प्रश्न पूछे हैं। इससे अंदरूनी लगावा जा सकता है कि मुंबई की नगर प्रशासनिक पार्टियों और उनके नगरसेवक कितने गंभीर हैं। रिपोर्ट यह भी बताती है कि नगर सेवक मतदाताओं से किए अपने वादों पर खरे नहीं उतरते।

दो नगरसेवकों ने पांच साल में नहीं पूछा एक भी प्रश्न: मार्च 2012 से दिसंबर 2016 तक, नगरसेवकों द्वारा पूछे गए हर 6 प्रश्नों में से एक प्रश्न सड़कों और चौकों के नामकरण और पुनर्नामकरण से संबंधित थे। 2016 अंत तक नगरसेवकों द्वारा 351 प्रश्न पूछे गए, जिनमें से 263 प्रश्न सड़कों, चौकों और नामकरण से संबंधित थे। 2012 से 2016 तक वादों सामिल में 64 नगरसेवकों ने हर वर्ष सिर्फ 5 प्रश्न पूछे। वहीं पांच साल में उपजवकल मोटक और जेजेवक परमार ने एक भी प्रश्न नहीं पूछा। 2016 तक सिर्फ 39 फीसदी शिकायतों का निपटारा किया गया।

वालों पर गंभीर नहीं नगरसेवक

मुंबई के दैयन राजनीतिक दल अपने घोषणापत्र में जो वादे करते हैं, उन्हें पूरा करना चाहिए, लेकिन अधिकतर इसकी जेभा की जाती है। इससे यह अंदरूनी लगना जा सकता है कि मतदाताओं से किए गए वादों के प्रति नगरसेवकों का वादा है।

-निताई मेहा, सस्थापक और प्रबंध व्यस्री, प्रजा फाउंडेशन

मुंबई का साल भर का नगर प्रशासनिक मुद्दों को नगरसेवकों द्वारा चुनौती खाने को पूरा करने के प्रति नगरसेवकों की कम दृष्टिकोण को दर्शाता है। अकड़ों पर चौर करें तो आपने कि राजनीतिक दल अपने चुनावी वादों के प्रति कितना तब तक असहिदगी है।

-निताई मेहा, सस्थापक और प्रबंध व्यस्री, प्रजा फाउंडेशन

THE TIMES OF INDIA

4

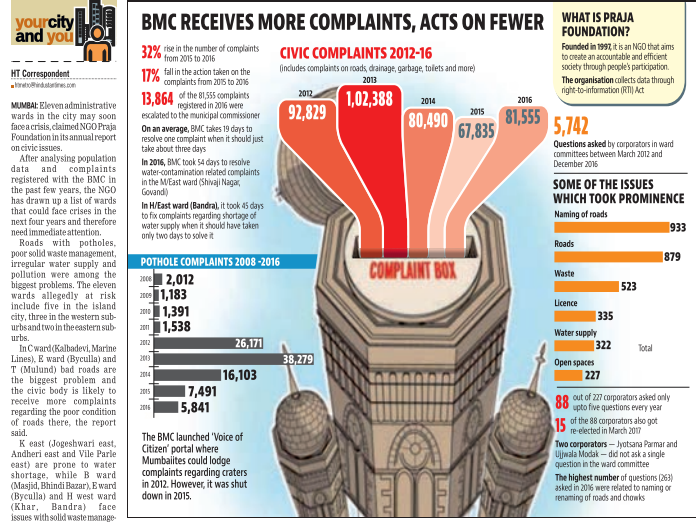
BMC took 19 days to tackle water contamination complaints

HINDUSTAN TIMES, MUMBAI WEDNESDAY, APRIL 12, 2017

hindustantimes metro 05

Civic amenities in 11 wards crumbling, may get worse in four years, says Praja

DATA ANALYSIS NGO claims the wards will be riddled with road, solid waste management, water and pollution problems





CIVIC Delhi

105



RTIs

35



Dialogue

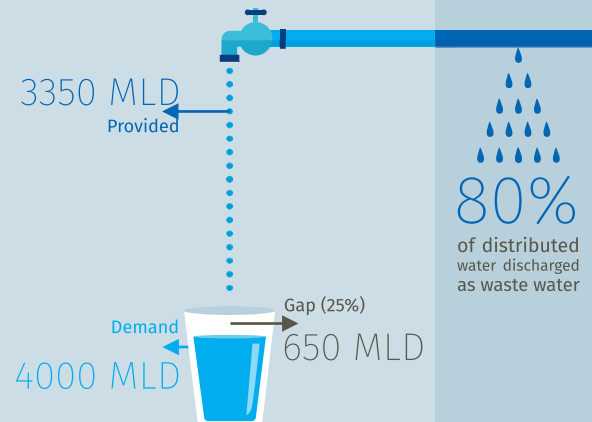
Highlights

Overall civic complaints increased by 3,54,788 to 4,51,494 (27%) from 2015 to 2016.

Highest civic complaints were in West Zone (61,939) under SDMC.

Report on Civic Issues Registered by Citizens and Deliberations by Municipal Councillors in Delhi (MCD) and the MLAs in the State Assembly sessions (January 2014 to December 2016) was released on 18th May, 2017. The first challenge for the newly-elected councillors of the Municipal Corporation of Delhi is to negotiate the complex web of interconnected authorities and understand its domain of responsibility. As it stands today, Delhi suffers greatly due to overlapping centres of powers, leaving it orphaned. This is particularly so because there are different political parties in power, in the local, state, and central governments. Praja has compared the agendas mentioned in party manifestos specifically against the issues raised /actions taken by councillors from their party manifestos. The analysis has thrown some interesting findings. As per the report, citizens' complaints on pollution increased from 86 in 2014 to 216 in 2016, yet, the number of issues raised by councillors in ward committees remained constant—three each year. As many as 10 MLAs and 32 councillors did not raise even a single issue related to civic services in 2016.

Do You Know !



*MLD - Million Litres Per Day

80% (2680 MLD) distributed WATER in Mumbai is WASTED

16

Press Coverage

71

Press Attendance



39% complaints were pending at the end of 2016.

In 2016, out of 351 questions under Agenda Raised Letter, 263 questions were asked on naming/renaming of roads or squares.

‘MLAs, councillors shun key civic issues’

Abhinav Rajput
abhinav@hindustantimes.com

NEW DELHI: Addressing water woes was one of the main election promises of the Aam Aadmi Party, but complaints on water crisis in the city has only increased—from 1,50,885 in 2015 to 2,27,444 in 2016 (51%).

What is more worrisome is that only 31 questions related to water crisis was asked by MLAs in assembly in 2015 and 38 in 2016. Six MLAs did not raise any civic issue in 2015 and 2016.

The figures were revealed in a white paper, released by Praja Foundation, on civic issues registered by citizens, and deliberations by municipal councillors at Delhi MCDs and MLAs in the state assembly sessions between January 2014 and December 2016.

DELHI MLAS RAISED 24 QUESTIONS ON ISSUE OF POLLUTION IN THE ASSEMBLY IN 2015. THE NUMBER WENT DOWN TO EIGHT IN 2016

However, for the same three years, the number of issues raised by councillors in ward committees remained same—at three issues each year. MLAs raised 24 questions in 2015. It went down to eight in 2016.

Anumita Roychowdhury, executive director (research and advocacy), Centre for Science and Environment, said that political recognition of the problems is important. “Public awareness has increased. Air pollution should become a politi-

People complained more in 2016, but netas reacted even less: Study

TIMES NEWS NETWORK

New Delhi: The people of Delhi were more dissatisfied with the performance of the state government and the municipal corporations, registering 4.5 lakh complaints on civic issues in 2016—27% more than in 2015. The Praja Foundation, a private organisation that tracks accountability in governance, said that there was a gulf between the number of complaints registered by citizens and the occasions they were discussed in the state assembly or the municipal corporations.

The report released by Praja on Thursday also pointed out in its report that as many as 10 MLAs and 32 councillors did not raise even a single issue related to civic services in their respective Houses in 2016. While pollution, sewerage and water supply come under Delhi government, the municipal corporations are responsible for civic issues such as municipal solid waste, roads and public toilets.

Complaints related to sewerage and water supply increased 37% and 51%, respectively between 2015 and 2016. And while the complaints registered by citizen on mosquito

PRIORITIES NOT THE SAME

Complaints that increased the most in 2016...

Issues	No. of complaints in 2016	% increase over 2015
Pollution	216	52%
Water supply	2,27,444	51%
Road repairs	2,595	43%
Sewerage	88,225	37%
Building related	563	35%
Garbage not collected	1,068	-42%

...and the issues with maximum increase in councillors' attention

Issues	No. of times raised by the councillors in 2016	% increase over 2015
Pest control	33	175%
Footpaths	23	35%
Solid waste management	1,053	34%
Building related	321	27%
Garbage not collected	79	25%
Stormwater drainage	108	-35%

to nuisance and fogging went up 10%, the municipal councillors themselves showed only a 4% increase in their queries in 2016. The MLAs raised the issue just once in the assembly in 2016, when it hadn't been mentioned at all in 2015. Similarly, though complaints about removal of dead animals spiralled 27% in 2016 from 2014, the councillors discussed the subject just

five times between 2014 and 2016. None of the legislators had questions about this subject at all.

Perhaps, one of the reasons why these issues were not discussed more was because the representatives were not present in their Houses. The report said that the average attendance of councillors in all the three corporations in 2016 was only 61%, while MLAs had a better attendance of 88%. However, the report added, “Though the average attendance for MLAs is more than that of the councillors, their average attendance has come down from 93% to 88% from 2015 to 2016.”

Elaborating, the report stated, “The highest number of issues, i.e. 3,280, was raised by councillors of Civil Line zone, North Delhi Municipal Corporation, in all the three years (2014, 2015 and 2016).”

“For MLAs, the highest number of issues was raised in Shahdara North Zone, East Delhi Municipal Corporation, i.e. 71 in 2015 and 88 in 2016. However, the number of issues raised by councillors of Shahdara South Zone, East Delhi Municipal Corporation, decreased by 84% between 2015 and 2016.”



Health Mumbai

Praja's latest White Paper on the State of Health of Mumbai, which was released on 12th July, 2017, revealed several startling facts regarding the current status of public health and the healthcare system in the city. In spite of having a massive health budget of Rs. 3,312 crores in 2017-18, it is characterised by rising cases of dengue and tuberculosis, rampant child malnutrition in the recent past. Praja's report highlighted an urgent need to revamp and improve the primary health care mechanism and better maintain the health management information system. If authorities are serious about achieving the targets of Sustainable Development Goals, we urgently need to acknowledge the problems to find out solutions.

Highlights

Dengue cases have risen by 265% in five years, from 4,867 cases in 2012-13 to 17,771 cases in 2016-17.

In 2016-17, nearly 18 people are estimated to have died every day from tuberculosis (TB).

Nearly 1 in 3 deaths due to diarrhoea in 2016-17 was of children aged 4 years or less.

Impact

In the meeting with the DMC Milin Sawant, post the launch of Malnutrition white paper, he questioned the process Praja used for data collection, and gave constructive feedback to the team to keep new policies in mind which the department is working on.

On 14th July 2017, Praja Foundation organised a workshop for Councillors of the Public Health committee and MLAs to discuss the key highlights of the White Paper, explain the methods of data collection through RTI requests, collection of survey data and data projections.

Post the workshop, MLA Abu Azmi, President of Samajwadi Party for Maharashtra, visited the Praja office and discussed the status of health and education in Mumbai. On 28th July, at the State Assembly (Monsoon Session), Mr. Abu Azmi raised Adjournment Motion on the Health issues in Mumbai with focus on TB deaths and patients. In the same session, the MLA also raised issue on the most affected ward in Mumbai (M/E) and its deploring conditions in terms of health.

hindustantimes

Dengue deaths in Mumbai have doubled in past 5 years: Report

DNA MUMBAI

Health issues go for a toss , netas busy renaming hosps

RTI query reveals maximum motions of renaming raised during panel meetings

Anagha Sawant
anagha.sawant@dnaindia.net

On matters of health, Mumbai's municipal councillors appear to have found more pressing concerns than the city's poor fight against tuberculosis, and over bearing seasonal illnesses such as dengue and swine flu. In the last five years, during health committee meetings, maximum motions raised were to rename the government-run hospitals and health centers, an RTI query found.

As per the Right To Information (RTI) reply received by Praja Foundation, 67 renaming motions were



Srinivas Raman of Hansa Research with Milind Mhaske and Shivali Bagayatkar of Praja Foundation

324



RTIs

129



Dialogue

98



Press Coverage

118



Press Attendance

Directly Observed Treatment, Short Course (DOTS), the flagship government programme to tackle TB, has seen a dramatic drop in enrolment, decreasing from 30,828 in 2012 to 15,767 in 2016.

However, Public Health Committee Councillors did not ask even a single question on diarrhoea in the past four years.

Timeline for the Health Whitepaper in Mumbai and Interaction with the MCGM, 2017

12th July 2016

Praja launched its Health Whitepaper

13th July 2016

MCGM Public Health Department issued letter to Praja. In the letter the MCGM questioned the methodology followed by Praja for data collection, but did not falsify the data presented

14th July 2016

Insights of the letter were shared by the Department with the Media.

15th July 2016

Praja met with Media Representatives to discuss the other side of the story and explained the context of the letter

29th July 2017

Brihanmumbai Municipal Corporation (BMC) has identified 70 areas that are vulnerable to tuberculosis (TB) and created a team of 374 health officers for 'door-to-door' surveys to identify patients.

17th July 2017

Praja responds to MCGM, reminds them to focus on health welfare rather than on methodology. Says the situation of Health in Mumbai should be the biggest concern for MCGM

20th July 2017

BMC issues 8,774 notices to premises of owners to check on mosquitoes-breeding area

22nd July 2016

Civic body forms 'Special 360' to tackle dengue in the most vulnerable pockets of Mumbai.

25th July 2016

BMC plans door-to-door scan team (Active Case Finding) to combat TB starts on Aug 1, covering 9 lakh people



Health Delhi

413



RTIs

29



Dialogue

Highlights

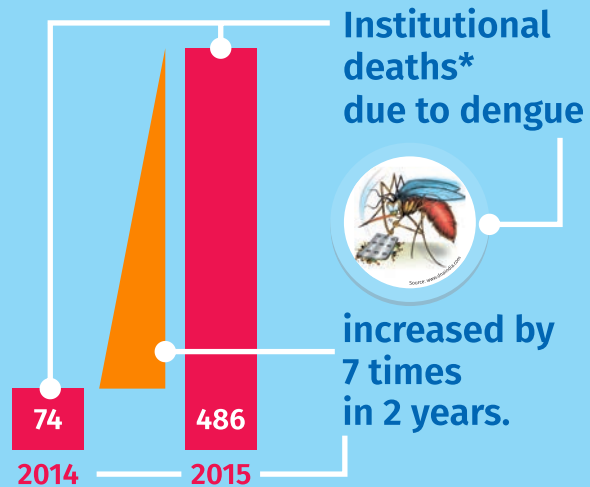
Dengue deaths increased by almost seven times from 2014 (74) to 2015 (486).

From 2014 to 2016, Delhi saw an average of 5,89,683 cases of diarrhoea annually. As many as 41% of deaths due to diarrhoea were of children 4 years of age or younger.

22% of the total diarrhoea cases were in Rural Narela Zone alone.

Praja Foundation released its first annual report on the “State of Health of Delhi” on 26th July, 2017. From 2014 to 2016, it is evident through data that from all the diseases, diarrhoea, hypertension and diabetes have the highest occurrence in 2014, 2015 and 2016 which accounts to 5,89,683, 3,43,603 and 3,57,411 cases respectively in last three years on an average and from communicable diseases, dengue and tuberculosis cases were highest in the year 2015 with 25,546 and 83,208 respectively. HIV/AIDS has increased 8 times from 2014 (2,211) to 2016 (17,332). Praja suggested a centralized, robust and holistic Health Management Information System (MIS) which would help in tracking, analysing and planning for making health policies. The government needs to focus on primary healthcare and extend its reach. Also, elected representatives should become more engaged in the debates such as health policies, Health Surveillance Report etc. to acknowledge the real problems and act accordingly.

DELHI DENGUE REPORT



*Source: MCCD institutional deaths for 2014-2015

58



Press
Coverage

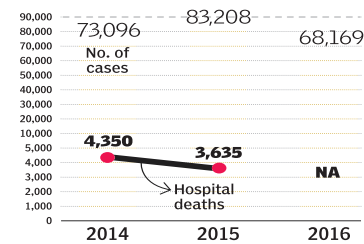
16



Press
Attendance

VIRUS KILLING YOUNG PEOPLE

TUBERCULOSIS IN DELHI



48% of people who died due to TB in hospitals in 2015 were 15-44 years of age
Actual number of deaths due to TB **could be higher** as hospital deaths are only about 60% of all deaths in the city

There were 7,985 institutional deaths due to tuberculosis in 2014 and 2015.

In 2016-17, the average Delhi household spent an estimated Rs. 1,07,793 as annual expenses on health.

Only 15% of citizens are estimated to have health insurance.

THE TIMES OF INDIA

THE TIMES OF INDIA, NEW DELHI
THURSDAY, JULY 27, 2017

PRICE ₹ 7.00 ALONG WITH MUMBAI MIRROR OR THE ECONOMIC TIMES OR MAHARASHTRA TIMES*

10 die of TB every day in Delhi, finds NGO

DurgeshNandan.Jha
@timesgroup.com

ROHINI WORST

New Delhi: At least 10 people die every day in Delhi of tuberculosis, a curable disease, exposing a huge healthcare deficit in the national capital. Nearly 47% of the deaths are of people in the productive age group of 15 to 44 years.

This data, an average of TB deaths in 2014 and 2015, was accessed by NGO Praja Foundation through RTI applications in all municipal and state government-run hospitals.

"The actual number of deaths due to TB in Delhi could be much higher. Our data is based on deaths reported by hospitals which constitute only about 60% of all deaths. Also, hospitals run by the Centre

- TB claimed **4,350 lives** in 2014, **3,635** in 2015
- Rohini zone ground zero of TB in city, with **33% of all cases**, followed by Civil Lines (11%) & Karol Bagh (8%)
- Data collated by an NGO through **RTI applications** in all municipal & city govt-run hospitals

and private institutions are not included in this," Milind Mhakse, project director of Praja Foundation, said. Rohini zone, in north corporation, was the city's TB hotspot, accounting for 33% of all cases.

Not enough doctors, paramedics in civic and govt hospitals in city

DurgeshNandan.Jha
@timesgroup.com

New Delhi: Just under half the posts in hospitals and dispensaries run by Delhi government and the municipal corporations are lying vacant. NGO Praja Foundation claimed on Wednesday that data accessed through RTI showed that municipal hospitals had a shortfall of 40% of doctors and 45% of paramedical staff.

In the government-run hospitals and dispensaries, while the maximum vacancies were for academic positions (68%) and administrative positions (41%), there still was a gaping 21% vacancy for doctors and 31% for paramedical staff.

Milind Mhakse, project director of Praja Foundation, explained that the staff short-

POOR HEALTH OF INFRA

STAFF SHORTAGE

Corporation-run hospitals and dispensaries: Medical (40%), paramedical (45%), nurse (22%), admin (38%), labour (29%)

State-run hospitals and dispensaries: Medical (25%), paramedical (31%), nurse (19%), admin (41%), labour (37%) and lecturer (68%)

85% of Delhi families do not have medical insurance

38% of Delhiites spend 6-10% of their annual family income on hospital/medical costs

age was calculated by subtracting the available positions from the sanctioned positions in the health units. In cases of abolished positions, the sanctioned positions, excluding the number of abolished positions, were considered.

Praja also claimed that 85% of Delhi's population did not have medical insurance,

though patients spend over Rs 50,000 on treatment, transport and other needs even in government hospitals like AIIMS. "Unskilled workers — the lowest socio-economic category — spend 11.5% of their annual family income on hospital or medical costs," the study claimed. "Workers serving in executive positions spend 10.7% of their fa-

mily income on healthcare."

The study, published in the latest issue of National Medical Journal of India, said, "Among the reasons for rising costs of treatment is that consumables such as medicines are often not available and need to be purchased. Due to long waiting time for diagnostic investigations, patients often need to or prefer to get these tests done at private diagnostic centres. There is also a tendency to over-investigate patients and practise 'defensive' medicine."

Dr Anoop Saraya, study leader, told TOI that healthcare was sometimes beyond the means of not only the poor, but also the middle and upper classes. Vikas Bajpai, a teacher in the School of Social Sciences at JNU, said expenditure on public health needed to be boosted.



Crime Mumbai

2112



RTIs



Dialogue

Praja's white paper on State of Law & Order and Policing in Mumbai was prepared by second week of November. It was then shared among various renowned practitioners and important stakeholders for suggestions and feedback. The draft was discussed with former Director General of Police (DGP) Sanjeev Dayal who passed the standing order of separation of investigation and law and order in sessions triable cases. The paper has been enhanced by the feedback and suggestions from the practitioners. As per their suggestions it was decided that the white paper draft and its findings be discussed with the current stakeholders and a meeting was planned with Commissioner of Police, Mumbai Datta Padsalgikar, Sanjay Saxena, Joint Commissioner of Police (Crime), Deven Bharti, Joint. Commissioner of Police (Law & Order) and K.M.M. Prasanna Additional Commissioner of Police (Crime). The meeting was a great insight into how the data is useful and can be made more relevant to the stakeholders. Several nuances were discussed and deliberated. The meeting concluded on the note to make the necessary changes and come up with a list of recommendations keeping the stakeholder's feedback in mind. The meeting was successful on another note where the Commissioner of Police appreciated our efforts and suggested we take their feedback for the citizen survey for the next white paper.



12



Press
Coverage

02



Press
Attendance

CRIME
in **DELHI**

ESTIMATED
1 **ONE** **OUT**
OF 3
WHO FACED CRIME
DID NOT REPORT
BECAUSE OF
LACK OF FAITH
IN THE POLICE AND/OR LEGAL SYSTEM

Highlights

In depth qualitative study of the sessions court cases on heinous crimes titled Study on movement of serious offence cases in the sessions court in Mumbai was completed. The purpose of the study was to understand in depth the life cycle and the various reasons for the serious offence cases in the first trial court and the factors leading to conviction or acquittal. We have confined this study to sessions courts in Mumbai, with the understanding that as per the law most serious offense cases are tried in these courts. We at Praja collected data from January 2008 to December 2012, of the sessions court cases for this project. The study was divided into two parts, the first part of the project was about plotting each case into a life cycle and deducing therefrom the various reasons for the serious offence cases in the first trial court to get acquittal as an outcome. The life cycle section illustrates the various stages a case goes through and its outcome thus indicating the various factors leading to conviction or acquittal. Part two of the project was the analytical review of the cases. It was pursued with an intention to find and present in detail the gaps suffered by the process i.e. from

investigation till judgement. The interim report informed our selection of the data set and the final selection of 17 cases which were studied in detail. The organization plans to publish this study along with Praja's Crime White paper 2017.

Appraisals of the public prosecutors was initiated after continuous RTI applications and appeals by Praja Foundation.

Core group was formed comprising of Satish Sahney who has served as Special Inspector General of Police (I.G.P.), Criminal Investigation Department (C.I.D.) (Crime), Maharashtra State and as Commissioner of Police in both Thane and Greater Mumbai, former Director of Public Prosecutions S.S. Puri, M. R. Reddy, former Deputy Commissioner of Police and former Director General of Police (DGP) Sanjeev Dayal.



Crime Delhi

82



RTIs

06



Dialogue

Highlights

It is estimated that one in three persons who has faced crime has not reported it to police.

Of the total 2,181 of rape case being registered, 44.80% are registered under Protection of Children from Sexual Offences (POCSO) Act in 2016.

Praja's white paper on the 'State of Policing and Law & Order in Delhi' was launched on 23rd November, 2017. The report reveals staggering numbers of heinous crimes. There is drop in registration of cases for almost all the major crimes in Delhi which can be related to citizens' lack of faith in police. However, crime against women in Delhi has still been consistently high. In 2016, 3,969 cases of molestation of women were registered. Theft accounts for the highest number of criminal cases registered, with 51860 cases in 2014, 56192 cases in 2015 and 37,179 cases in 2016. The Supreme Court had passed an order recommending the formation of the State Security Commission on 22nd September, 2006 to deliberate and monitor the issues pertaining to security of citizens in Delhi. Since the formation of the AAP government, the commission has not been formed. There is a need to improve the image of the police in the minds of citizens by implementing confidence building activities between community based organisations, citizen groups such as RWAs (Resident Welfare Association) and the police. Elected representatives need to raise more issues in the Assembly on law and order.

Impact

There were three workshops conducted by Praja Foundation at the School of Open Learning (SOL), University of Delhi. Apart from self-defence training provided to students by the college, Praja offered a workshop on Police and Citizens' Rights related to it. Our workshops focused on raising awareness among the youth with regard to informing them about laws and how to apply them.

72



Press
Coverage

27



Press
Attendance



60% of citizens feel that women, children and senior citizens are not secure in their localities.

South District reported the highest registration of incidence of Molestation of Women (590) in 2016.

Acute shortage in police sub-inspector (26%) and police constable (10%) for sanctioned police.

प्रयुक्ति

नई दिल्ली शुक्रवार 24 नवंबर 2017

पुलिस स्टाफ आधा... राजधानी में अपराध ज्यादा

● महिलाओं के साथ छेड़छाड़ के 3969 मामले ● राजधानी में अब महिलाएं और बच्चे महफूज नहीं

क्राइम कैपिटल

प्रयुक्ति @ नई दिल्ली

राजधानी में आपराधिक घटनाओं का ग्राफ लगातार बढ़ता जा रहा है। दिल्ली में अपराध और कालूज व्यवस्था पर प्रजा फाउंडेशन ने अपना वार्षिक रिपोर्टकार्ड जारी किया है।

रिपोर्टकार्ड में यह बताया गया है कि वर्ष 2016 में सबसे ज्यादा 37,179 आपराधिक मामले दर्ज किए गए हैं। इसमें रैप के 2181 और महिलाओं के साथ छेड़छाड़ के 3969 मामले शामिल हैं। इससे साफ जाहिर है कि दिल्ली में महिलाओं के खिलाफ अपराध लगातार बढ़ रहा है। हालांकि वर्ष 2015 के मुकाबले 2016 के आंकड़ों



में गिरावट आई है। वहीं अगर सांसदों की बात करें तो उन्होंने मानसून सत्र 2016 से बजट सत्र 2017 तक महिलाओं से संबंधित केवल दो मुद्दों को उठाया। 2016 में दर्ज अपराधों के कुल मामलों में से 59.60% मामलों

का संबंध महिलाओं से था। 24301 परिवारों पर किए गए सर्वेक्षण के माध्यम से एकत्रित किए गए आंकड़े बताते हैं कि दिल्ली की लगभग आधी आबादी अपने ही शहर में खुद को असुरक्षित महसूस करती है।

बढ़ता क्राइम ग्राफ

अपराध वर्ष	2016
हत्या	537
हत्या की कोशिश	029
रैप	2181
महिलाओं से छेड़छाड़	3969
चेन स्नेचिंग	4884
जबरन वसूली	217

पुलिस स्टाफ की भारी कमी

रिपोर्टकार्ड में दिल्ली पुलिस स्टाफ में भारी कमी का भी खुलासा हुआ है। वर्ष 2017 में अतिरिक्त पुलिस आयुक्त की 58 फौसदी कमी, अतिरिक्त पुलिस उपायुक्त की 33 फौसदी, सहायक पुलिस आयुक्त की 24 फौसदी और पुलिस उप-निरीक्षक की 26 फौसदी कमी दर्ज की गई है। हालांकि कई बार पुलिसकर्मियों की नियुक्तियों के लेकर आवाज उठती रही है लेकिन परिणाम नहीं निकलता।

फैक्ट फाइल

रिपोर्ट कार्ड में खुलासा हुआ कि वर्ष 2016 में बलात्कार के कुल 2181 मामले दर्ज किए गए हैं। इसमें 44.80% मामले सिर्फ लैंगिक अपराधों से बालकों का संरक्षण (पोक्सो) के तहत दर्ज हैं। इसके अलावा राजधानी में रह रहे 14 व्यक्तियों में से 1 व्यक्ति को अपराध का सामना करना पड़ता है।

WWW.INDIANEXPRESS.COM
THE INDIAN EXPRESS, FRIDAY, NOVEMBER 24, 2017

ANAND MOHAN J &
ABHISHEK ANGAD
NEW DELHI, NOVEMBER 23

THE CAPITAL saw a decline of 28% in major crimes reported last year as compared to 2015, according to the latest data published by the NGO, Praja Foundation.

In 2015, a total of 1,07,872 crimes were reported as compared to 77,744 in 2016. The data has been compiled from 12 districts of Delhi. New districts that were added in 2017 are not included in the study.

Cases of rioting saw a major decline — 92 instances were reported in 2016 as compared to 179 in 2015. Fewer cases of burglary, theft and robbery were also reported in 2016 as compared to the previous year. However, molestation and chain snatching incidents saw a slight increase in 2016 — by 1% and 3% respectively — as compared to the previous year.

Of the 12 districts, Northeast saw a drastic decrease in incidents of crime last year. In 2015, the district saw the highest number of cases under murder, rape and molestation, among others. However, in 2016, the district only reported the highest number of cases under 'attempt to murder' as compared to other districts.

Nearly half of rape cases in Delhi have kids as victims; most in outer district

NGO Study Says 50% Of Delhiites Feel Unsafe In Capital

TIMES NEWS NETWORK

New Delhi: The belief that the capital is not safe for its children has been reaffirmed by data accessed through Right to Information requests. Nearly half the rape cases reported in Delhi in

CAPITAL
CRIME

THE KEY FINDS
Murder, burglary & theft highest in outer district between 2014 and 2016; most cases of



'Errant cops seldom face penal action'



Education Mumbai

192 | 28



RTIs



Dialogue

Highlights

Enrolment in Class I was 63,392 students in 2008-09, down to 32,218 in 2016-17.

Mumbai Municipal Corporation's per student allocation for 2017-18 is Rs. 52,142.

Praja's Annual Education White Paper 'State of Municipal Education in Mumbai' was launched on 12th December, 2017. The Education White Paper is a comprehensive report on various input and outcome indicators of the public education system in Mumbai. As per the findings of the report this year, total enrolment rates in Municipal Schools have fallen by 90,902 students (a drop of 21%) from 2012-13 to 2016-17. Further, learning outcomes of MCGM students has not been very encouraging; for instance, the Maharashtra State Board of Secondary & Higher Secondary Education (SSC) pass percentage of MCGM school students in 2016-17 is an average of 69% while that of private school students is 92%.

In order to mitigate dropouts, the MCGM introduced a system of semi-English schools, however these schools too, showed a high dropout rate of 8% in 2016-17. Whereas, Mumbai Public School (MPS), which was started by the corporation to provide a 'seamless' transition from pre-primary up to 10th standard within the premises, has a dropout rate of only 2% in 2016-17, much less than the overall dropout rate of 8%.

नवभारत

13 December 2017

बीएमसी स्कूल फिसड़ी

लगातार घट रही है विद्यार्थियों की संख्या शिक्षा को लेकर नगरसेवक उदासीन

167
नगरसेवकों ने शिक्षा पर नहीं पूरे एक भी सवाल



प्रजा फाउंडेशन ने जारी किया श्वेत पत्र
1 प्रजा फाउंडेशन के संस्थापक एवं अध्यक्ष निदेशक निवाले योगेश ने कहा कि पिछले कुछ वर्षों से "प्रजा" मनपा स्कूलों की स्थिति निगरानी कर रहा है. शिक्षा व्यवस्था में सुधार की बड़ी गुंजाहारा है. मुंबई परिवर्तन स्कूल जैसे कुछ सार्वजनिक प्रयास भी किये गए हैं लेकिन जनसामान्यों एवं प्रशासन के सहित अधिकारियों की उदासीनता की वजह से काम नहीं बढ़ा पा रहा है. शैक्षणिक वर्ष 2016-17 में दर्शाई की प्रतिशत में मनपा स्कूलों के 69 प्रतिशत परीक्षार्थी फल प्राप्त के जबकि निजी स्कूलों का प्रतिशत परीक्षार्थी 92 प्रतिशत था.

52142
रुप एक विद्यार्थी पर मनपा का खर्च

स्कूलों की हालत दयनीय
प्रजा फाउंडेशन को उत्तर से जारी किये गए श्वेत पत्र में कहा गया है कि वर्ष 2008-09 के मुकामले वर्ष 2016-17 के शैक्षणिक वर्ष में पढ़ती कक्षा में विद्यार्थियों का पंजीकरण 49 प्रतिशत घटा है. वर्ष 2008-09 में कक्षा 1 में 63 हजार 392 बच्चों का नाम लिखवाया गया था जबकि वर्ष 2016-17 में मात्र 32 हजार 218 बच्चों का नाम पढ़ती कक्षा में लिखवाया गया. यदि इसी तरह की गिरावट जारी रही तो वर्ष 2020-21 के शैक्षणिक वर्ष में दर्जा एक में पढ़ने वाले विद्यार्थियों की संख्या 16 हजार 275 रह जाएगी.

49% घटा छात्रों का पंजीकरण
प्रजा फाउंडेशन को उत्तर से जारी किये गए श्वेत पत्र में कहा गया है कि वर्ष 2008-09 के मुकामले वर्ष 2016-17 के शैक्षणिक वर्ष में पढ़ती कक्षा में विद्यार्थियों का पंजीकरण 49 प्रतिशत घटा है. वर्ष 2008-09 में कक्षा 1 में 63 हजार 392 बच्चों का नाम लिखवाया गया था जबकि वर्ष 2016-17 में मात्र 32 हजार 218 बच्चों का नाम पढ़ती कक्षा में लिखवाया गया. यदि इसी तरह की गिरावट जारी रही तो वर्ष 2020-21 के शैक्षणिक वर्ष में दर्जा एक में पढ़ने वाले विद्यार्थियों की संख्या 16 हजार 275 रह जाएगी.

2 चुनाव जीत कर मनपा सदन में अपने पहले नगरसेवक भी शिक्षा को गुणवत्ता को लेकर मंथन नहीं है. 227 नगरसेवकों में से 167 ने पूरे खाल शिक्षा विभाग के बारे में एक भी सवाल नहीं उठाया. केवल 8 नगरसेवक ऐसे हैं जिनमें शिक्षा पर 4 से अधिक सवाल पूछे हैं. यही नहीं नगरसेवक शिक्षा के बारे में काम, स्कूलों के नामकरण को लेकर अधिक सख्त रहते हैं. निर्वाह मंत्रालय ने कहा कि प्रजा का श्वेत पत्र सुनाने, उपायसौच्य, पाठ्यपुस्तक और कार्यालय के दिशाओं पर अजाब है.

65

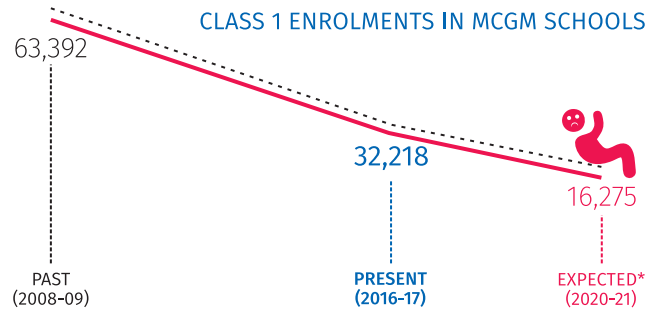


Press Coverage

38



Press Attendance

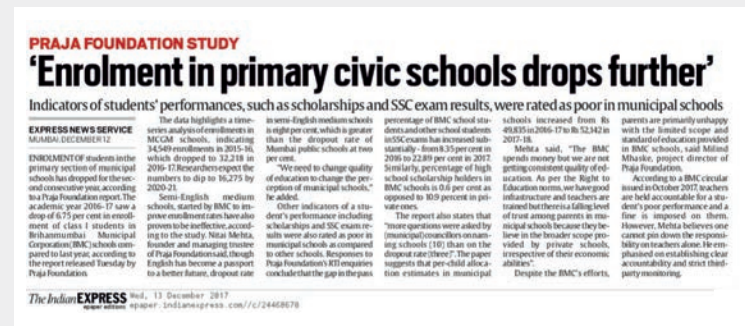


Only 8 councillors have asked more than 4 questions on education. 167 councillors did not ask even a single question on education. More questions were asked on naming of schools (10) than on dropout rate (3).

Impact

MCGM circular on teacher evaluation: On the suggestion of linking CCE reports with performance appraisal of respective teachers, MCGM circular number 237, dated 27.10.17 linked teacher performance to student learning outcomes, where teachers would be fined for poor student performance, certificate/ mayor award recommendation would be given for good performance. While the circular makes only teachers accountable, it is of primary importance to first ensure that teachers and school leaders (principals/Headmasters) are provided the necessary training, authority and capacity building mechanisms with reference to their school and students. In addition, School Management Committees need to be strengthened to provide a holistic management of education.

MCGM's letter in response to Education White Paper: A letter citing Praja's findings, acknowledging certain findings (such as fall in enrolments and dropout) and presenting their perspective of other indicators (such as SSC results, budget and scholarship) was issued by the MCGM education department. MCGM promised to work towards betterment of its schools, through a list of schemes.





Education Delhi

76



RTIs

22



Dialogue

Highlights

Total enrolment fell by 1,76,743 students (7% fall) from 2013-14 to 2016-17 in MCD and State Government schools.

Enrolment in Class 1 has gone down by 30%, from 1,92,820 in 2010-11 to 1,35,491 in 2016-17 in MCD and State Government schools.

Praja Foundation has released its second annual report on the 'State of Public (School) Education in Delhi' on 14th December, 2017. From 2011-12 to 2016-17, it is evident through data that almost half of the students did not move to secondary education level through examination, while in primary and middle school, they were promoted irrespective of learning levels. The Government School systems are not benefiting their end users (students); while, the monitoring mechanisms are not reflecting the reality. This trend can be 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.

THE INDIAN EXPRESS, FRIDAY, DECEMBER 15, 2017

4

PRAJA REPORT ON 2016-17

'43% of Class IX students were not promoted to Class X'

Report shows the same set of students scored good grades in classes VI-VIII

SHRADHA CHETTRI
NEW DELHI, DECEMBER 14

AS MANY as 43% of Class IX students studying in Delhi government schools were not promoted to Class X in the 2016-17 academic year, a white paper on the state of public school education has revealed.

Released by the Praja Foundation, the white paper also shows that the same set of students scored good grades under the Comprehensive Continuous Evaluation (CCE) system when they were in classes VI-VIII.

The section on CCE grades shows that 66.6% of the Class VIII students from government schools scored between grades A and C. According to the foundation, the disparity arises from the fact that CCE is a self-evaluating process and does not yield results.


"The government keeps talking about the increase in pass percentage in Class X. But we need to

shows that CCE grades in MCD schools were not very impressive in 2016-17 – 65.4% of students scored between grade C and E.

Municipal schools are from classes I to V, after which students move to government schools. The report looked at a total of 1,017 government schools and 1,664 MCD schools. The data has been collated through RTIs and government reports. It has also used CCE and learning outcomes from Shaala Siddhi, designed by the National University of Educational Planning and Administration (NEUPA) in 2015. The report also highlights problems in senior secondary classes, with 26% of Class XI students (2015-16) not being promoted to Class XII.

It also addresses the quality of teachers in municipal and government schools. On an average, 55% MCD school teachers and 63% government school teachers have medium-level

WHAT THE WHITE PAPER REVEALS



The report looked at a total of 1,017 government schools and 1,664 MCD schools. Archive

ENROLMENT IN GOVT SCHOOLS

Class	2013-14	2014-15	2015-16	2016-17
VII	2,28,887	2,24,239	2,09,637	2,14,434
VIII	2,15,941	2,17,008	2,18,431	2,06,602
IX	2,19,377	2,59,705	2,88,094	3,11,824
X	1,92,820	1,40,670	1,43,618	1,35,491

48

 Press Coverage

17

 Press Attendance

 2010-11 1,92,820

Enrolment in class 1 has gone down by 30%

 2016-17 1,35,491


85,412 students dropped out from MCD and Delhi Government schools during 2016-17.

25 MLAs and 147 Councillors have not raised a single issue on Education.

दैनिक जागरण 3

नई दिल्ली, 15 दिसंबर 2017

दिल्ली की शिक्षा व्यवस्था पर उठे सवाल

नामांकन हुए कम, गैर सरकारी संगठन प्रजा फाउंडेशन ने आरटीआइ से मिली जानकारी की साझा

जागरण संवाददाता, नई दिल्ली : सरकार भले ही बेहतर शिक्षा का वादा और दावा कर रही हो, लेकिन सूचना के अधिकार (आरटीआइ) से मिली जानकारी दिल्ली सरकार और नगर निगम दोनों की शिक्षा व्यवस्था पर सवाल खड़े कर रही है। गैर सरकारी संगठन प्रजा फाउंडेशन ने राजधानी की शिक्षा व्यवस्था को कठघरे में खड़ा करते हुए आरटीआइ से मिली जानकारी बृहस्पतिवार को कांग्रेसीट्यूशन क्लब में आयोजित प्रेसवार्ता में साझा की। उसने सार्वजनिक (स्कूल) शिक्षा पर अपनी वार्षिक रिपोर्ट पेश की।

प्रजा फाउंडेशन की सहायक प्रबंधक अंजली श्रीवास्तव का कहना है कि नौवीं से दसवीं में जाने वाले बच्चों की संख्या बताती है कि छात्रों को पिछले वर्षों में प्रमोट किया गया है। इसकी दो वजहें हो सकती हैं, या तो शिक्षक अपने कार्य में असंवेदनशील थे या फिर शिक्षा के अधिकार के मानकों की निगरानी कड़ी नहीं थी।

निजी स्कूलों की आर्थिक स्थिति की होगी समीक्षा

राज्य ब्यूरो, नई दिल्ली : दिल्ली सरकार सातवें वेतन आयोग की आड़ में अभिभावकों से अतिरिक्त फीस मांगने वाले निजी स्कूलों पर नकेल कसने की तैयारी में है। अगले एक सप्ताह शिक्षा निदेशालय दिल्ली के सभी स्कूलों की आर्थिक स्थिति की समीक्षा करेगा। निजी स्कूलों से कलह गया है कि वे अभिभावकों को मजबूर न करें। बृहस्पतिवार को मुख्यमंत्री अरविंद केजरीवाल के आवास पर एक बैठक बुलाई गई, जिसमें उपमुख्यमंत्री से लेकर कई विधायक भी शामिल हुए।

फीस बढ़ाने पर अभिभावकों की शिकायत पर मुख्यमंत्री अरविंद केजरीवाल ने शिक्षा विभाग को दिया निर्देश

बैठक के बाद अरविंद केजरीवाल ने ट्वीट कर बताया कि बीते दिनों अभिभावकों ने उनसे मुलाकात कर शिकायत की थी कि सातवें वेतन आयोग की दलील देकर निजी स्कूल एरियर के साथ बहुत ज्यादा फीस की मांग कर रहे हैं, जिस पर रोक लगनी

चाहिए। इस पर शिक्षा विभाग को निर्देश दिया गया कि वह पूरे हालात की समीक्षा कर स्कूलों की मांग को रोके। कोई स्कूल छात्रों को परेशान न करे। शिकायत मिलने पर सरकार स्कूलों के खिलाफ सख्त कदम उठाने से नहीं हिचकेंगी।

मनीष सिंसोदिया ने बताया कि बड़े पैमाने पर अभिभावकों से शिकायतें मिली हैं। इसलिए सरकार ने फैसला किया है कि पूरी दिल्ली के स्कूलों की मांगों की समीक्षा होगी। जरूरत होने पर स्कूलों का ऑडिट भी कराया

जाएगा। उन्होंने पब्लिक स्कूलों को नसीहत दी कि बिना सरकार की मंजूरी के बढ़ी फीस न लें। सरकार शिक्षा का व्यावसायीकरण स्वीकार नहीं करेगी।

गौरतलब है कि निजी स्कूलों द्वारा फीस वसूलने के लिए अभिभावकों को भेजे गए नोटिस के संबंध में बृहस्पतिवार को ही दैनिक जागरण ने खबरें प्रकाशित की और अभिभावकों के दर्द को बयां किया। नोटिस में जनवरी 2017 से दिसंबर तक की फीस का जिक्र तथा उसे निर्धारित समयसीमा के भीतर जमा करने का निर्देश था।

स्कूलों को बढ़ी हुई फीस न दें अभिभावक : विजेन्द्र गुप्ता

HOUSING AND TRANSPORT

29



RTIs

04



Dialogue

Housing and Transport is unlike any vertical under the Praja banner. Due to the vertical's unique nature with regard to the nature of data points and the interconnectivity of several agencies accountable, a periodic report is not released. However, Affordable Housing and convenient transport provided in a city is an integral part of a city's planning. At Praja, the report aims at displaying the status of transportation infrastructure and services in the city, including Railways, mono rail, metro rail and private vehicle data through the Regional Transport Office (RTO). It also tracks whether these services provided are adequate for the public at large.

Additionally, it looks into the Affordable Housing sector, and checks progress on the 'Housing for all by 2022' promise. It tracks progress made by Special Planning Authorities like MHADA (Maharashtra Housing and Area Development Authority), SRA (Slum Rehabilitation Authority) and MMRDA (Mumbai Metropolitan Region Development Authority) in the area of providing housing for the economically marginalised sections staying in Greater Mumbai.

Impact

The vertical aims at bringing about long-term change, and therefore has successfully established a distinguished and strong core-group of experts from the Housing and Transport sectors. Some of the experts include Mr. A V Shenoy, Ms. Sulakshana Mahajan, and Mr. Shirish Patel. The vertical is making steady progress in consultation with these experts and the report, once released, should make a solid impact on Housing and transport affairs in the city.

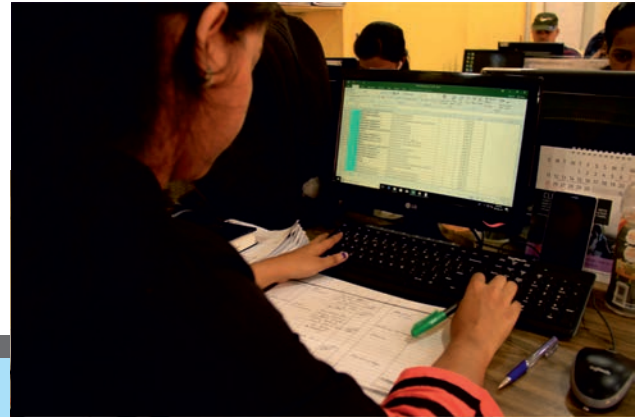
Praja's backbone: DATA MANAGEMENT

The organisation's work is based on data which is used for the creation of Praja's various reports and White Papers.

Collection of data forms the primary undergird of our work. Since Praja has been working since 1998, a sincere contact and rapport has been built with the administration, and various other stakeholders which enables the data collection process.

Through our data management exercise, we seek to guarantee the quality and integrity of the database. The data management team ensures the thoroughgoing of the data received from the government and its appropriate collation in the form of reports and white papers.

We have expanded our data management team this year and worked on increased co-coordination between the different units of data collection, data entry and data checking.



Engaging with stakeholders

238



RTIs

692



Dialogue

Working with ERs - Mumbai



Highlights

The average score achieved by the MLAs has seen a significant drop from 65.1% in 2016 to 60.5% in 2017.

Councillor

Post March 2017 elections, 73% of the total councillors were newly elected, Praja worked on the capacity building of the councillors in order to improve their overall performance by informing them about the roles and responsibilities, workshops on Municipal act and Budgeting, assisting in formulating questions and equipping them about the devices and acts to better their performance in the house. In this year, a total of 149 councillors attended our workshops.

Members of Legislative Assembly (MLA)

Management of urban issues in Mumbai is the prime responsibility of the state government. In order to achieve and maximise the impact of this, Praja team met with 14 Mumbai MLAs in this year. We discussed the issues of our verticals which mainly include public health, crime and policing and the status of public education in Mumbai. Through these interactions we were able to gauge the limitations and capacities of the MLA in their daily workings. In the coming year the team is planning to work on these loopholes and identify constructive actions

Raising the right issues at the right platform is the key duty of our legislators. In order to assist them with the right information, Praja has also worked with MLAs this year to provide them with the right questions, backed by data.

Mumbai MLA report card 2017

The following statistic helps estimate the enormity of the task of governing a city like Mumbai. If Mumbai were a country by itself, it would be the 75th most populous country in the world, much ahead of countries such as Israel and New Zealand. Bear in mind that we are not even counting people who travel every day from satellite cities to Mumbai for work.

As an economic powerhouse, Mumbai assumes special importance for the country, as the city alone contributes over 6% to the country's GDP. However, the city is also characterised by huge disparities. As many as 41% of the households in the city live in slums, according to the 2011 census. One-third of the children studying in municipal schools suffer from malnutrition. Reported cases of rape and molestation

24



Press
Coverage



The average score of MLAs on questions asked has remained the same between 2016 and 2017 at 7.96.

The average public perception about corruption of MLAs has deteriorated from 7.23 in 2016 to 6.87 in 2017. However, the average public perception from 2011 to 2014 was lower at 6.81

have increased from 2011-12 to 2015-16 by 289% and 287% respectively. Such figures highlight that MLAs have to combat problems which are massive and complex. MLAs are people's representatives, and for this reason, it is incumbent on them to be raise the right issues on legislative platforms. While they need to be vocal about people's concerns, this is not enough. The issues they raise should ideally be actionable and relevant to their areas of responsibility. However, this year, we have seen that the quality of questions asked by MLAs is just 38%. This is a matter of serious worry, as far as responsiveness to people's problems is concerned. We have calculated the quality of questions keeping in mind their relevance to the fields which are in the domain of the state government. If MLAs are raising fewer issues which directly pertain to their area of responsibility, then it reflects negatively on them.

The above data point is merely an illustrative example for the analysis that we conduct for Mumbai's MLAs in Maharashtra's 13th Legislative Assembly. In a nutshell, we attempt to provide a comprehensive assessment of the performance of the past and present performance of these MLAs.

Workshops with Councillors

After the MCGM election of 2017, 80% of the councillors were newly elected. Praja recognised the need to orient the new councillors through workshops on the issues of the 'MCGM Act and Devices' and 'Municipal Budget'. The workshops were a huge success in collaborating with the elected representatives and were conducted using resource persons Mrudula Joshi and P.C. Pisolkar respectively. A total of 28 workshops were conducted, 12 each on devices and budget, 1 on health, 1 on report card and 2 on Praja's introduction; where a total of 149 councillors attended at least one. They were appreciative of the fact that the workshops gave them an insight into processes of the MCGM, such as setting of agenda, types of devices, manner of raising questions, how to read the budget and propose in the budget ward committee meetings, etc. In all, the councillors provided positive feedback about the workshops being insightful and would want such more workshops on various topics.



244



RTIs

269



Dialogue

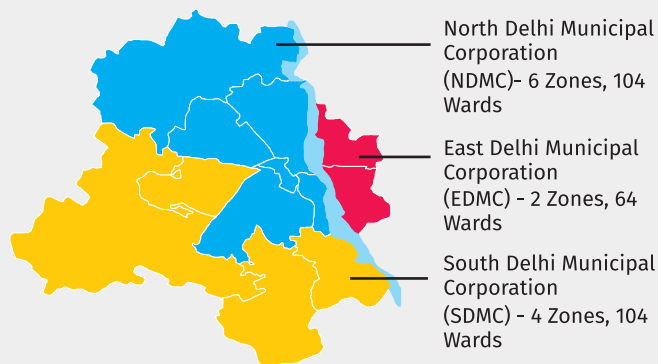
Working with ERs - Delhi

Highlights

The average score of Delhi MLAs has reduced from 58.8% in 2016 (data based on 24th February 2015 to 22nd December 2015 of deliberations) to 53.4% in 2017 (data based on 22nd March 2016 to 18th January 2017 of deliberations).

Councillor

Praja Foundation released its second annual report card of the performance of MLAs of the Delhi State Assembly on 22nd August, 2017. Delhi being the capital city, assumes special importance in the national consciousness. The city's diverse demographics, muddled power structures, and constant presence in the national spotlight means that it can be a political representative's dream as well as nightmare. Whether it will emerge out of this churn as a more efficient and prosperous metropolis depends on the will of its elected representatives. Thus, the work done by its elected representatives regularly finds space in the national headlines. Through our performance reports of MLAs and Councillors, we have sought to provide an objective analysis of the complex task that the elected representatives face. Our attempt is to shed light on the various aspects of their performance. The end goal is to encourage the ERs to represent the issues faced by citizens in their respective forums, by deliberating on them. It is also for this purpose that we met 171 councillors and 18 MLAs. In this year's report card,



possibly the most worrying finding is the huge increase in the number of people's representatives with criminal records. Elected representatives facing accusations of breaking the law is particularly unfortunate, as they are expected to be custodians of the Constitution and exemplars of good conduct. This statistic is merely one part of the extensive data collected by us for this report card.

17



Press
Coverage



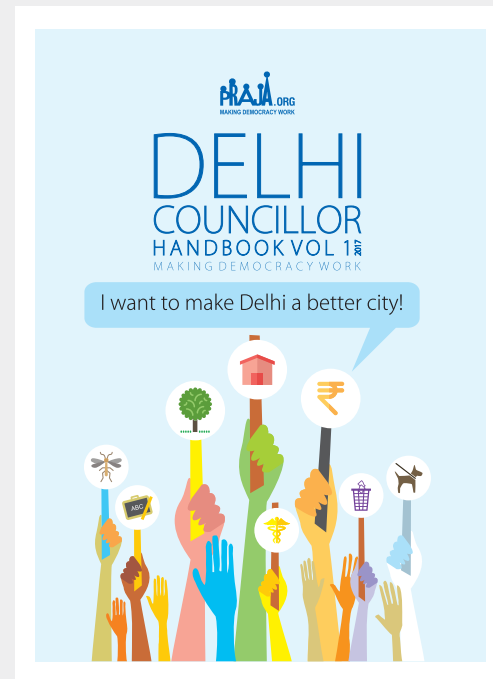
In February 2015, 14 out of 70 (20%) MLAs had criminal records. In December 2016, this number increased to 39 (56%).

Seven members did not raise even a single issue in 2017. Two MLAs did not raise even a single issue in 2016 and 2017 combined.

The total number of issues raised also reduced from 951 in 2016 to 926 in 2017.

Councillor Handbook

Praja Foundation introduced Councillor Handbooks which are a guide to civic administration in Delhi. It gives a glimpse of discretionary and obligatory work of councillors. It is a comprehensive document which includes information on functioning of departments of Municipal Corporation of Delhi, Mayor/Deputy Mayor, Municipal Secretary and revenue and expenditure of Delhi. It gives an overview of various committees and details of statutory committees of Municipal Corporation of Delhi. The feedback we received regarding the handbook was overwhelming. The councillors and MLAs in Delhi have indeed found the book to be very useful. With help of the book they could enhance their work and raise more questions by using different devices. The book provides practical help especially to newly elected representatives. Many councillors prefer to carry the book with them for instant reference. It also motivates them to attend more and more meetings and raise quality questions. Many councillors thanked Praja for the valuable contribution which helped them catalyse their growth. The book will help in overcoming the challenges faced by councillors.



Citizen Engagement

Citizen Engagement as a vertical at Praja is to generate awareness in youth and communities about governance to further provoke active citizenship. This vertical works with a motivation to build capacity of, advocate and engage with Civil Society Organizations (CSOs) and college/university students to train them in governance.

This engagement is achieved by conducting workshops on various topics such as Three tiers of Governance, Urban local governance, RTI Act, etc. This effort is made so that young citizens become more active towards governance and an overall culture of good governance is created.

Mumbai



Projects under Citizen Engagement

Complaint Redressal System project at Political Science department, SNTD college of Arts

Since 2000, MCGM has launched a centralised complaint system wherein complaints from any source such as letters, phone calls, public meetings etc. – are collated in one system, making it easier to respond, maintain, and evaluate the status of the complaints. The complaints are automatically lodged in the CCRS (Central Complaint Registration System) that has been integrated in the SAP (System Application Protocol) of MCGM. The system was developed with the help of the logical corollary of the Citizens' Charter. It also has a helpline number – 1916 with multiple hunting lines and amalgamation of multiple services. Complaints are captured at a centralised location with the help of a software application, increasing accountability of the MCGM officers. All the civic complaints are in a single system that can track its status in a real time basis.

This program was conceptualised in order to build the students' capacity to understand exactly how the Municipal Corporation of Greater Mumbai (MCGM) Complaint Redressal Mechanism functions from a practical point of view.

A similar project was done at NMIMS College, SAMSOE wherein the objective was to find out the level of awareness about their local governing body, as well as whether they are socially active and report complaints with the BMC.

Help Desk project Cooper Hospital

The initiative is programmed to give exposure of medico-legal aid and procedures to the students of Law College. The program is expected to contribute to the Hospital in terms of facilitating the managing system as well as providing manpower. This desk will help the people in channelizing their issues properly. This Help Desk was manned by two groups of students from Pravin Gandhi College of Law and Jitendra Chauhan College of Law respectively.

Case study at Pravin Gandhi College of Law

Students of Pravin Gandhi College of law were selected to study 20 cases relating to grievous crimes to understand the time taken by the existing judicial system to resolve those cases.

Workshops

Under the vertical, 21 college workshops have been conducted out of which some have been done by guests such as Mr. Shailesh Gandhi and CSOs such as Commonwealth Human Rights Initiative. Orientation workshops on medico-legal systems have been conducted by forensic experts from Cooper Hospital. Talks of engagement were initiated with Centre for Law and Policy research to conduct workshops on constitutional debates through their website named 'CAD' and will be progressed in the coming year across colleges in Mumbai.

11 CSO workshops have been conducted in community based centres such as Rangoonwala Community Centre on Urban Local Governance and Departments of MCGM. They train women in various skills to make a living for themselves. Social Service League conducts a para-professional course on social service, therefore a chapter on three tiers of governance was taken by Praja staff.

Elected Representatives Fellowship Program

A major achievement of the vertical was the commencement of the ER Fellowship program. The rationale for starting the program was the belief that uninformed and disengaged elected representatives and administration, rather than existing systems or policies, are responsible for the lack of good governance. The Fellowship programme, hence, seeks to facilitate the work of the newly elected councillors

while simultaneously allowing the participating fellows to understand urban local governance and the powers and functions of a Councillor while working alongside them. The fellows will help the Municipal Councillors discharge their most basic function – raising questions in the floor of the House/committees. These fellows also get a platform to work on the Civic, Health and Education issues and present the issues to elected representatives (mainly Councillors) related to the same. The Praja Fellowship program is designed to challenge the participating fellows to understand the ground-level realities to do with governance and understand the powers and functions of a Councillor while working alongside them. The Praja ER Fellowship Program to assist Mumbai's Municipal Councillors is a six month paid fellowship and the selected fellows are engaged in this program from August 2017 to March 2018.

19 fellows were finalised out of around 160 applications. The fellows were allotted specific areas within the three zones of Mumbai- City, Western Suburbs and Eastern suburbs wherein they had to engage with councillors from those specific wards within the area.

Praja Co-ordinators indulge in weekly review meetings with their fellows and a monthly review meetings are held with the Entire project team wherein the fellows share their experience of the month in complete detail. Workshops are conducted on the day of the review meetings for the fellows so that they are not just being practically involved in the process of good governance but also theoretically benefit from the program. The fellows have had 149 Meetings with 113 Councillors from Mumbai to date.

Councillors have benefitted from this activity and they keep reaching out to the fellows time and again, either to procure data from Praja pertaining to their ward or

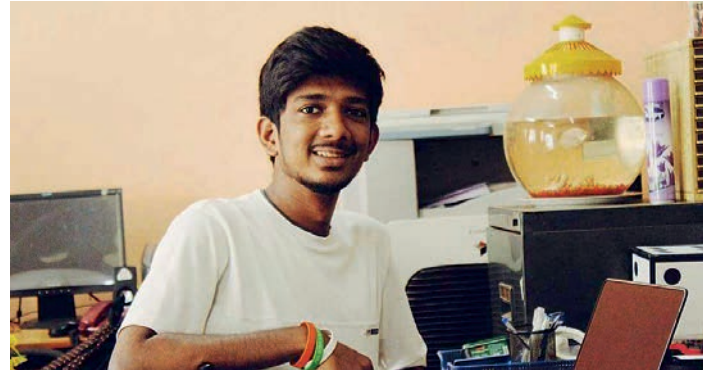
taking help in framing questions which they may want to ask in the floor of the House or at Ward Level meetings. Total Number of questions asked by councillors were 6 after repeated follow ups from the Fellows. So far, the fellows have had 149 Meetings with 113 Councillors from Mumbai.

Blue Ribbon Movement in the capacity of a Sub-grantee under the EU Project

Blue Ribbon Mission is a Civil Society Organisation working extensively with youth by engaging them in various community oriented fellowship programs on the community level such as their Community Connect Fellowship. There are various other projects wherein they engage on issues of gender. There is also an initiative to discuss and build awareness about rural development.

Blue Ribbon Movement has partnered with Praja Foundation to become a sub-grantee under the EU project wherein a part of the funding is directed towards projects working directly in the community. A lot has been achieved through this association such as connecting the Praja's ER fellowship and Blue Ribbon Movement's Community Connect Fellowship. Fellows from either sides have exchanged notes on engaging with elected representatives as well as within the community. We look forward to taking this association forward by collaborating on the fellowship in the coming year as well.

Fellow testimonial



"Praja Foundation's Elected Representative (ER) fellowship has been an opportune moment for me since I've opted for courses like urban governance and urban politics at the University of Mumbai. It has not only given me a perspective but also a direction towards understanding local problems and their impacts in the city. Getting to know about governance structures, understanding civic laws and policies, travelling to parts of the city never heard of, meeting local authorities, getting to hear their challenges, and lobbying for change has been a rewarding experience for me. The fellowship has encouraged me to analyse, observe, and research on the politics of urban spaces in the context of the right to the city and offer fresh perspectives to the councillors in terms of urban development. Praja Foundation's ER fellowship has truly built my capacity to work for urban change and has motivated me to work in the field of urban policy, planning, and governance."

**Vivek D'souza,
Praja Fellow, Mumbai Cohort I.**

Delhi



The Delhi chapter was started this year wherein 8 college workshops such as Ethasa Training Centre, Ramanujan College, Gautam Buddha College were covered. 1 workshop with a CSO named URJA was conducted.

Talks of Engagement with CSO's such as Commonwealth Human Rights Initiative were started and will be progressed in the coming year.

Total Impact



256
234 in Mumbai
22 in Delhi

Number of interns and volunteers



12
11 in Mumbai
1 in Delhi

Number of CSO workshops in 2017



29
21 in Mumbai
8 in Delhi

Number of college workshops in 2017



173
11 citizens
63 CSOs
99 colleges

Interactions under the Citizen Engagement vertical in 2017

Total Influence

The Outreach through Praja's Citizen Engagement vertical can be measured through participation in workshops as well as involvement in Internships and the Fellowship. The number of Citizens influenced through Praja's work in governance are 2146 and if each individual was to reach out to 5 individuals, Praja's work has influenced 10,730 individuals.

Media And Communication

Mumbai and Delhi



DATA

343



Total Media Coverage

Traditional Media

688



Attendance

2448



Facebook Likes

Social Media

372



Twitter Followers

Website

4848



Downloads

52526



Website Visitors

15



Newsletters



DIALOGUE

12

Monthly

31

01

Yearly

2017

82

Event Report



102

Total in Year 2017



AWARENESS

11



Foreword

12



Press Releases

Transforming Urban Governance (TUG)

Cities are ruled by archaic laws that are over a century old and were introduced for 'ruling' rather than 'governing'. Indian cities are managed by multiple agencies with overlapping functions. Service delivery and responsibilities are fragmented leading to inefficiency. There is an urgent need to completely transform the way cities are governed and managed to make them more democratic, transparent, accountable and responsive to the needs of citizens.

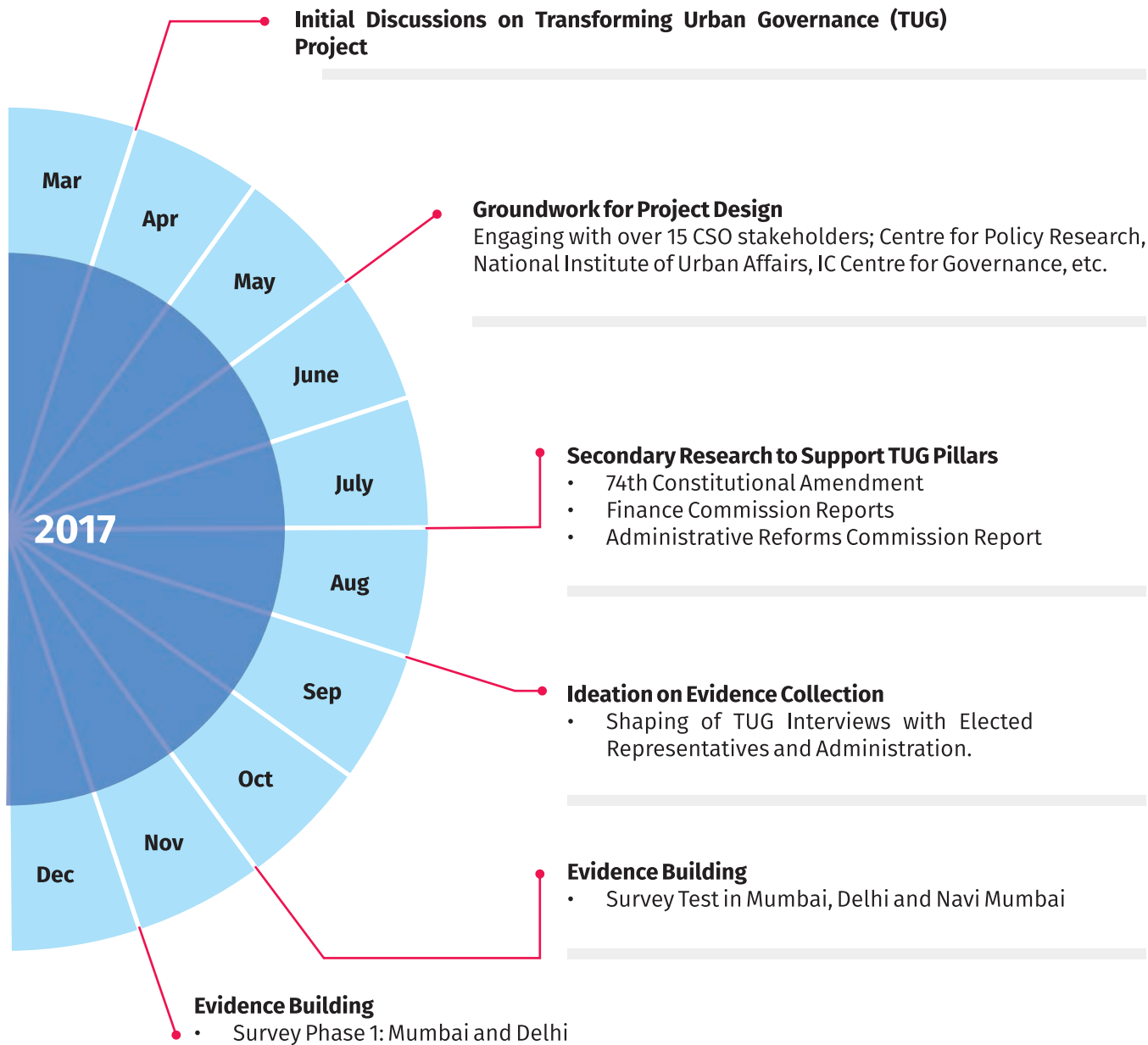
Praja is launching a new initiative – TUG – that will work towards transforming the way our cities are governed and managed to make them more sustainable, dynamic and liveable. It will focus on four pillars that will have a transformative impact on the functioning of city governments.

1. Democratising ULBs: e.g. empowered mayors, Model Nagar Raj Bill
2. Increasing citizen participation: e.g. Area Sabhas, citizen charters, complaints redressal mechanism, municipal ombudsman
3. Finance: e.g. control over local taxes, municipal bonds, service charges
4. Creating smartly governed cities: e.g. sustainable urban mobility, sanitation, affordable housing, waste management

We are currently building the evidence base on urban governance through a combination of desk-based and field research. As part of the field work, we plan to conduct interviews across Indian cities, namely Mumbai, Delhi, Kolkata, Bhopal, Udaipur and Kochi in the first phase. This will strengthen the evidence and help us understand urban governance and development from the view of elected representatives, the city administration and citizens. It will explore the relationships between these different groups and identify the challenges facing Indian cities.

We plan to compile this evidence along with our research to make a strong case for Transforming Urban Governance. TUG is going to build a coalition of like-minded organisations and individuals to completely transform the way our cities are governed.

We plan to host a round table with urban governance experts in April. We will share our initial findings from our field research in Mumbai and Delhi, gather feedback, and begin informed discussions around possible policy reforms. We will share a report on our findings and pose some key questions to shape the round table discussion. Following on from the round table, we plan to roll-out the interviews to four additional cities - Kolkata, Udaipur, Bhopal and Kochi.



Activities conducted in 2017

Reaching out to stakeholders

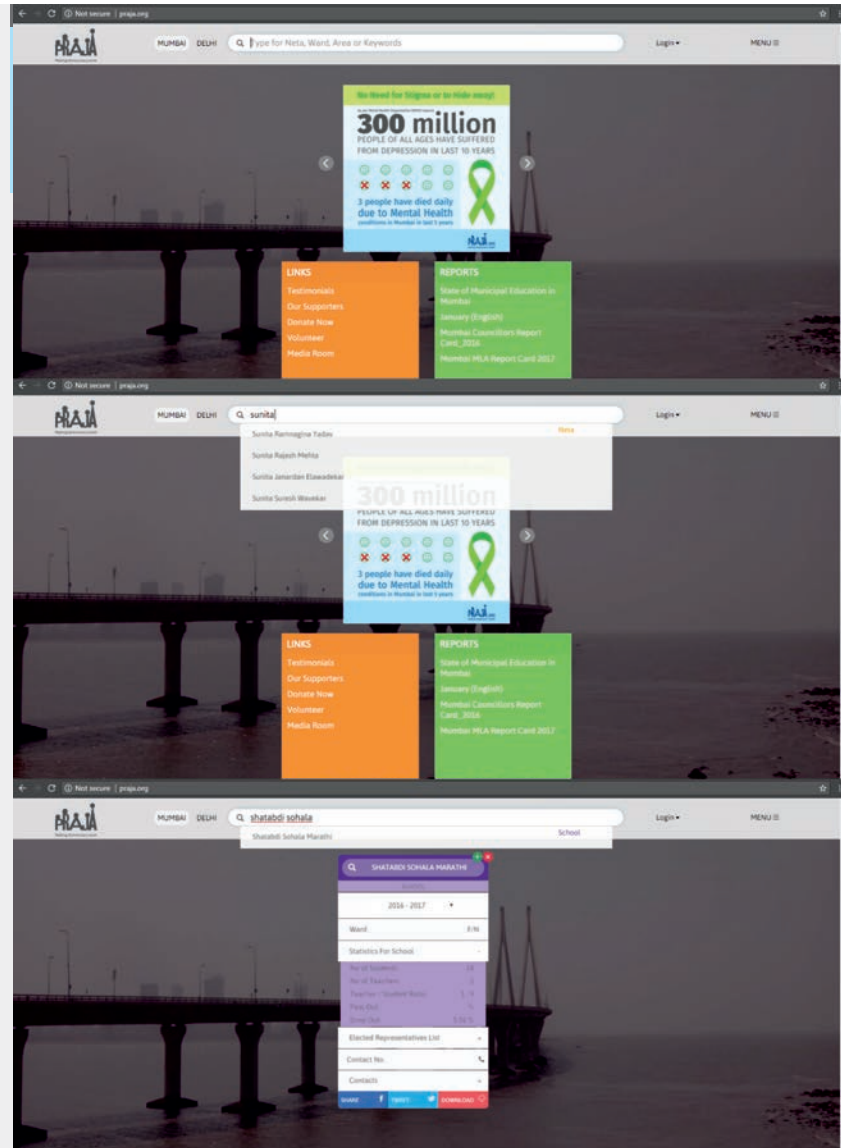
www.praja.org

Praja's Website Launch

Praja's website was revamped to include the Delhi Chapter. The launch for Praja's renewed website was done at the OGD symposium. The front end and the back end of the website was updated to include Delhi's data. Delhi's database on profiles of Elected Representatives was also uploaded along with the White Papers and Report Cards published in Delhi. The website's backend now has a database of Delhi's data points along with Mumbai.

The Praja website was also revamped to provide an interactive interface to users with visual information about the two cities of Mumbai and Delhi.

It also operates henceforth as a search engine for all data collected by Praja, such as information of elected representatives and city wise issue based information such as those of specific schools, hospitals, areas.



Open Government Data (OGD) Symposium

Public bodies produce and commission huge quantities of data and information. By making their datasets available, public institutions become more transparent and accountable to citizens. Widely seen to be a key hallmark of contemporary democratic practice, Open Government Data (OGD) is often linked to the passing of freedom of information legislation. Open Government Data (OGD) is a philosophy- and increasingly a set of policies - that promotes transparency, accountability and value creation by making government data available to all. The National Data Sharing and Accessibility Policy (NDSAP) was passed in 2013, designed to be applied to all sharable non-sensitive data available in dialogue or analogue forms using public funds by central and state governments/agencies. The NDSAP policy is designed to promote data sharing and enable access to Government of India owned data for national planning, development and awareness. The principles on which data sharing and accessibility need to be based include: Openness, Flexibility, Transparency, Quality, Security and Machine-readable. It is with the objective of discussing the possibilities and promises of OGD that a symposium titled 'Enhancing Democracy Through Access to Open Data: What Are the Roles of Government and Civil Society?' was conducted on 8th September 2017 at the India Habitat Centre, Delhi. Through this session, the aim was to specifically investigate the role of civil society and media in this effort. The participants deliberated on how open data can improve the work of civil society, government, and journalists with regard to the basic elements of democracy, such as accountability, scrutiny, and transparency. The focus was on how civil society could play a helpful role using data, and work towards increasing the significance of data literacy on specific issues, educate fellow activists and civil society on use

of technology as tools for advocacy, balance the development of open data and the strategies to improve governance and capitalize on the demand for democracy and transparency by making open data more accessible to the larger public. The event had 68 participants including those from media, various CSOs and governmental agencies.

Newsletters

Praja's newsletters are based on detailed information regarding specific issues and are intended to reach out to our stakeholders on a monthly basis. 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) through ERs – Mumbai's 227 councillors, MLAs and MPs from Mumbai, and Administration – includes MCGM officials, Police administration in Mumbai and key officials in the state administration, 2) Praja Members (registered on the website), 3) Volunteers and 4) A select database of NGOs, civil society activists and researchers. 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 20388 newsletters reach people, while the soft copies of it get uploaded on our website.

Praja Desk Calendar

In 2017, Praja's theme for the calendar was The Idea of the Indian Constitution, elaborating upon the different ideals of the constitution, through relevant Articles and quotes. As part of our outreach efforts, the calendar was sent to ERs and also shared on social media.

Capacity building for the team

Strategy workshop

The Annual Strategy Workshop of Praja Foundation is conducted with the aim of assessing the performance of the previous year and making a comprehensive plan for the following year. The performance of every vertical is evaluated against its data points, outreach, awareness and dialogue with stakeholders. The rationale for organising a strategy workshop is to look at the challenges the teams have faced in the year, discuss how to overcome those challenges and understand the upcoming opportunities for the vertical in terms of new research, resource allocation, capacity building requirement and the possible events/collaborations as well.

Retreat

Praja's Annual Management Training Program is conducted for capacity building of the organisation's staff. The theme for the 2017 program was 'Communication' with the aim to improve communication among employees in an organisational environment, conducted on 3rd-4th March, 2017, where Mr. Arun Wagchoure, an expert on management techniques was the key resource person.

Other Trainings

Other workshops and trainings include Excel Training on 13th January, 2017 by Praja Staff, Word training on 15th July, 2017 by Jash Kothari and Praja Website Training on 26th May, 2017. Other trainings include on Gender and Sexuality by Ashok Nirgulkar titled 'Me and my sexuality' on 29th April, 2017 and 'Saying No' on 29th July, 2017; Shailesh Gandhi's Workshop on Right to Information and Right to Services conducted on 9th June, 2017, Telephone and Office Etiquettes by Apurva Rege on 23rd May, 2017 and a Fire Fighting drill on 3rd June, 2017.

External workshops include IAF workshop, Germany attended by Anjali Srivastava from 3rd-15th September, 2017; Dasra Social Impact Accelerator Program attended by Milind Mhaske and Open Data Conference attended by Anjali Srivastava and Puneet Kaur.

Testimonial



"Spread over 13 days the IAF workshop on 'local politics and citizen participation' focused on a wide range of topics beginning from assessing the challenges and loopholes in the local governance structures of each of the participants to learning the different best practices, experiments done by German municipalities to then formulating an actionable strategy in order to deal with the problems.

From the discussions and the cross swords with participants from 20 countries, on the understanding of liberal values and freedom I realized something very important (for me at least). We while advocating liberalism and liberal values become so adamant on what it stands for "us" personally that we tend to ignore the basis of liberal values itself, the right of people to choose and decide for one self."

Anjali Srivastava,
Assistant Manager Program, Delhi

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