

# CITIZEN FEEDBACK MECHANISMS

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V.S.Vinay Kumar  
Centre for Good Governance (CGG)  
Hyderabad, India  
[www.cgg.gov.in](http://www.cgg.gov.in)

# Structure of the Presentation

- Introduction to Citizen feedback Mechanisms
- Effective Citizen Feedback Mechanism : The Case of “ Bhagidari ” initiative in Delhi, India.
- Information technology for citizen feedback : The case of “ Online Grievance Redressal Tracking Systems” in Andhra Pradesh, India

# Citizen Feedback : Purpose

- Citizens as “consumers” are best positioned to provide feedback on
  - The design of programmes/policies
  - The implementation
  - How they can be improved
- Promotes transparency & makes governments accountable and responsive to the community
- Provides community with an opportunity to influence development programmes

# Citizen Feedback Mechanisms

- Surveys and focus groups – Citizen report Cards
- Public hearings / Public Forums
- Citizen Advisory Boards
- Study Circles
- Government Contract committees
- Direct feedback – In person, mail, electronically , telephone

# Public Hearings/Forums

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- Open meetings that can be conducted by various bodies --elected local self-government representatives, governments , NGOs and similar -- with concerned stakeholders of their communities.
- The objective is to examine the opinions of everyone regarding critical issues affecting their community.

# Public Hearings/Forums

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- Their primary functions include:
  - Establishing trust between the people and local government, which is important for creating a stable democracy
  - Informing citizens about the budget and other public affairs, and the activities and services of their local government
  - Providing a platform for citizens to voice their needs and concerns regarding their community

# Public Hearings: Steps in planning and implementing

- A Public Hearing is open to all citizens in the community
- A Public Hearing is widely publicized beforehand
- The Public Hearing is held at a time and place that is convenient and accessible for citizens wishing to attend
- Local government decision-makers are present and are prepared to listen
- The Public Hearing usually begins with a brief presentation by a senior representative of the organizers of the hearing

# Public Hearings: Steps in planning and implementing

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- The Public Hearing is then opened for citizens' comments and debate
- It is helpful to have a facilitator
- Local government officials reply to some queries immediately, while others are recorded for future follow-up
- At the end of the hearing, a responsible official may briefly summarize what follow-up will take place
- A report on the hearing is made available to the public and the media



# Citizen Advisory Boards

- A group of volunteers--representing different stakeholders in the community -- that come together with a common aim to help the community.
- Can study a problem and make recommendations to the government/ public representatives on issues that affects local residents
- Local Governments can constantly consult the CAB and inform them of expert advice they may have received on resolving certain issues, thus generating enthusiasm amongst the local population for their chosen actions.

# Citizen Advisory Boards Contd.

- Participatory way to form it is ideal. Most of the members could be directly nominated by the citizens of that region.
- Some criteria could be : members represent various stakeholders in the community - NGOs, media, neighborhoods units, local self-government, public enterprises, private businesses, etc.
- The members should ideally come from diverse backgrounds (ethnic, gender, religious, professional etc )
- The CAB's should have way to identify citizen priorities periodically.

# Study Circles

- Study circles – small-group (diverse , usually 8 to 12 participants) , democratic, peer-led discussions – provide a simple way to involve community members in dialogue and action on important social and political issues.
- Community-wide study circle programs involve many study circles happening at the same time across a community, provide a basis for problem solving, and lead to action at many levels, create new personal relationships and community networks.

## Study Circles Contd.

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- Citizens gain "ownership" of the issues, discover a connection between personal experiences and public policies.
- Gain a deeper understanding of their own and others' perspectives and concerns.
- Community-wide study circle programs foster new connections among community member that lead to new levels of community action.
- They also create new connections between citizens and government.

# Study Circles: Getting Public Officials involved

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- Different roles public officials can play in study circle programs:
  - Organize /fund study circle programs,
  - Implement action recommendations,
  - Participate in study circles themselves.
- Key is to emphasize the point that the study circle program is intended to help citizens take action themselves, rather than merely recommending action ideas for public officials to implement

# **A Case of Effective Citizen Feedback Mechanism**

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**“Bhagidari” by the Govt. of Delhi,  
India**

# “Bhagidari” by the Govt. of Delhi, India

- Means for facilitating changes in Delhi,
  - Utilizes processes and principles of multi-stakeholders (citizen groups, NGOs, the Government ) collaboration,
  - Aims to develop joint ownership by the citizens and government of the change process.
  - Facilitates people’s participation in governance
- Need felt to identify or develop a model that helps the citizens and government officials meet, sit together, interact, overcome their inhibitions, and develop a real dialogue, to act together and solve problems together

## To start with

- The CM held discussions with the cabinet and after a consensus was built, the CMO's office made incharge of concretizing
- A professional body the Asian Centre for Organization Research and Development,(ACORD), hired to facilitate
- Wide consultations (for selecting the key issues) initiated with
  - Various citizen groups-the Resident Welfare Associations (RWAs), the Market and Traders Associations (MTAs)
  - NGOs.
  - Key Public utility departments ( eg. water , electricity, police)



# Issues taken up

- The issues taken up are simple and common issues that impact on a citizen's everyday life.
- These are issues that are amenable to simple solutions.
- The idea is to build up on these first successes and to take the movement forward to addressing more complex matters.
- For ex. The water resources dept. would look into
  - Payment and collection of water bills
  - Distribution of water through water-tankers
  - Replacing old/leaking pipelines

# Implementation Mechanism

- Workshops with citizen groups where representatives of citizen groups discuss the selected issues with officials of Public Utility Departments
- Each workshop (3 days) will have the participants seated in a table wise arrangement. Each table has 4 citizens (2 each from 2 citizen groups, viz. Residents Welfare Association or Market Traders Association) and 5-6 officials of Public Utility Departments.
- Each table group works on issues selected. The group discusses and builds consensus on solution of issue-based problems. Each stakeholders role and responsibilities are identified and committed

# Challenges

- Bringing together a large number of citizen groups and government officials on a common platform not an easy task. Requires detailed planning and co-coordinated action holding preliminary meetings, interactions.
- Managing a change in perceptions of both the citizens and government officials.
- Resistance from the field-level government officers who were not willing to step out of their bureaucratic shell
- Expanding the programme into the slum clusters, resettlement colonies and the unauthorized regularized areas
- To work out changes in policies and legislation, which would enable the citizen groups to statutorily interact with Government.

# Implementation Mechanism

- After the workshop, the RWA/MTA wise list of solutions is sent to concerned departments and Deputy commissioner (Revenue) offices. They hold regular meetings to implement and monitor solutions.
- The Area Officers ensure a fortnightly meeting with their area RWAs. The District Officers of the public utilities monitor and co-ordinate the working of these Area Officers.
- Monthly reviews are taken by the Heads of Departments and the Deputy Commissioners.
- Quarterly reviews are taken by the Chief Secretary and the Steering Committee headed by Chief Minister.

# Information Technology for effective Citizen Feedback

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**The Case of “ Online Grievance Redressal  
Tracking System” (OGRTS) being  
implemented in Andhra Pradesh, India**

# Objectives of OGRTS

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- Facilitate to lodge and monitor the grievances on online basis
- Provide information on municipal services
- Enforce the time frame of service delivery defined in Citizen's Charter
- Improve the quality of public services
- Improve efficiency and effectiveness of Municipalities and ensure transparency and accountability in grievance redress mechanism
- Enable citizen feedback

# Features

- A web-enabled and networked IT application for monitoring of public grievance redress mechanisms
- Call forwarding, automatic escalating, grievance redress recording through SMS, internet
- Linking generic call center software to Instantaneous Access to Exceptional Information (**INSTAXX**) for call forwarding and Performance Tracking System (**PTS**) for online performance monitoring

**\* CGG in house products**

# Working Scenario

- Receiving Calls
- Registering the Complaint
- Forwards/Politely Guides/Provides Information
- Forwarding accepted calls to First Level Functionary through SMS
- Automatic escalation to next level functionaries like Second Level Functionary, Municipal Commissioner, Regional Director and Joint Collector/Collector
- Knowing status of complaint through telephone, SMS, Internet



# Feedback from the Customer

The performance of the functionary can be assessed by getting the feedback from the citizen, the analysis team will call the citizens randomly whose grievances are solved, and from the citizen this team can get the feedback about the functionaries action.



## Complaint Details

Docket Number :	0601018
Date of complaint	2005-06-01 09:46:19
Caller Name :	E. Prakash
Phone :	9346241021
Address :	H.No:49-143, Cheruku pally colony, Chinttal
Department :	Water Supply
District:	Ranga Reddy
Municipality :	QUTUBULLAPUR (Urban)
Colony :	Cherukupally Colony
Query :	Drainage water is pulluting borewell water (hand pump).
Action:	repaired
Status:	solved
Solved By:	qp_ws_ae1
Last Updated On:	2005-06-02 12:18:20
Previous Feedback:	.thans to call center for immeediate response
Feedback:	<input type="text"/>

# Performance report of Municipalities



## Online Grievance Redressal Tracking System

CALL CENTRE TO ADDRESS CITIZEN WOES

Authorize  
Welcome rr\_jc

Home Services Downloads Logout

### Municipalitywise Performance Report By Calls Received from 23/04/2005 to 26/4/2005

XLS download 1

Municipality	Total	Solved	Pending	Unsolvable	% of Redressal	Grade
SERILINGAMPALLY (Urban)	3	0	3	0	0	D
MALKAJGIRI (Urban)	4	1	3	0	25	C
RAJENDRANAGAR (Urban)	1	1	0	0	100	A
KUKATPALLY (Urban)	4	1	3	0	25	C
L.B.NAGAR (Urban)	6	3	3	0	50	B
UPPAL (Urban)	1	1	0	0	100	A
KAPRA (Urban)	2	1	1	0	50	B
ALWAL (Urban)	4	0	4	0	0	D
GADDIANNARAM (Urban)	1	0	1	0	0	D
Totals	26	8	18	0	0	0

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PRINT

'A' Grade - 75% to 100%   'B' Grade - 50% to 74%   'C' Grade - 25% to 49%   'D' Grade - 0% to 24%

# Employee Performance Score Card



## Online Grievance Redressal Tracking System

CALL CENTRE TO ADDRESS CITIZEN WOES Authorize

### Employee Performance Score Card

Name of The Employee :	M NARENDAR
Phone No.	9849908076
Designation	Sanitary Supervisor
Municipality	MALKAJGIRI (Urban)
Complaints Received	2
Complaints Solved	0
Complaints Pending	2
Complaints Unsolvable	0
Percentage of Redressal	0
Grade	D

**Service opens windows in your life instead of just mirrors that always reflect yourself.**

**Collector/Joint Collector**

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THANK YOU