STATUS REPORT

Swayam Ghoshane

Swachha Bangalore

Modernised Accounting System

Citizen Charters

Computerisation of FIRs

Community Participation in Beat System

Road Signage Manual

Outer Ring Road Commissioned

10,000 Sites Allotted

New Shivajinagar Bus Stand

47,000 new Telephone Connections

Higher Capacity of Power Supply

36,770 illegal Water Connections Detected

Nirmala Bangalore

BANGALORE FORWARD
24 FEB 2001

THE SECOND
BANGALORE SUMMIT

STATUS REPORT

The Bangalore Agenda Task Force thanks the Chief Minister, the stakeholders, the citizens and other bodies concerned. For having participated in the task of determining and implementing measures that would, in the long and short term take Bangalore Forward. To do this, on the basis of a citizen poll and the release of the Bangalore Agenda on 24 January 2000, a number of projects were defined. Most of these have been successfully implemented and the others are on the anvil. This experiment and its achievements would not have been possible without the cooperation and support of all concerned.

b|a|t|f Bangalore Agenda Task Force

BANGALORE
FORWARD
24 FEB 2001

THE SECOND
BANGALORE SUMMIT

BANGALORE TELECOM

Connecting Bangalore

BANGALORE POLICE

Strengthening Bangalore

**BANGALORE METROPOLITAN
TRANSPORT CORPORATION**

Mobilising Bangalore

**KARNATAKA POWER TRANSMISSION
COMPANY**

Powering Bangalore

BANGALORE CITY CORPRATION

Vitalising Bangalore

BANGALORE DEVELOPMENT AUTHORITY

Building Bangalore

**BANGALORE WATER SUPPLY AND
SEWERAGE BOARD**

Healthier Bangalore

THE BATF MANDATE

On 24 January 2000, the Bangalore Agenda was launched.
To strengthen Bangalore's position as an engine for Karnataka's
robust growth. To add momentum to the task of upgrading and
modernising the city's infrastructure and improving the standard
of living. To make Bangalore a role model city in India by 2004.

FORWARD
ಕನ್ನಡ
ಮುನ್ನಡೆ
BANGALORE SUMMIT 24 JANUARY 2000
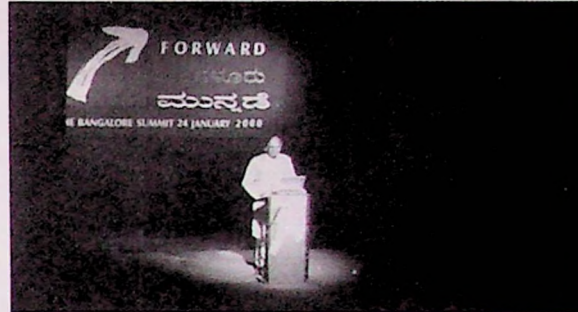
The beginning - Hon'ble Chief Minister at the Jan 2000 Summit

BATF has tried to bring together
the key players comprising a
"Private Public Partnership" to
enable synergy of effort and
visibility of result.

Corporate   Stakeholder

BATF

Citizen

BATF's Mandate

Work with Bangalore's Civic
Stakeholders to achieve the vision of
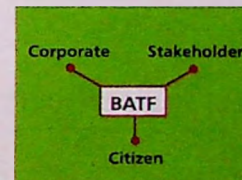role model City by 2004.

Identify measures to upgrade the City's
infrastructure and systems.

Secure greater involvement of
Citizens, Corporates and Industry for
enhancing quality of life.

Provide intellectual and professional
skills to ensure sustainability.

Create an efficient, effective and
proactive administrative framework.

THE APPROACH

The concept of a Task Force for transforming a city through Public
Private Partnership (PPP) is an example without a precedent in
urban governance. By nature, the charter cannot be defined in
concrete terms. The initial task, therefore, for the BATF and the
Stakeholders was to sit together and agree on an approach and
formulate projects & programmes. The BATF believes that it should
catalyse an appropriate environment enabling stakeholders to
upgrade standards through focused capacity building for a
sustainable future. The following describe this approach:

- Identify citizen concerns for prioritisation.
- Public articulation of vision for accountability.
- Build Public Private partnership models & facilitate pilot
  projects - Corporate/Govt/Citizen.
- Recommend appropriate technology and measures of service
  levels.
- Adopt best-in-class practices.
- Identify internal champions per project.
- Strategic financial intervention.
- Documentation to enable shared learnings across cities in
  Karnataka.

Suraksha Sanchar Pre Workshop

Swachha Bangalore
Phase 2 launch

Jhadu Mailer for Swachha Bangalore launch

WHO *else* WILL TAKE BANGALORE FORWARD?

Campaign to involve citizens, corporates...and kickstart the movement

WORKING WITH PROJECTS & PROGRAMMES

Both BATF and the seven Stakeholders believe in a citizen-centred approach. However, given that the experience of Private Public Partnership was new, the BATF commissioned a survey by an independent organisation in December 1999 and identified top citizen concerns.

Following this, the first year focus has been largely on short-term works capable of yielding quick visible results for greater confidence besides generating learnings for expanding and consolidating long-term infrastructure projects from year two. Some programmes that were attempted in the first year:

⊘ Road & Traffic Infrastructure **Kimco Junction Improvement** **Road Signage Manual** **Pay N Park Scheme** **Standardizing Bus Shelters** **Decongestion Plan** **Shivajinagar Bus Stand** **OFC Systems** **Hosur Road Upgradation**	**⊘ Sanitation** **Swachha Bangalore** **National Best Practices Workshop** **Nirmala Bangalore for Urban Poor** **New Health Tender for Sanitation** **MOU between KCDC & BMP**
⊘ Citizen-Centred **Citizen Charters** **SAS Deployment** **Grievance Redressal Mechanisms**	**⊘ Sustainable Solutions** **Modern Financial Restructuring &** **Accounting** **Integrated Solid Waste Management**

STAKEHOLDER - SPECIFIC PROJECTS 2000

While BATF and the Stakeholders have actively worked together on a number of issues, the BATF has, through its members, also engaged in specific civic projects. These have been in tandem with the BATF charter of upgrading the city's standards. Stakeholder-wise projects with which BATF has been closely associated with over the last one year:

PROJECTS WITH BMP

Self Assessment Scheme (SAS)
Concept detailing
Communication strategy
Strategic financial support
Citizen-centric measures

Modern Accounting System
Track source & use of funds
Hands-on implementation
Financial support

Swachha Bangalore
Managerial & Project support
Best Practices Workshop
Corporate funds deployed
Hands-on project implementation

Nirmala Bangalore
Sustainable financial model
User / location-specific designs
Innovative use of Corporate Funds

Bus Shelters
Designing modern models
Standardisation of specs
BOT experience

Traffic signage
Street furniture

Pay n Park
Defining scope, BOT
Engineering definitions and Specifications
Road Signage Manual
Deploy appropriate processes
OFC - Road Cutting Cell
Project management
Revised mechanism

Kimco Junction/ Hosur Road
Junction Engineering
Quality Assurance
Corporate Funding

GIS
Pilot Study for Ward 76
Implementation model for Bangalore
Inter-stakeholder coordination

PROJECTS WITH POLICE

Central Business District Management Plan
Funded project report
Inter Stakeholder coordination
Detailed Project Implementation

TRAC- Traffic Management Review Committee
Enabled a common platform for traffic issues
BMP, Police & BMTC weekly meetings

Global Road Safety Partnership:
Suraksha Sanchar
Launched 4 projects -
Safe Roads, Safe Systems, Safe Vehicles, Safe People
Partnership with GRSP
Focus on PPP for road safety

PROJECTS WITH BMTC

Signage and Information System for Shivajinagar Bus Stand
Formulation of plan & details
Design & execution of international signage system
route maps and time-tables
Clear dissemination of information
Synergistic across bus stands, bus shelters and buses

Traffic Management Logistics Plan for Shivajinagar Bus Stand
Analysis of bus schedule data
Allocation of buses to platforms

Shantinagar Bus Stand
Traffic simulation
Conceptual Design

PROJECTS WITH BWSSB

Citizen Charter
Assisted in Charter simplification suggestions
Inter stakeholder coordination for Nirmala Bangalore implementation
Extension of Nirmala Bangalore toilets

Road & Traffic Infrastructure

Solid Waste Management Sanitation

Citizen-centred

Sustainable Solutions

PARTNERSHIP FEATURES

All the projects are characterised by certain features, which constitute important learnings for the way ahead. The important features and examples of programmes/projects that exemplify these features are listed below.

Upgraded Benchmarking Standards
Traffic Signage, Parking, Bus Shelters, Railings, Street Furniture, Junction Improvements

Inter Stakeholder Co-operation
Weekly Traffic Review Action Committee
One way Traffic Management System
Nirmala Bangalore
Suraksha Sanchara

Enhancing value of stakeholder funds deployed
KIMCO Junction improvement, Hosur Road

Value of Communication in selling a Good Scheme
Self Assessment Scheme, Swachha Bangalore

Importance of an Integrated Approach and Incorporating Best Practices
Solid Waste Management

Systems and Capacity Building for Sustainability
Modern Accounting System
Training Kit for Health Staff on Sanitation

Importance of Outsourcing Expertise
Consultant for developing training kit
Communication graphics and fabrication expertise for Shivajinagar Bus stand signage system
Sanitation expert to work bio-remediation of historical garbage
Traffic Management & Planning experts

Innovative Financing Models
Nirmala Bangalore, Bus shelters, Signage

Citizen-centric Approach
Periodical surveys to identify citizen concerns
Citizen Charters
Shuchi Mitra
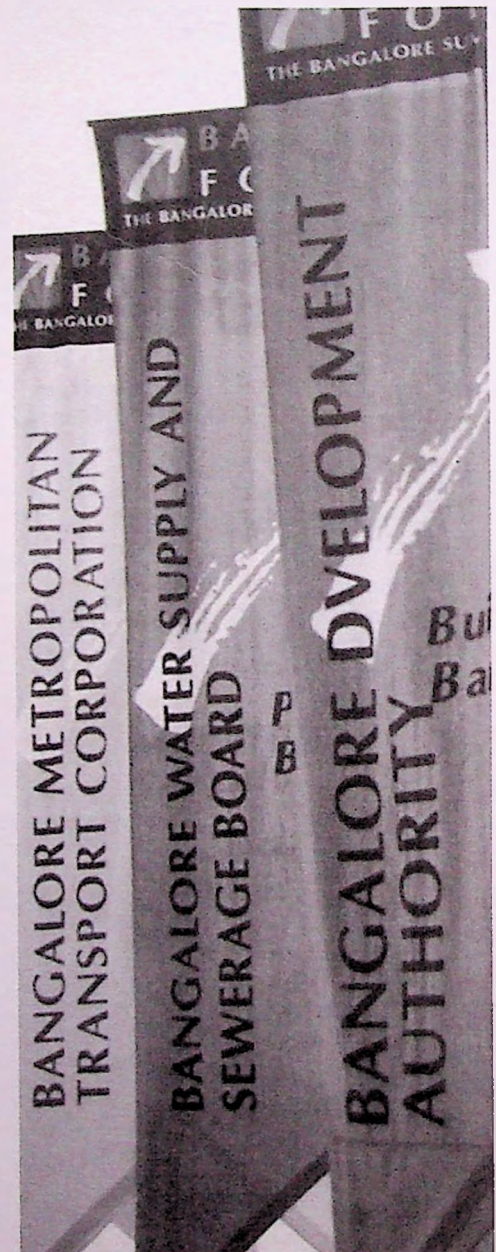Self-reading of meters for KPTCL

Financially sustainable models
Nirmala Bangalore
Bus shelters
Signage systems

Scope for Replication of Pilot Project
Swachha Bangalore
Nirmala Bangalore
Road Signage Manual
Kimco Junction

**Communication of key benefits and deployment through appropriate technology**

BANGALORE DEVELOPMENT AUTHORITY

Bangalore Development Authority is the nodal agency for land use planning, development of new layouts, and other infrastructure needs in the areas under its jurisdiction.

Site Allotment

In the last year, BDA has achieved results, which have far exceeded the cumulative results over the past decade. The target for the site allotment for the year 2,000 was fixed at 4000 and the target achieved was 10,000.
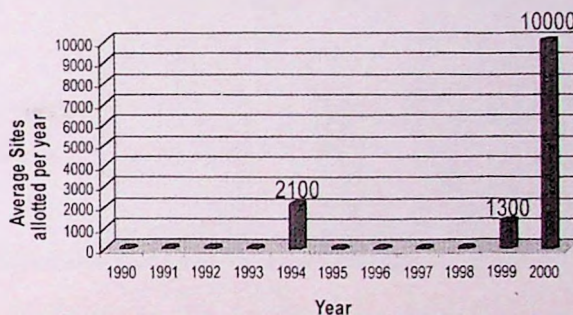
Demolition as a way to reclaiming BDA land

The breaking of the stranglehold of the land mafia and recovery of encroached property worth Rs. 250 crore and realising another Rs. 70 crore by auctioning the recovered properties was a very commendable achievement.

The repealing of the amendment to Sec 38 C (2) of KTCP Act was a significant step in facilitating BDA with the required legal backing.

Samavesha: The Absolute Sale Deed Mela

This citizen-friendly measure spared the citizens of uncalled for visits to the BDA office to get an Absolute Sale Deed. Over 1,250 Sale Deeds are being issued every month under this scheme. Citizen-friendly measures include

BDA Samavesha Clinics

doing away of Lease cum Sale Deed and issuance of Absolute Sale Deed with no lock-up period and transferability of attempts to spouse.
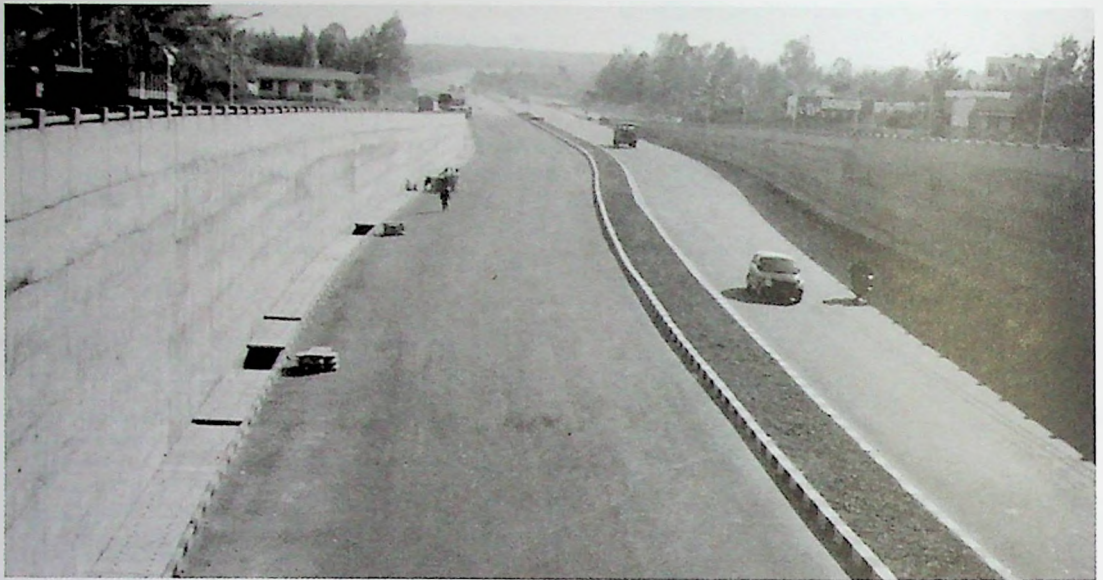
BDA Ring Road

Outer Ring Road: Decongestion of the City Centre

Outer Ring Road was primarily conceived as a diversion for bypassing trucks and other traffic to head for their destination without entering the city proper. It is now increasingly also used by the city commuters to go from one end of the town to the other end unhindered and quick.

The last year saw completion of substantive portion of ORR which had been in execution over a prolonged period of time. The balance is due for completion by 2001. Bangalore Police have worked on maximising the utilisation of the ORR.

Towards Effective Infrastructure Investment: Action Initiated

↗ *Finalisation of design for grade separator at Hebbal*

↗ *Completion of RUB at Doddanekundi*

↗ *Commencement of work on Grade Separator at Whitefield*

↗ *Commencement of work on Tumkur-Magadi Sector*

↗ *Handing over of 26 Layouts to BMP as against 25 committed*

↗ *Action plan to put in Rs.62 crores for development of Infrastructure in the layouts where 6000 sites were allotted*

THE BATF PARTNERSHIP

Uniform street furniture through BOAT for Intermediate Ring Road (IRR) and ORR

Looking Ahead

- Allot 10000 sites in the first 6 months.
- Commence work on the Magadi Road-Mysore Road sector of ORR
- Total electrification of Tumkur Road-Hosur Road sector proposed.
- Implementation of uniform street furniture for IRR & ORR on BOAT (Build, Operate, Advertise, Transfer) basis
- Hand-over 26 layouts to BMP/CMCs..
  The concept of best practices for organised new area development, setting a benchmark of planning, will be adopted to ensure citizen involvement.

BANGALORE CITY POLICE

The Bangalore City Police is the primary agency for prevention of crime, maintenance of law and order and efficient traffic management in Bangalore. Since the framing of the Bangalore Agenda in January 2000, the police have initiated a number of steps which are citizen-centric as well as in sync with the goal of making Bangalore the best city by 2004.

Community-based Initiatives
In order to involve the citizen to a greater extent and as an exercise in building greater faith and transparency in Police operations, several programmes have been initiated.

Community Participation In Policing
A new Police Beat System with community participation has been introduced in 20 police stations and will be extended to the remaining Police Stations by the end of February, 2001. This system makes optimum use of available Police Staff, aids interaction between the police and the citizens of the area and enhanced transparency in policing. The existing schemes such as Neighbourhood Watch Scheme, Mohalla Committees and the Police Station level Citizen Committees have all been integrated into this new Beat system.

Traffic Action Committees
Local Traffic Management Committees have been formed in all the 22 Traffic Zones. These committees include 40 to 50 citizens of the area, the local councillors and local officers of Civic Agencies like BWSSB, KPTCL, BMTC, BMP. The Traffic Wardens Organisation and the Students Association for Road Safety have also been activised.

Helplines
To reach out to the vulnerable sections of the community, the city police have taken up 2 very successful helplines.
Makkala Sahaya Vani (Child Helpline)
The Vanita Sahaya Vani (Women Helpline)

IT for Better Policing
The Bangalore City Police have deployed a number of IT solutions for higher efficiency and transparency. The initiatives include:
1. Computerisation of Information about known anti-social elements with a view to maintaining a closer watch over their activities
2. Computerisation of First Information Reports (FIR's) in most of the Police Stations. This system is particularly helpful in cases of missing persons and stolen vehicles.
3. Deployment of an advanced Finger Print Software which will greatly enhance the ability of the police to quickly match the traced finger prints with those of known criminals and help detect the cases.
4. Adoption of comprehensive police software uniformly applicable to all levels (Police station to Commissioner of Police). to introduce transparency in the functioning of the Police.

5. Networking all the Police Units in the city to facilitate e-mail connectivity.

6. Kannada version of website for greater access.

Human Resource Development

Upgrading skills of Police Personnel is an important exercise being carried out on a regular basis.

Regular training Programmes to sensitize the Policemen regarding the problems of children and women, update their knowledge and improve their professional skills.

Refresher courses for armed police and traffic police.

Model Police Station

The Bangalore City Police have implemented a model police station at Yeshwantpur which is a scalable experiment and it is hoped that this will be applied across Bangalore.

Enhanced Traffic Enforcement

During the year 2000, a total of 7,92,126 cases have been booked by traffic police against reckless driving, jumping traffic signals, wrong parking, and violating yellow line and other offences to instil greater respect for law among citizens.

Joint Initiatives

As a part of enhanced inter stakeholder co-operation, the Police have been involved in several initiatives:

Traffic Action Review Committee (TRAC)

Traffic Review Action Committee (TRAC) an inter-agency coordination forum has been set up, that meets on a regular basis. This forum has helped in addressing Traffic related issues.

Inter Stakeholder Programmes

Some of the positive achievements of BMP - Traffic Police - BATF, joint effort have been the adoption of standardised Bus Shelters with a contemporary and uniform design. Besides this, to address problems related to parking, the Pay n Park scheme has been initiated. The Police have worked with the BMP to assist the BATF in the preparation of the Road Signage Manual 2000 to standardise the design, material specifications and construction of road signs and road marking.

Anti Encroachment Drives

In a joint drive with the BMP more than 2,500 unauthorized pole ads and hoardings have been removed making way for easy pedestrian movement on the footpaths. The Traffic Police have also initiated 78,140 cases against footpath vending/ encroachment.


Important Programmes Under way

Central Area Traffic Management Scheme - Sugama Bangalore

This is a major intervention which is at an advanced stage of readiness. It aims at reducing traffic congestion on roads and enable smooth flow of traffic by adopting One Way Traffic Flow System combined with small grade separators at critical junctions. The first Traffic Management phase involving 44 km of road length is to be launched soon. BATF has been providing very useful support in formulation & execution of the scheme besides critical financial input.

Computerised Challan System

To be launched soon, this scheme is expected to greatly enhance the ability of the Police to check offences.
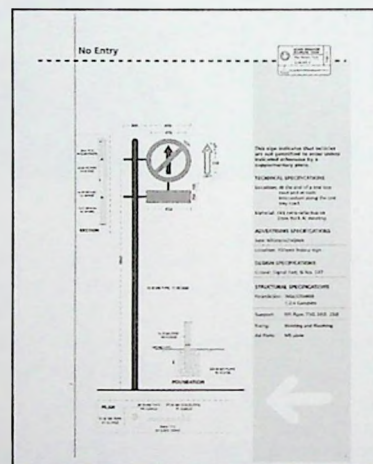
Enhanced Traffic Enforcement

The Way Ahead

Inter stakeholder coordination is essential to formulate and implement citizen-friendly schemes. Higher standards can be achieved in work process when critical inputs are available. The year has seen the city police work closely with various Stakeholders and particularly the BMP, BMTC & BDA besides BATF. The year ahead will see consolidation and more results.

Use of Alcometers technology for greater safety

BANGALORE WATER SUPPLY AND SEWERAGE BOARD

The BWSSB is entrusted with the task of providing clean and safe water and an efficient sewerage facility for Bangalore. Under the Bangalore Forward Agenda it has initiated several measures to provide better quality of services to the citizens of Bangalore.

Measures to improve efficiency

In order to enhance operational efficiency and the quality of services, as well as to cut down operational losses and increase revenues, the BWSSB:
Introduced Emergency Squads
To attend to emergency water leaks, round the clock.
Replaced defective water meters
About 10,000 defective water meters have been replaced which resulted in reduction of consumer complaints and enabled correct metering of water supply. It has also ensured that greater earnings incur to BWSSB.
Water Quality
Water treatment according to CPHEEO and WHO guidelines as a measure to provide safe drinking water.
Regularisation
Around 37,000 illegal connections out of the 47000 detected have been regularised which has led to increased revenue and reduced pilferage of water supply.
Repairs
Six major leaks of sewage into storm water drains have been detected and plugged thus diverting 50 MLD of sewage to the Sewage Treatment Plants.

Reaching out to the citizen

The BWSSB has along with the BATF, initiated several citizen-friendly programmes
Grievance Redressal
A quick response grievance redressal system has been put in place which includes a high-tech, 24 hour Intra Voice Recording System (IVRS). 'Water Adalats' have been instituted for expeditious settling of disputes related to billing.
Greater access for payments
The payment of bills has been made easier with the addition of 13 new cash counters, extended cash counter timings, installation of 52 cheque collection boxes and the facility to pay through 68 branches of the State Bank of Mysore. *The BWSSB has also undertaken computerisation of the billing system. Hassle free new water connections*
Providing new water connections with minimum problems and delays has been made possible through amendments of the Board regulations allowing direct application to the BWSSB.
Citizen's Charter
The BWSSB has prepared a customer charter with useful information regarding the Board services, important telephone numbers, different public interface mechanism, etc. with BATF support and interaction.

State-of-the-art technology for planning - GIS

As a strategy for deploying IT and using spatial databases, the BWSSB has undertaken GIS aided computerised mapping, which will be an invaluable tool for better planning of services.

Unauthorised Connections - regularisation.

THE BATF PARTNERSHIP

Proactive citizen responsiveness

Citizen charter simplification

Nirmala Bangalore extended
to provide toilets
for the urban poor.
Integrated solid and liquid
waste management

Environment-friendly measures
Rain Water Harvesting
Project Report on Integrated Rain Water Harvesting in three lakes-
Hebbal, Hulimavu and Chikkabanavara has been submitted to
the Government of Karnataka for approval.

Infrastructure for a sustainable future
Recycling Plants
The BWSSB has obtained French funding for the construction
of a 60 MLD recycling plant at V Valley and a 10 MLD plant
at Yelahanka and the work is progressing according to schedule.
Cauvery Stage IV
The work on Cauvery stage IV is in progress and proceeding
at a good pace.

Programmes for the urban poor
Public fountains
Public taps and fountains have been installed in slums and
necessary areas.
Public Sanitation
Public sanitation is not possible without provision of water, as
well as waste water and sewage lines and the BWSSB is providing
these facilities to the Nirmala Bangalore project initiated by
the BATF. The BWSSB is committed to all joint development efforts
with inter stakeholder co-operation and is an integral part of
the Nirmala Bangalore roll out.

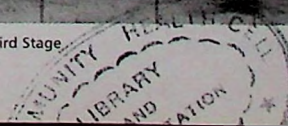Sewer Jetting machine clearing a manhole   Leak Repair squad
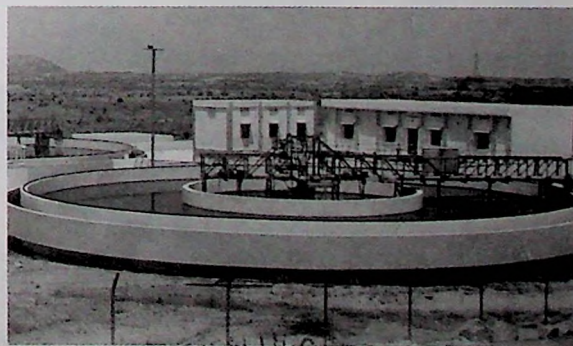
CWSS Third Stage

BANGALORE TELECOM

Bangalore Telecom is literally the communication lifeline of Bangalore. It has an available exchange capacity of 906,199 lines of which 738,503 lines are working connections. 80,000 new connections have been sanctioned while 10,000 more are pending.

While the OFC network with trenchless digging is enhancing the network capacity. A revised Interstakeholder road cutting protocol with BATF's involvement is being developed.

Enhancing Service Levels

To provide higher levels of service to the citizen, Bangalore Telecom has taken the following steps:

Pagers to Linemen

In order to facilitate speedy correction of faults , the BTD has issued pagers to their staff. This has resulted in reduction of fault rates to just 4 per 1,000 users . 90 % of faults are cleared within a quick period of 3 hours.

Telephone on Demand

The Bangalore Telecom District had committed to the public that telephones will be provided on demand in all the exchanges, that is within seven days of registration in most cases by providing 1,25,000 connections in this year. The goal could not be achieved due to constraints. In order to push this initiative the BTD has taken up expansion of infrastructure as given below:

Investing in Infrastructure for expansion

Number of exchanges expanded - 38
Addition in capacity - 128,894
New exchanges opened - 9 (total line capacity 46088)

State-of-the-art Technology

The BTD is committed to providing state-of-the-art facilities and technology. Some of the technological improvements and upgrades proposed or under way are :

Bandwidth Provision

Inter Exchange - 27.66 GBPS
Private Leased Circuits - 1.244 GBPS
Under Installation - 10.00 GBPS

Optical Fibre Cables

The BTD is currently laying Optical Fibre Cables for communication, which is now becoming the standard for communications worldwide. The length of cable being laid is 500 km in Bangalore City and 870 km in rural areas.

Internet Services - A competitive advantage

Bangalore Telecom District has been an Internet Service Provider since August 2000.The important feature is that with the single user Identification Code(ID) given by Bangalore Telecom District the internet subscriber can access the Internet from anywhere in the country at competitive rates.

Improved Quality of Transmission for Telecom Card Users

Bangalore will be Service Control point for Intelligent Network Services. It will provide service to South India and will be the second of the type in the country next to Kolkota. This will ensure better STD/ISD calls for those who use the ITC (prepaid India Telecom Card). This is being installed at Ulsoor Exchange with the participation of CDOT. About 7000 cards are being sold every month.

Looking Ahead

The BTD looks forward to even greater service enhancement over the next year. Some of the goals that have been set for itself by the BTD are:
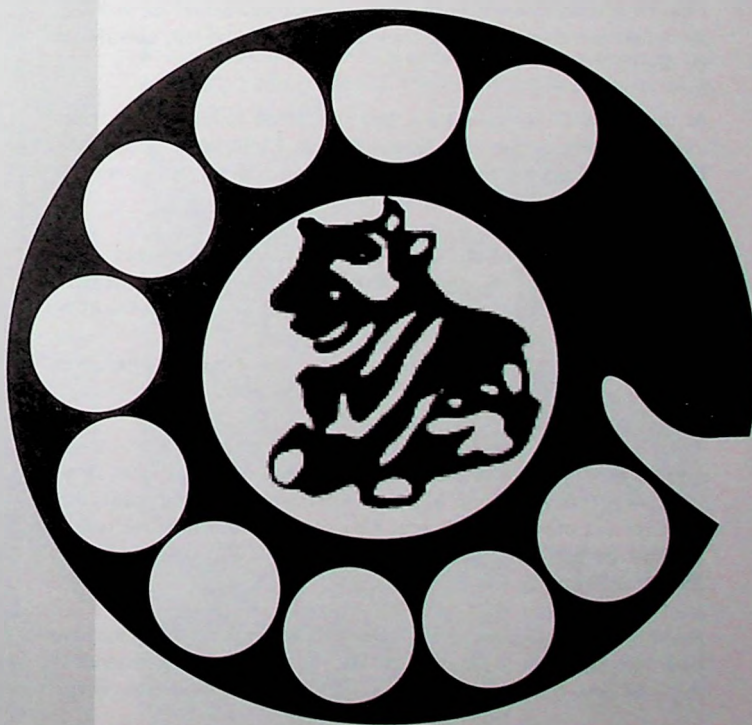
New connections: 1,50,000 lines
WLL 5,000 lines
Mobile telephones 25,000 lines
DLC 1,00,000 lines
Additional Bandwidth: 30 GBPS

The BTD looks forward to enabling and establishing Bangalore as the Silicon Valley of India. It hopes to do this by working in close understanding with various stakeholders and BATF.

Connecting Bangalore

BANGALORE METROPOLITAN TRANSPORT CORPORATION (BMTC)

Created as an independent corporation in August 1997, the BMTC caters to the commuting needs of the people of Bangalore city as well as those on its outskirts up to a radius of 30 km. With its fleet of 2500 buses and a dedicated workforce of 14000, backed by 17 depots, 3 major and 23 minor bus stands, the BMTC carries nearly 2.6 million passengers every day. Over the years there has been substantial improvement in the levels of service provided by the corporation.

BMTC ACTIVITIES INCLUDE

Ensuring reliable and regular transport services: There has not been a single incident of strike or dislocation of services in the past three years. Thanks to the sincerity and discipline of our dedicated work force.

Bringing down cancellations and ensuring punctual operations: Cancellations which were hovering around 15% about 5 years back have been brought down to 4.1 % currently. This means that more buses are available to the commuters now.

Strengthening of infrastructure: In the financial year 2000-01, BMTC was able to add a depot and a bus stand complex at Chandra Layout. In effect, this is equivalent to adding 100 more buses to the system. Work has also commenced on three more depots located at Banashankari, Whitefield and Electronics City. These depots would be fully operational by April 2001.

At the first BATF Summit, BMTC had committed to induct 400 buses into the system in one year. As against this, BMTC has inducted 402 buses (202 buses for fleet augmentation and 200 for replacement of over-aged buses). 37 of these are private buses.

BMTC is also proud of the recently commissioned modern bus stand atShivajinagar.Itboastsofpassenger-friendlybusbays,informationsystems, multi-storeyed parking facility for four and two wheelers. Thanks to BATF, the bus stand also has modern signage system.
A new modern medium-size bus stand has also been constructed at BTM layout.

Bringing transparency: The expansion of BMTC infrastructure and vehicle fleet necessitated recruitment of workers in large numbers. This was done by adopting transparent and objective recruitment procedures.The quality of selection finds reflection in reduced accident rate though there are 1000 new drivers at BMTC wheels.

Environmental concerns: Emission testing meters (smoke meters) have been installed in all the depots and each bus is tested every month in order to ensure that the emissions are within the permissible limits.

Moving towards financial sustainability: Urban transport the world over is known for making losses. BMTC has been successful in exploding this myth to some extent. On account of various measures taken to reduce cost and maximize revenue the BMTC has seen profit line.

Cancellation

Cancellation — Percentage

PROFIT & LOSS
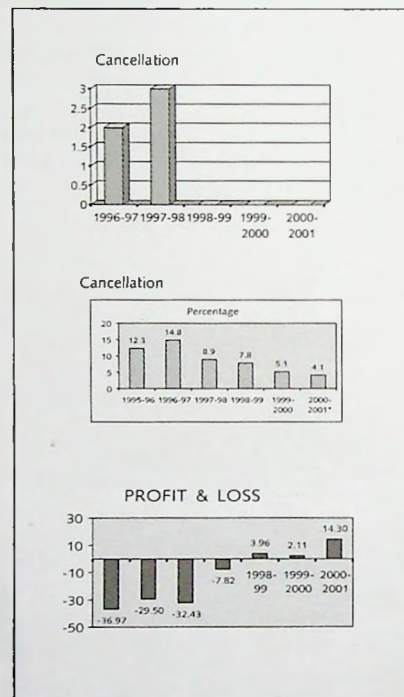
THE BATF PARTNERSHIP
Modernisation of Shivajinagar
and Shanthinagar bus stands
Dissemination of
Citizen's Charter
Support to Central Area Traffic
Management Plan to decongest
the city centre
Citizen-friendly signage and
information systems
Traffic Simulation and
Managament for Bus Stands

BMTC shows the way: At the recently concluded conference of all the transport corporations in the country, BMTC was adjudged the best in the following areas:
a. Road Safety (Urban)
b. Engine, Lu oil KMPL - Maximum Improvement (Urban)
c. Minimum Operational Cost (Urban)

Making BMTC more citizen-friendly: BMTC, helped by BATF, has started displaying the details of the bus routes at all the modern bus shelters that are being put up by BMP. This is the first step in standardization of passenger information systems. The signage system at the Shivajinagar Bus Station would be extended to other major bus stations.

In order to provide information to its commuters and get their suggestion, BMTC has launched its website. BMTC would appreciate commuters visiting the website and give valuable suggestions.

Way ahead: BMTC has evolved a long-term plan to decongest the city center and to provide state-of-the-art commuter-

friendly bus fleet. BMTC is committed to carry forward the joint effort along with all the other stakeholders, actively supported by BATF.
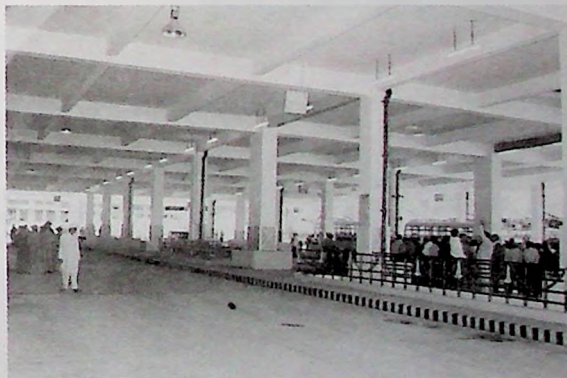
Shivajinagar Bus Stand
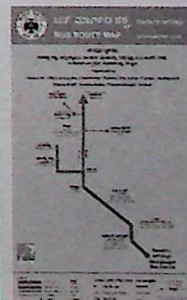
KARNATAKA POWER TRANSMISSION CORPORATION LIMITED

The Karnataka Power Transmission Corporation Ltd (KPTCL) serves the entire state. In the Bangalore Metropolitan Area it covers 1200 sq km catering to 17.2 lakh consumers with a total connected load of 3300 MW, through a network of 48 substations.

As a result of concerted efforts, KPTCL has been able to meet a number of commitments it made at the first BATF Summit last year. It is involved , along with the BATF, in introducing innovative citizen-friendly measures like the Self-reading of Meter Scheme. Today, KPTCL enjoys a more positive citizen attitude due to improved service delivery.
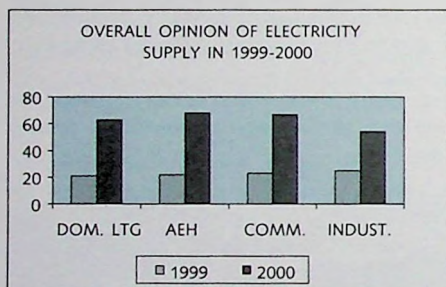
System Improvement
This includes setting up of new Transformers & Ring Main Units (RMUs) and refurbishing of LT Lines, Transformers and RMUs. On all these scores, the targets have been exceeded.
Further, six 66/11 KV substations have been targeted for completion by June 2001. Of these, one has been commissioned, two though completed are under litigation, two are under execution and one is yet to be taken up.
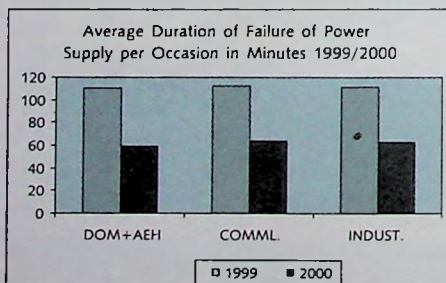
Impact and Benefits to Citizens
As a result of system improvement, citizens have realised positive benefits as revealed by ORG, MARG Survey conducted in Jan 2001.

OVERALL OPINION OF ELECTRICITY SUPPLY IN 1999-2000

(bar chart: categories DOM. LTG, AEH, COMM., INDUST.; legend 1999, 2000; y-axis 0–80)

There is reduction in average duration of failure of power supply per occasion.

Ring Main Unit before refurbishing

Average Duration of Failure of Power Supply per Occasion in Minutes 1999/2000

(bar chart: categories DOM+AEH, COMML., INDUST.; legend 1999, 2000; y-axis 0–120)

All categories of consumers opine that the electricity supply has improved.

Ring Main Unit after refurbishing

Electricity Supply 1999 vs 2000

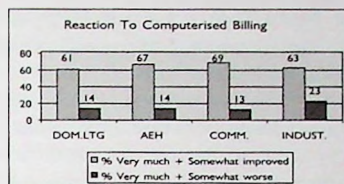(bar chart: DOM. LTG 75, 5; AEH 80, 4; COMM. 81, 6; INDUST. 75, 6; legend: % Much better + Somewhat better, % Much worse + Somewhat worse; y-axis 0–100)
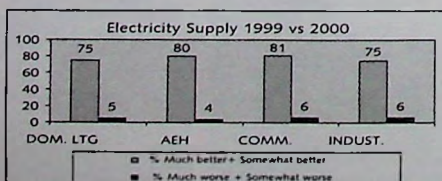
Majority of the citizens feel there is improvement in electricity supply.

THE BATF PARTNERSHIP

Committed with the BATF involvement to enhancing innovative citizen-friendly measures like Self-Reading meter scheme

All categories of consumers opine that the electricity supply has improved.

Customer-friendly measures

The year 1999-2000 also saw introduction of a number of customer friendly measures. These include:

- Additional Cash Counters
- Additional Mobile Cash Counters
- Holiday Cash Counters.
- Campaign for Electronic Clearing Services (ECS) increased from 3,300 in July to 10,000 at present.
- Total Computerisation of Billing and Collection.
- Revival of Soujanya Counters.
- Bar Coding of Bills introduced on experimental basis in one Sub-Way division.
- Customer Service Day - 1st Monday of every month.
- Implementation of Citizen's Charter .

The Way Ahead

The KPTCL has set for itself a number of medium & long-term goals for the future. It is working on all these. It also plans to execute a number of capital works by borrowing funds from PFC, Banks, IDBI, KUIDFC, etc.
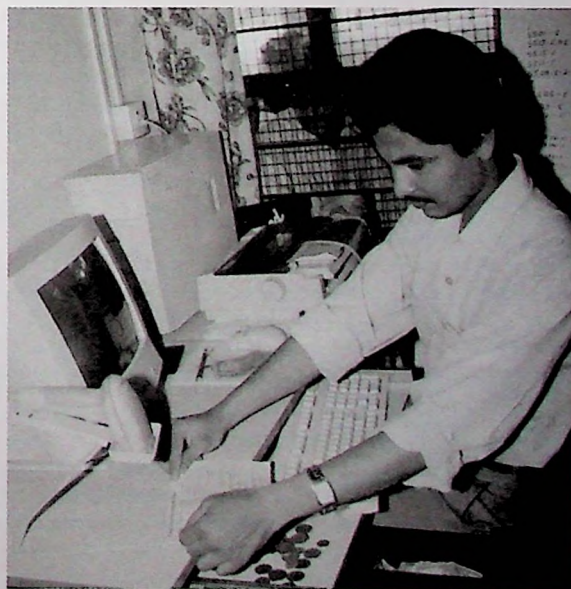
Cash Counter Scanner for barcoding

BANGALORE MAHANAGAR PALIKE

The Bangalore Mahanagar Palike (BMP) is the prime agency responsible for delivery of civic services such as road infrastructure, solid waste management, parking and bus shelters, entertainment facilities including parks and gardens as well as property-related matters.

In line with the BATF charter, the BMP outlined its vision at the Jan 2000 Summit for building Bangalore as a role model city of India by 2004. In this context, BMP committed to the citizens certain long-term and short-term goals. The BMP has been working closely with the BATF in project formulation and implementation. Some of the important projects are:

Tax Reforms

Self Assessment Scheme (SAS)
This is a programme whereby the citizen was empowered to self-assess his property tax with the support of clear guidelines about reformed tax structures. The purpose of the scheme was to provide user-friendly, transparent tax assessment system to the citizen as well as augment BMP's revenue.

The expected revenue as a result of SAS and General Revision (GR) is Rs. 175 crore by March 2001 as against Rs.117 crore for the preceding year. In order to put SAS on a legal footing, amendment to the KMC act has been proposed.

Further Proposals for Tax Reforms
Reforms in other revenue resources like advertisement tax, trade licenses and fees, user charges, etc. were also addressed resulting in comparatively better returns.

Solid Waste Management and Public Sanitation

Swachha Bangalore (SB)
In response to the SOFRES MODE survey that put cleanliness as the top citizen concern, BMP and the BATF jointly launched Swachha Bangalore (SB), Phase I to cover 59 Health Wards on March 31,2000. This programme, that has segregation at source and door-to-door collection of waste as its core component has improved the general standards of cleanliness as brought out by a citizen survey in June 2000. The second phase of SB launched on Jan 29, 2001 is now under way to cover 67 Health Wards by March 28, 2001.

The second phase has been upgraded based on Phase I learnings and the emphasis now is on capacity building of health staff, citizen's involvement and modernised infrastructure - communication, grievance redressal, etc. This has been a unique experiment in Private-Public Partnership and greatly supported by BATF in every way.

Infrastructure for efficient SWM
The City today has a comprehensive understanding of SWM thanks to a 'Best Practices Workshop' organised by BATF in May 2000. SWM infrastructure in terms of transportation, transfer stations, waste disposal management is also being addressed. The BMP has succeeded in getting 111 acres of land on lease and signing a MOU with Karnataka Compost Development Corporation to process 900 MT of waste·

Registration Certificate

Sanitation

Fifty percent of the city, which is currently covered under the contract system of sanitation, will also have professionally managed contract system with expanded scope of work from April 2001. The tender process is at an advanced stage of finalisation.

Nirmala Bangalore

The BMP is working closely with the BATF for the realisation of the Nirmala Bangalore project aimed at providing a sustainable solution for public sanitation with the introduction of one hundred modern toilets across Bangalore.

Roads and Traffic

The BMP is responsible for road infrastructure and its maintenance in Bangalore. The BMP has worked on several projects aimed at this objective:

TRAC

Traffic management and traffic concerns have begun to be looked at jointly by concerned stakeholders - the BMP, Traffic Police, BMTC and the BATF. The 'Traffic Action Review Committee' (TRAC) is the forum constituted for this purpose which meets regularly. Besides solving inter-agency problems for efficient traffic management, a number of innovations have been possible. BATF has provided technical, managerial and strategic financial input needed for all of these.

Pay n Park

The BMP has now adopted the Pay 'n Park scheme, a measure for rationalisation and privatisation of parking facilities. The rates have been fixed at reasonable levels and certain services assured. The standards for sites, tickets, uniforms, display boards etc. have been set for a uniform look and feel.

Bus Shelters

Three category-specific models for high profile, mixed and residential areas have been adopted. Standards and specifications have also been defined. Of the 660 locations jointly identified, 144 have been allotted to vendors on the principle of 'Build Operate and Transfer'. The city has already begun to have a different road visual with 50 bus shelters already constructed. The models are receiving appreciation from all quarters. The financial model adopted is also generating revenue for the BMP in addition to providing utility to the people while being aesthetic.

Road Infrastructure

The citizens are benefiting from improved roads in parts of the City. Under the Municipal Bond Roads Scheme, 108 km of road length has been completed against the programmed 247 km. With the completion of the balance by June 2001, major arterial roads of the city would be upgraded. The lack of initial project planning in the year 1998 - 99 has affected speedy execution. Road infrastructure saw additional intervention in the form of motorable road improvement taken up under special grant of the government. Of the targeted 133 km, 19.57 km of road length work has been completed and the balance will be completed by June 2001. The City infrastructure is seeing visible change through the completion of the Sirsi Circle flyover and widening of Adugodi and Vivekanagar bridges. Richmond Circle flyover will be opened to the citizens by March 15 and work on Mekhri Circle grade separator has been started. The year ahead is expected to experience quantum change in the city's flyover infrastructure .

Reforms and Transparency in Administration

Zonal System of administration was adopted to separate implementation and policy and programme making responsibilities. Three zones with various line departments working under a senior administrative officer and entrusted with requisite authority commensurate with execution responsibilities have taken administration closer to the people.

Systems and Procedures

Fund Based Accounting System (FBAS)

AnotherimportantBATFcontributiontoBMPhasbeentheintroduction ofamodernFundBasedAccountingSystem.Thiswillbefullyoperational from April 1 and enable transparency in accounting procedures and efficient financial decision making at the management level.

Richmond circle Flyover

Engineering

In order to improve engineering works, work specifications have beenstandardised,qualityassuranceandcontrolproceduresadopted and contractor registration procedures reformed.

HRD and Computerisation

In order to sustain the changes, internal capacity building has been recognised as essential. This combined with computerisation of the work processes is expected to improve productivity. The beginnings made during the year will gain momentum in the next year.

Adugodi bridge

Citizen-centric Measures

Nivaraana

Nivaraana is a grievance redressal mechanism in the form of a modern friendly cell with computer systems to record and respond to citizen's grievances in a systematic manner.
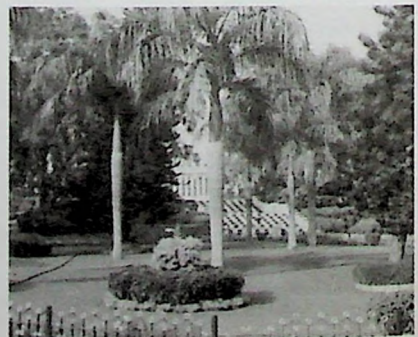
Registration of Births and Deaths

One of the major achievements of the BMP has been the computerisation of registration of births and deaths and issuing of certificates for the same. The certificates have been redesigned. The procedure has been decentralised so as to provide greater access to the citizen.

Patients Charter

A definition of services and service charges in BMP hospitals and dispensaries to provide greater transparency and assure value.

Shuchi Mitra

Creating a vehicle for citizen involvement in solid waste management through a neighbourhood watch and monitoring programme.

Citizens Charter

Interactive sessions and framework for defining roles and responsibilities for the Charter are in progress. Clear quantifiables and deliverables are being prescribed within the framework of the Charter.

ISO 9002 Certification For Improved Standards And Service Levels

Innovative Public Private Partnership

Innovative financial models that enable capital flow and management from the private sector to provide utilities and services have been developed jointly by the BMP and BATF. A number of parks, circles and medians have been adopted, adding greenery and beauty to the city's landscape. New-look bus shelters and traffic signs are other examples of providing utilities besides generating revenue for the BMP.

The Way Ahead

It has been an experience working with BATF and other civic-minded sponsors to bring in more efficient systems of management, transparency in administration and citizen-centric programmes.

The BMP has fuller understanding about the need for system changes, legal amendments and final restructuring to cut costs and augment revenues. This alone will enable the BMP to invest adequate capital in infrastructure, in schemes for the deprived areas and people and meet increasing expectations of the citizens. The corporation looks at the coming year as the year of consolidation. It commits realistic targets to the citizen while setting for it a more aggressive mandate for internal reforms that include cost cutting and revenue augmentation measures.

IT TAKES A LOT TO TAKE
BANGALORE FORWARD