

52% of the people dump their garbage in open space in Jaipur, CUTS Study

July 19, 2013, Jaipur

Consumer Unity & Trust Society (CUTS), a renowned NGO working for improving governance, in partnership with The Asia Foundation conceptualized and implemented **an initiative 'My City'** in Jaipur city to improve the services of Jaipur Municipal Corporation by emphasizing the importance of local government and strengthen the roots of local Self-Governance by 'taking power to the people' according to the spirit of 74th constitutional Amendment. Various activities like citizen report card (CRC) and public service index (PSI) to engage citizens in the process of governance have been implemented in 8 selected wards of Jaipur city from each zone.

With the objectives of disseminating the findings of one year long intervention My City, CUTS organized dissemination and advocacy meeting at Jaipur Palace Hotel today on July 19, 2013. The scores of PSI and findings of CRC have come out and it is disseminated among 90 relevant stakeholders of the city.

Responses of Key People

Mr. George Cheriyan, Director, CUTS International, in his introductory remarks talked about the root causes of poor service delivery and pointed out three reasons. 1) Negligible devolution of power to the ULBs, 2) poor participation of citizens and 3) absence of ward committees

Mr. M L Mehta, Former chief secretary of Rajasthan, said that urbanization is required for development but in case of Jaipur, fast growth is causing huge problems as economic base is weak. He also said that the common tax payers feel no value for their money paid as tax.

Mr. Shomikho Raha, senior advisor, The Asia foundation, highlighted the positive aspects of delivery of services and said that the improvement can be brought through establishing linkage between vertical and horizontal accountability institutions.

Mr. Rajendra Borah, the senior journalist, said that the mirror has been shown through these findings and we need to face it for improving our face. He further said that there is a dire need of developing ownership among citizens and other stakeholders towards the city.

Mr. Manish Parik, Deputy Mayor, JMC, pointed out various challenges in the proper delivery of various services by JMC. He said that the mandatory provisions made under constitution are being violated by administrative authorities.

Representatives from various civil society organizations, ULBs and officials of JMC participated actively in the meeting and discussed the issues related to poor service delivery and also pledged to contribute towards improving service delivery of Jaipur city.

Findings of the Citizen Report Card (CRC)

1. Roads

Only 1% of the people are satisfied with the condition of the existing roads in their area. A staggering **29% of the surveyed population is living in areas with no road connectivity.**

2. Street Lights

The condition of streets lights received a negative response from 36% of respondents while **26% and 10% complained of dysfunctional and unavailability of the street lights respectively.**

3. Water

34% of respondent were not found satisfied with the quantity of the water. *71% of the residents of ward number 11 have insufficient water supply.*

4. Solid waste collection

A staggering **52% of the people dump their garbage in open space in Jaipur.**

5. Parks

Parks are an important requirement of any colony; but **only 21% of the people have park in their area.** *The situation is similar in all the wards, with 99% in ward number 64 and 93% in ward number 36 and 56 reporting the unavailability of a park in their locality.*

6. Community Hall

Only 12% people reported availability of Community halls. The predicament of the community hall is in all the wards. *In five wards out of eight, more than 90% of the people report the presence of no community hall.*

7. Stray Animals

Stray animals are a nuisance for the entire community. **74% of the people admit that they face problems stray animals.**

8. Parking

Overall 50% people are facing parking problem in their areas.

9. Resident welfare committees

Resident welfare committees have been found to be active only in 30% areas. But of these, **80% of the people have been benefited by these committees** and their problems addressed.

Findings of PSI

Under PSI, in each of the selected 8 wards, certain key services such as roads, sewerage, solid garbage, water supply, amenities such as parks, playground, etc. were considered for developing PSI. The several indicators under each services were developed and physical verifications were made. Based on the status of each indicator, the scores were

given for adjudging the quality of services and ranking the wards was done based on quality of services.

1. Ranking of wards with score

	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5	Rank 6	Rank 7	Rank 8
Ward	Ward 50	Ward 68	Ward 56	Ward 65	Ward 23	Ward 36	Ward 11	Ward 75
Score	6.7	6.5	6.4	6.3	5.5	4.3	4	3.4

2. Overall score of Jaipur city

Services	Overall Score
Water Supply	7.95
Sewerage	6.53
Solid Waste Collection	4.61
Street roads	5.67
Street lights	7.87
Parks	1.66
Community Hall	0.4

3. PSI (Public Service Index) based on performance of services in each ward

Public Service Index



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