



Expert Roundtable Discussion on My Bengaluru, My Manifesto City Governance



Monday, March 27, 2023





MY BENGALURU MY MANIFESTO

SWALPA ADJUST *MADBEDI*

Discussion topics



- **Current City Governance Scenario in Bengaluru**
- Analysis - Manifestos and Budgets by ruling political parties
- Recommendations to improve Governance in Bengaluru
 - Coordination & Decentralised Administration
 - Delivery of Citizen centric services
 - Performance Management
 - Redressal of Public grievances



Outcome:

- Recommendations
- Short term and long term strategy to achieve recommendations
- Manifesto will be shared with political parties
- Continuous advocacy efforts

Introduction



- B.PAC's **Election Habba** initiatives – To spread **awareness about electoral procedures**
- KA General Election | April 2018

CITIZENS' MANIFESTO FOR **BENGALURU**



Mobility &
Infrastructure



Waste
management



Governance



Water &
Sanitation



Women &
Child



Current City Governance Scenario in Bengaluru

City civic agencies



Administrative body that is responsible for all civic amenities and some infrastructural assets of the

Greater Bengaluru metropolitan area.

responsibilities include **zoning and building regulations, health, hygiene, licensing, trade, and education.**

<https://bbmp.gov.in/home>



Authority established separate Act of the State Legislature viz. the **BDA Act 1976**. This Authority combined in itself **the Planning functions of the City Planning Authority and the developmental functions of the erstwhile CITB.**

<https://eng.bdabangalore.org/>



Authority established under the Bangalore Metropolitan Region Development Authority Act, 1985 (Karnataka Act No. 39 of 1985), for the **purposes of planning, coordinating and supervising the proper and orderly development of the area within the Bangalore Metropolitan Region and allied matters.**

<https://bmrda.karnataka.gov.in/>



Autonomous body formed by the **State legislature under Bangalore Water supply and Sewerage Board Act on 10-09-1964** for Water Supply & Sewage disposal.

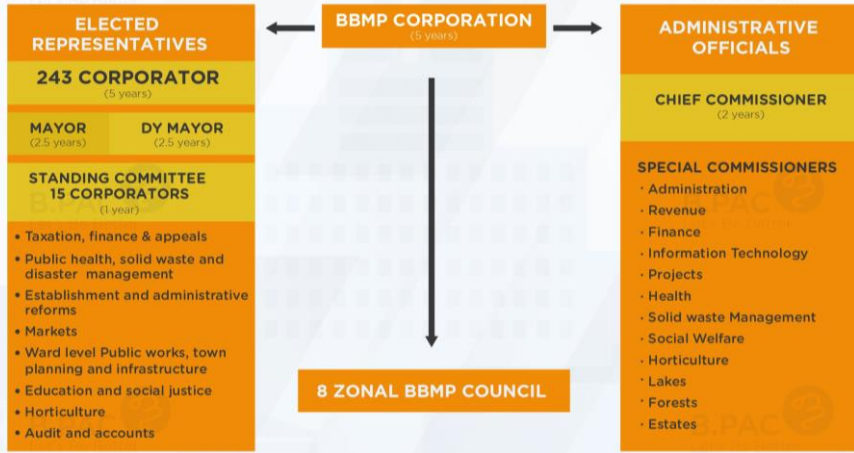
<https://bwssb.karnataka.gov.in/>



Current Governance Scenario in Bengaluru

- **The Bruhat Bengaluru Mahanagara Palike ACT 2020** - <https://bit.ly/3VoqqvJ> | <http://bit.ly/3gr1AMF>

THE STRUCTURE OF BBMP



THE 8 ZONES OF BBMP



- Since **Sept 2020 BBMP** functioning **with out Elected Council** for 31 Months
- B.P.A.C Campaign **#BengaluruforBBMPElection** - <https://bpac.in/b-engaged/bpac-campaign-for-bbmp-election/>

Recommendations



- **Institutional reforms** such as moving the **powers from state govt to State Election commission(SEC)** in completing election process is essential and state govt should not have any role in **conducting elections for local bodies**
- Conducting **Elections to BBMP immediately**, having 243 ward corporators, Dy Mayor and Mayor will ensure **strengthening grassroots democracy**
- Having an **elected council and ward corporators elected** by citizens is the spirit of decentralized democracy, delay in **BBMP Elections have led to citizens disenfranchisement of voting**
- In lines to how ECI ensures elections are conducted to State Assembly and Lok Sabha and a new office term is placed, **SEC to be empowered to conduct elections to BBMP and other urban and rural local bodies**



- **Second Karnataka Administrative Reforms Commission** headed by T.M.Vijay Bhaskar. I.A.S.,(Retd) as a Chairperson of this Commission since 2021
- Commission focused on citizen centric services to make them more accessible to citizens, to improve the delivery of e-services and work processes and make the delivery of these services paperless, cashless and faceless.
- **Recommendations to UDD, BBMP, BDA, BMRDA, BWSSB** listed in **Third Report** of the Karnataka Administrative Reforms Commission-2 (KARC-2)
- Special Report – **Reforming and Reorganizing BBMP 2023**
- **Website - https://karc2.karnataka.gov.in/index_en.php**



Analysis - Manifestos and Budgets by ruling political parties

Political Parties 2018 Manifesto Commitments



Bharatiya Janata Party (BJP)

A **new legislation for a New Bengaluru** - called **Bangalore Metropolitan Regional Governance Act (BMRGA)** will be enacted to further strengthen the spirit of 74th Amendment to the Constitution of India.

A new **digital platform www.bengaluru.gov** will be launched to build a partnership between **Citizens and Government** with the help of technology for growth and development of Bengaluru

50% of each ward committee will be represented by the **members of local Resident Welfare Associations (RWAs)**

BBMP administration will be totally **revamped and cleaned up**. **BBMP mission will be more citizen centric, responsive, responsible and accountable.**

Reforming and Transforming Bangalore Development Authority (BDA) to make it a corruption free and effective infrastructure agency.

Citizen Service Centers in every ward – Single point window to avail all **city agency services – BWSSB, BBMP, BDA and BESCOM.**

Zero tolerance to land encroachers – Strengthen Anti-Land grabbing courts.

Safeguarding the **Rights of Home Buyers**. Repeal the diluted rules and announce **new strong RERA rules, create RERA Regulatory Authority and Appellate Tribunal.**

A new **Legislation will be enacted for Bengaluru Region – which is drawn from the recommendations of the Kasturirangan report and ABIDe Plan Bengaluru 2020.** The Legislation will focus on **Citizens participation, Disclosure and Transparency requirements for Government Agencies, Accountability of Agencies etc.** Within first 90 days, create a public consultation driven Regional Master Development Plan for Bengaluru

Annual Bengaluru City Report card to be submitted to **citizens by Government of Karnataka**
Block Chain Technology would be used **for land registry and property ownership recording system.**

Political Parties 2018 Manifesto Commitments



Indian National Congress (INC)

Amendment of Karnataka Town and Country Planning Act to mandate the preparation of spatial development plans

Appropriate legislation will be put into place in order to ensure **greater financial transparency with regard to revenue and expenditure of all educational institutions.**

Build a strong framework that will provide a wide range of skilling programs to meet the industry –skill gap and the report on “Karnataka Skill Development Plan” provides guidance and policy recommendations to build such a framework.

Establish Civic Rights Club

Establishing committees of secretaries for **convergence across all departments for institutional strengthening**

Incorporating systems of Government Process Architecture (GPAF) proposed by DPAR/DARPG.

To ensure **Decentralization till the last level**

Facilitate **capacity building by setting up of capacity building management cells at state, district & taluka levels and other initiatives**

Transparency and Accountability will be achieved by initiatives to encourage innovation & entrepreneurship

Political Parties 2018 Manifesto Commitments



Janata Dal – Secular (JD-S)

Decentralize power and create more **local self-governing bodies** to promote **participatory democracy**

Implement administrative reforms to ensure better delivery of services and to promote efficiency and accountability in the administration

strengthen democratic institutions such as the judiciary, legislature, and **local self-government bodies to ensure better governance.**

Establish **a transparent and accountable government** that will ensure good governance in the state

Take **measures to reduce corruption** in the government and to establish an **anti-corruption ombudsman to investigate and prosecute corrupt officials.**

Use **technology to provide efficient and effective governance.** The party also promised to **introduce online systems for various government services to reduce corruption and increase transparency**

Promote **civic participation in decision-making and governance** by creating more **opportunities for public consultations and involvement in policy-making**

Budget 2023-24



Para #	Budget Speech	Action Taken Report
288	<p>'Amruth Nagaroththana' scheme will be implemented at an expenditure of Rs.6000 crore in the next three years to provide infrastructure facilities in Bengaluru city. Road development, grade separator, lake development, major storm water drain development, development of parks, buildings, solid waste management, street lights, slum area development etc., will be taken up under this scheme in limits of BBMP.</p>	<p>In-principle approval has been accorded vide GO.No:UDD 197 MNY 2021(e) dated 14/1/2022 to take-up 'Mukhyamantrigala Amruth Nagaroththana' scheme at an expenditure of Rs.6000 crore to provide infrastructure facilities in Bengaluru city. Action plans of 'Amruth Nagaroththana' scheme prepared for all 28 assembly constituencies in the limits of BBMP has been approved. BBMP has been inviting all assembly constituency-wise tenders, and already a many tenders have been approved by the Government.</p>
292	<p>'Sky Walk' will be constructed at an expenditure of Rs.45 crore at Banashankari junction to connect metro station with bus stand and for the safety of pedestrians and street vendors.</p>	<p>G.O.No: UDD 08 PNG 2022 (Part1) dated 7/4/2022 has been issued for the construction of 'Sky Walk' at an expenditure of Rs.45 crore at Banashankari junction to connect metro station with bus stand and for the safety of pedestrians and street vendors, entrusting the work jointly to BMRCL, BSRP and BMTC. In the committee meeting chaired by the Chief Secretary to the Government, BBMP was ordered to take-up the construction of circular Sky Walk near Banashankari bus station. 44th HPC committee decided to handover the project to BMRCL to construct Sky Walk on 12/9/2022. It is under scrutiny of the Government</p>

Budget 2023-24



Para #	Budget Speech	Action Taken Report
299	<p>Over six lakh property details have been recorded in 'B' register in the limits of BBMP. In order to facilitate converting them into A list, the issue will be examined in the light of Karnataka Town and Country Planning Act and the Karnataka Land Revenue Act.</p>	<p>In the limits of BBMP, over 6 lakh properties were registered under 'B' khata register. A meeting was held under the chairmanship of Chief Secretary regarding the conversion from 'B' list to 'A' list and instruction have been given to BBMP to take-up actions as per the decisions of the meeting.</p>
304	<p>'K-100 Citizens' Water Way is an important project envisaged to prevent sewage water from flowing into storm water drains, and rejuvenating and developing Rajakaluve into recreation sports for citizens in Bengaluru city. Under this project, Koramangala Rajakaluve is being developed from K.R. Market junction to Bellandur tank at an estimated cost of Rs.195 crore.</p>	<p>This is an ongoing scheme. Approval has been accorded vide G.O.No: UDD 229 MNY 2020 (Part-1) dated:30/12/2020 subject to obtaining the Cabinet's approval. 'K-100 Citizens' Water Way project is being implemented on a faster pace and currently, about 60% of the work is completed and the project will be completed by March-2023.</p>
305	<p>A grant of Rs.1,500 crore is earmarked to develop mega storm water drains to cater to heavy rains and to prevent floods by developing Rajakaluve in Bengaluru city.</p>	<p>This is an on-going scheme and G.O. No.UDD 08 PNB 2022 (Part-1) dated 7/4/2022 has been issued. Tenders have been invited by BBMP and also the tenders are approved by the Government.</p>

Para #	Budget Speech	Action Taken Report
309	For comprehensive development of Madiwala and Yalemallappashetty lakes , details will be prepared by B.B.M.P.	This is an on-going scheme. G.O.N:UDD 08 PNG 2022 (Part-1) dated:7/4/2022 has been issued to implement this scheme after preparation of details of the scheme through BBMP and to be taken-up from its own resources. Yalemallappashetty lake is not under the jurisdiction of BBMP but is under MI department. In the meeting held under the Chairmanship of Hon'ble Chief Minister on 5/11/2022 about flood related works, BBMP was directed to initiate works of Yalemallappashetty lake.
360	Scanning of all legacy registered permanent records will be done in phased manner to prevent their bogus/falsified/fraudulent creation. In the first phase, records coming under the purview of BBMP and 10 Mahanagara Palikes will be taken up at a cost of Rs.15 crore.	Approval has been accorded vide G.O No: CO 30 MNMU 2022, dated:12.04.2022. Later, Rs.10.00 crore of budget provided for this purpose has been re-appropriated to Stamps & Registration Department upon the request of Administrative Department for the purpose of scanning and digitalization of documents

Budget 2023-24



Para #	Budget Speech	Action Taken Report
294	<p>Peripheral ring road for reducing vehicular congestion in Bengaluru city by constructing 100 metre wide and 73 km long peripheral ring road from Tumkuru road to Bellary road and connecting Hosur road through old Madras road has been pending since 2006. the Government has approved to invite tender and implement the work at an estimated cost of Rs.21,091 crore including land acquisition cost, in the current year under DBFOT (Design, Build, Finance, Operate and Transfer) model. The contractor will bear cost of land acquisition and construction.</p>	<p>This is an ongoing scheme. G.O.No: UDD 214 MNJ 2018 dated:21/2/2022 has been issued. To share the revenue for 50 years with BDA for construction of 100 metre wide 8-lane peripheral ring road, tender has been called under PPP – DBFOT mode, with a condition that concessionaires must bear the costs of land acquisition, construction, maintenance and executive expenditure. Nobody has bid the tender, hence 3rd time tender is being called for the project.</p>
75	<p>Mekedatu Balancing Reservoir and Bengaluru Drinking Water Project will be implemented by getting required clearances from the appropriate authority of Central Government. For implementation of this project, a grant of Rs.1,000 crore will be provided in the current year.</p>	<p>This is an on-going scheme. G.O No. WRD 136 MMK 2013 dtd:13.03.2017 has been issued. The detailed project report of Mekedatu project amounting to Rs.9000 crores has been submitted to CWC, New Delhi and is under scrutiny by various directorates of CWC. The application for Terms of Reference (ToR) to prepare the Environmental Impact Assessment (EIA) & Environmental Management Plan (EMP) report which is required for environmental clearance of the project are uploaded on MoEF & CC website. The process of identifying the compensatory afforestation land required for the project is under progress.</p>

Recommendations to improve Governance in Bengaluru



KARC – 2 recommendations



Special Report – Reforming and Reorganising BBMP Jan 2023 - <https://bit.ly/3TM1uOU>

Report Focus Area:

Assessment of **workload in major departments of BBMP at different levels** to determine **optimal staffing levels.**

Balancing and redeployment of staff across multiple wards / zones

Objectively **assessing opportunities for decentralisation** of power and functionalities

Enhancing **capacity for tackling new challenges** faced by BBMP

- **198 wards to 243 wards**
- The **understaffing is expected to further** get accentuated, Along with outright staff crunch, the changing nature of governance within **BBMP also necessitates a staffing overhaul and reorganization**
- Increasing use of **technology across departments**
- Increasing **civic engagement and activism**
- **Greater need for revenue** augmentation
- **Outer and Core Zones**
- **Lack of effective mechanism** for coordination among **different BBMP departments below Zonal level**
- **Skewed distribution** of **staff across levels and wards**
- **Gross shortage** of **staff for removal of encroachments**
- **Challenges** faced by **Citizens**

KARC – 2 recommendations



Special Report – Reforming and Reorganising BBMP Jan 2023 - <https://bit.ly/3TM1uOU>

- **Coordination and Decentralised Administration**
- Creation of **30 posts of Deputy Commissioners**
- Increasing the **proportion of BBMP's own staff vis a vis Deputation staff**
- Revenue Department - Creation of an 'Enforcement Cell' to boost property tax assessment and collection.
- Engineering Department - There is an urgent need to **strengthen the Ward level engineering staff to handle citizen** complaints like **potholes, footpaths, ward drains, ward roads etc.**
- Public Health Department - Recommended that there **may be one JHI per ward and one SHI for every 2 wards.**
- Legal Cell - Zonal Legal Cell - For BBMP, in the initial phases, it is recommended that **there be a Zonal Legal Cell (ZLC) in every zonal office.**

KARC – 2 recommendations



BRUHAT BENGALURU MAHANAGARA PALIKE (BBMP) - <https://bit.ly/3TO6EtH> (Pg 119-151)

Ease of living for citizens

- BBMP should set up a **“Help desk”** in each ward office to guide citizens on the procedures for availing various BBMP services.
- **Zonal Regulations** may be amended to allow **automatic permission for commercial use buildings** on sites that **face roads of 40 ft. and higher width**. This will contribute to ease of doing business, reduce unnecessary workload and increase revenues to BBMP.
- In the interest of **better accessibility to residents**, BBMP may enable **Bangalore One and Karnataka One centres** to accept **property tax payment through debit/credit card or UPI payment with the service charge** borne by the payers and accept applications for other services like Issue of **Birth and death certificates, Trade license and E Aasthi**.
- Certificate of **vending to street vendors is issued by the Town Vending Committee/ Municipality** under the Street Vendors Act and Rules. This service may be **notified as a Sakala service for BBMP and other Municipalities**.
- **Ward Engineers, Health Inspectors and Electrical Engineers** should be directed to **compulsorily form WhatsApp groups of Resident Welfare Associations (RWA) in their wards**. This will help them to respond quickly to complaints and also **serve as a means of quickly communicating public health, disaster related and other messages to the ward residents** through their RWAs.
- BBMP should adopt a **single toll free number for all public enquiries** and complaints like Bescom.

KARC – 2 recommendations

BRUHAT BENGALURU MAHANAGARA PALIKE (BBMP) - <https://bit.ly/3TO6EtH> (Pg 119-151)

- The **Sahaaya app of BBMP should be linked with the Janaspandana – Integrated Public Grievance redressal system (IPGRS)**. All grievances entered on Sahaaya app should get automatically registered on the IPGRS. The IPGRS sends grievances/complaints first to the last mile functionary level. Sahaaya app should be modified such that any complaint lodged on it should not be closed till the applicant has given confirmation/satisfaction about the action taken.
- The **Common User Group (CUG) mobile numbers** have been given to many officers and staff in BBMP. It **should also be given to all Revenue Inspectors in BBMP** to enable the public to contact them even if persons change due to transfers. This should **also be introduced for public interfacing officials in BWSSB, Bescom and BMTC also**
- Citizens and especially **neighbours are the most affected by building plan violations**. If they can **identify plan violations and report it online on the IPGRS it would make it easier for officials** to identify and **take action to stop the violation**. For this to happen, it is necessary that the approved site plan showing the elevation and the setbacks should be put on the public domain on the **BBMP website with a separate icon for “View approved Building Plans”**. There is a provision in the building bye laws to display the approved site plan at the building site, but it is not followed or enforced in most cases. Therefore, **BBMP should put the approved site plan showing the elevation (height and number of floors) and the setbacks on the public domain. Internal drawings need not be displayed.**

KARC – 2 recommendations

BRUHAT BENGALURU MAHANAGARA PALIKE (BBMP) - <https://bit.ly/3TO6EtH> (Pg 119-151)

Solid Waste Management and Health

- There are **many commercial hubs in the city that see business activity till late night**. The **second shift waste collection is not monitored** as well as the **morning shift** during which the supervisory officials are more active. The **waste that accumulates during the daytime gives a shabby look during the evenings**. These **places should have a well monitored second shift of garbage collection**. **Extra autos may be given for the evening shift** or existing autos can be paid for 2-3 hours additional duty at evening time
- **Contracts for removing wet and dry waste** have been given to **different contractors/agencies in each ward**. **One agency for all waste collection work in a ward** it is easier to get work done by them. If there is more than one contractor, it becomes more difficult to monitor and tackle them to get work done. This difficulty that is experienced at the field level may be given consideration and a **suitable decision taken on whether to go in for a single contract for both dry and wet waste or continue with two separate contracts..**
- It is recommended that **more mechanical sweeping machines be procured** either by purchase or by hiring at the rate of one for every ward i.e. 243 machines for the city. **The monitoring system for ensuring that the tendered work is turned out by all machines should be manned 24x7** in the BBMP/Zonal Control Room.
- Health Inspectors /Jr. Health inspector are **not able to collect spot fines for littering, violations of trade license etc**. Hence **POS machines should be** issued to Senior Health Inspectors and Jr. Health Inspectors for collection of spot fines.

KARC – 2 recommendations

BRUHAT BENGALURU MAHANAGARA PALIKE (BBMP) - <https://bit.ly/3TO6EtH> (Pg 119-151)

Civil Works

- **Ward drains are to be desilted regularly by silt and tractor crews.** Without machinery to help them, the existing silt and tractor crews may not be very productive. It is therefore **suggested that each silt and tractor crew should include a hired mini-excavator (JCB) with driver.** By using **ward wise mini excavator with tractor crews, desilting** can be done more extensively. **Flooding of vulnerable areas would reduce.**
- As per IRC specifications, **when a road is asphalted, the old tar has to be scraped out** and new asphaltting done after scraping. **Not following this IRC specification leads to reduced quality of asphaltting. It also results in sunken manholes** or concealing the manhole cover of BWSSB, OFC, Bescom or other utilities. **BBMP should issue an instruction that IRC specification with regard to levels around manholes during reasphaltting should be invariably followed.**
- Tenders are being floated for **regular maintenance like for street lighting, silt and tractor crews, community toilet cleaning, data entry, security staff and maintenance staff** following KTPP procedure. If tender **premium in such cases is less than 5%, approval by the Standing Committees can be dispensed with and powers given to the Zonal Commissioners.**
- BBMP should mandate using **E Procurement and contract management system for preparation of e-Estimates and E-Measurement Book.**

KARC – 2 recommendations

BRUHAT BENGALURU MAHANAGARA PALIKE (BBMP) - <https://bit.ly/3TO6EtH> (Pg 119-151)

Towards improving E-delivery of services

- **BBMP provides 13 online services** like **Property Tax payment, Khata Certificate, Trade License, Building Plan Approval, Tree cutting permission, Road Cutting permission etc.** . **The War Room set up in 2020 for Covid management** brought together BBMP officers, IT specialists from companies and volunteers to work in it. The present IT Cell in BBMP does not have the capacity to handle the services and apps required for a city. A **dedicated post of Joint Commissioner or Director, IT** may be created in BBMP **along with necessary support staff**
- BBMP should have its **own Computer Wing at the head office and staff at the zonal level for maintaining and updating the property tax system** headed by a NIC officer who designed the BBMP property tax software system.
- **E-office** compulsorily for **all correspondence and file work from the last mile functionary upwards in the Head Office, Zonal, Division, Sub-Division and Ward offices** of all wings. **E-office files and sanctions, orders should be available in the public domain on the BBMP website.**

KARC – 2 recommendations



BRUHAT BENGALURU MAHANAGARA PALIKE (BBMP) - <https://bit.ly/3TO6EtH> (Pg 119-151)

Towards improving coordination

Right now, the **entire responsibility of coordination among different wings** in BBMP falls on the **Chief Commissioner**. Due to work pressure, the Chief Commissioner may not be able to respond quickly or attend to local issues. Now that **posts of Zonal Commissioners (ZC) are in place it is necessary that effective coordination happen at the zonal level**. Orders may be issued for **strengthening the role of Zonal Commissioners** as early as possible. Recommendations for issue of orders are:

- i. Zonal Chief Engineer (ZCE) and EEs of all wings like Road Infrastructure (RI), Storm Water Drains (SWD), Optical Fibre Cable (OFC), Lakes, Projects, Electrical and Solid Waste Management (SWM) **should report to the ZC**.
- ii. **ZC should be notified as the Reporting Officer for Performance Appraisal Reports** of Joint Commissioner, Deputy Commissioner, ZCE and zonal and divisional level officers of all wings including RI, SWD, OFC, Lakes, Electrical, Projects, SWM, Wards
- iii. **ZCs may be authorized to transfer** AEs, JEs, RIs and all Group C officials **within their zone in an online system to keep the head office in the loop**.
- iv. **Delegation of administrative and tender approval for budgeted works costing upto Rs 2 crore to ZCs**.
- v. **Delegation of powers relating to administrative sanction**, approval of tenders, extension of time for tenders etc. to ZCs.

KARC – 2 recommendations



BRUHAT BENGALURU MAHANAGARA PALIKE (BBMP) - <https://bit.ly/3TO6EtH> (Pg 119-151)

Towards improving coordination

- **Coordination Committees (CC)** should be set up at **zonal level by means of a Government order** issued by UDD. The **Zonal CC should be chaired by the ZC and consist of all officials** of different wings of **BBMP** working in the zone. It should also consist of **representatives of BWSSB, Bescom, Bangalore Metropolitan Transport Corporation (BMTC), Metro, Public Works Department (PWD), Gail Gas, BDA, Housing Board, Slum Board, National Highways Authority of India (NHAI), Railways and the local Tahsildar.** It should **compulsorily meet on a monthly basis and settle coordination issues** that have arisen. It should also **follow up on directions given by the Chief Secretary** in his coordination meetings
- **Officers of various wings now sitting in the BBMP Central office,** should be **shifted to the Zonal offices.** The **zonal officers in charge of Road Infrastructure (RI), Storm Water Drains (SWD), Lakes, Projects, OFC and Executive Engineer of the division** should sit in the zonal office. This will **foster better coordination among these wings, improve their monitoring of projects at field level** and bring them closer to citizens.
- **Jurisdictions of divisions in BBMP works wing** are coterminous with the boundaries of legislative assembly constituencies. In **the interest of better coordination, the territorial jurisdiction of divisions in Bescom and BWSSB may be made as far as possible, without increasing the number of posts, coterminous with the jurisdictions of one or more BBMP divisions.**

KARC – 2 recommendations

BRUHAT BENGALURU MAHANAGARA PALIKE (BBMP) - <https://bit.ly/3TO6EtH> (Pg 119-151)

Towards improving coordination

- **Electricity bill related to streetlights may be reconciled regularly with BESCO Engineers.** Metering of **all street installations and payment based on meter reading should be ensured.** Joint inspection of all meters to replace non-functional meters should be done by BBMP and Bescom staff. **Joint inspection of drinking water supply borewell RR numbers should also be done** for replacement of non-functional meters, disconnection of unused installations and cancellation of agreements.
- Other recommendations by KARC -2 are for following
 - Increasing Revenue collection
 - Improving the financial system
 - Improving revenue from BBMP Assets
 - Registration and Transfer of Khata
 - Road cutting (Right of Way) Permission for obtaining Electricity and Water Connection.
 - Tree Cutting / Tree Canopy Management
 - Sahaaya 2.0 (Management of Street Lighting, Pot-hole filling)
 - Improving productivity and work conditions

Recommendations to improve Governance in Bengaluru



KARC – 2 recommendations

Bangalore Development Authority (BDA) - <https://bit.ly/3TO6EtH> (Pg: 152-171)

Providing more sites and services to citizens

- **Land acquisition by BDA is a matter of many grievances, disputes and litigation.** for all ongoing land
- acquisition cases at various stages and for all new cases, it is recommended that **satellite images be taken of the lands to be acquired as on the important dates of preliminary notification, final notification, award, taking possession, Gazette notification etc.** For new cases drone imagery may be taken. These images will form valuable evidence for the BDA to be submitted to courts in land denotification petitions and resolving grievances.
- **BDA approves the layout plans of private developers and House Building Cooperative Societies (HBCS) - deeds of CA sites, roads and parks in existing and in new private layouts approved by BDA** may be executed by the private developers and HBCSs directly in favour of BBMP or to the local bodies, instead of to BDA.
- **Construction and operation of sewage treatment plants (STPs)** is compulsory for approval to sell sites in private layouts - PCB should not insist on completion of the full capacity STP at the very beginning. It may allow modular or staggered construction of the STP based on the progress in construction of houses
- Dual control and confusion - **collecting property tax** from the allottees in **BDA layouts by BBMP**
- Allotment of **alternate sites** is required when the **original site becomes unavailable for any reason**
- Improving revenues | Improving productivity and work conditions | .

Recommendations to improve Governance in Bengaluru



KARC – 2 recommendations

BANGALORE METROPOLITAN REGION DEVELOPMENT AUTHORITY (BMRDA) -

<https://bit.ly/3TO6EtH> (Pg: 172-174)

- **Approval for change of land use in BMRDA limits**
- At present there is **no online software system for change of land use in BDA, BMRDA and Town Planning**. A **common online system may be expeditiously developed** for use of BDA, BMRDA, LPAs and Town Planning department. Provision may be **made in the software for automatic calculation of fee and online payment of fee**.
- The **online portal** so developed may be **integrated with portals of Survey Dept, Revenue department, KIADB, NHAI, PWD, KSPCB, ASI and Forest Dept. and role-based logins** may be given to the different departments. After an **application is submitted** all relevant departments may sign-in to the portal and submit their opinion online regarding change of land use. This will save the applicant the trouble of visiting the concerned offices along with another set of documents.
- Provision should be made in the **online software to certify, and upload attested documents**. The E-Governance department has **developed an app for eauthentication** of documents; Government of India has also developed **eSANAD for attestation of documents**. These **apps may be integrated with the software**.

Recommendations to improve Governance in Bengaluru



KARC – 2 recommendations

BANGALORE WATER SUPPLY AND SEWERAGE BOARD (BWSSB) - <https://bit.ly/3TO6EtH> (Pg:175-179)

- **BWSSB Act may be amended to give authority to the BWSSB to raise tariffs and pro-rata charges at the rate of 3% every year on a specified date, say on 1st October, to partially offset inflation and rising costs of electricity, salaries and other inputs.**
- The following services may be **added as Sakala services**: i. Conversion from **domestic to commercial and vice versa**, ii. **Reconnection of disconnected service**. At present **both services are dealt with offline** in BWSSB. Online application systems may be developed for both services and offline processing may be discontinued. **The Sakala time limit for each service may be fixed at 14 days.**
- Addressing **complaints on water supply to households**
- Clearing of **blockage of underground drainage pipelines** and **replacement of damaged/missing manhole cover**
- **New Connections/Additional Connections** for Water Supply and **UGD for Residential Buildings / Multi Storied Buildings**
- Permission for **new connection/additional connection for water supply and underground drainage** for residential buildings excluding apartments

NAMMA BENGALURU NAMMA MANIFESTO

2023



**What should we Demand from our leaders to improve
the City Governance of the city?**

Open for Expert Discussion

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