JANAAGRAHA

SUSTAINABLE
MOBILITY
NETWORK

Ward Quality
Score Handbook

A hyperlocal approach to
mitigate global problems

JANAAGRAHA

About Janaagraha Centre for Citizenship and Democracy

Janaagraha is a Bengaluru-based not-for-profit institution working to transform the quality of life in India's cities and towns. It defines quality of life as comprising quality of infrastructure and services, and quality of citizenship. To achieve its mission, Janaagraha works with councillors and citizens to catalyse active citizenship in city neighbourhoods, and with governments to institute reforms to citysystems. Janaagraha has worked extensively on urban policy and governance reforms for over two decades including on JnNURM, and with the XIII, XIV and XV Finance Commissions, Second Administrative Reforms Commission, Comptroller and Auditor General of India, NITI Aayog/Planning Commission, Ministry of Housing and Urban Affairs (MoHUA), as well as the state governments of Odisha, Uttar Pradesh, Tamil Nadu, Rajasthan, and Assam.

About Sustainable Mobility Network (SMN)

The Sustainable Mobility Network is a pan-India network of 30+ organizations with an overarching vision to adopt the triple zero approach and push towards 'Zero Emissions, Zero Exclusion, and Zero Road Deaths'. The network has been active since 2021 and has been working towards creating a more enabling environment for the shift towards clean, equitable, gender-sensitive and accessible transport.

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Authors

Kaye Lushington
Manager- Participatory Governance

Manjunatha Hampapura L
Program Manager - Civic Participation (Karnataka)
Email: manjunatha@janaagraha.org

Contributor

N M Varchaswini
Former team member, Janaagraha

With Guidance from

Santosh Nargund
Head – Participatory Governance

Illustrations and Design
Shilpa B Hali

Message

Shri Ramalinga Reddy

Hon'ble Minister for Transport and
Muzrai (Endowments) and
Ramanagara District Incharge Minister

Government of Karnataka

'**Ward Quality Score: A Handbook for a Hyperlocal Approach to Mitigate Global Problems**' is a handbook developed by Janaagraha. It consolidates the insights and experience gained from Janaagraha's extensive work with cities, governments, and neighbourhood communities, while also incorporating feedback from partner organisations.

The purpose of this handbook is to transform citizens into community leaders. It provides a comprehensive guide to understanding, measuring, reporting, and engaging citizens in neighbourhood issues.

The handbook educates local residents on how to assess the quality of infrastructure such as roads, footpaths, parks, bus stands, and public toilets. It helps citizens understand material conditions and ways to enhance them, fostering ongoing collaboration with local officials and elected representatives. The goal is to empower individuals to become leaders who work alongside governments to improve neighbourhoods and cities.

This simple yet effective manual is applicable to all Indian cities, not just Bengaluru.

I commend the Janaagraha team for this valuable contribution to citizen participation and urban governance.
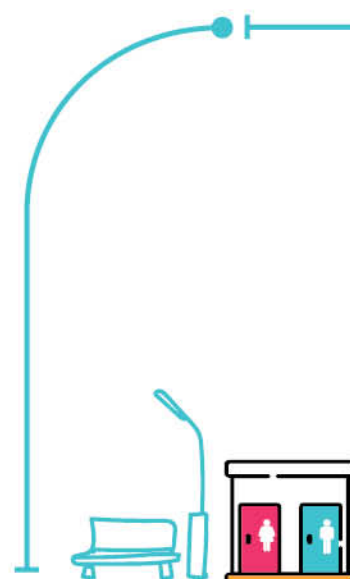
(Ramalinga Reddy)

Minister for Transport and
Muzrai (Endowments) and
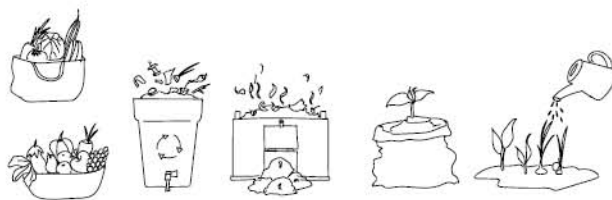Ramanagara District Incharge Minister
Government of Karnataka

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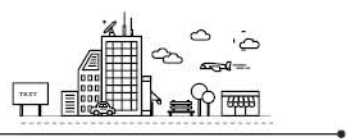
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Chapter 1: Introduction

1.1 Deciphering Hyperlocal Government

1.1.1 What is a ward? What are the provisions provided for the ward in the Constitution of India?

Every city is organised into a set of municipal wards for administrative convenience and better accountability. Think of these wards as a unit of governance for cities, similar to how cities and villages form a unit of governance for states. Each ward has an elected representative (a councillor or corporator) and staff (engineers, health inspectors, etc.).

A democratically decentralised nation thrives on a strong, sustainable, and viable local self-government. In this regard, the **74th** Constitutional Amendment Act (CAA) of **1992**, also known as the Nagar Palika Act, provided a comprehensive framework for states to devolve adequate powers, responsibilities, and finances to municipal bodies at different levels so as to enable them to prepare effective plans and execute schemes for economic, sustainable, and social development.

Article **243R** of the Constitution of India, states that, *"All the seats in a municipality shall be filled by persons chosen by direct election from the territorial constituencies in the municipal area and for this purpose each municipal area shall be divided into territorial constituencies to be known as wards."* Therefore, a ward is a territorial constituency within a municipality and acts as the hyperlocal, basic, and smallest administrative unit of governance in a city.
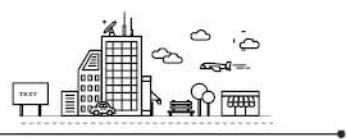
The **74th** Constitutional Amendment Act, **1992** not only devolved powers to the local bodies to self-govern but also reinvented the idea of citizen participation in the decision-making processes by adding Article **243S**. This article spoke about constituting ward committees — a platform where the government and citizens can come under one roof to tackle hyperlocal issues.

City governments get their power from the **74th** CAA. The **74th** CAA, through the **12th** Schedule, bestows **18** functions on city governments. These are meant to guide the activities that are to be carried out within the city and at ward levels.

The 18 functions cover

1. Regulation of land use and construction of land buildings.

2. Urban planning including town planning.

3. Planning for economic and social development.

4. Urban poverty alleviation.

5. Water supply for domestic, industrial, and commercial purposes.

6. Fire services.

7. Public health sanitation, conservancy, and solid waste management.

8. Slum improvement and upgradation.

9. Safeguarding the interests of the weaker sections of society, including the physically handicapped and mentally unsound.

10. Urban forestry, protection of environment, and promotion of ecological aspects.

11. Construction of roads and bridges.

12. Provision of urban amenities and facilities such as parks, gardens, and playgrounds.

13. Promotion of cultural, educational, and aesthetic aspects.

14. Burials and burials grounds, cremation and cremation grounds, and electric crematoriums.

15. Cattle ponds, prevention of cruelty to animals.

16. Regulation of slaughter houses and tanneries.

17. Public amenities including street lighting, parking spaces, bus stops, and public conveniences.

18. Vital statistics including registration of births and deaths.

Though many of these functions are carried out by and at the city level, citizens have to take active responsibility and participate at the ward level to ensure that the same is effectively implemented.
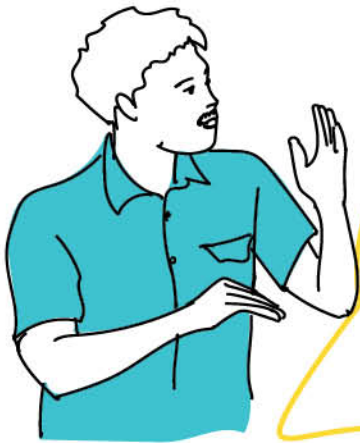
1.1.2 Role of an active citizen

Active Aamir

" Now, that you know what hyperlocal government is, it is important to know the ways in which you, as an active citizen, can contribute, participate, and be a part of the local government."

Interested Isabella

" Are there different types of citizens? How can one know what type of a citizen they are?"

Active Aamir

"Based on their level of civic engagement and approach to civic rights and responsibilities, citizens are likely to belong to one of five categories: Passive Citizens, Interested Citizens, Engaged Citizens, Active Citizens, and Community Leaders. You may so far have just been a passive citizen, but you have a host of pathways to become an active citizen."

For more information on the different types of citizens, take the Citizenship Quiz in **Janaagraha's My City My Responsibility**: A Handbook for Active Citizenship (Available at:

www.janaagraha.org/resources/my-city-my-responsibility)

Interested Isabella

"What does an active citizen do?"

Active Aamir

"An active citizen basically, either individually or by being a part of a collective of citizens, makes it their responsibility to engage with the government to resolve ward-level issues. The primary objective of active citizens, be it as a group of citizens or as a community, is to improve quality of life and work towards the betterment of our cities."

Interested Isabella

" *But how do we do it? How do we as individuals or as a community engage with the government to understand ward-level issues and improve them?"*

Active Aamir

" *The first step to engage with the local government is to understand your ward-level issues through an assessment of your ward across various categories.*

Let me give you some examples of how the **Karnataka Ward Samiti Balaga** *came together to bring about change in their neighbourhoods and cities."*
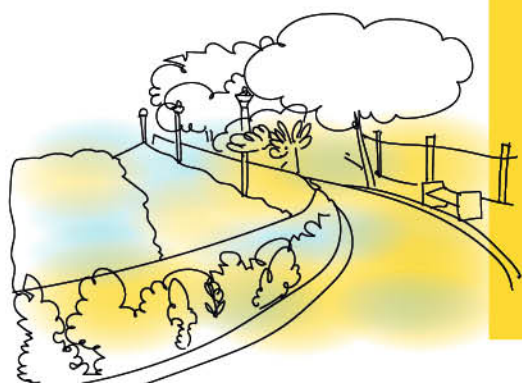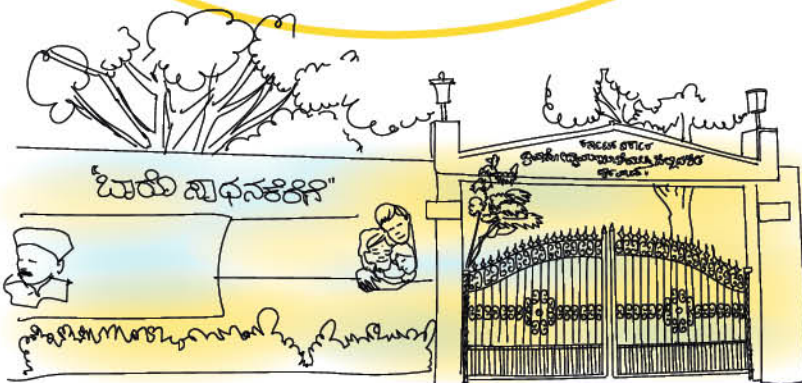
The active citizens of **Hubballi-Dharwad** got together to tackle the growing problem of pollution. On **2 June 2022,** led by the citizen collective of Hubballi-Dharwad Ward **Samiti Balaga** and in collaboration with the **National Cadet Corps (NCC), volunteers** collected close to **25** bags of garbage from the popular **Sadhankeri Lake and Park of Dharwad.**

30 Ward Samiti Balaga members

10 bags of garbage

In a similar initiative, **30** Ward Samiti Balaga members joined hands with their city government to conduct a cleanliness drive at a public garden in Hubballi. The zonal

commissioner of Hubballi-Dharwad Municipal Corporation also participated in the drive, which collected **10** bags of garbage from the premises. The citizens also requested the zonal commissioner to install a compost unit in the locality; a request that was met favourably.
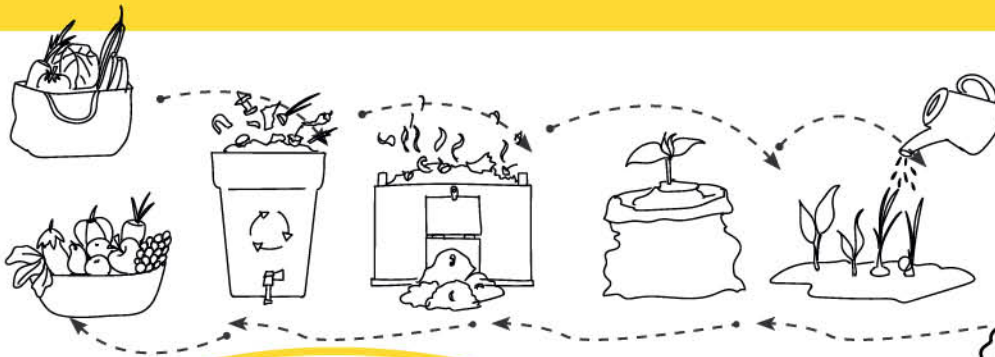
Active Aamir

"*See, just like the citizens* who came together in Hubballi-Dharwad to tackle the issue of cleanliness and waste, you too can identify certain pressing issues to address with your local government. An effective tool for the assessment of identified issues is the Ward Quality Score. It is one of the tools available in the hands of the citizens that is easy to access, use, and derive results to make the neighbourhood and the city better."

START

So, let's get started in understanding the Ward Quality Score!"

1.2 Ward Quality Score (WQS)

1.2.1 What is the Ward Quality Score?

The Ward Quality Score (WQS) is an infrastructure assessment tool that provides an objective and comprehensive measure of the infrastructure and services in wards that ultimately determine quality of life.

An important governance mechanism for improving these conditions are ward committees and area sabhas, which are constitutionally-mandated bodies provided for in the legislation applicable to cities across all states. These committees serve as formal channels for citizen participation in local governance.

One of their basic duties is to prepare Ward Development Plans.

Passive Pavithra

" *What is a Ward Development Plan? Is it useful?"*

Engaged Eshwar

" *The foundation for preparing Ward Development Plans lies in identifying infrastructure service gaps within the ward. This critical first step ensures development efforts address actual needs.*

One cannot prepare a Ward Development Plan without a systematic assessment that benchmarks the existing situation against established standards is essential. In the absence of such evidence-based evaluation, local administration and communities cannot effectively determine which infrastructure or services are needed. They will also be unable to prioritise amongst the various requirements for the ward or neighbourhood."
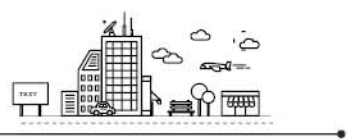
Passive Pavithra

"*Oh! So, the WQS can be a useful tool in this regard, right?*"

Engaged Eshwar

"*Exactly!* *This tool helps identify infrastructure gaps, allowing local authorities to assess what work is required and estimate the necessary budget. These assessments can then be incorporated into the Ward Development Plan and presented to the local government for approval.*

The WQS provides ground-level data that reflects actual conditions, equipping both the local community and authorities to plan ward development more efficiently and effectively. In this way, the WQS directly supports ward committees and area sabhas in their annual planning process."

1.2.2 What are the objectives of the Ward Quality Score?

The Ward Quality Score (WQS) enables bottom-up planning for local governments to prioritise and allocate budgets to infrastructure that requires immediate attention.

One of the main objectives of the WQS is to benchmark or assess the current quality of life across various aspects of neighbourhood infrastructure, including

Neighbourhood infrastructure

- Bus stop
- Parks
- First-mile-last-mile connectivity
- Public toilets
- Mobility
- Water supply
- Solid waste management
- Street lighting

These aims to measure the effectiveness of infrastructure services and identify gaps through an assessment that includes the different parameters and lenses that impact ward-level quality of life.

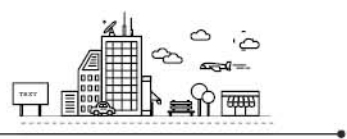**The WQS provides a data-driven approach to the hyperlocal functional planning**

A data-driven assessment = *Qualitative*

&

Quantitative improvements in the ward = *Better quality of life for citizens and cities.*

Interested Isabella

This sounds cool! But it is also very technical. How can citizens go about developing and conducting WQS surveys? Is there a tool we can use? Or any resources?"
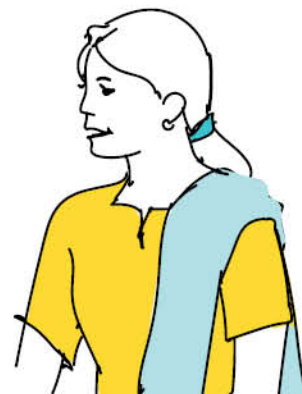
Active Aamir

Yes! Janaagraha has created this handbook as an easy-to-use tool that local authorities and communities can use to assess the infrastructure and services in their wards."

Interested Isabella
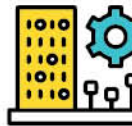
Tell me more about this tool, please?"

Active Aamir

Well, read on to learn more!"

Ward Quality Score Handbook

Citizens

Infrastructure

Roads

Waste management

Water supply

Public spaces

1.2.3 What is the Ward Quality Score Handbook about?

A democracy flourishes only when citizens actively participate in the decision-making process. For citizens, the first avenue for participation is at the ward level. Addressing ward-level problems through a collaborative approach benefits both government and citizens. One of the ways to do this is by assessing infrastructure service gaps at the ward level. The Ward Quality Score offers a scientific, systemic, and standardised way to do this.

The Ward Quality Score evaluates infrastructure services across key **categories such as roads**, **water supply, waste management**, and **public spaces. Janaagraha has developed assessment tools for some of these categories,** with more in development. The WQS Handbook compiles these tools, serving as a ready reckoner for any stakeholder seeking to address ward-level challenges through local actions. It establishes a baseline framework that empowers citizens to develop a toolkit of their own to identify and measure infrastructure-service gaps in their communities.

Janaagraha has developed assessment tools for some of these categories
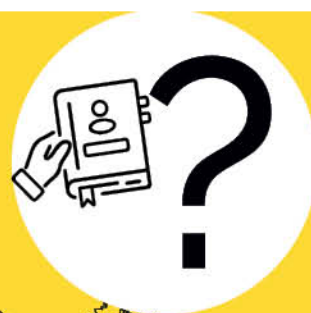
The WQS Handbook provides a comprehensive measurement framework to assess the quality of infrastructure services across these various categories, enabling evidence-based decision-making and targeted improvements.

1.2.4 Who can use the WQS Handbook?

The WQS Handbook can be used by:

- ▶ Citizens, Resident Welfare Associations (RWAs), Civil Society Organisations (CSOs), and local communities who are driven by the passion to bring a change in their neighbourhood and at a ward level.

- ▶ Anyone who is interested in participating in their local governance.

- ▶ Any organisation that is working to bring out systemic change in their cities.

Passive Pavithra

Can local authorities or elected representatives use this handbook?"

Engaged Eshwar

" **Absolutely.** *Local authorities and elected representatives can use this needs assessment toolkit just as effectively. For instance, if a councillor wishes to improve green spaces in their ward, they will first need to assess the existing parks. This handbook provides the necessary assessment framework for estimating costs and allocating budgets for such improvements. It serves as a practical guide for councillors seeking to make evidence-based decisions about their wards"*

Local authorities

1.2.5 Why should I use the WQS Handbook?

The WQS Handbook can help you assess the quality of infrastructure services in your ward. This assessment can then serve as a basis for you, as a citizen or as a part of a citizen group, to chalk out ways to improve your ward, thus improving your quality of life and leading to better cities. Additionally, the toolkit is designed to allow for customisation that will help meet specific ward requirements, making it highly replicable across different contexts.

1.2.6 How can I start using the handbook?

The WQS Handbook provides a clear pathway for citizen action. To begin using it effectively, follow these steps:

1 ▸ Connect with like-minded citizens to form a collective at your ward or area level. You can also consider reaching out to existing groups such as Resident Welfare Associations (RWAs), Self Help Groups, or Civil Society Organisations (CSOs).

2 ▸ Convene meetings with your collective to discuss building the toolkit for your identified categories. Alternatively, you can refer to the relevant chapters in this toolkit it they already address your area of concern.

3 ▸ Develop your customised WQS toolkit.

4 ▸ Implement the WQS survey in your ward.

5 ▸ Replicate WQS for other categories as needed.

6 ▸ Use technological and social media channels to connect with citizens from other wards to scale the WQS survey.

7 ▸ Engage with institutionalised platforms like ward committees and area sabhas to demonstrate the toolkit's effectiveness in prioritising and implementing improvements.

Chapter 2:
Designing and Developing a Ward Quality Score

Interested Isabella

" I now understand the nuances of local-self-government, its functionaries, and how important it is to do a ward quality survey. But now my question is, where do I start? How do I go about building the WQS toolkit?"
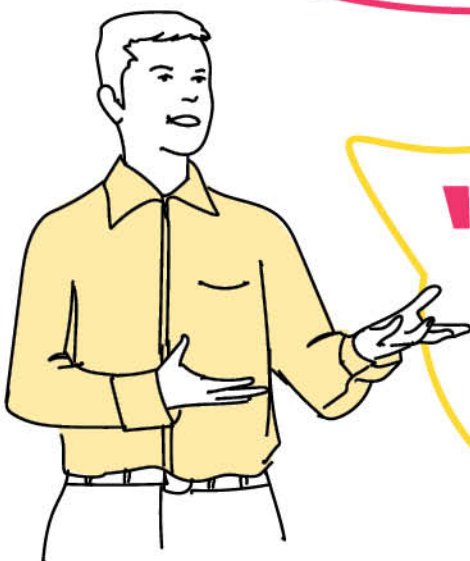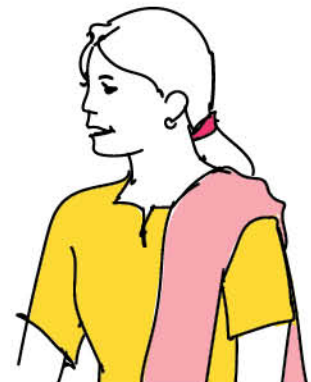
Engaged Eshwar

" Start with this handbook. It outlines the complete process for building a toolkit and guides you through each step of creating a Ward Quality Score Survey.

Ready to get started? Let's learn the process and build our toolkit together!"

2.1　Process of WQS

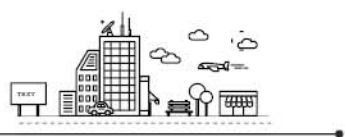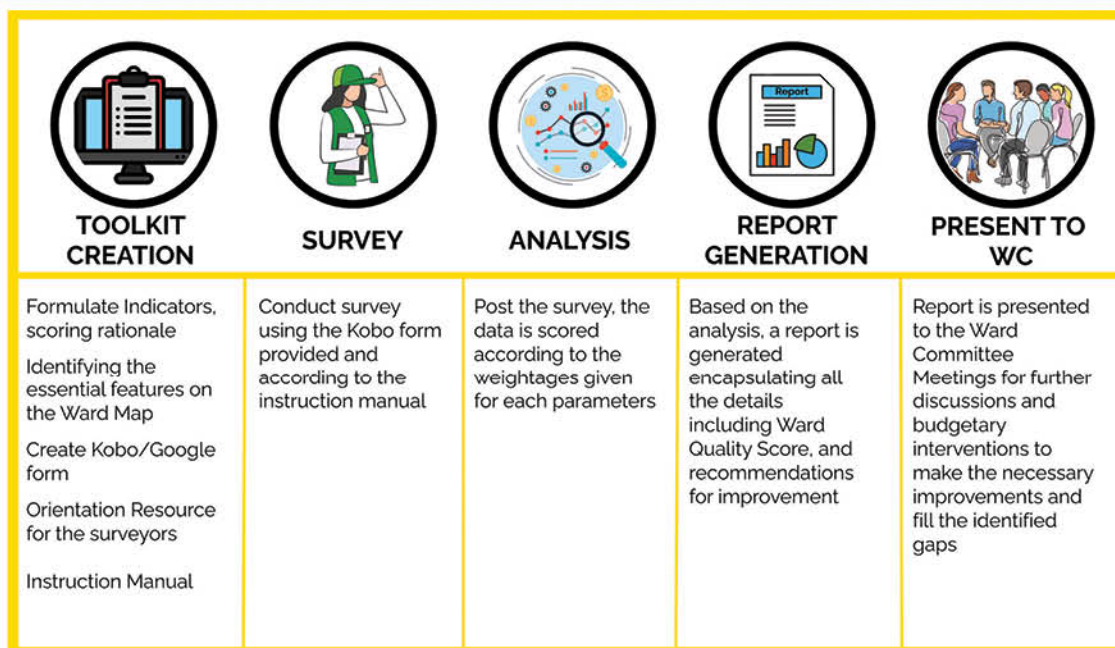| TOOLKIT CREATION	SURVEY	ANALYSIS	REPORT GENERATION	PRESENT TO WC
Formulate Indicators, scoring rationale Identifying the essential features on the Ward Map Create Kobo/Google form Orientation Resource for the surveyors Instruction Manual	Conduct survey using the Kobo form provided and according to the instruction manual	Post the survey, the data is scored according to the weightages given for each parameters	Based on the analysis, a report is generated encapsulating all the details including Ward Quality Score, and recommendations for improvement	Report is presented to the Ward Committee Meetings for further discussions and budgetary interventions to make the necessary improvements and fill the identified gaps

2.1.1　Learning about your ward

It's important to know about the ward where you live. A ward represents the smallest unit of governance in your city, as mandated by the Constitution of India. Each ward elects a councillor from among its residents to represent local interests.

website

city government's website

population

number of households
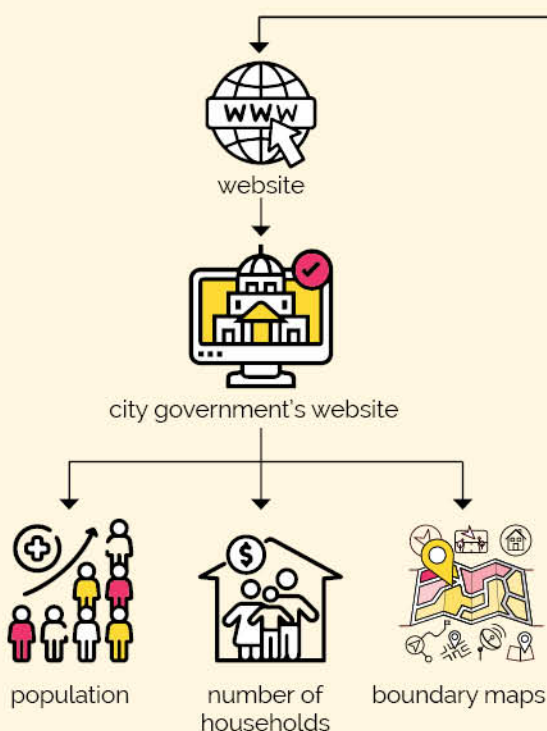
boundary maps

Details such as **population**, **number of households,** and **boundary maps** can usually be found on your **city government's website.** For instance, if you live in Bengaluru, you can access this information through the **BBMP website.** However, most cities across the country do not yet provide ward-specific budget information separately.

That is why **Janaagraha prepares Ward Budget briefs — extracts of ward-wise allocations from the main city budget.**

To understand how these budgets are prepared, you can refer to **Janaagraha's My City My Responsibility: A Handbook for Active Citizenship (pages 22-24) available at:** https://www.janaagraha.org/resources/my-city-my-responsibility/.

Passive Pavithra

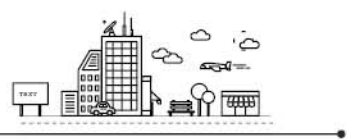" *How does understanding our ward actually help us?"*

Engaged Eshwar

" *Knowing about your ward matters for several practical reasons. It helps you identify who your representatives are and how decisions affecting your neighbourhood are made. Local services like waste collection and park maintenance are typically organised at the ward level. When you're familiar with your ward's specifics, you can better access services and hold officials accountable for budgets meant for your area. This knowledge is also your first step toward becoming an active citizen who can effectively contribute to community improvement."*

2.1.2 The process of identifying categories

Conceptualize 1 — Formulate a concept or an idea	Design 2 — Design a toolkit formulate indicators, survey form
Evaluate 4 — Evaluate the findings, and work on further actions to improve the survey	Implementation 3 — Execute the survey, generate a report based on the data recorded
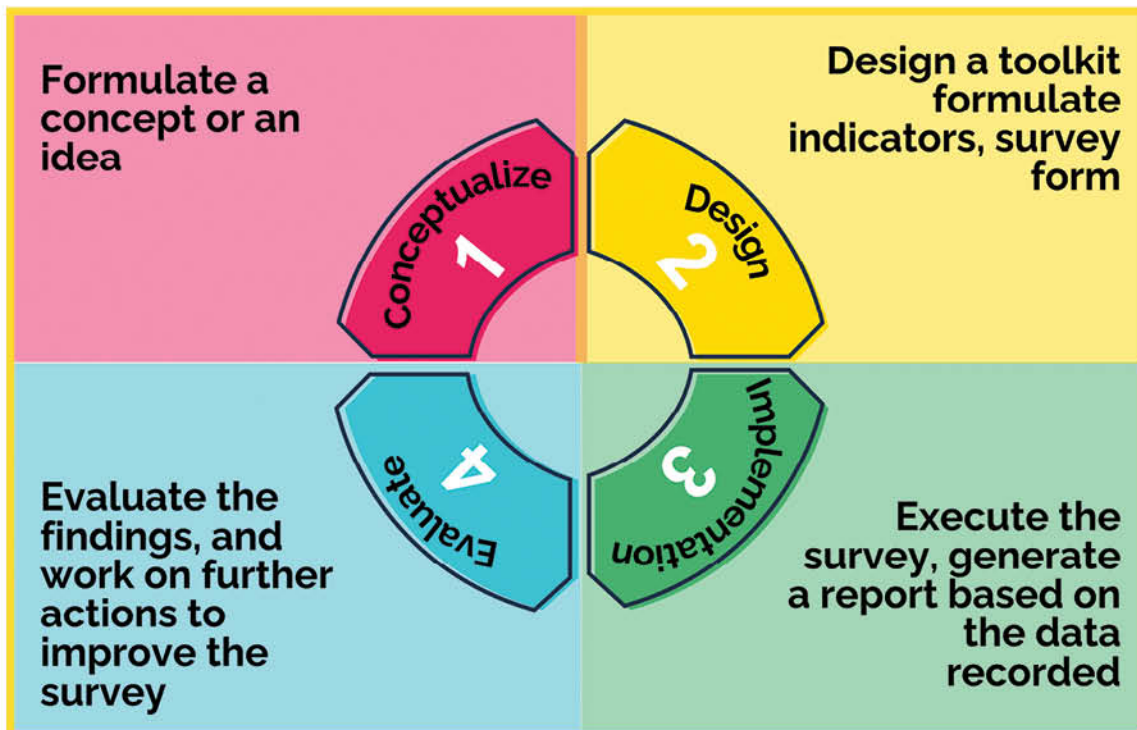
Understanding your ward and its budget helps you prioritise which categories of issues need urgent attention.

There are different pathways for you and fellow citizens to select which issues to tackle:

➲ Ward committees

Ward committees (where active) bring together **councillors, government officials** and **citizens** to address day-to-day ward matters. They provide grassroots connection for **resolving complex urban issues.**

Ward committees are spaces where citizens can **collectively brainstorm, evaluate** and **prioritise civic issues** based on urgency and available budget allocation.

⭢ Participatory budgeting campaigns

Collective citizen voices can influence change through **participatory budgeting initiatives.** For example, **Janaagraha's MyCityMyBudget** (MCMB) campaign, which began in **2015,** enables citizens to contribute to city budget decisions. Such campaigns help ensure first-mile democracy by **involving citizens in budgetary processes.** You can learn more here:

https://www.janaagraha.org/work/mycitymybudget/

⭢ Citizen-led community consultations

Community consultations are yet another effective approach to **prioritise ward issues**. These consultations work as informal platforms where **citizens share their experiences**, deliberate on local issues, and collectively decide which matters require immediate attention. The direct, community-driven nature of these discussions often highlights the practical concerns that **citizens experience** daily.

For instance, in Bengaluru, the **Ward Samiti Balaga** convention brought **citizens together to discuss** and **finalise the top three issues faced across the city.**

Prioritising the challenges facing your ward

You can use the following approach to identify and prioritise ward issues:

> **First, understand the critical issues facing wards across your city, particularly those relevant to your specific ward. This information can be collated from newspapers, community consultations, and awareness campaigns. This research will help you develop a comprehensive list of issues, which may include concerns related to:**

- Water and sanitation
- Stormwater drains
- Solid waste management
- Public parks
- Public toilets
- Bus stops
- Streetlights
- Potholes
- Footpaths
- First-mile-last-mile connectivity
- Walkability

> **The 18 functions mentioned in Chapter 1 could also serve as a useful starting point.**

> **Present this compiled list to your ward councillor to help finalise the high-priority issues.**

Focusing on just two or three high-priority categories is beneficial because:

|		
» **Budget constraints limit what can be addressed simultaneously**	» **A focused approach allows for more effective planning of tangible actions**	» **It is more practical to track, monitor, and supervise the implementation of a limited number of initiatives.**

Once you have identified your top three issues, develop a deeper understanding of each by examining the specific challenges within these broader categories.

For instance, if your top three categories are streetlights, footpaths and **public parks, explore the specifics by asking targeted questions such as:**

▸ Do footpaths in your ward require repair?

▸ Is there a necessity to relay new footpaths?

▸ Does the park need a boundary wall/fence?

▸ What requirements are needed to maintain the park?

▸ Is there a requirement for new streetlighting?

▸ Do the streetlights in your street require repair? Or is the streetlighting in your street functional/well-lit?
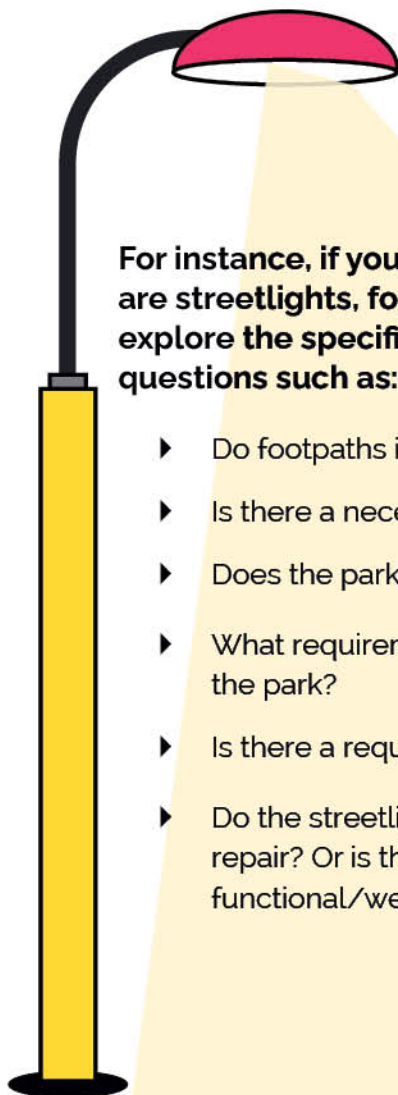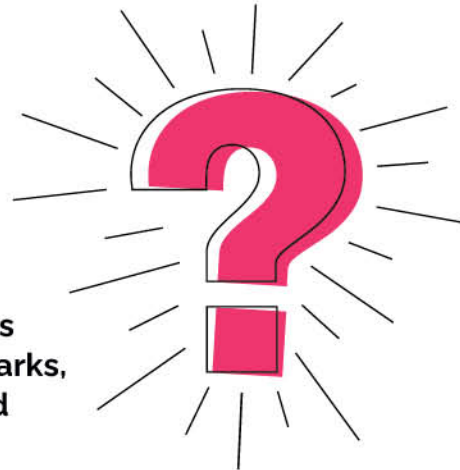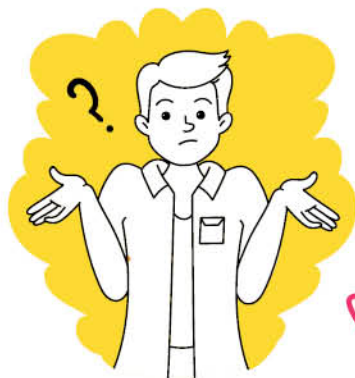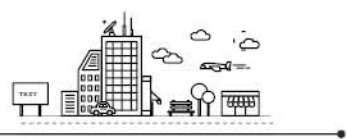
These questions should be location-specific to provide a ground-level understanding of the problems. For example, you might ask:

"If there is a requirement for installation of new streetlights, where exactly do you want them?"

This allows citizens to provide precise location information, such as: *"Yes, there is a necessity to install new streetlights near the Meadows Apartment, situated at 18th Cross, 7th Main Road, Peenya Road, Bengaluru."*

Once you have designed your questionnaire, the campaign can begin, and citizen inputs from across all wards in your city can be collected through both online and offline methods.

For more information on conducting such campaigns, please refer to **Janaagraha's My City My Responsibility: A Handbook for Active Citizenship** (Available at:

www.janaagraha.org/resources/my-city-my-responsibility)

2.2 WQS Survey Toolkit

Interested Isabella

This is a very interesting exercise! It makes me feel that perhaps change is possible and, what's more, that I can and should be an active participant in it! It is also a wonderful opportunity to connect with our neighbours and fellow citizens."

Active Aamir

" Yes, it is. While change can be slow, it is definitely possible — especially when citizens come together to drive it. The Ward Quality Score is a great place to start."

Interested Isabella

" So, how can I go about building the toolkit?"

Active Aamir

" By going step by step. Let's start with an example category.

Imagine you have followed all the steps and processes mentioned in this handbook so far and have zeroed in on 'parks' as a category. Parks provide essential green spaces among our concrete buildings — a literal breath of fresh air.

Now, when you are building your toolkit, you need to ensure you include five key elements: indicators, parameters, a survey form, orientation resources and an instruction manual."

2.2.1 Formulating indicators

Indicators help establish a baseline for decision-makers and policymakers to set measurable goals and make informed decisions that are based on data. Formulating these indicators, therefore, is a critical **first step**.

Conducting research

Before creating specific indicators, it is necessary to identify three to four essential requirements for the category in question. This requires research: reviewing newspaper articles, studying Standard Operating Procedures, and examining guidelines from government websites.

For instance, in the case of our example of **'parks in Karnataka'** one might start their research by consulting resources such as:

The Karnataka Parks, Play-fields, and Open Space (Preservation and Regulation) **Act, 1985.**

Urban Green Guidelines by the Ministry of Urban Development, 2014.

Creating Accessible Parks and Play Spaces, a handbook published by National Institute of Urban Affairs.
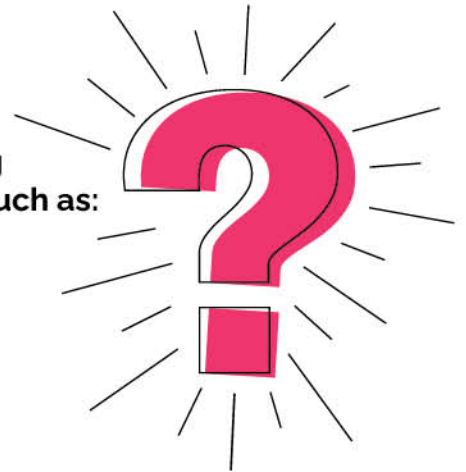
Design guidelines published by the Bernard van Leer Foundation.

Developing parameters

On completing the research, you can begin formulating basic indicators, starting with fundamental questions such as:

▶ Is the park open every day?

▶ Does the park have a boundary wall or fence?

▶ Does the park have an entry/exit gate?

▶ Is there an information board in the park?

These draft indicators can then be organised under different parameters for parks, such as:

⟳ Accessibility & Display

This parameter allows the concerned government agency to create awareness and inform citizens about park specifics like timings, navigation, maps, and ward information.

Are the parks open to citizens on a daily basis?

Do the parks have signage boards and timings displayed inside the park?

Is there a gateway for the park for citizens to enter?

⟳ Comfort & Safety

This parameter enables the concerned government agency to provide a convenient experience and create a safe, sustainable environment for citizens.

Do the parks have proper seating benches to rest?

Are the parks well-lit during evening and night?

Do parks have surveillance camera as a safety measure?

⟳ Infrastructure Facilities

This parameter helps the concerned government agency optimise environmental infrastructure and enhance the experience of citizens by providing adequate civic amenities..

Do parks have jogging/walking tracks?

Do Parks have segregated dustbins?

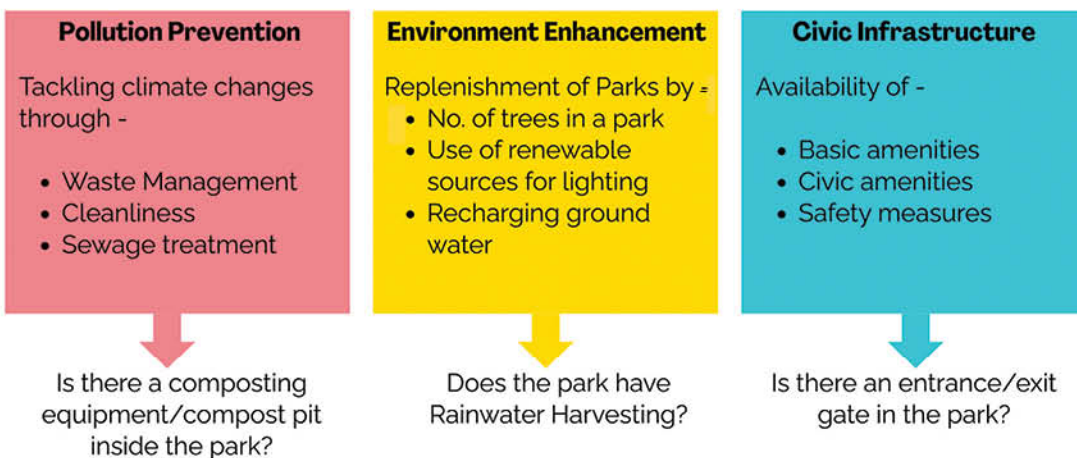Do the parks have playground facilities?

The parameters will vary based on the category being assessed. If you were evaluating bus stops rather than parks, for instance, a different set of parameters would have to be developed.

Integrating analytical lenses

To ensure your survey is comprehensive and insightful, consider adding specific 'lenses' to your parameters. These can offer a structured way to examine data objectively and are particularly valuable during analysis and decision making. For the assessment of parks, relevant analytical lenses could include:

▶ **Environmental Enhancement**

▶ **Pollution Prevention**

▶ **Civic Infrastructure**

FRAMEWORK FOR SURVEY DESIGN: LENSES

| Pollution Prevention	Environment Enhancement	Civic Infrastructure
Tackling climate changes through -	Replenishment of Parks by =	Availability of -
• Waste Management • Cleanliness • Sewage treatment	• No. of trees in a park • Use of renewable sources for lighting • Recharging ground water	• Basic amenities • Civic amenities • Safety measures
Is there a composting equipment/compost pit inside the park?	Does the park have Rainwater Harvesting?	Is there an entrance/exit gate in the park?

Formulating questions

Survey questions can be structured in several formats:

⮌ Yes/No format:

1. "Does the park have drinking water facilities?"

   ☐ Yes   ☐ No
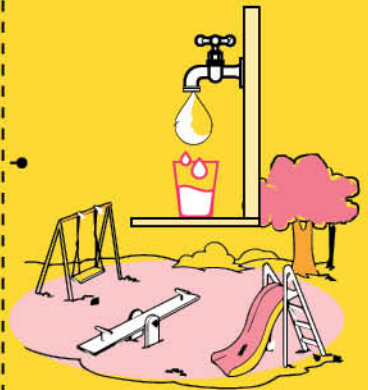
⮌ Open-ended questions:

2. "How many trees exist in the park?"

⮌ Graded questions:

3. "Are the toilets in the park cleaned regularly?"
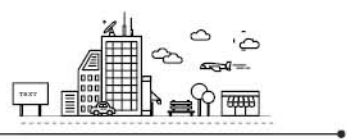
   (always   sometimes   rarely   never)

⮌ Basic information:

4. Name of the park, ward number, etc.

Well-designed survey questions should collect factual information that can be objectively evaluated. However, the effectiveness of different question types may vary **depending on local context**. Therefore, take care to frame questions that best suit your selected category, **keeping in mind the specific conditions in your area.**

2.2.2 Creating your assessment tool

Once indicators have been formulated, they need to be incorporated into a survey questionnaire. This questionnaire will serve as your assessment tool and should be a synthesis of your consultations and research. It can be developed in both physical and digital formats.


Physical assessment

A physical survey questionnaire can be printed, allowing community members to visit designated locations, conduct the assessment and record findings directly on the printed form. Given the use of paper for this method, we generally recommend avoiding this approach.

Digital assessment

Survey questionnaires can be digitised using the following approaches:
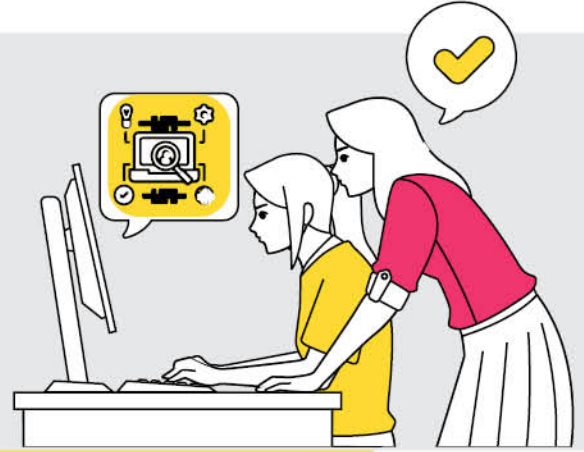

▶ **Google Forms**

An online software tool to collect responses in real-time. The form can be shared through email or as a link. You can get started on creating your Google Form at this link:

https://docs.google.com/forms/u/0/_

ನಮ್ಮ ಪಾರ್ಕ್ ನಮ್ಮ ಜವಾಬ್ದಾರಿ | My Park My Responsibility

ಉದ್ಯಾನವನಗಳ ಗುಣಮಟ್ಟದ ಸಮೀಕ್ಷೆಯು, ಅಲ್ಲಿನ ಪ್ರಸ್ತುತ ಗುಣಮಟ್ಟವನ್ನು ತಿಳಿದುಕೊಳ್ಳಲು ಮತ್ತು ಅದರ ಹಸಿರು ಹೊದಿಕೆ, ಸುಸ್ಥಿರತೆಯನ್ನು ಅರ್ಥಮಾಡಿಕೊಳ್ಳಲು, ನಾಗರಿಕರು ಸಕ್ರಿಯವಾಗಿ ಭಾಗವಹಿಸುವ ಒಂದು ಚಟುವಟಿಕೆಯಾಗಿದೆ | Parks Quality Survey is an exercise to assess the present quality of Parks and to understand the green cover and sustainability of Parks through citizen participation.

* Indicates required question

City | ನಗರ*

| Choose ▼ |

Ward No./Ward Name | ವಾರ್ಡ್ ಸಂ./ ವಾರ್ಡ್ ಹೆಸರು

Your answer

Park Name | ಪಾರ್ಕ್ ಹೆಸರು

Your answer

Indicators | ಸೂಚಕಗಳು

	Yes	ಹೌದು	No	ಇಲ್ಲ
Is there a Name board for the park?	ಉದ್ಯಾನವನಕ್ಕೆ ನಾಮ ಫಲಕವಿದೆಯೆ?	◯	◯

Snap a Picture of your the surveyed Park! | ನೀವು ಸಮೀಕ್ಷೆ ಮಾಡಿದ ಉದ್ಯಾನವನದ ಚಿತ್ರವನ್ನು ಇಲ್ಲಿ ಹಾಕಿ!

Upload 1 supported file. Max 10 MB.   ⬆ **Add File**

Indicators | ಸೂಚಕಗಳು

	Yes	ಹೌದು	No	ಇಲ್ಲ
Is the park open everyday?	ಉದ್ಯಾನವನವು ಪ್ರತಿದಿನ ತೆರೆದಿರುತ್ತದೆಯೆ?	◯	◯
Is there a boundary wall around the park? / ಉದ್ಯಾನದ ಸುತ್ತಲೂ ತಡೆ ಗೋಡೆ ಇದೆಯೆ?	◯	◯
Are there jogging/Walking tracks in the park? / ಉದ್ಯಾನವನದಲ್ಲಿ ಜಾಗಿಂಗ್/ವಾಕಿಂಗ್ ಟ್ರ್ಯಾಕ್‌ಗಳಿವೆಯೆ?	◯	◯
Does the park have playground facilities? / ಉದ್ಯಾನವನವು ಆಟದ ಮೈದಾನ ಸೌಲಭ್ಯಗಳನ್ನು ಹೊಂದಿದೆಯೆ?	◯	◯
Is the playground facilities regularly maintained? / ಆಟದ ಮೈದಾನ ಸೌಲಭ್ಯಗಳನ್ನು ನಿಯಮಿತವಾಗಿ ನಿರ್ವಹಿಸಲಾಗುತ್ತಿದೆಯೆ?	◯	◯
Are the timings of operation, navigation and other essential signages displayed in the park? / ಕಾರ್ಯಾಚರಣೆಯ ಸಮಯ, ಸೂಚಕಗಳು ಮತ್ತು ಇತರ ಅಗತ್ಯ ಫಲಕಗಳನ್ನು ಉದ್ಯಾನವನದಲ್ಲಿ ಪ್ರದರ್ಶಿಸಲಾಗಿದೆಯೆ?	◯	◯
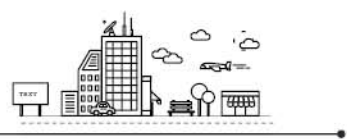
▶ Kobo Toolbox

An online software for data collection, management and analysis used extensively in research, monitoring, and evaluation.

https://www.kobotoolbox.org/

Survey questionnaires can be easily translated into Kobo form. For guidance on this process, you can refer to:

Creating a New Form — KoboToolbox documentation

The final responses need to be vetted by the responder before submitting.

The digitised form can be shared **via email** or

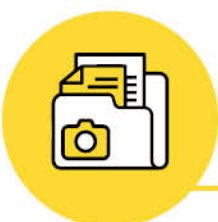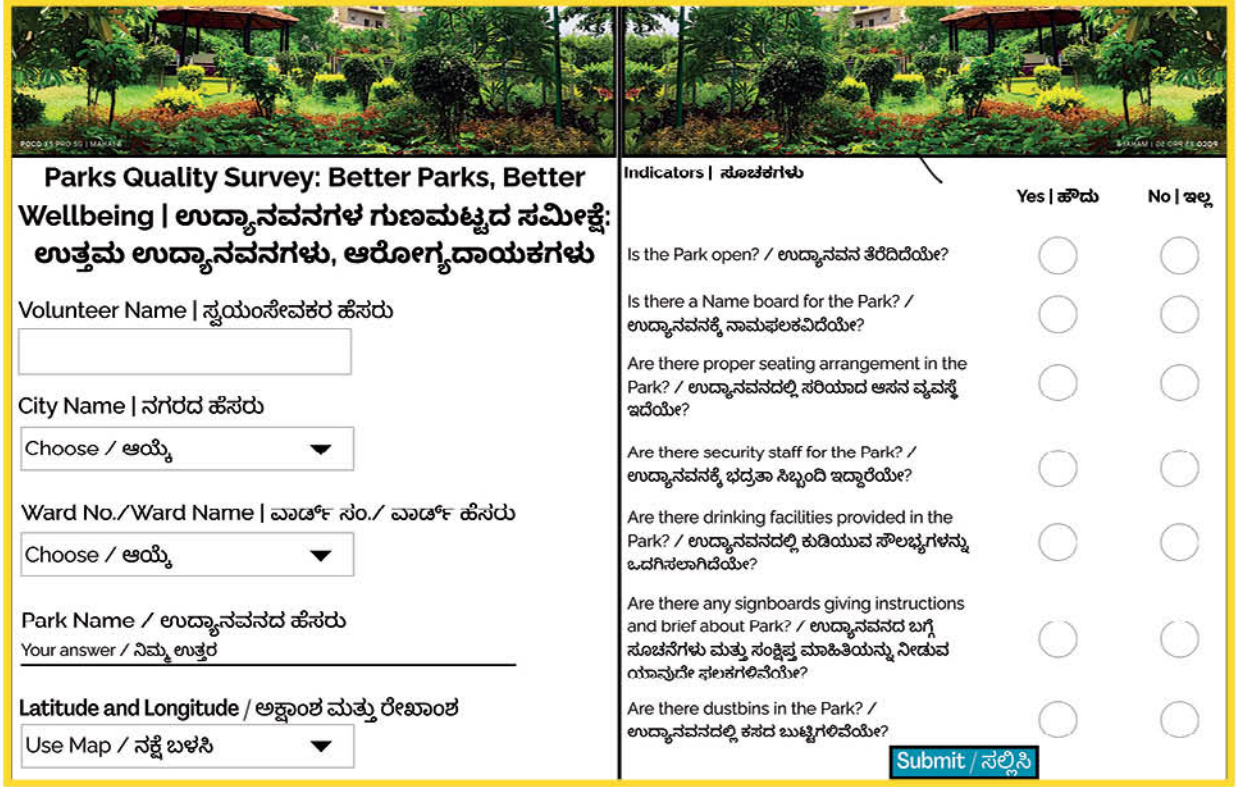the link can be distributed through **WhatsApp groups** for better access and

capturing the **data in real-time.**

One additional advantage of the **digital format**

is that **citizens** can easily include **photographs documenting** the current status of the categories.

Parks Quality Survey: Better Parks, Better Wellbeing | ಉದ್ಯಾನವನಗಳ ಗುಣಮಟ್ಟದ ಸಮೀಕ್ಷೆ: ಉತ್ತಮ ಉದ್ಯಾನವನಗಳು, ಆರೋಗ್ಯದಾಯಕಗಳು

Volunteer Name | ಸ್ವಯಂಸೇವಕರ ಹೆಸರು

City Name | ನಗರದ ಹೆಸರು

Choose / ಆಯ್ಕೆ ▼

Ward No./Ward Name | ವಾರ್ಡ್ ಸಂ./ ವಾರ್ಡ್ ಹೆಸರು

Choose / ಆಯ್ಕೆ ▼

Park Name / ಉದ್ಯಾನವನದ ಹೆಸರು
Your answer / ನಿಮ್ಮ ಉತ್ತರ

Latitude and Longitude / ಅಕ್ಷಾಂಶ ಮತ್ತು ರೇಖಾಂಶ
Use Map / ನಕ್ಷೆ ಬಳಸಿ ▼

Indicators | ಸೂಚಕಗಳು

	Yes	ಹೌದು	No	ಇಲ್ಲ
Is the Park open? / ಉದ್ಯಾನವನ ತೆರೆದಿದೆಯೇ?	○	○
Is there a Name board for the Park? / ಉದ್ಯಾನವನಕ್ಕೆ ನಾಮಫಲಕವಿದೆಯೇ?	○	○
Are there proper seating arrangement in the Park? / ಉದ್ಯಾನವನದಲ್ಲಿ ಸರಿಯಾದ ಆಸನ ವ್ಯವಸ್ಥೆ ಇದೆಯೇ?	○	○
Are there security staff for the Park? / ಉದ್ಯಾನವನಕ್ಕೆ ಭದ್ರತಾ ಸಿಬ್ಬಂದಿ ಇದ್ದಾರೆಯೇ?	○	○
Are there drinking facilities provided in the Park? / ಉದ್ಯಾನವನದಲ್ಲಿ ಕುಡಿಯುವ ಸೌಲಭ್ಯಗಳನ್ನು ಒದಗಿಸಲಾಗಿದೆಯೇ?	○	○
Are there any signboards giving instructions and brief about Park? / ಉದ್ಯಾನವನದ ಬಗ್ಗೆ ಸೂಚನೆಗಳು ಮತ್ತು ಸಂಕ್ಷಿಪ್ತ ಮಾಹಿತಿಯನ್ನು ನೀಡುವ ಯಾವುದೇ ಫಲಕಗಳಿವೆಯೇ?	○	○
Are there dustbins in the Park? / ಉದ್ಯಾನವನದಲ್ಲಿ ಕಸದ ಬುಟ್ಟಿಗಳಿವೆಯೇ?	○	○

Submit / ಸಲ್ಲಿಸಿ

2.2.3 Engaging with community groups

Passive Pavithra

"*Okay, I have formulated indicators and translated them into a form.* **What's next?**"

Engaged Eshwar

"*Now we conduct the survey!* While this could be done as a solo activity, you can create a wider impact if you have greater participation. As the saying goes, *'the more the merrier.'* *Involving more citizens i*n the process leads to stronger outcomes and *greater visibility* for the issues identified."

Passive Pavithra

"*That makes sense! But how do we get our community involved?"*

Engaged Eshwar

You can engage with your community by:

Creating awareness about the issues in your ward. Social media can be a great tool for this.

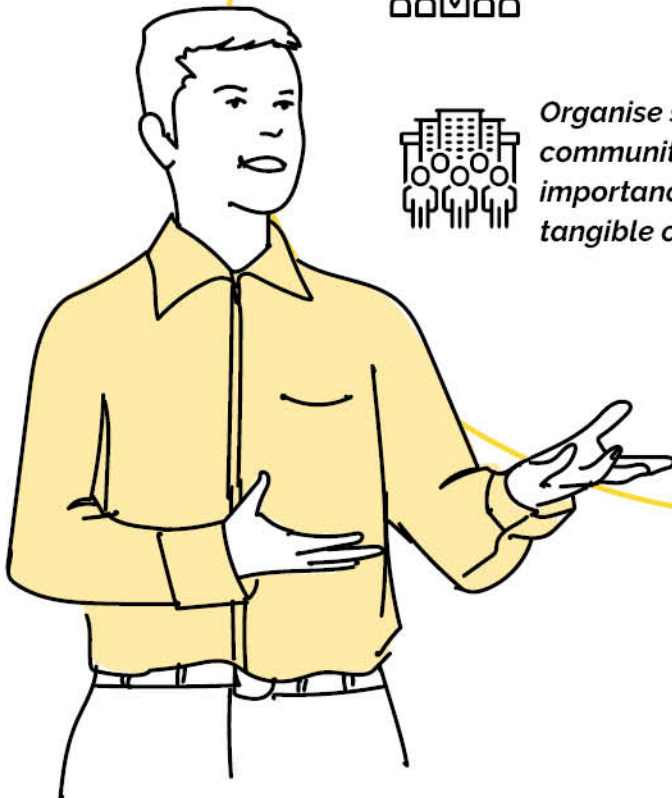*Raise these issues during your ward committee meetings.*

Spread the word in your local WhatsApp groups and community forums.

Form groups with like-minded citizens who share your concerns.

Organise sessions in public spaces or community buildings to explain the survey's importance and how participation can create tangible change in your ward."

Kavya Nataraj, the councillor of **Shivbagh Ward in Mangaluru,** took the initiative to conduct a WQS survey with a focus on solid waste management. She arranged a training session for ward committee members who then conducted the survey. This helped them identify specific gaps in the ward's **solid waste management** that required attention, **proving that local leadership can drive community participation.**

2.2.4 Conducting the survey

Once your community group is trained and ready, you can begin the process of setting clear timelines for conducting the survey. The timeframe will depend on the category you are assessing. For parks, for instance, **2-3** days is usually sufficient since most wards typically have between **5-10** parks.

Your community team can then work together to conduct the survey according to the training they have received. When using digital survey tools, surveyors should remember to activate their GPS to capture accurate location data. It is also important to document conditions with relevant photographs – these images provide powerful visual evidence of issues that need immediate attention and will strengthen your final report.
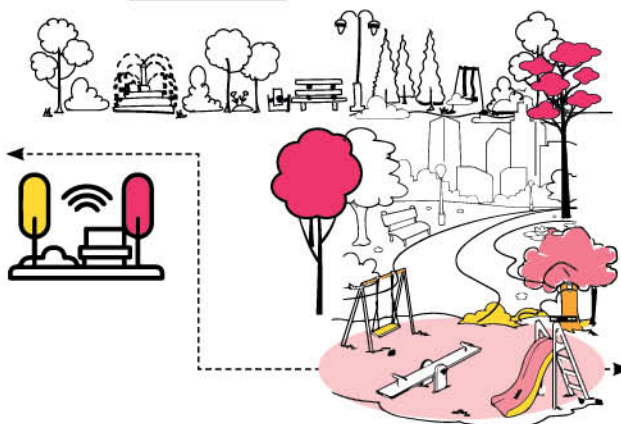
Did you know?

Odisha

A similar participatory approach has been used successfully in **Odisha** with the **Participatory Infrastructure Needs Assessment** (PNA) in slums. These assessments have directly contributed to improved services and infrastructure in these areas. You can replicate their process, **which is listed below:**
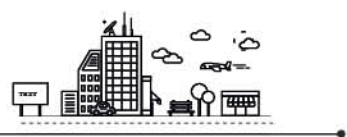
Objectives

▶ Creating a baseline of slum information and infrastructure gaps.

▶ Providing a foundation for Slum Upgradation Plans.

▶ Developing Infrastructure Gap Assessment Profiles (I-GAP).

Methods

▶ Group discussions (at least two in each slum).

▶ Consultations with office bearers of Slum Development Associations. (SDAs) or Resident Welfare Associations (RWAs).

Team composition

▸ **Ward Officer**
   (serving as the nodal survey officer).

▸ **Urban Local Body (ULB) Community**
   Organiser and Engineer.

▸ **SDA/RWA Office Bearers and Members.**

▸ **Government Coordinators where available.**

2.2.5 Interpreting and analysing the survey data

After completing your survey, the next crucial step is to analyse the collected data. This process involves interpreting the responses, calculating scores, and developing actionable recommendations based on your findings.

Accessing your survey data

The method for accessing your data depends on which platform you used for your survey:

For Google Forms:

» Open the form through the account that created it.

» Select **'Responses'** from the menu.

» Click **'View in Sheets'** to see all responses in a spreadsheet format.

» Download the data for offline analysis.

For Kobo Toolbox:

» Log in to your Kobo account.

» Select your deployed survey.

» Click on **'Data'** and then **'Export.'**

» Download the data in your preferred format (Excel recommended).

Example of downloaded survey data in spreadsheet format

SL No	Survey Start Date	Survey End Date	Ward	Surveyor Name	Road_ID	Latlong	Is footpath present alongside the road you are about to survey	Upload the survey images
1	2024-08-30	2024-08-30	Gottigere	Akhila	GG_0015	12.85621,77.58878	NO	image-12_34
2	2024-08-30	2024-08-30	Gottigere	Pruthvi M	GG_0010	12.86234,77.58563	NO	image-12_34
3	2024-08-30	2024-08-30	Gottigere	Deekshita	GG_0012	12.85916,77.57931	YES	image-12_34
4	2024-08-30	2024-08-30	Gottigere	Syed Arif Khan	GG_0013	12.85704,77.58118	NO	image-12_34
5	2024-08-30	2024-08-30	Gottigere	Ganapathi Bhat	GG_0046	12.86018,77.59155	YES	image-12_34
6	2024-08-30	2024-08-30	Gottigere	Soujanya	GG_0047	12.86108,77.59209	NO	image-12_34
7	2024-08-31	2024-08-31	Gottigere	Ganapathi Bhat	GG_0018	12.86112,77.57952	NO	image-12_34
8	2024-08-31	2024-08-31	Gottigere	Syed Arif Khan	GG_0019	12.86392,77.57825	NO	image-12_34
9	2024-08-31	2024-08-31	Gottigere	Deekshita	GG_0041	12.86317,77.57668	NO	image-12_34
10	2024-08-31	2024-08-31	Gottigere	Pruthvi M	GG_0037	12.85604,77.57557	NO	image-12_34

Park Quality Survey Indicators

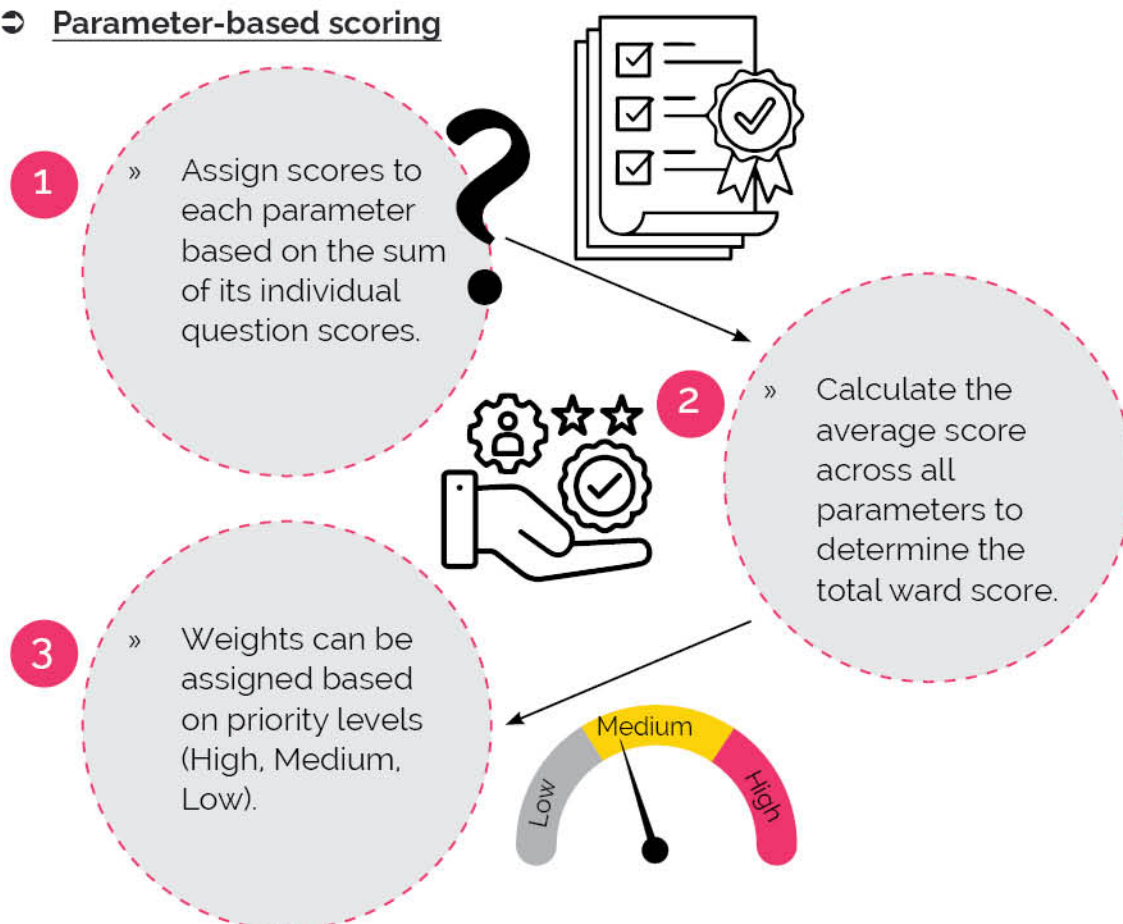| Qn#	Indicators	Option				Survey Response	Scoring priority	Weightage (out of 100)
		1	2	3	4			
Ward Profile								
Surveyor Name:								
Ward No. and Name:								
Accessibility & Display								
1	Is the park open everyday?	Yes, opened everyday	Not at all opened			Yes, opened everyday	High	3.5
						No, opened occasionally		2.5
2	Are the timings of operation, navigation and other essential signages displayed in the park?	Yes	No			Yes	Medium	2.5
3	Is there a boundary wall around the park?	Yes	No			Yes	High	3.5
4	Is there an Entrance/Exit gate?	Yes	No			Yes	High	3.5
5	Is there a Name board for the Park?	Yes	No			Yes	Low	1.5
5a	If yes, what information does the name board mention? (open ended qn)							
6	Are there jogging/walking tracks in the Park?	Yes	No			Yes	High	3.5
Amenities & Maintenance								
1	Does the park have playground facilities?	Yes	No			Yes	High	3.5
2	Is the playground facilities regularly maintained?	Always	Mostly	Sometimes	Never	Always	Medium	3.0
						Mostly		2.5
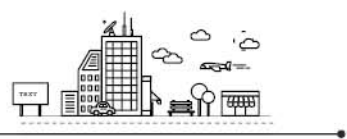
Scoring methodology

Once you have downloaded the data, you can begin the scoring process. There are two common approaches you can use to do this:

➲ **Parameter-based scoring**

1 » Assign scores to each parameter based on the sum of its individual question scores.

2 » Calculate the average score across all parameters to determine the total ward score.

3 » Weights can be assigned based on priority levels (High, Medium, Low).

Low   Medium   High

➲ **Indicator-based scoring**

1 » Calculate the average score for each indicator.

2 » The sum of all indicator scores determines the total ward score.

Categorising your ward's performance

Based on the total scores, you can categorise ward performance as:

» **Partially Satisfactory**: Between

35-70 marks.

» **Unsatisfactory**: Below

35 marks.

» **Satisfactory**: Above

70 marks.

Interpreting your data

Once the scoring is complete, you can begin interpreting the data and identifying existing gaps.

When presenting your findings, you can consider using any of the following formats to clearly communicate the results:

» **Percentages**
(e.g., *"65% of parks lack adequate lighting"*)

» **Descriptive phrases**
(e.g., *"Most parks have functioning gates"*)

» **Fractions**
(e.g., *"3/4 of surveyed parks need improved waste management"*)

» **Raw numbers**
(e.g., *"8 out of 10 parks lack drinking water facilities"*).

7,200 Trees exist in **164** Parks **11** cities of Karnataka	Has the capacity to produce around **~20,00,000 pounds of oxygen to ~14,400 people.**	**113** parks have a scope to plant **~3,499 more saplings** in the coming monsoon season that will have **a capacity to produce ~9,09,740 pounds of oxygen to around ~7,000 people**

» **153** parks are accessible to citizens on a daily basis, however, less than **50%** of the parks not having any display board.

» More than **3/4th** of the parks is protected by a boundary wall/fence along with a gateway.

» Less than **50%** of the parks surveyed across **11 cities of Karnataka provide basic infrastructure facilities like proper seating arrangements,** jogging/walking tracks, playground facilities, and parking space.

» Almost **74** parks is well lit during evening while only **15** parks use renewable sources for lighting and only **19** parks use surveillance cameras as a safety parameter.

» Only **19%** of the parks provide rain water harvesting facilities as a means of Water Management.

» Albiet more than **50%** of the parks is cleaned regularly, only 27% of the parks provide segregated dustbins and **12%** of the parks provide composting units as a means for Waste Management.

» Only **12%** of the parks have drinking facilities and **18%** of the parks have toilet facilities that cater to the citizens' health and hygiene parameters.
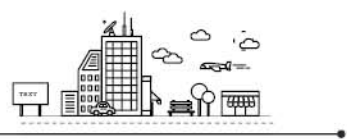
Developing recommendations

Interested Isabella

❝ *Okay, so I have conducted the surveys, applied a scoring methodology, and analysed the data. What's next?"*
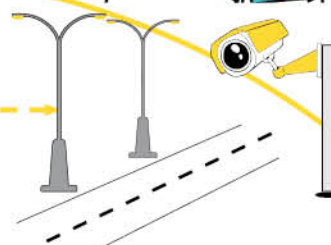
Active Aamir

" *Well, you're almost there! Now you need to develop recommendations based on your findings. Your recommendations should not only highlight the gaps identified in the data, they should also propose tangible, measurable actions, and be objective.*

Install energy-efficient lighting using renewable sources and surveillance cameras to improve safety parameters.

For example, in a parks survey, recommendations might include:

Adopt rainwater harvesting units to enhance parks' eco-friendliness and support water management.

Install segregated dustbins and ensure regular waste collection to maintain cleanliness and reduce pollution."

*Develop guidelines for communities, **NGOs**, and **RWAs** to collaborate on installing, monitoring, and supervising composting units.*

State-level Key Recommendations

Out of the 164 parks surveyed, 113 parks have a scope to plant ~3,499 more saplings in the coming monsoon season that will have a capacity to produce 9,09,740 pounds of oxygen to around ~7,000 people.*	Install energy-efficient lighting using renewable sources, surveillance camera as a safety parameter and adopt rain water harvesting units is desirable as it can enhance the Parks' eco-friendliness and support in water management	It is recommendable that Corporation prepares guidelines for communities/NGOS/RWAs to collaborate to install, monitor and supervise composting units and instruct the garbage collection trucks to install segregated dustbins and collect the waste regularly to maintain the cleanliness of the park and reduce pollution	Install basic infrastructure facilities like jogging/walking tracks, benches, play and playground facilities inside the park for citizens to comfortably rest and install toilet/e-toilet and drinking facilities inside or nearby the park to cater to the health aspect of the citizens is desirable	It is beneficial for the Corporation to collaborate with citizens' organizations and nearby communities to monitor, regulate and supervise the parks to keep it safe, sustainable and environment-friendly through ward committees and area sabhas

2.2.6 Creating a report

After completing your data interpretation, the next step is to present your findings in a standardised, visually appealing format. A well-designed report makes your data more accessible and increases the likelihood that decision-makers will engage with your recommendations.

Creating a professional report is simpler than you might think. Here's how to get started:

▶ **Choose a design platform:** Create a free Canva account **(www.canva.com)** or **use another design tool of your choice.**

▶ Select an appropriate template:
Choose a template that effectively highlights your data, findings, and recommendations. The layout should be clean, professional, and easy to navigate.

▶ Structure your report:
Include these essential sections:

» Executive summary

» Introduction and methodology

» Key findings with visual representations

» Detailed analysis by parameter

» Recommendations

» Conclusion.

▶ Incorporate visuals:
Use charts, graphs, and images from your survey to illustrate key points and make data more digestible.

▶ Maintain consistency:
Use consistent formatting, fonts, and colours throughout your report to create a cohesive, professional appearance.

Below are some examples of effective report templates we have developed for different assessment categories. You can use these as starting points for your own reports.
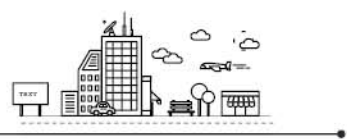

MY PARK
MY RESPONSIBILITY
Better Parks, Better Well-being

MAY 2024

Bengaluru

About Parks in Karnataka

Parks act as a conscious tool for revitalization. Not only do they serve as a vital connection to humans but also contribute to our physical and mental well-being. They act as a sanctuary for people to engage in physical activities, recreational activities, and connect with nature amidst the hustling urban environment. They also play a pivotal role in tackling climate change by regulating heat waves, floods, and carbon sequestration. Therefore, it becomes pertinent for planners, designers, and policy makers to create, maintain and preserve parks to improve the overall quality of life

City Profile

Bengaluru

No. of Wards
224

Population
9,621,551 (2011 census)

Area sq.km
709 sq.km

MY PARKS MY RESPONSIBILITY

About MPMR

My Park My Responsibility (MPMR) – Parks Quality Survey is a Community driven systemic survey facilitated by Janaagraha to self-assess the parks in terms of infrastructure quality, and environment replenishment.

Objectives of the MPMR Survey

Assess the quality of overall Parks through a set of indicators

Identify the gaps and recommend actionable items to replenish Parks

Measure the quality of life through different lenses at Ward level

Rationale

A total of 23 indicators was used to assess the overall quality of Parks at ward level and tested across 3 broad parameters - Accessibility & Display; Comfort & Safety and Infrastructure Facilities. At the core of each parameter are three guiding lenses – Pollution Prevention, Environment Enhancement and Civic Infrastructure that determine Parks quality.

MPMR Stats

Total number of wards covered – 09 wards

Total number of parks surveyed – 47 parks

Approximate number of trees in 47 parks – 2369 trees

Recommendations

Below recommendations were drawn based on the data analyzed, and these suggest tangible actions that is desirable for the enhancement and replenishment of a Park and to make it safe, sustainable and environment-friendly for citizens.

1 | Out of the 47 parks surveyed, 27 parks have a scope to plant ~970 more saplings in the coming monsoon season that will have a capacity to produce 2,52,200 pounds of oxygen to around 1940 people.*

2 | Installing energy-efficient lighting using renewable sources and adopting rain water harvesting units is desirable as it can enhance the Parks' eco-friendliness and support in water management.

3 | Corporation to prepare guidelines for communities/NGOs/RWAs to collaborate to install, monitor and supervise composting units that help in reducing soil erosion, reduce greenhouse gas emissions, and converses water.

4 | Installing surveillance cameras, toilet facilities, and drinking water facilities inside/nearby parks is recommendable to keep citizen safe, healthy and maintain hygiene.

5 | It is beneficial for the Corporation to collaborate with citizens' organizations and nearby communities to monitor, regulate and supervise the parks to keep it safe, sustainable and environment-friendly through ward committees and area sabhas.

*Article source - https://www.thoughtco.com/how-much-oxygen-does-one-tree-produce-606785 - 1 plant can produce upto 260 pounds of oxygen, 2 mature trees can provide oxygen for a family of four.

JANAAGRAHA | SUSTAINABLE MOBILITY NETWORK

Ward Walkability Report

Ward Name: Banasawadi

Cent Percentage Ward Walkability Survey conducted by College students along with citizen volunteers:

1) Asma
2) Bhoomika
3) Divyanshi
4) Gautam
5) Niranjan
6) Prithvi M
7) Rachaya
8) Bhavana P
9) Priya Sanghamitra
10) Telejongmok Jamir
11) Aditi Deo Mishra
12) Poulami Ghosh
13) Tahakausar
14) Adithya S
15) Lubna Ludheen
16) Soujanya Goud
17) Sudrip Goud

12th June 2023 - 30th June 2023

KEY INSIGHTS

ONLY 25%
of the roads in this ward are provided with footpaths

AROUND 95%
of footpaths doesn't have facilities such as benches to sit & garbage bins to dispose waste

ALMOST NONE
of the surveyed road stretches have pedestrian crossings at major road intersections

MORE THAN 90%
of footpaths does not have access restrictions for 2 wheelers & other vehicles

AROUND 3/4TH
of footpaths are broken due to broken slabs & pavers

75%
the respondents mentioned that footpaths are accessible in terms of its height & width

MORE THAN 1 IN 2
footpaths are not accessible to physically challenged people

9 OUT OF 10
respondents mentioned that the footpaths are well-lit with functional street lights

ALMOST ALL
the footpaths are encroached due to parking, street vending etc.

ANALYSIS RATIONALE

294 Road segments surveyed

- Scores are calculated based on the average score of all the indicators. The Sum of the indicators scores gives the total score of the ward.
- Thus, the connectivity in the ward are categorised as Unsatisfactory, Partially Satisfactory and Satisfactory based on its performance.
  - Unsatisfactory: <35 marks
  - Partially Satisfactory: 35 -70 marks
  - Satisfactory : >70 marks

BANASAWADI WARD MAP

Ward Walkability Surveys intend to provide objective, citizen experience-based scores for footpaths on targeted roads and help prioritize ward-level budget allocation by Bruhat Bengaluru Mahanagara Palike (BBMP).

SCORING RATIONALE & INDICATORS

'Source: Guidelines for Planning & Implementation of Pedestrian Infrastructure (Version 1.0, January 2014)

Walkability of the ward was measured across 4 broad footpath parameters-Accessibility, Connectivity, Safety and Comfort consisting of a total of 12 indicators. Both sides of the footpath were taken into account while assigning the score. Additionally, the quality of pedestrian walkability was measured over 5 indicators which primarily recorded the presence of footpaths and pedestrian crossings that enable ease of access across the road network.

- Footpath has convenient height of 10-15 cm such that it is easily accessible by aged people and children
- Footpath is accessible to people on wheel chair by provision of ramps with suitable gradients
- If bollards are present, there is 0.9 m (approx wheelchair width) of clear width between bollards for wheelchairs to pass through
- At the entry and exit to a footpath, special surface such as tactile pavement is provided for guidance of visually impaired.
- Footpath is provided on either side of a roadway.
- Footpath is wide enough for atleast two pedestrians to walk side-by-side without having to step on the road
- Footpath has even surface
- Footpath has encroachments such as transformers, vehicles parked, plants/trees

Ward Walkability Surveys intend to provide objective, citizen experience-based scores for footpaths on targeted roads and help prioritize ward-level budget allocation by Bruhat Bengaluru Mahanagara Palike (BBMP).

SCORING RATIONALE & INDICATORS

SAFETY FIRST

SAFETY & COMFORT

- Footpath is well lit with functional street light pole
- Trees & plants are planted along the footpath to provide shelter to the pedestrians without obstructing free pedestrian movement
- Benches are provided at frequent intervals for resting enroute their journey
- The footpath segment has garbage bins for both wet waste and dry waste

Safe, Connectable and Accessible Pedestrian crossings

- Pedestrian crossing is at the same level as the footpath OR at slope down to the road level for easy access
- Pedestrian crossing connects all arms (roads) of a junction
- Stop line/speed breaker is provided before the crossing area such that the stopped vehicles do not intrude into the area
- Pedestrian signals are present and functional at the intersections for pedestrian movement across the road
- At signalized intersections with high pedestrian volume, the signal gives adequate time for pedestrians to cross safely in all directions (Adequate time should be sufficient for aged people, physically challenged people and children to cross)

Ward Walkability Report Template - showing cover page, executive summary, data visualisation and analysis sections.

Bus Stop Quality Report

JANAAGRAHA | **SUSTAINABLE MOBILITY NETWORK**

Ward Name: Banasawadi

Bus Stop Quality Score: 33/100

Bus stop surveys conducted by Citizen Volunteers:

1) Amith Nigli
2) Rajesh
3) Pillapa
4) Tamil Selvi

January 2023

KEY INSIGHTS

100%
Bus stops maintained poorly plagued with garbage issues, uncleaned bences and broken pavers

ONLY 42%
Bus stops of the ward were easy to locate on either BMTC app or Google Maps

ALMOST NONE
The bus stops did not provide information including signages, route maps and schedule

7 out of 10
Bus stops inaccessible to people with physical or visual disabilities

NONE
of the surveyed bus stops had CCTV surveillance or displayed Emergency Call number-112

57%
of bus stops lack proper lighting

6 out of 10
citizens found bus stops unsafe to use during night time

AROUND 50%
of the bus stops do not have sufficient benches for commuters

ALMOST ALL
Bus stops lack basic public amenities like garbage bin, toilet and drinking water taps.

ANALYSIS RATIONALE

17 Bus Stops Surveyed

The map below details the performance of bus stop in terms of its score. Scoring is done with respect to the parameters namely,

- Accessibility
- Comfort
- Display & Safety

Parameter-wise scores are calculated based on the average score of all the bus stops. The Sum of the parameter scores gives the total score of the ward. Thus, bus stops are categorised as Unsatisfactory. Partially Satisfactory and Satisfactory based on its performance.

- **Unsatisfactory: <35 marks**
- **Partially Satisfactory: 35 -70 marks**
- **Satisfactory : >70 marks**

Partially Satisfactory -
9 bus stops

Unsatisfactory -
8 bus stops

BANASAWADI - SURVEYED BUS STOPS

Legend
- Unsatisfactory <35 marks
- Partially Satisfactory 35-70 marks
- Satisfactory >70 marks
- Banasawadi Ward
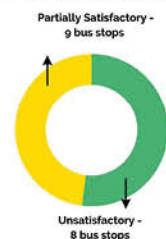
SCORING RATIONALE & INDICATORS

The quality of bus stops of the ward was measured across 3 broad footpath parameters- Accessibility, Comfort, Display & Safety consisting of a total of 25 indicators. Each parameter is given equal weightage. Sum of the parameter scores is considered as the final score of the ward.

The indicators are formulated based on understanding citizens comfort when using a bus stop in terms of the quality of shelter, facilities provided and also how safe a citizen feels while using the bus stop at night.

The indicators are also formulated with respect to the following references:

- Janaagraha Street Quality Survey (SQS) 2015
- Directorate of Urban Land Transport, Government of Karnataka (DULT) Guidelines for Planning and Implementation of Pedestrian Infrastructure
- Accessibility Guidelines for Bus Terminals and Bus stops, Ministry of Road Transport and Highways

ACCESSIBILITY

How do you access the nearest bus stop?

Is there a bus bay for buses to pick up anddrop commuters?

Is the bus stop conveniently located on a footpath?

Is bus stop provided with special surface such as tactile pavement for guidance of visually impaired throughout?

Do the buses stop exactly on the bus stop?

The bus stop is accessible by a pedestrian crossing/over bridge from the opposite side of the road

BSQS* - SCORING RATIONALE & INDICATORS

DISPLAY & SAFETY

Bus stop name board is displayed and is clearly visible from the opposite side of the road?

The route maps of relevant BMTC buses with respect to the locations are displayed?

BMTC Bus Schedules (timings + bus number) are displayed?

Emergency call center number 112 is displayed?

Real-time information of the arrival and delay of the bus is displayed?

Bus stop is equipped with an audio system to provide information for the visually impaired?

Bus stop can be easily located using google maps and BMTC app?

Bus stop is well lit during evening and night?

Bus stop is monitored through CCTV camera?

Do you feel safe using the bus stops during all times of the day?

Chapter 3:
# Engaging Urban Policy Makers through the Report

Passive Pavithra

" *We have crafted our insights and recommendations into an easy-to-read report. But what do we do next? How can we use this report?"*

Active Aamir

" *Now begins the work of getting our voice heard and working with local governments to improve our neighbourhoods! Let's start by first identifying key stakeholders."*
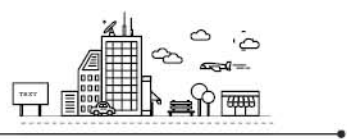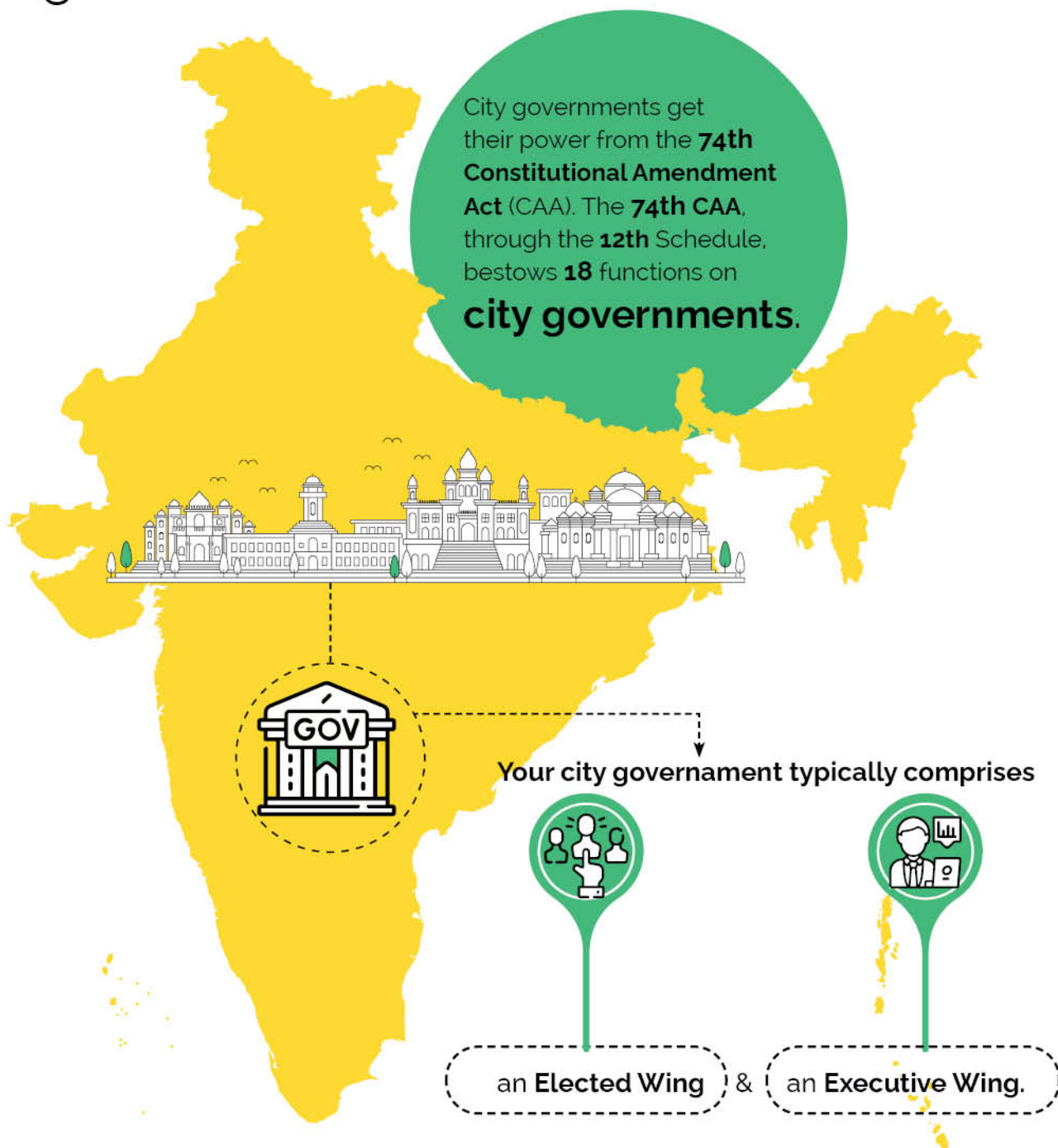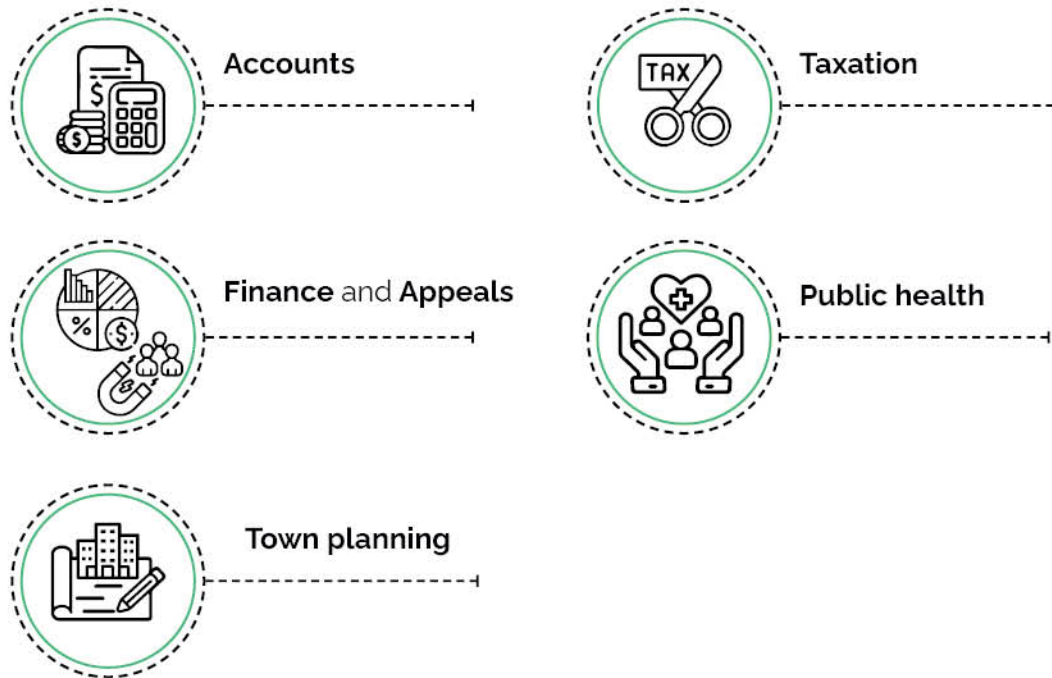
3.1   Mapping Stakeholders

It is essential to identify the right decision-makers who can implement your recommendations. City governance involves multiple entities, each with distinct roles and responsibilities.

Let's take a deeper look at how city governments are structured in India.

City governments get their power from the **74th Constitutional Amendment Act** (CAA). The **74th CAA**, through the **12th** Schedule, bestows **18** functions on **city governments**.

GOV

Your city governament typically comprises

an **Elected Wing** & an **Executive Wing.**

The elected wing, also known as the political wing, is a deliberative body headed by the mayor or president (in case of smaller ULBs). It consists of the city council, which is a collective of all elected representatives or councillors, and the standing committees for

Accounts ------------

Taxation ------------

Finance and Appeals ------------

Public health ------------

Town planning ------------

The executive wing is headed by the commissioner (or a chief municipal officer or executive officer). It is an administrative body that focuses on implementation and consists of deputy commissioners, assistant commissioners, zonal commissioners, department heads, and municipal staff.
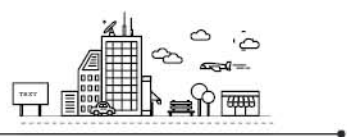
For more information refer to **Chapter 2:** Decoding City Governments in **Janaagraha's My City My Responsibility** (Available at:

https://www.janaagraha.org/resources/my-city-my-responsibility.

In some cities, specific functions of the city government are handled by organisations known as civic agencies or parastatal agencies. In many instances, these agencies pre-date the city government and although they provide services to the city, they report to the state government. Typically, parastatal agencies work in collaboration with the respective city governments over shared functions.

Some of examples include

Civic Agencies	Functions	Examples
Water Supply and Sewerage Board	Responsible for delivering clean, hygienic, and safe water to the city and management/disposal of sewage.	Bengaluru Water Supply & Sewerage Board, Chennai Metropolitan Water Supply & Sewerage Board, etc.
Electricity Board/ Electricity Supply Company	Responsible for electricity supply and distribution to the city.	Uttar Pradesh Power Corporation Limited, Gujarat Electricity Board etc.
Development Authority	Responsible for the development of master plans, layouts, and other plans for cities.	Jaipur Development Authority (JDA), Chennai Metropolitan Development Authority (CMDA), etc. In some of the **Tier II** and **Tier III cities, Improvement Trusts take the place of Development Authorities.**

Examples of Civic agencies in Bengaluru

Water Supply and Sewerage Board

Electricity Board

Development Authority

Passive Pavithra

" *That's quite a complex system! How do I know which stakeholders are relevant to our specific issue?"*

Active Aamir

" *Good question! Stakeholder mapping helps you make informed decisions about whom to approach. It ensures no important groups are overlooked and helps you understand how different stakeholders interact with each other. This way, you can set priorities and approach the right people with your recommendations.*

Given the structure of our city governments, your main stakeholders may typically include:

» Elected representatives

» Civic agencies

» Citizens

» Community organisations

» Media.
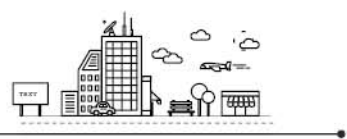
3.2   Engaging with Stakeholders

There are several platforms where citizens can engage with local government and its representatives.

Institutionalised platforms

According to the **74th** Constitutional Amendment Act, Article **243S** calls for the creation of ward committees in municipalities with a **population** of **three lakhs** or **more.**

⮌ **Ward committees**

»   A formal platform to raise issues and track progress

»   One ward committee for each ward

»   Chaired by the councillor with support from ward committee members who are citizens of that ward

⮌ **Area sabhas**

»   Residents under a polling booth are members of an area sabha

»   One representative from each area serves as an Area Sabha Representative (ASR)

»   These ASRs typically represent their area in the ward committees

»   A ward committee can be divided into many area sabhas depending on the laws of the state, as a ward comprises many polling booths

Through these platforms, citizens can directly engage with elected representatives, councillors, ward committee members, and officials from civic agencies to discuss the **gaps identified in your survey** and **recommend solutions.**

Ward sabhas

If your ward does not have a functioning ward committee, you can organise ward sabhas to present your report. These are unofficial meetings where citizens can gather and invite their ward councillors, engineers, and civic agencies to discuss ward-level issues.

Jana Samparka Sabhe

This is a community forum where citizens can convene a meeting and invite officials from concerned departments to discuss issues in the absence of elected representatives.

Interested Isabella

Do these approaches actually work? Has anyone seen real changes from these efforts?"
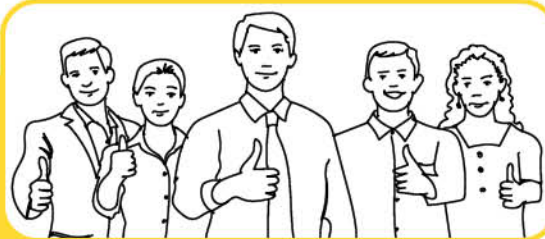
Engaged Eshwar

Absolutely! Let me share a success story from Gottigere ward."

Success story: Gottigere ward

The story of Gottigere ward, **Bengaluru** demonstrates the **power of citizen-led change.** Concerned about inadequate public transportation in their neighbourhood, residents decided to map their ward to identify locations where bus stops were needed. They then developed an assessment toolkit to evaluate these spots. Community members conducted surveys of each location, **documenting conditions,** and **collecting data on passenger** needs. Their work resulted in a comprehensive report highlighting service gaps with specific recommendations.

The citizens presented their findings at a **Jana Samparka Sabha** with transportation officials, formally submitted their **report to authorities,** and **consistently** followed up through ward committee meetings.

Their persistence paid off. Officials recognized the merit of the **citizens' research** and **prioritised the issue.** Three new bus stops were installed at the recommended locations, significantly improving mobility for local residents.

CONDUCTING SURVEY → **JANA SAMPARKA SABHE** → **BUS STOP INSTALLED**

WQS survey underway in Gottigere ward, Bengaluru.

Citizens, volunteers, and members of team Janaagraha interact with epresentatives from BBMP and various parastatals during the Jana Samparka Sabhe.

Passive Pavithra

" *What happens after we submit our report? Do we just wait and hope for the best?"*

Active Aamir

" *Not at all! Regular follow-ups are crucial. Stay in touch with concerned departments, local elected representatives, and councillors. Track the progress of your recommendations and keep the community updated. Persistence is often the key to success."*

The way forward

Our quality of life depends significantly on well-designed urban infrastructure and how resilient our cities are. Citizen participation is a crucial component of this **multi-piece puzzle.**

Tools like the Ward Quality Score Handbook provide a powerful bottom-up approach by which citizens can actively participate in the betterment of their neighbourhoods. Enabling citizens to assess wards, identify gaps, and drive improvements could have enormous ripple effects, making wards more self-reliant, sustainable, and resilient.

We hope this handbook empowers you to contribute to the betterment of your city in your own way. Together, we can build more liveable, inclusive urban spaces for all.

Thank you

NOTES