



Teacher's Guide

Urban Administration

Period 3

Based on the NCERT curriculum for Standard VI



JANAAGRAHA CENTRE FOR CITIZENSHIP & DEMOCRACY

Janaagraha's initiative to improve citizen engagement in India's democracy through their civic learning program

Developed in collaboration with Young Leaders for Active Citizenship (YLAC)

Urban Administration | Teacher's Guide (3/3)

Period 3

Class VI
Board – CBSE
Subject – Social Science
Textbook – Social and Political Life I (NCERT), 2006
Chapter 7 – Urban Administration
Number of periods – 03
Length – 55-60 minutes

Section I – What are we going to learn and why is it important

Learning objectives

Students will:

- Understand the importance of citizen participation in governance and being able to constructively engage with the local government representatives to address civic issues in their neighbourhood.

Learning Outcomes

- Have knowledge of different ways to approach the local government body to participate as an active citizen.

Key Terms

Grievance Cell	Right to Information Act (RTI)	Protest
Petition	Citizen Participation	Ward Sabha

Section II – How are we going to learn

1. Introduction- Why do citizens need to engage with Municipal governments?

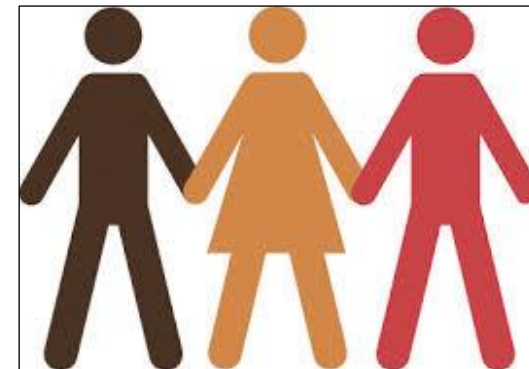
Time: 5 minutes

Materials required: Blackboard and chalk

Note to the teacher: Initiate this discussion below

Facilitation Notes:

- In the previous lesson we learnt about the Municipal Corporations and the work they do. We understood how the urban administration system takes care of tasks that keep our neighborhoods clean, the street lights working, municipal schools and hospitals functioning, etc.
- Given the importance of the tasks performed by local government bodies and the impact they have on our day-to-day lives, it is important for us to engage with them on a regular basis to improve governance in the city that we live in.
- The first step to participate in local governance is voting for the right candidate in the Municipal Corporation elections. All citizens should make an informed decision while voting for the post of local ward councilor. If we have good people representing us in the ward council, it will help the development of our local area.
- Since you all are not 18 yet, you cannot vote. But next time when local elections are around the corner, you should undertake online research on backgrounds of all the candidates in your area and help your parents make an informed decision.
- The other important task for citizens is to support the Municipal Corporation in their efforts and hold them accountable.
- For example, in the monsoon season when water starts collecting in different areas, the city becomes prone to diseases like dengue, chikungunya and typhoid which can also be fatal. If citizens do not remain vigilant and work along with the municipal government to take steps to curtail the spread of these diseases by cleaning possible mosquito breeding sites regularly, we all will suffer. So, in addition to ensuring that municipal corporation is cleaning the mosquito breeding sites in public places, we as citizens also need to follow rules set by the corporation and make sure that no breeding site is developed in our house.



- Let's see an example of Mysuru city where the Municipal Corporation and citizens have taken a lead in segregating garbage and making the city cleaner and greener!
- Play the video

Video: CSE Clean City Award- Mysuru solid waste management

Link: [Youtube](#)

- Wouldn't we all want our Municipal Corporations to work like this in all aspects? As you saw in the video, the Municipal Corporation educated its citizens to segregate dry and wet waste and without the support of the citizens, the result wouldn't be possible.
- Today we will learn, what can we do as citizens to actively identify problems that need to be addressed and bring it to the notice of the Municipal Corporation. Let's take an example: we are all residents of 'ClassVI-PUR' and we have some street lights that have been broken since a long time. The dark patch on the road has become prone to crime and recently a girl was also harassed while walking on this road after dark.



- Now what can we do? let's find out in this session the options available to citizens to address this problem.


2. Engaging with the Municipal Corporation:

Time: 15 mins



(I) Reaching out to the concerned officials

Now the first step would be reaching out to the concerned officials or officials responsible for this work. This would be your local ward office. Let them know about the problem and ask them how long it'll take to resolve. Follow up to ensure the work is done in the time-period mentioned. To reach out to them, you can find their numbers from their website or visit your local Municipal Corporation office. For example, on BBMP's (Municipal Corporation of Bengaluru) website, you can find information of the head office and all the zonal offices.

Note to teacher: Project the following screenshot for the class or open the [BBMP website](#) and browse through the 'Contact Us' section.




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Bruhat Bengaluru Mahanagara Palike



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HOME

ABOUT US

RTI

TENDER

CONTACT US

SITE MAP

PHOTO/VIDEO GALLERY

CR RAIN MANAGEMENT

BBMPCONTACT USZonal Office

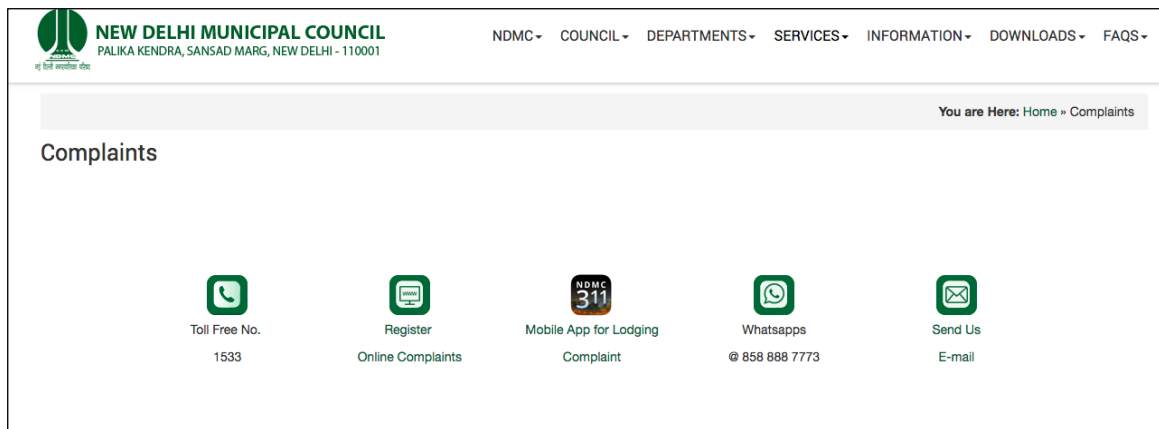
Zonal Office Contact Information

Zone	Address/PhoneNo	Nearest Landmark	Fax	Other Info
Head Office	BBMP Head office, Corporation circle,Hudson Circle,Bangalore-560002 Ph: 22221188	Hudson Church, Town Hall		
		Near Maruthi		

(II): Registering a formal complaint

You can also register a formal complaint with the Municipal Corporation. This can be done in multiple ways:

1. Registering a complaint online through their website.
2. Some Municipal Corporations now even allow you to register a complaint through SMS, WhatsApp, or even a Mobile Application.
3. Most Municipal Corporations have a grievance cell which is dedicated to resolving the complaints of the citizens. Many corporations also have fixed timelines in which these complaints need to be resolved. Below is a screenshot of the Grievances Cell page on the website of the New Delhi Municipal Corporation.



(III) Coming together as a community

- Another way to resolve the issue may also be talking to your neighbours who are affected by the same problem. Meeting the officials as a group of people representing your ward or neighbourhood may be beneficial to demonstrate the gravity of the issue. It helps to have a healthy discussion with the officials at the Municipal Corporation to understand why they are facing challenges in resolving the issue, and brainstorm ways to solve the problems as a community. Remember you are all part of the same society, so any benefit to the society in general is a benefit for everyone.
- If the work seems like it is stalling even after the complaint and discussions, you can reach out to your local councilor as he has been elected to represent your interests.
- Sometimes citizens express their anger and frustration also by staging a protest when nothing else seems to be working. The dictionary definition of a protest is ‘**a statement or action expressing disapproval of or objecting to something**’.
- Have any of you heard of protests before - at home or in the news?

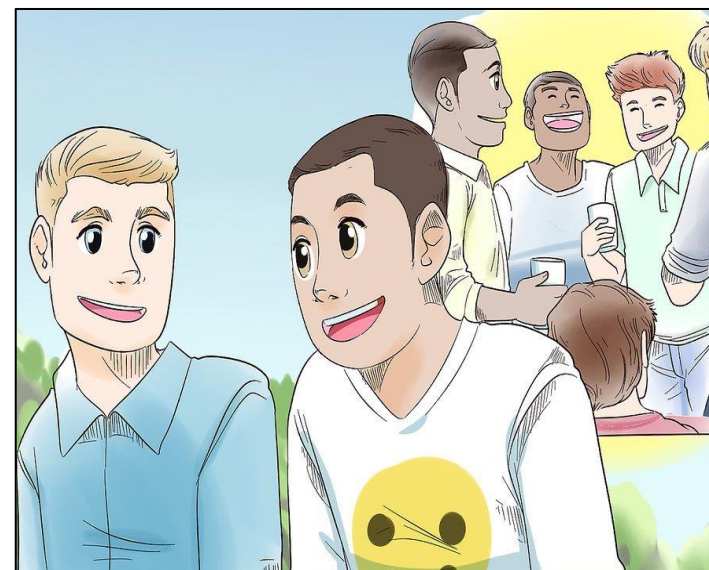


Image Source: [How to be a good neighbour? - WikiHow](#)

- In the Urban Administration chapter in the book, Yasmin Khala talks about a protest that the women of the community had to undertake to get garbage cleaned from their locality. Through their protest, the women demonstrated that many residents were facing this problem and they also questioned why Municipal Corporation had different standards of cleanliness for other parts of the city. This forced the Municipal Corporation to act and the community finally got regular sanitation services.
- Let's take another case study to understand protests:

Group Activity: Newspaper article and group discussion

Time: 15 mins:

Note to teacher: Pick a student or ask students to volunteer to come up and read out the article.

Kalyan-Dombivli Municipal Corporation staff fill up potholes on off days

DNA, 16th July 2018

Now that five people including a child have been killed in crashes on Kalyan's cratered roads, the local administration has been galvanised into action, marshalling its officials to work every single day of the week to level the roads on a war footing.

On Saturday, Kalyan-Dombivli Municipal Corporation chief Govind Bodke cancelled sanctioned leaves of his engineers and staffers and asked them to show up even on weekly offs so repairs can conclude quickly. The officials got cracking the same day, initiating repairs on over 27 tar and five concretized roads.

The urgency is being exhibited after patchwork roads caused five fatal accidents since June, four of them in past two weeks alone, sparking public outrage which culminated in a protest on Sunday at Shivaji Chowk, the site of the first two mishaps. The protesting locals, on a day of heavy rains, tried to plant saplings in potholes, but the police showed up. The cops rounded up over 50 of the protesters and took them to Mahatma Phule police station, ending the remonstrance.

"Our commissioner called for an urgent meeting of all senior and junior engineers on Saturday and asked them to survey the roads and fill up potholes and even up roads in the city," said Prasad Thakur, public relations officer, KDMC. The civic chief's action was in line with Thane guardian minister Eknath Shinde's instructions, issued that very morning, to the civic authorities of Thane and Kalyan-Dombivli civic bodies to carry out immediate repairs. The corporation said that none of the roads where the accidents occurred is under their charge, but public outcry has compelled the authority to fix them irrespective of jurisdiction.

"Whether the roads belong to KDMC or some other agency such as MSRDC or PWD, we will repair them immediately," said Thakur. "The staff have also been asked to cover open manholes in KDMC jurisdiction with lids."

Local activist Shrinivas Ghanekar, who was at the helm of the protest, said, "Even the concrete roads here have potholes. How many more lives need to be lost for our sleepy administration to wake up?"

The first casualty of Kalyan's cratered roads was a four-year-old. He was riding pillion with his father when their two-wheeler crashed on a rocky road at Shivaji Chowk on June 2. In the latest incident, 29-year-old Kalpesh Jadhav's bike skidded over a ditch near Gandhari Bridge on July 13, after which he was run over by a truck.

Short Discussion after the article

Ask the students to discuss the following questions in pairs and then follow it up with a discussion in the class:

- Why did the residents protest?
- What reasons was the Municipal Corporation citing for no action before the protest?
- What impact did the protest have?
- Was their method of protest effective and why?

Facilitation Notes:

- Remember that protests should always be without use of any violence. Peaceful protests are effective in a democracy because they force the government to take note of issues being faced by the citizens.
- Now in the new age, people also protest by writing letters or petitions online. There are many websites like Change.org where you can sign petitions to protest against something that is not right in your community or your society.

3. RTIs: Get more information to support your case

Time: 10 mins

Facilitation Notes:

- We are going to discuss another important way in which citizens can engage with the government, which is the 'Right to Information'
- Let's say as citizens you want to know if your Municipal Corporation has enough resources to fix the lights. How will you get this information?

- For such situations, the government introduced a very important tool for all its citizens called the '**Right to Information or (RTI)**' Act in 2005. So, what does the RTI really do and how can it help you? Let's understand with this video:

Video: RTI and its use

Link: [Youtube](#)

Facilitation Notes:

- So, as we see in the video, RTI or the Right to Information Act is a right that the Indian government has provided to all its citizens, to be able to access certain information from all government departments.
- In the example that we just discussed, if the Municipal Corporation says they do not have any money to replace the street lights, what questions will you ask the government that will be helpful to you?
- Remember to be as specific as possible in your questions, so that you can question the officials based on the response to your RTI application.



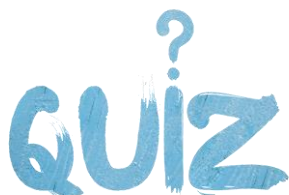
Activity: Ask everyone to work in pairs for 5 minutes to come up with 2 questions that should be asked in the RTI application in this case. Pick pairs randomly and list down the questions on the board.

Possible Responses:

- How much money is allocated towards purchase of street lights this year?
- How much of that has been spent?
- List the names of places where new lights have been installed in the past year.
- How much money does the Municipal Corporation spend on maintenance of street lights every year?
- When was the last time street lights in your area were replaced?

Conclusion: These are great questions. Once you have this information you can ascertain if there is genuine budget constraint for the Municipal Corporation. If not, you can question the Corporation on their inaction based on this information and hold the officials accountable.

Selection III: Assessment



Time: 5 mins

Teacher prompt: Let's see how much we remember from the class? I'm going to ask questions very quickly and whoever knows the answer will put their hands up. If you've answered once, they let the other answers, you can help me monitor if you're done. Ok? Let's start.

Q1: What are the few steps that we can take if you see something needs attention from your local government? (Take 2-3 responses from the students)

A 1: 1) contact the officials at your local Municipal Corporation 2) contact the ward councilors 3) contact the mayor 4) file a complaint 5) meet with your neighbours and go to the municipal corporation together

Q 2: What can you do if you do not get any information from the Municipal Corporation on the status of the work?

A 2: You can file an RTI application

Q 3: How long does it take to get a response under the RTI?

A 3: Under normal circumstances, within 30 days.

Homework assignment

As part of the homework, go home and read this article [“Crowd-sourced footpath design gets BBMP aye. Economic Times”](#) on how citizens have helped the government in Bengaluru. After reading, answer the following?

- How did the citizens help the Municipal Corporation in this case?
- What is their motivation?

Section IV: Closure

Time: 5 mins

Note to the teacher: Select a student at random to summarize the key points and learnings of the session

Recap by a student:

Time: 2 minutes

Recap by the teacher:

Time: 3 minutes

- Residents should actively engage with their Municipal Corporation to improve quality of life in their city.
- In case, the Municipal Corporation is not performing up to the mark, residents can register a complaint through different means.
- Citizens can also file RTI applications to get information from the government. This information can help citizens to hold the government accountable.

Section V- Field Visit to a Municipal Council Meeting in your city

Note: To plan this field visit in your city, prior permission will have to take prior permission from the Municipal Council for getting students to witness the proceedings in the house. The proceedings only happen on certain days or at least once in a month, so the visit must be timed accordingly.

Ideal visit Time: 2-3 hours

Things to observe:

- How do councilors represent the interests of their local wards?
- How does the council conduct itself?
- How does decision making happen in the house?

Section VI – Additional resources

Resources for students:

1. Website: Central Government's RTI Portal

This is to show the centralised portal for the Union Government for filing RTIs. Application to any central government Ministry can be made through this portal.

Link: [RTI form](#)



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1. Open the Camera on your phone.
 2. Scan the QR code provided.
 3. If you are using an iOS phone, tap on the instructions that appear above.
- If you are using an Android phone, tap on 'View QR code details'. Click 'Go to Website'

And you are ready to fill up the form!



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