



Politics. Perceptions. Participation.



ANALYSIS

August 2015



- To ascertain:
 - Citizens experience of corruption during their interacting with BBMP
 - Citizens Priorities for BBMP Services
 - Citizens perception about quality of services delivered by BBMP
 - The citizens' view on the need for BBMP Restructuring





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Methodology



- About 10,000 respondents were interviewed face to face, across the city during May – June 2015 to understand citizen's perceptions on various services delivered by BBMP
- This analysis represents data for 169 wards
- From each ward approximately **50 people were interviewed, 25 males and 25 females**
- 188 out of 198 wards were covered, of the 188 further 19 wards were deleted because of data inconsistencies & insufficient responses
- Responses were obtained in the following three categories:
 - Poor
 - Average
 - Good
- Based on the dissatisfaction levels (i.e., the percentage of responses marked 'poor' among the total responses) the classification was done
 - >70%- Red
 - 60-70%- Orange
 - 50-60%- Yellow
 - <50%- Green
- Mapping of the same was done on **Zone level maps**



Key Findings









- Only 6% of the respondents said they did not encounter any significant form of corruption while dealing with the BBMP
- Citizens are mainly concerned about Solid Waste Management, Roads, Bus shelters, Parks & playgrounds, Health and Lakes as the top 6 issues in the order of priority
- The differences in perception on service level satisfaction on various service parameters across income groups, gender and occupation was not vastly different
- Amongst all Zones, South, West and Yelahanka Zones citizens were most positive about various services delivered by BBMP and citizens from Mahadevapura, Dasarahalli and R.R. Nagar Zones were most dissatisfied
- Citizens were less keen to respond on construction related issues, building byelaws and maintenance related issues
- Overwhelmingly citizens across the city supported restructuring of BBMP. South and Mahadevapura zones support was just below the average (25- 40%)
- Peripheral areas require greater investment in Infrastructure and Civic Amenities. Hence Restructuring becomes important to make focused interventions specific to each zone
- The average person on the street does not seem to share the same level of concern as several informed citizens active in the civic space
- It is likely that relative economic prosperity gives the citizens a sense of well being which masks the dissatisfaction with the level of BBMP services
- Some of the responses relating to citizens experiences of their interactions with the BBMP may suggest that their interactions maybe infrequent/limited









Prioritizing Service Delivery Bangalore City

Priority Level	1	2	3	4	5	6	7	8
Bangalore City								
	Waste Management	Roads	Bus Shelter	Parks and Playgrounds	Health	Lake	Building Related	Crematoria

Prioritizing Service Delivery

Priority Level	1	2	3	4	5	6	7	8
Income Less than 1 lakh								
	Roads	Waste Management	Bus Shelter	Parks and Playgrounds	Lakes	Health	Building Related	Crematoria
Income Between 1-2 lakh								
	Waste Management	Parks and Playgrounds	Roads	Lake	Bus Shelter	Health	Crematoria	Building Related
Income More than 2 lakh								
	Waste Management	Roads	Parks and Playgrounds	Health	Bus Shelter	Lake	Building Related	Crematoria

Priority Level	1	2	3	4	5	6	7	8
Female								
	Roads	Waste Management	Parks and Playgrounds	Bus Shelter	Health	Lake	Crematoria	Building Related

Priority Level	1	2	3	4	5	6	7	8
Male								
	Waste Management	Roads	Parks and Playgrounds	Bus Shelter	Lake	Health	Building Related	Crematoria



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Prioritizing Service Delivery Zones



Priority Level	1	2	3	4	5	6	7	8
Bommanahalli								
	Waste Management	Health	Building Related	Bus Shelter	Roads	Parks and Playground	Lake	Crematoria






Priority Level	1	2	3	4	5	6	7	8
Dasarahalli								
	Parks and Playgrounds	Waste Management	Roads	Bus Shelter	Building	Crematoria	Lake	Health



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Prioritizing Service Delivery Zones











Priority Level	1	2	3	4	5	6	7	8
East								
	Parks and Playgrounds	Waste Management	Bus Shelter	Road	Lake	Health	Crematoria	Building Related
Priority Level	1	2	3	4	5	6	7	8
Mahadeva pura								
	Parks and Playgrounds	Bus Shelter	Waste Management	Roads	Crematoria	Building Related	Health	Lake







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Prioritizing Service Delivery Zones



Priority Level	1	2	3	4	5	6	7	8
Rajarajeshwari Nagar								
	Roads	Waste Management	Bus Shelter	Building Related	Lake	Crematoria	Health	Parks and Playgrounds

Priority Level	1	2	3	4	5	6	7	8
South								
	Waste Management	Lake	Bus Shelter	Health	Parks and Playgrounds	Roads	Building Related	Crematoria



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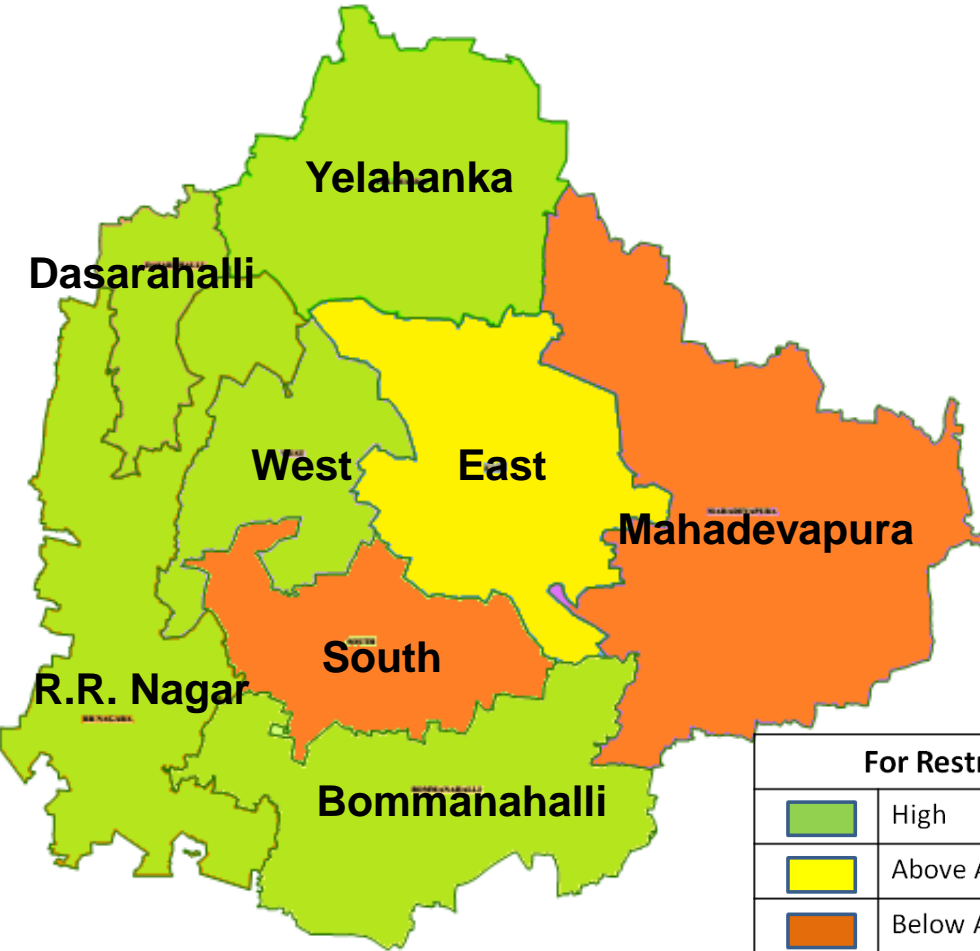
Prioritizing Service Delivery Zones



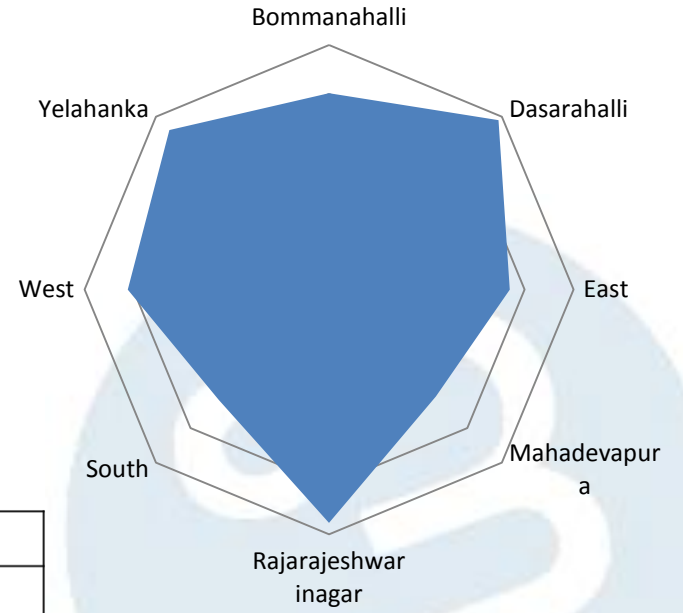
Priority Level	1	2	3	4	5	6	7	8
West								
	Roads	Waste Management	Bus Shelter	Lake	Health	Crematoria	Parks and Playgrounds	Building Related
Priority Level	1	2	3	4	5	6	7	8
Yelahanka								
	Roads	Lake	Bus Shelter	Parks and Playgrounds	Health	Crematoria	Waste Management	Building Related

Views on Restructuring

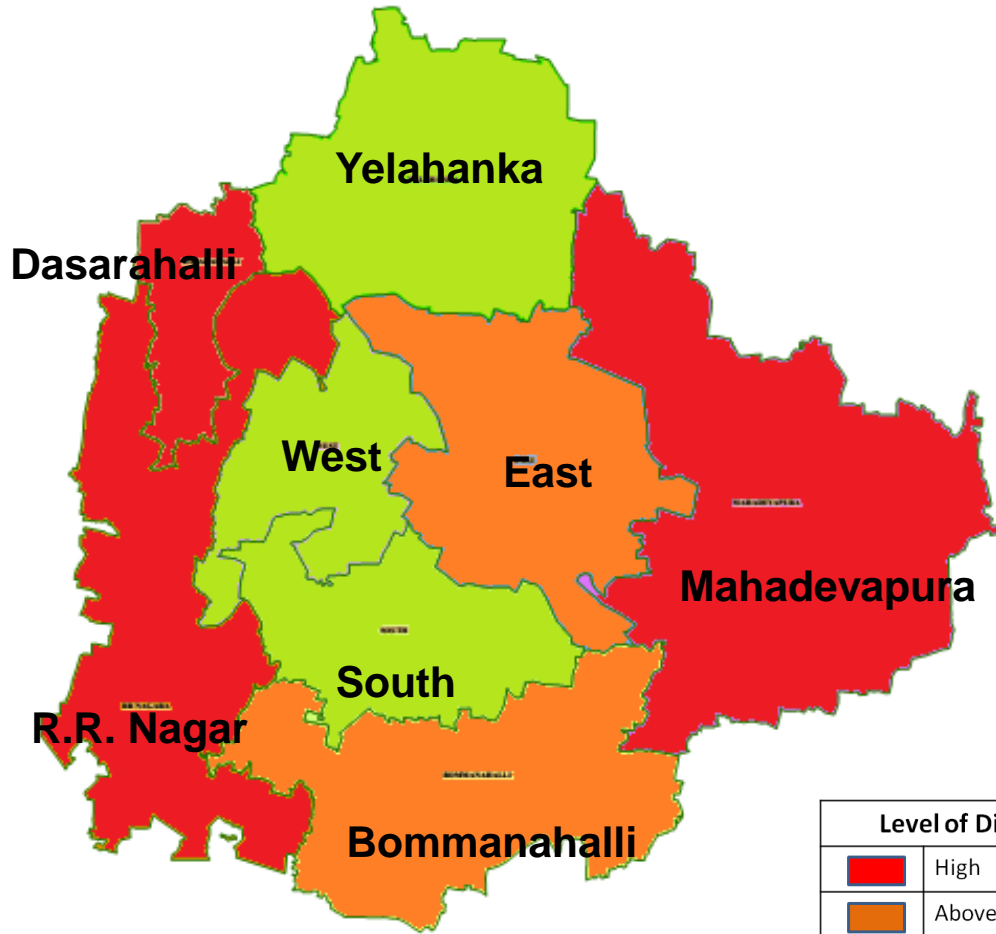
% for Restructuring



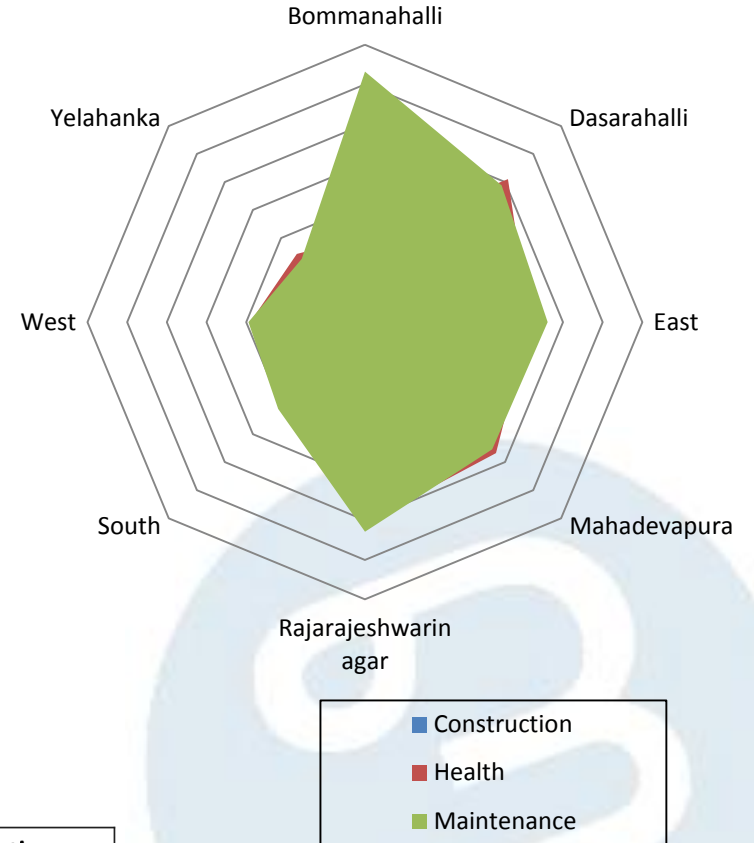
For Restructuring	
	High
	Above Average
	Below Average
	Low
	Not enough responses



City Level Map Based on Overall Service Delivery



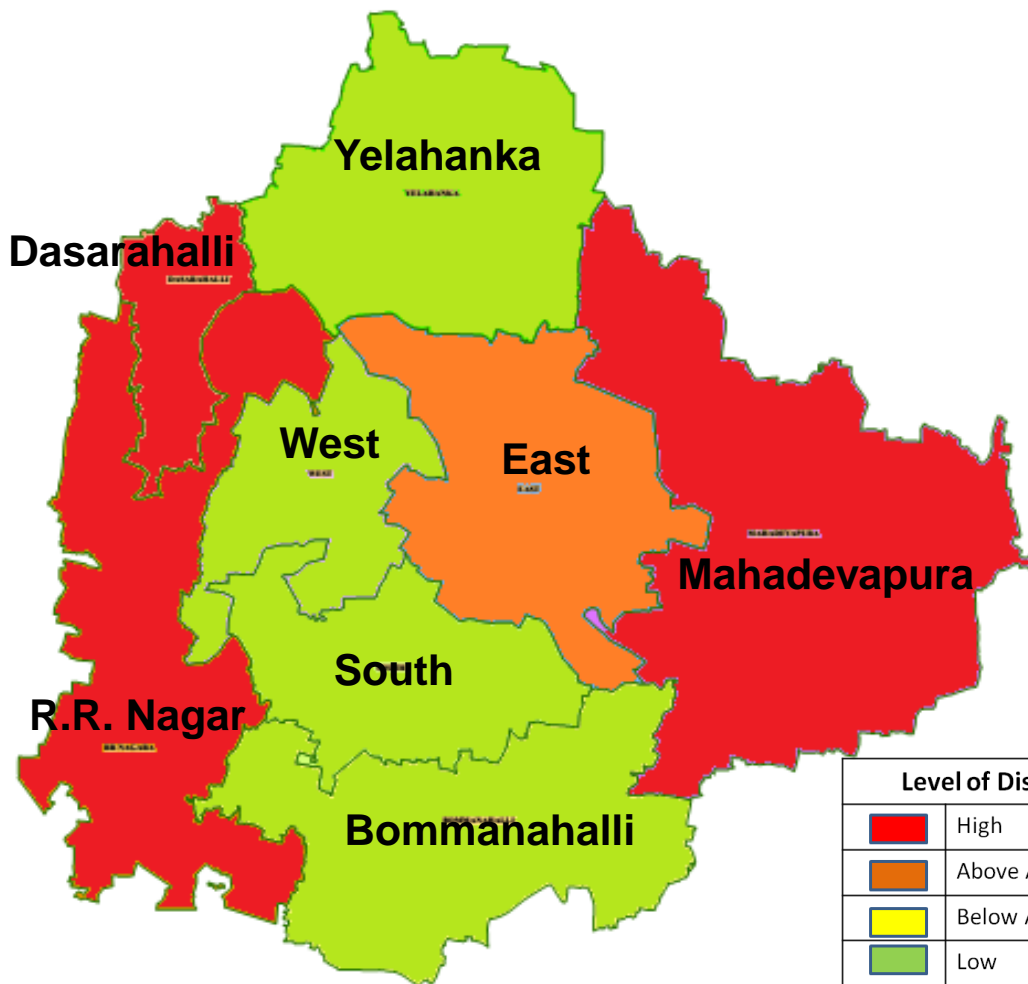
Level of Dissatisfaction	
■	High
■	Above Average
■	Below Average
■	Low
■	Not enough responses





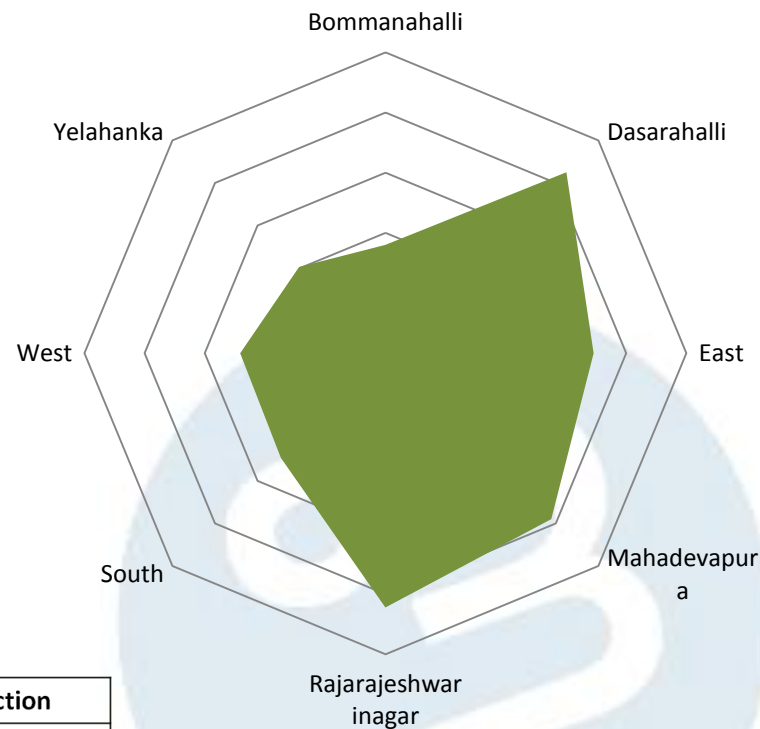
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A. Health, Hygiene and Cleanliness



Level of Dissatisfaction	
■	High
■	Above Average
■	Below Average
■	Low
■	Not enough responses

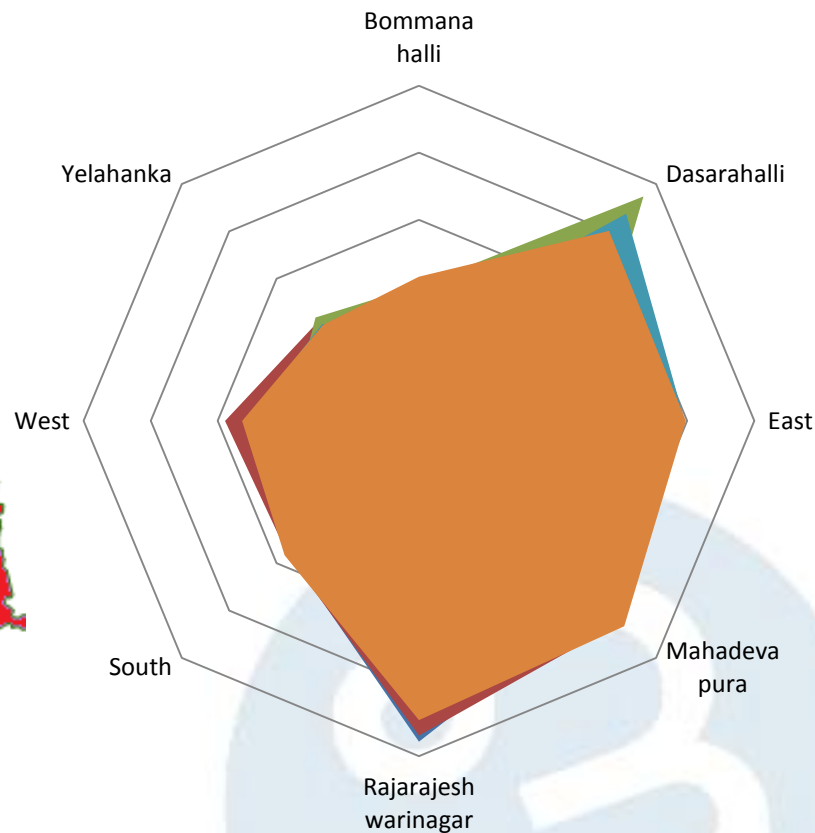
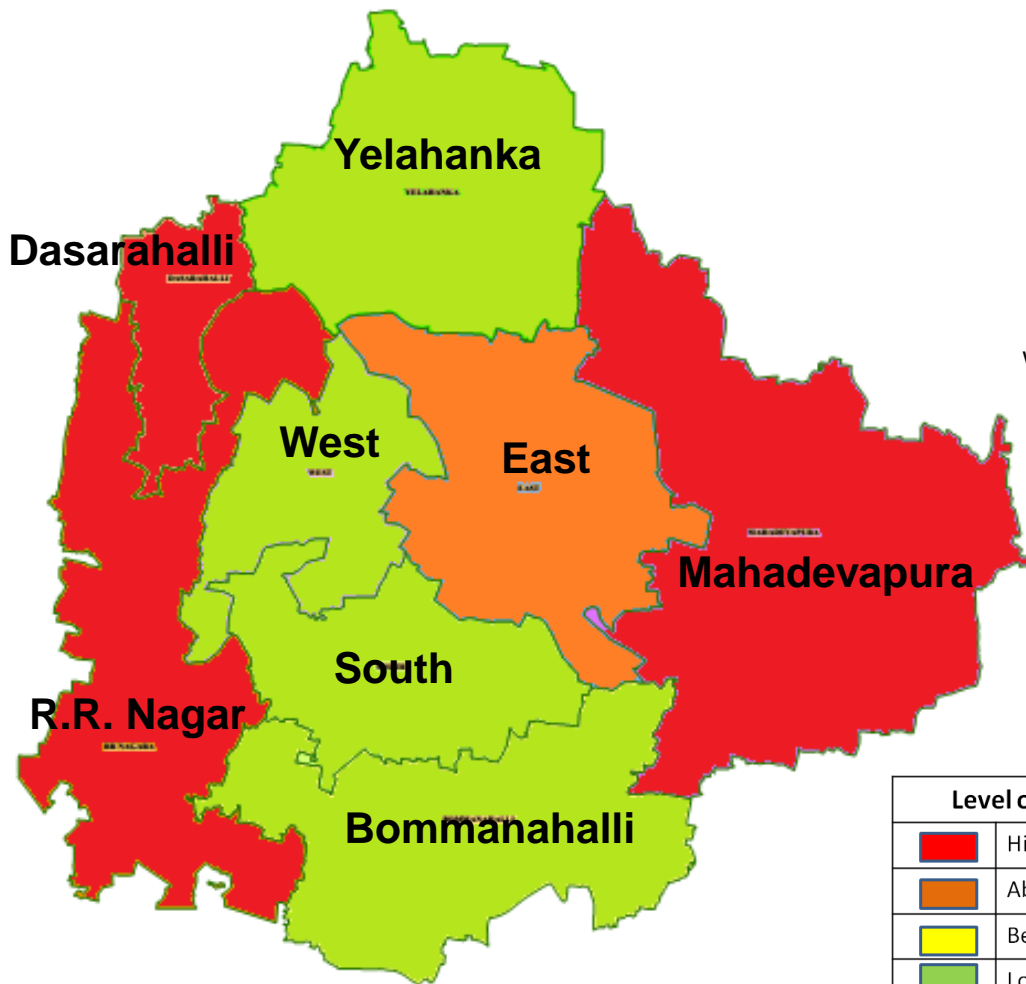
Health





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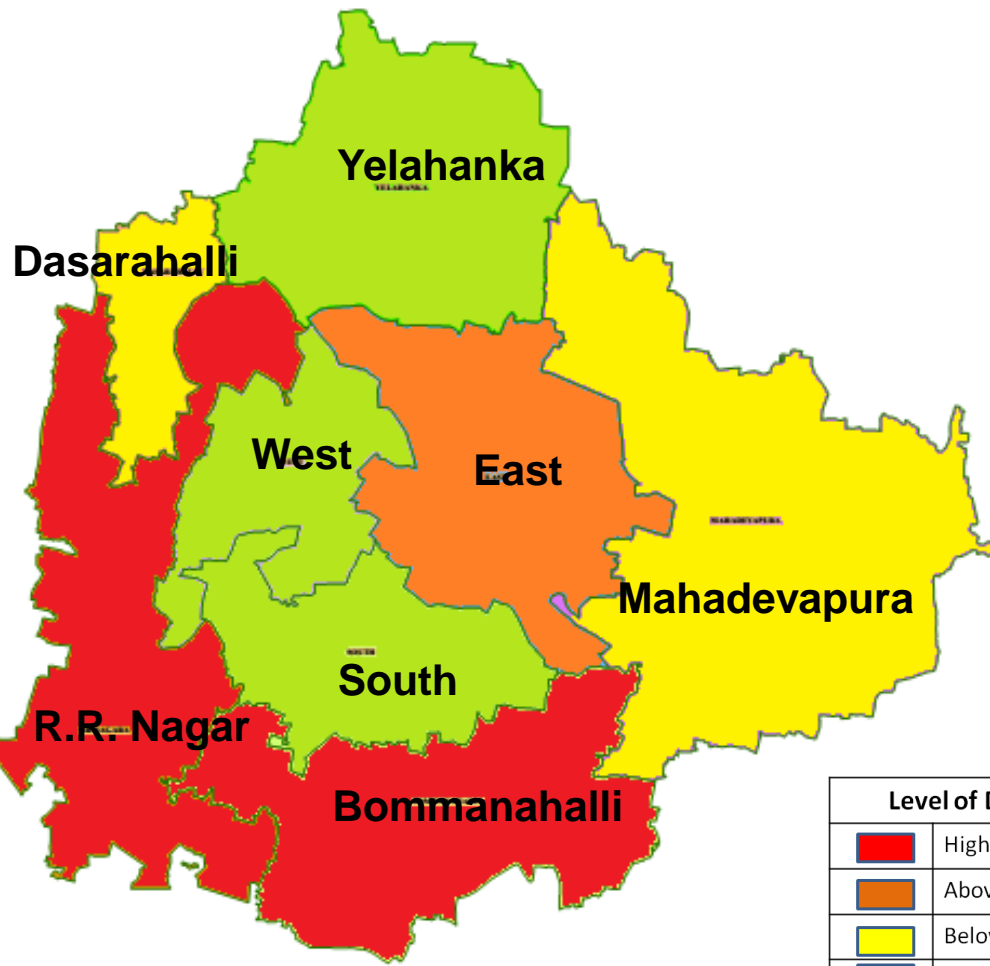
A. Health, Hygiene and Cleanliness



Level of Dissatisfaction	
	High
	Above Average
	Below Average
	Low
	Not enough responses

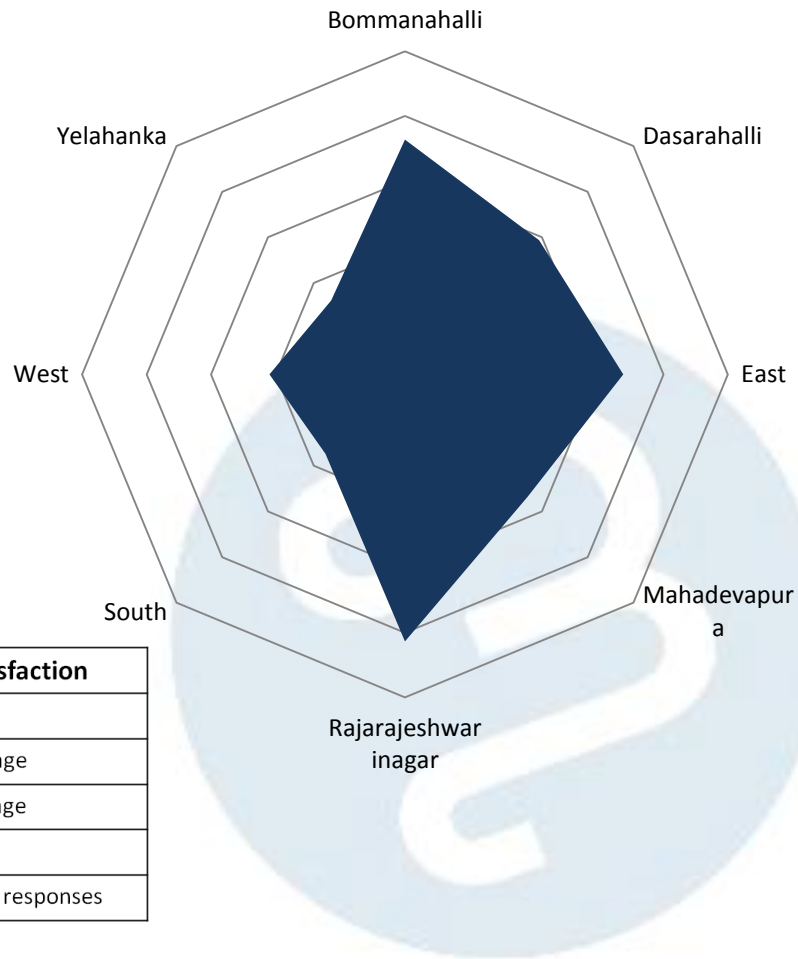
	Primary and Maternity Centers
	Disease Prevention
	Garbage Removal
	Solid Waste Disposal
	Waste Management Tax Collection
	Stray Animal Control

B. Construction Related

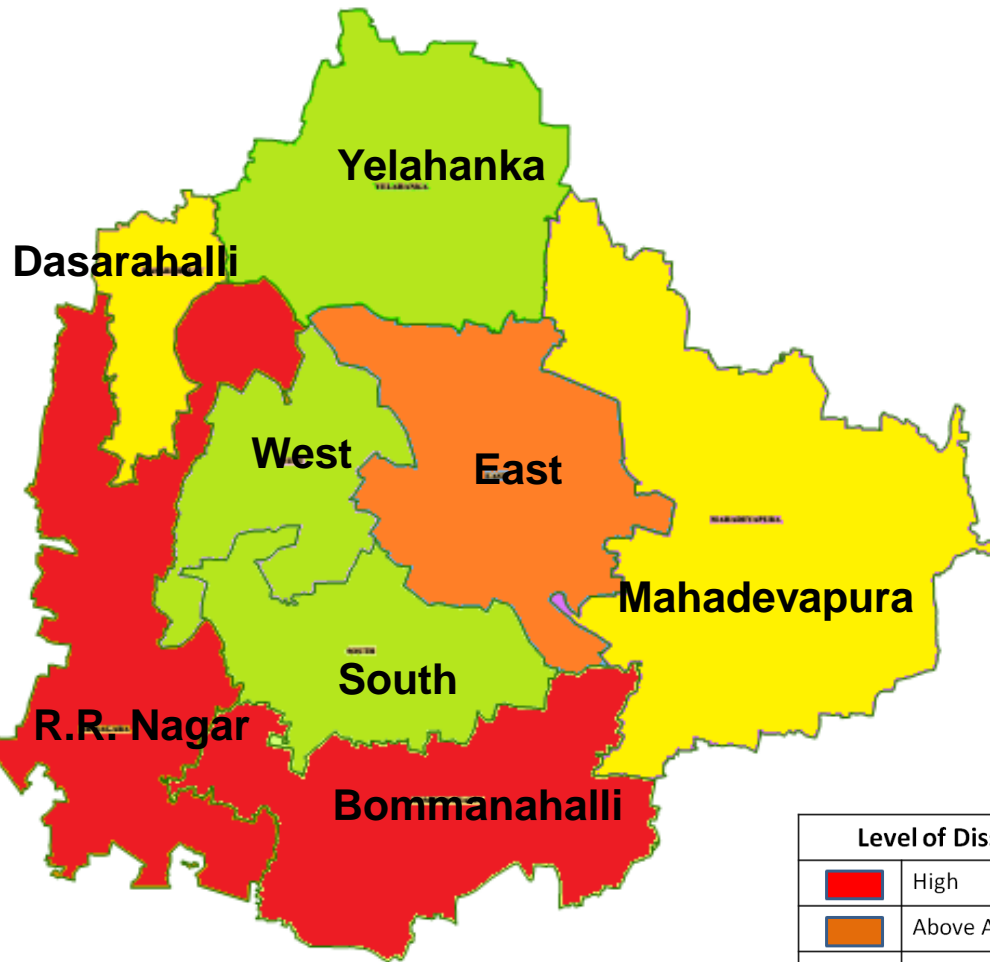


Level of Dissatisfaction	
■	High
■	Above Average
■	Below Average
■	Low
■	Not enough responses

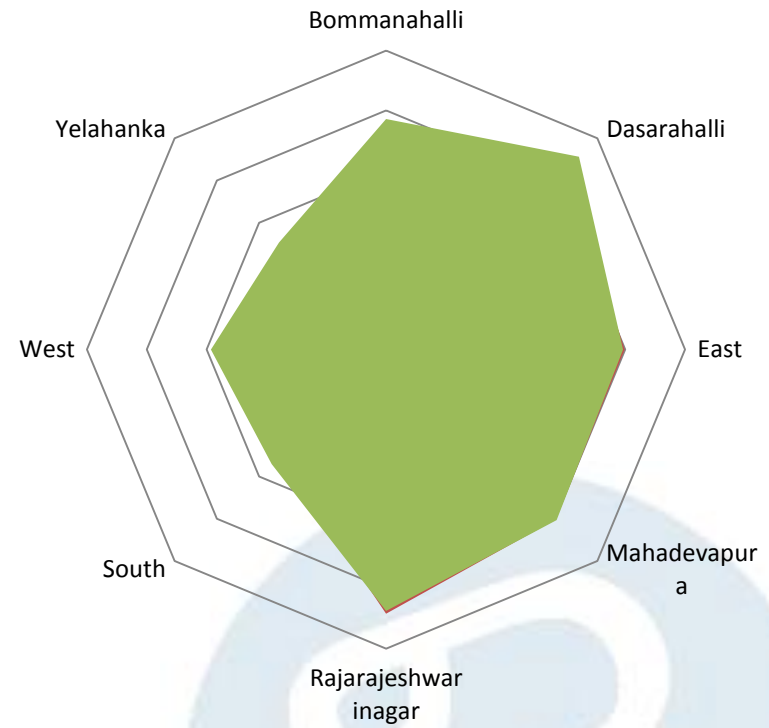
Construction



B. Construction Related

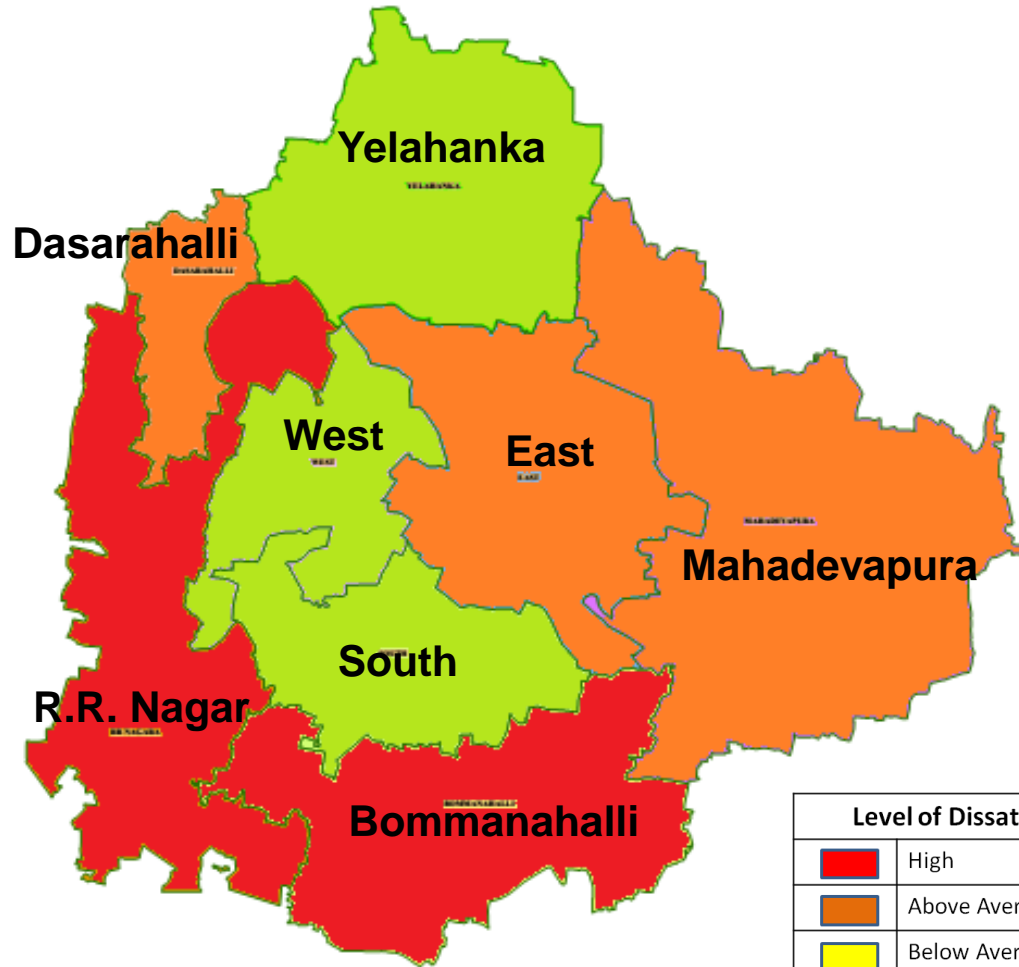


Level of Dissatisfaction	
■	High
■	Above Average
■	Below Average
■	Low
■	Not enough responses



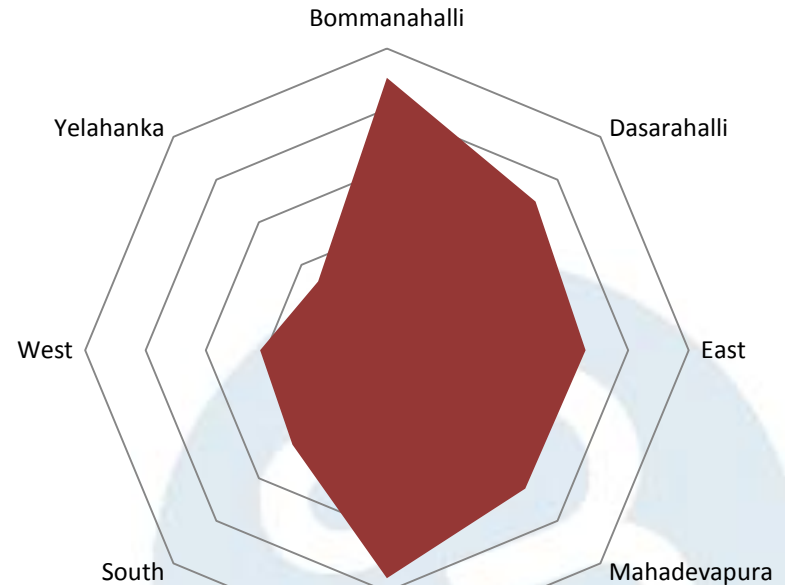
■	Roads
■	Building Plan Sanctions
■	Monitoring Building Bye Laws

C. Maintenance Related

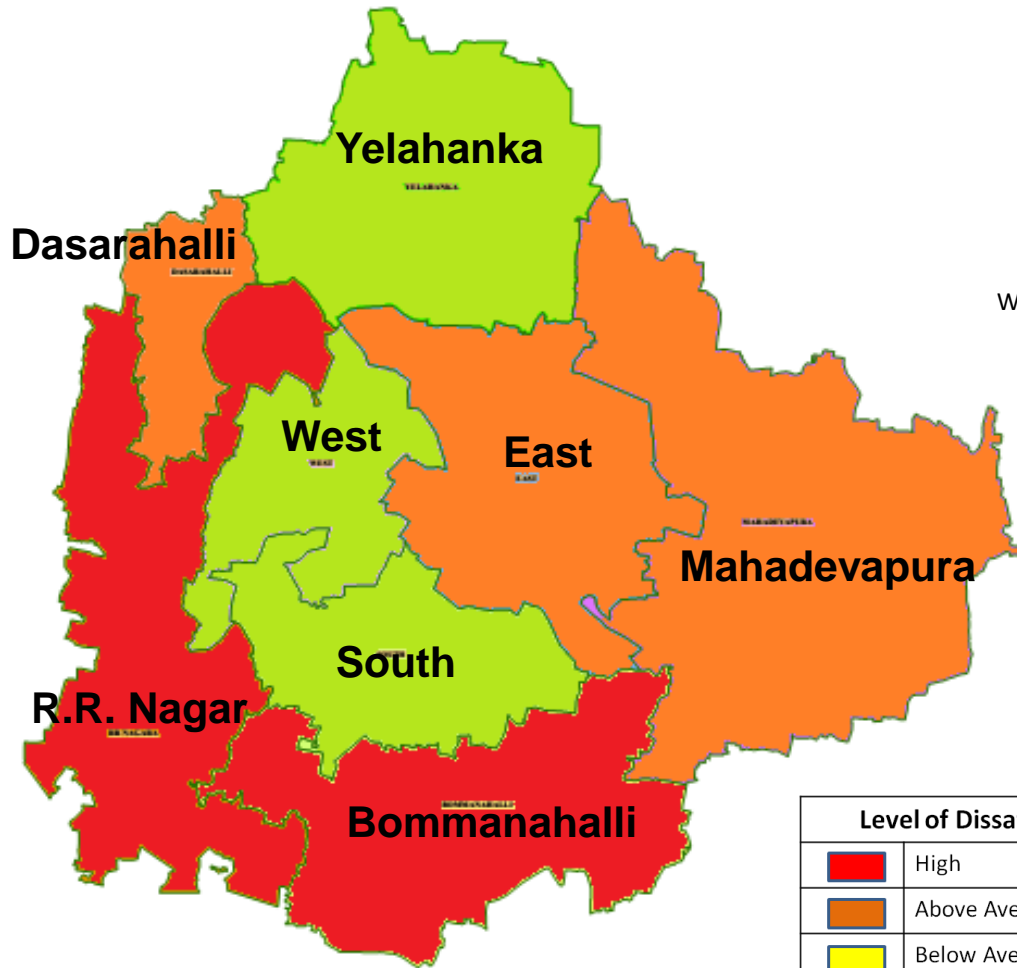


Level of Dissatisfaction	
■	High
■	Above Average
■	Below Average
■	Low
■	Not enough responses

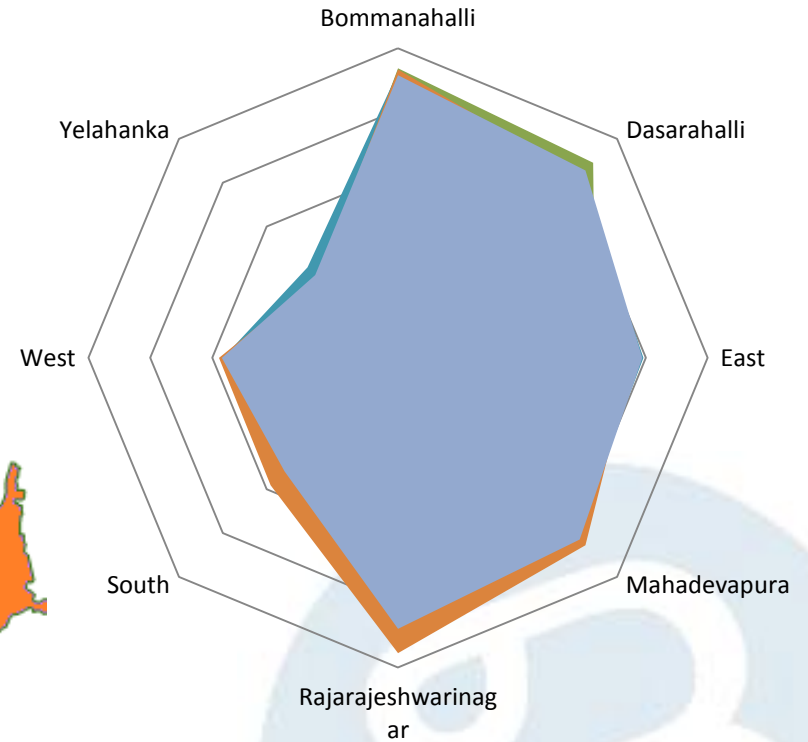
Maintenance



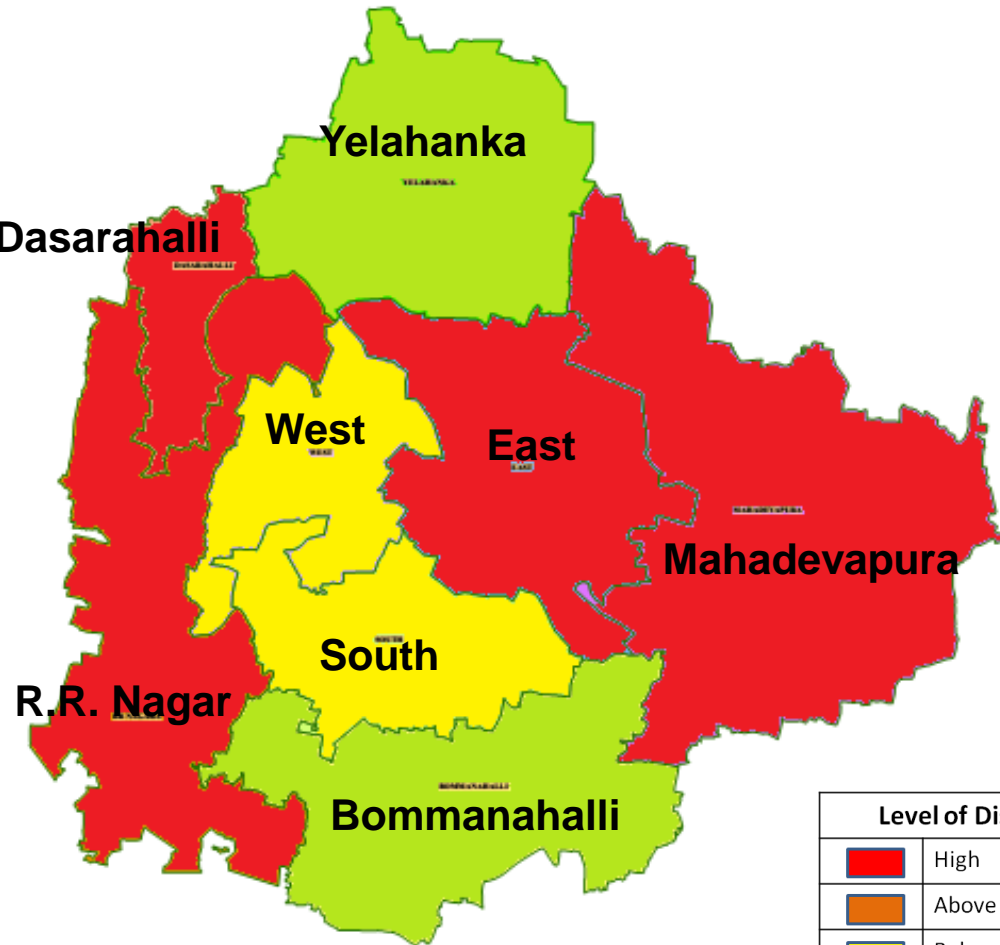
C. Maintenance Related



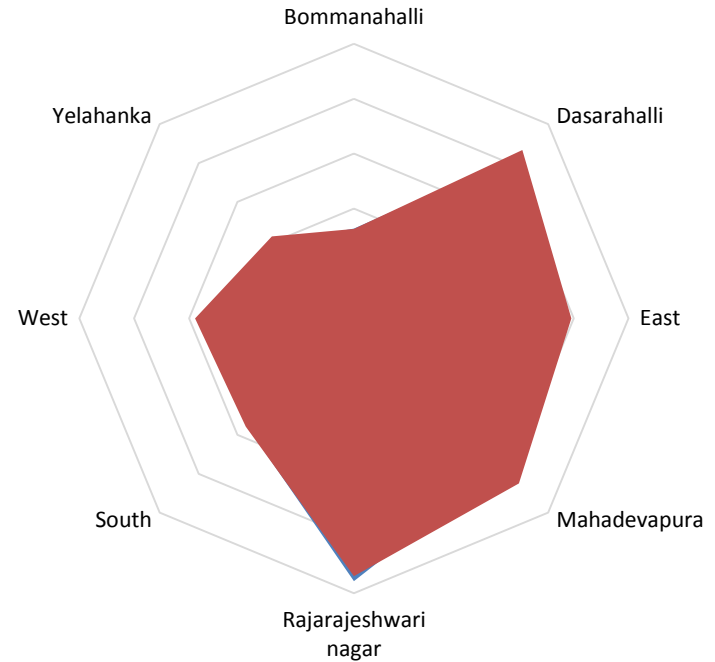
Level of Dissatisfaction	
	High
	Above Average
	Below Average
	Low
	Not enough responses



1. Primary Health and Maternity Centers and Disease Prevention

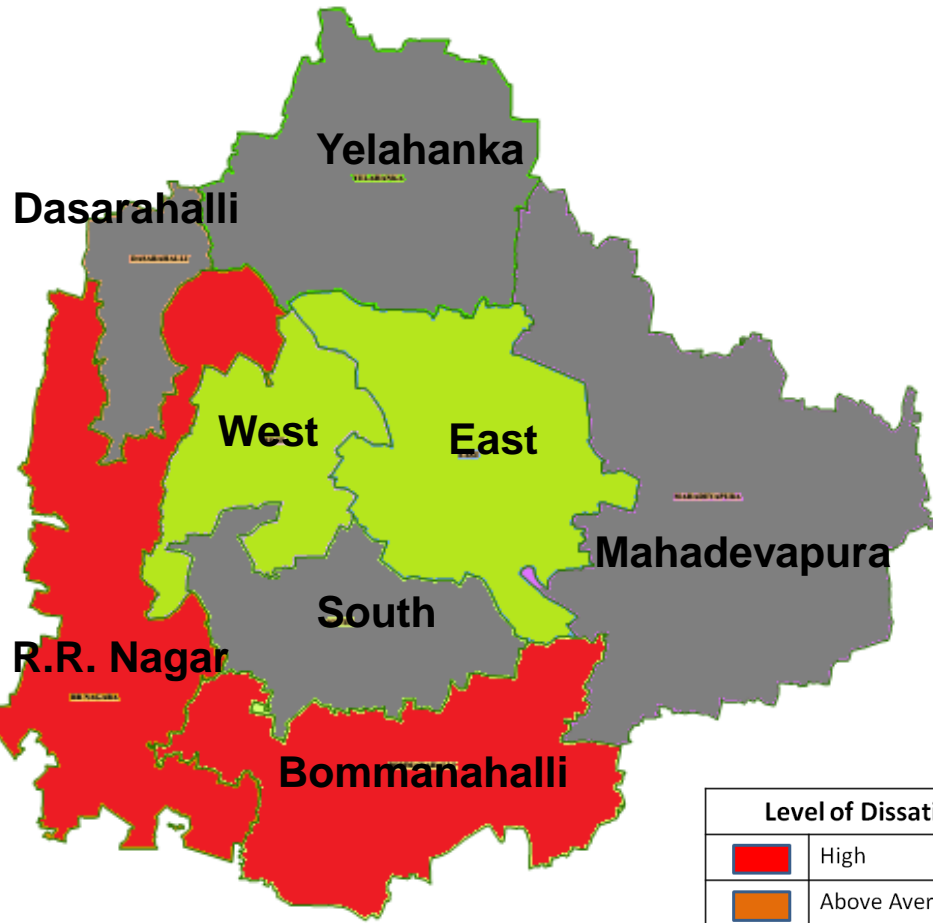


Level of Dissatisfaction	
■	High
■	Above Average
■	Below Average
■	Low
■	Not enough responses

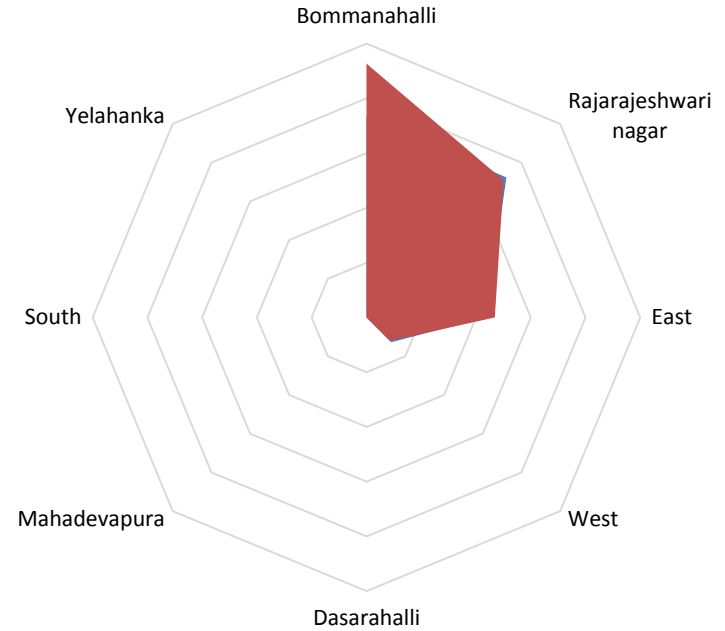


■	Primary and Maternity Centers
■	Disease Prevention

2. Roads- Construction and Maintenance



Level of Dissatisfaction	
	High
	Above Average
	Below Average
	Low
	Not enough responses

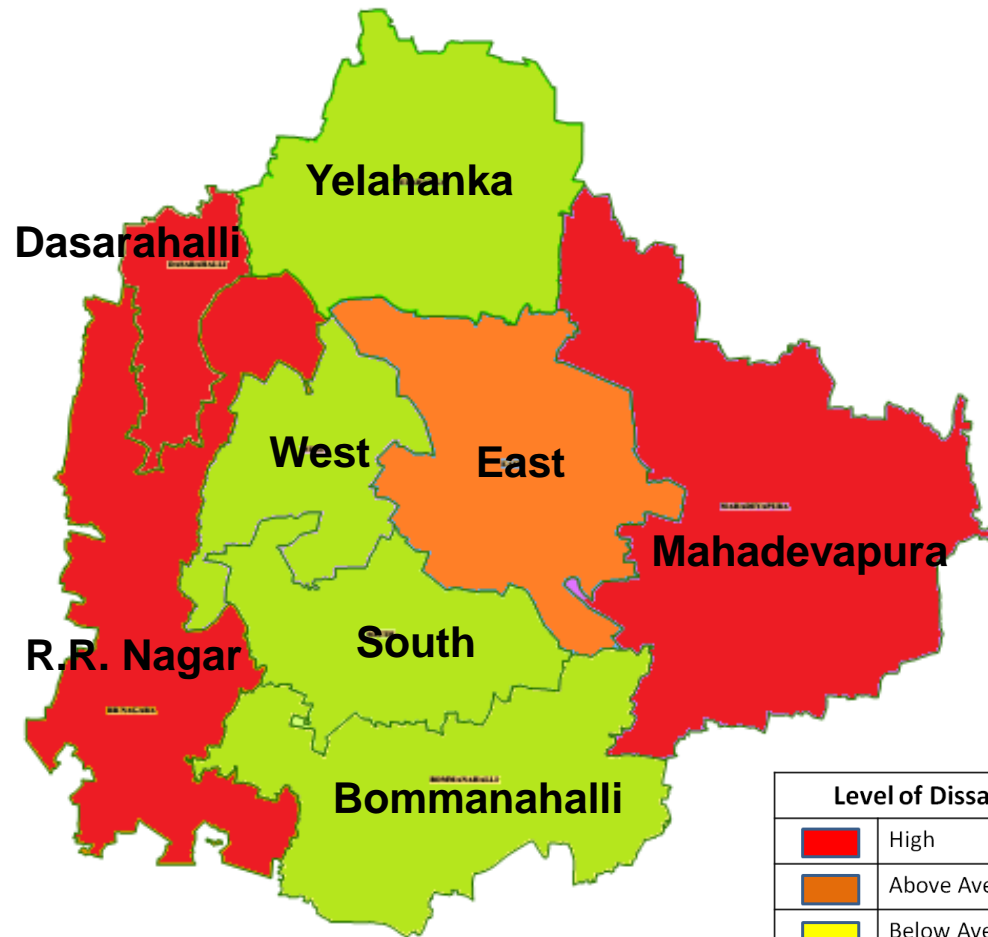


	Roads-construction
	Roads-maintenance

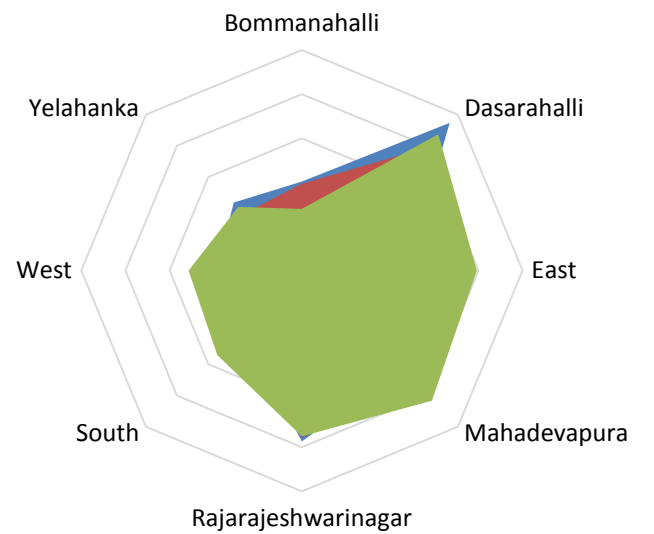
3. Waste Management- Garbage Removal, Solid Waste Disposal, Waste Management Tax Collection



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Level of Dissatisfaction	
■	High
■	Above Average
■	Below Average
■	Low
■	Not enough responses



■	Garbage Removal
■	Solid Waste Disposal
■	Waste Management Tax Collection



Thank You

www.bpac.in
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