



ENHANCING ACCOUNTABILITY: THE ROLE OF PEOPLE'S VOICE

Key Note Address

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PUBLIC ACCOUNTABILITY: WHY THE DEBATE?

- ❧ Dissatisfaction with state's performance
- ❧ Non-responsiveness of Monopoly providers
- ❧ Concern about growing corruption
- ❧ Failure of existing accountability mechanisms



DIRECTIONS FOR CHANGE

- ↪ Enhance performance orientation
- ↪ Make decentralization work
- ↪ Strengthen monitoring function
- ↪ Empower citizens with information



PAC'S INTERVENTIONS

- ↪ Citizen Report Cards (CRCs)
- ↪ Electoral Transparency
- ↪ Right to Information
- ↪ Coalition Against Corruption



CITIZEN REPORT CARDS (CRC)

- ❧ User feedback as basis for rating public services
- ❧ Quality and other dimensions can be rated
- ❧ Ratings assist in benchmarking services



CITIZEN REPORT CARDS (CRC)

- ↪ CRCs stimulate response from agencies
- ↪ Agency heads can use CRCs for monitoring & evaluation
- ↪ Experience with CRCs
- ↪ Versatility of CRCs



EMPOWER CITIZENS

- ↪ Reduce information asymmetry
- ↪ Publicise standards of service, remedies, rights of citizens/users
- ↪ Increase transparency, access to information
- ↪ Strengthen supervision for compliance



ELECTORAL TRANSPARENCY

- ↪ Information on Candidates
- ↪ National Legislation
- ↪ Feedback on Electoral Process
- ↪ Evidence based advocacy



RIGHT TO INFORMATION

- ↪ Support to Legislation
- ↪ Testing RTI's efficacy
- ↪ Strengthening Civil Society
- ↪ Experience with Networking



COALITION AGAINST CORRUPTION (CAC)

- ↪ Solving Individual Problems
- ↪ Creating Public Awareness
- ↪ Responses & Lessons
- ↪ Success Stories



Sub-Registrar suspended in 'undervaluation' case

Every flat owner was told to pay Rs. 20,000 as package deal

Special Correspondent

BANGALORE: The Revenue Department has suspended a Sub-Registrar who allegedly issued unauthorised notices to apartment owners to pay additional stamp duty, long after they had registered their properties through the builder.

The action against the Sub-Registrar was taken in response to a case brought to the notice of the Revenue Secretary by the Coalition Against Corruption (CAC) led by the Public Affairs Centre and four other non-governmental organisations.

Two months ago, Muralidhar Rao, who lives in a new apartment in Koramangala, learnt

• Flat owners accused of undervaluation in an apartment in Koramangala

• They approached a lawyer through the builder to negotiate terms with the Sub-Registrar's Office

ty was paid according to the guidance value notified by the Government, the flat owners thought the notices were not fair.

As flat owners' association president, Mr. Rao took up their cases with CAC. Soon after, he

similar notices had been served on 100 flat owners on Banerghatta Road.

The deal "negotiated" for both these groups was to be a package, CAC found. It would cost each flat owner Rs. 20,000. Of this amount, Rs. 7,000 was to be paid in cash at the Sub-Registrar's Office, Rs. 7,000 was the lawyer's fee and Rs. 6,000 would be paid to the treasury. It was found that many flat owners were non-resident Indians and did not have time to deal with such issues.

While these negotiations were on, CAC arranged a meeting for Mr. Rao with the Revenue Secretary. At the meeting, he was told that all affected parties should be asked to refrain from acting



AN ASSESSMENT OF PAC

- ↪ Replicability of Models
- ↪ Limits of Civil Society
- ↪ Response of the state
- ↪ Enhancing impact



THANK YOU

