

**Event: Workshop on Urban Governance and Complaint Management System**

**Organized by: Civil Society of Department of Political Science**

**Date; October 23, 2019**

**Number of Participants: 32**

The Civil Society of Department of Political Science organized a workshop on Urban Governance and Complaint Management System in collaboration with Praja Foundation by Mr. Aviral Narayan Dubey, Project Officer, Praja Foundation. The Praja Foundation is a non-partisan organization and works relentlessly towards the cause of democracy and citizen rights and duties. The speakers from the organization very effectively started with their session with regard to the importance of empowering citizens and the need for them to effectively participate in the functioning of democracy and the governance initiatives so as to make it an effective system of governance. The emphasis was primarily on urban governance bodies and how are they dealing with the issue of inconsistencies in the structures of urban governance. They emphasized on the need for the collaboration of various civil society organizations and the municipal administration in order to deal with the issues and complaints of citizens. The prime issue which they emphasized was how there had been observed an inefficiency as far as dealing with the complaints under RTI's is concerned and how it impacts the administration effectiveness of the area concerned. The emphasis was on how considerably basic needs of the citizens are going unattended and the office bearers who are the elected representatives are falling slow in providing basic amenities. The number of complaints had shown a remarkable increase over the years, which also highlight the lack of responsiveness of the government towards their duty. The emphasis was primarily on how there is a need to have uniformity in the governance and complaint mechanism so that the citizens are saved from the confusion and delay along with it they also highlighted that awareness needs to be created among citizens for filing of complaints. The requirement of tracking mechanism for citizens to see the action taken on their complaint needs to be put in place. Further, feedback mechanism for satisfaction level of citizens and audit of the same was recommended as the need of the hour.