

Exemplars	Transparency	Accountability	Participation
<p>Government initiatives to create environment for engagement: Naga City government's efforts to promote partnership with citizen groups in local planning</p>	<ul style="list-style-type: none"> Empowerment Ordinance of 1996 – affirmed citizens' rights to access information on matters of public concern; authorized the NCPC to represent citizens in exercise of right to information Posting of city plans and budget, and information on city programs in local government's website 	<ul style="list-style-type: none"> Naga City Participatory Planning Initiatives (NCPPI) – participatory planning processes around 30 strategic areas (including health, environment, livelihoods, etc.); done with citizen groups and 27 villages within the city Publication of Citizens' Guidebook of City Government Services that outlines the accountability of city government service providers 	<ul style="list-style-type: none"> Accredited citizen groups under autonomous council (Naga City People's Council) that has power to vote and participate in conceptualization, implementation, and evaluation of the programs of the local government Tapped local academia in training local public officials on participatory tools and techniques
<p>Citizen monitoring that elicited positive government response: Citizen groups' conduct of a citizen report card that catalyzed political support from state government in Bangalore City, India</p>	<ul style="list-style-type: none"> Taking their cue from the citizen groups who engaged public service providers in active public dialogues, service providers (electricity board, water and sanitation board, police, etc.) organized their own forum to discuss problems with citizens The BATF provided a forum for the service providers to report on their plans and outputs – series of six (6) monthly summits attended by the Chief Minister and citizens 	<ul style="list-style-type: none"> Citizen groups and PAC conducted citizen report cards in 1994, 1999 and 2003, giving grades to service providers based on feedback from users of services The BATF later prepared simpler version of the citizen report card to monitor the progress of city agencies in terms of improving their services 	<ul style="list-style-type: none"> State government (Chief Minister) created multi-stakeholder forum (Bangalore Agenda Task Force), with representatives from citizens and private groups, to solicit ideas and resources in solving the city's problems (as highlighted by the citizen report cards) – BATF acted as "catalyst" providing strategic inputs to service agencies