Success Story

BBMP Activity Mapping Exercise

Storyline…

Bruhat Bengaluru Mahanagara Palike (BBMP), is the local government of the city of Bengaluru, one of the largest cities in India with a population close to 10 million, extending over an area of about 800 sq. km. The State Government had constituted an Expert Committee for restructuring the BBMP.

MaGC® was entrusted with the task of conducting an Activity Mapping of all civic functions in Bengaluru as an input for the restructuring exercise.

Once upon a time…

In order to improve the quality of civic services rendered to the citizens of Bengaluru, there was an urgent need to restructure the organization and functioning of BBMP. The problem with governance was not only the size of BBMP but also the manner in which activities were organized. The Expert Committee proposed to undertake an Activity Mapping exercise that would help identify the activities to be performed, the agency responsible, the level at which best performed and the role of elected representatives based on a scientific approach. MaGC was assigned the task of undertaking the comprehensive Activity Mapping Exercise by the Expert Committee.

Moving on…

The assignment began with preparing a framework for the Activity Mapping. The framework was discussed with the Expert Committee and finalized. This was followed by a comprehensive listing of requirements of a citizen of Bengaluru and the **activities** performed by the civic agencies to meet those requirements. **Six activity dimensions** were identified, namely, (i) technical standards setting, (ii) service level promise, (iii) Planning, (iv) asset creation and (v) Operation & maintenance (vi) Monitoring.

Each activity was analysed over **six different parameters** grouped under (i) Service Delivery, (ii) Accountability and (iii) Public Finance. The analysis gave insights into the level of civic administration at which the activity dimensions are best performed. Accordingly, each activity dimension was slotted into the appropriate level.

Having identified the levels, the role of the elected representatives, the executive and the Ward Committees were identified for each activity. As an outcome of the Activity Mapping exercise, MaGC produced the Activity Mapping spreadsheet that captured close to 14,000 data elements across 700 different activities. The spreadsheet was accompanied by an explanatory note.

Finally…

The Activity Mapping exercise gave a perspective to the larger exercise of BBMP restructuring. It helped align the citizen centric, administrative, legal, financial and operational aspects of the restructuring. The Activity Mapping fixed accountability on different agencies and to levels within each agency. It provided a platform for inter-agency co-ordination at the regional level. It helped bring in greater transparency into the operations and finances of civic bodies. The Activity Mapping was published on the website for citizen comments making the entire exercise citizen-centric. MaGC's extensive experience in local governance helped complete the Activity Mapping satisfactorily and in a short time. MaGC's efforts and expertise were appreciated by the Expert Committee.