CITIES. CITIZENS. CIVIC ACTION

Cities are where societies define themselves. They are sites of churn and change, energy and evolution. And at the heart of this dynamism are people. A city’s citizens.

At Oorvani Foundation, we enable citizens to take civic action, by sourcing and sharing knowledge, and creating an empowered community.
In a year like the one that just went past, the process of putting together the annual report can feel overwhelming. How do we capture the tension, the worries, the exhaustion, running to stay in the same place, and finally the realisation that we did our best in spite of it all, in a few pages of text.

We are not going to try.

We shall merely share a brief update on our work — in terms of stories and citizen engagement, that helped people learn, connect and take action.

In the middle of the first wave of COVID, we launched a new Citizen Matters chapter in Mumbai, while Bengaluru and Chennai chapters continued publishing steadfastly. Unsurprisingly the topics we explored were all contextualised by the pandemic. From issues that were created by COVID-19, like lack of hospital beds, oxygen crisis, the lives of frontline workers and stranded migrants, to existing challenges exacerbated by COVID-19, like mental health; access to education, and loss of livelihoods.

Our most impactful stories were explainers - reflecting the need for credible, trustworthy information. Right from the first guide to “What to do if you tested positive for COVID-19” to “Implementing a solar rooftop” in Bengaluru and Chennai, our audience found them hugely useful — reflecting in high readership and shares.

The work in Citizen Matters is getting more structured - we set up a practice to look at the urban environment more deeply, to explore developments at the intersections — environment & economy, environment & health, environment and poverty, environment and transport and so on. In the coming year, we want to pay particular attention to local economy as well.

The whole premise of Citizen Matters is about empowering people. We exist to bring citizens, data and journalism together to make cities better. Our work is rooted in journalism - but for us, it is not just about publishing articles, and getting readers. That we do. But we also care about what issues citizens face, what they need to know, how they can use the information and when they act, how the rest of us can learn from it.

The last year, we have also been more actively engaged with our communities - through regular get-togethers with citizen groups, talks and conferences, discussions and deliberations - in virtual meetings and on social media. From a Round Table on Tackling climate change in Tier 2 cities, to a panel on Breaking the school fee deadlock — we were able surface ideas, insights and possible solutions, and actionable takeaways.

A lot of work happened behind the scenes, on Open City, our open data platform, as we get closer to launching a new robust platform. Open data projects and collaboration is a key component of our agenda for the coming year.

We resumed publishing on India Together - founded in 1999 as one of India’s earliest development journals, after a brief hiatus. Anchored by fellow trustee Ashwin Mahesh, we instituted a series of short-term fellowships to cover under-reported developmental topics like women’s issues, urban planning, and science research. India together will also collaborate with public policy research organisations to bring their research content to a larger audience.

We look forward to your continued support.

Meera K & Meenakshi Ramesh
Our Work
Citizen Matters

A collaborative civic media platform on systemic issues and citizen-led solutions.

Reportage in Citizen Matters continued to be wide-ranging, while keeping focus on the systemic causes and drivers of urban issues. This chart shows the proportion of different topics in our publishing. A total of 929 articles were published during the year.

Our work also aligns with the Sustainable Development Goals (SDGs), a plan of action for people, planet and prosperity. We exist to bring citizens, data and journalism together to make cities better. With every article we publish and community engagement we undertake, at the core of our heart, is to empower citizens to makes cities sustainable, equitable and livable.
Reach & Distribution

Across the four channels of National, Bengaluru, Chennai, and Mumbai Citizen Matters clocked average monthly page views of 778,088 in 2020-21, a growth of 30.7% from last year.

A selection of our most popular articles

- How to grow your food in your home garden: Hyderabad holds lessons
- Struggling to book or reschedule a slot for the COVID vaccine? Read this
- Rights to ancestral property: What every Indian woman must know
- Bengaluru apartments rush to install rooftop solar panels ahead of likely policy change
- Surprised by your electricity bill this month? Here’s what TNEB says
- Chasing happiness in Maximum City
Our coverage includes news updates, explainers on the health aspects, and how-tos for navigating the many emerging rules and regulations. Alongside, we look at systemic issues that are affecting our responses, and how these can be resolved.

Here are some of our stories:

- Rights to ancestral property: What every Indian woman must know
- Water supply in Chennai through the centuries
- What I face everyday as a pedestrian in Hyderabad
- The pedestrian is a nobody: Bengaluru’s footpath story
- Can Mumbai ever be a 15-minute city?
- How does MTC decide bus routes in the Chennai?
- Teachers, please don’t teach

COVID-19 Reportage

This year, in addition to our thematic coverage, we look at the COVID-19 health crisis. As a platform dedicated to inform citizens and catalyze change, and ensure coherent communication from time to time, we published **585** stories.

Our coverage includes news updates, explainers on the health aspects, and how-tos for navigating the many emerging rules and regulations. Alongside, we look at systemic issues that are affecting our responses, and how these can be resolved.

Here are some of our stories...

- The second wave of COVID-19: The how and the why
- Understanding Long COVID-19: The much-needed long term care you must be aware of
- Struggling to book or reschedule a slot for the COVID-19 vaccine? Read this
- COVID-19 has put the spotlight on mental health, but India needs more
- COVID-19 aftermath: Bengaluru sex workers suffer starvation, violence
- How to dispose of COVID-19 waste from your household
- Why Bengaluru hospitals are refusing to admit COVID-19 patients
- How to handle medical waste, kitchen waste, recyclables during COVID-19 pandemic?
Open City

Public data and documents, made open to citizens, to enable data-driven and democratic cities.

In 2020, Open City was chosen to be part of the Tech4Dev cohort, supported by the Chintu Gudiya Foundation. As part of this, Oorvani Foundation partnered with CivicDataLab, (a research lab to strengthen civic engagement with data, design and tech) embarked on a collaborative journey to redesign OpenCity, our urban data portal.

The goal was to make the platform more accessible and improve the citizen uptake, usage and contribution.

The project had a detailed process of research, and design. We set out to learn about our users, their experiences on the platform, challenges and their expectations. An online ideation workshop enabled innovative thinking.

CDL conducted user workflow testing and designed the design, skins and interaction. They used CKAN as the data framework and have integrated appropriate visualisations. There are city-level dashboard and explorers detailing high-level statistics and analytics.

The beta site is expected to go live by mid 2021.
There were two new developments at India Together during the last year.

**Journalism Fellowships for series**

India Together provides fellowships to journalists and development researchers to write a series of articles on a selected topic over a period of 6-9 months. The fellowships are intended to help writers explore and articulate (and readers understand) the public interest in the topics taken up.

The first series of articles are now being published, focused on alternate approaches to urban planning. This is being curated by Dr Anjali Mohan, expert in urban planning and is authored by a number of different collaborators working with her. A second series has also been launched, focusing on gender disparities of opportunities in different sectors and spheres. This is being authored by Shikha Sharma.

India Together series will look at the following topics as well - Science research in India; Regional and Local Economies; and The Changing State of Education, which focuses on key questions in different states about public-funded education, and to report on events and developments in the governance of education.

**Collaboration with other content developers to bring their material to India Together’s audience**

While India Together has focused on development journalism in written form, there is now a considerable body of other work in audio and video formats, which also focuses on development topics. India Together has partnered with the Takshashila Institution to bring our readers all episodes of the policy chat podcast series, All Things Policy.

India Together is also working with a number of public policy research organisations in the country to bring material from their published reports, briefs and other works to our audience. Each month, a selection of content from a few such think tanks will be published in India Together.
Events

Across the four Citizen Matters, over a dozen online webinars, panel discussions, and interviews were organised with citizens, experts, and government representatives.

These engagements and collaborations helped in disseminating information and knowledge to the public as well as delve deeper into certain topics that needed a platform.

Some of our webinars and panel discussion organised during the year

- Formalising the Gig Economy: The road ahead
- Explaining Caste Discrimination in Bengaluru
- Preventing Riots, Ensuring Harmony: How can Bengaluru address mobilised violence?
- Implementing a solar rooftop in Bengaluru
- Three decades and counting: How can we speed up Bengaluru’s commuter rail project?
- Turahalli: Govt’s mission or civil society’s vision?
- The school fee issue: What’s the best way forward
- Restoring Chennai’s Green Cover
- Election 2021: What Chennai Wants
- Sustainability and green buildings
- How solar can help sunny Chennai reduce electricity bills
- Tweet chat with Mustavir Dalvi on Mumbai’s Architecture
- Climate crisis and environmental sustainability in Tier II cities
Coverage
Environment

Monitoring how local factors, development, and practices affect our environment—air and water quality, pollution, water bodies, tree cover—in cities.

We brought in depth coverage of issues close to the citizens' hearts such as the government’s unilateral decision to convert Turahalli forest into a tree-park, NCR citizens waste to energy plant at Bandhwari, Delhi’s waste mountain that is pushing up child mortality, creating mini Miyawaki forests in the city, and many other topics.

Why NCR citizens are against a waste to energy plant at Bandhwari

Chennai needs a law to save its green lungs

Hyderabad floods: Who bears the brunt of a golf course on a lake bed?

Tree park beda okay, but what's the vision for Turahalli?

Why Bengaluru lakes catch fire, and how to prevent this
Exploring Biodiversity in Bengaluru’s Urban Sprawl

A series exploring Bengaluru’s ecosystems and biodiversity, and how these interact with citizens’ lives and livelihoods. Written by award winning writers, this series looks at not only the shortcomings in planning leading to the destruction of the urban ecosystem but also initiatives of local communities and urban biodiversity and its relationships to urban residents.

The series is funded by the Bengaluru Sustainability Forum (BSF), and is published in collaboration with Mongabay India.

Unchecked tree loss is wiping out the Slender Loris

City of blinding lights: Artificial light disturbs nature’s processes

Yes to Hesaraghatta film-city means a no to the Lesser Florican

“Other” water bodies shelter rich biodiversity, but are fast vanishing

Bengaluru’s lost crop varieties: How we are missing out on local, nutritious food
Environment and climate change in Tier II cities

A series of articles, supported by Climate Trends, examines and analyses climate change manifestation and urban preparedness in smaller non-metro cities while also exploring possible mitigation opportunities. Flooding, droughts and water supply disruptions, heat and cold waves, along with the social and economic fall out of these events was the focus of reporting.

Where can Bhubaneswar's rainwater go?
Smart city Bhubaneswar yet to get proper wastewater treatment infrastructure
Dozens of studies, hundreds of crores, but Buddha Nullah pollution still threatens Ludhiana
State-of-the-art early warning system to save more lives in Shimla, Kullu, Manali during extreme climate events
Shimla’s haphazard building policy a recipe for climate disaster
Almost every family in Chandigarh has two cars. This is what it has cost the city
Solar energy drive to make Shimla a ‘green’ city
Char Dham highway project will only add to urban woes
Varanasi’s horrible air quality typical of issues faced by cities of Indo-Gangetic plain

A Round Table was the culminating point of the collaboration. On February 10th, 2021, Citizen Matters organised an online round-table discussion on ‘Climate Crisis and Environmental Sustainability: Lessons for Tier 2 cities’, to address these concerns amongst the stakeholders and look for solutions together.

Here are some of our stories
- Where can Bhubaneswar’s rainwater go?
- Smart city Bhubaneswar yet to get proper wastewater treatment infrastructure
- Dozens of studies, hundreds of crores, but Buddha Nullah pollution still threatens Ludhiana
- State-of-the-art early warning system to save more lives in Shimla, Kullu, Manali during extreme climate events
- Shimla’s haphazard building policy a recipe for climate disaster
- Almost every family in Chandigarh has two cars. This is what it has cost the city
- Solar energy drive to make Shimla a ‘green’ city
- Char Dham highway project will only add to urban woes
- Varanasi’s horrible air quality typical of issues faced by cities of Indo-Gangetic plain
Economy

Exploring cities’ economy and the role of urban industrial sectors, local businesses, employment, startups and entrepreneurship, jobs and livelihoods, formal, informal and gig economy.

Across cities, we looked at urban livelihoods and the impact of the COVID-19 lockdowns. We dug deeper to understand the unemployment in low income households and the informal sector. A special column on the Future of Jobs by Ambi Parameswaran was launched this year which helps understand the economic trends to make informed decisions.

Bengaluru’s poor, now out of cash, want pawn shops reopened

“If lockdown is extended, economic consequence could be worse than health consequence”

Dharavi women take to street vending to feed families

Forget what you saw at Kumaran Silks, small traders in Chennai are struggling

How can one ensure fair rights for workers in the gig economy?
The focus of the project was to exploring issues around industry and employment in cities, with a special focus on urban livelihoods across economic classes. And the impact of COVID-19 lockdown on migrant workers.

Ground Reality of COVID-19 lockdown

In this series, supported by Indian Institute of Management - Bangalore, we track the impact of the lockdown on the urban poor, especially informal sector workers, in terms of livelihood, food security and health. We try to understand the problems and disruptions grassroots communities face, and if and how they are able to overcome those.

How lockdown + unemployment + hunger + liquor increased domestic conflicts in low income households

P.S.: Padarayanapura candidates need not apply.

Call them back to work; They’re waiting

Without cash, migrant workers fall back on their families for roti, kapda, makaan

Unsure of next meal, poor Bengaluru slept on empty stomach during lockdown.
Governance & Civic Action

City administration, infrastructure, urban resilience, citizen participation, and urban planning.

There's a significant takeaway for cities this year: It is high time we start discussing how our cities are to be governed.

The pandemic was not just a public health crisis but also exposed the government’s lack of a coherent strategy to deal with the crisis. From communication, employment, healthcare infrastructure to food security, disaster management, and technology, there was much that could be done. Our coverage emphasized the need for civic technology, welfare, amplifying citizen voices, and strengthening citizen-state relations.

Concerned citizens work alongside the municipality. Story of ALMs in Mumbai

What are the roles and responsibilities of your elected MLA?

BBMP Council election: “As history repeats itself, citizens are paying the price”

Booth-level COVID response in Bengaluru: Volunteer groups to monitor 500 families each
Education

Education, learning and skilling, the role of institutions and regulations, and experiences of citizens especially our young ones.

With the onset of COVID-19, virtual schooling has created stress, uncertainty and confinement for students. Across cities, we explored the questions of when schools do reopen, will parents feel comfortable sending their kids to school? Will technology-centric education further deepen the divide? How has online education impacted the mental health of students, teachers, and parents?

One thing was amply clear – our education system was simply not equipped for the quick switch to virtual education.

These girls want to study, but will be college dropouts

Betrayed, cheated, angry: Delhi’s municipal school teachers not paid since August

When the screen is your child’s classroom and playground

How students with hearing impairment are coping with virtual classes
Data journalism has always been an area of focus at Oorvani Foundation. Previously, several data jams have been organised. However, circumstances being different this year, we weren’t able to have such collaborative projects. So, we continued doing stories exploring data related to governance, economy, and environment.

COVID cases: How’s Bengaluru really doing?

Women’s representation in apartment managing committees poor: Survey

New cases? Deaths? Suburban Chennai grappling with lack of authentic COVID data

More data journalism stories

- “Govt must share health data, consult with civil society before exiting lockdown”
- Bicycle sale and use rise in Bengaluru with COVID, data shows
- Did Bengaluru really get excess rains in 2020?
- COVID chaos in Delhi: Who stole all the hospital beds?
- Does Bengaluru really have 13,000 hospital beds for COVID?
- Chennai hospital mystery: Beds aplenty on corona dashboard, none for patients
Impact
Over the year, our reportage and on-ground engagement have enabled change and dialogue. This year too, several Citizen Matters articles served as guides and resources for communities to tackle the many challenges created by COVID-19. Several individuals and groups came forward to offer help to the vulnerable population in our cities. We put together lists of some initiatives where citizens can donate any amount online, deliver groceries in their neighbourhood, prepare cooked meals, and more. These initiatives are no less than a ray of hope in these difficult times and ensuring that citizens know about them is a responsibility we realised and took on.

Citizens Live episode with Fridays for Future coordinator Disha A Ravi was referred to by BBC World News and Brut India in February 2021 when Disha was arrested for allegedly editing a toolkit on the farmer protests in India, which was tweeted by Greta Thunberg. It was in December 2019 that Disha sat down with our Engagement Editor Manasi Paresh Kumar for Citizens Live interview to discuss the future of this social media-driven movement, and the challenges of turning a global movement to develop hyperlocal solutions.
Citizen Matters article on Sterilization of Stray Cats in Bengaluru’s Whitefield villa community creates awareness across communities in the city.

I just wanted to write in to tell you that since the article was published in August last year, we have had queries from all over Bangalore and other parts of India as well. We have been responding diligently to every query that comes our way. The sigh of relief that people breathe, and the positive emails we get just fill us with gratitude. Without your support, none of this would have been possible.

- Kalpita Mane, co-author of the article Stray cat problem: How a community ensured safety of both cats and residents

Spatial Data Visualization and Analytics, a course by Ujaval Gandhi of SPatial Thoughts, uses data from Open City on the Distribution of Green Spaces in Bengaluru. Spatial Thoughts is a learning platform for modern geospatial technologies that offer courses meant to bridge the gap between traditional GIS skill sets and needs of large scale spatial analytics.

**Exercise: Distribution of Green Spaces**

Open spaces in Bengaluru are critical not only in dense urban areas. Not only they help the environment and provide recreational facilities, but also as a buffer to mitigate noise and pollution. The importance of such spaces in Bengaluru can be gauged by looking at the distribution of parks in the city.

In this exercise, we will look at a list of parks published by Open Green Data and create a map for each park in the city. The exercise can be done using Python and QGIS.

This exercise touches only the total area of parks per ward. But quality also matters. Do take a look at the Parks and Playgrounds Score of Bengaluru Report by ksharma99 which did a comprehensive analysis of open spaces in the city.

- Kalpita Mane, co-author of the article Stray cat problem: How a community ensured safety of both cats and residents
We continued sharing many of our stories with media partners through the Open Media Initiative. First Post, The News Minute, Himachal Scape, Babushahi, and more republished a number of our stories over the year.
Our Partners
Covering critical issues of our cities, day after day, connecting the dots, contextualising problems, identifying solutions – and sharing this knowledge with millions – leads to impact. Our partners and collaborators see value and meaning in this citizen-centric work that Oorvani Foundation does.

This year, we were able to execute three collaborative projects - one each related to Bengaluru’s Biodiversity, Climate Change and Environment Sustainability in Tier 2 cities, and Economic Impact of COVID lockdowns. This was made possible thanks to support from Bengaluru Sustainability Forum, Climate Trends, and Indian Institute of Management, Bangalore respectively.

We have also worked with a number of organisations in organising events, workshops, and outreach activities. These have enabled us to engage directly with hundreds of citizens on various topics like Managing COVID in apartments, The role of Gig Economy, Climate crisis and environmental sustainability in Tier-II Indian cities, and Explaining Caste Discrimination in Bengaluru.
Our Supporters

We gratefully acknowledge the support of our donors - foundations, corporates and individuals.

Donor Circles

This year, we set up Donor circles, a strategic mechanism for individuals to support and enable the growth of Citizen Matters. Philanthropy is driven by goodwill and the impulse to create lasting, meaningful change around issues donors care about. Supporting reliable and quality journalism can significantly steer public narrative in ways that enable intended outcomes.

Based on individual philanthropic interests, donors have two ways to get involved: the City Circle and the Issue Axis Circle. The City Programme supports the complete journalistic operations in the three core cities of Bengaluru, Chennai & Mumbai. The Issue Axis supports four reporting verticals of Governance, Economy, Environment and Equity on which bulk of the journalistic output is based.

THERE IS NO BREAKING NEWS HERE.

Unless it is about broken roads, broken water pipes, broken governance.

At Citizen Matters, we report about the issues that matter to our everyday quality of life. It is good, old-fashioned, hard journalism.

And we need your support to keep going.

CONTRIBUTE NOW

From our fundraising campaign during March 2021
The Team
Financials
Charitable trust registration no: BNG-BMH244/2013-14
Date of registration: 6th August, 2013
Registered office address: 63 Abshot Layout, Palace Road, Vasant Nagar, Bengaluru-560052

Statutory Auditor: P N R & Co., Chartered Accountants, No 186/1, J.C. Complex Annexe, Sirur Park Road, Seshadripuram, Bangalore - 560020
Accounting Support: Taxmarket, No.151/23, Victory Colony, 139, 6th Ave, N Block, Annanagar East, Chennai
# Oorvani Foundation

63, Palace Road, Abshot Layout, Vasanth Nagar, Bengaluru, Karnataka 560051

## Income and Expenditure Account for the year ended March 31, 2021

<table>
<thead>
<tr>
<th>Expenditure</th>
<th>Amount</th>
<th>Income</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consultancy charges - Professional</td>
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<td>Contribution Received</td>
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<td>Consultancy charges - Freelance</td>
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<td>Donations</td>
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<td>Liability Written Back - Audit Fee</td>
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<td>Telephone expense</td>
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<td>Accounting Fee</td>
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<td>Audit Fee</td>
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<tr>
<td>Professional Fee - Others</td>
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<td>Bank charges</td>
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<td>Other expense</td>
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<td><strong>Excess of Income over Expenditure</strong></td>
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<td><strong>Total</strong></td>
<td>98,68,012.00</td>
</tr>
</tbody>
</table>

**Total** 98,68,012.00
### Oorvani Foundation
63, Palace Road, Abshot Layout, Vasanth Nagar, Bengaluru, Karnataka 560051

**Balance Sheet as at March 31, 2021**

<table>
<thead>
<tr>
<th>Liabilities</th>
<th>Amount</th>
<th>Assets</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
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<td>Contribution from Trustees</td>
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<td>- ICICI Bank A/c No. 100805000796</td>
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<td><strong>Current Liabilities and provisions</strong></td>
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<td>Audit Fee payable</td>
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<td>TDS payable</td>
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<td>- TDS - Consultancy/Professional charges</td>
<td>46,145.68</td>
</tr>
</tbody>
</table>

**Total** | **13,36,723.71** | **Total** | **13,36,723.71**
EMPOWERED CITIZENS MAKE BETTER CITIES

Every citizen can become a changemaker when knowledge, understanding and tools are placed in her hands.

Oorvani Foundation makes this possible.