Our vision:
An informed, engaged and active citizenry
We thought 2020-21 was annus horribilis. But 2021-22 with the second wave of COVID-19 saw even more unimaginable tragedies. Thankfully with vaccinations and a manageable third wave saw things limping back to normal. Still some of the repercussions of those days are going to remain for a while, even if not conspicuously.

Even as we were overcoming those challenges, we got going with new initiatives in Citizen Matters, towards our goal of building Informed, engaged and active citizenry. We are amazed by the stories shared by community volunteers and lay citizens across our cities. They share their learning and insights in explainers, report local developments and document stories of change, inspiring countless others to get started in their journey to build better cities.

The 2021-22 reader survey told us that 6 out of 10 respondents are already into civic engagement and a third of them are keen to share their stories on Citizen Matters as well.

Citizen Matters’ coverage of COVID and its effect on health, education, livelihood continued. We also published special series with explainers, data and ward profiles for Chennai Corporation elections.

This journey has been successful only because of committed support received from our donors and well-wishers. We are happy to share that Rainmatter Foundation came on board to support our coverage of urban environment. ATE Chandra Foundation supported a series of Explainers for Mumbaikars.

We completed the series on Bengaluru’s Biodiversity and started a new collaborative project on Bengaluru’s Stormwater Drains. Both these were supported by the Bengaluru Sustainability Program’s Small Grants Programme.
We also collaborated with a number of other organisations including BWSSB, Biome, Vidhi Legal, Reap Benefit, Kuviraa and Bangalore International Centre in hosting community events on a range of topics.

We are happy to announce the Beta release of the next version of Open City, our open data platform. Our 2022-23 plans include publishing a large number of data sets related to environment, governance, urban transport, water etc.

Satarupa Bhattacharya, our Managing Editor was selected for Google’s Newsroom Leadership Programme and is developing a model for effective partnerships between professional journalists and citizen journalists as part of her fellowship. Annam Suresh got the Jury Appreciation Citation at the Laadli Awards for Gender Sensitivity, 2021. In a two-part series published in 2020, Annam had reported on sex workers in Bengaluru who were facing starvation and violence due to the COVID-19 lockdown

Citizen Matters was covered as a case study in IPI Global Network’s report on Local Journalism: Around the corner, around the world: How local news media around the world are rethinking everything, and a detailed report about our model “that empowers both local communities and journalists for impact” appeared in their blog.

As ever, we look forward to your continued support.

With Warm Regards,
Meera K & Meenakshi Ramesh
Our Work
Citizen Matters

We published 946 articles in all. The three city chapters - Bengaluru, Chennai, and Mumbai and the main Citizen Matters website reached an audience of 4.5 million over the year.

Our work aligns with the Sustainable Development Goals (SDGs), a plan of action for people, planet and prosperity.

Reportage 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.
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<thead>
<tr>
<th><strong>Top Stories</strong></th>
<th><strong>Bengaluru</strong></th>
<th><strong>Chennai</strong></th>
<th><strong>Mumbai</strong></th>
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| **Bengaluru**  | - When and how to find a COVID bed in Bengaluru?  
                 - How to make a mini forest with Miyawaki method  
                 - Understanding how to segregate waste  
                 - Driving license expiring? Here’s how to renew it quickly  
                 - Get your Khata through Sakala, without bribe  | **Current COVID travel protocol to follow if you are visiting Chennai**  
                 - All you need to know to get your COVID vaccine in Chennai now  
                 - Understanding how to segregate waste  
                 - Why don’t we see electric buses on Chennai roads?  
                 - Why more Chennaites should have water meters in their homes  | - Migratory birds of Navi Mumbai  
                 - New rental law could leave up to 2.5 million Mumbaikars homeless  
                 - Explainer: How to file an FIR in Mumbai?  
                 - All you need to know about donating unused medicines in Mumbai  
                 - The story of Bombay’s troubled history with its sex workers  | - Struggling to book or reschedule a slot for the COVID vaccine? Read this  
                 - Rights to ancestral property: What every Indian woman must know  
                 - COVID vaccination: My travails over the second dose  
                 - Over 60 lakh pensioners fast to protest delay in increasing dues  
                 - Future of jobs: Internships, the new final job interview  |
Coverage: Environment

Turf grass: A pretty business that costs much more than just money

The price of a new storm-water drain in Delhi: 600 trees and a park

What does it take to transplant a tree?

When Chennai trees come crashing down: The gaps in care and maintenance

Central Vista redevelopment: What we lose along with the trees
Special Project: The how and why of Bengaluru’s Biodiversity

This project explored multiple aspects of Bengaluru’s biodiversity through a series of stories on the topic for the general public, workshop for journalists, resource kits and events to engage young people. This project was in collaboration with the environment and conservation magazine Mongabay-India, supported by grants from the Bengaluru Sustainability Forum.

A special series looked at the process of environment clearances and how it affects Bengaluru’s biodiversity:

- Real estate developers face few hurdles in getting environment clearance
- Superficial studies and low transparency make Env Clearance process pointless
- Biodiversity loss from mega real estate projects: What is missing, what can be done?

Article on Hesaraghatta grasslands reaches the UN Secretariat of the Convention on Biological Diversity. The article is tweeted by @UNBiodiversity.

Series on lakes, livelihoods, and biodiversity by Mohit M Rao

Bengaluru’s loss of green spaces and water bodies has been the subject of reams of research and hours of debate. The loss of livelihoods associated with the city’s once-thriving biodiversity, however, seems confined to margins of memory.
The secret life of solitary bees
by Arati Kumar Rao

“...there is hope for our cities, and for solitary bees. Urbanisation per se does not mean lowered solitary bee biodiversity. In fact, urban sprawl, with a green corridor that leads in from the rural or natural landscape till the city center, could foster a high degree of biodiversity if urban planners and landscapers built cities with adequate food resources and ground- and cavity-nesting sites for pollinators in mind.”
A to Z of Bengaluru’s lakes

Urban spaces do not find much mention in conversations around biodiversity. But our cities are home to an abundance of biodiversity that we witness almost every day. Through a series of illustrations, we attempt to capture the complex layers of Bengaluru's many lakes that are home to many beings great and small. They also highlight the harms and degradation that affect the lakes and surroundings adversely. Presenting the A-Z of Bengaluru’s lakes, with illustrations by Labonie Roy. View and read the illustrated guide here.
Coverage: Public Transport and Commute

- **How to make Bengalureans choose the bus?**

- **Proposal for a cheaper, efficient Metro line on Inner Ring Road**

- **Need parking fees, congestion tax to regulate private vehicles**

- **People buy cars in Mumbai because they don't have to think of parking cost**
Coverage: Rivers, Lakes and Water Sources

Groundwater resources: Why central Chennai has more than other regions

Saving lakes in Chennai: Why maps and physical markers are critical

Can citizen groups maintain Bengaluru lakes? Legal tussle continues

To clean our oceans, we need to remove plastic from our rivers

A series of articles documented the state of Rainwater harvesting in Bengaluru:
- Bengaluru, second highest in rainwater harvesting in Indian cities
- BWSSB to push internal water metering, apartments not ready yet
- People can and do change, with the right kind of behavioural intervention
Coverage: Sustainable Waste Management

- The journey of your soft drink bottle from your recycle bin
- What happens when Chennaites throw out their e-waste with the trash?
- The what, why and how of a plastic waste brand audit
- How Hyderabad's Hussain Sagar Lake is being relieved of 200+ kg of floating waste every day

- Is the waste-to-energy plant in Deonar a good idea?
- Bettahalasur village, north of Bengaluru, no longer has a garbage crisis. Here's how
- Turning a landfill into a park: What our cities can learn from eco-sensitive Coorg
- Here's how you can save Thermocol and Styrofoam packaging from the landfills
Coverage: Air quality, Emissions and Climate Crisis

**Summers are getting worse in Chennai. How can we build cooler homes?**

**Understanding Chennai summers: Where did the sea breeze go?**

**Mumbai Climate Action Plan has the potential to be a game changer. Here’s how**

**Why Chennai needs to put its 'heat action plan' to practice right away**

**Chennai rains: The real reasons why urban floods are a never-ending problem in city**

**Delhi’s toxic air: From emergency measures to sustained action**
Coverage: Economy

How's your neighbourhood grocer surviving the second wave?

How the pandemic locked waste workers out of livelihoods

Hunger and fear of another lockdown stalks migrant workers

It's not just the pay! Why Chennai’s resident doctors are stressed and unhappy

Starting a new business in Chennai? Here’s how to get your trade licence
Delivery workers prefer to work for smaller companies that offer better work conditions
Urban employment guarantee: "Desperate times call for desperate measures"
Inflation+recession=Poverty+high prices. The corollary: Hunger
Editorial: Five key steps to jump start a job scheme for urban workers
Coverage: Health

What's the toll COVID is taking on mental health?

How to cope with mental health fallout from COVID

These Bengaluru volunteers filled gaps in COVID management

A special series looked at the digital gap that affected COVID-19 vaccine uptake.

Fastest-finger-first Vs digital handicap

Digital divide worsening vaccine hesitancy
Special Project: AACO’s WASH Fellowship

The Accelerating Access Coalition (AACO) is a collective action model of a community of core partners that aims to improve citywide inclusive and resilient access to Water, sanitation and hygiene (WASH) and healthy spaces for all. In December 2020, Citizen Matters collaborated with WRI India on the #aacoStoryChallenge with the theme ‘Improving citywide inclusive and resilient access to WASH and healthy spaces in India’.

The Challenge invited entries from freelance writers, communicators, scholars, independent directors and videographers in the form of text articles, photo features, videos or vlogs looking at particular city-based WASH challenges and interventions. Here are the stories from two of the fellows.

Izzat ka Pani: The story of a Mumbai resident’s long struggle for piped water

Unearthing invisible layers of life near Delhi’s Bhalswa landfill
Citizen Journalism

Newsmakers of mainstream media are typically decision makers and policy makers, celebrities and activists. On the other hand, at Citizen Matters, we look beyond this, focusing on citizen action with a local and hyper-local perspective. Citizen Matters’ storytelling - from deep diving reportage to explainers ride the newswave to ensure the audience is able to connect current events to larger systemic issues.

While professional journalists bring topical stories, citizen contributors – the active citizens – share their experiences and observations from their community. People also share ideas and proposals for fixing civic and urban issues. Successful interventions are documented as case studies or solution stories, to inspire their peers to take action and to build on these learnings.

Here are some examples of different types of citizen articles published this year:

**Reports**
- As rain pounds Jawahar Nagar, residents miss an old pond and stormwater drains
- Thazhambur Lake restoration brings fresh lease of life to the area
- Migrant Pitta birds are collapsing in unusual numbers in Bengaluru. Here’s why
- Over 60 lakh pensioners fast to protest delay in increasing dues

**Critique / Opinion**
- All is not well at the T Nagar Pedestrian Plaza
- In the destruction of wetlands, is CIDCO above the law?
- Mumbai needs more BEST buses
Proposals / Suggestions
- A citizens' traffic plan for Perambur High Road
- Citizens' wishlist: How to make Perambur railway station user-friendly
- A sustainable plan to solve traffic woes at Iblur Junction
- A new approach to decontaminating Bengaluru's wastewater

Solutions / Documentation
- Chennai floods: How these Mandaveli streets averted waterlogging even as it poured
- How to go about lake restoration: Learnings from efforts in Chennai
- How a Bengaluru apartment created a 'food forest'
- How citizen action changed Kudlu crematorium

Explainers / Analysis
- Understanding India’s oxygen crisis
- All that's wrong with stormwater drains in Chennai and how to fix them
- Here’s how you can save Thermocol and Styrofoam packaging from the landfills
- How to manage COVID waste in apartments and gated communities
Open City

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

Democratising public data in our cities
Open City is our Civic Tech project that helps public data on cities be available, discoverable, easily accessible, shareable, understandable, and analysable. It levels the playing field for planners, policy makers as well as the public by making public domain data accessible to all in a transparent and free manner.

Open City’s beta site went live around the end of FY 2021-22. A number of new datasets related to public infrastructure projects, plans and expenditure are getting uploaded. The next phase of the project will bring multiple partners in collaboration. We are also planning a number of community events in the coming months.
Engagement
About 6 in 10 respondents say they are already involved in local civic issues. A third like to write/talk about them. A noticeable proportion >20% admit that they do not get involved. 5% say they got involved after reading the articles.

- Of those who responded, over 50% said that no other website is like Citizen Matters.
- City-specific top civic challenges: Bengaluru – bad roads; Chennai – waste management; Mumbai – footpaths; Others – air pollution. Bad roads and waste management are top issues across cities. Mumbai readers are particularly irked about the destruction of the environment.
- Overall, 63% of respondents gave a rating of 8+ (out of 10) for our work. Over 75% says they would strongly recommend Citizen Matters.

“Citizen Matters is unique. It is an excellent source of local information, especially on how to get involved.”
“Nicely put, Jasmine. Each of the 5 aspects mentioned by you calls for focused attention and concerted efforts - personally, I’ll really look forward to hearing on initiatives that Hyderabad takes on Non-Motorised Transport (walking, cycling) in a meaningful manner and not just for the sake of it.” - Partha Pratim Nath on More buses, better footpaths and three more wishes from a Hyderabad resident

"Great TP. As a prudent Administrator, act to improve NCR, our eg to whole world. It’s in a deplorable situation with 7 landfills, becoming a BGP ie Bio Gas plant. 34 nallah rivulets, and main 3 majors ie Njgrh, Okhl, Yamuna (!).offer the variety in bio diversity. Now a Rapid EIA can be done to assess, world region… w wshs for "" pari bortahaan.” - Prof Ajit Seshadri on Opinion: The farce that is the Ease of Living Index

“A well researched article. Very informative but sadly our people are not following the guidelines as mentioned in article. Kudos to author for master piece on all fronts. Very elaborative.” - Ashok on India’s COVID response: A choice between decisive action and national distress
• "Very eye opening article about Kharghar, being resident of Kharghar, it's our duty to come forward to save our ecosystem. How can we help.” - Mangesh J on Photo essay: threats to Kharghar’s ecosystem

• "Very good article on an important contemporary topic which will improve awareness among voters on such novel options for voting...In our home my mother who is 82 years old had a very smooth postal ballot process on 29th March 2021 after all the steps mentioned in the article were followed...Our area is Madambakkam under Tambaram constituency (Chengalpattu district)...I was truly impressed by the dedication and efficiency of the polling team and officials?” - K Ramamurthy on Why the newly introduced postal ballot found few takers in Chennai

• "One more important reason is absence of maintenance of storm water drains, nallahs, marine outfalls and pumping stations throughout the year. Hundreds of crores are spent on useless and token de-silting couple of weeks before monsoon. Sadly none in the government or BMC bothers as they face this only only few days in a year!” - Prakash Rao on Explainer: why does Mumbai flood?

• "Nice approach and steps to develop our Navi Mumbai...giving it more of natural values. I really feel someone to lead this...and if we gain success, It would be really heaven of India.. the fourth metropolitan city of The India.” - Afzia Raees Qureshi on Migratory birds of Navi Mumbai
“Great info. One of the reason we are failing against the disease is visible in the photo. The healthcare worker most likely a doctor is wearing his mask improperly.” - Jamal on The second wave: All about the latest COVID testing, containment and vaccination protocol in Chennai

“We are fortunate to have this dedicated group of volunteers with Kavitha leading this team with equal contributions from all. I moved to SJR Park Vista in 2020 and noticed that the rainfall is more here due to the huge green cover. Thank you.” - Ajit Karnad on How to do a tree census: Ambalipura Lake volunteers’ experience

“Thank you for publishing this. There are pockets in the city owned by Dogs who chase & bark at four wheelers. I’ve had friends on two wheelers bitten by dogs.” - Sharath Ahuja on “Feeding of any animal, including stray dogs, in public places should be stopped”

“Ms. Navya, Your efforts are appreciated. The solution to get the BBMP cell to restart is by the directions of Hon’ble High court of Karnataka. In spite of it, if BBMP fails to restart, revoking contempt of court and sending the head of the department to jail is the final solution.” - Engineer S. Naresh Kumar on BBMP refuses to reopen its RTI Cell despite central guidelines, govt letters, citizen petitions
Events

We hosted discussions, online chats and learning sessions on a range of topics.

A series of webinars in partnership with Biome and BWSSB on Rainwater Harvesting (Catch the Rain), Water Demand Management (Namma Neeru Namma Javabdaari) and Open Wells (‘Well’ Connected) brought hundreds of Bangaloreans interested in conserving water in their homes and neighbourhoods.
We organised a number of panel discussions and twitter chats:

- Health: Public health communication – COVID 19
- Environment: How have the development projects impacted Bengaluru's Environment, Arkavathi and her sisters, How Mumbai gets its water
- Children: Teaching during the Pandemic and Beyond, How to keep your child stress-free and engaged: Coping strategy for parents during COVID, Chennai, as young adults would like to see it
- Local Economy: Gig economy helps the consumer, but at what cost?
- Energy: Electric Vehicle Infrastructure, Solar Rooftop Systems
- Climate Change: Hot, hotter, hottest... and now even hotter: What’s up with Chennai summers?, How can Chennai be made flood-proof during monsoons, Mumbai Climate Action Plan

We are grateful to a number of partners we collaborated with, in putting these events together – including Biome, BWSSB. Bangalore International Centre, Vidhi Legal, Reap Benefit, Kuviraa, paani.earth, ADDA and Bangalore Apartment Federation.

#ifIwereMumbaiMayor was an initiative to engage young people in public discourse. In partnership with Reap Benefit and Kuviraa, we hosted a contest titled “If I Were the Mayor of Mumbai” for teens to submit short videos or writeups on the topic.
Bengaluru Biodiversity Charche

Bengaluru Biodiversity Charche, 18th September, 2021, was a day-long celebration of the biodiversity of the garden city. It brought together thinkers, activists, journalists and students to explore questions surrounding urban biodiversity, threats faced by various species and how these issues could be brought to light.

We also organised a contest for students on “Biodiversity in my Bengaluru Backyard”, in partnership with ADDA. The winners were:

- Rohan Jacob, Canadian International School
- Shradha Suman, Silicon Valley PU College
- Aarushi Mahesh, The International School of B’lore
- Surya Turaga, Inventure Academy
- Anvita Trivedi, Prakriya Green Wisdom School
- Diya Agrawal, National Public School
- Anirudh Gopinath, Legacy School B’lore
- Pranav Naresh, The Valley School
- Rakshan Pandian, Inventure Academy
- Tarini Kumar, The Valley School
The Team
Partners

We are grateful to the Rainmatter Foundation, Bengaluru Sustainability Forum and A.T.E. Chandra Foundation for their support. We also thank our committed donors including Anupa and Rajiv Sahney, Mekin Maheswari and Shoolini Parameshwari Foundation continuing to support our work.

Editorial partners
Financials
Statutory information

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
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Date: 24.09.2022
Place: Bangalore

To be read with our report and notes of even date for P.N.R. & Co., Chartered Accountants
Firm Registration No. 005965

(P N RAJASEKAR) Partner
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