# Annual Report 2022-23

## Empowering citizens
## Enabling change

OORVANi
Foundation

Oorvani Foundation is a non-profit committed to civic engagement, citizenship and communities. We enable open knowledge platforms that help catalyse better cities through civic media, open data, citizen engagement and community events.

**Vision**

Empowered citizens making cities and neighbourhoods sustainable, liveable and equitable

**Mission**

We connect people who want better cities with information, tools, networks and resources they need to make it happen.

# Note from Founders

Global drama, from wars to AI, dominated headlines in 2023. We raged or switched off. Yet, amidst planetary crises, our local realities simmer unnoticed. Traffic, pollution, dysfunctional city governments – are we the proverbial frogs in the not-so-slowly boiling pot of water, accepting the unlivable as inevitable?

That's why we at Oorvani Foundation remain steadfast in our focus on "local" - the larger the scale of problems, the more they impact the circumstances and dynamics in our communities, and in turn our individual, daily choices - what we consume or who we vote for, affect our collective future.

2023 marks 10 years of Oorvani Foundation and 15 years of Citizen Matters, which we celebrated with a renewed commitment to our vision, and a rearticulation of our mission: we connect people who want better cities with civic information, insight, tools, and networks they need to make it happen.

Our work provides us an amazing opportunity to see change in action. We see "regular" citizens, not just activists or resident welfare association (RWA) members, and lay volunteers initiating waste segregation, doing audits of footpath infrastructure and attending ward committee meetings. Our platforms serve to document these experiences. Citizen narratives are a powerful tool – serving as a feedback loop, helping the "doers" share learnings and insights, and amplifying citizen voices.

We launched a new programme called Civic Journalism for Changemakers – a training programme for active citizens - to help strengthen the civic change ecosystem. We also organised roundtables and learning sessions on a range of topics - from road safety to governance, climate action plans to urban floods.

As part of Google's Newsroom Leadership Programme, our Managing Editor Satarupa Bhattacharya developed her model for effective partnerships between professional journalists and citizen journalists. The stories that came out of this project were published and we took away learnings, including the importance of technology training and the need for better outreach. We also realised that there is no "one size fits all" approach, and finally, the story belongs to the story-teller!

We are grateful to our partners Bengaluru Sustainability Program, Rohini Nilekani Philanthropies, Rainmatter Foundation, ATE Chandra Foundation, and ADDA.

As ever, we look forward to your continued support,

With warm regards,

Meera K & Meenakshi Ramesh

# Our work

## 2022-23 in numbers

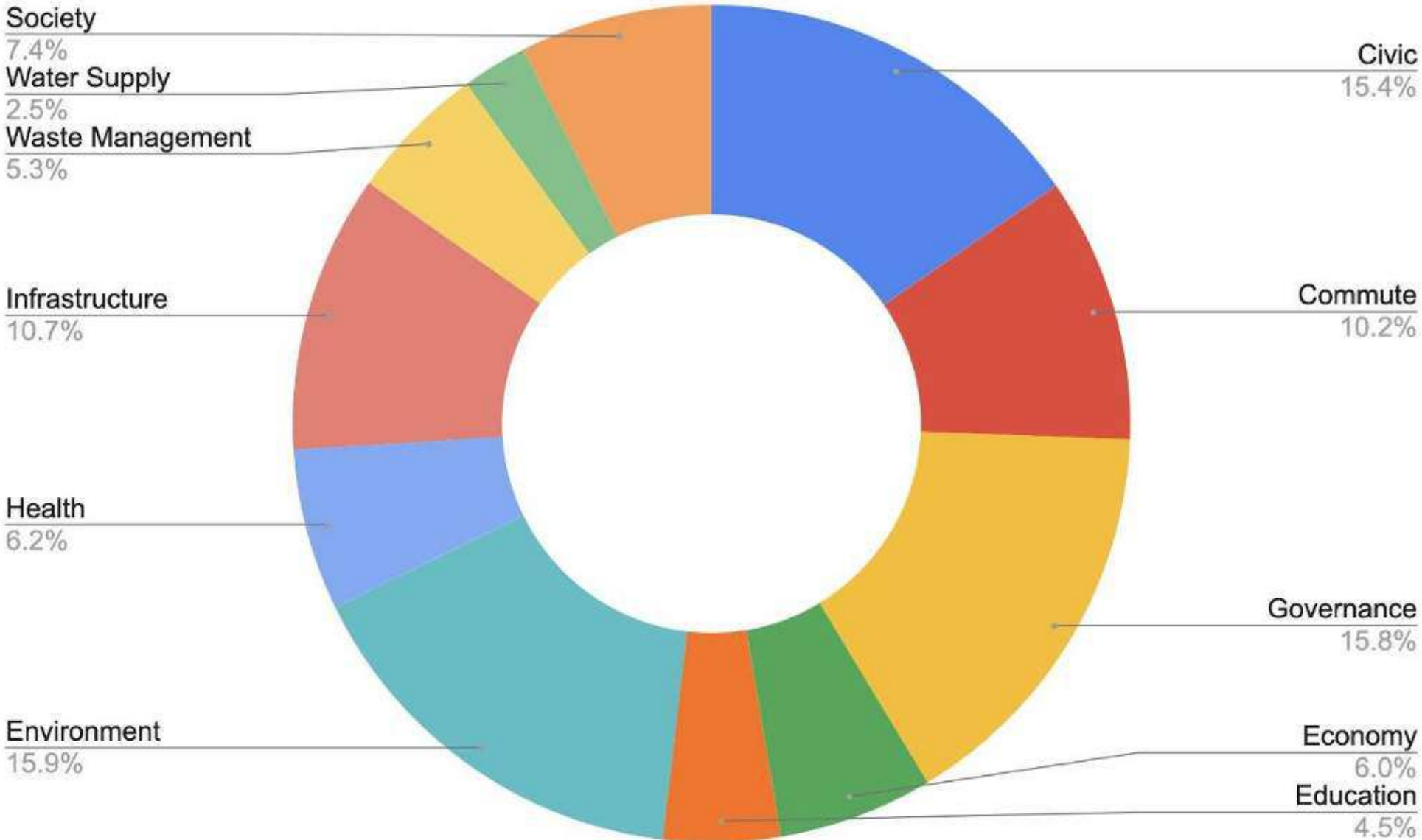| 902 | 246 | 74 | 4.3M | 429 |
|---|---|---|---|---|
| Articles | Stories related to environment, waste, water & commute | Explainers | Page views across chapters | Datasets & 3500+ resources |
| 163 | 45 | 274 | 28 | ~800 |
| Citizen Journalism Articles* | No of citizen journalists trained (CJC sessions, workshops) | Subscribers to CJ newsletter | Events | Event Participants |

# Citizen Matters
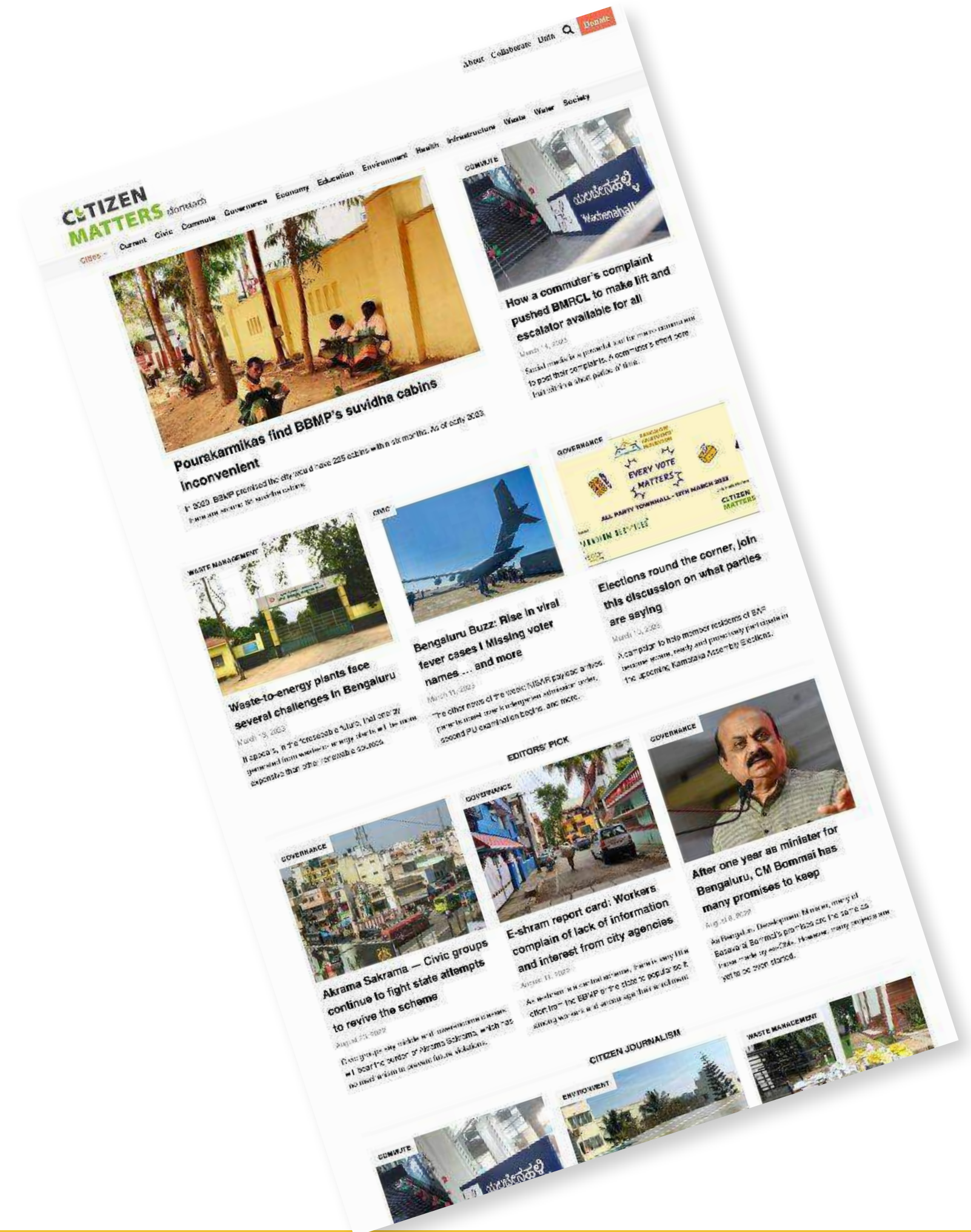
# Key civic and urban topics
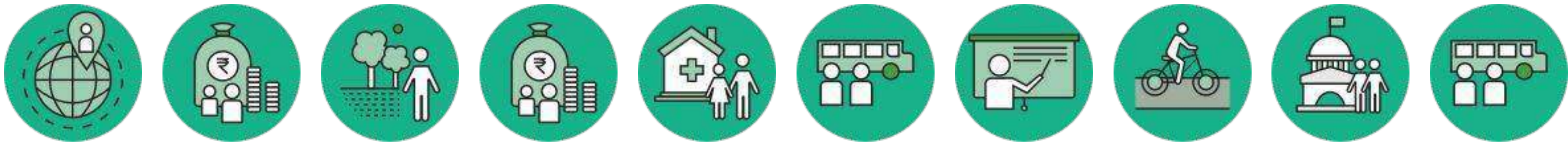


We continue to follow our principle of "news in proportion" - balancing the many topics of public space that affects our lives in cities – civic, environment, local governance, livelihoods, commute, water, waste management, education and health.

Of the 900 articles published, almost a third were deep diving reports. Around 10% were explainers and around 20% were voices of the community, experts and practitioners.

In addition to special projects on urban planning, Bengaluru's storm water drains and Karnataka elections, we also published multi-part series on various topics like Road Quality (Bengaluru), Public Audits (by government experts), EWS housing (Bengaluru), Evictions (Chennai), Lives of Migrant Workers (Bengaluru), and Climate Impact on Livelihoods (Mumbai).



Society
7.4%

Water Supply
2.5%

Waste Management
5.3%

Infrastructure
10.7%

Health
6.2%

Environment
15.9%

Civic
15.4%

Commute
10.2%

Governance
15.8%

Economy
6.0%

Education
4.5%

Tag cloud based on article headlines.

# Environment

Through our environment stories, we try to answer: *How real and palpable are environmental/climate risks? What needs to be done to prevent or mitigate the effects?*

Many of our stories explored developments at the intersections, especially the linkages between environment and economy, health, transport and other aspects of urban living. In Mumbai, we looked at the impact of climate change on its residents, particularly during the monsoon season. The changing weather patterns are causing significant challenges for the city's infrastructure, businesses, and residents. Fishers face livelihood challenges due to extreme weather events such as cyclones and heavy rainfall. Unseasonal rain affects the dry fish businesses leaving fishers in debt. Government policies do not include fair resettlement of displaced fisherfolks, with livelihoods a missing puzzle in the process. In Chennai too, we looked at development projects and their impact on their livelihoods and the marine ecosystem. Here too, fishers are worried about the effect of the PEN monument and the Coastal Zone Management Plan itself.

From a solution perspective, we looked at switching to bio enzymes to avoid usage of synthetic cleaning solutions, retrofitting multi-storeyed buildings for energy efficiency and generating rooftop solar power.

Energy
- Can Chennai really shift to 100% renewable energy by 2050?
- Energy efficiency: Follow these retrofit guidelines for multi-storeyed and individual buildings
- Waste-to-energy plants face several challenges in Bengaluru
- Delhi's coal ban must include a plan for small businesses that depend on it

Lakes and wetlands
- Can a price tag on the wetlands of Chennai spur restoration efforts?
- Thane creek gets the Ramsar Tag, but worries over its ecological future persist
- Rajokri Lake: From wasteland into model lake in just a year
- Beloved neighbourhood lake designated as a CA site, leased to a private trust

Pollution, beyond air quality
- Not just about star-gazing: Why Chennai should care about light pollution
- Noise pollution rockets due to lax enforcement in Chennai
- How are heavy metals polluting the soil in Chennai?
- Polluted Chennai rivers call CRRT's restoration strategy into question

Rainbow Drive — layout or lake?
The man-made tragedy of
Bengaluru's flood-prone
neighbourhoods ▶

Homeless and penniless, families of Brookefield settlement blame adjacent tech park for flooding ►

# Infrastructure and Civic Functions



Bengaluru's city government BBMP has clear guidelines for construction and maintenance of roads and drains. R Vaidya dissected what was prescribed and what happens in reality. He showed how at every step, from measurements to documentation to audits, it is ad hoc work - no surprise that roads still flood and deteriorate into pothole-ridden lunar surfaces.

But it need not be that way. Anyone familiar with Bengaluru's Electronics City knows the township roads are clean and well laid, and it is hard to spot potholes. What is their secret sauce? We explain their best practices that could be adopted by every municipality.

- How is it that roads in Electronics City have no potholes?
- Managing drains: How BBMP ignores its own guidelines
- Road maintenance: What BBMP does not track

**Whose city is this, then?** The chosen area for the Smart City in Delhi, the second most populated city in the world at 19 million, represents just 1.3% (2,57,803) of the total population of the city and only 2.9% of the total area.

►Delhi's smart city plans ignore the urban poor, focus only on elite areas

# Solid Waste Management

We traced the journey of different types of waste including [textile waste](#) and [construction waste](#). Meanwhile, city budgets prioritise the construction of [more landfills](#) as a solution to the waste problem.

- [Ecological damage, land lost: The cost of Delhi's toxic landfills](#)
- [Plastic pollution from landfills poses severe risk in Mumbai](#)
- [Court orders ignored: Srinagar's lone landfill site spreads disease and misery](#)
- [What do we do with Chennai's legacy waste?](#)

Dealing with biodegradable waste
- [Are Micro Composting Centres in Chennai doing their job?](#)
- [How can Micro Composting Centres in Chennai be improved?](#)

Markets and products: challenges and solutions
- [What makes it hard to manage waste in the Koyambedu market?](#)
- [Chennai meat vendors struggle to find alternatives to single-use plastic](#)
- [Shops help Chennaiites reduce plastic waste generation](#)
- [Mounting textile waste: Easy to buy, easy to trash, but not easy to recycle](#)

Explainers
- [Understanding how to segregate waste](#)
- [How to produce biogas from kitchen waste and reduce your LPG bills](#)
- [How to prevent biomedical waste from contaminating our air and water](#)

# Public Transport and Commute

While almost every major Indian city had public transport projects – mainly the Metro - going on in full steam, it was the humble bus that was still the mainstay, even as it suffered from budget and resourcing challenges.

- Bengaluru's BMTC gets little support from the state
- Sporadic bus workers' strikes could continue, so what is BEST doing?
- Chennai Metro Rail operations pits permanent workers against contract workers

We also tracked Bengaluru and Chennai Metros, Mumbai's AC trains Kolkata's trams. Alongside we also looked at para transit options and how they are and can be a complementary means of supporting our commute needs.

- E-autos gaining traction as last mile option: What will it take to make them viable?
- Fixed fares, limited passengers - what regulation can mean for Chennai share autos
- How effective has public bike sharing been in Chennai?
- How the electric Yulu bike is faring

# Access to Water



Access to water is a fundamental need and it is often the urban poor across cities who struggle with irregular supply, limited availability and high prices. Government initiatives like BMC's 'Water For All' policy promise greater access to water. But will they deliver?

Wastewater reuse is a critical step. Given the thousands of apartments with in house Sewage Treatment Plants it is an easily available resource but still not adopted widely. Experts explained why the plants are dysfunctional and how to fix problems, and the reasons apartments are not reusing wastewater.

Cities also need integrated water management system to prevent floods and drought and regulation of groundwater exploitation.

Solutions are not new or unknown. There are examples of communities achieving freedom from water tankers and saving lakhs!

# Economy: Labour and Livelihoods



A series of articles painted a grim picture for Bengaluru's migrant workers, exposing exploitation in informal labour markets, constant harassment by authorities, and struggles to access basic necessities like healthcare and education for their children. From extortion by police to inadequate living conditions and a lack of awareness about state benefits, these vulnerable workers face a multitude of challenges in the city.

- Bengaluru's Labour Stands present a highly exploitative and informal hiring market
- For paanwalas of Bengaluru, bribes and eviction threats a constant reality
- Without documents, most migrant workers' children find access to education elusive
- Migrant workers — unaware and unable to access state healthcare schemes
- Migrant workers deal with unhygienic living conditions, poor nutrition

# Challenges of low income communities

More articles on livelihoods and challenges of low income communities:

- [Price rise forcing Bengaluru's poor to change their cooking and eating habits](#)
- [Will the Urban Employment Scheme in Chennai end the woes of urban poor?](#)
- [Chennai waste pickers stare at uncertain future in the face of source segregation](#)
- [A day in the life of an anganwadi worker in Thane](#)
- [How did the year with no COVID restrictions go for Mumbai's night hawkers?](#)
- [Mumbai's oldest dry fish market struggles to retain its distinct identity](#)
- [Ever-present but ignored, shoeshine workers fight for their place at railway stations](#)
- [Workers at labour nakas in Thane mirror an unpredictable, exploitative system](#)
- [Mumbai's used clothes market waits for stability and recognition](#)
- [Hidden, unsung, Mumbai's piece rate workers toil away for meagre returns](#)

# Governance

Key stories included:

- A series on illegal voter data collection gave the lowdown on the issue: Illegal voter data collection: Does it really matter?, How can we protect our privacy?, Frontline workers of election management
- How BMC's SMILE Council can help you solve Mumbai's problems
- When Karnataka showed the way with a pioneering Right to Information law
- And then there was one: The convoluted journey of the Delhi municipal corporation
- Tendering process for civic work in Chennai can benefit from greater transparency
- Explainer: How does the elected council work in Chennai?

We started the coverage for Karnataka Elections held in May 2023 - with a series of Constituency profiles, MLA performance records, and community manifestos and voter guides. More at: Karnataka Assembly Election 2023

We also continued the series of interviews of Chennai's Councillors. Also see: Chennai Corporation Election 2022

# Housing Equity

The Chennai team explored various issues related to housing, especially the challenges the urban poor have in finding an affordable roof over their heads.

- Photo story: Life in single-room homes in Chennai
- How flawed eviction and resettlement are triggering child marriages in Chennai
- Kannappar Thidal: Where residents continue their 20-year wait for a proper home
- Eviction in Govindasamy Nagar highlights precarious life of Chennai's poor
- Shelter for homeless in Chennai: What are the systemic issues?
- Nine years after Ejipura slum demolition, evictees struggle for shelter, basic facilities
- Homeless a decade: BBMP's messy rehabilitation process leaves Ejipura slum evictees in limbo

"Less than a kilometre from Chennai's bustling Central Railway Station and the Ripon Building, is the world-class Jawaharlal Nehru Stadium, an important landmark of Chennai. Close to the Indoor Stadium Campus is a commercial complex which has an alley on its side, that leads us into a very different reality from these imposing structures. A dilapidated building that is home to 128 families…. If the plight of Kannappar Thidal residents does not make one angry, what else will it take for us to see the stark difference in our realities?" - From Shobana Radhakrishnan's Reporter Diary: The stories behind my stories ▶

# Citizen Journalism

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. Some may be self taught experts - who put in a lot of effort in secondary research and data analysis to uncover major issues, sharing their insights in articles.

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.

Our citizen journalists contributed 163 articles: *65 articles were from Bengaluru, 47 articles from Chennai, 36 articles from Mumbai and 15 articles from other cities.* This included reports, case studies, ideas and solution proposals. The datasets collected during the engagement with citizens are posted on Open City.

Chetna is an anganwadi worker who shared her story in "A day in the life of an anganwadi worker". "It takes a village to raise a child," said Chetna, as I helped Chetna write her story. Citizen journalists are truly voices from the ground who give readers a deeper and richer description of the state of affairs in a city - Lalita T

# Case studies and solutions

A number of stories were case studies of how individuals and communities found ways to get together, solve local and civic problems and make their communities more sustainable and liveable.

- Alexa, water the plants! How this techie rigged a remote controlled garden watering system
- How we registered our Apartment Owners Association under KAOA, 1972
- Pets in Chennai: How a welfare association is addressing key community concerns
- How a Velachery RWA's efforts helped them avert floods this year
- How citizens brought the mini-bus back to Chitlapakkam
- The transformation of a public gym in Thiruvanmiyur against all odds
- What fixing our own roads taught us about local democracy
- A guide to bus commute for Sarjapura Road residents
- Why you should pay attention to "home inspection" during property handover
- How to fix problems with apartment STPs
- How open data, wastewater reuse and other measures can prevent flooding in Bengaluru
- How to keep your apartment safe during monsoon: A checklist
- How should apartments and gated communities handle transformer maintenance?
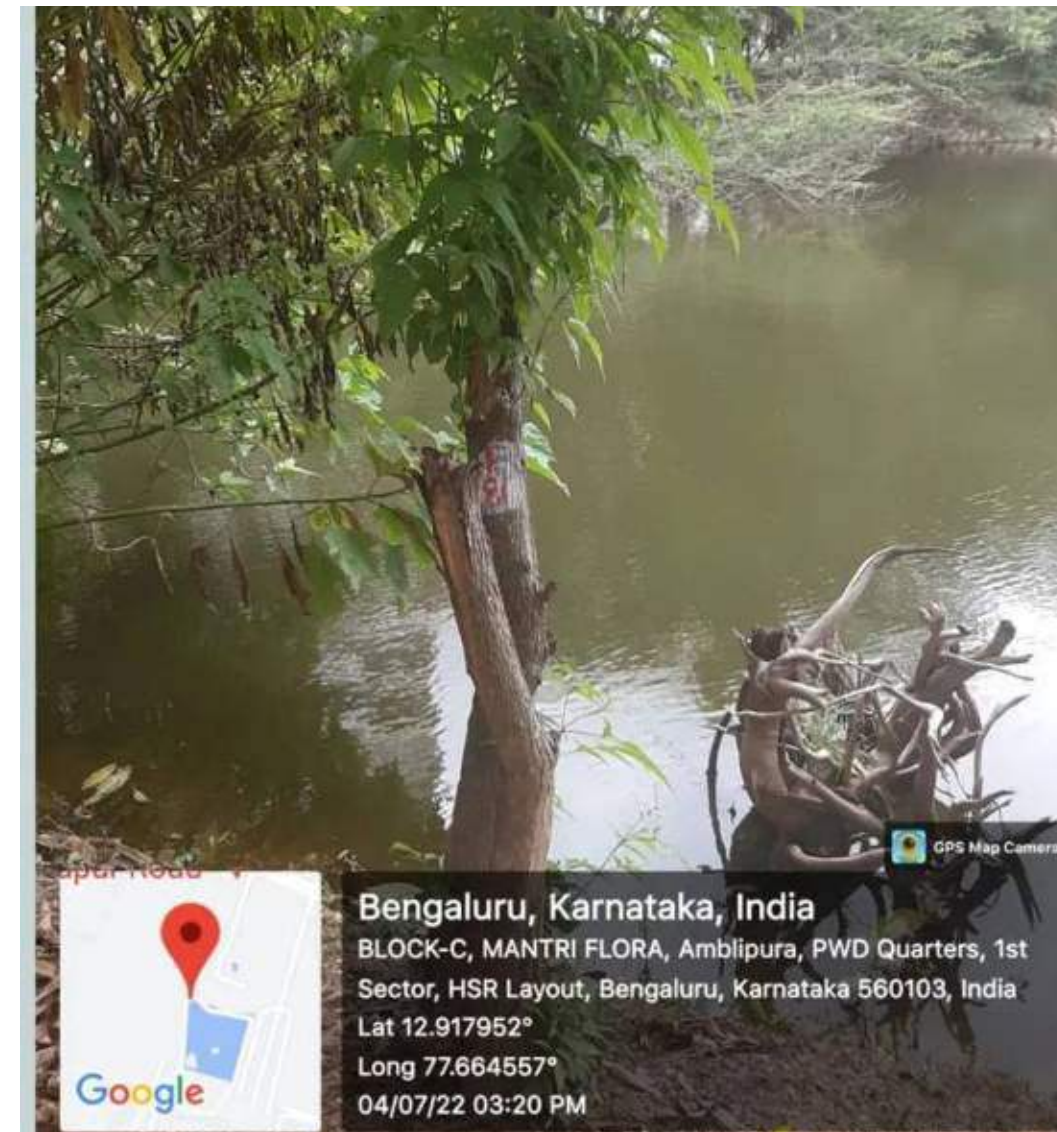


**Sample Tree data:**

Sl number: BALAE005
Common name: The Banyan
Botanical name: Ficus benghalensis
Family: Moraceae
Kannada name: Alada mara
Origin of the species: Native

How to do a tree census: Ambalipura Lake volunteers' experience

Bengaluru, Karnataka, India
BLOCK-C, MANTRI FLORA, Amblipura, PWD Quarters, 1st Sector, HSR Layout, Bengaluru, Karnataka 560103, India
Lat 12.917952°
Long 77.664557°
04/07/22 03:20 PM

# Cities within cities (Mumbai)

The project – Cities within cities: The many faces of urban planning in Aapli Mumbai, supported by A.T.E Chandra Foundation involved publishing a series of articles on Citizen Matters to help readers understand the role of urban planning in their city, their neighbourhood and how it affects their lives. Here are two examples:

- Can the Navi Mumbai Development Plan 2018-38 pave the way for more inclusive housing?
- What will beautification do for slum population of M-east ward?

The entire set of stories are available at:
mumbai.citizenmatters.in/section/urban-planning-in-mumbai-theory-and-practice
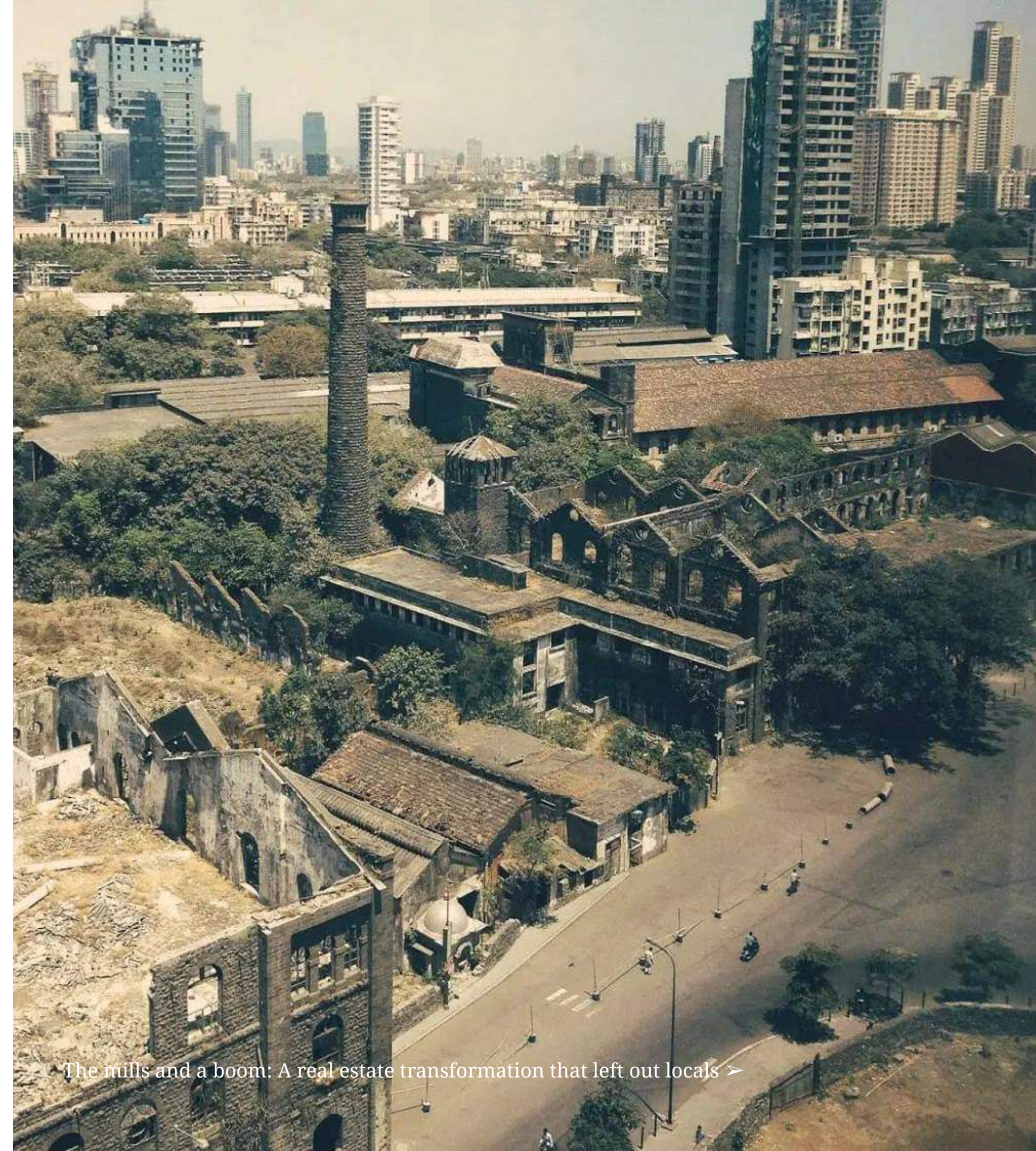


The mills and a boom: A real estate transformation that left out locals ➢

# As the drain goes (Bengaluru)

The project mapped the Koramangala Valley pathway in Bengaluru (from Majestic to Bellandur lake) and looked at the communities residing along the canals and drains. It looked at how garbage chokes drains, lack of sanitation infrastructure results on sewage flowing in to canals and lakes, and how this eventually leads to urban flooding affecting the most vulnerable.

It looked deep into the stormwater drain network and shone a light on who lives and where, exploring the power and privilege angle, and whose voices are missing in public discourse. The project included a photo exhibition, poetry performance, public narrative, workshop  and articles.

- A historical lens on Bengaluru's drains
- Lack of stormwater drain planning in Bengaluru is a risk factor for future floods
- Faulty execution in BBMP SWD works has led to floods - Citizen Matters, Bengaluru
- Do we need a reimagination of Bengaluru's stormwater drains?
- Tracing the K-100 stormwater drain network



Lakshmi, a former bone waste collector, has lived with her family of five in a small 100 square feet house in Cement Huts, JC Road, for over 50 years.

*"Every time it rains, it floods and we take refuge in a makeshift attic in our house. One of us sits on the ladder, so that it is easier to keep guard."*

# #IfIwerethemayor (Mumbai)

We organised the If I were Mayor contest, inviting young people of Mumbai to imagine themselves as the Mayor of Mumbai and highlight key issues they would address through videos and essays, during March-July 2022.

We received 87 responses from young people across Mumbai - 2 Marathi responses, 29 Hindi responses and 56 responses in English. The criteria for selection of winners was quality of effort, relevance, originality and vision. The issues highlighted: Entries highlighted issues ranging from improving education in BMC schools / literacy rates, poverty & inequality, improving healthcare & infrastructure (roads, traffic etc.), pollution and increasing greenery/ improving the environment in Mumbai.

We organised a town hall that gave all the contestants a platform to voice their opinions and ideas before an elected representative – Ward Corporator Surekha Patil of the R-South ward, who addressed the students and engaged with them.

# Enabling citizen journalists at the grassroots

Satarupa Bhattacharya, our Managing Editor was selected for Google's Newsroom Leadership Programme to develop a model for effective partnerships between professional journalists and citizen journalists. Her goal was to expand the scope of citizen journalism beyond the educated, English-speaking classes, create a space and a process for 'citizens' from the most marginalized sections to share their realities and give all CJs a space: from all sections, at all times, whether in a pandemic, or a disaster, or a conflict situation. Her pilot project included:

Kolkata: These communities have no access to mental health care even when they need it - Citizen Matters Children of sex workers in Kolkata talk about the need for and lack of access to mental health care

Growing up in an informal settlement in Mumbai A young boy in Kranti Nagar basti talks about moving to Mumbai from the village and what it means to grow up in an informal settlement in the city

Proper healthcare for trans persons still a distant dream in Chennai A trans woman in Chennai narrates her experiences and observations around healthcare access among the community and what led her to start her own organisation

# Open City
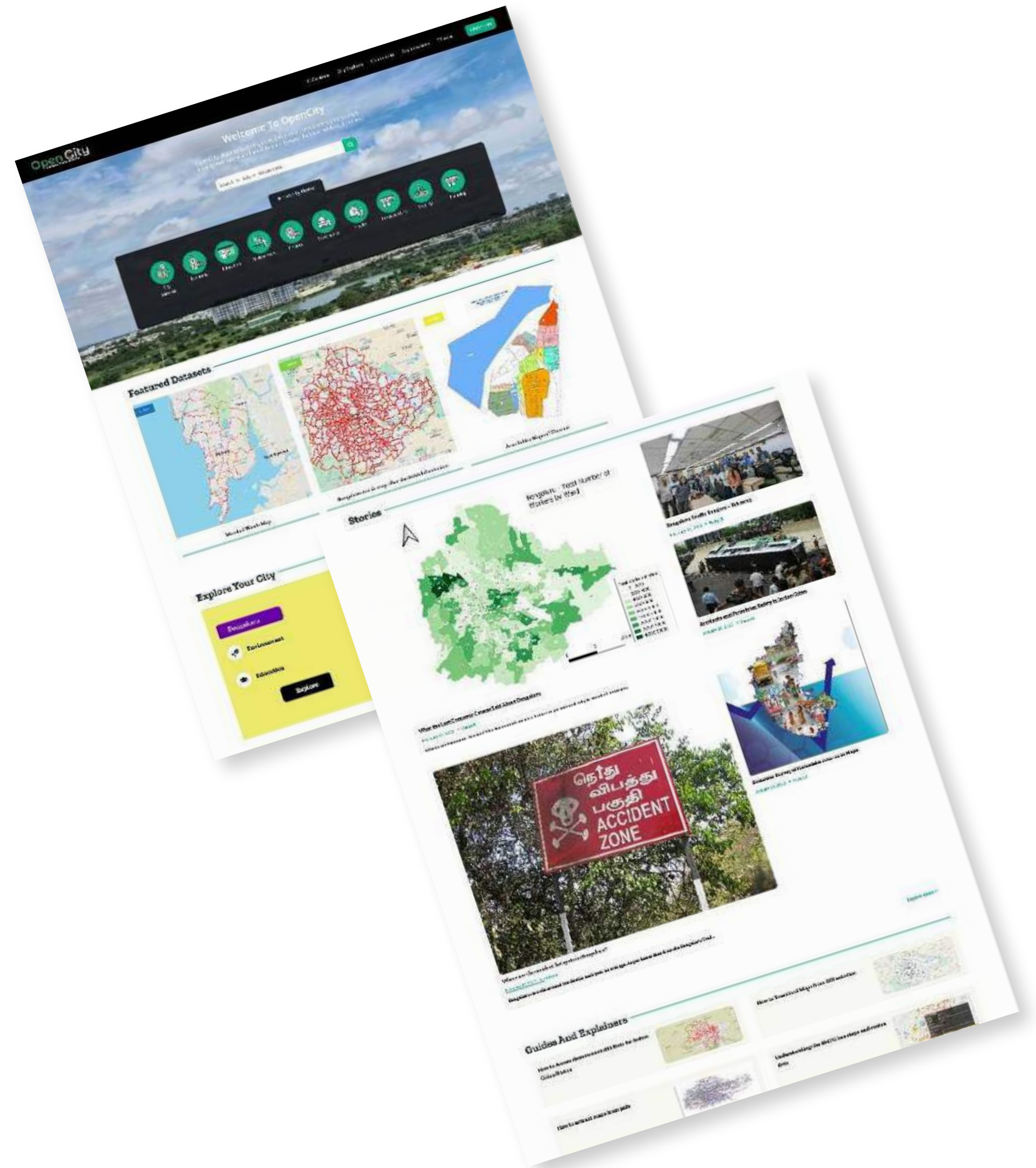
# opencity.in moves to a new CKAN platform!

The upgraded version of Open City based on CKAN went live in May 2022. We migrated the old files and added new ones to reach 429 datasets and 3500+ resources. The data commons now contains datasets related to Bengaluru, Chennai, Delhi-NCR, Hyderabad, Mumbai, Kolkata, Pune and other cities.

We also published 16 data stories and 5 explainers on how to download maps data, and use government GIS sites to download maps. We also published explainers on Climate Action plans: Mumbai, Chennai and Delhi.

Some of the new datasets include:

- Hyderabad: Data on parks and playgrounds, slums, storm-water drains and lakes, health centers, schools and anganwadis
- Pune: Ward maps, and vehicle registration data
- Bengaluru: BMTC performance data, till 2022, here. Maps of locations of Anganwadis, health centres, public toilets, parks, protected areas and ESZs among others. Boundary maps for Traffic Police, law and order police, BESCOM, BWSSB have also been added.
- Delhi-NCR: ward boundaries, health centres, public toilets, bus stops and routes, schools and anganwadis.
- Mumbai: Ward boundaries, bus stops, slum boundaries, public toilets and schools locations.

Top pages: Bus Routes, Ward Information and Master Plans!

## Data drives better understanding of issues!

We organised a datajam on Feb 4th 2023 at IIM-Bangalore, in partnership with WRI India. 25 participants in 5 teams explored the following problems:

- Designing an efficient minibus service network for Whitefield.
- Analysis of road grid and public transport accessibility for MG Road.
- A safety index for Bommanahalli based on land use, public transport and amenities
- Correlating change in right of way (ROW) with increase in congestion: Bannerghatta road and Mysore Road.
- Estimating the required fleet size for BMTC given the city's population.
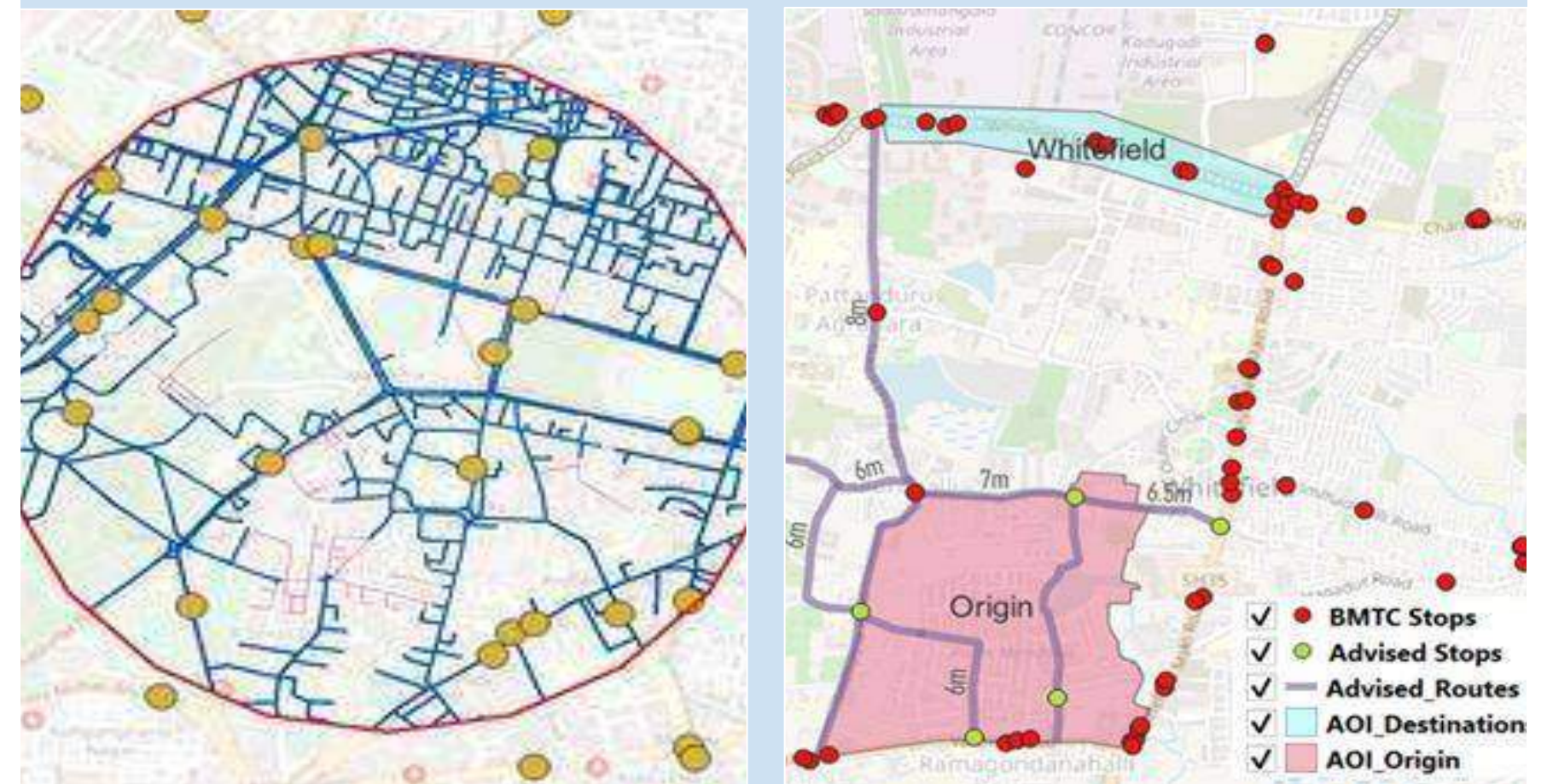
Bengaluru Traffic Datajam

# Civic Change Network

# Citizen Journalism for Changemakers

We initiated a new capacity building programme – Citizen Journalism for Changemakers (CJC) Programme 2023. This was an online programme meant for citizen journalists and those interested in becoming one. It included 25 hours of learning workshops and master classes on weekends, during Feb-March 2023. In addition, participants were mentored to write stories, sharing their learning and personal experiences on civic topics.

The participants in the cohort come from varied backgrounds that included retired, voice artists, self employed, IT professionals, home makers, students , volunteers, businessmen, activists etc. Session topics included Urban Governance and Municipal Finance. Skilling sessions covered information gathering, storytelling and writings. Over the course of the six weeks,  the CJC participants took up exercises and assignments in learning, analysis and storytelling.

The response to the CJC programme was excellent. We had 45 participants who attended the sessions and produced 10 stories. This also enabled them to engage in local and civic issues more deeply in their journey to bring positive change. They have been regularly sharing the stories of their projects, initiatives and interventions, in the process serving as a source of inspiration for countless others.

**CITIZEN CLINICS**

**Making Bengaluru homes and neighbourhoods flood proof**

With climate change, rainfall is only going to get more intense. How do we fix rain-related problems and prevent further issues in our homes, apartment complexes and layouts? We organised a citizen clinic event in Bengaluru where experts shared technical inputs and actionable advice.

**Fixing civic issues in Chennai**

From the Namma Chennai app to area sabhas, there are various avenues through which residents can seek recourse. The Citizen Clinic helped understand how Chennaiites can use the platforms available to them to solve civic issues. The panel shared best practices and personal experiences in solving problems that affect daily life in cities.



Bengaluru Citizen Clinic: Flood-proofing homes and neighbourhoods



CM Chennai Webinar – Fixing civic issues in Chennai: Citizen Clinic

# Civic Changemaker Roundtable

Cities are full of challenges and need engaged citizens who can understand, communicate, network, and organise to find solutions.

We organised a Roundtable meeting to bring civic changemakers of the city on to one platform and exchange the knowledge and experiences of leading a civic movement.

Changemakers working for different causes and issues such as animal welfare, environment, climate change, transportation, etc. came together and shared their experiences on their journey of activism and changes.

They explored the motivation that led them to fight for their rights, the way they organised, how they finance their movements… Each of these events saw over 25 active citizens and changemakers discussing their experiences, ideas and learning. It also gave a good insight into how active and regular engagement on different issues happen in the city on a day-to-today basis.

# Events

We organised over 25 events, discussions, and initiatives, covering topics that helped engage with the community and contribute to making our cities safer, more sustainable, and better places to live, including

- urban planning
- environmental conservation (The future of Bengaluru's rivers, drains and lakes, Will the Ramsar tag revive Pallikaranai, Does Chennai need a climate action plan?)
- transportation (Chennai metro - Future of transport or white elephant), and road safety (Why does Chennai see so many road accidents, Preventing Road Crashes, Living with Metro Construction: Safety and Environmental Concerns)
- social issues like women's safety, youth policy, and government accountability (Tracking the work of your ward councillor).

# Highlights and Impact

- Following a number of articles published on Citizen Matters Chennai on commute and public transport, the State Highways Department invited our writer Shobana Radhakrishnan to take part in the stakeholder consultation meeting for the DPR preparation of Smart Urban Roads in Chennai. Trustee Meera K was part of the Bengaluru Climate Action Plan consultation, and moderated a panel "Living with Storms - Toward an Action Plan for Bengaluru" - a Bangalore International Centre panel on responding to the city's floods.
- Meera K was part of a panel at the IPI World Congress in September. You can find the recording here and a roundup of the discussion in Poynter. She was also part of an IIHS City Scripts event 'The City Beat: Media and the Urban', a panel discussion on publications focussed on cities.
- A number of other media publications from mainstream media like Scroll and The Newsminute to community platforms like Alli Serona republished a number of articles. We got a number of journalists, journalism students and researchers reaching out to follow up on many of our stories.
- We not only got appreciation and responses from experts, activists and community volunteers for our work, but were heartened by the many instances civic changemakers could use the information in their own work and in engaging with the government.
- Chennai reporter Padmaja Jayaraman selected for a HSTP Health Journalism Fellowship. Bengaluru reporter Pragathi received the Earth Journalism Grant for her deep dive into Waste to Energy plants.

After the article on The plight of conservancy workers in singara Chennai by Padmaja Jayaraman, the Greater Chennai Corporation allotted Rs. 3.25 cr to provide reflective jackets for the workers. They also organised a meeting to discuss the issues of conservancy workers including strengthening grievance mechanism and around 64 workers later received sanitary workers' welfare board ID cards. Representatives of the waste management firm also reached out to take action on the issues mentioned in the article.

# Feedback and Comments

"Citizen Matters has taken providing relevant and in depth civic information to another level by arming readers on policy, legalities and such critical info. These master classes now give a Diamond cutting edge to organise oneself for civic understanding, due diligence, focus and campaigning.

Delighted to chair a master class last weekend and to see CM taking its role on informing, going in depth, or sometimes providing a quick Cliffs Notes on tough issues, creating insights, and ensuring a more holistic understanding. Enabling valuable action plans is a bonus."

- *Priya Chetty Rajagopal is a Bengaluru-based Executive Search Consultant, an impactful business person, and a citizen activist. She facilitated a masterclass on the topic of "understanding concepts and principles of civic engagement in cities" as part of the Civic Journalism for Changemakers programme (CJC)*

"The interactive sessions with the Citizen Journalists from across the country was a brilliant initiative. We got an opportunity to meet all of them virtually and have shared each other's experiences. Civic Engagement as we all know is a relentless and continuous process and all of us learn something new every single day. Citizen Matters is a forum where we get to share our good and bad experiences fearlessly and transparently".

- *\*Feedback from CJC participants was taken anonymously.*

**What fixing our own roads taught us about local democracy**

I haven't read a more sensible article in a long time, an enterprising step in the right direction and one that many of us from other woe begotten localities in Bangalore and perhaps India, must seriously look at to solve critical issues like flooding every year and road digging which has become a most unamusing joke. - Shyla Nair

**Earthquakes, fires or floods - How Chennaiites can lend a hand in times of disaster**

Brilliantly articulated…answers most of the questions one would ask?? - Raghukumar Choodamani

**How are India's metro rail systems faring?**

Excellent article with a lot of pertinent data. The painstaking research done by the author is evident. Wish to get in touch if the author can spare some time.- D T Devare

# Voices from the Community

[Growing up in an informal settlement in Mumbai](#)

*The stories of others seldom come to us straight, and when they do, they are often narrated in the voice of mediators – journalists, NGOs or the government. Anmol Tiwari lives in an informal settlement, like 42% of Mumbaikars. This was his story.*

**Here are some of the comments.**

This article is very relatable as because I am also one of them who belongs to a middle class family and gone through all these hard times in life.Our fathers are the one who work 12 hours struggling whole day just for us and our family.Thanks for your wonderful article. Keep on doing such things. - Pawan Maurya.

Thanks for expressing our feelings Anmol Tiwary. I'm also from this area - Harsh Chauhan

It's very nice reading this article because it not only just tells about your story but it also motivates youth , specially the middle class because it's like if you can so we can too but not only about writing the article but many more things so ya people like us can also achieve many things . Getting the article on 'MUMBAI CITIZENS MATTERS' is not a small thing so because of you many are getting motivated - Naveen



*Citizen Journalist Anmol Tiwari with his friends and neighbours.*

# Organisational Info

# The Team

We are humbled by the passion and commitment shown not just by the Oorvani team but the entire ecosystem of active citizens, supporters and well wishers.

We acknowledge our donor partners and collaborators who see value and meaning in our citizen-centric programmes. We are glad a number of committed organisations understand our motivations and our approach, and generously extend support to keep our work going.

Our partners and collaborators in 2022-23 included Rainmatter Foundation, Bengaluru Sustainability Forum, A.T.E. Chandra Foundation and Rohini Nilekani Philanthropies.



Pic: The team with performance storyteller Vikram Sridhar at the annual meet

The following were part of the team over the year: Satarupa Bhattacharya, TR Gopalakrishnan, Sravasti Datta, Pragathi Ravi, Bhanu Sridharan, Sandhya Bhat, Prachi Pinglay, Aruna Natarajan, Shobana Radhakrishnan, Padmaja Jayaraman, Saachi D'Souza, Sabah Virani, Savitha Ganesh, Ranjani Praveen Kumar, Lalita T, Geetha Ganesh, Arathi Manay, Deepa Vaishnavi and Nishanth C.

Trustees: Meera K | Meenakshi Ramesh | Ashwin Mahesh

# Financials

Oorvani Foundation

No.63, Abshot Layout, Vasanthnagar, Bangalore North, Bengaluru - 560051

Income and Expenditure Account for the year ended March 31, 2023

| Expenditure | Amount Rs. | Income | | Amount Rs. |
|---|---|---|---|---|
| Consultancy charges - Professional | 98,13,313 | Gross receipts | | |
| Consultancy charges - Freelance | 7,06,534 | Donations | 1,42,92,975 | |
| IT Expenses | 9,83,042 | Professional receipts | 1,09,000 | 1,44,01,975 |
| Accounting Charges | 1,87,500 | Interest on IT Refund | | 2,310 |
| Meals and Entertainment | 93,912 | | | |
| Office Expenses | 8,597 | | | |
| Printing and Stationery | 15,892 | | | |
| Travel Expenses | 1,02,669 | | | |
| Other Expenses | 3,000 | | | |
| Memberships | 10,000 | | | |
| Bank charges | 11,386 | | | |
| Depreciation on Property, Plant & Equipment | 10,103 | | | |
| | | | | |
| Excess of Income over Expenditure | 24,58,338 | | | |
| Total | 1,44,04,285 | Total | | 1,44,04,285 |

Date : 21.10.2023          for Oorvani Foundation

Place : Bangalore

For

OORVANI FOUNDATION

Trustee

To be read with our report
and notes of even date

for P.N.R. & Co.,

Chartered Accountants

Firm Registration No.

BANGALORE

(P N RAJASHEKAR)

Partner

Membership No. 022647

P.N.R. & CO.
Chartered Accountants
# 117/3, Fortune Square,
T 301 & 302, S.C. Road, Seshadripuram,
BANGALORE-560 020.

Current and former team members at the Annual team meet up, 2022

# Oorvani Foundation

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

Oorvani Foundation is registered as a charitable trust u/s 12 A of Income Tax Act 1961 Vide No. DIT(E)BLR/12A/H-257/AAATO4080E/ITO(E)-2/Vol 2013-2014 with effect from AY 2014-15.

Any donations made to Oorvani Foundation are exempt u/s 80G subject to limits prescribed under the Income Tax Act 1961. (Approval no. DIT(E)BLR/80G/12A/H-257/AAATO4080E/ITO(E)-2/Vol 2013-2014) with effect from AY 2014-2015.

Audited by: P N R & Co., Chartered Accountants, No 186/1, J.C. Complex Annexe, Sirur Park Road, Seshadripuram, Bangalore - 560020