

# Evaluation report on Public Grievance Redressal System in Karnataka

2009



Directorate of Municipal Administration  
GoK

# Evaluation report on Public Grievance Redressal System in Karnataka 2009

**Submitted to;**



Directorate of Municipal Administration,  
Government of Karnataka,  
Bangalore.

**Submitted by;**



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### ***About CMAK***

City Managers Association, Karnataka (CMAK) is a membership based professional body of City Managers' and Urban Planners, which works to strengthen and enhance the capacities of ULBs, UDAs and Association members in Urban Planning, Management and Development. We believe in effectively utilizing and encouraging the existing expertise in urban development with a focus on innovative practices, trends and concepts.

### ***Our Strategies***

Our strategies revolve around peer exchange programs; information sharing between cities and countries; professional development opportunities to local officials and members of the Association; partnership and alliances with different organizations, experts, researchers, practitioners, doers, thinkers and implementers.

### ***Advisory Support & Networking***

We support ULBs by providing advisory and technical assistance in Municipal finance, Infrastructure development, Project Management, Costing, Resource mobilization and Research. We also facilitate project planning and implementation and other selected areas of interest to ULBs.

### ***Training & Education***

Participatory, implementation-oriented training is our main focus area while we

endeavor to improve knowledge and skills for managing urban processes of today.

### ***Information Dissemination***

CMAK follows a multi-dimensional approach by facilitating national, regional and international workshops for capacity building. Seminars and city programmes are organised. We also develop and disseminate working papers, best practices documentation and other publications.

### ***Research Team***

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