



**Ministry of Local Government, Rural Development &
Cooperatives
Local Government Division
Local Government Engineering Department**

1.4 Guidelines for Preparation and Implementation of Mass Public Meeting

**Project Coordination Office
City Governance Project (CGP)**

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1. Introduction

Rapid urbanization accelerated by industry led economic growth has been taking place in Bangladesh. Potential of economic growth in urban area is worthy of notice. There are 335 Local Government Institutions which cover 8% of total geographical area of Bangladesh and 30% of total population, while it accounts for 60% of total national growth. On the other hand, negative impact caused by the dramatic change in urban area is observed. It is because the functions of municipalities and city corporations prescribed in Local Government (Pourashava) Act 2009 and Local Government (City Corporation) Act 2009 which are very relevant to the demand of city dwellers and urban development are not implemented in an appropriate manner. In order to improve the public services provided by urban local governments, several urban development projects are/were implemented by LGD and LGED with financial assistance of different development partners and government own fund. Based on the experiences gained through implemented projects, effective activities for improvement of urban governance have been formulated as a program, and well accepted. The urban governance improvement programs have been implemented to ensure good governance of those urban local government institutions namely Paurashava for equal, social harmony and planned development. Initiating urban governance improvement, LGD and LGED with financial support of JICA commenced a project named City Government Project (CGP) in 5 City Corporations.

2. Justification

Interaction and deliberation between CC and citizens are essential process to establish good governance. WLCC, CSCC and other activities such as GRC and CRC are effective tools for deliberation with citizens, but the number of people involves is limited. Mass public meeting is another unique activity initiated by Narayanganj City Corporation Mayor. General public are invited to the meeting to disseminate and deliberate some selected issues, policy, large scale development project which can affect citizens' life. Holding discussion with mass public, CC will be able to create atmosphere that citizens are part of planning and provision of public services. It can also help CC disseminate information regarding their services.

Mass public meeting initiated by NCC is recognized one of successful approaches to communicate with citizens. Applying the approach, CGP formulated the activity of Mass Public meeting as a activity of ICGIAP. The detail procedure and preparation should be instructed by the Mayor of each CC. The guideline can be used as a model.

3. Relevant Issues of ICGIAP

3.1 Areas/ Activities: Meeting with Mass Public “ ” of City Corporation.

3.2 Tasks of ICGIAP

Mass public meeting is to discuss with, and collect opinion from mass people concerning some issues in CC. Through the meeting, CC get feedback from public to improve the service delivery of CC following the steps below;

Task 1: MCC selects issues to be discussed in mass public meeting

Task 2: The issues are examined by standing committee of communication, and approved by CSCC, and City Parisad

Task 3: Inform to Citizens one month before

Task 4: Organize logistics

Task 5: Hold public mass meeting (discuss the issues and propose resolutions)

Task 6: Collect questionnaire on public mass meeting

Task 7: Produce report on discussion, resolution and result of questionnaire, and display through e-governance system

Task 8: MCC makes plan of public mass meeting with specific budget for next year

3.3 Action By: Mayor / Secretary / Public Relation Officer

3.4 Time frame:

■ Task 1-7: by mid and end of every year

■ Task 8: By end of every fiscal year

3.5 Indicators:

1st Performance Review (PR1) : Mass public meeting held at least twice a year

2nd Performance Review (PR 2) : Report on Mass Public meeting produced, and displayed

4. Objectives

- Disseminate the information among mass people regarding public services
- Explain some significant decisions taken by CC such as vision, policy and large scale development project for citizen's feedback
- Collect feedback regarding public services in CC's jurisdiction for setting the new strategy for further improvement
- Answer to the citizen's feedback collected in previous Mass Public meeting

5. Relevant Organizations, Stakeholders and their role

5.1 National Agencies

In the mass public meeting, CC discusses issues on public services in general. In other words, there may be some issues that require coordination with other service providers. National agencies are expected to participate in the mass public meeting, and if necessary, they answer to the people's request, feedback and questions.

5.2 Private Sector, NGOs and Associations

Representatives of associations, cooperatives and any other organization of private sector are also invited in the mass public meeting. Their roles in the meeting is to raise critical issues in operating their business, opportunities to be expanded by public services, potential business to be operated with CC. They may also give their feedbacks on the public services given by CC and other public service providers, policy taken by CC and development plan such as IDP formulated.

6. Necessary Tasks and Procedure

Mass public meeting is to discuss with, and collect opinions from mass people concerning issues raised by CC. Through this meeting, CC gets feedback from public to improve the service delivery of CC following the steps below;

6.1 Selection of Issues to be discussed

CPU proposes relevant issues to be discussed in mass public meeting. Example of items or issues to be discussed are described below;

- Vision of CC, when it is in the process of revision

- Critical issues to be solved, feedback from citizens and other participants
- Policy formulated by CPU
- Large scale development project; explained in the preparatory stage
- Feedback to the issues, questions and needs raised by participants in the last mass public meeting

Each CC is supposed to hold two mass public meeting in a year. In order to make the two meetings consistent, CC may set agenda for collecting comments and ideas on and disseminating future activity or significant decisions in the first meeting, and for providing feedback from CC in the second meeting.

6.2 Declaration of Mass Public Meeting

The meeting date may be declared by MCC through different media and tools like display on notice board, SMS delivery, radio, TV, social media, website, announcing through microphone, poster and banner hanging in significant places etc. so that mass people can be inspired to participate the meeting and raise their voices through open question.

6.3 Logistics

Necessary logistic support is an important part for meeting arrangement. Some key issues may be mentioned here below:

- ◆ **Environment friendly meeting place selection:** A suitable open place should be selected with some mandatory facilities like big space for thousands of people, middle point of CC for ensuring much more participation, solitary place for information sharing etc.
- ◆ **Sitting arrangements:** Entry and outgoing gate should be separated for effective discussion. Separated sitting arrangement should be for women and men. Volunteers may be kept for making the meeting place more discussion friendly.
- ◆ **Sound system:** Sound system should be arranged for speakers on the stage and participants, and checked before the start of meeting.
- ◆ **Decoration:** Decoration should be devised according to the season or weather. For instance, in summer, ensure electricity, fan and shed are needed for comfortable environment. Dry or winter season will be preferable in terms of meeting environment.
- ◆ **Electricity:** For mass people gathering, electricity and its backup by generators must be ensured during meeting.
- ◆ **Moderator:** One or two experts in participatory facilitation should be nominated for conducting whole session.
- ◆ **Others logistics:** Note keeper, necessary papers, documents, chalk, board, pencil, stapler, pin, vipp card etc. should be kept in available.

6.4 Program of Mass Public Meeting

A sample outline of schedule proposed below:

Mass public meeting of XXX City Corporation (CoCC)

Objective/ purpose of meeting:_____

1. Date:
2. Venue:
3. Special guest:
4. Chairperson:
5. Highlighting / Key areas of meeting

Program Schedule:

SL	Contents	Time	Facilitating process	By whom
1.	Inaugural Session	9:00-9:30	lecture	Name and designation
2.	Budget, tax payment and Q&A	9:30-10:30	Power-point presentation	Name and designation
Tea Break (10:30-11:00)				
3.	Special topic 1 and Q&A	11:00-12:00	Talk show/ debate system	Name and designation
4.	Special topic 2 and Q&A	12:00-13:00	Power-point presentation	Name and designation
5.	Way forward and closing remarks	13:00-13:30	lecture	Name and designation

Though it may not be possible to make time for deliberation on those issues, if possible, CC can nominate representatives of any organizations who can represent needs of a group of people such as slum dweller, women, teacher, journalist, commercial association, developers, industrial business persons, etc.

6.5 Collection of Questionnaire

Questionnaire is distributed after the mass public meeting according to necessity. In order to make the data processing work simple, it is recommended that questionnaire should consist of simple questions. Sample of questionnaire is given as Annex I.

6.6 Report of Activity

Report on mass public meeting should be prepared by MCC, examined by relevant standing committee and submitted to PIU. Sample format for the report is attached as Annex II.

6.7 Planning of Mass Public Meeting

Planning is the process of thinking about and organizing the activities required to achieve a desired goal. Planning involves the creation and maintenance of a plan. Pre planning helps to make a meeting much more organizing, systematic and output oriented. It is related to well organizing, managing, budgeting and also thinking.

7. Implementation Schedule

S	Actions	Person in charge	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
L														
1.	Selection of n Issues to be discussed	Person in Charge												
2.	Declaration of Mass Public Meeting	Person in Charge												
3.	A sample outline of Mass Public Meeting	Person in Charge												
4.	Collection of Questionnaire	Person in Charge												
5.	Report of Activity	Person in Charge												

8. Cost of Implementation (if necessary)

MCC will prepare a budget annually. A sample budget is given as Annex III for ready reference. After closing the CGP project the budget will be continued for arranging the Mass Public meeting.

Annex I Sample of Questionnaire

Questionnaire on Mass Public Meeting and Public Services

Question-1

Are you satisfied with the contents of mass public meeting?

Yes / No

Question-2

Are you satisfied with time schedule of program in mass public meeting?

Appropriate / Long / Short

Question-3

Are you satisfied with facilities and arrangement of this meeting?

Good / Acceptable / Poor

If “poor”, what facility or arrangements are poor?

Question-4

Do you think that it benefits people to discuss issues in mass public meeting?

Yes / No

If “No”, why do you think so?

Question-5

On what topic do you want CC to discuss in the future mass public meeting?

Question-6

Please give priority to the sectors of public services to be improved (fill up number according to priority);

Priority	Service Sector
	Water supply
	Road communication
	Waste management
	Traffic light
	Urban planning
	Education
	Health
	Sanitation

Annex II Sample of Report format

Report on Mass Public Meeting

XXX City Corporation

DD/MM/20XX

1. Summary of Activity

2. Agenda of Meeting

List up the agenda of meeting.

Describe why CC selected these agenda for this meeting

3. Comments on the Event

Collect comments from Mayor, guests, representatives of stakeholder organizations on the mass public meeting after the event.

Name	
Designation	
Comments	
Name	
Designation	
Comments	
Name	
Designation	
Comments	

4. Feedback from Public

Describe questions, comments, claims given by public on each agenda

Agenda 1:

Name	
Designation	
Comments	
Name	
Designation	
Comments	

Agenda 2:

Name	
Designation	

Comments	
Name	
Designation	
Comments	

5. Proposed budget and actual expenditure

ITEMS	PROPOSED BUDGET	EXPENDITURE

6. Summary on Result of Questionnaire

Summarize result of questionnaire, if it is done.

7. Participants

Category of participant	Organizations	Name
Invited guests		
National Agencies		
Private sector		
NGOs		
Other organizations		

Annex III Sample budget for mass public meeting

Number of Participants: 1500

SL	Description/Expenditure	Taka
1	Decoration for public sitting arrangement	70000.00
2	Sound system	10000.00
3	Banner	3000.00
4	Budget publication/Printing	100000.00
5	Invitation card	15000.00
6	Recitation from 3 different religious community	3000.00
7	Snacks (Minimum)	50000.00
8	Miscellaneous	10000.00
Total-----		261000.00

-----End-----