

Salient features of the discussion

- Implementation is a problem due to lack of shared vision, there is a need to go from vision to strategies and strong evaluation for learning.
- A communication strategy of benefits of public sector projects is very important for people's acceptance *to* even endure during inconvenient times of the project. In this regard the Delhi metro was sighted as a glaring example.
- There is communication in lower levels of government and also among this level and citizens due to individual and community will but communication in higher level like between ministries is an issue.
- There is a need to look into existing values rather than incorporating definitions from the west.
- There has to be an excellent system of records keeping and access to such records, for that instance single window approach of Karnataka's government E-governance cell is an example.
- Many of the problems of misdiagnosis happen because of lock-in of institutional legacy.
- Situation analysis of resources within a context like a resource inventory of an area should be done instead of increasing transaction costs.
- Research should look into group modelling like in this project coupled with simulations for case studies to enhance shared vision.
- Lack of institutional framework and resources to incorporate recommendations from climate research in sub-national levels.
- There is a need of a common language across line departments and while communication with citizens in order to avoid plurality of interpretations.
- Communication strategies should be designed for an evolving context to understand changing aspirations and new meanings of ecosystems as they emerge
- Instead of discarding studies from certain agencies outside the government, there is a need for compilation of all studies for a holistic understanding.
- Trust is required to maintain communication and that can come by meeting again and again. Thus an enabling environment is needed for such informal meetings in specific contexts instead of formal communication channels.
- An enabling environment is also required for the government officials to steer clear from motivated complaints for public service as this adds on to the mistrust from citizens.
- There is a need for respect of policy decisions, it has to be evaluated after implementation but questioning after formulation needs to be checked.
- There is a tendency of public agencies not trusting the inputs from the citizens because it is difficult to incorporate citizens' views unless it is statutorily required.
- Mistrust is a function of labeling as well as complexity; it is basically misdiagnosis and lack of knowledge that is driving mistrust.
- Role of media, social media, community radio should be looked into for enhance the interface between government and citizens for reducing mistrust.