

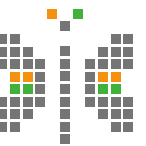
PROJECT INVOLVE: INCLUSIVITY THROUGH CITIZEN ENGAGEMENT



‘Sapnon ka Sheher’: Citizens Shaping their Cities’ Future

MENTORS: Dr. Rajesh Tandon, PRIA
Dr. Kaustuv Bandyopadhyay, PRIA

Group Members: GULSHAN, SREENANDINI, MAYANK AND NANDINI



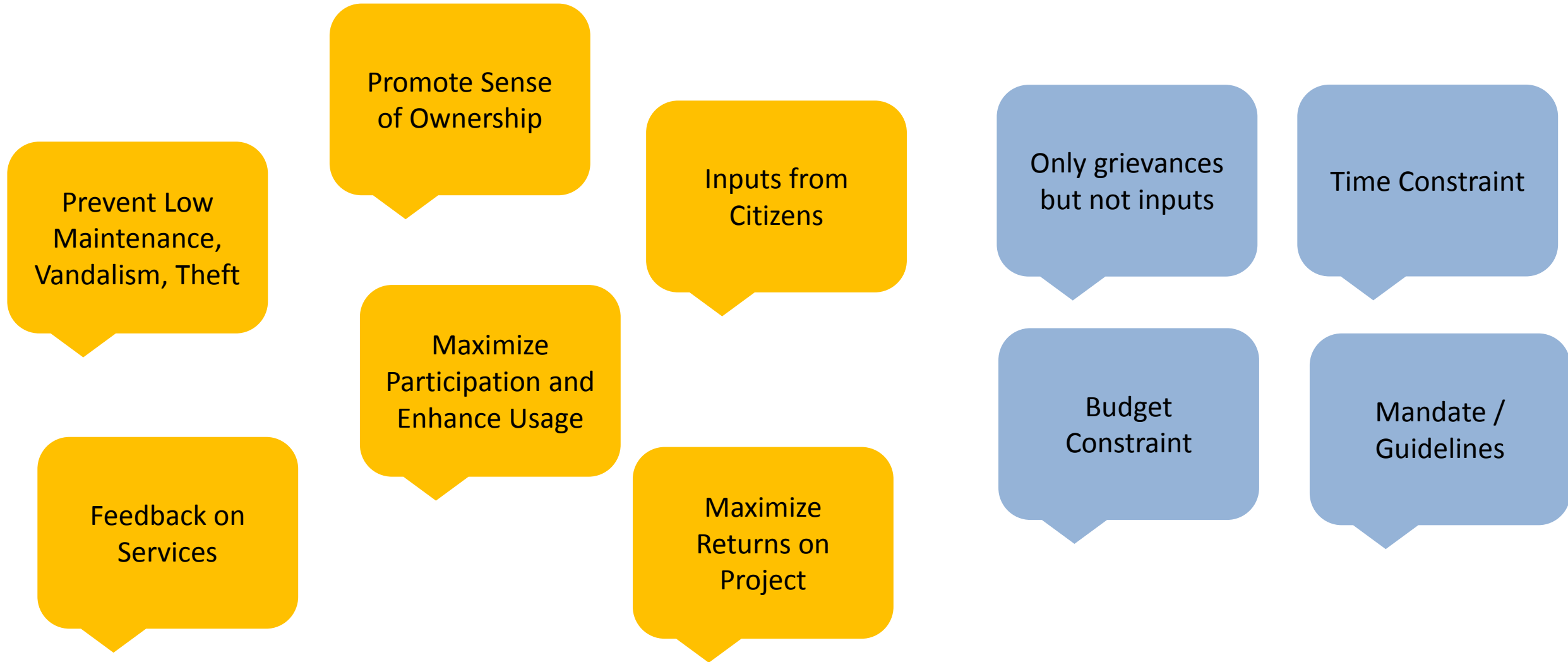
Smart City

MISSION TRANSFORM-NATION

India Smart Cities Fellowship Programme

Project Involve#

CITY OFFICIALS



CITIZENS

Request up-to-date Information on city projects

People who have special needs may be unable to access to digital

Submit Feedback and Grievances

Complicated Feedback Submission Mechanism

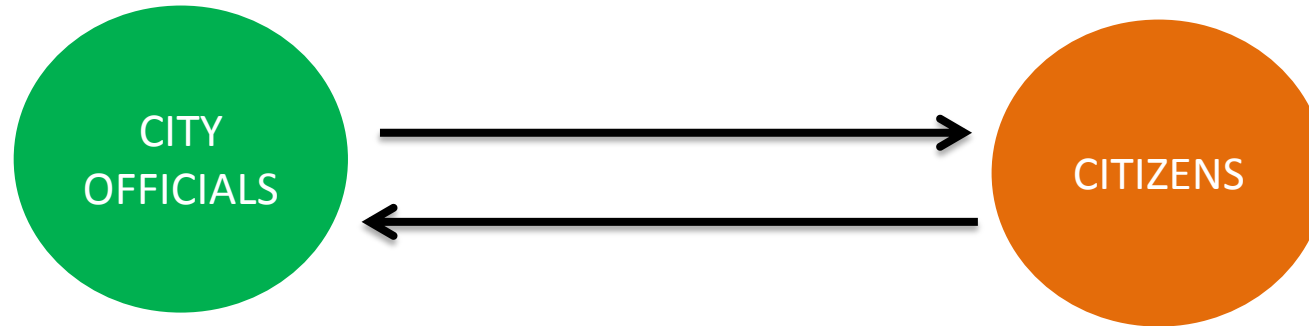
Inefficient Communication Channel- Special needs, Senior Citizens, BPL etc.

Regular Communication Loop

Want to participate in the cities development

Lack of Information about engagement methods and projects

Lack of Communication Loop



Enabling the Municipalities to engage with the diversity of citizens

Similarities and overlaps in motivations of both groups

Considering citizen diversity, time and budget limitations, what is the best mode of citizen engagement by city officials?

- a) City officials can leverage **citizens' knowledge** about their neighborhood and city; it will be a missed opportunity for city authorities to not to **tap this knowledge**.

- b) Government and private sector **resources will be limited** to address the enormity of city's problems today. City officials can **tap into the voluntary spirit** and contributions from the citizens.

- c) Citizens can mobilize enormous resources (expertise, money, time, etc.) **if their contributions are valued by city authorities** and a proper mechanism is in place.

Build inclusive cities by institutionalizing local government and citizen partnerships

BENEFITS

Bridging the gap between
citizens and city officials

EXPERIENCE

1. Create a sense of ownership
2. Mitigate threats to effective service delivery
3. Create a feedback loop

FEATURES

Interactive Online and Offline
Toolkit based on the needs of
diverse citizenry

AIM

To reinforce and promote sustainable inclusive methods of citizen engagement within an urban institutional framework

OBJECTIVES

- **Assess the extent, quality and modes of citizen engagement in the Smart Cities Mission (SCM)**
- **Create a mechanism for institutionalizing citizen engagement**
- **Develop a Toolkit to analyze usage patterns of completed projects**

OBJECTIVE 1: Assess the extent, quality and modes of citizen engagement in the Smart Cities Mission

Study Existing Practices of Citizen Engagement

Literature Review of existing & previous practices in India like SCM, Bhagidari Scheme and other practices by CSOs for city-wide participation

1. **Achievements & Limitations** of existing and previous engagement methods

2. Document **Best Practices** from SCM, other National Models and also practices of **stakeholder specific participation**

3. Integrate **Global Practices**

Preliminary Interviews:

1. Smart City **CEOs & CDOs**
2. Urban Sector **Experts**
3. Other **Experts** from the **Mission**

Citizen Engagement in the Challenge Phase of **SCM** through Smart City Plans (SCPs)

Integrated Database to make Informed Decisions for selecting **3 to 5 sample cities** for primary research

Collating Data of 100 smart cities on **3 parameters:**

1. Socio-eco Profile
2. Project Categories & Milestones
3. Modes of Citizen Engagement

Data Sources:

1. Census 2011
2. NSSO 68th Round
3. SCM MIS Data March 2019
4. 100 SCPs

Analysis on 4 Parameters:

1. Geographical Location
2. Socio-eco Profile (Population and Slum Population)
3. Completed Projects
4. Modes of Engagement

Categorizing on the basis of Geographical Locations

1. North-east
2. East
3. West
4. North
5. South

Conduct a **Pilot Study** in **NDMC Area** to test Research Tools & Hypothesis

Final 5 cities Selected:

1. **Kohima** (North-east)
2. **Bhubaneswar** (East)
3. **Kalyan-Dombivali** (West)
4. **Ajmer** (North)
5. **Belgaum** (South)

Giving **Scores** on the basis of **Modes of Engagement**

Analyzing the **% of Projects Completed**

Analyzing the **% of Slum Population**

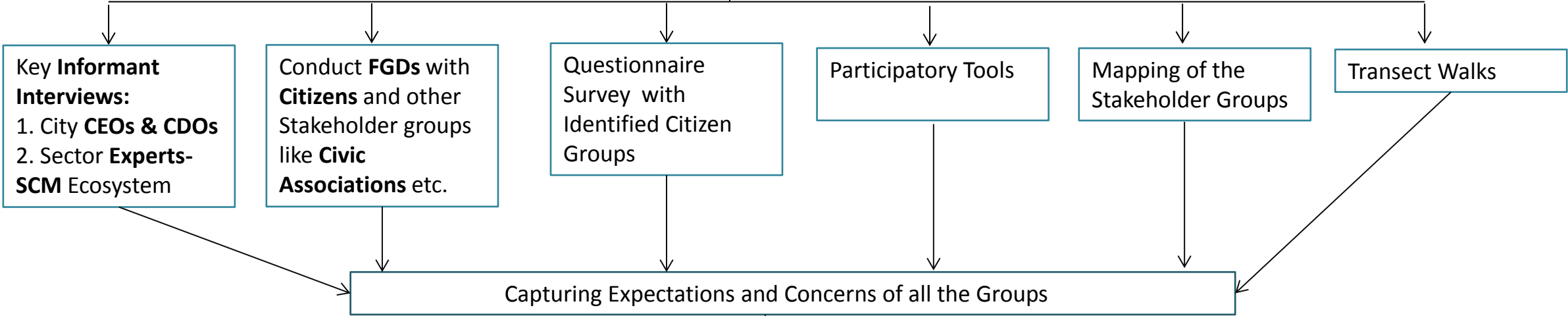
Calculating the **Median and Quartiles (Q1 & Q3) of Population Data**

DELIVERABLES:

1. **Selection of Cities**
2. **Integrated Database**
3. **Framework for Pilot Study in NDMC**

OBJECTIVE 2: Create a mechanism for institutionalizing citizen engagement

Field Visit in the Sample Cities for Primary Data Collection

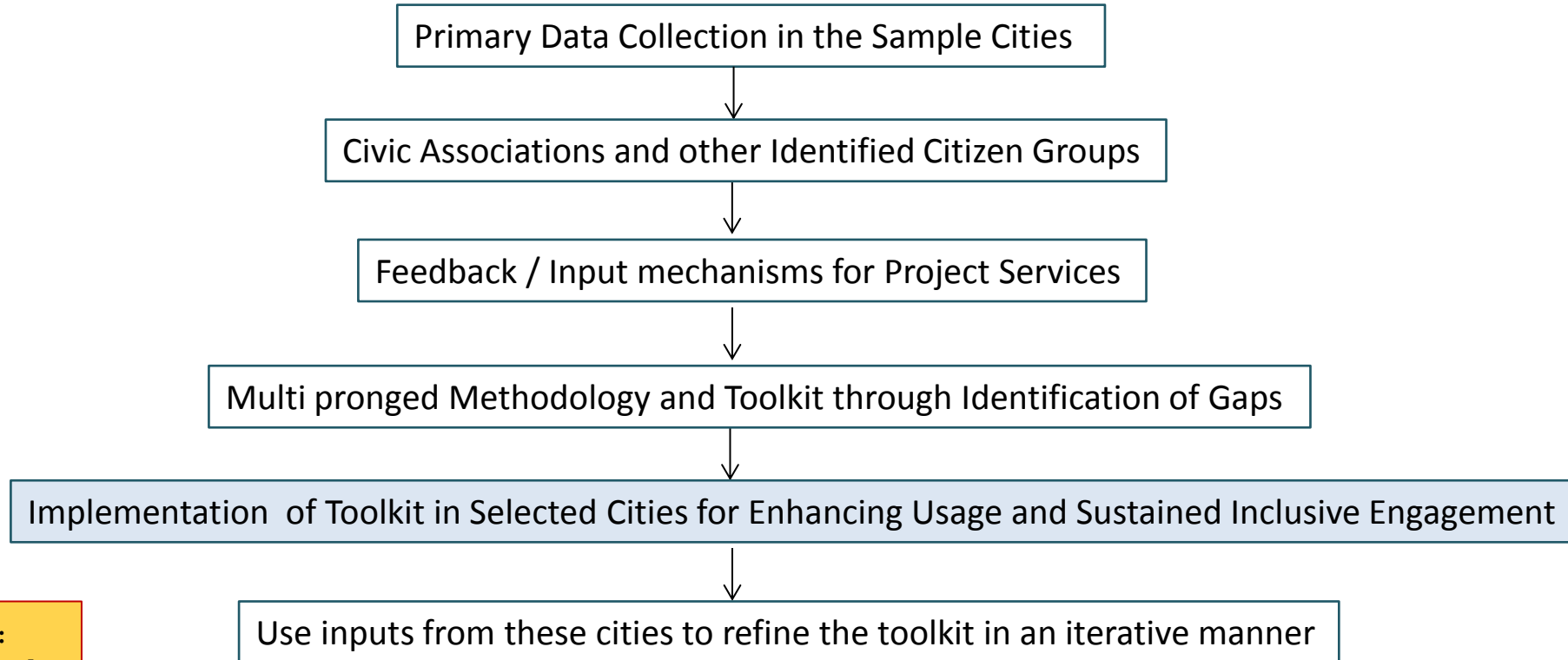


Capturing Expectations and Concerns of all the Groups

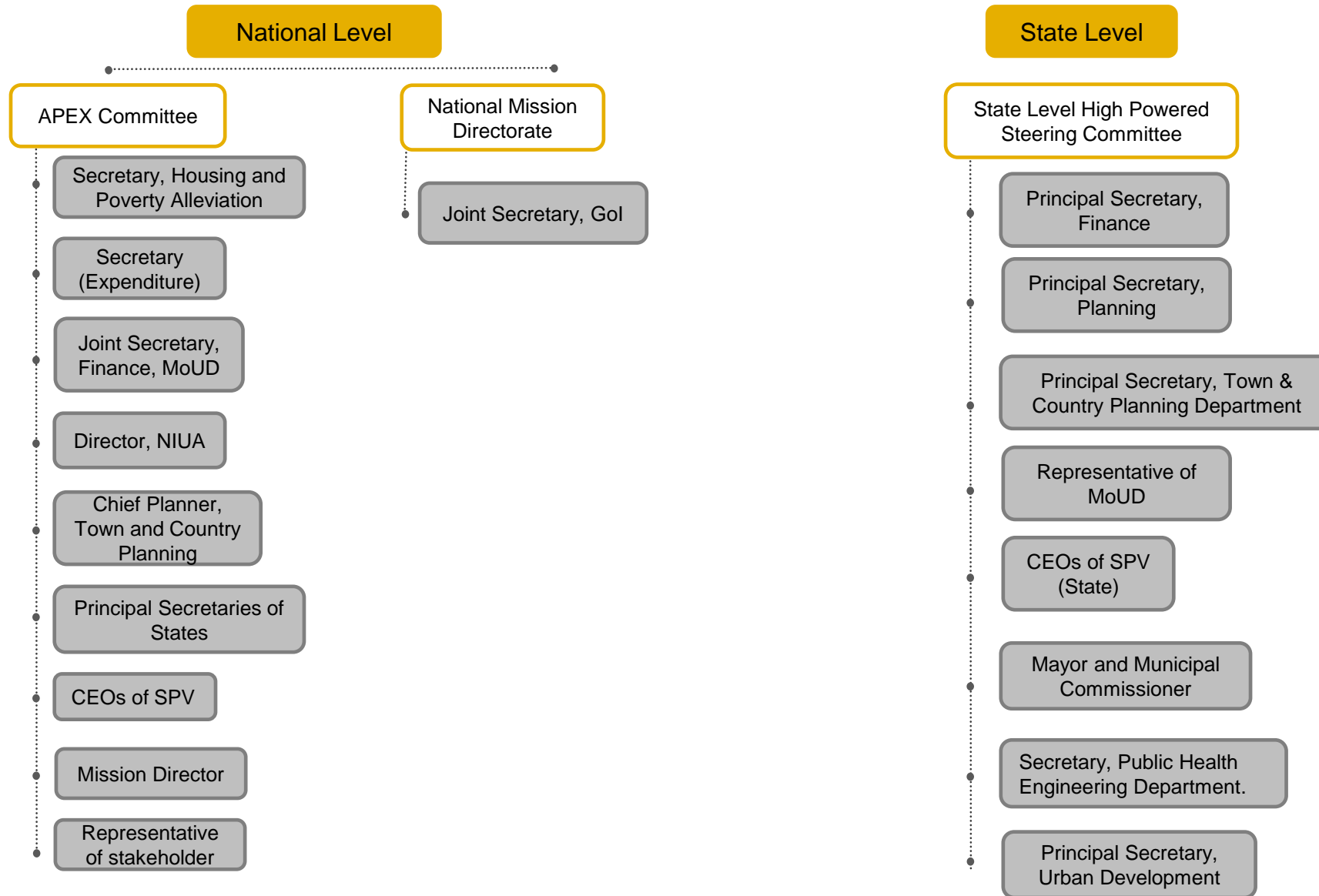
Create Frameworks / Dashboards / Interactive Modules for expanding City Officials' Capacity towards Citizen Engagement Initiatives

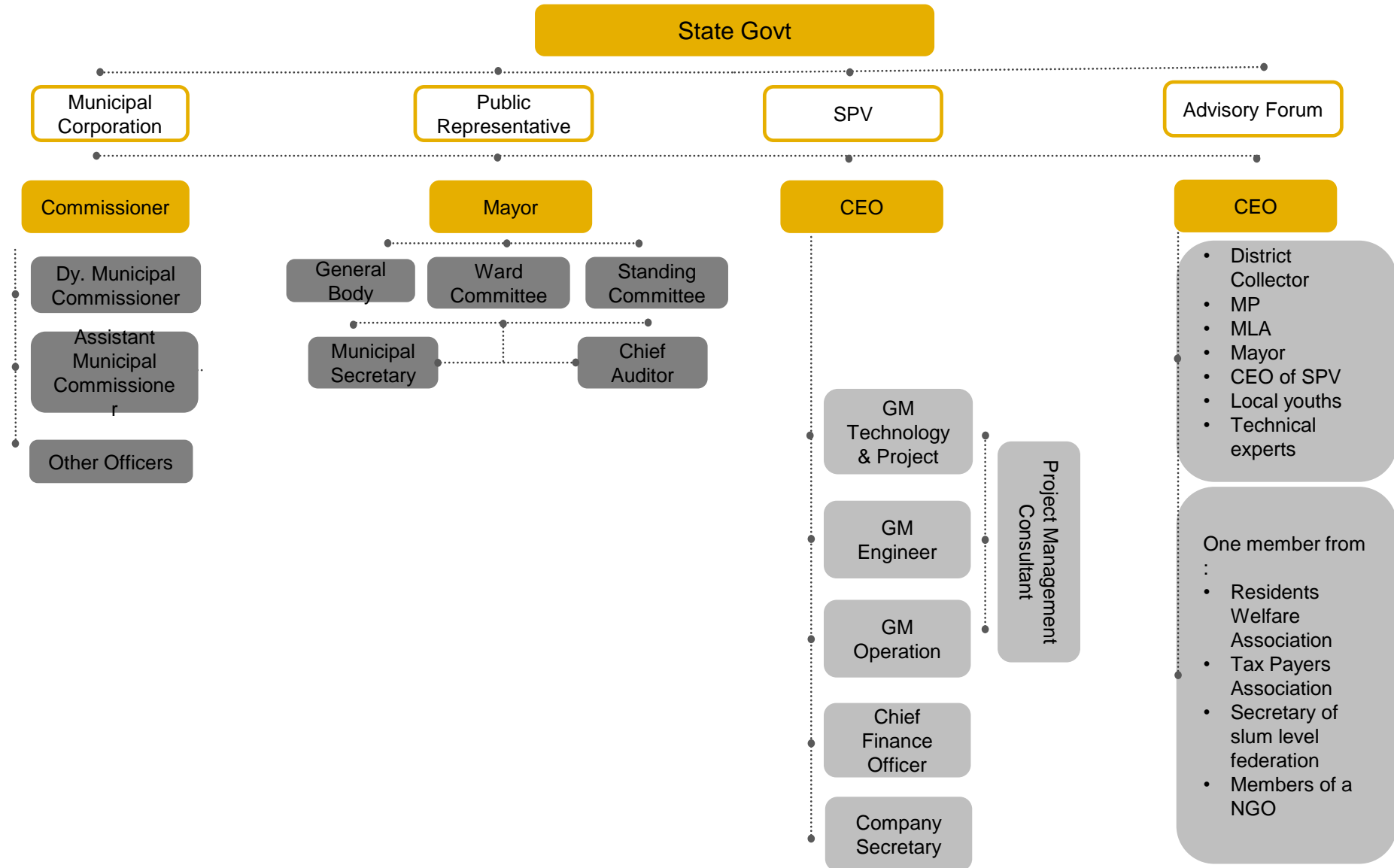
Implementation of the Toolkit in the Selected Cities for Institutionalizing Citizen Engagement

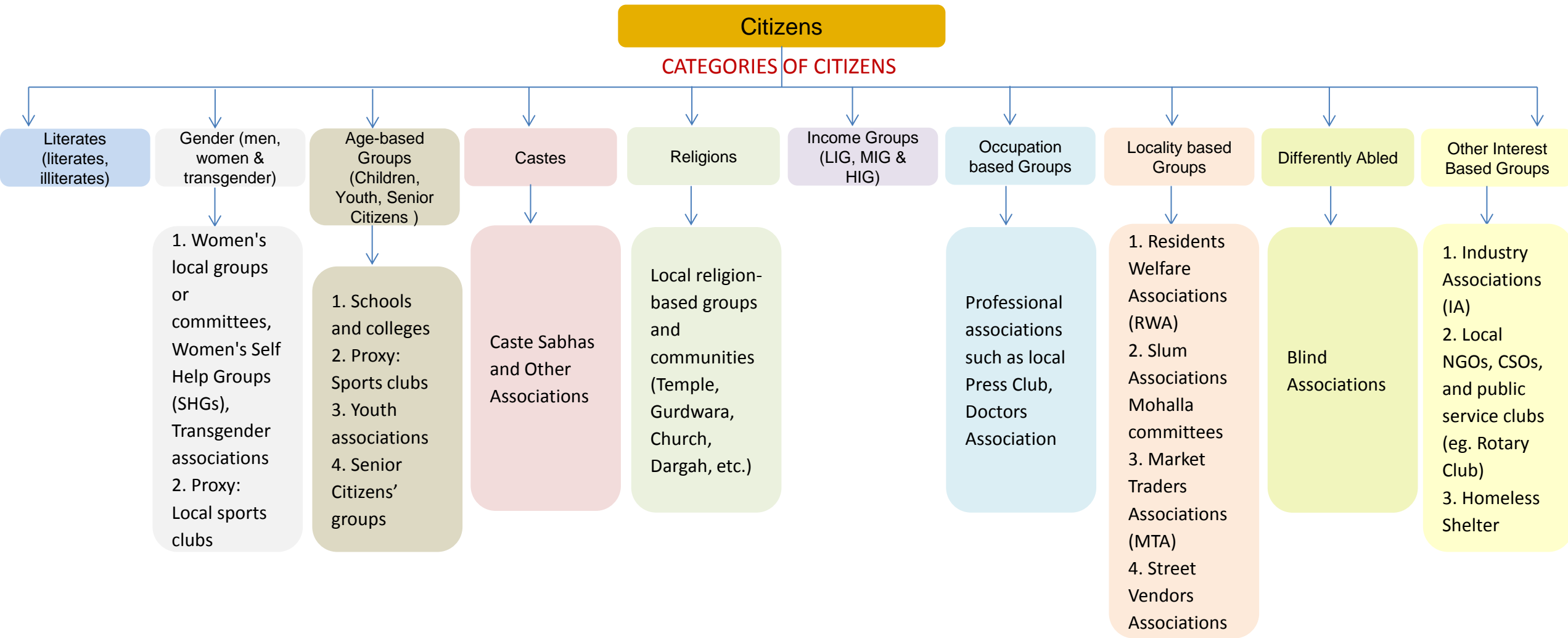
DELIVERABLE:
Toolkit (Both Offline and Online in order to overcome Digital Divide)

OBJECTIVE 3: Develop a Toolkit to analyze usage patterns of completed projects

DELIVERABLE:
Toolkit / Framework
for Assessing Usage







Based on our field findings and review of literature, we will suggest modes of engagement appropriate for diverse categories of citizens

Objective	Activity	Output	Key Performance Indicators	Q - I			Q - II			Q - III			Q - IV		Deliverable	
				Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan 2020		
Planning Stage and Secondary Data Collection																
Assess the extent, quality and modes of citizen engagement	Meetings with sector experts and project mentors	Suggestions received for project conceptualisation	Number of meetings held												Integrated Database (including comprehensive and comparative review of 100 SCPs, city profiles and other isolated datasets)	
	Literature Review	Case studies, best practices documented	Review of literature map and associated document													
	Review 100 SCPs and analyse data	Data recorded in stipulated format	Work in progress report/ file													
	Create database for mat															
	Stakeholder mapping	Stakeholder hierarchy	Review of stakeholders and associated document													
	Create research tools	Research tools created and tested for sample cities	Research tools validated (e-copy of tools to be used submitted)													Toolkit for stakeholder engagement
	Pilot research tools in select city	Initial results and case studies recorded														
	Analyse results of pilot and modify research tools as required	Project documentation														
	Literature review, stakeholder consultation, database protocols and project methodology documentation															
	Stakeholder Engagement & Primary Data Collection															
Contact & propose project to sample cities SPVs	Primary Data Collection	Preliminary research findings (including number of cities visited; city officials, experts and citizen groups consulted; FGDs held)														
Interview CEOs, CDOs, expert consultants																
Conduct FGDs with civil society & non-governmental organisations																
Data entry and analysis																
Use inputs from analysis to create use-cases for dynamic tool kit	Use case formulation	Summary of use cases to be submitted														
Collect data on selected services from SPV	Sector specific project documented	Report on findings (secondary data, inputs from experts and data files)														
Conduct interviews with industry experts for project specific solutions																
Data cleaning, visualisation & interpretation																

Objective	Activity	Output	Key Performance Indicators	Q - I			Q - II			Q - III			Q - IV		Deliverable
				Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan 2020	
Solution Implementation Stage															
Create a mechanism for institutionalizing citizen engagement	Feeding inputs to create/ finalise use cases	Solution formulated	Number of cities visited												
	Use finalised use cases and integrated database to create dynamic tool-kit	Dynamic advisory and participatory tool-kit for citizen engagement drafted	Access to & demonstration of dashboard (if/ where required)												
	Tool-kit pilot (NDMC)	Tool kit implemented in sample city (or cities)	Preliminary report on pilot of tool-kit												
	City visits to implement advisory in sample cities														
Develop a Toolkit to analyze usage patterns of completed projects	Ideate project specific solutions through interviews with sectoral experts and ministry inputs; propose design &/ pricing solutions, if any	Project/ service specific solutions to improve citizens' usage of project implemented	Preliminary report on pilot of solutions; any data submitted by SPVs post-implementation												
	Report findings of primary data collection and analysis of project														
	Implement project/ service specific solutions in 1/ more cities														

		Solution Documentation Stage														
Implement project/ service specific solutions in 1/ more cities Monitor data on usage of tool-kit and solution through stakeholder engagement Document methods used, learnings and challenges faced in the project duration Finalise literature review, benchmark studies and global best practices Integrate findings in consolidated report after inputs from mentors and key informants	Project deliverables implemented in additional cities														Consolidated dynamic (advisory + participatory) dashboard for officials & citizen groups	
	Project Involve Consolidated report	Implementation report (including number of stakeholder meetings, number of events held, number of seminars/ portal discussions, reports generated on the dashboard)														

- ❑ No sense of **ownership** among all citizens
- ❑ Low usage of services bring in lesser **revenue** / returns
- ❑ Lack of ownership may result in low **maintenance** , **destruction**, **vandalism** and **theft**
- ❑ Uneven development of infrastructure in the city leading to **skewed usage**
- ❑ Prone to **exclusion** of certain marginalized and vulnerable groups



Dr. Rajesh Tandon,
Founder –
Participatory
Research in Asia

Dr. Tandon is an internationally acclaimed leader and practitioner of participatory research and development. Dr Tandon has nearly four decades of work in articulating, elaborating and facilitating philosophical and methodological issues of participatory research and popular participation in India, South Asia and across the world and has authored more than 100 articles, a dozen books and numerous training manuals on these themes.



**Dr. Kaustuv Kanti
Bandhopadhyay,**
Director –
Participatory Research
in Asia

With more than twenty years of professional experience with university, research institution and civil society, Dr. Bandhyopadhyay has led and managed a number of domestic and international research and action learning projects on citizen participation, social accountability, civil society development and democratic governance in urban and rural contexts. He is currently serving on the Executive Committee of LogoLink - a global network on citizen participation and local governance.

TEAM COMPOSITION



Gulshan Banas aims to contribute her theoretical training in governance, citizenship, state politics, and urban sociology as well as methodological training in social research in all aspects of design, data collection and analysis, and implementation and review of the project.



Sreenandini Banerjee aims to contribute her ideologies to this project perceived from Urban Planning and Social Sciences and also her past working experience in Project Management Consultancy . Her understanding on the role of citizens in city planning can help in proposing the frameworks, implementation and the review of the project. Also, the tools for data collection studied during the social science course, will strengthen the planning of this project.



Mayank Saravagi aims to contribute his theoretical training in urban management, governance, citizenship, urban mobility and public finance in framing of the project. Involve in designing framework, data collection and analysis, and implementation and review of the project.



Nandini Bhattacharya has experience in project management and has completed research projects as part of her master' s degree requirements. In this project, Nandini is looking forward to contributing through research design & analysis, stakeholder engagement and designing pricing frameworks.

Thank You for your Attention...



OPEN FOR DISCUSSION