TEAM INVOLVE
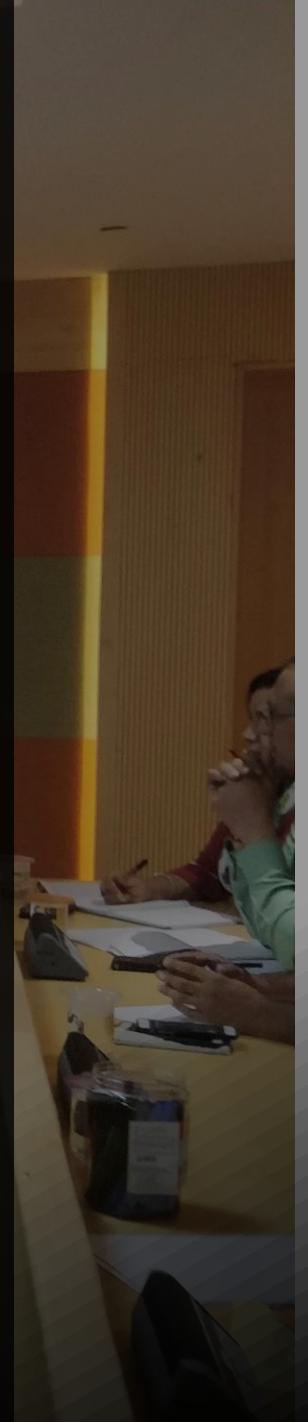
Engaging People for Inclusive Cities

(EPIC)

Redefining Public Engagement in India

For officials & citizens, engagement means -

Officials

Following Mandates & Guidelines

Maximising participation & returns

Receiving Feedback / Inputs

Reducing Vandalism

Citizens

Closing the communication loop through information requests & submitting feedback

Participating in cities' development

Serving the needs of the specially abled and senior citizens

But the challenges are -

Budget Constraints

Time Constraints

Deal with Negative Feedback

Complex Feedback Submission mechanism

Inefficient Communication methods which don't reach Special needs & BPL individuals, Senior Citizens, others

Lack of Information about engagement activities

Successful Citizen Engagement would mean -

Mandates

Complying with missions and government initiatives that mandate engagement

Create Ownership
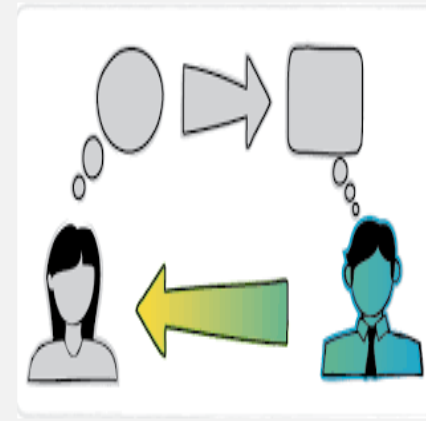
Engaging the community in projects to build a sense ownership

Receive Inputs

Projects that can be developed and target their users more efficiently with inputs

Communication Loop

Engagement programs that would let people relate with public officials and administrators to voice their concerns
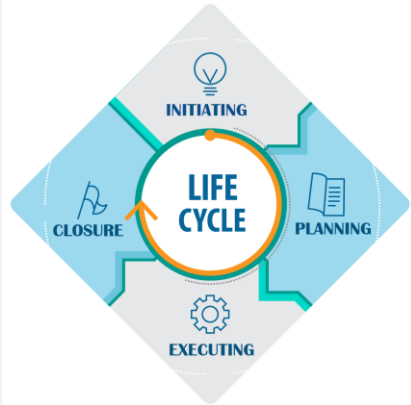

Serve special needs

Different stakeholder groups, especially among vulnerable, elderly, marginalised & special needs groups would be served

What's the problem?

Multiplicity of channels

Despite the existence of **multiple channels of communication** between citizens and civic officials, sustained and meaningful engagement **is low**.

Inadequate Participation

Consultation is required at **all stages of project life cycle**: ideation, planning, implementation & monitoring

Budget & Time Constraints

Limited in terms of budget and time by the city officials, **effective modes of citizen engagement** are often not considered

Exclusionary City Planning

Diverse citizenry and their occupations are not being considered leading to exclusionary planning

Low Citizen Usage

Usage of citizen friendly projects is low due to **poor maintenance and inadequate infrastructure**

Let's fix it, shall we?

1

Identify your goals, your partners & your tools

2

Watch the results flow!

Simplify engagement methods

Identify your goals

Simplify

Identify

Pick up

Partner up!

Pick the right tools

Choose your stakeholders

Presenting EPIC

A unique, one-stop toolkit for all your citizen engagement & monitoring needs

OUR PRODUCT

DATAHUB
Aggregated demographic and socio-economic data for 100 Smart Cities
→

ACTION PLAN
Detailed instructions for creating your own citizen engagement campaign
→

RESOURCES
List of resources required for framing the advisory Indian Frameworks...
→

CITY INDEX
Check your resource availability with the City Index
→

Four features lead to one easy

Solution!

Why EPIC?

UNIQUE

o Instantly delivers **an implementable action plan for cities** including budgets, targeted audiences, engagement tools & much more

TESTED

o Methods suggested have been **thoroughly tested in Chandigarh Smart City** – leading to a unique set of use cases

AUTHENTIC

o Using data derived from the Census of India, NSSO, District Census Handbooks, World Bank, OECD and other sources to make a **ready-to-use dynamic resource** while meeting global benchmarks for citizen consultations.

ACTION PLAN

With a click, you find an **IMPLEMENTABLE SOLUTION** for cities showing what works and what can work better in your engagement systems

Featuring an ACTION PLAN: Allows a user to filter by city, project life cycle stage, engagement activity as required.

RESOURCES

o Tested tools such as CUSTOMISABLE Surveys, Mobile Applications & others

o Monitoring & Evaluation formats with indicators for SUCCESS

o GLOBAL frameworks and the most widely used GUIDELINES issued in India & more!
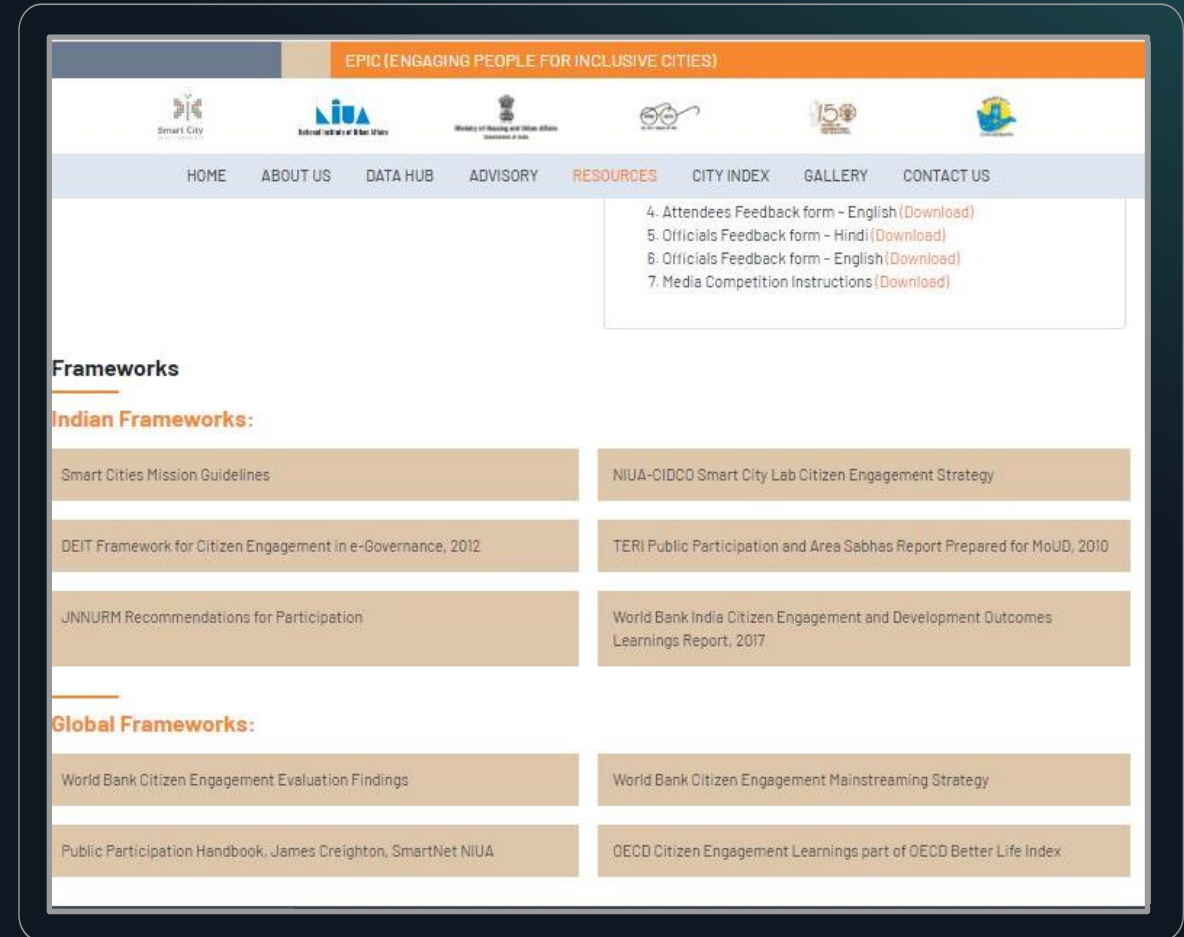
INTEGRATED DATA DASHBOARD

○ DATAHUB: Assess demographic data for 100 Smart Cities and make a ready-to-use dynamic plan.

○ Plus, the ENGAGEMENT SCORE shows how each city fared during the Smart City Challenge phase.
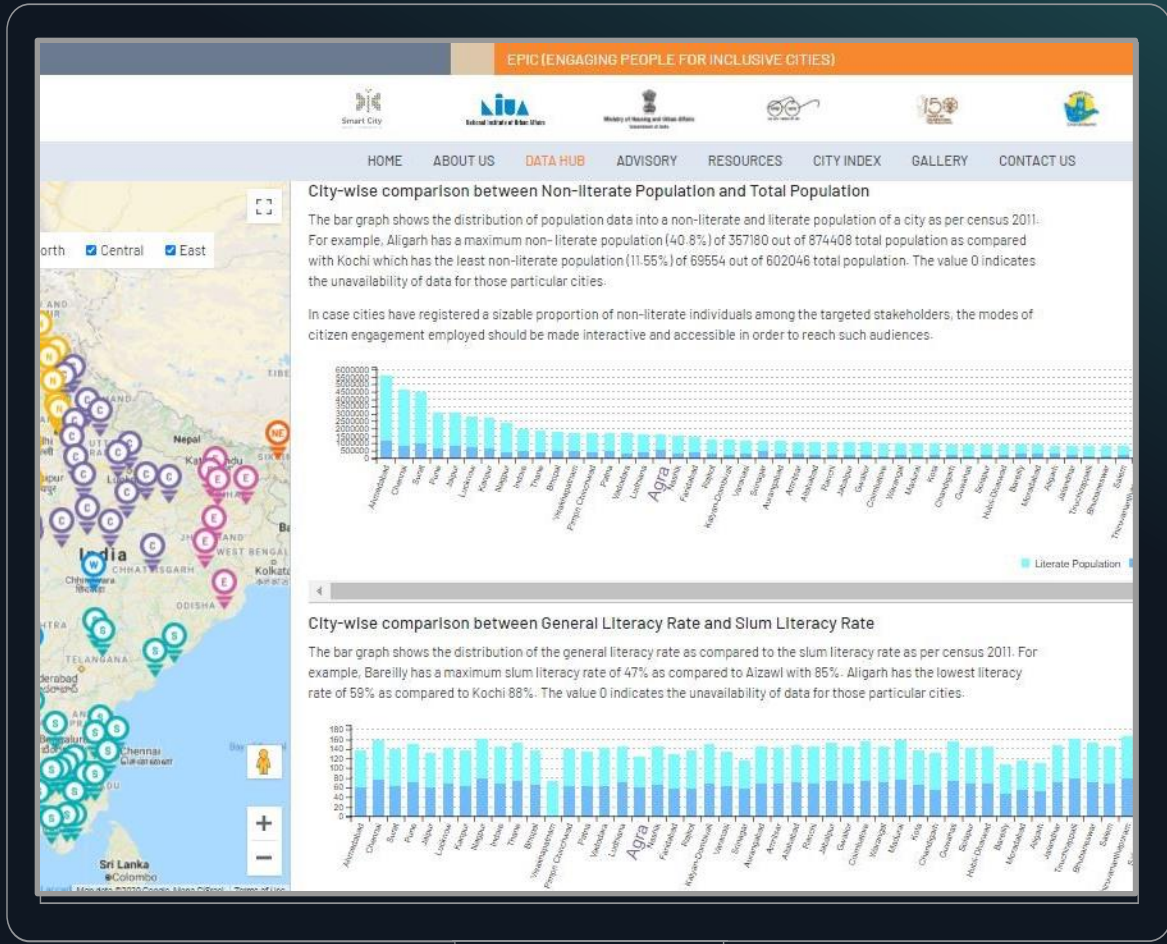
CITY AUDIT PLATFORM

o Allows cities to use this evaluative sheet and gauge the participatory resources available in the city.

o Citizen Engagement Audit to gauge organisational preparedness for participatory activities
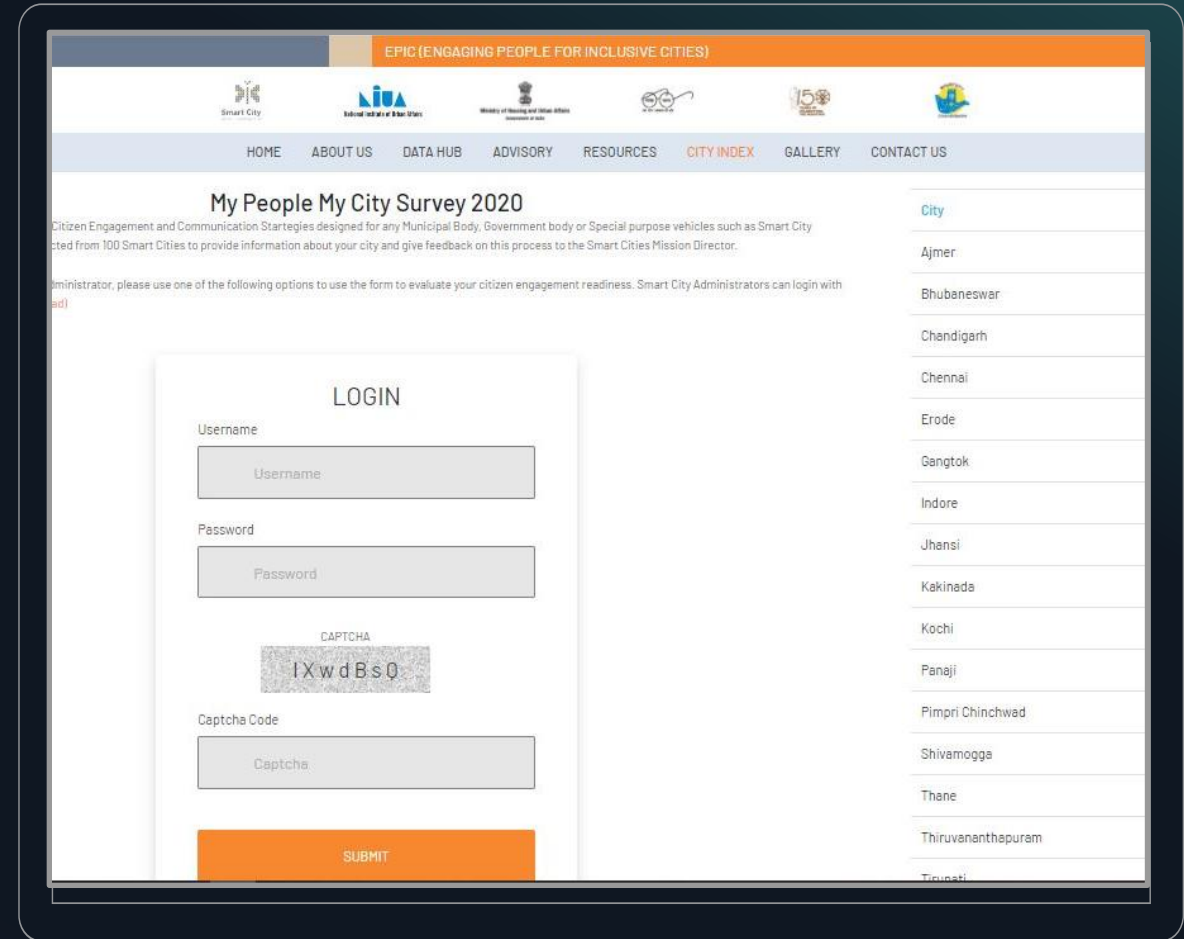
KEY FEATURES

USEFUL FILTERS

Action Plan Selection
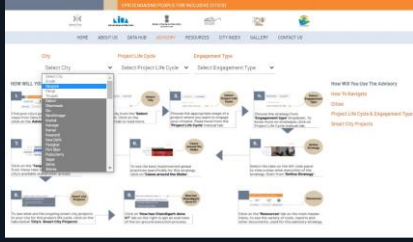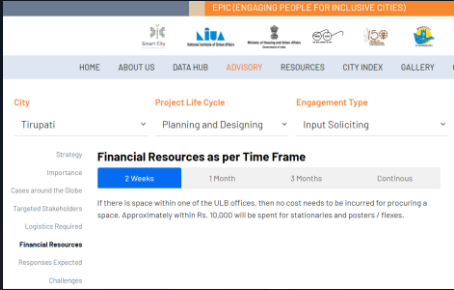Allows a user to filter by city, project life cycle stage, engagement activity as required

BUDGET LOGISTICS

Budget & Logistics Timelines
The Action Plan will help users decide how much to spend and how long it will take to run a sustainable program

MAPPED GROUPS

Targeted Stakeholders
The action plan gives the city officials the diverse stakeholder groups existing in their cities

GLOBAL BEST CASES

Global Engagement Practices
Best practices have been culled from around the world to think innovatively and implement effective methods

KEY FEATURES

TESTED CASES

Chandigarh Model

A step –wise guide of 14 online and offline activities implemented in Chandigarh

SAMPLE TOOLS

Downloadable tools for use

Tested tools like demo applications, posters, survey formats, radio jingles that can be used to conduct activities
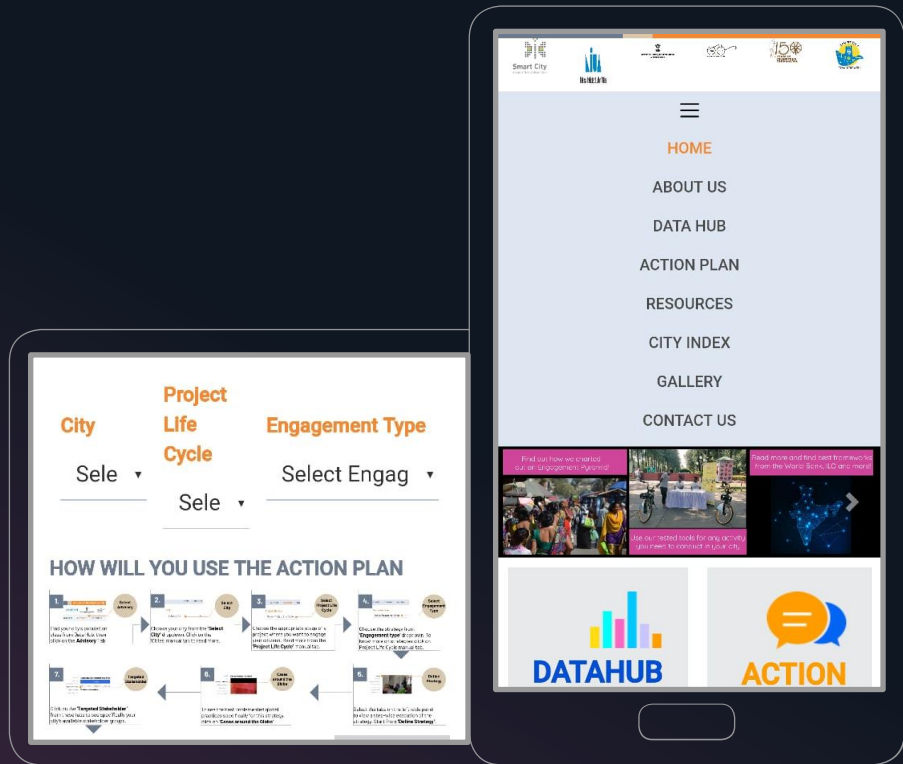
MOBILE RESPONSIVE

VIEW IT ON MOBILE TO USE ON THE GO!

THESE TOOLS CAN BE DOWNLOADED, CUSTOMISED AND USED PER YOUR CONVENIENCE

TESTED USE CASES

FOR PROPOSED PROJECTS UNDER CHANDIGARH SMART CITY

Chandigarh Pedal

A live demonstration of the proposed Public Bike Sharing project under Chandigarh Smart City
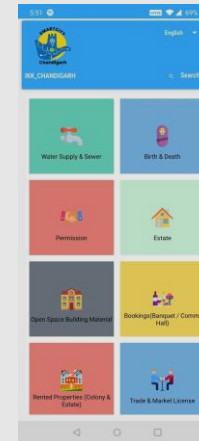
eGovernance Demo App Testing

Testing out the proposed eGov Smart City App for any two services with a demo mobile application

SMART CLASSROOMS
COMPUTER LABS
VISUAL SMART LABS
DIGITAL NOTICE BOARD
HOLOGRAPHIC DISPLAY
3 D PRINTING LAB

Smart Classrooms

Interactive Feedback Session with School Students, Teachers & Parents on concepts of Smart Classroom

TESTED USE CASES

Chandigarh Live
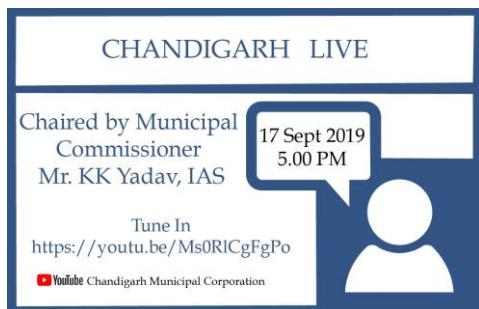
Live Webinar chaired by the Chandigarh CEO with the heads of Academic Institutes, Civic Associations & Commercial Bodies

Sujhaav Camp

Offline consultation with RWAs / MTAs of five sectors. Consultation themes were identified through Complaints & Grievances data

Jal Sanrakshan Hackathon

Competition on innovative ideas to conserve water. The top three ideas were rewarded and implemented with the help of ULB officials
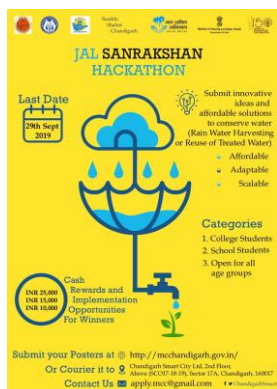
Pamphlet Training with SHGs

Capacity building workshop with Self Help Groups by information sharing and feedback collection on upcoming projects

DIVERSE USERS' UTILITIES

City Officials

EXECUTIONAL ACTION PLANS
Budget & Logistics

TARGETED PARTNERS
City-specific Stakeholder Groups & Projects

CITY ADMINISTRATORS

DOWNLOADABLE TOOLS
Dummy Mobile Apps, Radio Jingles, Posters, Survey Formats & many more

EVALUATION PLATFORM
City specific scoring mechanism

Development Authorities

Researchers

FRAMEWORKS
International (World Bank, OECD, ILO) & National

CITY PROFILES
Socio-economic-demographic data & SCM engagement scores

ACADEMIA

SAMPLE FORMATS
Feedback & Survey forms, participatory governance checklist, M & E toolkits

BEST PRACTICES
Successful & Innovative stories from around the world in Public Engagement

Professors

Limited Knowledge

STEP-WISE ADVISORY
Involvement in Cities Development

CHANDIGARH'S STORIES
Execution of Activities

OTHERS

WORLD-WIDE CASES
Creative ways of Involving Ciitzens

CITY PROJECTS
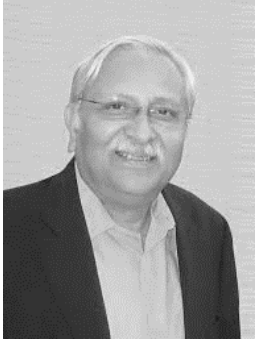Ongoing categories of projects in the cities

Other Users

SMARTCITY CHANDIGARH

DEMO

LINK!

VIDEO

OUR MENTORS

Dr. Rajesh Tandon,

Founder

Participatory Research in Asia

Dr. Kaustav Bandhyopadhyay,

Director (Research)

Participatory Research in Asia
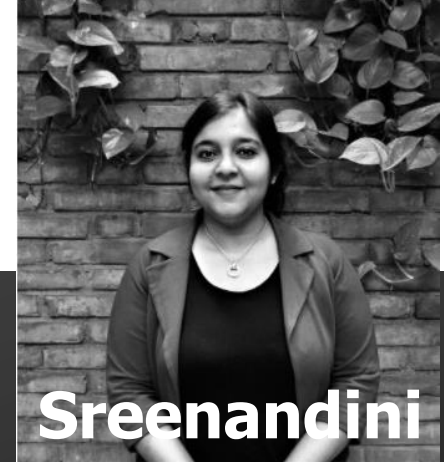
WEBSITE DEVELOPERS

eParampara Technologies

🌐 http://eparampara.com/

Gulshan

TEAM INVOLVE

Mayank

Nandini

Sreenandini

ABOUT US

EPIC is the brainchild of Team Involve, members of the 2019 cohort of the India Smart Cities Fellowship Program. A mix of development professionals and urban planners, the team has spent 18 months perfecting citizen engagement planning and implementation.

Team Involve

Thank You

✉ teaminvolve.2019@gmail.com

🌐 http://49.207.181.236:9050/SMRCTY/

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